

ITEM 9.E.

MOORPARK CITY COUNCIL AGENDA REPORT

TO: Honorable City Council

FROM: Dave Klotzle, City Engineer/Public Works Director 
Prepared by: Shaun Kroes, Senior Management Analyst 

DATE: February 7, 2014 (CC meeting of 02/19/14)

SUBJECT: Consider Providing Comments on Possible Unmet Transit Needs to the Ventura County Transportation Commission and Receive Report on Unmet Transit Needs Findings and Goals

SUMMARY

On April 18, 2002, the City Council directed staff to prepare an annual report on the City's transit performance regarding the findings and goals that the Ventura County Transportation Commission (VCTC) adopts each year at the conclusion of the Unmet Transit Needs process. Attachment "A" serves as this year's annual report on the City's performance. The City Council is being asked to review the annual report, provide comments, and direct staff to forward the comments to VCTC prior to 5:00 p.m. on March 3, 2014.

BACKGROUND

On December 6, 2013, VCTC approved new Unmet Transit Needs definitions and adjusted its public participation input program. This revision was in response to VCTC's Regional Transit Study as well as the impacts of SB 716 and SB 203 (which both become effective July 1, 2014). The revised definitions and public participation input program are detailed in Attachment "B" of this report.

California Public Utilities Code (PUC) 99401.5(c) requires that VCTC hold at least one public hearing pursuant to PUC Section 99238.5 to solicit comments on Unmet Transit Needs that may exist within the jurisdictions and that may be reasonable to meet by establishing or contracting for new public transportation, or specialized transportation, or by expanding existing services. All Unmet Transit Needs that are reasonable to meet must be funded before any allocation is made from TDA funds to the cities/county for streets and

roads pursuant to PUC 99401.5(e). Effective July 1, 2014, the remaining cities that this is applicable to are Camarillo, Fillmore, Moorpark and Santa Paula (all cities with a population under 100,000 and not a member of the Gold Coast Transit District). Although there are now a limited number of cities that are affected by PUC 99401.5(e), VCTC must perform a countywide Unmet Transit Needs process. VCTC may identify an Unmet Transit Need in a service area not affected by PUC 99401.5(e) (such as Gold Coast Transit or the City of Thousand Oaks); however, it has no ability to require that Unmet Transit Need be implemented because the agency is already committing 100% of its TDA funding for existing transit services).

DISCUSSION

On February 24, 2014, VCTC will hold its annual public hearing on Unmet Transit Needs at Camarillo City Hall. VCTC also scheduled five additional sessions, including one on February 18, 2014 at the City of Moorpark Community Center, for members of the public to participate in the Unmet Transit Needs process. The public may also fax, email, telephone, or mail comments to VCTC by 5:00 pm, March 3, 2014. The information on how to submit comments is on the attached flyer, Attachment "C". Staff advertised the comment period in the City transit buses, on the City cable TV Channel 10, and on the City website. The public was encouraged to submit their comments to VCTC. Additionally, information about the City Council's consideration of Unmet Transit Needs at its February 19, 2014 meeting was also distributed.

According to the PUC, VCTC must decide, by adopting a resolution, either that:

1. There are no unmet transit needs;
2. There are no unmet transit needs that are reasonable to meet; or,
3. There are unmet transit needs, including needs that are reasonable to meet.

The resolution must include information that provides the basis for VCTC's decision.

A number of the public comments received over the years do not fall into the category of Unmet Transit Needs. However, VCTC recognizes that some of them may be attainable with operational changes. VCTC adopts some of these comments as goals. These goals, where applicable, are included in the City's Report of Performance (Attachment A) and are differentiated from the Unmet Needs Findings.

FISCAL IMPACT

None.

Honorable City Council
February 19, 2014
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STAFF RECOMMENDATION

Provide comments and direct staff to forward them to VCTC, prior to the end of the public comment period.

Attachment A – Report of Performance

Attachment B – Unmet Needs Definition

Attachment C – Unmet Transit Needs Flyer

Attachment D – VCTC FY 2013/14 Unmet Transit Needs

**Report of Performance
2013/14 Unmet Transit Needs
Moorpark City Transit**

Attachment "D" identifies all Unmet Transit Needs Findings adopted by VCTC including the Commission's approved goals for FY 2013/14. The findings and goals applicable to Moorpark City Transit and the City's efforts to meet the findings and goals are listed below.

