



VENTURA COUNTY TRANSPORTATION COMMISSION  
Heritage Valley Technical Advisory Committee (HVTAC)  
[www.goventura.org](http://www.goventura.org) | [www.valleyexpressbus.org](http://www.valleyexpressbus.org)  
Fillmore City Hall  
250 Central Avenue, Fillmore, CA  
Monday, August 24, 2026  
9:00 a.m.

## AGENDA

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

**ITEM 1 CALL TO ORDER**

**ITEM 2 INTRODUCTIONS & ANNOUNCEMENTS**

**ITEM 3 PUBLIC COMMENTS**

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

**ITEM 4 AGENDA ADJUSTMENTS**

**ITEM 5 ACCEPTANCE OF MINUTES**

***Recommended Action:***

- Receive and file

**Responsible Staff: Cecilia Perez**

**ITEM 6 FUTURE SERVICE PLANNING UPDATE**

***Recommended Action:***

- Receive and file.

**Responsible Staff: Matt Miller, Program Manager**

**ITEM 7 RIDERSHIP AND OUTREACH REPORT**

***Recommended Action:***

- Receive and file.

**Responsible Staff: Erin Kenneally, Transit Planner**

**ITEM 8 ADJOURNMENT**

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



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[www.goventura.org](http://www.goventura.org) | [www.valleyexpressbus.org](http://www.valleyexpressbus.org)  
**Santa Paula City Council Chambers**  
970 E. Ventura Street, Santa Paula, CA  
**Monday, May 11, 2026**  
**11:00 a.m.**

## **MEETING MINUTES**

**MEMBERS PRESENT:** Georgie Gerardo, City of Fillmore (Chair)  
Susanna Arroyo, County of Ventura (Vice-Chair)

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

- 1. CALL TO ORDER** – Chair Gerardo called the meeting to order at 11:00 a.m.
- 2. INTRODUCTIONS & ANNOUNCEMENTS** - None
- 3. PUBLIC COMMENTS** - None
- 4. AGENDA ADJUSTMENTS** - None
- 5. ACCEPTANCE OF MINUTES** - The Committee accepted the January 13, 2026, Meeting Minutes.

### **6. RIDERSHIP AND OUTREACH REPORT**

Matt Miller provided an update on the Valley Express Transit Service Quarter 3 Ridership and Outreach Report including key performance highlights, quarterly comparisons, marketing, and community outreach. Celtis has completed a new bus book, new digital real-time arrival signs are installed and the final fleet replacements were completed and are in service.

### **7. FISCAL YEAR 2026-2027 VALLEY EXPRESS FINAL BUDGET**

Matt Miller presented to the Committee a draft 2026-2027 Valley Express budget along with a breakdown of each member agency's local contribution. Fuel estimate is the only major change from previous year's budget. Claire Grasty noted that depreciation was not previously in the budget but is now included as recommended by VCTC Finance Department.

**Action:**

**Susanna Arroyo made a Motion to approve the Fiscal Year 2026-2027 Valley Express Final Budget, seconded by Georgie Gerardo.**  
**Motion passed.**

**8. COMMUNITY OUTREACH PROGRAM CONTRACT EXTENSION**

Matt Miller gave a background of Celtis Ventures contract for community outreach program which began in 2023 and requests approval for an extension of two additional years.

**Action:**

**Susanna Arroyo made a Motion to approve the community outreach program contract extension for two years until June 30, 2028 with Celtis Ventures for \$70,000 per year for a total not to exceed amount of \$350,000 and authorize the Executive Director to negotiate all remaining terms of the contract for the Community Outreach Program in a form and substance approved by VCTC legal counsel. Seconded by Georgie Gerardo.**  
**Motion passed.**

**9. ADJOURNMENT - Chair Gerardo adjourned the meeting at 11:22 a.m.**



# Valley Express Bus & Dial-A-Ride

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Item 6

**DATE: AUGUST 24, 2026**

**MEMO TO: HERITAGE VALLEY TECHNICAL ADVISORY COMMITTEE (HVTAC)**

**FROM: MATT MILLER, PROGRAM MANAGER**

**SUBJECT: FUTURE SERVICE PLANNING UPDATE**

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## **RECOMMENDATION**

- Receive and file update on future service planning activities currently underway.

## **BACKGROUND**

In early 2026, Valley Express was awarded a Congestion Mitigation and Air Quality (CMAQ) grant to increase service on the Santa Paula A & B routes, add an afternoon school tripper trip in Santa Paula, and extend service hours on the Fillmore Route. Additionally, in March 2026, the Ventura County Transportation Commission (VCTC) adopted the 2025-2034 Short Range Transit Plan (SRTP) which includes specific recommendations to improve transit service throughout Ventura County. For the Valley Express service, SRTP recommends redesigning the routes in Santa Paula, modifying the Fillmore Loop route, increasing service hours in Santa Paula, decreasing the availability of general-purpose dial-a-ride and increasing fares on the fixed-route and dial-a-ride service. Since being awarded the CMAQ award and the adoption of the SRTP, staff have begun planning for the changes.

## **DISCUSSION**

As stated above, Valley Express has received a CMAQ grant to expand fixed route service in Santa Paula and Fillmore with the goal of providing viable, practical fixed-route transit service in the Heritage Valley.