Findings adopted by VCTC June 7, 2013.

1. Continue all existing bus services substantially as they exist.
 - Moorpark City Transit continued its previous levels of service, operating two fixed route buses Monday – Friday. Route 1 operated from 6:00 am to 5:30 pm, and Route 2 operated from 6:40 am to 6:10 pm. FY 2012/13 ridership decreased 6.86% to 61,922 (from 66,480 in FY 2011/12). The City's VCTC audited farebox ratio (including Moorpark City Transit, Beach Bus, and Dial-A-Ride services) was calculated at 59.59% for FY 2012/13. The high farebox ratio is attributed to the City's use of local funds (Traffic Safety Management Fund 2001) for funding of the City's CNG buses and CNG fuel). The City's self-calculated farebox ratio was 19.63% for the City's fixed-route service, which if rounded up would meet the target farebox ratio of 20.0% for the year.

The decrease in farebox ratio is primarily a result of the higher contract costs of the City's current contractor, the City of Thousand Oaks (Thousand Oaks) compared to the previous contractor, CUSA. Thousand Oaks began providing operational service of Moorpark City Transit through its contractor, MV Transit, at the end of July 2012 after CUSA announced in June 2012 that it would no longer provide services as a result of its bankruptcy. The City's hourly operational cost increased 52.20%, from \$28.37/hour to \$43.18/hour.

2. Continue all public senior and disabled services in all jurisdictions in the County.
 - Moorpark senior and disabled (ADA) Dial-A-Ride services continued in FY 2012/13, including the Inter-City Dial-A-Ride paratransit service. Transportation to the congregate AAA meal site and discounted rates on Moorpark City Transit for seniors and disabled continued as well. Senior and disabled travel on Moorpark City Transit decreased 36.07% in FY 2012/13 (from 6,091 trips to 3,894 trips). Trips performed on the Intra-City Dial-A-Ride program increased 15.56% (from 649 trips to 750 trips) during FY 2012/13. Trips performed on the Inter-City ADA program increased 36.00% (from 1,589 trips to 2,161 trips) in FY 2012/13.

3. If awarded grants, monitor the proposed service demonstration expansions in transit services in both the City of Thousand Oaks and the City of Moorpark.
 - On December 19, 2012, the City of Moorpark approved an extended hours demonstration project, funded by a 3-year Congestion Mitigation and Air Quality (CMAQ) grant. The project included the following new services:
 1. Extend fixed route transit service and Dial-A-Ride and ADA Paratransit service hours from 6:00 am to 6:00 pm to 5:00 am to 8:00 pm.
 2. Add fixed route transit service on Saturdays from 8:00 am to 5:00 pm.
 3. Add Dial-A-Ride and ADA Paratransit services from 8:00 am to 5:00 pm on Saturday and Sunday.
 - The City did not receive authorization to proceed with the demonstration project until June 7, 2013. To accommodate additional adjustments to the bus schedules the City's transit demonstration project began August 10, 2013, and will be discussed in the FY 2014/15 Unmet Transit Needs Report.

4. Receive a status report from the East County Cities on process to improve coordination and rationalization of transit services.
 - Moorpark staff continued to work with neighboring cities of Simi Valley, Thousand Oaks, Camarillo, and the County of Ventura. The group developed a Memorandum of Understanding (MOU) to guide, enhance and expand regional and local transit services and connections in Ventura County, and surrounding areas whenever feasible, possible and mutually agreed upon.
 - The MOU includes a Management Committee which drafts and approves an annual Implementation Plan. The formal MOU was adopted in FY 2013/14.

After adopting the recommendations listed above and on Attachment D and based on the analysis of the written and verbal testimony provided to the Commission, the finding was that there were no Unmet Transit Needs that were reasonable to meet.

In addition to the Unmet Transit Needs Findings, VCTC also adopted transit goals. The following is the list of adopted goals that relate to Moorpark's transit programs. Attachment D provides the full list of goals.

1. Continue to pursue and identify funding to allow local agencies to install more bus benches and shelters, and transit information, where warranted and feasible.
 - There are eighteen City bus shelters and twelve private bus shelters along the bus route-ways. There are two more City bus shelters installed at the Metrolink Train Station. There are currently funds available to fund rehabilitation and installation of solar powered lighting at existing bus shelters.
 - The City also applied for and received a FY 2012/13 Transportation Development Act Article 3 grant for \$100,000.00 (with a \$100,000.00 local

match requirement) to update the Civic Center bus stop area, including a bus turn out, benches, and sidewalk accessibility to Moorpark Avenue.

- On December 18, 2013, the City Council approved a bus shelter artwork project, including replacing the existing bus shelter perforated steel paneling with aluminum perforated paneling. The artwork consists of stenciled animal figures on each bus shelter.
2. Continue to improve schedule coordination and transfer connections between different bus systems where operationally feasible.
 - VISTA East County connects with Moorpark City Transit. The City's proposed transit demonstration program (approved by City Council on December 19, 2012 and implemented August 10, 2013) enables Moorpark City Transit to connect to additional VISTA East buses (during new service hours of 5:00 am to 8:00 pm Monday through Friday and 8:00 am to 5:00 pm Saturday).
 3. Continue to adjust fixed route transit services, stops and schedules throughout Ventura County as needed and operationally feasible.
 - On August 27, 2012, Moorpark City Transit implemented new hours to accommodate Moorpark High School's new hours of 8:00 am to 3:00 pm (compared to previous 7:30 am to 2:30 pm school schedule). Route 1's new service hours were 7:00 am to 6:04 pm. Route 2's new service hours were 6:10 am to 4:53 pm.
 - On August 10, 2013, Moorpark City Transit implemented new hours to implement the 3-year transit demonstration project. Route 1's new services hours are 5:10 am to 8:00 pm. Route 2's new service hours are 5:00 am to 7:50 pm. A new Saturday service operates 8:00 am to 4:53 pm.
 4. Continue community outreach and marketing efforts to increase awareness of the availability of transit services for the general public, seniors and the disabled, to be coordinated by VCTC.
 - The City of Moorpark advertises its transit program in the Moorpark City Newsletter and Recreation Guide, which comes out quarterly. For \$15 the Summer Youth Bus Pass provides unlimited ridership on Moorpark City Transit between June and the second Friday of September, giving Moorpark youth an opportunity to use the bus system for fun, which may increase their likelihood to continue using Moorpark City Transit throughout the year.
 5. Continue operation of NEXTBUS countywide and provide additional NEXTBUS signs at appropriate locations.
 - The NEXTBUS web pages are promoted on the Moorpark City buses, website, Ride Guide, and bus stops.

6. Ensure that bus stops and bus signage, vehicles, and operations are all in compliance with the Americans with Disabilities Act (ADA) requirements.
 - All Moorpark City Transit bus stops have updated route maps and timetables on poles at bus stops to make them readable by a person sitting in a wheelchair. Bus stops are ADA compliant.
7. Encourage cities and transit providers, and not for profits social service agencies to implement elements of the VCTC Countywide Human Services Transportation and Transit Services Coordination Study.
 - Staff participated in the Coordination Study in 2006 and 2007. Some recommendations, such as core weekday operating hours of 7:00 am to 6:00 pm are already met by Moorpark City Transit. Other recommendations, such as establishing Sunday services, were implemented in FY 2013/14 under the City's transit demonstration project. Still additional recommendations, such as changing the definition of "Senior" to passengers aged 65 or older (instead of Moorpark's current definition of 62 or older) are still under evaluation.
8. Support cost-effective actions to increase bike capacity on the transit system.
 - Moorpark City Transit buses currently have carrying capacity for two bicycles per bus. At this time, staff is not aware of user demand exceeding this capacity limitation.
9. Encourage transit trips over auto usage during this time of heightened public awareness of the cost of fuel.
 - This goal was recommended by the Moorpark City Council. Although gas prices are still high, they have fallen since this original goal was established. As detailed earlier, Moorpark City Transit saw a decrease in ridership during FY 2012/13 compared to FY 2011/12. During the first six months of FY 2013/14, Moorpark City Transit has seen an increase in ridership of 16.66% (including ridership during the extended hours of service; 5:00 am to 8:00 pm Monday – Friday and 8:00 am to 5:00 pm Saturday) and an increase in ridership of 11.18% during the standard hours of service (6:00 am to 6:00 pm).
10. Seek financial support from the cities to provide subsidized fares for low income passengers transferring between local transit systems and VISTA.
 - The Moorpark City Council suggested to VCTC that there should be an agreement between the VISTA bus service and transit agencies in Ventura County to provide either free or discounted transfers for low income passengers transferring between transit agencies. On January 17, 2011, a free transfer pilot program between VISTA bus services and local transit agencies in Ventura County began. The service enables a VISTA passenger to receive one free transfer between two VISTA bus routes. The program also enables passengers to receive one free transfer