Since the CMAQ award coincided with the completion of the VCTC SRTP, staff has decided that the best course of action was to present service scenarios and fare changes

that included a variety of options ranging from CMAQ funded only changes to changes as recommended in the STRP and get feedback on next steps from the TAC.

At the June Heritage Valley Policy Advisory Committee (HVPAC) meeting discussions were held regarding long term costs, multi-year budgets and plans for funding service after grant funding runs out. To support this, staff have developed service scenarios with high level costs to get feedback and direction from the HVTAC and HVPAC on preferred scenarios. After feedback and direction is received, staff will further refine the costs.

To support this process, staff will develop a timeline for planning tasks, outreach and implementation. Based on the CMAQ funding timeline, funding should be available by the end of 2027 and therefore staff are recommending that CMAQ funded route changes and policy changes occur in Spring 2028. As part of this process VCTC will review the SRTP VE route recommendations and work through them in detail with our operator to make sure the route orientation and bus stops are as supportive to the community as possible.

Recommended in the SRTP are fare increases for all transit operators countywide and policy changes to General Purpose Dial-a-Ride structure, including increased and tiered fares for this service. Staff will bring back recommended policy changes and changes to fares for review and ultimately approval by the HVTAC and HVPAC.

Outreach will be done in a two-part process. First, staff will go out to the public initially to receive feedback on the proposed routes and policy/fare changes, expected to take place in Spring/Summer 2027. Feedback will be collected and influence the final decision. Subsequently, in Fall 2027/Winter 2028, outreach will be conducted to educate the public on the route, policy and fare changes to be implemented in Spring 2028.

Given the timeline and variables, the aforementioned items will have on the budget, staff proposed creating a one-year budget for FY 2027-28 and a two-year budget process following that but can reconsider if there are issues with this not aligning with cities' two-year budget cycles.

On the following pages are information on the current service levels and two other potential scenarios.

## Scenario 1: Current Service

| Jurisdiction                                    | Cost (FY26-27 Budgeted) | Number of Trips Weekday | Number of Trips Weekend |
|-------------------------------------------------|-------------------------|-------------------------|-------------------------|
| <b>Santa Paula</b>                              |                         |                         |                         |
| <i>Santa Paula A</i>                            |                         | 3                       | 4                       |
| <i>Santa Paula B</i>                            |                         | 4                       | 2                       |
| <i>Santa Paula AM School Tripper</i>            | \$911,191               | 1                       | ---                     |
| <i>Dial-A-Ride ( General Purpose, 65+, ADA)</i> |                         |                         |                         |
| <b>Fillmore</b>                                 |                         |                         |                         |
| <i>Fillmore Loop</i>                            |                         | 10                      | 0                       |
| <i>Rio Vista Tripper (Fillmore)</i>             | \$708,768               | 3                       | ---                     |
| <i>Dial-A-Ride ( General Purpose, 65+, ADA)</i> |                         |                         |                         |
| <b>County</b>                                   |                         |                         |                         |
| <i>Piru</i>                                     | \$371,397               | 14                      | 9                       |
| <b>CMAQ Funded</b>                              |                         |                         |                         |
| <i>Fillmore to Moorpark</i>                     | \$465,545               | 10                      | 5                       |

Above is a snapshot of the Valley Express current service.

The City of Santa Paula has the least number of fixed-route bus trips available and heavily relies on General Purpose Dial-A-Ride (DAR) as the main public transit option for residents. The bulk of Santa Paula's transit cost goes to DAR services and they have the highest DAR ridership. See FY25-26 boardings data below.

| Service Type                | Boardings     | Percent of Total |
|-----------------------------|---------------|------------------|
| ADA Paratransit/ Senior DAR | 8,123         | 38%              |
| <b>General Purpose DAR</b>  | <b>10,204</b> | <b>48%</b>       |
| Fixed-Route                 | 3,037         | 14%              |
| <b>Total</b>                | <b>21,364</b> | <b>100%</b>      |

Fillmore has the second most number of fixed-route bus trips available and most transit riders use the fixed-route for their trips. Fillmore's costs are more spread out between fixed-route and DAR with General Purpose DAR having a higher cost per trip than ADA/Senior DAR .

| Service Type                | Boardings     | Percent of Total |
|-----------------------------|---------------|------------------|
| ADA Paratransit/ Senior DAR | 2,671         | 15%              |
| General Purpose DAR         | 1,890         | 11%              |
| Fixed-Route                 | 12,794        | 74%              |
| <b>Total</b>                | <b>17,355</b> | <b>100%</b>      |

The County Piru route offers the greatest number of fixed route bus trips and most of the public transit trips are taken on the fixed-route. The Piru route operates on a consistent hourly schedule throughout the day on the weekdays. On the weekend, the route operates every hour with a shorter service span.

| Service Type                | Boardings     | Percent of Total |
|-----------------------------|---------------|------------------|
| ADA Paratransit/ Senior DAR | 565           | 2%               |
| General Purpose DAR         | 447           | 2%               |
| Fixed-Route                 | 29,122        | 97%              |
| <b>Total</b>                | <b>30,134</b> | <b>100%</b>      |