between VISTA and a local transit agency (such as Moorpark City Transit). The pilot program lasted for nine months and was extended by the City Council on October 10, 2011 as a permanent program.

11. VCTC and the ADA providers in the county continue to improve transfers and transfer locations for inter-agency ADA trips (Dial-A-Ride service).
 - Prior to the establishment of this goal, Moorpark City Transit and Simi Valley Transit had established a second ADA transfer point at the Simi Valley Town Center. The other transfer point is located at the Wood Ranch Shopping Center. Passengers have the ability to request a specific transfer location. The ADA transfer point between Moorpark City Transit and Gold Coast Access in Camarillo was updated two year ago to include a shelter for passengers.
 - On December 9, 2013, Moorpark City Transit's ADA Inter-City service began providing direct service into and out of Simi Valley for Moorpark ADA card holders. Moorpark will continue to utilize the two transfer points for Simi Valley ADA card holders traveling into and out of Moorpark.

12. VCTC integrate evening meetings in different parts of the county as part of future Unmet Transit Needs process.
 - As part of VCTC's revised Unmet Transit Needs process, VCTC will hold five meetings in February, including one evening session (6:30 pm – 7:30 pm) on February 18, 2014 at the Moorpark Community Center. In addition, VCTC intends on having continued discussions with the public regarding suggested improvements to public transit in Ventura County.

Conclusion

Unmet Transit Need

Recommended Definition

Based on a review of the best management practices in California, we recommend using Option 3: Expanded as the new Unmet Transit Need definition.

Recommended Unmet Transit Need Definition Option 3: Expanded

Public transportation services identified by the public with sufficient broad-based community support that have not been funded or implemented. Unmet transit needs identified in a government-approved plan meet the definition of an unmet transit need. Sufficient broad-based community support means that persons who will likely use the service on a routine basis demonstrate support: at least 15 requests for general public service and 10 requests for disabled service.

Unmet transit needs specifically include:

- 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 educational 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.

Unmet transit needs specifically exclude:

- Operational changes such as minor route changes, bus stop changes, or changes in schedule.
- Requests for extended hours or days of service.
- Service for groups or individuals that is not needed by or will not benefit the general public.
- Comments about vehicles, facilities, driver performance and transit organizational structure.
- Requests for better coordination.
- Requests for reduced fares and changes to fare restrictions.
- Improvements funded or scheduled for implementation in the following year.
- Future transportation needs.
- Duplication or replacement of existing service.

Reasonable to Meet

Recommended Definition

Outcome	Definitions	Measures & Criteria
Equity	The proposed service will not cause reductions in existing transit services that have an equal or higher priority. (Note: existing VCTC definition)	Measures: Vehicle revenue service hours and revenue service miles. Criteria: Transit vehicle service hours and miles will not be reduced on existing routes to fund the proposed service. (Note: Newly proposed)
Timing	The proposed service is in response to an existing rather than future transit need. (Note: existing VCTC definition)	Criteria: Same as definition that proposed service is in response to an existing rather than future transit need; based on public input.
Feasibility	The proposed service can be provided with the existing fleet or under contract to a private provider. (Note: existing VCTC definition)	Measure: Vehicle spare ratio. Criteria: Transit system must be able to maintain FTA's spare ratio requirement of 20% (buses in peak service divided by the total bus fleet cannot fall below 20%). If less than 20%, can additional buses be obtained (purchased or leased) or can service be provided under contract to a private provider? (Note: Newly proposed)
Feasibility	There are adequate roadways to safely accommodate transit vehicles. (Note: Newly proposed)	Measure & Criteria: Route inspection to determine adequacy of infrastructure to accommodate transit vehicles and passengers. (Note: Newly proposed)
Cost Effectiveness	The proposed service will not unduly affect the operator's ability to maintain the required passenger fare ratio for its system as a whole. (Note: existing VCTC definition)	Measure: Total estimated annual passenger fare revenue divided by total annual operating cost (the entire service including the proposed service) Criteria: fare revenue/operating cost cannot fall below the operator's required passenger fare ratio. (Note: Newly proposed)
Cost Effectiveness	The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A. (Note: existing VCTC definition)	Measures and criteria in Attachment A.

Outcome	Definitions	Measures & Criteria
Service Effectiveness	Estimated passengers per hour for the proposed service will not be less than the system-wide average after three years. (Note: Newly proposed)	Measure: Passengers per hour. Criteria: Projected passengers per hour for the proposed service is not less than 70% of the system-wide average (without the proposed service) at the end of 12 months of service, 85% at the end of 24 months of service, and 100% at the end of 36 months of service.

VCTC reserves the right to waive results of the analysis in an effort to fund new service.

Updated ATTACHMENT A		
<p>It is desirable for all proposed transit services in urban areas to achieve a 20% passenger fare ratio by the end of the third year of operation. A passenger fare ratio of 10% is desired for special services (i.e., elderly and disabled) and rural area services.^a More detailed passenger fare ratio standards, which will be used to evaluate services as they are proposed and implemented, are described below. Transit serving both urban and rural areas, per state law, may obtain an "intermediate" passenger fare ratio.</p>		
Urban Service	Rural Service	Recommended Action
New Service Performance Criteria: End of Twelve Months		
Less than 6%	Less than 3%	Provider may discontinue service
6% or more	3% or more	Provider will continue service, with modifications if needed
New Service Performance Criteria: End of Twenty-Four Months		
Less than 10%	Less than 5%	Provider may discontinue service
10% or more	5% or more	Provider will continue service, with modifications if needed
New Service Performance Criteria: End of Thirty-Six Months^b		
Less than 15%	Less than 7%	Provider may discontinue service
15% to 19%	7% to 9%	Provider may consider modifying and continue service
20% or more	10% or more	Provider will continue service, with modifications if needed
<p>^aPer statute the VCTC may establish a lower fare for community transit (dial-a-ride) services.</p>		
<p>^bA review will take place after 30 months to develop a preliminary determination regarding the discontinuation of proposed services.</p>		

Public Involvement

Recommended Enhancements

VCTC can improve public involvement both in terms of hearing from more people and reducing the amount of frustration with the process by:

- Soliciting year-round feedback (through comments and surveys) and sorting responses into Unmet Transit Needs, Operational Issues, Long-range planning, etc.
- Updating outreach materials to graphically grab people's attention and demonstrate the effectiveness of the process; then positioning materials where transit users will see them
- Updating outreach lists with current contacts and providing information to interested parties, such as CTAC members, throughout the year
- Utilizing existing channels of communication with key interest groups and inviting transit partners to participate in the public process (meetings & public hearing)
- Updating the Unmet Transit Needs report for readability and to demonstrate effectiveness of public input

Please refer to pages 19 and 20 for a complete list of enhancement recommendations.

Customized Public Partnership

Building on the improvements to public involvement, VCTC has a unique opportunity to partner with community organizations, elected officials, social service agencies, and transit users to help gather input for both the Unmet Transit Needs process and long-range transportation planning efforts. Key steps to create a successful partnership are listed on page 21 and include:

- Holding training workshops to enable interested parties to effectively help VCTC gather input
- Working with local elected officials and media to get the word out before the public hearing
- Holding community meetings sponsored by community organizations that already work with special needs groups to encourage more people to participate in the process
- Following up with everyone involved to show the effectiveness of the process with the updated Unmet Transit Needs report

By updating the definitions of Unmet Transit Need and Reasonable to Meet while improving public involvement in the overall process, VCTC will address key public concerns related to both a lack of understanding regarding what qualifies as an Unmet Transit Need and how public input can positively affect transportation planning in Ventura County.