## Scenario 2: Current + CMAQ Funded Expanded Service

| Jurisdiction                                    | Annual Estimated Cost | Number of Trips Weekday | Number of Trips Weekend |
|-------------------------------------------------|-----------------------|-------------------------|-------------------------|
| <b>Santa Paula</b>                              |                       |                         |                         |
| <i>Santa Paula A</i>                            |                       | 3                       | 4                       |
| <i>Santa Paula B</i>                            |                       | 4                       | 2                       |
| <i>Santa Paula AM School Tripper</i>            | \$915,710             | 1                       | ---                     |
| <i>Dial-A-Ride ( General Purpose, 65+, ADA)</i> |                       |                         |                         |
| <b>Fillmore</b>                                 |                       |                         |                         |
| <i>Fillmore Loop</i>                            |                       | 10                      | 0                       |
| <i>Fillmore to Moorpark</i>                     | \$1,058,197           | 10                      | 5                       |
| <i>Rio Vista Tripper (Fillmore)</i>             |                       | 3                       | ---                     |
| <i>Dial-A-Ride ( General Purpose, 65+, ADA)</i> |                       |                         |                         |
| <b>County</b>                                   |                       |                         |                         |
| <i>Piru</i>                                     | \$366,118             | 14                      | 9                       |
| <i>Dial-A-Ride ( General Purpose, 65+, ADA)</i> |                       |                         |                         |
| <b>CMAQ Funded (3 years of funding)</b>         |                       |                         |                         |
| <i>Expanded Santa Paula</i>                     |                       | 11                      | 4                       |
| <i>Additional Santa Paula Tripper</i>           | \$366,476             | 1                       | ---                     |
| <i>Expanded Fillmore</i>                        |                       | 3                       | 5                       |

Above is a snapshot of what Scenario 2 would look like when CMAQ funds run out for the Fillmore to Moorpark route next fiscal year and when new CMAQ funds are obligated to expand service in Santa Paula and Fillmore. This cost estimate assumes Federal funding stays the same as it is now.

Due to this, Fillmore's contribution to Valley Express will increase to continue the route's service, if elected to continue the service. This cost could go down slightly if decreases to the service span are made.

The scenario also includes service expansions of the Santa Paula A and Santa Paula B routes. The service expansions add a total 11 trips spread across the A and B routes on the weekdays. Adding these trips to the routes would create an all day, hourly schedule that could be a viable alternative to General Purpose DAR. It would also increase the



service span on the weekends. Additionally, it would add an afternoon school tripper route to compliment the morning tripper. These changes would increase the usage of fixed-route service in the city.

This scenario also includes extra trips on the Fillmore Loop route, increasing its utility as a viable all day transit option that can be used in conjunction with the Fillmore to Moorpark Route.

### Scenario 3: Short Range Transit Plan Recommendations

| Jurisdiction                             | Estimated Cost | Number of Trips<br>Weekday | Number of Trips<br>Weekend |
|------------------------------------------|----------------|----------------------------|----------------------------|
| <b>Santa Paula</b>                       |                |                            |                            |
| Route 65: Santa Paula Main Street        |                | 3                          | 4                          |
| Route 66: Santa Paula Loop               |                | 4                          | 2                          |
| Route 65T: Santa Paula Tripper           | \$970,111      | 1                          | —                          |
| Dial-A-Ride ( General Purpose, 65+, ADA) |                |                            |                            |
| <b>Fillmore</b>                          |                |                            |                            |
| Route 67: Fillmore - Moorpark            |                | 12                         | 5                          |
| Route 67T: Rio Vista Tripper (Fillmore)  | \$925,390      | 3                          | —                          |
| Dial-A-Ride ( General Purpose, 65+, ADA) |                |                            |                            |
| <b>County</b>                            |                |                            |                            |
| Route 68: Piru                           |                | 14                         | 9                          |
| Dial-A-Ride ( General Purpose, 65+, ADA) | \$439,463      |                            |                            |
| <b>CMAQ Funded</b>                       |                |                            |                            |
| Expanded Santa Paula                     |                | 11                         | 4                          |
| Additional Santa Paula Tripper           | \$366,838      | 1                          | —                          |
| Expanded Fillmore                        |                | 3                          | 5                          |

Above is Scenario 3, which includes the SRTP route naming changes, redesigned Santa Paula fixed-routes, redesigned Fillmore Loop and Fillmore to Moorpark route, changes to DAR service policies, including a reduction in General Purpose availability, and the CMAQ expanded service which in this scenario would be applied to the redesigned Santa Paula and Fillmore routes. Below is a summary of the changes by service type with maps.

### Fixed Route

Santa Paula routes would be redesigned to serve the city throughout the day in line with traditional fixed-routes. Route 65 would serve east-west on Main Street through the City limits and Route 66 would serve the rest of the city providing coverage to areas north of Main Street including the hospital. Route 65T is the AM school tripper and does not change. Lastly, a Route 65T PM school tripper would be added. The cost of the expansion to all day fixed-route service would be offset by the CMAQ funds awarded for expanded service.

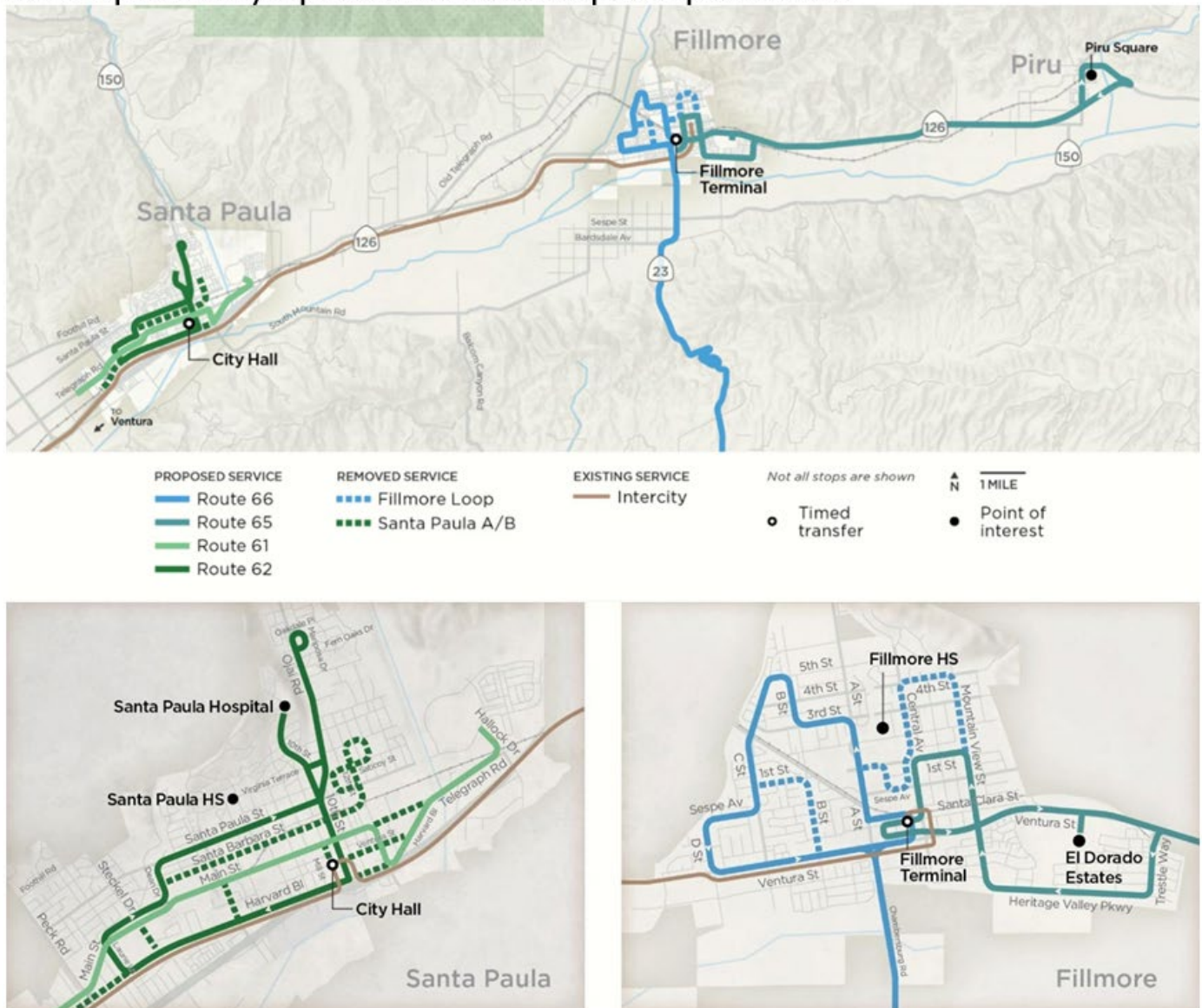
The Fillmore Loop route would be redesigned and combined with the Fillmore to Moorpark route. The route name would change, the service span would be throughout the day and provide one-seat rides from Fillmore to destinations within Fillmore and in Moorpark. The cost for service expansion would be offset by the CMAQ funds awarded for expanded service.

The Piru route would continue to serve the same areas and stops as it currently serves and the communities south of Highway 126, Rio Vista Elementary school and east Fillmore would be added.

Below are the recommended route redesigns as found in the VCTC SRTP.

SANTA PAULA, FILLMORE, & PIRU

Figure 52: Proposed Valley Express Fixed Route Concept and Span of Service



## Dial-A-Ride Service Changes

To encourage more fixed-route usage and off-set costs associated with expanded fixed-route service, changes to General Purpose DAR would be implemented. Currently, anyone can use General Purpose DAR to travel within city limits. This policy would change and General Purpose DAR would only be available to those in areas outside of .25 mile buffer (5 minute walk) of the fixed-route. Additionally, the SRTTP recommends a tiered price for General Purpose DAR, recommending it increase above the fare across the system, which is also recommended to increase. The fare increase would nudge people to walk to fixed-route stops and control costs for dial-a-ride service leading to a more sustainable transit service.

Below is an example of what this policy would look like in practice. In the map, the areas in blue are outside the .25 mile buffer (5 min walk) would be General Purpose DAR zones.





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# Valley Express Bus & Dial-A-Ride

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Item 7

**DATE: AUGUST 24, 2026**  
**MEMO TO: HERITAGE VALLEY TECHNICAL ADVISORY COMMITTEE (HVTAC)**  
**FROM: ERIN KENNEALLY, TRANSIT PLANNER – TRANSIT SERVICES**  
**SUBJECT: RIDERSHIP AND OUTREACH REPORT**

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## **RECOMMENDATION**

- Receive and file.

## **BACKGROUND**

Valley Express service includes five fixed routes, dial-a-ride (DAR) services for the general public, and complementary ADA paratransit serving the cities of Santa Paula, Fillmore, and the unincorporated area of Piru.

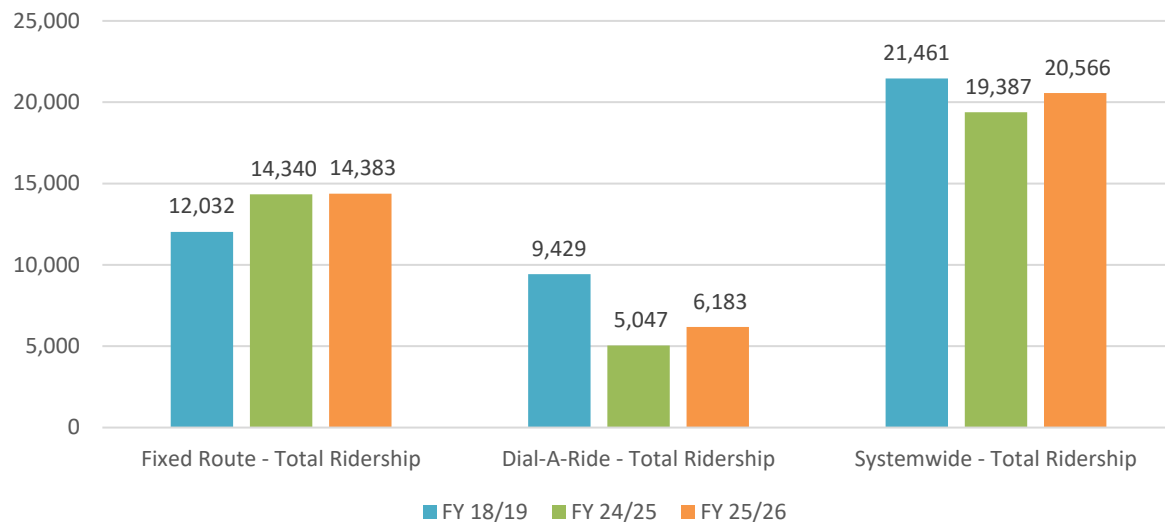
This report provides a Quarter 4 (April-May-June) comparison between key performance indicators (KPI) in FY 2025-26 and previous years as well as an annual comparison. In addition, this report provides an update regarding the recent marketing and outreach activities for Valley Express. Ridership in Q4 increased on both services over the same quarter last year.

### **Key Performance Highlights:**

- Dial-A-Ride ridership increased 22.5% in Q4, growing from 5,047 trips to 6,183 trips, while fixed route ridership remained stable at 14,383 trips, a slight increase over last year.
- Fixed route ridership grew 10.6% annually to 56,830 trips and is now approximately 108% of pre-COVID (FY 2018-19) levels due to the Fillmore-Moorpark route. Without this route, ridership would be at 85% of pre-pandemic levels.
- Dial-A-Ride ridership increased 41.7% annually to 22,888 trips and has recovered to about 62% of pre-COVID ridership.

- Though ridership on the Santa Paula Route A is down, combined ridership on the Santa Paula fixed routes is above FY25 levels.
- Ridership on the Piru route is down 6% in Q4 as well as over the course of the year. Staff will look further into the reasons why.

### Valley Express Ridership FOURTH QUARTER COMPARISSON



### FOURTH QUARTER FIXED ROUTE BOARDINGS BY ROUTE

| Route               | FY18-19<br>(Pre-<br>COVID) | FY24-25       | FY25-26       | % Change from<br>FY 24/25 | % Change from<br>FY 18/19 |
|---------------------|----------------------------|---------------|---------------|---------------------------|---------------------------|
| Santa Paula A       | 449                        | 194           | 223           | 15%                       | -50%                      |
| Santa Paula B       | 425                        | 241           | 397           | 65%                       | -7%                       |
| Santa Paula Tripper | 229                        | 78            | 272           | 249%                      | 19%                       |
| Fillmore Loop       | 749                        | 1,163         | 1,476         | 27%                       | 97%                       |
| Fillmore Tripper    | 2,327                      | 1,733         | 1,294         | -25%                      | -44%                      |
| Fillmore-Moorpark^  | n/a                        | 2,581         | 2,893         | 12%                       | -                         |
| Piru                | 7,853                      | 8,350         | 7,828         | -6%                       | 0%                        |
| <b>Total</b>        | <b>12,032</b>              | <b>14,340</b> | <b>14,383</b> | <b>0.3%</b>               | <b>20%</b>                |

^CMAQ Funded Route Implemented August 2024

### FOURTH QUARTER DIAL-A-RIDE BOARDINGS BY JURISDICTION

| Route        | FY18-19<br>(Pre-<br>COVID) | FY24-25      | FY25-26      | % Change from<br>FY 24/25 | % Change from<br>FY 18/19 |
|--------------|----------------------------|--------------|--------------|---------------------------|---------------------------|
| Santa Paula  | 6,740                      | 4,313        | 4,820        | 12%                       | -28%                      |
| Fillmore     | 2,598                      | 734          | 1,363        | 86%                       | -48%                      |
| <b>Total</b> | <b>9,338</b>               | <b>5,047</b> | <b>6,183</b> | <b>23%</b>                | <b>-34%</b>               |

**FOURTH QUARTER DIAL-A-RIDE RIDERSHIP BY SERVICE TYPE**

| <b>Jurisdiction</b> | <b>ADA</b>   | <b>SENIOR</b> | <b>GENERAL</b> |
|---------------------|--------------|---------------|----------------|
| County              | 104          | 63            | 122            |
| Fillmore            | 193          | 577           | 504            |
| Santa Paula         | 838          | 1,132         | 2,650          |
| <b>Total</b>        | <b>1,135</b> | <b>1,772</b>  | <b>3,276</b>   |

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

**Table 1 System-wide Quarterly Comparison**

| <b>SYSTEM-WIDE SERVICE - Valley Express KPI</b> |             | <b>Qtr 4<br/>FY 2024/25</b> | <b>Qtr 4<br/>FY 2025/26</b> | <b>Yr over Yr %<br/>Change</b> |
|-------------------------------------------------|-------------|-----------------------------|-----------------------------|--------------------------------|
| <b>Ridership</b>                                | System-wide | 19,387                      | 20,566                      | <b>6%</b>                      |
| <b>Passengers per Mile</b>                      | System-wide | 0.30                        | 0.27                        | <b>-8%</b>                     |
| <b>Passengers per Hr</b>                        | System-wide | 3.16                        | 3.53                        | <b>12%</b>                     |
| <b>Revenue Hours</b>                            | System-wide | 6,131                       | 5,828                       | <b>-5%</b>                     |
| <b>Revenue Miles</b>                            | System-wide | 64,916                      | 75,166                      | <b>16%</b>                     |
| <b>Operating Cost</b>                           | System-wide | \$ 635,854                  | \$ 649,982                  | <b>2%</b>                      |
| <b>Cost per Hr</b>                              | System-wide | \$ 103.72                   | \$ 111.54                   | <b>8%</b>                      |
| <b>Cost per Passenger</b>                       | System-wide | \$ 32.80                    | \$ 31.60                    | <b>-4%</b>                     |

**Table 2 Fixed Route Quarterly Comparison**

| <b>FIXED ROUTE - Valley Express KPI</b> |             | <b>Qtr 4<br/>FY 2024/25</b> | <b>Qtr 4<br/>FY 2025/26</b> | <b>Yr over Yr %<br/>Change</b> |
|-----------------------------------------|-------------|-----------------------------|-----------------------------|--------------------------------|
| <b>Ridership</b>                        | Fixed Route | 14,340                      | 14,383                      | <b>0%</b>                      |
| <b>Passengers per Mile</b>              | Fixed Route | 0.28                        | 0.28                        | <b>1%</b>                      |
| <b>Passengers per Hr</b>                | Fixed Route | 4.97                        | 4.78                        | <b>-4%</b>                     |
| <b>Revenue Hours</b>                    | Fixed Route | 2,885                       | 3,006                       | <b>4%</b>                      |
| <b>Revenue Miles</b>                    | Fixed Route | 50,773                      | 50,562                      | <b>0%</b>                      |
| <b>Operating Cost</b>                   | Fixed Route | \$ 299,032                  | \$ 336,678                  | <b>13%</b>                     |
| <b>Cost per Hr</b>                      | Fixed Route | \$ 103.66                   | \$ 112.00                   | <b>8%</b>                      |
| <b>Cost per Passenger</b>               | Fixed Route | \$ 20.85                    | \$ 23.41                    | <b>12%</b>                     |



**Table 3 Dial-A-Ride Quarterly Comparison**

| <b>DIAL-A-RIDE (DAR) - Valley Express KPI</b> |                   | <b>Qtr 4<br/>FY 2024/25</b> | <b>Qtr 4<br/>FY 2025/26</b> | <b>Yr over Yr %<br/>Change</b> |
|-----------------------------------------------|-------------------|-----------------------------|-----------------------------|--------------------------------|
| <b>Ridership</b>                              | Dial-A-Ride (DAR) | 5,047                       | 6,183                       | <b>23%</b>                     |
| <b>Passengers per Mile</b>                    | Dial-A-Ride (DAR) | 0.36                        | 0.25                        | <b>-30%</b>                    |
| <b>Passengers per Hr</b>                      | Dial-A-Ride (DAR) | 1.55                        | 2.19                        | <b>41%</b>                     |
| <b>Revenue Hours</b>                          | Dial-A-Ride (DAR) | 3,246                       | 2,822                       | <b>-13%</b>                    |
| <b>Revenue Miles</b>                          | Dial-A-Ride (DAR) | 14,142                      | 24,604                      | <b>74%</b>                     |
| <b>Operating Cost</b>                         | Dial-A-Ride (DAR) | \$ 336,822                  | \$ 313,304                  | <b>-7%</b>                     |
| <b>Cost per Hr</b>                            | Dial-A-Ride (DAR) | \$ 103.77                   | \$ 111.04                   | <b>7%</b>                      |
| <b>Cost per Passenger</b>                     | Dial-A-Ride (DAR) | \$ 66.74                    | \$ 50.67                    | <b>-24%</b>                    |

### **RideCo Update**

We are approaching the 2-year anniversary of launching the RideCo system. In a Q4 comparison, passengers per hour increased 41% and cost per passenger decreased 24%. By streamlining pick-ups and drop-offs, our revenue hours have also decreased 13%. Operating costs for Dial-A-Ride have decreased 7% annually despite increased contract costs.

### **Fillmore-Moorpark Route**

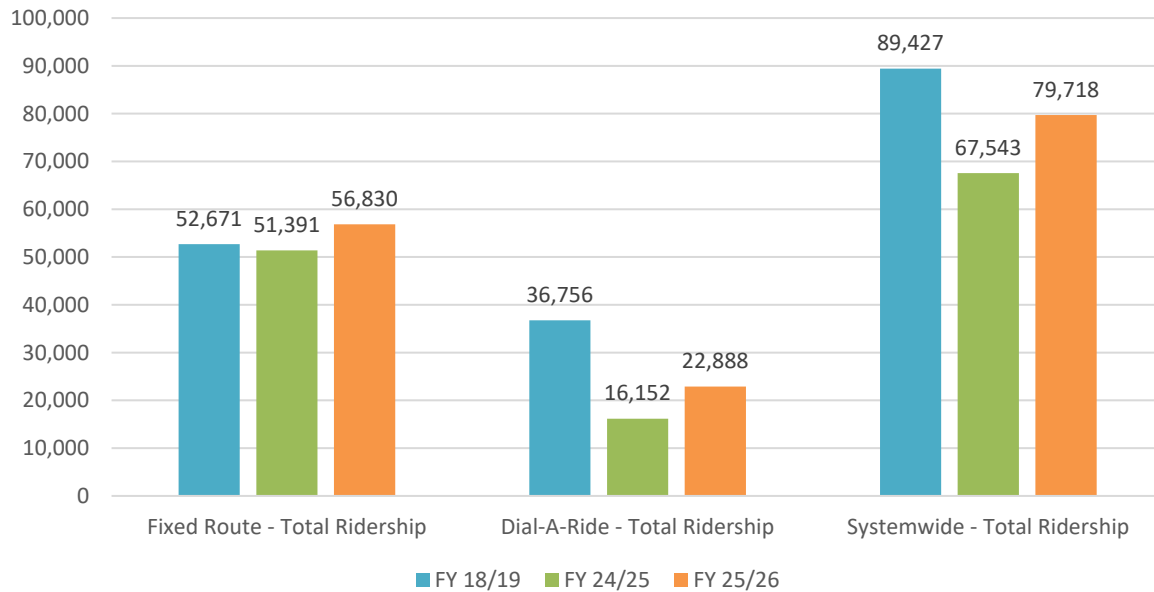
The Fillmore-Moorpark route just completed its second year in service. It annually accounted for 21% of fixed route ridership. More than three quarters of those rides were taken by youth and college students, 62% were taken by college students and another 16% by riders under 18.

### **Youth and College Ride**

In FY 2025-26, Valley Express provided nearly 40,000 rides to youth and college students. Those rides accounted for 62% of all fixed route rides and 13% of all Dial-A-Ride trips.

## Annual Comparison

### Valley Express Ridership ANNUAL COMPARISSON



### ANNUAL FIXED ROUTE BOARDINGS BY ROUTE

| Route               | FY18-19<br>(Pre-<br>COVID) | FY24-25       | FY25-26       | % Change from<br>FY 24/25 | % Change from<br>FY 18/19 |
|---------------------|----------------------------|---------------|---------------|---------------------------|---------------------------|
| Santa Paula A       | 2,394                      | 984           | 740           | -25%                      | -69%                      |
| Santa Paula B       | 2,427                      | 1,151         | 1,391         | 21%                       | -43%                      |
| Santa Paula Tripper | 1,143                      | 311           | 906           | 191%                      | -21%                      |
| Fillmore Loop       | 6,004                      | 3,925         | 5,920         | 51%                       | -1%                       |
| Fillmore Tripper    | 7,829                      | 6,375         | 6,874         | 8%                        | -12%                      |
| Fillmore-Moorpark^  | n/a                        | 7,787         | 11,877        | 53%                       | -                         |
| Piru                | 32,874                     | 30,858        | 29,122        | -6%                       | -11%                      |
| <b>Total</b>        | <b>52,671</b>              | <b>51,391</b> | <b>56,830</b> | <b>10.6%</b>              | <b>8%</b>                 |

^CMAQ Funded Route Implemented August 2024

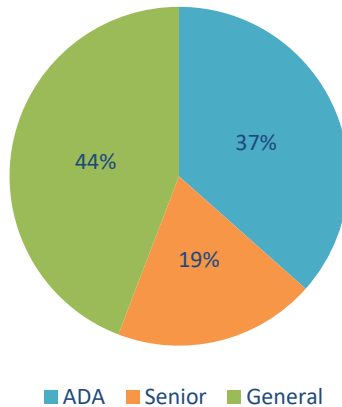
### ANNUAL DIAL-A-RIDE BOARDINGS BY JURISDICTION

| Route        | FY18-19<br>(Pre-<br>COVID) | FY24-25       | FY25-26       | % Change from<br>FY 24/25 | % Change from<br>FY 18/19 |
|--------------|----------------------------|---------------|---------------|---------------------------|---------------------------|
| Santa Paula  | 26,930                     | 13,446        | 18,327        | 36%                       | -32%                      |
| Fillmore     | 9,826                      | 2,706         | 4,561         | 69%                       | -54%                      |
| <b>Total</b> | <b>36,756</b>              | <b>16,152</b> | <b>22,888</b> | <b>42%</b>                | <b>-38%</b>               |

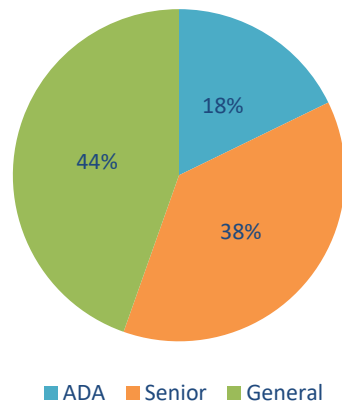
### ANNUAL DIAL-A-RIDE RIDERSHIP BY SERVICE TYPE

| Jurisdiction | ADA          | SENIOR       | GENERAL       |
|--------------|--------------|--------------|---------------|
| County       | 370          | 195          | 447           |
| Fillmore     | 754          | 1,595        | 1,890         |
| Santa Paula  | 3,080        | 4,353        | 10,204        |
| <b>Total</b> | <b>4,204</b> | <b>6,143</b> | <b>12,541</b> |

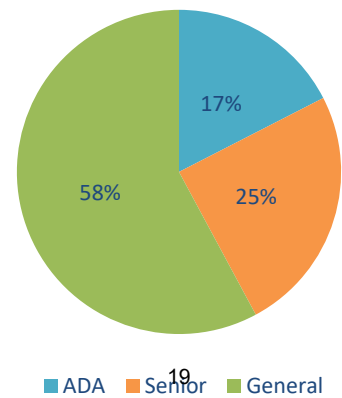
### COUNTY DIAL-A-RIDE RIDERSHIP BY SERVICE TYPE



### FILLMORE DIAL-A-RIDE RIDERSHIP BY SERVICE TYPE

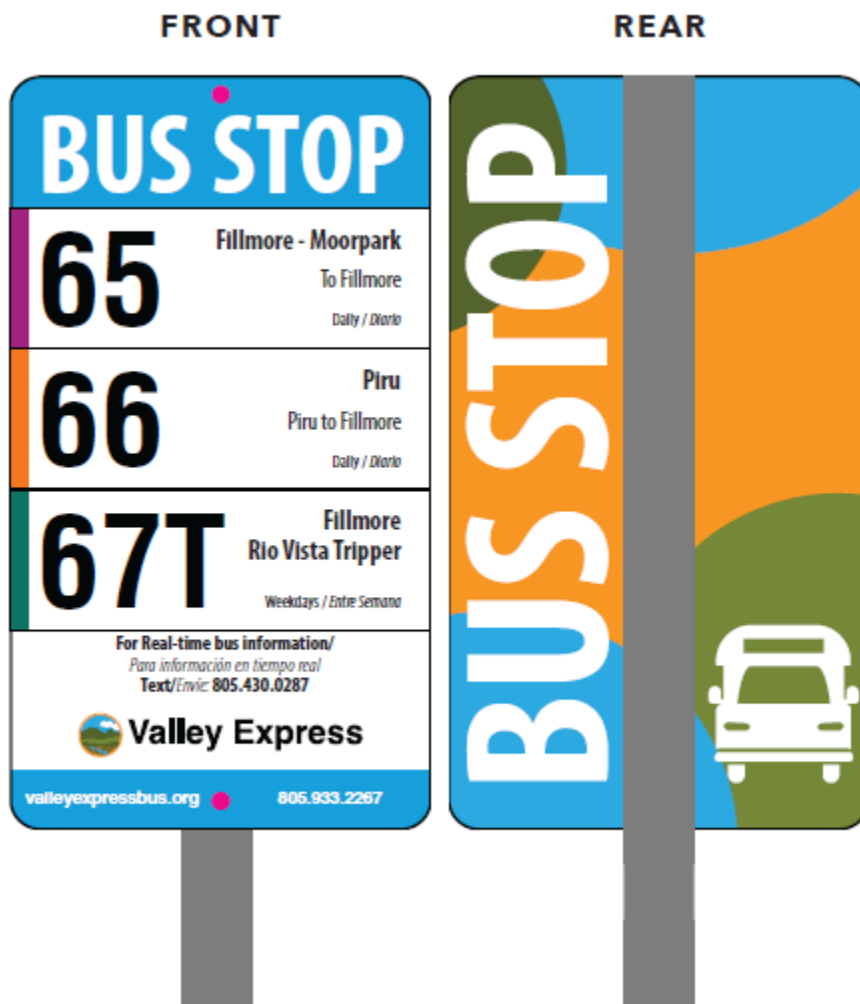


### SANTA PAULA DIAL-A-RIDE RIDERSHIP BY SERVICE TYPE



## MARKETING AND COMMUNITY OUTREACH

Celtis Ventures, Inc., continues to assist us in promoting the Valley Express service within the Heritage Valley. In Q4, Celtis finished the design of a new bus stop sign for the Valley Express fixed route. Per the Short-Range Transit Plan (S RTP) recommendations, we are incorporating route numbers into the design in order to better align with countywide standards.



## BUS STOP IMPROVEMENTS

As part of VCTC's Countywide Bus Stop Inventory and Assessment Project, we intend to replace all bus stop signs in the Valley Express service area. The new signs will incorporate our updated logo and vehicle design. The signs will each have route information, including route name and direction of travel. This will support regional goals to enhance transit accessibility and improve the rider experience.

The project is funded by the Southern California Association of Governments Regional Early Action Planning (REAP) 2.0 Grant Program. The REAP 2.0 program is a grant program that seeks to accelerate progress towards state housing goals and

climate commitments through a strengthened partnership between the state, its regions, and local entities.