Contact Us:



1-800-438-1112



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www.goventura.org

SHARE
YOUR IDEAS FOR
NEW SERVICE
WITH US!



OR TELL US IN PERSON:

Feb. 5th, 12:00-1:00pm | Gold Coast Transit Admin. Headquarters | **301 E. Third Street, Oxnard**

Feb. 5th, 1:00-2:00pm | Boardroom Plaza Fountain, 3rd Level of Civic Arts Plaza

2100 Thousand Oaks Blvd., Thousand Oaks

Feb. 12th, 6:30-7:30pm | Central Station Apartment Community Room | 272 Main Street, Fillmore

Feb. 18th, 6:30-7:30pm | City Hall Community Meeting Room | 799 Moorpark Avenue, Moorpark

Feb. 24th, 1:30-3:00pm | Camarillo City Hall, Council Chambers | 601 Carmen Drive, Camarillo

Finally, VCTC has included in the draft FY 2013-14 budget funds to develop a Short Range Transit Plan. The last one was completed in 1999, and covered the years through 2004. Along with that planning effort, the budget includes a proposal to revise the definitions and "unmet transit needs" process.

As noted, the majority of the comments fell into several broad categories. These were:

1. Operational improvements including additional stops or increased frequency on existing services. These do not represent Unmet Transit Needs, but are referred to the operators to review and consider in light of funding and operational data.
2. Request for extended hours or days of service. There were a number of requests throughout the County, but these were limited in number and general in nature, and do not constitute an Unmet Transit Need.
3. Comments about vehicles and facilities. A number of comments were received requesting increased bike capacity on buses, and improved numbers and quality shelters (protection from elements) at bus stops, and the quality of the buses themselves. These are not Unmet Transit Needs, but VCTC and the operators have on-going efforts to address these concerns.
4. Request for better coordination. These are operational improvements to make the services more convenient and attractive, and will be referred to TRANSCOM for on-going review.
5. Request for reduced fares and changes to fare restrictions. These are not Unmet Transit Needs, and in some cases could adversely affect the TDA fare box requirements.
6. Requests for multi-county transit services. Because TDA funds are specifically for use within counties, and VCTC is not able to direct the use of TDA funds in other counties, comments asking for multi-county services are not considered unmet needs. VCTC will continue to work with neighboring counties to forge alliances and shared funding where projections of ridership appear to justify potential joint funded transit services.
7. Comment regarding driver performance. Some number of comments were received regarding operational performance of some transit services. These are not Unmet Transit Needs, but do represent an operational concern and were therefore referred to the appropriate operators.

The recommendations, draft findings, and matrix were reviewed for technical accuracy by the VCTC Transit Operators Advisory Committee (TRANSCOM) on May 9, 2013. The TRANSCOM accepted the recommendations without comment. The Citizens Transportation Advisory Committee/Social Service Transportation Advisory Committee (CTAC/SSTAC) met on May 14, 2013 and after review, approved the recommendations and finding and recommended them for action by the Hearing Board and full Commission. The Hearing Board approved the recommendations on May 20, 2013.

The draft findings are attached. A matrix of the complete testimony given was reviewed by the CTAC/SSTAC and the Hearing Board, and is available on the VCTC website "Goventura.org" or at the Commission office.

RECOMMENDED FINDINGS:

1. Continue all existing bus services substantially as they exist.
2. Continue all public senior and disabled services in all jurisdictions in the County substantially as they exist. Work to implement the recommendations of the VCTC Countywide Human Services Transportation and Transit Services Coordination Study.
3. If awarded grants, monitor the proposed service demonstrations on the VISTA 126 (expanded hours) and the Gold Coast Transit Channel Islands Blvd./Victoria Ave. (new route) to determine if a transit need which is reasonable to meet exists.
4. If awarded grants, monitor the proposed service demonstrations expansions in transits service in both the City of Thousand Oaks and the City of Moorpark.

5. Receive a status report from the East County Cities on process to improve coordination and rationalization of transit services.
6. Receive quarterly a status reports on the City of Camarillo's service modifications.
7. Continue the Ventura County interagency bus transfer program.
8. Assist the Heritage Valley communities in developing an organizational structure, acquiring vehicles, and implementing the Heritage Valley transit study.
9. Issue and award a long term VCTC contract for intercity VISTA services.

After adopting the recommendations listed above, and based on the analysis of the written and verbal testimony provided to the Commission:

10. Find by VCTC Resolution #2013-05 that there are no Unmet Transit Needs that are reasonable to meet.

In addition to the above findings, VCTC will continue efforts to meet the following goals from prior hearings:

- A. Continue to pursue and identify funding to allow local agencies to install more bus benches and shelters, and transit information signs, where warranted and feasible.
- B. Continue to improve schedule coordination and transfer connections between different bus systems where operationally feasible.
- C. Continue to adjust fixed route transit services, stops and schedules throughout Ventura County as needed and operationally feasible.
- D. Continue community outreach and marketing efforts to increase awareness of the availability of transit services for the general public, seniors, and disabled, to be coordinated by VCTC.
- E. Continue operation of NEXTBUS countywide and provide additional NEXTBUS signs at appropriate locations.
- F. Continue to ensure that bus stops and bus signage, vehicles, and operations are all in compliance with the Americans with Disabilities Act (ADA) requirements.
- G. Continue to assist social service agencies in obtaining grant funding for equipment and rolling stock, utilizing Federal Section 5310, Section 5316 and any other funds available for those purposes.
- H. Encourage cities, transit providers, and social service agencies to implement elements of the VCTC Countywide Human Services Transportation and Transit Services Coordination Study.
- I. Continue discussions and possible studies cooperatively with the City of Santa Clarita to determine the potential demand and feasibility for transit services connecting Fillmore, Santa Paula, and San Buenaventura with Santa Clarita.
- J. Initiate a VCTC short range transit plan.

- K. Revise the VCTC Unmet Transit Needs definitions and process.
- L. Continue to encourage AMTRAK and Caltrans Division of Rail to adjust the schedule times of the Surfliner to better serve commuters traveling between Ventura and Santa Barbara Counties.
- M. Formally comment during the CEQA process regarding the potential difficulties and costs of providing transit services to low income housing and other public facilities with high transit dependent use which are not sited at locations served or easily served by public transit.
- N. Support cost-effective actions to increase bike capacity on the transit system.
- O. Encourage transit trips over auto usage during this time of heightened public awareness of the cost of fuel.
- P. Seek financial support from the cities/County to provide subsidized fares for low income passengers who are transferring between local transit systems and VISTA.
- Q. Work with LOSSAN, Caltrans, Amtrak, and Metrolink to improve rail safety and maintain or increase speeds on the rail services.
- R. Encourage the ADA providers in the County continue to improve transfers and transfer locations for inter-agency ADA trips.
- S. Continue to integrate evening meetings in different parts of the county as part of the future Unmet Transit Needs process.
- T. Work to improve customer service on weekends and evenings.

After adopting the recommendations listed above, and based on the analysis of the written and verbal testimony provided to the Commission:

Find by VCTC Resolution #2013-05 that there are no Unmet Transit Needs, including needs that are reasonable to meet.

Following is a discussion of the comments received, organized by operator, and if appropriate, the recommended "Finding" associated with each issue. Specific responses to each of the comments received are contained in the Testimony Matrix. All operational improvements will be forwarded to the appropriate agency for consideration in upcoming operations and service adjustments. In the case of the VISTA service improvement recommendations and comments, the different VISTA route advisory groups will be informed.

1. Gold Coast Transit

Improvements during the year. A significant change in Gold Coast Transit service occurred mid-year, with the implementation of Route 21 with a grant awarded by VCTC. This route provides service on Channel Islands Blvd. and Victoria, with service into Ventura. This directly or indirectly addresses several of the comments received this year, and enhances service to Via Victoria, an area which was identified in prior "Unmet Transit Needs" processes.

Improved service quality. Seventeen persons wanted an increase in bus servicing current stops, or the creation of new stops on existing routes. There were three people who wanted later service to RiverPark, and no other route or comment was made by more than one person. Several of the services already exist, and appear to be unfamiliar to the commenter. These are not Unmet Transit Needs. Even if they were Unmet Transit Needs, they are not reasonable to meet since they do not meet the following criteria: