

Final Report
Approved by the

Ventura County Transportation Commission

***Human Service Transportation and
Transit Service Coordination Study***



Prepared by

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In association with
A-M-M-A
GIS Workshop

April 13, 2007

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1. EXECUTIVE SUMMARY

1.1 OVERVIEW

The Ventura County Transportation Commission (VCTC) in association with numerous public transit, human and social services agencies and organizations initiated a study to continue their efforts to improve public paratransit services in Ventura County. Recognizing the challenges associated with continuing to provide a high-quality of service for Ventura County residents into the future, the study was specifically designed for the purposes of improving paratransit services for seniors and persons with disabilities in the county. This would include a thorough examination of human service transportation and public transit services in Ventura County to assess the feasibility and potential benefits of coordinating transportation between agencies and organizations. There were a number of considerations leading up to the study which included:

- The growing senior population in Ventura County, with approximately 15% of the population being 60 years of age and older. In addition, this senior population is projected to reach almost 25% by the year 2020; and
- The increasing incidence of client shedding by school districts, employment development departments, adult day health care and other human and social service facilities, accompanied by service expectations that cannot be met by public transit systems. The cost to provide this level of individualized service is impacting the ability of transit operators to provide services for the general public; and
- Confusion and apparent inequities caused by differing age eligibility, fares, and service reservations requirements impacting the ability of some riders traveling between communities.

Ventura County is served by seven, public fixed-route operators, four general public dial-a-ride operators, six publicly-operated Americans with Disabilities Act (ADA) systems and numerous non-profit and for-profit paratransit operators.

Over the years VCTC and the public transit operators have implemented successful coordination strategies to improve services for riders county-wide. Specifically, the Go Ventura Smart Card, an electronic monthly pass/e-purse that allows seamless travel on all of the county's fixed-route systems is an example of the transit operators' commitment to coordination. In addition, NextBus a real-time vehicle location system was installed on all fixed-route and general purpose DAR vehicles in the county. This system enables riders to know when the next bus will be arriving. This real time information is provided to riders at key bus stops and can be accessed over the Internet.

Working together the transit operators and one of the larger public healthcare transportation providers also established a network of transfers enabling ADA paratransit travel across the county from east to west. Centralized ADA certification provided by VCTC is another coordination solution that has ensured standardized eligibility processing county-wide for ADA and negating the need for each operator to devote resources to duplicative certification processes.

Following Board approval of the study, VCTC modified the study objectives to ensure that newly emerging Federal funding requirements would be met. Initiation of the study was timely with respect to Federal guidance, regulations and requirements under the Federal Transit Administration's (FTA) Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users (SAFETEA-LU) relative to FTA Sections 5310 (Elderly Individuals and Individuals with Disabilities Program) 5316 (Job Access and Reverse Commute

(JARC) Program and 5317 (New Freedom). The focus of these funding regulations is directly related to coordination of transportation between public transit and human and social service agencies and organizations.

1.2 KEY FINDINGS AND RESULTS

The key findings and results of the survey review are summarized below.

General Survey Findings and Results

- Over half the agencies/organizations responding indicated their interest in coordinating elements of their transportation operation. Their preferences included, service operations, scheduling, joint capital purchases, vehicle maintenance, driver training and call center operations. There may be potential for public operators and human/social service agencies to collectively consider and negotiate joint purchase arrangements, shared maintenance, training, etc.
- Lack of funding, liability issues and program/funding restrictions were at the top of the list of barriers/limitations to coordination cited by stakeholders.

Service-Related Findings and Results

- A total of 18 (or 54.5%) agencies and organizations that responded to the survey indicated that they operate transportation, either as an in-house or contracted operation, with a number of these agencies and organizations also indicating that they subsidize and/or arrange for transportation. This number excludes private operators operating service under contracts to stakeholder agencies/organizations.
- The survey responses indicate that a total of 5,267,026 one-way passenger trips on both ADA paratransit, DAR and fixed-route services are provided annually by stakeholder agencies and organizations. The level of transportation reported to be operated in the project area is significant and offers tremendous potential for coordination activities.
- The total number of vehicles reported to be used in service by all agencies/organizations operating transportation is 217 (excluding vehicles reported by 4 private operators and 84 school district vehicles) with 196 vehicles reported as being accessible.
- Age requirements used to determine rider eligibility for paratransit services varies throughout the county. There may be value in having one age standard for all publicly operated systems for both ADA paratransit and Dial-a-Ride services.
- Start and end times for publicly operated services vary widely between 5am – 8am and 4:30 p.m. -10 p.m. ADA riders needing to make inter-city trips particularly in the late afternoon on some systems may have difficulty in making connections between systems and scheduling appointments during these hours.
- Only two of the public transit systems responding to the survey indicated that they currently use automated scheduling systems. Given the level of service and the large number of vehicles operated by

public transit systems in the county, a coordinated approach to scheduling and dispatching of services may provide improved efficiency in the provision of inter-jurisdictional trips.

- Reservations timeframes for service on public systems varies, from same day to 24 hours in advance. Scheduling trips for those needing to make transfers to other systems for same day reservations may be challenging and prevent and/or delay riders from making necessary trips.
- Public programs currently allow transfers for ADA clients which extend beyond jurisdictional boundaries. However, wait times for riders at transfer/"meet" points and overall travel time may vary greatly and create challenges for the rider and transit providers.
- Two-thirds of the agencies/organizations participating in the survey effort indicated that they have excess capacity on their services during some periods of the day.
- Public paratransit services are impacted by for profit Adult Day Health Care (ADHC) organizations and senior/disabled housing facilities. There are actions which local agencies can take to modify land use permitting and trip scheduling/reservations policies.
- Human and social service agencies and many of their clients/customers do not fully understand how the public paratransit systems operate, especially the service operated between communities. This suggests a need to increase the amount of information on public transit services to these agencies and organizations.
- Rider trip data collected by human and social service agencies is limited, incomplete and unavailable in most cases.

Ventura County Origins and Destinations of Passengers, 2005

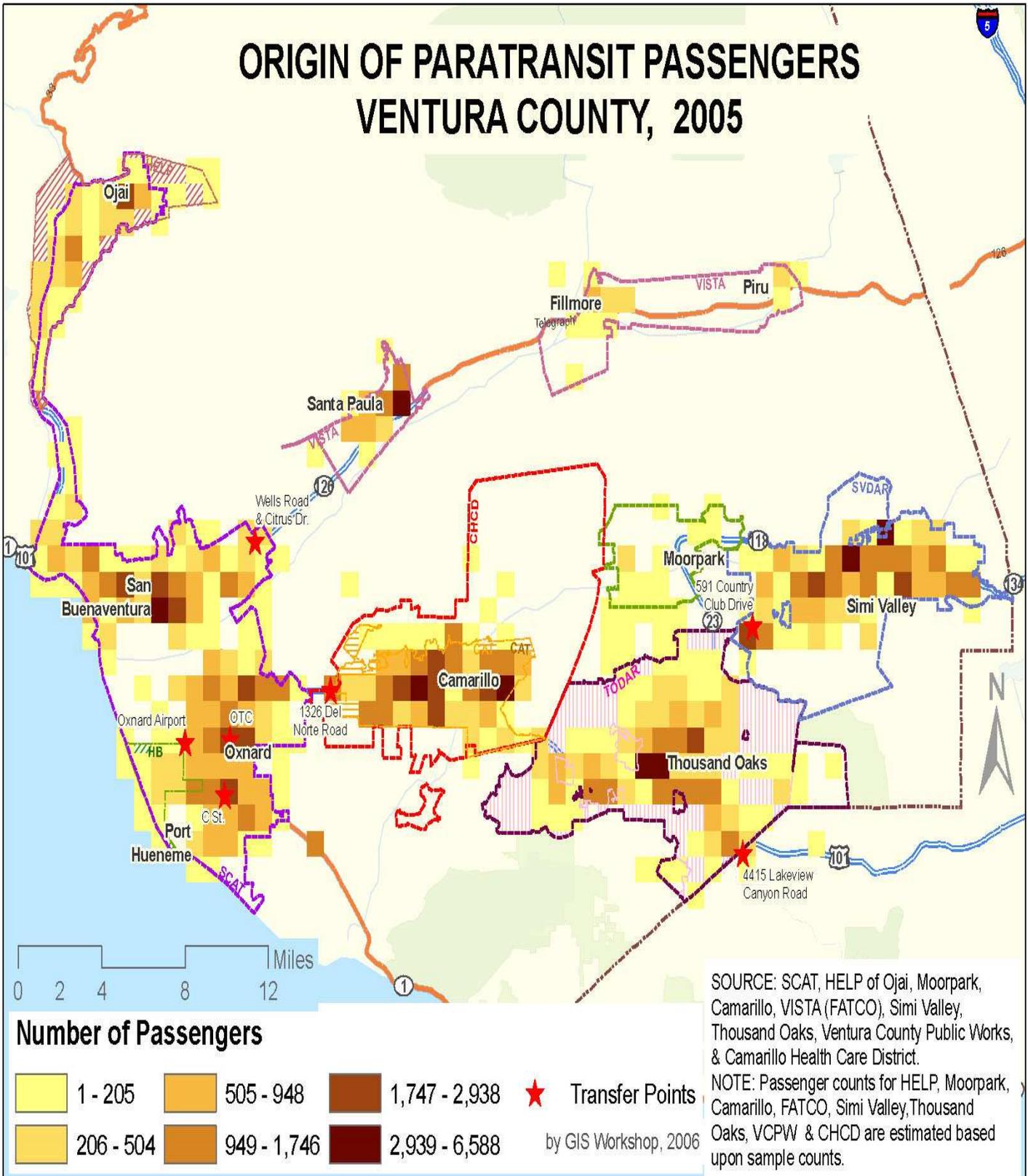
Exhibits 2 and 3 show the total number of passenger pick-ups and drop-offs that occurred throughout the county in 2005 using colored, 1/2 square mile, grid cells as map symbols. All trips originating or ending within a cell were totaled to arrive at an annual count. The numbers range in values from less than 100 to over 6,500 for passenger origins, and 8,500 for passenger destinations. For display purposes, the cells were classified into six categories and shaded using light to dark graduated colors. Lighter colors indicate lower concentrations of passenger pick-up and drop-off activity, while darker colors indicate higher concentrations of passenger pick-up or drop-off activity.

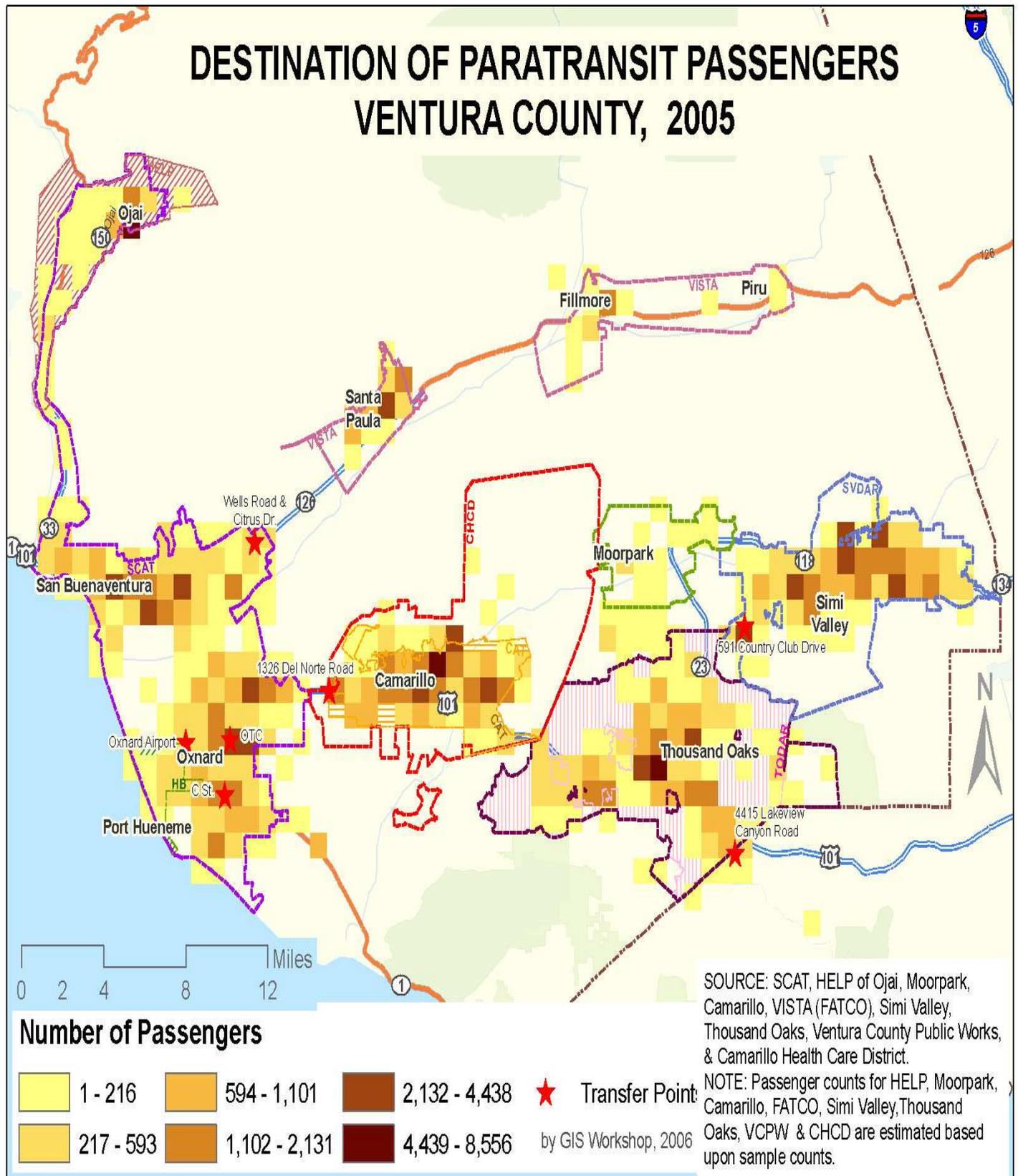
Both maps show a concentration of activity in downtown Ojai, Ventura, Oxnard, Santa Paula, Camarillo, Thousand Oaks and Simi Valley. Other factors which appear to be associated with high concentrations of passenger pick-up or drop-off activity are the presence of paratransit transfer points, major roads and commercial activities.

Table 1 (Section 3 of this report) lists the top origin and destination locations for these dial-a-ride and paratransit passengers. The locations are ranked, in descending order, by the number of passengers either being picked-up or dropped-off. Also listed is a description of the building or activity associated with each address.

Overall however, Table 1 (Section 4 of this report) indicates that paratransit riders in Ventura County are using these services primarily to travel to and from Senior and Day Care Centers (31% of origin & 29% of destination trips); medical appointments (14% of origin & 17% of destination trips); transfer points (12% of origin & 18% of destination trips); schools (15% of origin & 14% of destination trips) and shopping centers (13% of origin & 10% of destination trips).

ORIGIN OF PARATRANSIT PASSENGERS VENTURA COUNTY, 2005





1.3 RECOMMENDATIONS

The wholly inclusive stakeholder involvement process that evolved during the study resulted in an array of recommendations that represent the next logical steps toward coordination. Our recommendations are summarized as follows:

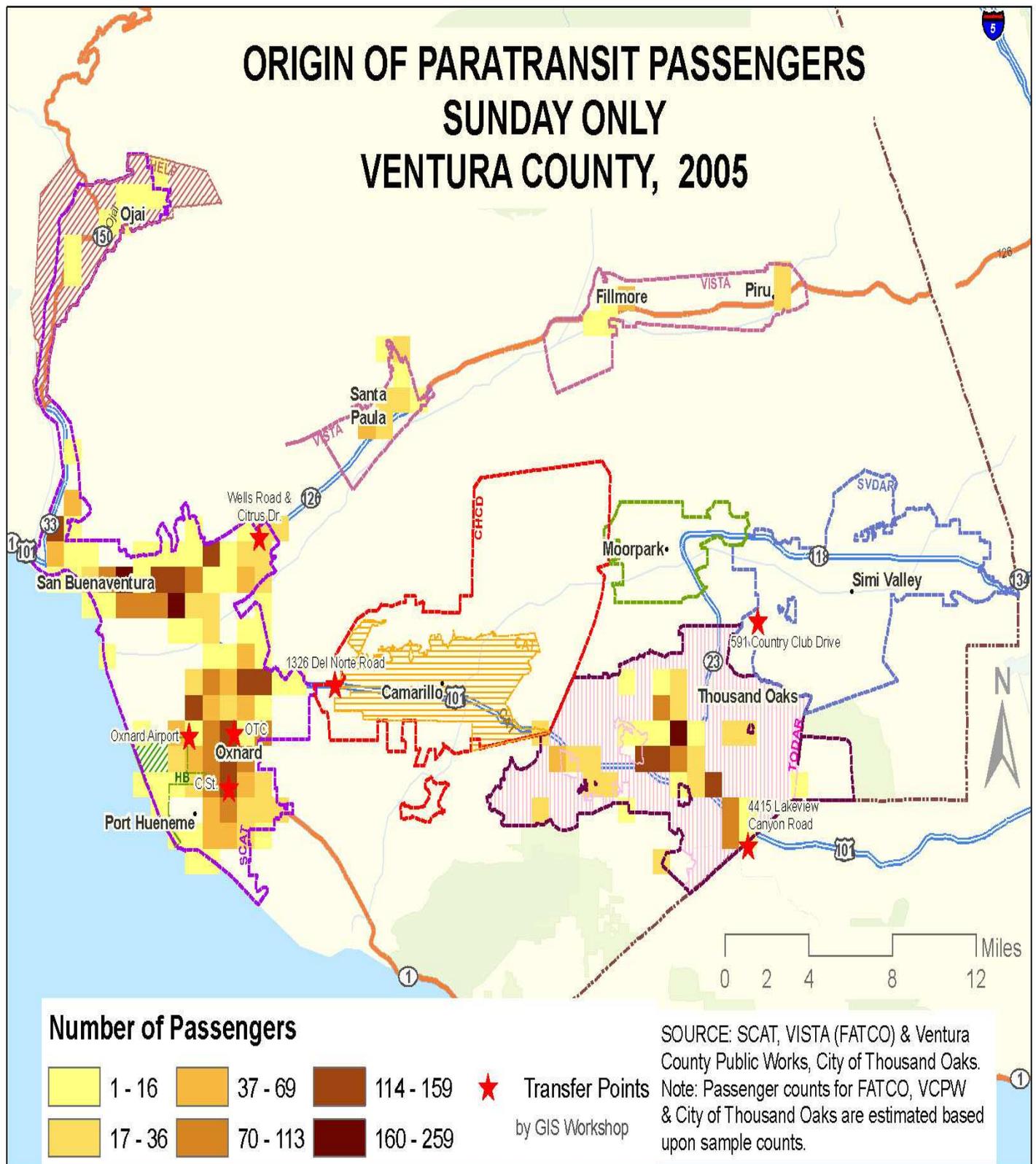
1. **Implement a standard age eligibility policy for seniors of 65 years of age, for publicly-operated paratransit systems in Ventura County.** This change will have limited to no impact on existing riders of transit systems, as the few individuals impacted by the change will be accommodated by the operators.
2. **Implement a coordinated approach to automated dispatching and scheduling of trips on publicly-operated paratransit systems in the County.** If implemented, this strategy will effectively improve the quality of transportation in a number of ways, particularly for those individuals needing to make inter-jurisdictional trips. By realizing scheduling efficiencies, public systems will have greater flexibility to schedule trips between jurisdictions, minimizing their current efforts to make clear and understandable connections to neighboring systems. In addition, wait times for riders at transfer points will also be minimized, and their ability to travel throughout the county will be maximized.
3. **Establish core operating hours between 7:00 a.m. and 7:00 p.m. on weekdays for publicly-operated paratransit systems** to improve travel for riders making inter-jurisdictional trips and traveling in late afternoon hours. The study Ad Hoc committee had numerous discussions on this issue and almost all publicly operated systems were able to reach consensus, contingent upon Board and City Council approval.
4. **Expand implementation of a Travel Training Program for agencies/organizations and their clients similar to the existing program provided by ARC Ventura.** It is recommended that VCTC explore the potential to create a county-wide Travel Training program similar to the program that is currently operated by ARC Ventura. The ARC Ventura program has been successful, and can be expanded for county-wide application. A county-wide program will encourage greater utilization of transit for those in the targeted populations who can and would use public transportation. Human and social service agencies and organizations desiring to coordinate transportation or refer people to transit, as well as, new and prospective clients and customers needing to travel to their various destinations would be candidates for training, participating in group training sessions regularly scheduled fixed-route or paratransit services.
5. **Implement Sunday Service on all public paratransit systems.** Responses to the survey and the GIS analysis indicate that scheduled Sunday service is limited and is likely insufficient to meet the actual needs of those who do not have access to fixed-route services (refer to Exhibits 4 and 5 below). This action will improve mobility for people desiring to travel on Sunday.
6. **Formulate common criteria and guidance for Adult Day Health Care Centers (ADHC)** which specify requirements for these organizations relative to reserving trips on public paratransit services. Based upon Ad Hoc committee discussion, we recommend using the model developed by SCAT as a starting point in the development of a coordinated approach to this important issue.
7. **Develop a data collection process designed to assist human and social service agencies and organizations** operating transportation and their contractors not using Trapeze, establish trip counting procedures to ensure accuracy in accounting for senior, disabled and low-income trips provided in the county. At a minimum human and social service agencies should be collecting data in

the following categories:

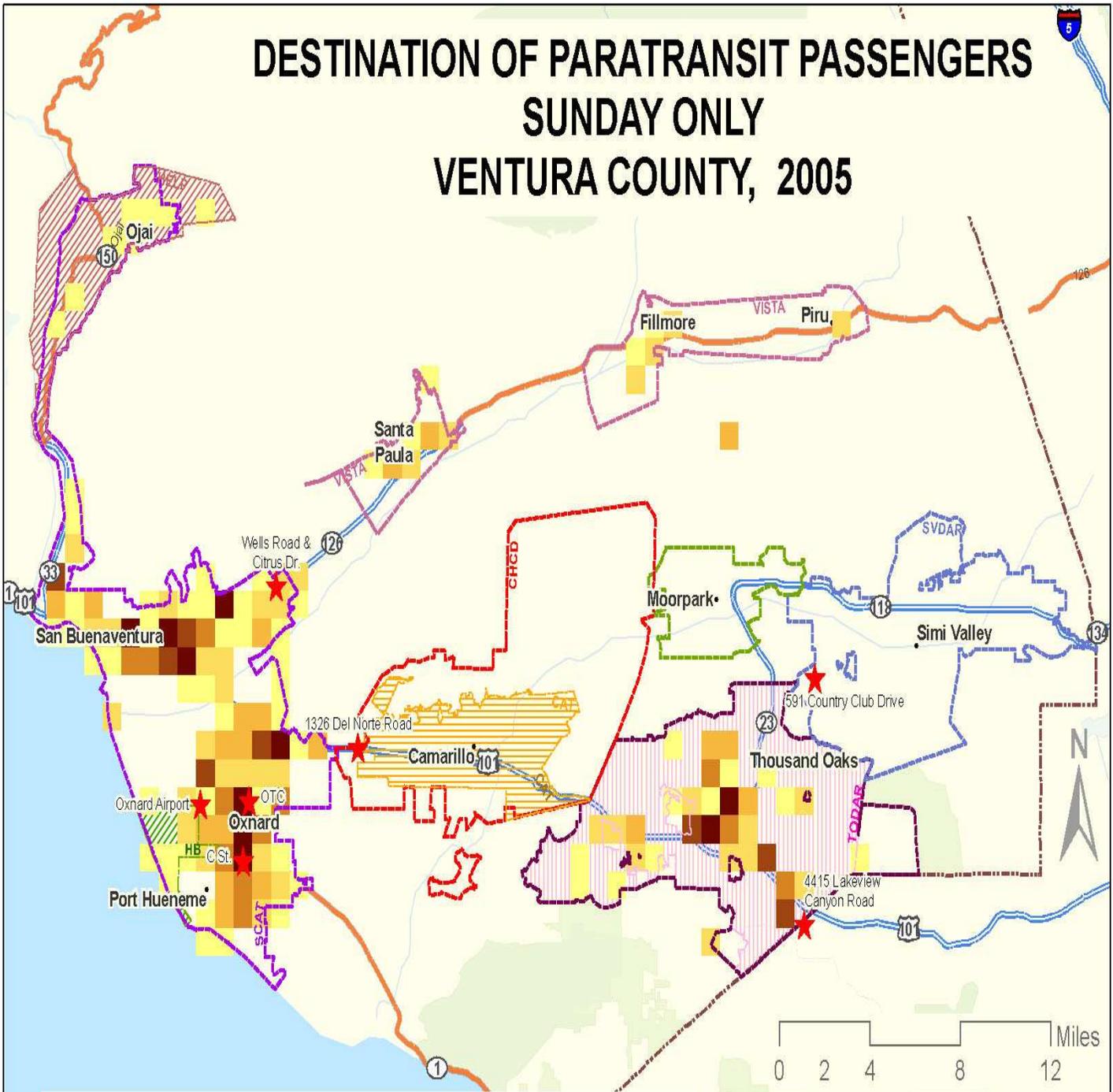
- Passengers carried by trip
- Passenger pick-up and drop-off points by zip code
- Passenger pick-up and drop-off points by street address
- Passenger trip purpose

This action will provide additional information on the level of services operated in the county, as well as, encourage their participation as partners with public transit in the planning and development of coordinated services to meet the needs of the target populations. Moreover, data collection efforts should also be used as justification for VCTC in their efforts to gain the necessary financial support and resources from Federal and State agencies and to definitively pinpoint client and consumer needs in the county.

- 8. Continue working with the Ad Hoc Committee on transportation issues on an as needed basis.**
- 9. The County of Ventura and the City of Thousand Oaks should consolidate their separate paratransit services** into one system to provide seamless coordinated service in Conejo Valley. This action will ensure that services operated are easy to use and convenient for riders.



DESTINATION OF PARATRANSIT PASSENGERS SUNDAY ONLY VENTURA COUNTY, 2005



Number of Passengers

	1 - 16		37 - 62		99 - 132
	17 - 36		63 - 98		133 - 262

★ Transfer Points
 by GIS Workshop

SOURCE: SCAT, VISTA (FATCO) & Ventura County Public Works, City of Thousand Oaks.
 Note: Passenger counts for FATCO, VCPW & City of Thousand Oaks are estimated based upon sample counts.

2. INTRODUCTION AND OVERVIEW

2.1 BACKGROUND

In July 2005 a Request for Proposals (RFP) was issued by VCTC to qualified consulting firms to conduct a study to assess the potential to improve coordination between human service transportation and public transit in Ventura County. The study is a cooperative effort sponsored and managed by VCTC, and guided by a study Ad Hoc Committee established specifically for the project.

The objectives outlined in the RFP included the following:

1. Examine human service transportation services and public transit in Ventura County;
2. Assess the feasibility and benefits of coordination strategies; and
3. Draft a coordination strategy and present recommendations.

Subsequently, VCTC working with JNTC modified the scope of the study to address emerging Federal requirements. This document presents the plan's context and purpose, describes methods by which this locally developed plan was constructed, presents findings and discusses the implications of these findings. The plan establishes the construct for a unified comprehensive strategy for transportation service delivery in Ventura County, focused on the unmet transportation needs of elderly individuals, persons with disabilities and individuals of low income.

In addition to numerous working meetings with the study Ad Hoc Committee, two meetings were conducted for county-wide stakeholders in December 2005 and August 2006. Stakeholders participating in this meeting included public transit operators, human and social service agencies and other community-based agencies and organizations providing services in Ventura County.

Judith Norman – Transportation Consultant (JNTC) was selected to conduct the study. The JNTC project team developed a work plan that proposed a systematic approach to inventory the collective transportation needs and resources of agencies and organizations within the county, and working closely with VCTC and the Ad Hoc Committee to formulate practical recommendations, priorities and plans for coordination between transit providers and human and social service agencies.

2.2 STUDY AREA PROFILE

The County of Ventura is located northwest of Los Angeles County in Southern California. The county borders Kern to the north, Santa Barbara County to the northwest, and the Pacific Ocean on the southwest. The county has a population of 817,346 which makes Ventura County the 12th most populous county in the State of California. Ventura County encompasses a total of 1,873 square miles, including 43 miles of coastline. The median household income in Ventura County consistently exceeds national and state levels. The median household is estimated at \$77,400. A map of the study area is shown below.

Ventura County is served by seven, public fixed-route operators, four general public dial-a-ride operators, six publicly-operated Americans with Disabilities Act (ADA) systems and numerous non-profit and for-profit paratransit operators.



3. DATA COLLECTION AND OUTREACH

3.1 PROJECT WORK PLAN

The work effort proposed by JNTC offered a tremendous opportunity to compile, analyze and translate public transportation and human/social services data and information through completion of the following tasks outlined in the RFP:

- Task 1: Inventory Existing Community Transportation Resources
- Task 2: Define Transportation Client Populations
- Task 3: Analyze Data to Identify Duplication of Services, Underused Assets
- Task 4: Examine Other Jurisdictions Around the Country
- Task 5: Identify Barriers to Coordinating Human Services and Public Transportation Programs
- Task 6: Document Opportunities to Obtain Federal, State and Private Funding
- Task 7: Prepare Draft Coordination Strategy
- Task 8: Process and Report

Specifically, the study incorporates the findings of both quantitative and qualitative data and information collection and analysis, and also considers current knowledge and “best practices” specific to relevant coordinated transportation programs in other jurisdictions around the country. Over the course of the study, the project team under the direction of VCTC and the Ad Hoc Committee completed the following work tasks and activities:

- Compiled a comprehensive contact list and database of transportation service providers and agencies and organizations serving seniors and the disabled;
- Conducted and facilitated two countywide stakeholder meetings;
- Established a volunteer Ad Hoc Committee of stakeholder agencies and organizations to provide guidance on the study, and conducted numerous meetings to discuss survey results and potential coordination opportunities;
- Developed and administered a county-wide stakeholder survey to assess the level of transportation resources and needs within the County;
- Developed an Access database to compile survey results and simplify survey review and analysis;
- Collected service and passenger trip data from publicly operated systems for GIS analysis;
- Completed GIS mapping and analyses using public operator service area and trip data;
- Selected and reviewed coordinated transportation programs elsewhere in the country to assess best practices applicable to Ventura County;

- Reviewed and documented FTA funding guidelines specific to coordination strategies and plans recommended for Ventura County; and
- Developed a coordinated plan for the county.

This report documents in a step-wise fashion, the methodology, findings and results for completing the study elements, and presents recommendations.

3.2 STAKEHOLDER INVOLVEMENT AND SURVEY PROCESS

Development of a County-Wide Stakeholder Contact List

The project team developed a county-wide comprehensive stakeholder contact list (Appendix A) which was used to facilitate all of the stakeholder outreach activities undertaken during the project. The list includes stakeholder information resources provided by VCTC and compiled from other sources which included:

- County of Ventura Area Agency of Aging - Senior Services Directory (2005-2006);
- 2-1-1 Ventura County Blue Book – Directory of Health and Human Services in Ventura County;
- VCTC Ventura County Directory of Senior and Disabled Transportation Services;
- California Highway Patrol Vehicle Inspection Listing for Ventura County;
- Internet and Ventura County telephone directories; and
- Agency/organization referrals.

The current stakeholder list includes public, private for profit, and private non-profit from the following agency/organizational categories:

- Public transit systems
- Human and social service agencies
- Healthcare agencies/organizations
- Faith-based groups
- Private operators
- Emergency transportation service providers

The final validated stakeholder contact list is comprised of 102 stakeholder agencies, organizations and individuals (Appendix A).

Study Stakeholder Kick-Off Meeting

The initial study kick-off meeting was held on Thursday, December 15, 2005 at the Camarillo Health Care District in Camarillo. The purpose was to provide stakeholder agencies and organizations throughout the county with an overview and presentation of study work plan and overall objectives, as well as, to solicit their involvement and participation in the subsequent survey process. A letter was mailed in advance to all stakeholder agencies, organizations and individuals inviting their participation in the meeting, accompanied by a Project Fact sheet (Appendix B).

A total of 32 agencies and organizations attended the initial meeting. At the conclusion of the meeting

stakeholders were invited and encouraged to actively participate in the study process as members of an Ad Hoc Committee which would meet at various intervals during the study to guide the study process.

Design of Stakeholder Survey

The project team, in consultation with VCTC and the Ad Hoc Committee developed a seven-page stakeholder survey (Appendix C) to obtain client/customer needs information, as well as transportation service-related information from stakeholders in Ventura County.

The survey tool was specifically designed to collect stakeholder information needed to:

- Develop a baseline understanding of the transportation need and unmet needs of stakeholder agencies and organizations throughout the county;
- Identify agencies and organizations interested and willing in participating in coordination plans; and
- Formulate practical and realistic coordinated priorities, strategies, plans and programs.

The survey consisted of eighteen (18) multi-part, check box and open-ended questions covering both the scope of transportation resources operated in the project area and consumer need. The questions were structured to obtain current transportation service and system operational information related to:

- Service area
- Span of service
- Eligibility and service reservation requirements
- Fares
- Service referral and coordination
- Dispatching
- Budget

We also collected information on:

- Transportation program strengths and weaknesses
- Current coordination activities; who agencies/organizations coordinate with
- Barriers to coordination
- Interest and willingness to coordinate

The survey format used was designed to encourage responses from both agencies/organizations operating transportation services in the project area, and from agencies/organizations whose clients/customers are in need of transportation. The draft version of the survey was reviewed and approved of by VCTC and members of the Ad Hoc Committee.

Stakeholder Survey Distribution and Compilation

The initial stakeholder contact list was comprised of a total of 102 agencies, organizations and individuals in Ventura County. Using this list, paper copies of the cover letter, survey and instructions were mailed to all stakeholder agencies and organizations in February 2006.

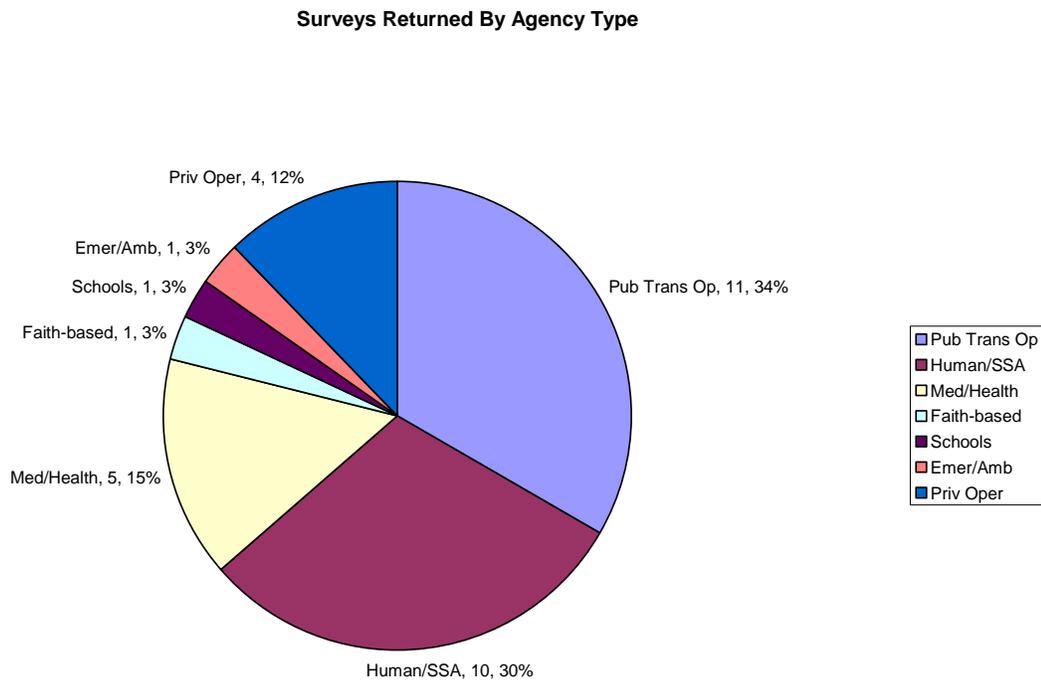
Recognizing the challenges inherent in administration of a mail survey, considerable effort was made to ensure that surveys were received by stakeholders, completed and returned. These work activities

included, survey distribution by regular mail, supplemented by electronic mail, telephone call follow-up a second distribution (via regular mail and email) and on-site visits to stakeholder agencies/organizations to complete surveys in person. As surveys were returned they were reviewed for completeness, and survey information was entered into an Access database to streamline review and analysis.

3.3 KEY STUDY FINDINGS AND RESULTS

Stakeholder Survey Response

In total there were 33 stakeholder surveys returned which represents 32% of the total 102 surveys initially distributed to agencies, organizations and individuals in Ventura County. The completed surveys were completed by public transit operators, private operators, human and social service, medical/healthcare, faith-based organizations and schools (Appendix D). The percentage of response to the survey is higher than is typical in these settings (usually between 7-14%) and reflects a cross-section of agency/organization types serving the target populations. The chart below shows the responses by agency/organization type and corresponding percentages.



A complete question-by-question analysis of stakeholder responses for all 18 survey questions are detailed in Appendix D. In addition, the stakeholder response list is included as Appendix E. The key findings and results of the survey review are summarized below.

General Survey Findings and Results

- Over half the agencies/organizations responding indicated their interest in coordinating elements of their transportation operation. Their preferences included, service operations, scheduling, joint capital purchases, vehicle maintenance, driver training and call center operations. There may be potential for public operators and human/social service agencies to collectively consider and negotiate joint purchase arrangements, shared maintenance, training, etc.
- Lack of funding, liability issues and program/funding restrictions were at the top of the list of barriers/limitations to coordination cited by stakeholders.

Service-Related Findings and Results

- A total of 18 or (or 54.5%) agencies and organizations that responded to the survey indicated that they operate transportation, either as an in-house or contracted operation, with a number of these agencies and organizations also indicating that they subsidize and/or arrange for transportation. This number excludes private operators operating service under contracts to stakeholder agencies/organizations.
- The survey responses indicate that a total of 5,267,026 one-way passenger trips on both ADA paratransit, DAR and fixed-route services are provided annually by stakeholder agencies and organizations. The level of transportation reported to be operated in the project area is significant and offers tremendous potential for coordination activities.
- The total number of vehicles reported to be used in service by all agencies/organizations operating transportation is 217 (excluding vehicles reported by 4 private operators and 84 school district vehicles) with 196 vehicles reported as being accessible.
- Age requirements used to determine rider eligibility for paratransit services varies throughout the county. There may be value in having one age standard for all publicly operated systems for both ADA paratransit and Dial-a-Ride services.
- Start and end times for publicly operated services vary widely between 5am – 8am and 4:30 p.m. -10 p.m. ADA riders needing to make inter-city trips particularly in the late afternoon on some systems may have difficulty in making connections between systems and scheduling appointments during these hours.
- Only two of the public transit systems responding to the survey indicated that they currently use automated scheduling systems. Given the level of service and the large number of vehicles operated by public transit systems in the county, a coordinated approach to scheduling and dispatching of services may provide improved efficiency in the provision of inter-jurisdictional trips.
- Reservations timeframes for service on public systems varies, from same day to 24 hours in advance. Scheduling trips for those needing to make transfers to other systems for same day reservations may be challenging and prevent and/or delay riders from making necessary trips.

- Public programs currently allow transfers for ADA clients which extend beyond jurisdictional boundaries. However, wait times for riders at transfer/"meet" points and overall travel time may vary greatly and create challenges for the rider and transit providers.
- Two-thirds of the agencies/organizations participating in the survey effort indicated that they have excess capacity on their services during some periods of the day.
- Public paratransit services are impacted by for profit Adult Day Health Care (ADHC) organizations and senior/disabled housing facilities. There are actions which local agencies can take to modify land use permitting and trip scheduling/reservations policies.
- Human and social service agencies and many of their clients/customers do not fully understand how the public paratransit systems operate, especially the service operated between communities. This suggests a need to increase the amount of information on public transit services to these agencies and organizations.
- Rider trip data collected by human and social service agencies is limited, incomplete and unavailable in most cases.

Mid-Term Study Stakeholder Progress Meeting

A second county-wide stakeholder agency/organization meeting was held on Thursday, August 3, 2006 at the Camarillo Health Care District in Camarillo. The study review meeting was held to provide an update to stakeholders in the county on the study progress, including preliminary stakeholder survey results and next steps. In addition to the study update, VCTC utilized this opportunity to conduct a pre-meeting to review the 2006 New Freedom applications that were submitted by agencies and organizations in Ventura County in response to the funding applications process conducted.

Study Ad Hoc Committee Meeting Process

A study Ad Hoc committee was formed at the outset to ensure local agency/organization participation in development of a comprehensive unified coordination plan for Ventura County. The committee was comprised of public transportation agencies and cities and human and social service agencies/organizations in Ventura County. Participation on the committee was encouraged and strictly voluntary. The composition of the committee included VCTC executive and management staff and representatives from the following agencies and organizations:

South Coast Area Transit (SCAT)
City of Camarillo
City of Thousand Oaks
City of Simi Valley
City of Moorpark
City of Oxnard
County of Ventura Public Works
Ventura County Area Agency on Aging
HELP of Ojai
Camarillo Health Care District
ARC Ventura
VCDS Transportation Service

Department of Rehabilitation
Ventura County Department of Behavioral Health

In addition to their participation and attendance at the larger stakeholder meetings in December 2005 and early August 2006, members of the Ad Hoc committee actively participated in six more meetings from August to December 2006. These meetings were well attended and held for the purposes of reviewing and verifying survey and mapping results, as well as, to discuss, evaluate and potentially reach consensus on actions that could be taken in the near term to enhance coordination in the county.

In consultation with VCTC, the project team developed an issues agenda for the meetings based upon the results of the survey. In recognition of the fact that reaching agreement on complex issues takes considerable time and is the greatest challenge to coordination, only a limited number of issues could be included in these discussions. The commonality of these issues for stakeholders offered the greatest potential to achieve consensus. Survey-related issues considered and discussed over the course of the study included:

1. Standardization of age eligibility requirements for seniors on public paratransit services;
2. Potential to establish core operating hours for publicly operated systems;
3. Improvement of reservations, scheduling and dispatching of trips between systems, including consideration of technological solutions;
4. Improvement of inter-city transfers between systems;
5. Potential to implement increased service on Sundays;
6. Methods to improve service data collection for human and social service agencies and organizations;
7. Development of ideas to educate and inform human and social service agencies about how public paratransit systems operate; and
8. Potential to develop a standard criteria that can apply to for profit Adult Day Health Care facilities (ADHC).

Ad Hoc Committee Accomplishments

The commitment demonstrated by Ad Hoc committee members to consider and reach consensus on difficult policy and service-related issues pertaining to their services, resulted in significant progress being made over the course of several months. The project team worked to provide support to VCTC and the Ad Hoc committee in assessing the potential impacts of service and policy changes.

Committee members participated in dialogue on service-related issues with particular focus on identifying technological solutions to coordination, including a special session on September 14, 2006 investigating the potential to the Trapeze system for coordinated dispatch and scheduling.

The most significant achievement accomplished by VCTC and the Ad Hoc committee have been the definitive actions taken to procure Trapeze/GPS (a scheduling and dispatching system with Global Positioning Satellite enhancement) for nine publicly operated systems. SCAT currently uses Trapeze for scheduling and dispatch but would benefit from the GPS enhancement. The public systems participating in the project include:

- SCAT Access (GPS enhancement only)
- Thousand Oaks DAR
- Moorpark DAR
- MV Transit (Thousand Oaks and Moorpark)
- Camarillo DAR

- Camarillo Healthcare District
- ARC Ventura
- Simi Valley
- HELP of Ojai
- Fillmore Area Transit (VISTA DAR)

Implementation of this strategy will go a long way to improve service for the public in Ventura County, since public providers operate the vast majority of the service in Ventura County. In addition, coordinated scheduling and dispatch and GPS will serve to address a number of challenging service-related issues that surfaced during the study, specifically:

- Variance in service reservation;
- Improving connectivity between systems; enhance ability to coordinate rides using real-time GPS vehicle tracking and monitoring;
- Minimizing passenger wait and transferring times at transfer points; and
- Consistency in data collection and reporting for public transit operators and human and social service agencies/organizations.

In addition to proceeding with plans to fund and purchase Trapeze/GPS, the Ad Hoc Committee succeeded in reaching some level of agreement on the other service-related policy issues, based upon study recommendations, and contingent upon future Board and City Council consideration and approval including:

- Establishing core operating hours for publicly-operated paratransit systems from 7:00 a.m. – 7:00 p.m.
- Establishing a standard senior age eligibility standard of 65 years of age for the majority of public systems
- Developing a coordinated approach and criteria similar to SCAT to address the ADHC issue, which would include delineating policies designed to specify what can and cannot be done on publicly operated services

It should be mentioned that Ventura County Area Agency of Aging (VCAAA) was unable to reach agreement on the standard age eligibility issue. In addition, HELP of Ojai raised concerns relative to this issue.

4. GIS MAPPING AND ANALYSIS

4.1 OPERATOR SERVICE AREA AND TRIP DATA COLLECTION

Stakeholder agency/organizations' responses to the survey provided some basic information on unmet transportation needs in Ventura County. To supplement this information, the JNTC project team conducted a Geographic Information Systems (GIS) analysis of trip data provided by the county's publicly operated systems. This process allowed the project team to create geographic analytical tools (maps and tables) based upon both actual and projected trips for the publicly operated services in the county.

On January 17, 2005, a memo and a brief data availability questionnaire were distributed to stakeholders to determine the availability of rider trip data collected by agencies/organizations that operated transportation services in 2005 (e.g., trip origins and destinations, trip purpose, etc.). The project team intended to utilize the available trip data to conduct a GIS mapping analysis for the purposes of understanding the amount of transportation operated within the County, and identifying any service gaps and underserved areas. This memo and questionnaire were distributed four times during the month of January 2006.

The questionnaire requested transportation system trip data from January-December 2005. Information was also requested pertaining to availability and format (electronic or paper) of trip data from the following categories:

- Passengers carried by trip
- Passenger pick-up and drop-off points by zip code
- Passenger pick-up and drop-off points by street address
- Passenger trip purpose
- Passenger trips by time of day and day of week
- Linked trip information (connections with other services)
- Average trip length

A number of agencies/organizations (primarily public transit operators) completing the questionnaire indicated that they basically collect and compile only data related to passenger pick-ups and drop-offs. Only one agency indicated that they collected data in almost all of the data categories requested. In addition, the data collected by all but one agency, was only available in paper format.

GIS Methodology

The project team worked individually with stakeholder agencies and organizations for most of 2006 to sample and collect viable passenger trip data from calendar year 2005. It became clear over time that public transit operators could provide the most reliable baseline trip information necessary to conduct the analysis, and should therefore be the focus of the analysis. This approach seemed reasonable since the survey showed that publicly operated systems provide over 96% of the trips operated in the county.

SCAT was the only agency to provide completed trip data in electronic format. To facilitate our ability to include paper trip data from other public agencies/organizations in the analysis, the project team requested that operators provide trip data (origins and destination by trip) covering a "representative" one-month period during 2005. Publicly operated systems (with the exception of Harbor Beaches DAR)

provided at least one month of passenger data that could be incorporated into the analysis.

The project team converted the paper files to an electronic Excel format, and subsequently “geocoded” this electronic data using a Geographic Information System (GIS). This is the process of converting individual addresses into points on a map. Each point representing an origin or destination address was associated with a range of passengers.

After mapping these unique origin and destination addresses along with their associated passenger trips, the points were then converted into individual twelve-foot grid cells. This is small enough to eliminate the possibility of neighboring addresses overlapping one another. The twelve-foot grid cells, along with their associated passenger counts, were then aggregated by a factor of 300 to create larger, 0.7-mile grid cells. These larger cells cover approximately 0.5 square mile each and are big enough to be used as area symbols on a map. Stored within each of the larger grid cells was the aggregated sum of all passengers from the smaller cells, used to create it.

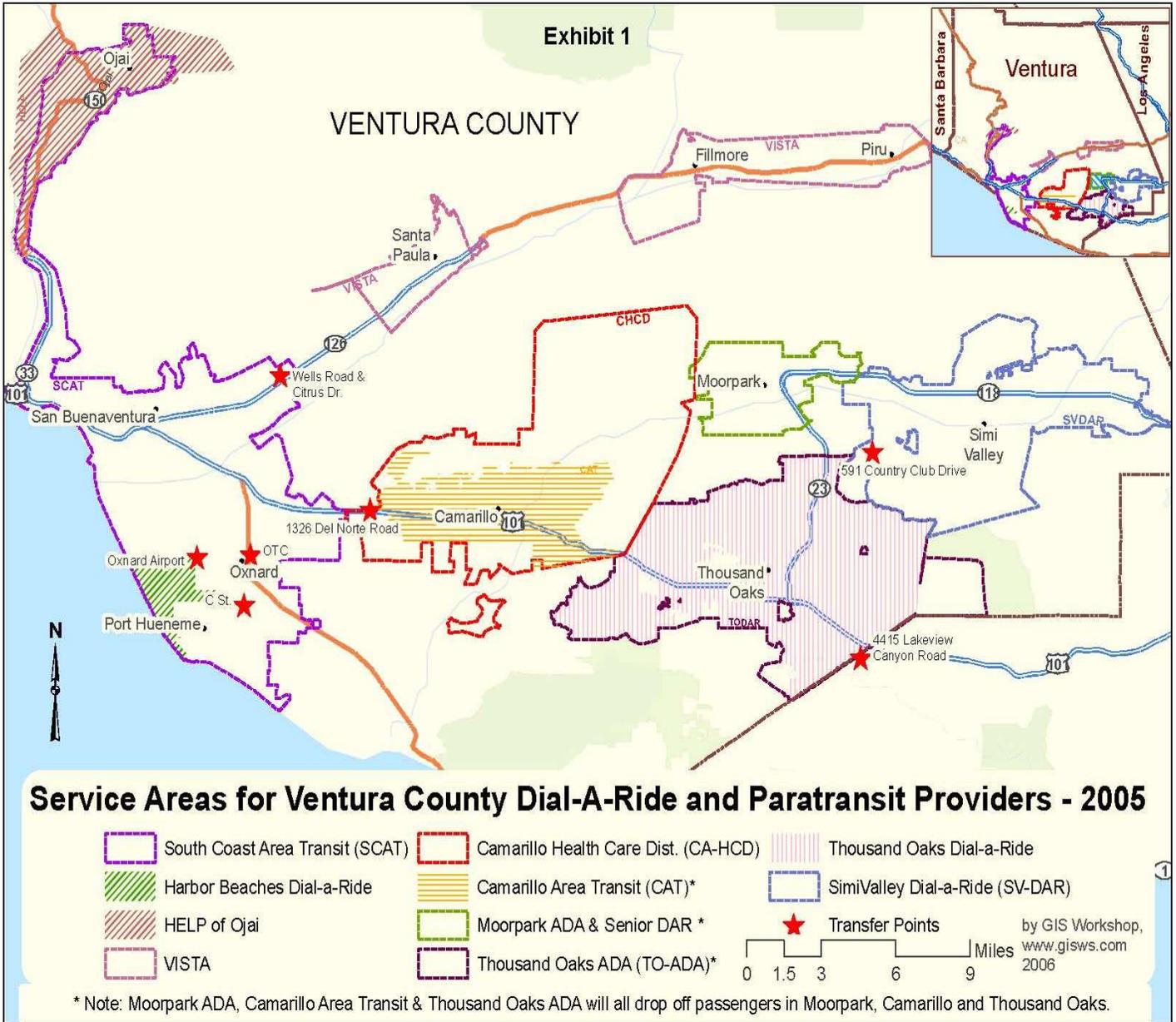
The aggregated sum of passengers for each grid cell were arranged in order and then divided into 6 categories using a Jenks Natural Breaks classification. This classification method creates classes based on natural groupings of data values. Class breaks are determined statistically by finding adjacent feature pairs, between which there is a relatively large difference in data values. Grid cells were then symbolized using a graduated, yellow to brown, color ramp and displayed on top of the providers service area, along with other significant geographic features.

Members of the project team worked individually with publicly operated systems and their service contractors to compile, convert and map service area and span of service data (operating days/hours). In addition, passenger origins and destinations, as well as, passenger counts were mapped for the purposes of identifying potential need and service gaps, and to identify top travel destinations within the county. An individual origin/destination analysis was conducted for each publicly operated system submitting data, as well as, a collective analysis was performed showing all systems.

Our GIS analysis was conducted using the trip data and service information on 10 publicly operated ADA and paratransit services, as follows:

1. South Coast Area Transit District (SCAT Access)
2. VISTA Dial-A-Ride
3. Thousand Oaks Dial-A-Ride (TO-DAR)
4. Ventura County Public Works Agency (TO-ADA)
5. HELP of Ojai (HELP)
6. Camarillo Health Care District (CHCD)
7. Camarillo Area Transit (CAT)
8. Moorpark ADA & Senior Dial-A-Ride
9. Simi Valley Dial-A-Ride
10. Harbor Beaches Dial-A-Ride

Exhibit 1 below shows the service area boundaries for these agencies/organizations. It illustrates that these operators provide service which covers all the major cities in Ventura County, as well as, most of the well-populated areas in between.



Charts (1, 2 and 3) on the following pages depict the hours of operation for these service providers on weekdays, Saturdays and Sundays throughout the year. Collectively these charts show that SCAT Access has the most comprehensive service of all providers, operating both ADA paratransit service and dial-a-ride service for seniors, offering a wide-span of service, seven days a week.

Chart 1 shows the weekday hours of operation for these service providers. It indicates that nine agencies offer dial-a-ride service and six offer ADA service Monday through Fridays. It also shows that there is significant variation between both the start and the end times for these agencies. Start times vary from as early as 5:00 a.m. for SCAT Access and Simi Valley to as late as 8:00 a.m. for HELP of Ojai and Camarillo Health Care District. Likewise, end times vary from as early as 4:30 p.m. for HELP of Ojai to 10:00 p.m. for SCAT Access. In addition, the Harbors and Beaches Dial-A-Ride does not offer service on weekdays between 12:00 and 2:00 p.m.

Chart 1

VENTURA COUNTY DIAL-A-RIDE AND PARATRANSIT SERVICES

HOURS OF OPERATION: MONDAY TO FRIDAY - 2006

PROVIDER	◀5:00 AM	◀6:00 AM	◀7:00 AM	◀8:00 AM	◀9:00 AM	◀10:00 AM	◀11:00 AM	◀12:00 PM	◀1:00 PM	◀2:00 PM	◀3:00 PM	◀4:00 PM	◀5:00 PM	◀6:00 PM	◀7:00 PM	◀8:00 PM	◀9:00 PM	
Camarillo Area Transit (CAT)				Dial-a-Ride														
VISTA Dial-A-Ride		Dial-a-Ride																
Moorpark Dial-A-Ride		Dial-a-Ride & ADA																
HELP of Ojai			ADA															
SCAT Access*	Dial-a-Ride & ADA																	
Thousand Oaks Dial-A-Ride*		ADA	Dial-a-Ride & ADA											ADA				
Simi Valley Dial-A-Ride	Dial-a-Ride & ADA																	
Oak Park Dial-A-Ride		Dial-a-Ride																
VCDS Transp. Services		Dial-a-Ride																
Harbors & Beaches D-A-R		Dial-a-Ride						no service		Dial-a-Ride								
Camarillo Health Care District			ADA															

*Dial-A-ride can be general public or restricted to Seniors & ADA.

*SCAT Access Dial-A-Ride is restricted to individuals 65 years of age and over.

*Thousand Oaks Dial-A-Ride ADA intercity trips to Simi Valley, Moorpark & Camarillo Mon-Fri 7:30 AM - 5 PM

Source: Ventura County Dial-a-Ride and ADA Service Providers, Ventura County Transportation Commission, Judith Norman – Transportation Consultant, GIS Workshop

Chart 2

VENTURA COUNTY DIAL-A-RIDE AND PARATRANSIT SERVICES

HOURS OF OPERATION: SATURDAY - 2006

Dial-A-Ride*	ADA	PROVIDER	◀5:00 AM	◀6:00 AM	◀7:00 AM	◀8:00 AM	◀9:00 AM	◀10:00 AM	◀11:00 AM	◀12:00 PM	◀1:00 PM	◀2:00 PM	◀3:00 PM	◀4:00 PM	◀5:00 PM	◀6:00 PM	◀7:00 PM	◀8:00 PM	◀9:00 PM
8:00 AM to 4:00 PM	no service	Camarillo Area Transit (CAT)																	
7:00 AM to 7:00 PM	no service	VISTA Dial-A-Ride																	
no service	no service	Moorpark Dial-A-Ride																	
no service	no service	HELP of Ojai																	
5:30 AM to 9:00 PM	5:30 AM to 9:00 PM	SCAT Access*																	
9:00 AM to 5:00 PM	9:00 AM to 5:00 PM	Thousand Oaks Dial-A-Ride*																	
5:00 AM to 8:00 PM	5:00 AM to 8:00 PM	Simi Valley Dial-A-Ride*																	
9:00 AM to 4:00 PM	no service	Oak Park Dial-A-Ride																	
no service	no service	VCDS Transp. Services																	
9:00 AM to 5:00 PM	no service	Harbors & Beaches D-A-R																	
no service	no service	Camarillo Health Care District																	

*Dial-A-ride can be general public or restricted to Seniors & ADA.

*SCAT Access Dial-A-Ride is restricted to individuals 65 years of age and over.

*Simi Valley Saturday service includes holidays

Source: Ventura County Dial-a-Ride and ADA Service Providers, Ventura County Transportation Commission, Judith Norman – Transportation Consultant, GIS Workshop

Chart 3

VENTURA COUNTY DIAL-A-RIDE AND PARATRANSIT SERVICES

HOURS OF OPERATION: SUNDAY - 2006

PROVIDER	◀5:00 AM	◀6:00 AM	◀7:00 AM	◀8:00 AM	◀9:00 AM	◀10:00 AM	◀11:00 AM	◀12:00 PM	◀1:00 PM	◀2:00 PM	◀3:00 PM	◀4:00 PM	◀5:00 PM	◀6:00 PM	◀7:00 PM	◀8:00 PM	◀9:00 PM
Camarillo Area Transit (CAT)	no service																
VISTA Dial-A-Ride																	
Moorpark Dial-A-Ride	no service																
HELP of Ojai	no service																
SCAT Access*																	
Thousand Oaks Dial-A-Ride																	
Simi Valley Dial-A-Ride	no service																
Oak Park Dial-A-Ride	no service																
VCDS Transp. Services	no service																
Harbors & Beaches D-A-R	no service																
Camarillo Health Care District	no service																

*Dial-A-ride can be general public or restricted to Seniors & ADA.

*SCAT Access Dial-A-Ride is restricted to individuals 65 years of age and over.

Source: Ventura County Dial-a-Ride and ADA Service Providers, Ventura County Transportation Commission, Judith Norman – Transportation Consultant, GIS Workshop

As shown on Charts 2 and 3 above, weekend service is either limited or non-existent. Seven public agencies offer limited dial-a-ride service and three offer ADA service on Saturdays. Start times range from 5:00 to 9:00 a.m. and end times are between 4:00 and 9:00 p.m. On Sunday, the number of public dial-a-ride providers drops to three, and only two of these offer ADA service. Service start times range from 6:00 to 8:30 a.m. and end times are between 5:00 and 8:30 a.m. Since ADA paratransit and DAR services are severely limited on Sunday, a separate analysis was conducted on these trips alone, to identify any gaps in service resulting from this limited service schedule.

The detailed results of the analysis, by service provider are presented below.

4.2 VENTURA COUNTY ORIGINS AND DESTINATIONS OF PASSENGERS, 2005

Ventura County

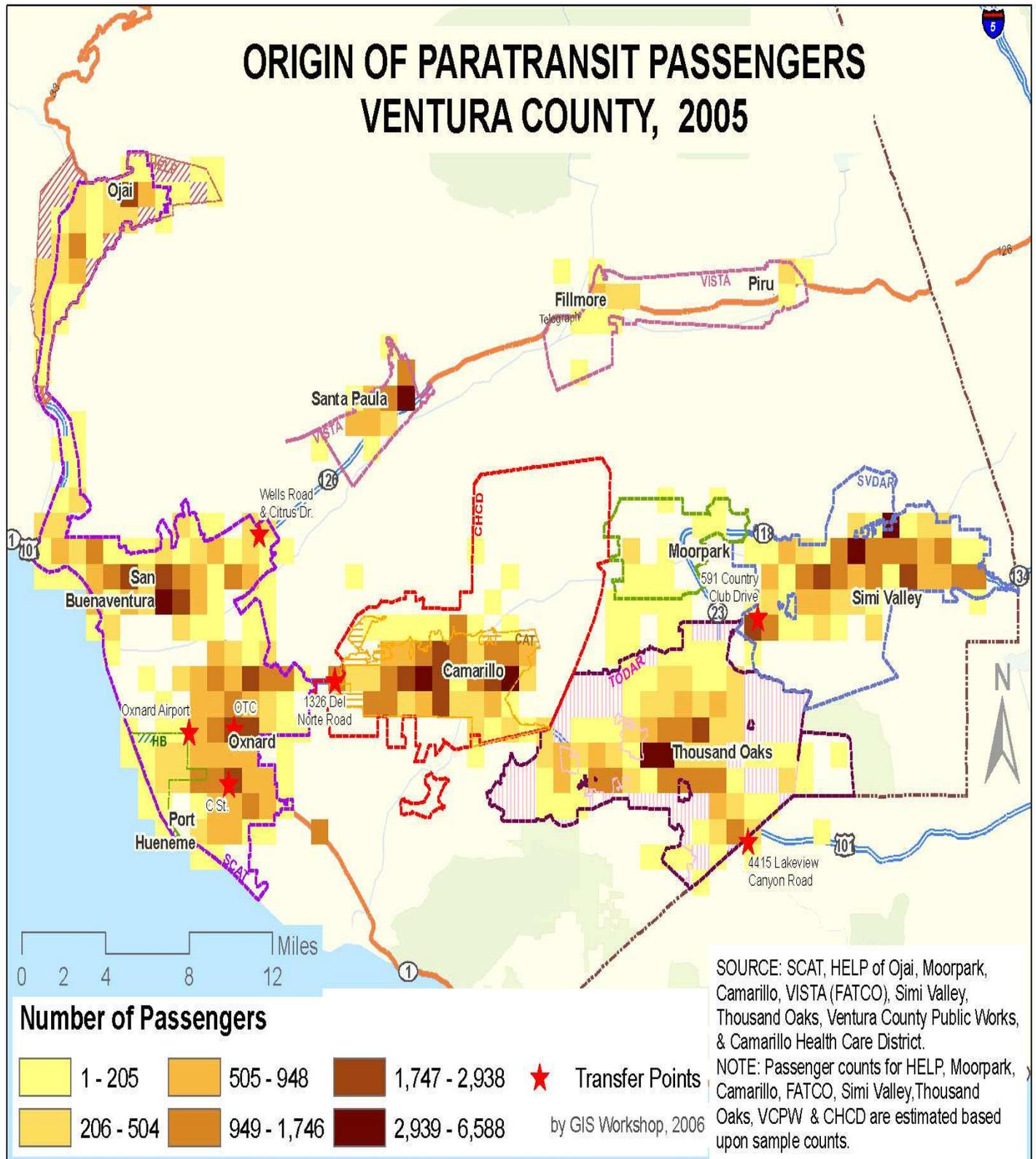
Exhibits 2 and 3 show the total number of passenger pick-ups and drop-offs that occurred throughout the county in 2005 using colored, 1/2 square mile, grid cells as map symbols. All trips originating or ending within a cell were totaled to arrive at an annual count. The numbers range in values from less than 100 to over 6,500 for passenger origins, and 8,500 for passenger destinations. For display purposes, the cells were classified into six categories and shaded using light to dark graduated colors. Lighter colors indicate lower concentrations of passenger pick-up and drop-off activity, while darker colors indicate higher concentrations of passenger pick-up or drop-off activity.

Both maps show a concentration of activity in downtown Ojai, Ventura, Oxnard, Santa Paula, Camarillo, Thousand Oaks and Simi Valley. Other factors which appear to be associated with high concentrations of passenger pick-up or drop-off activity are the presence of paratransit transfer points, major roads and commercial activities.

Table 1 lists the top origin and destination locations for these dial-a-ride and paratransit passengers. The locations are ranked, in descending order, by the number of passengers either being picked-up or dropped-off. Also listed is a description of the building or activity associated with each address.

According to this analysis, the top ranking destination for paratransit passengers in Ventura County in 2005 is Los Altos School in Camarillo. It is estimated that approximately 7,700 passengers from the City of Camarillo's Dial-A-Ride service were dropped off at this location in 2005. Other top ranking destinations include the HELP station in Ojai with approximately 5,200 passengers dropped off and the Simi Valley Senior Center with about 3,800 passengers dropped off during 2005.

Overall however, Table 1 indicates that paratransit riders in Ventura County are using these services primarily to travel to and from Senior and Day Care Centers (31% of origin & 29% of destination trips); medical appointments (14% of origin & 17% of destination trips); transfer points (12% of origin & 18% of destination trips); schools (15% of origin & 14% of destination trips) and shopping centers (13% of origin & 10% of destination trips).



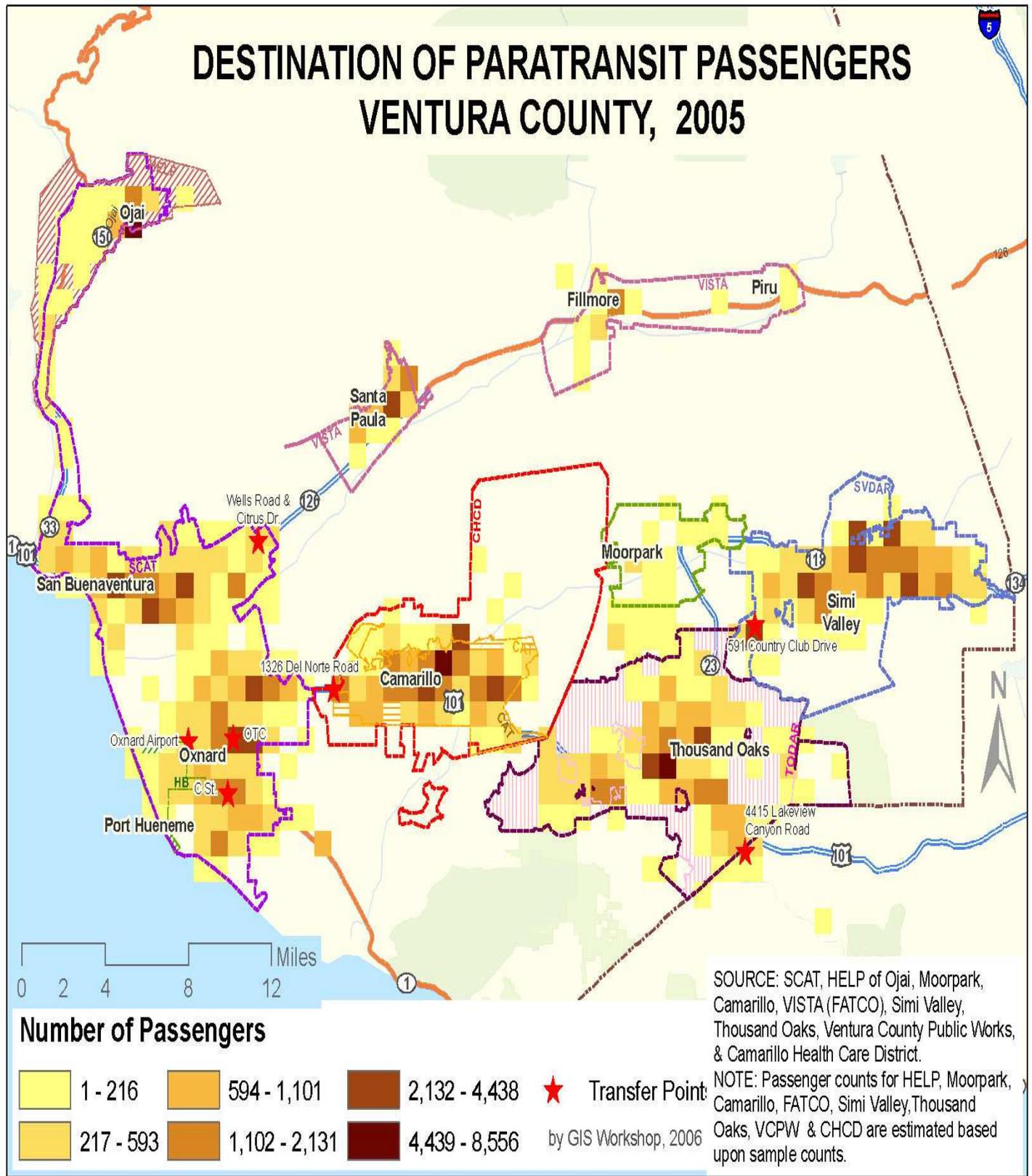


Table 1
Top Origin & Destination Locations
of Paratransit Riders
Ventura County
2005

Rank	Address	ZIP	City	DAR Service	Description	Passengers	
						Origin	Destination
1	1500 Temple Ave.		Camarillo	Camarillo	Boys and Girls Club	7,692	After School P
2	111 W. Santa Ana St.	93023	OJAI	HELP	HELP Station	5,222	transfer
3	3900 Avenida Simi	93063	Simi Valley	Simi V.	Simi Valley Senior Center	3,804	3,804 senior center
4	401 Hodencamp Rd		Thousand Oaks	Thousand Oaks	Senior Concerns	3,312	3,744 senior center
5	116 N. 10th Ave.	93060	Santa Paula	VISTA	ARC of Ventura	2,808	2,916 transfer
6	3639 E Las Posas Rd		Camarillo	CAMARILLO HCD	Adult Day Care Center	2,904	2,268 day care
7	1385 E Janss Rd		Thousand Oaks	Thousand Oaks	Gooble Senior Center	1,860	2,664 senior center
8	2950 SYCAMORE DR	93065	Simi Valley	Simi V.	Medical Facility	2,112	2,544 medical
9	1099 N. Bedford St		Camarillo	Camarillo	El Descanso School	2,496	school
10	1605 Burnley St.		Camarillo	CAMARILLO HCD	Camarillo Senior Center	2,352	2,388 senior center
11	2150 WINIFRED ST	93063	Simi Valley	Simi V.	Adult Care Facility	2,172	1,824 day care
12	126 AMELIA CT	93030	OXNARD	SCAT	Colonia Senior Center	1,955	2,178 senior center
13	1500 N Moorpark Rd		Thousand Oaks	Thousand Oaks	Village Shopping Center	1,848	shopping
14	591 Country Club Dr	93065	Simi Valley	SimiV/Moorpark	Transfer Point/Grocery Store	1,410	1,836 transfer
15	4567 TELEPHONE ROAD	93003	VENTURA	SCAT	Government Office	1,558	1,579 office
16	5750 Fieldcrest Dr.		Camarillo	Camarillo	Las Colinas School	1,416	school
17	350 N. C ST	93030	OXNARD	SCAT	Senior Services	1,133	1,212 senior center
18	500 Eubanks St		Camarillo	Camarillo	County Work Furlough	1,224	828 office
19	4800 Corte Olivas		Camarillo	Camarillo	la Mariposa School	1,224	school
20	1804 Kendall Ave		Camarillo	Camarillo	Los Senderos School	1,200	school
21	205 N Moorpark Rd		Thousand Oaks	Thousand Oaks	Janss Market Place	708	1,176 shopping
22	1690 E. MAIN ST	93001	VENTURA	SCAT	Moran Manor	1,045	831 residential
23	1801 HOLSER WALK	93030	OXNARD	SCAT	Doctor	1,028	1,447 medical
24	456 Carmen Dr.		Camarillo	Camarillo	Carmen Plaza	1,176	720 shopping
25	363 S MILLS RD	93003	VENTURA	SCAT	Shopping	1,016	960 shopping
26	1700 N. ROSE AVE	93030	OXNARD	SCAT	Doctor		1,138 medical
27	4667 TELEGRAPH RD	93003	VENTURA	SCAT	Ventura College	966	1,107 school
28	227 W Janss Rd		Thousand Oaks	Thousand Oaks	Medical Facility	720	1,080 medical
29	4146 NAVAL AIR RD	93041	PORT HUENEME	SCAT	Airforce Base		1,039 office
30	4444 CENTRAL AVE	93010	CAMARILLO	SCAT	Transfer point (CAT)	924	989 transfer
31	201 E. 4TH STREET	93030	OXNARD	SCAT	Oxnard Transp. Center, OTC	650	953 transfer
32	1500 N Moorpark Rd		Thousand Oaks	Thousand Oaks	Village Shopping Center		936 shopping
33	2105 E. Ponderosa Dr.		Camarillo	Camarillo	Central Plaza Shopping Ctr.	924	708 shopping
34	518 W Hillcrest Dr		Thousand Oaks	Thousand Oaks	Oaks Shopping Center	852	shopping
35	591 Country Club Dr		Thousand Oaks	Thousand Oaks	Transfer Point	840	transfer
36	534 W Hillcrest Dr		Thousand Oaks	Thousand Oaks	Oaks Shopping Center		828 shopping
37	2831 SAVIERS RD	93033	OXNARD	SCAT	Dialysis Center in S. Oxnard	692	782 medical
38	2230 Lynn Rd		Thousand Oaks	Thousand Oaks	Medical Center	768	648 medical
39	5225 S. J ST.	93041	PORT HUENEME	SCAT	Shoreline Nursing Home	765	724 medical
40	3801 Las Posas Rd.		Camarillo	Camarillo	Dr.'s Offices/Hospital	744	672 medical
41	591 Country Club Dr		Thousand Oaks	Thousand Oaks	Transfer Point		708 transfer
42	888 Lantana St.		Camarillo	Camarillo	Monte Vista School	696	school
43	6073 WOODLAND ST	93003	VENTURA	SCAT	Woodland Manor Apts.	692	682 residential
44	190 Brazil St		Thousand Oaks	Thousand Oaks	Residential	672	444 residential
45	205 DRIFILL BLVD	93030	OXNARD	SCAT	Palms Mobile Home Park	624	660 residential
46	24 Las Posas Rd		Camarillo	Camarillo	Atria Retirement Village	240	660 residential
47	2925 SYCAMORE DR	93065	SIMI VALLEY	Simi V.	Medical Facility	636	648 medical
48	4660 Mission Oaks Blvd		Camarillo	Camarillo	Mission Oaks Plaza	636	624 shopping
49	140 Brazil St		Thousand Oaks	Thousand Oaks	Residential	300	636 residential
50	533 SANTA CLARA	93015	FILLMORE	VISTA	Senior Center	60	612 senior center
51	2700 Ponderosa Dr		Camarillo	CAMARILLO HCD	Senior Apartments Complex	600	588 residential
52	5800 Santa Rosa Rd		Camarillo	Camarillo	Santa Rosa Plaza	240	588 shopping
53	1010 ASHLAND AVE	93065	SIMI VALLEY	Simi V.	Apartment Complex	576	420 residential
54	4000 S ROSE AVE	93033	OXNARD	SCAT	Oxnard College	530	573 school
55	3200 COCHRAN ST	93065	SIMI VALLEY	Simi V.	YMCA	564	456 recreational
56	1555 Kendall Ave.		Camarillo	Camarillo	Los Senderos School	564	school
57	2309 Antonio Ave		Camarillo	Camarillo	Pleasant Valley Hospital	432	564 medical
58	2975 SYCAMORE DR	93065	Simi Valley	Simi V.	Medical Facility		564 medical
59	215 W Janss Rd		Thousand Oaks	Thousand Oaks	Los Robles Hospital	276	564 medical
60	3291 LOMA VISTA ROAD	93003	VENTURA	SCAT	Ventura County Med. Center	426	557 medical
61	108 W. Eucalyptus St.	93023	OJAI	HELP	HELP Station	540	transfer
62	4900 TELEGRAPH ROAD	93003	VENTURA	SCAT	Ventura College North	532	518 school
63	1790 N Moorpark Rd		Thousand Oaks	Thousand Oaks	North Oaks Shopping Center	528	264 shopping
64	1382 N Moorpark Rd		Thousand Oaks	Thousand Oaks	Village Plaza Shopping Center	312	528 shopping
65	591 Country Club Dr	93063	Simi Valley	Moorpark	Moorpark/Simi Transfer Station	522	420 transfer
66	415 COUNTRY CLUB DR	93065	SIMI VALLEY	Simi V.	Apartment Complex	516	492 residential

Source: SCAT, Moorpark Senior Dial-A-Ride, HELP of Ojai, VISTA, Simi Valley Dial-A-Ride, City of Camarillo Dial-A-Ride, City of Ventura Dial-A Ride, Camarillo Health Care District, & Ventura County Public Works
 By: GIS Workshop, 2007

Sunday Ridership Countywide

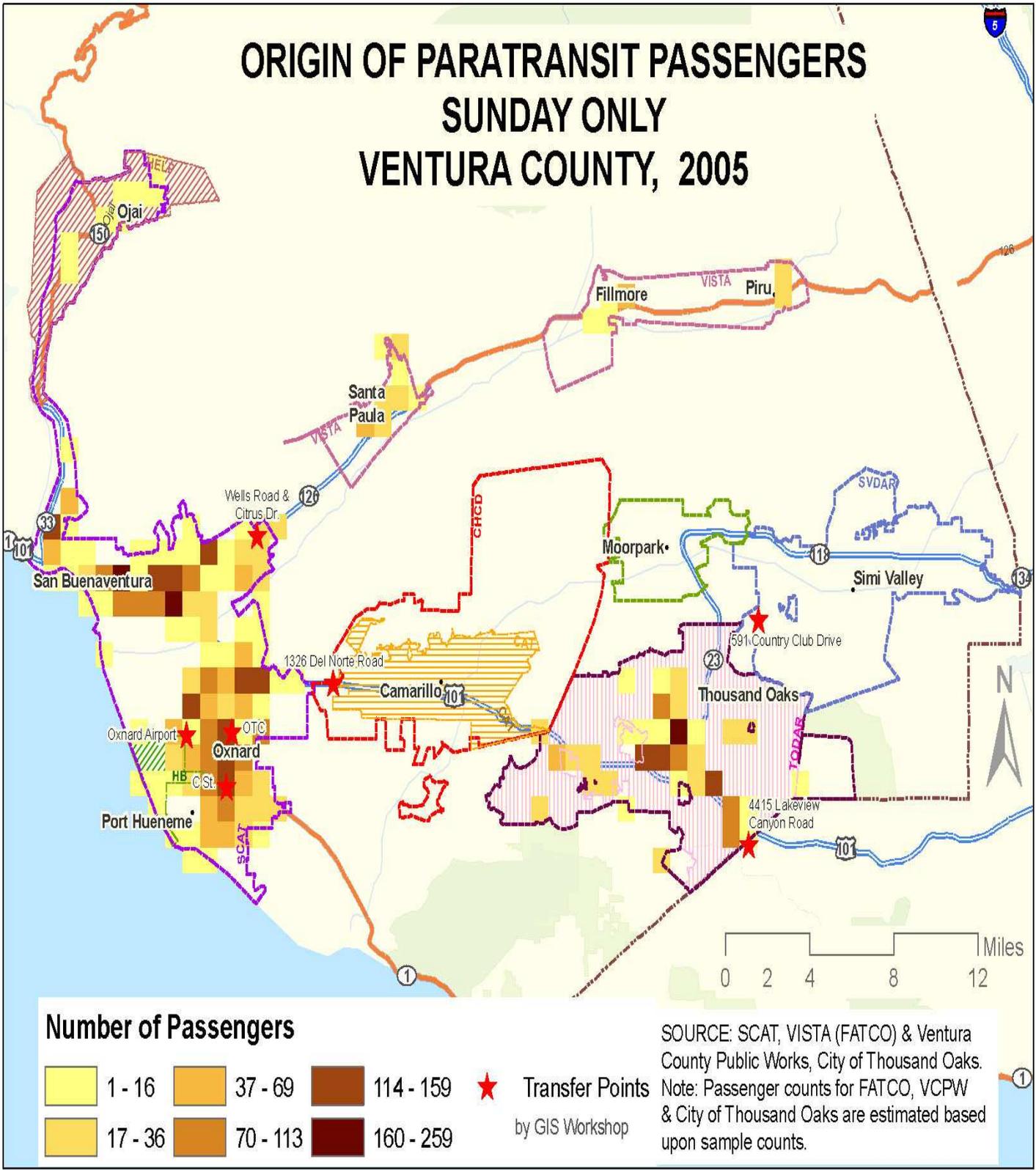
A separate analysis of Ventura County passenger ridership was conducted for Sundays only. This involved only the 4 Sunday service providers; SCAT Access, VISTA, Thousand Oaks Dial-A-Ride and the Ventura County Public Works Agency. Of these only SCAT Access had a complete count of Sunday riders in 2005. The others relied on only one month of Sunday counts to generate their annual estimates.

Exhibits 4 and 5 show that with fewer providers and only the slowest day of the week represented, the total number of passengers traveling on Sunday is only 2.7% of the annual estimates for 2005. Totals for each grid cell range from less than 20 to approximately 260 trips per year.

These maps indicate that Sunday ridership is concentrated in the Cities of Oxnard, Ventura, and Thousand Oaks with fewer trips in Ojai, Santa Paula, Fillmore and Piru. This is not surprising since these cities lie within the core service areas of the four Sunday service providers. Camarillo, Moorpark and Simi Valley do not have any Sunday passenger activity because Sunday ADA paratransit and DAR service is not offered in these areas.

Table 2 summarizes the top origin and destination locations for these Sunday travelers. Taken as a whole, trips to or from a residential location were the most frequent, representing 50% of the pick-ups and 44% of the drop-offs on this list. Churches ranked second, accounting for 20% of the pick-ups and 26% of drop-offs. They were followed by shopping centers (19% of pick-ups & 16% of drop-offs), medical centers (6% of pick-ups and drop-offs), and transfer stations (4% of pick-ups and drop-offs).

ORIGIN OF PARATRANSIT PASSENGERS SUNDAY ONLY VENTURA COUNTY, 2005



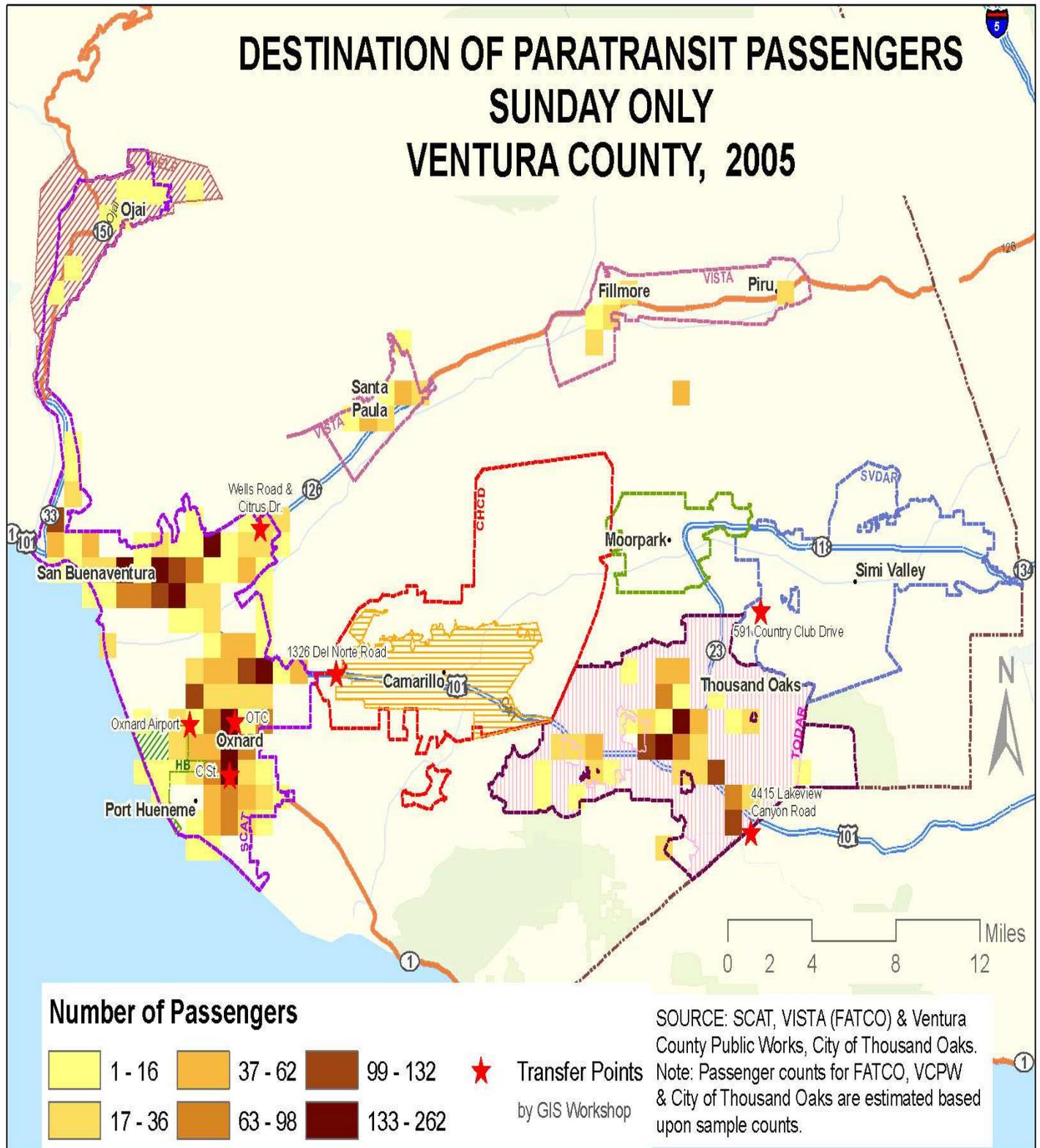


Table 2
Top Origin & Destination Locations of Paratransit Riders
Sunday Only
Ventura County
2005

Rank	Address	City	DAR Service	Description	Passengers		type
					Origin	Destination	
1	363 S MILLS RD	VENTURA	SCAT	Pacific View Mall	187	194	shopping
2	346 N KIMBALL RD	VENTURA	SCAT	Assembly of God Church	147	156	church
3	155 E Janss Rd	Thousand Oaks	Thousand Oaks	St. Paschal Church	108	156	church
4	518 W Hillcrest Dr	Thousand Oaks	Thousand Oaks	Oaks Shopping Center	132		shopping
5	205 DRIFILL BLVD	OXNARD	SCAT	Palms Mobile Home Park	127	95	residential
6	6073 WOODLAND ST	VENTURA	SCAT	Woodland Manor Apts.	117	117	residential
7	5105 WALKER ST	VENTURA	SCAT	ARC	93	94	transit
8	1701 CORONADO PL	OXNARD	SCAT	private residence	94	93	residential
9	1851 HOLSER WALK	OXNARD	SCAT	Dialysis	83	98	medical
10	1332 N Moorpark Rd	Thousand Oaks	Thousand Oaks	Ralphs Market	84	24	shopping
11	534 W Hillcrest Dr	Thousand Oaks	Thousand Oaks	Oaks Shopping Center		84	shopping
12	1629 PACIFIC AVE	OXNARD	SCAT	business park	74	74	office
13	200 N ROSE AVE	OXNARD	SCAT	Apt Building	76	74	residential
14	3365 PORTER LN	VENTURA	SCAT	private residence	72	72	residential
15	645 Hampshire Rd	Thousand Oaks	Thousand Oaks	Oakview Apt.	72	48	residential
16	2511 SOUTH C STREET	OXNARD	SCAT	St. Anthony's Church		63	church
17	1015 BRITTEN LN	VENTURA	SCAT	private residence	62	56	residential
18	2630 Townsgate Rd	Thousand Oaks	Thousand Oaks	Westlake Lutheran Church	36	60	church
19	323 S. E STREET	OXNARD	SCAT	Santa Clara Church	54	59	church
20	38 TELOMA DR	VENTURA	SCAT	First Christian Church	55	59	church
21	1891 E VENTURA BLVD	OXNARD	SCAT	Apt Building	56	56	residential
22	2231 S M ST	OXNARD	SCAT	private residence	56	56	residential
23	1153 RIVERSIDE ST	OXNARD	SCAT	private residence	51	50	residential
24	500 N. JUANITA AVE.	OXNARD	SCAT	Our Lady of Guadalupe church	50		church
25	1001 W GONZALES RD	OXNARD	SCAT	Apt Building	49		residential
26	2667 PREBLE AVE	VENTURA	SCAT	private residence	49		residential
27	65 MACMILLAN AVE	VENTURA	SCAT	private residence		49	residential
28	1640 CARMEN WAY	OXNARD	SCAT	private residence	48	44	residential
29	463 W. PLEASANT VALLEY	OXNARD	SCAT	Mary Star of the Sea Church		48	church
30	6600 TELEPHONE RD	VENTURA	SCAT	Apt Building	47	48	residential
31	215 N. Moorpark Road	Thousand Oaks	Thousand Oaks	Janss Marketplace	36	48	shopping
32	2170 N Westlake Blvd	Thousand Oaks	Thousand Oaks	Cerebral palsy Center	36	48	medical
33	190 Brazil St	Thousand Oaks	Thousand Oaks	Senior/Disabled Housing	48	12	residential
34	237 W WARNER	OXNARD	SCAT	private residence	46	44	residential
35	4200 E. MAIN ST	VENTURA	SCAT	Target	46	43	shopping
36	3786 ALMOND DR	OXNARD	SCAT	private residence		46	residential
37	801 S A ST	OXNARD	SCAT	Apt Building	42	46	residential
38	4460 SAVIERS RD	OXNARD	SCAT	Sea Winds Apts	43	45	residential
39	1011 ASTORIA PL	OXNARD	SCAT	private residence	44		residential
40	1455 N 5TH PL	PORT HUENEME	SCAT	private residence	44	42	residential
41	2635 SADDLE AVE	OXNARD	SCAT	ARC		42	transit
42	3201 SAMUEL AVE	OXNARD	SCAT	non-denominational church	42	41	church

Source: SCAT*, Moorpark Senior Dial-A-Ride, HELP of Ojai, VISTA*, Simi Valley Dial-A-Ride, City of Camarillo Dial-A-Ride, City of Thousand Oaks Dial-A-Ride* & Ventura County Public Works* (Those with asterisk have Sunday Service)

By: GIS Workshop, 2007

4.3 ORIGINS AND DESTINATIONS OF PASSENGERS BY OPERATOR, 2005

South Coast Area Transit (SCAT)

SCAT is the largest paratransit service provider in Ventura County. As indicated in Exhibit 1, its service area covers the cities of Port Hueneme, Oxnard, Ventura and Ojai along with unincorporated areas in between. They offer both ADA paratransit services and DAR service to seniors 65 years of age or over. Their service operates 7 days a week.

SCAT was the only provider with complete electronic passenger trip data for calendar year 2005. A total of 79,065 trip records were provided for this 12-month period. These records included over 2,800 unique addresses which were geo-coded. Ultimately, this translated to over 76,370 passenger pick-ups and drop-offs during 2005. A low number (approximately 3-4%) of the passenger trips provided by SCAT were unable to be mapped due the lack of zip codes, incomplete addresses, and spelling or abbreviation errors.

Exhibits 6 and 7 below are maps show the origin and destination of passengers for SCAT in 2005. These top destination locations are concentrated around the darker grid cells, illustrating higher passenger counts. Table 3 lists these top locations sorted in descending order by passenger count. Top locations with over 1000 passengers arriving and/or departing include:

- Colonia and Wilson Senior Centers;
- The Dialysis Centers in Ventura and Oxnard;
- Moran Manor;
- Pacific View Mall;
- The ARC Job site;
- Ventura College; and
- St. Johns Regional Medical Center (SJRMC).

Overall, 30% of the top origin locations and 33% of the top destination locations are medical centers, 21% and 17% are residential, 12% and 13% are transfer stations and 9% of the top origin and destination locations are shopping centers and schools.

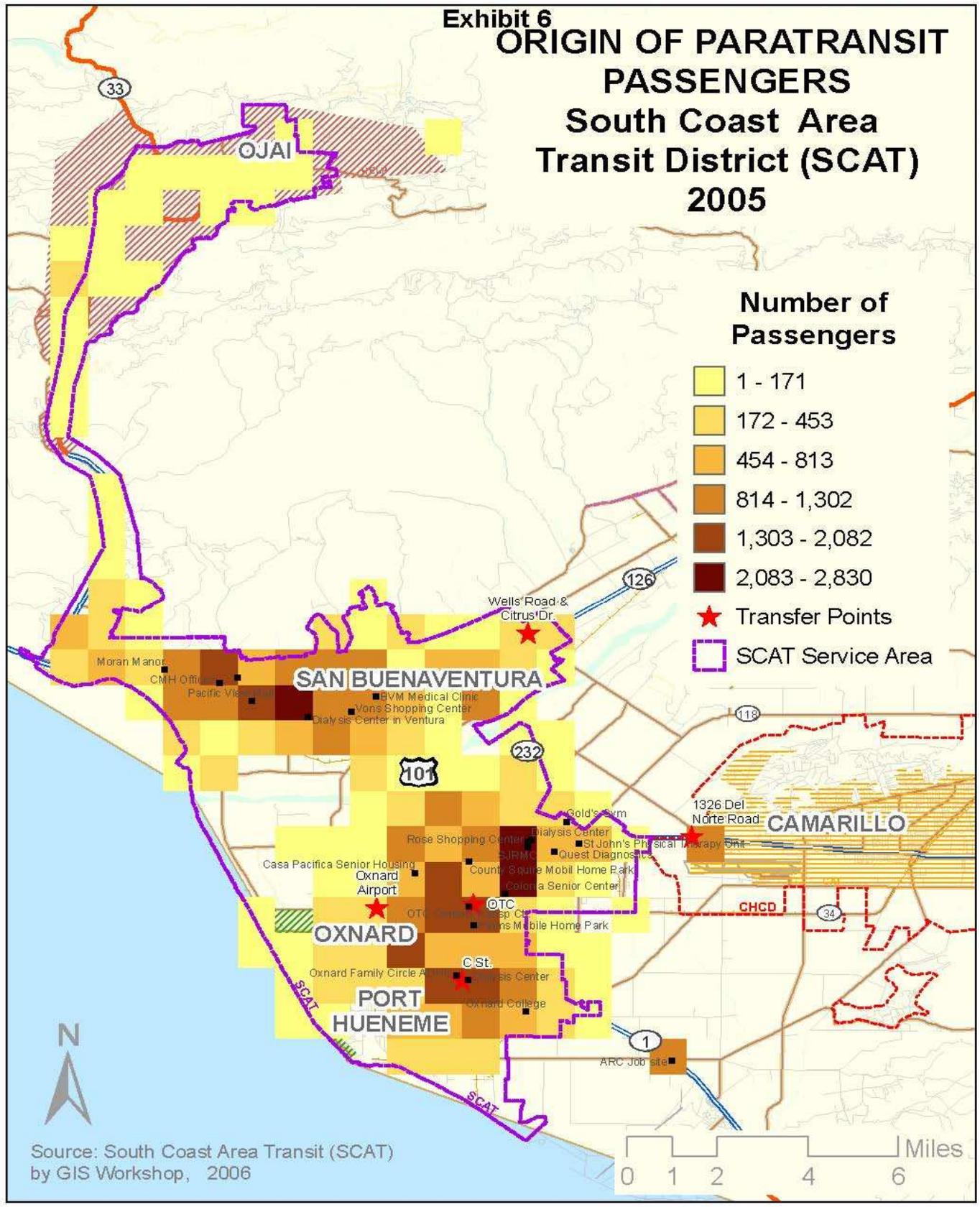


EXHIBIT 7

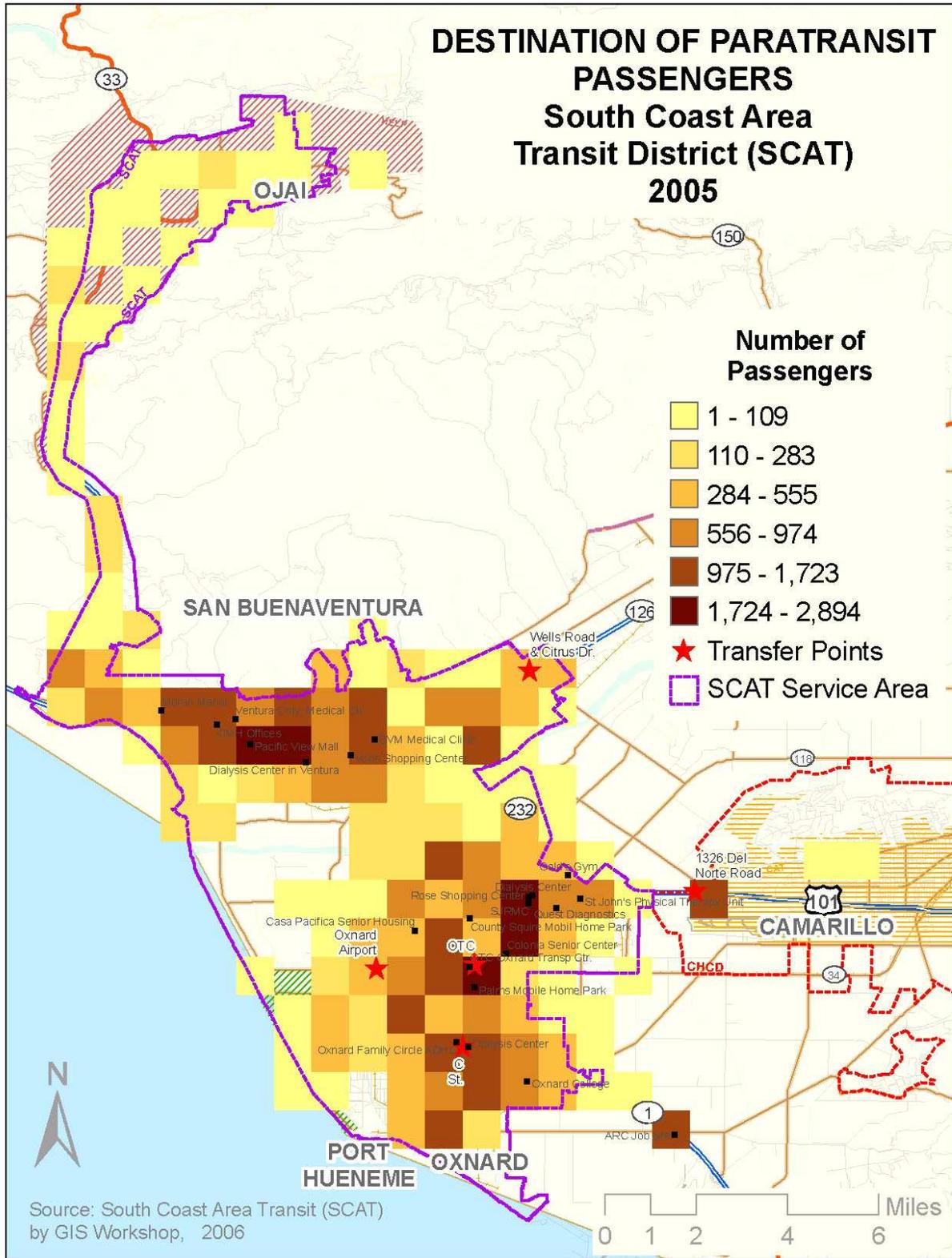


Table 3
Top Origin & Destination Locations
of Paratransit Riders
South Coast Area Transit District
2005

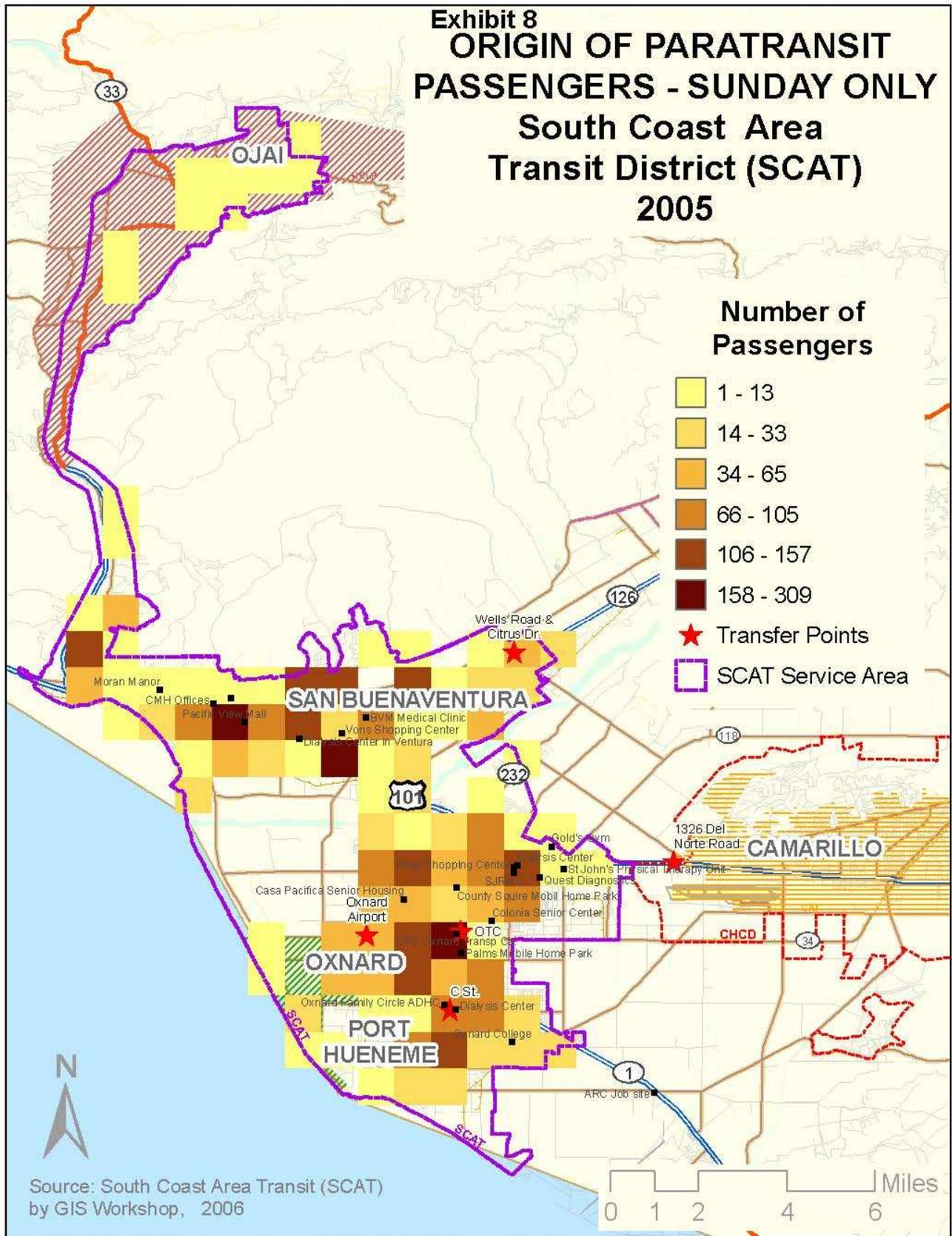
Rank	Address	ZIP	City	Description	Passengers	
					Origin	Destination
1	126 AMELIA CT	93030	OXNARD	Colonia Senior Center	1,955	2,178 senior ctr
2	4567 TELEPHONE ROAD	93003	VENTURA	Dialysis Center in Ventura	1,558	1,579 medical
3	350 N. C ST	93030	OXNARD	Wilson Senior Center	1,133	1,212 senior ctr
4	1690 E. MAIN ST	93001	VENTURA	Moran Manor	1,045	831 resid
5	1801 HOLSER WALK	93030	OXNARD	Dialysis Center in No. Oxnard	1,028	1,447 medical
6	363 S MILLS RD	93003	VENTURA	Pacific View Mall	1,016	960 shopping
7	4146 NAVAL AIR RD	93041	PORT HUENEME	ARC Job site	987	1,039 transfer
8	4667 TELEGRAPH RD	93003	VENTURA	Ventura College South	966	1,107 school
9	1700 N. ROSE AVE	93030	OXNARD	SJR Medical Center	933	1,138 medical
10	4444 CENTRAL AVE	93010	CAMARILLO	Transfer Point with Camarillo Area Transit	924	989 transfer
11	201 E. 4TH STREET	93030	OXNARD	Oxnard Transp. Center, OTC	650	953 transfer
12	2831 SAVIERS RD	93033	OXNARD	Dialysis Center in south Oxnard	692	782 medical
13	5225 S J ST	93041	PORT HUENEME	Shoreline Nursing Home	765	724 medical
14	6073 WOODLAND ST	93003	VENTURA	Woodland Manor Apartment Building	692	682 resid
15	205 DRIFFILL BLVD	93030	OXNARD	The Palms Mobile Home Park	624	660 resid
16	4900 TELEGRAPH RD	93003	VENTURA	Ventura College North	532	518 school
17	4000 S ROSE AVE	93033	OXNARD	Oxnard College	530	573 school
18	2641 S C ST	93033	OXNARD	Oxnard Family Circle ADHC	499	475 office
19	3291 LOMA VISTA ROAD	93003	VENTURA	Ventura County Medical Center, VCMC	426	557 medical
20	750 PETIT AVENUE	93004	VENTURA	Silvercrest Senior Housing	419	334 resid
21	1263 S OXNARD BLVD	93030	OXNARD	County Squire Mobil Home Park	412	325 resid
22	1247 PETIT AVE	93004	VENTURA	Ventura Pines Apartments	399	389 resid
23	800 S VICTORIA AVE	93003	VENTURA	Ventura County Gov't Center	392	306 office
24	5688 TELEPHONE ROAD	93003	VENTURA	Vons Grocery Store	375	369 store
25	961 N RICE AVENUE	93030	OXNARD	St John's Physical Therapy Unit	365	392 medical
26	2940 LOS OLIVOS	93030	OXNARD	Gold's Gym	336	356 recreation
27	703 N. VENTURA ROAD	93030	OXNARD	Casa Pacifica Port Hueneme Senior Housing	329	245 resid
28	1015 BRITTEN LN	93003	VENTURA	Private Residence	328	304 resid
29	888 S HILL RD	93003	VENTURA	BVM Medical Clinic	308	430 medical
30	1153 RIVERSIDE ST	93001	VENTURA	Private Residence	297	293 resid
31	2241 WANKEL WAY	93030	OXNARD	Quest diagnostics	286	320 medical
32	2001 N. ROSE AVE	93030	OXNARD	The Rose Shopping Center	285	322 shopping
33	168 N BRENT ST	93003	VENTURA	CMH Offices across from hospital	274	332 medical
34	5722 TELEPHONE RD	93003	VENTURA	Vons Shopping Center	218	306 shopping

Source: SCAT, GIS Workshop, 2006

SCAT Sunday Ridership

Exhibits 8 and 9 show the origin and destination of SCAT passengers traveling on Sunday only, during 2005. Note that the highest value for grid cells on these maps is just over 300 compared to more than 2,800 for SCAT's annual passenger counts. Once again, the highest concentration of Sunday trips are located in the downtown areas of Ventura, Oxnard and Port Hueneme.

The top origin and destination locations for passenger traveling on Sundays are listed on Table 4. Based on a summary of this table, 57% of the top origin locations and 52% of the top destination locations are residential, 18% of the top origin locations and 21% of the top destination locations are churches, 12% of both the top origin and destination locations are shopping centers and about 6% are transfer stations.



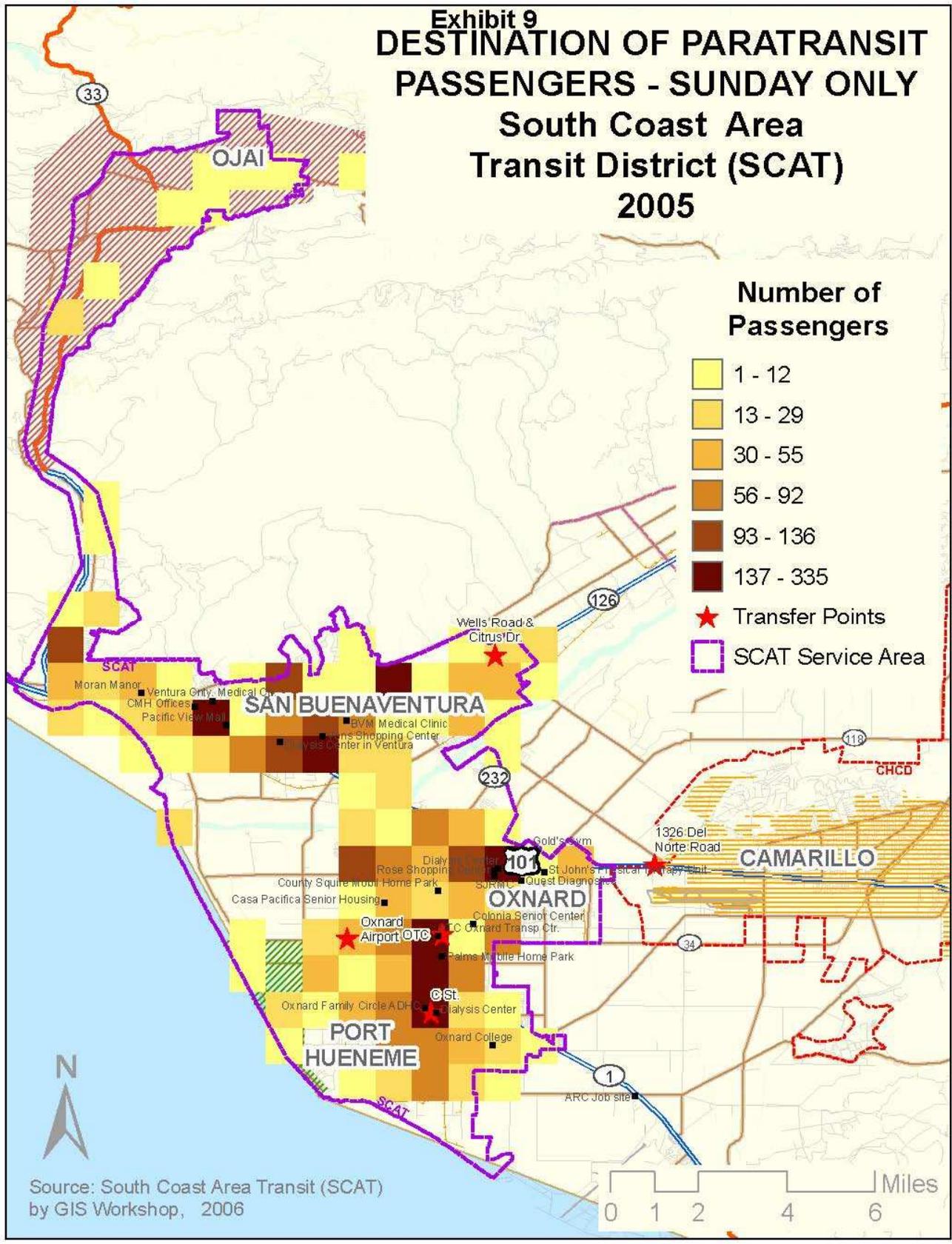


Table 4
Top Origin & Destination Locations of Paratransit Riders
Sunday Only
South Coast Area Transit (SCAT)
2005

Rank	Address	City	Description	Passengers	
				Origin	Destination type
1	363 S MILLS RD	VENTURA	Pacific View Mall	187	194 shopping
2	346 N KIMBALL RD	VENTURA	Assembly of God Church	147	156 church
3	205 DRIFFILL BLVD	OXNARD	Palms Mobile Home Park	127	95 res
4	6073 WOODLAND ST	VENTURA	Woodland Manor Apts.	117	117 res
5	5105 WALKER ST	VENTURA	ARC	93	94 transfer
6	1701 CORONADO PL	OXNARD	private residence	94	93 res
7	1851 HOLSER WALK	OXNARD	Dialysis	83	98 med
8	1629 PACIFIC AVE	OXNARD	business park	74	74 office
9	200 N ROSE AVE	OXNARD	Apt Building	76	74 res
10	3365 PORTER LN	VENTURA	private residence	72	72 res
11	2511 SOUTH C STREET	OXNARD	St. Anthony's Church		63 church
12	1015 BRITTEN LN	VENTURA	private residence	62	56 res
13	323 S. E STREET	OXNARD	Santa Clara Church	54	59 church
14	38 TELOMA DR	VENTURA	First Christian Church	55	59 church
15	1891 E VENTURA BLVD	OXNARD	Apt Building	56	56 res
16	2231 S M ST	OXNARD	private residence	56	56 res
17	1153 RIVERSIDE ST	OXNARD	private residence	51	50 res
18	500 N. JUANITA AVE.	OXNARD	Our Lady of Guadalupe church	50	church
19	1001 W GONZALES RD	OXNARD	Apt Building	49	res
20	2667 PREBLE AVE	VENTURA	private residence	49	res
21	65 MACMILLAN AVE	VENTURA	private residence		49 res
22	1640 CARMEN WAY	OXNARD	private residence	48	44 res
23	463 W. PLEASANT VALLEY	OXNARD	Mary Star of the Sea Church		48 church
24	6600 TELEPHONE RD	VENTURA	Apt Building	47	48 res
25	237 W WARNER	OXNARD	private residence	46	44 res
26	4200 E. MAIN ST	VENTURA	Target	46	43 shopping
27	3786 ALMOND DR	OXNARD	private residence		46 res
28	801 S A ST	OXNARD	Apt Building	42	46 res
29	4460 SAVIERS RD	OXNARD	Sea Winds Apts	43	45 res
30	1011 ASTORIA PL	OXNARD	private residence	44	res
31	1455 N 5TH PL	PORT HUENEME	private residence	44	42 res
32	2635 SADDLE AVE	OXNARD	ARC		42 transfer
33	3201 SAMUEL AVE	OXNARD	non-denominational church	42	41 church

Source: South Coast Area Transit (SCAT)
 By: GIS Workshop, 2006

VISTA Dial-A-Ride

VISTA Dial-A-Ride serves passengers in Santa Paula, Fillmore and Piru along with the unincorporated area between Fillmore and Piru (Exhibit 1). It is important to note that the Santa Paula and Fillmore services carry both transit and paratransit passengers.

During 2005, Fillmore Area Transit Corp. (FATCO) transported dial-a-ride passengers within its service area. FATCO provided passenger trip data on a total of 894 passenger trips which were taken during March 2005. This generated a total of 144 addresses which were associated with between 1 to over 200 passengers who were either picked-up or dropped off. These values were multiplied by a factor of twelve to get an annual total estimate of approximately 10,770 trips in 2005. These values were grouped by location and symbolized into six classes ranging in value from under 50 to over 3000.

Exhibits 10 and 11 show the distribution of these locations and the number of passengers picked up at each. Also shown is VISTA's service area boundary and some of the top origin and destination locations for VISTA passengers. It shows a concentration of passenger pick-up and drop-off activity in the cities of Santa Paula and Fillmore.

As indicated on Table 5, ARC Ventura was clearly the most important individual location for VISTA passengers. This is a Santa Paula organization which is dedicated to improving the lives of the developmentally disabled in Ventura County. Over one-third of passengers on this list were being picked-up and dropped off at this location. Overall, however, residential addresses accounted for 59% of the passenger pick-ups and 39% of drop-offs. Another 10% of passengers were traveling to shopping centers and 4% were picked-up there.

Exhibit 10 ORIGIN OF PARATRANSIT PASSENGERS VISTA Dial-A-Ride 2005

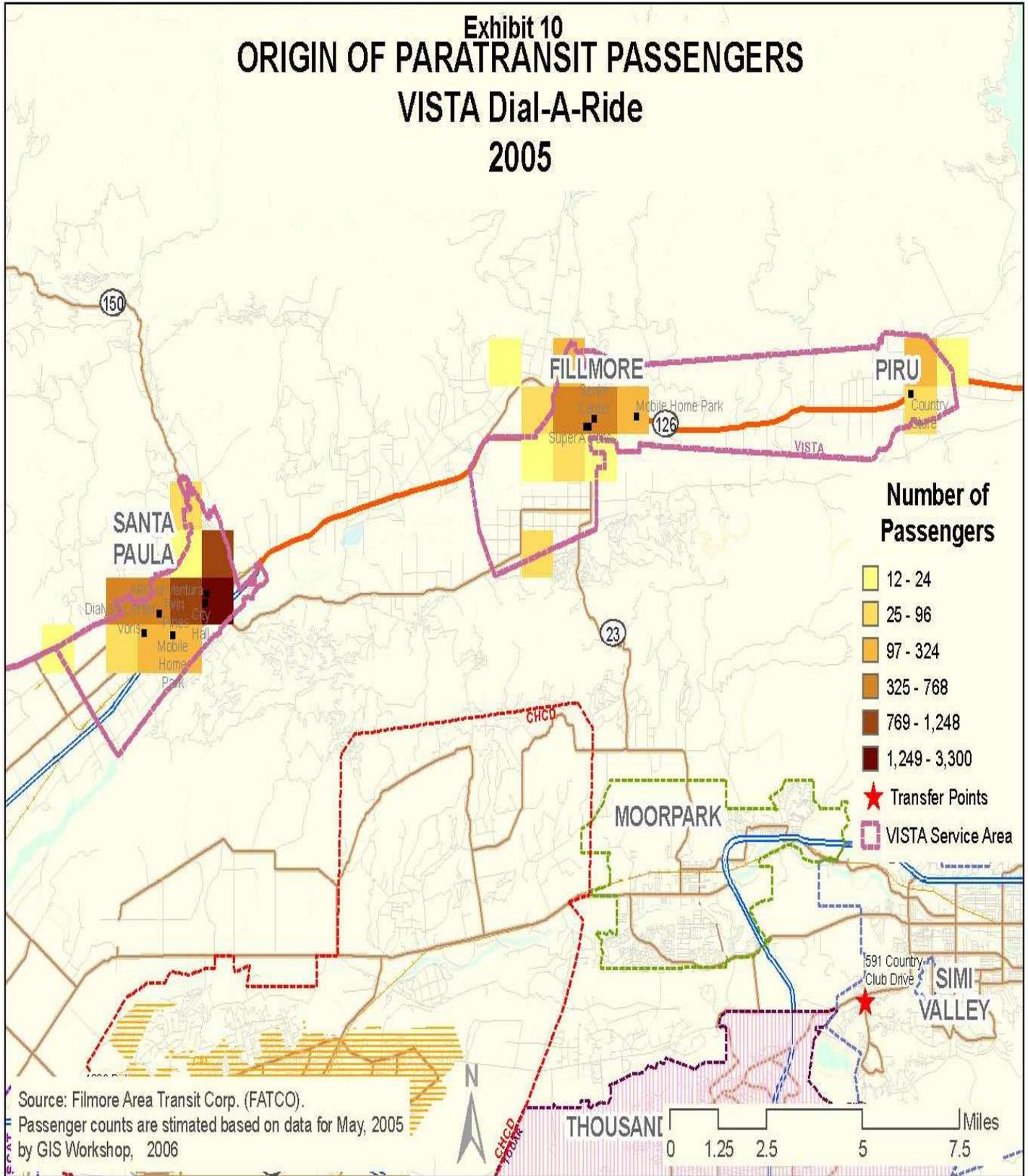


Exhibit 11 DESTINATION OF PARATRANSIT PASSENGERS VISTA Dial-A-Ride 2005

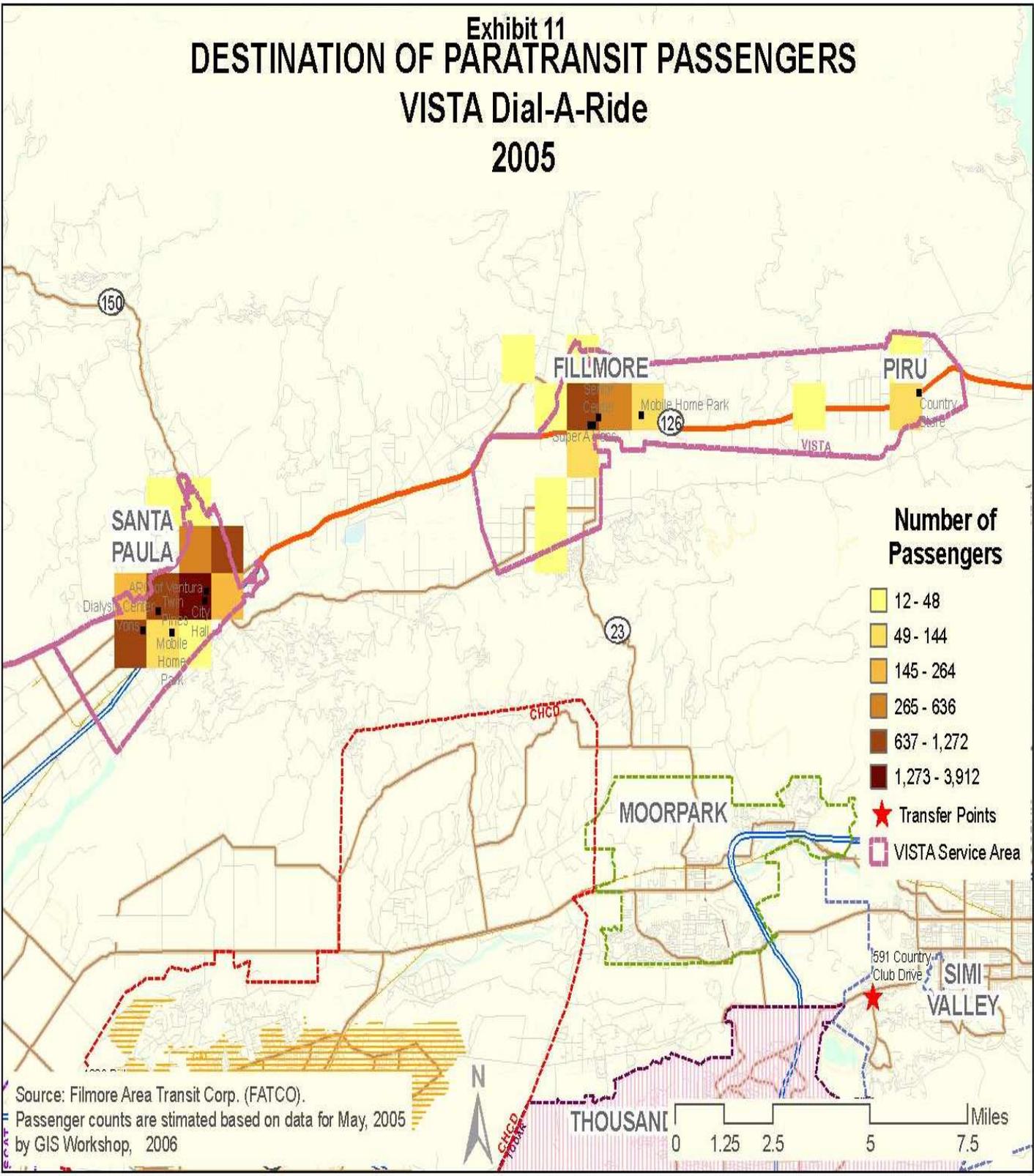


Table 5
Top 35 Origin & Destination Locations
of Paratransit Riders
VISTA Dial-A-Ride
2005

Rank	Address	ZIP	City	Description	Passengers	
					Origin	Destination
1	116 N. 10th	93060	Santa Paula	ARC of Ventura	2,808	2,916
2	533 Santa Clara	93015	Fillmore	Senior Center	60	612
3	97 Hobbs	93060	Santa Paula	Residence	300	276
4	253 March	93060	Santa Paula	Dialysis Center	264	300
5	576 W. Main	93060	Santa Paula	Vons	120	300
6	970 E. Ventura	93060	Santa Paula	City Hall		276
7	121 Staben Ct.	93060	Santa Paula	Residence	252	252
8	308 N. 11th	93060	Santa Paula	Residence	252	252
9	350 Towns Ct.	93060	Santa Paula	Residence	252	252
10	369 Cameron	93060	Santa Paula	Residence	252	252
11	509 Citrus	93060	Santa Paula	Residence	252	252
12	542 N. 13th	93060	Santa Paula	Residence	252	252
13	589 View	93060	Santa Paula	Residence	252	252
14	621 N. Oak	93060	Santa Paula	Residence	252	252
15	758 Sheffield	93060	Santa Paula	Residence	252	252
16	1236 Richmond	93060	Santa Paula	Residence	240	252
17	1343 Richmond	93060	Santa Paula	Residence	240	252
18	77 E. Telegraph	93015	Fillmore	Residence	240	
19	965 1/2 Blaine	93015	Fillmore	Residence	240	
20	250 E. Telegraph R	93015	Fillmore	Mobile Home Park	216	96
21	87 Happy	93060	Santa Paula	Mobile Home Park	204	
22	752 Ventura St.	93015	Fillmore	Super A	48	204
23	738 Del Valle Dr.	93015	Fillmore	Residence	192	
24	636 Ventura	93015	Fillmore	Vons	60	168
25	134 Yale Ct.	93060	Santa Paula	Residence	156	
26	736 5th	93015	Fillmore	Residence	156	
27	1253 E. Ventura	93060	Santa Paula	Residence	144	72
28	250 March St.	93060	Santa Paula	Twin Pines	144	60
29	318 Santa Clara	93015	Fillmore	Residence	144	84
30	3846 E. Telegraph	93040	Piru	Country Store	84	144
31	1334 E. Main St.	93060	Santa Paula	S.P Med. Clinic		144
32	425 N. Ojai	93060	Santa Paula	Residence	108	
33	7TH & MAIN	93060	Santa Paula	Clinic		108

* Note: Passenger values are estimated based upon data collected for May, 2005
 Source: Fillmore Area Transit Corp (FATCO), GIS Workshop, 2006

VISTA Sunday Ridership

Exhibits 12 and 13 show the origin and destination of VISTA Sunday passengers during 2005. Colored grid cells represent a value range from 12 to over 70 passengers being picked-up or dropped off in these locations. The highest value grid cells are concentrated once again in the Cities of Santa Paula and Fillmore. Table 6 indicates that the top destinations were shopping centers (47%) and churches (29%). Forty-two percent of the Sunday passengers were picked-up at either a residential address or a shopping center.

Exhibit 12 ORIGIN OF PARATRANSIT PASSENGERS - SUNDAY ONLY VISTA Dial-A-Ride 2005

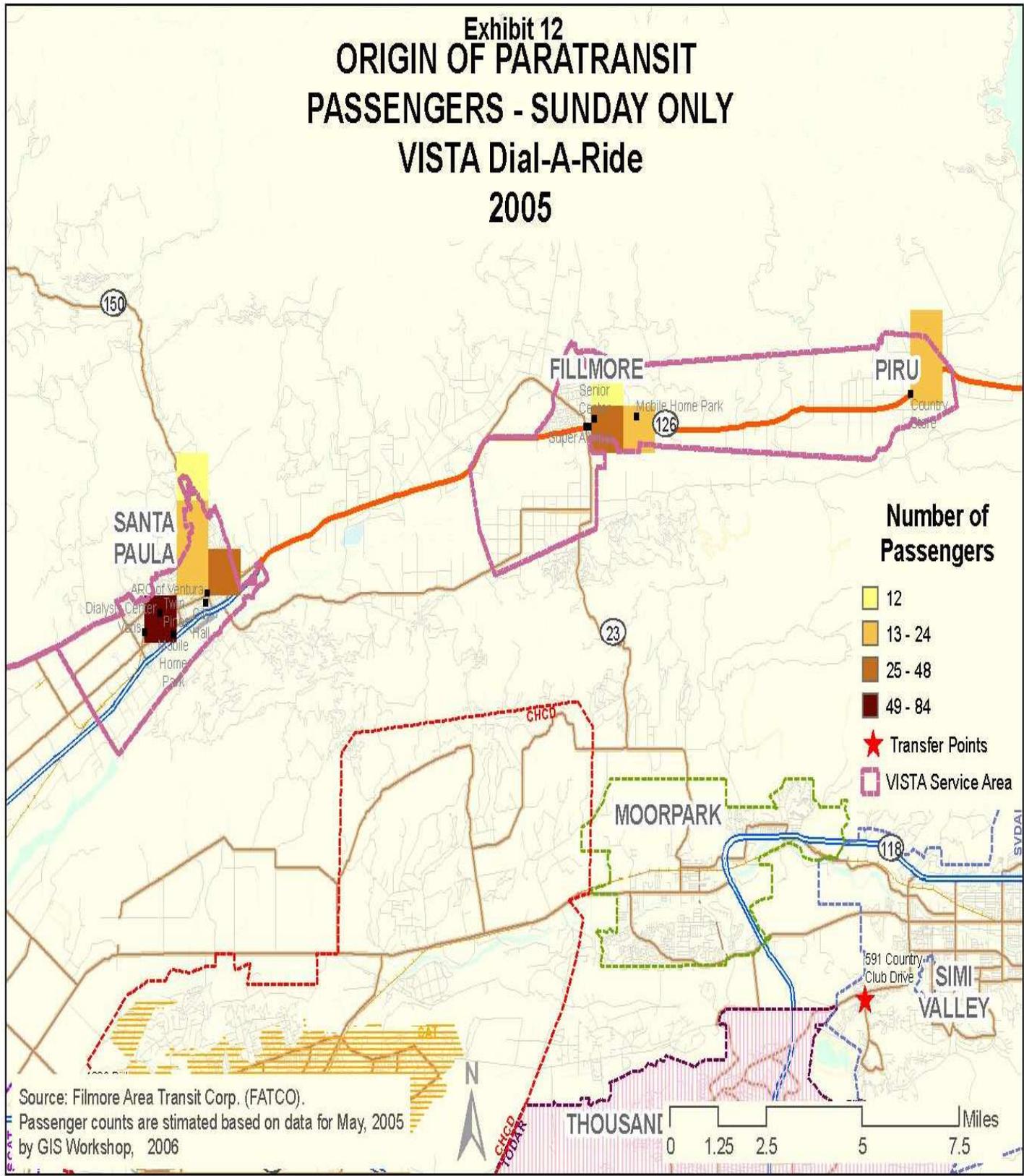


Exhibit 13 DESTINATION OF PARATRANSIT PASSENGERS - SUNDAY ONLY VISTA Dial-A-Ride 2005

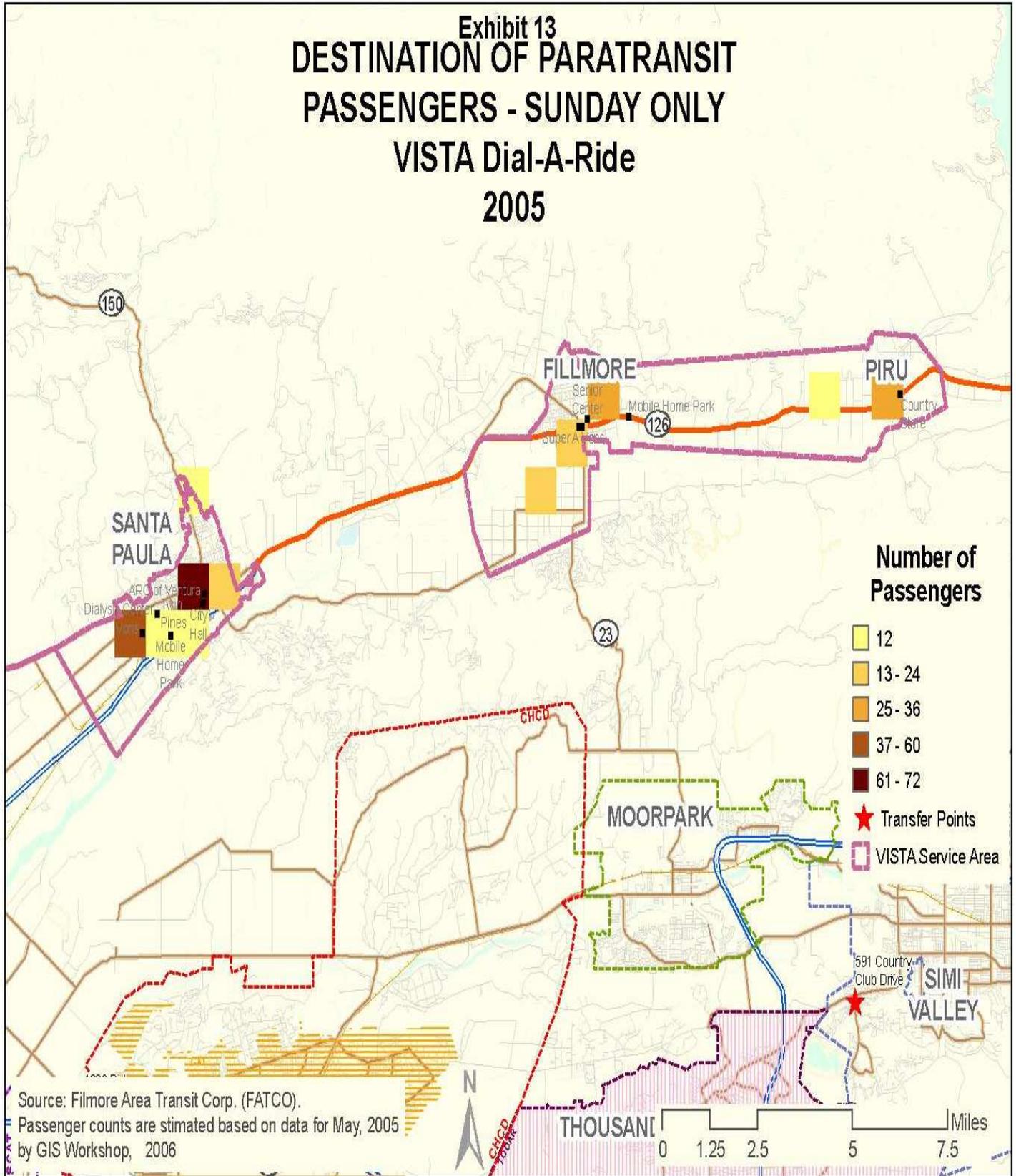


Table 6
Top Origin & Destination Locations of Paratransit Riders
Sunday Only
VISTA Dial-A-Ride
2005

Rank	Address	ZIP	City	Description	Passengers		value
					Origin	Destination	
1	318 Santa Clara	93015	Fillmore	Residence	36	24	res
2	3846 E. Telegraph	93040	Piru	Country Store	24	36	shop
3	427 N. Oak	93060	Santa Paula	Guadalupe Church	24	36	church
4	526 W. Main	93060	Santa Paula	Vons	12	36	shop
5	250 E. Telegraph R	93015	Fillmore	Mobile Home Park	24		res
6	752 Ventura St.	93015	Fillmore	Super A		24	shop
7	970 E. Ventura	93060	Santa Paula	City Hall		24	off
8	3968 Market	93040	Piru	Elvas Market	24		shop
9	1048 Ventura St.	93015	Fillmore	St. Francis		24	church

* Note: Passenger values are estimated based upon data collected for May, 2005

Source: Fillmore Area Transit Corp (FATCO), GIS Workshop, 2006

City of Thousand Oaks Dial-A-Ride

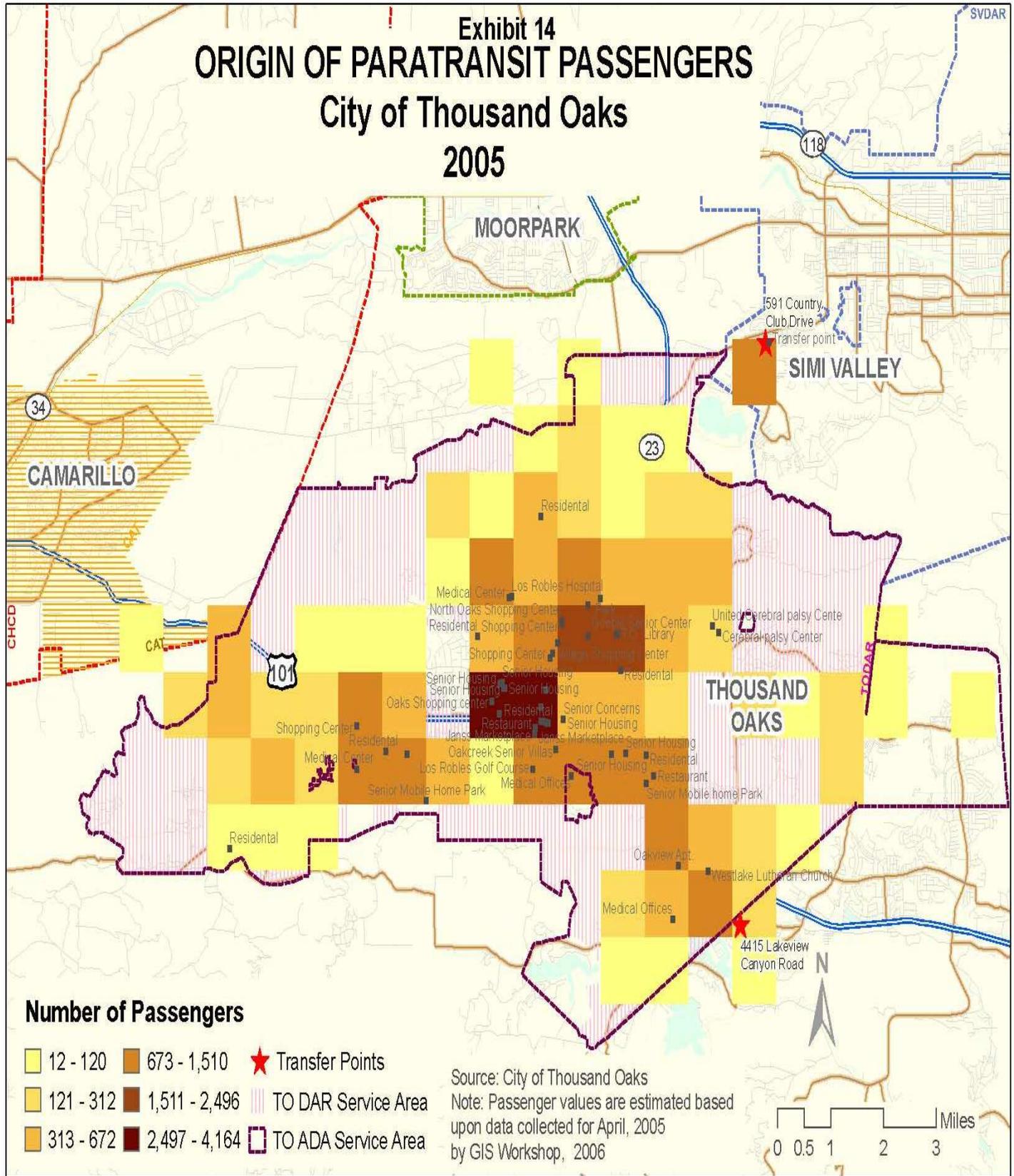
The City of Thousand Oaks offers Dial-A-Ride services to passengers within the City of Thousand Oaks. This area is shaded in red on Exhibit 1. They also offer ADA services to city residents in addition to those in the unincorporated areas of Oak Park, Newbury Park, Ventu Park, Lynn Ranch, Kelley and Lake Sherwood. Their ADA service area is outlined with a dotted red line on Exhibit 1. Areas within the dotted line that are not shaded in red are the unincorporated areas of Thousand Oaks. Dial-A-Ride service to these areas is handled by the Ventura County Public Works Agency, which will be discussed later in this report.

The City of Thousand Oaks provided information on 4,412 passenger trips which were taken in April, 2005. From this list, a total of 819 addresses were identified and each was associated with anywhere from one to 312 passenger pick-ups or drop-offs. The monthly totals were multiplied by a factor of 12 to generate annual estimates of approximately 48,500 passenger trip during 2005.

The spatial distribution of these trips, along with the top origin and destination locations, are shown on Exhibits 14 and 15. They indicate that most passenger activity is concentrated in the downtown area of Thousand Oaks.

Table 7 lists the top origin and destination locations for the City of Thousand Oaks DAR. Senior Concerns, the Goebel Senior Center, the Village Shopping Center, Janss Marketplace and a medical center were the top ranking origin and destination locations for these passengers. In summary, 33% of these passengers are traveling to a senior center, 27% are going shopping and 17 percent are traveling to a medical center or a residential address. Thirty-two percent of passengers are picked-up at shopping centers, 25% at senior centers and 21% at residential addresses.

Exhibit 14 ORIGIN OF PARATRANSIT PASSENGERS City of Thousand Oaks 2005



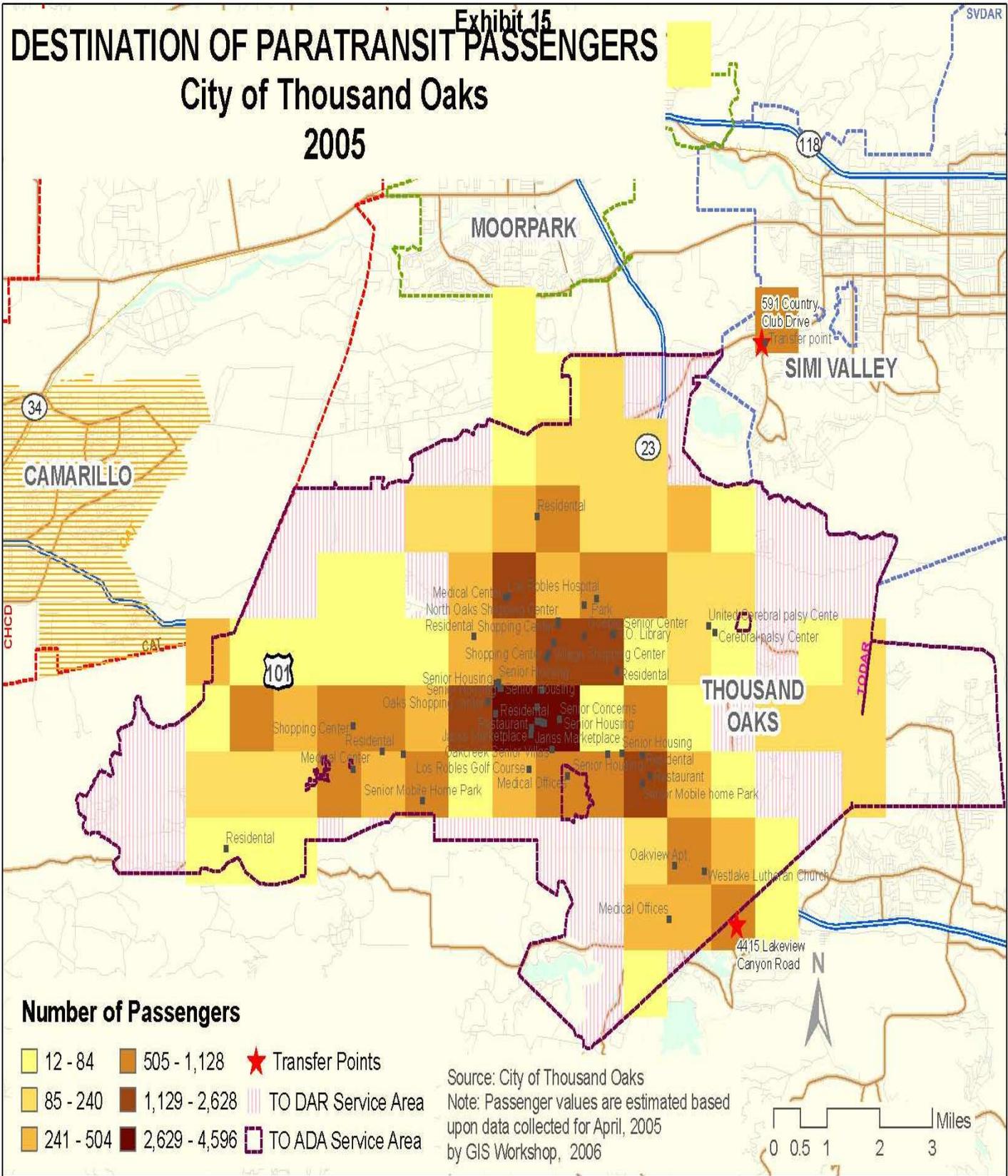


Table 7
Top Origin & Destination Locations
of Paratransit Riders
Thousand Oaks Dial-A-Ride
2005

Rank	Address	ZIP	City	Description	Passengers*		value
					Origin	Destination	
1	401 Hodencamp Rd	91360	Thousand Oaks	Senior Concerns	3,312	3,744	senior ctr
2	1385 E Janss Rd	91362	Thousand Oaks	Goeble Senior Center	1,860	2,664	senior ctr
3	1500 N Moorpark Rd	91360	Thousand Oaks	Village Shopping Center	1,848	936	shopping
4	205 N Moorpark Rd	91360	Thousand Oaks	Janss Marketplace	708	1,176	shopping
5	227 W Janss Rd	91360	Thousand Oaks	Medical Center	720	1,080	medcial
6	518 W Hillcrest Dr	91360	Thousand Oaks	Oaks Shopping center	852		shopping
7	591 Country Club Dr	93065	Simi Valley	Transfer point	840		transfer
8	534 W Hillcrest Dr	91360	Thousand Oaks	Oaks Shopping center		828	shopping
9	2230 Lynn Rd	91360	Thousand Oaks	Medical Center	768	648	medcial
10	591 Country Club Dr	93065	Simi Valley	Transfer point		708	transfer
11	190 Brazil St	91360	Thousand Oaks	Residential	672	444	res
12	140 Brazil St	91360	Thousand Oaks	Residential	300	636	res
13	215 W Janss Rd	91360	Thousand Oaks	Los Robles Hospital	276	564	medcial
14	1790 N Moorpark Rd	91360	Thousand Oaks	North Oaks Shopping Center	528	264	shopping
15	1382 N Moorpark Rd	91360	Thousand Oaks	Village Plaza Shopping Center	312	528	shopping
16	365 W Hillcrest Dr	91360	Thousand Oaks	Medical Offices	504		medcial
17	365 E Hillcrest Dr	91360	Thousand Oaks	Kaiser Medical Offices		456	medcial
18	215 N Moorpark rd	91360	Thousand Oaks	Janss Marketplace	444	276	shopping
19	2410 E Thousand Oaks B	91362	Thousand Oaks	Restaurant	168	420	shopping
20	130 Brazil St	91360	Thousand Oaks	Restaurant	408		shopping
21	160 Brazil St	91360	Thousand Oaks	Restaurant	408	336	shopping
22	1332 N Moorpark Rd	91360	Thousand Oaks	Shopping Center	384	264	shopping
23	375 Rolling Oak Dr	91361	Thousand Oaks	Medical Offices	324	252	medcial
24	1401 Janss Rd	91362	Thousand Oaks	T.O. Library	192	324	rec
25	210 Brazil St	91360	Thousand Oaks	Residential	300	240	res
26	1240 Westlake Blvd	91361	Westlake Village	Medical Offices	288	240	medcial
27	2100 Newbury Rd	91320	Newbury Park	Shopping Center	288		shopping
28	299 Moorpark Rd	91360	Thousand Oaks	Restaurant	288		shopping
29	405 Hodencamp Rd	91360	Thousand Oaks	Senior Housing	276		res
30	786 Birch Park	91360	Thousand Oaks	Residential	276		res
31	1730 N Moorpark Rd	91360	Thousand Oaks	Shopping Center		264	shopping
32	93 W Avenida De Los Arboles	91360	Thousand Oaks	Apartments		240	res
33	45 Erbes Rd	91362	Thousand Oaks	Senior Housing	264		res
34	583 Ventu Park Rd	91320	Newbury Park	Senior Mobile Home Park	264	216	res
35	1025 Old Farm Rd	91360	Thousand Oaks	Adult School	216	264	school
36	327 Chestnut Hill Ct	91360	Thousand Oaks	Senior Housing	252		res
37	60 Houston Dr	91360	Thousand Oaks	Residential	240	252	res
38	18 Ortega Dr	91360	Thousand Oaks	Residential	240		res
39	254 Sequoia Ct	91360	Thousand Oaks	Senior Housing	240		res
40	1423 E Thousand Oaks B	91360	Thousand Oaks	Senior Housing	168	240	res
41	155 Lear Cir	91360	Thousand Oaks	Residential	180	240	res
42	145 Wilbur Rd	91360	Thousand Oaks	Glen Oaks Senior Housing	228		res
43	351 Chestnut Hill Ct	91360	Thousand Oaks	Senior Housing	180	228	res
44	291 Sequoia Ct	91360	Thousand Oaks	Senior Housing		228	res
45	1244 Avenida De Las Fl	91362	Thousand Oaks	Park	216		rec
46	299 S Moorpark Rd	91360	Thousand Oaks	Los Robles Golf Course	216		rec
47	751 Birch Park	91360	Thousand Oaks	Residential	156	216	res

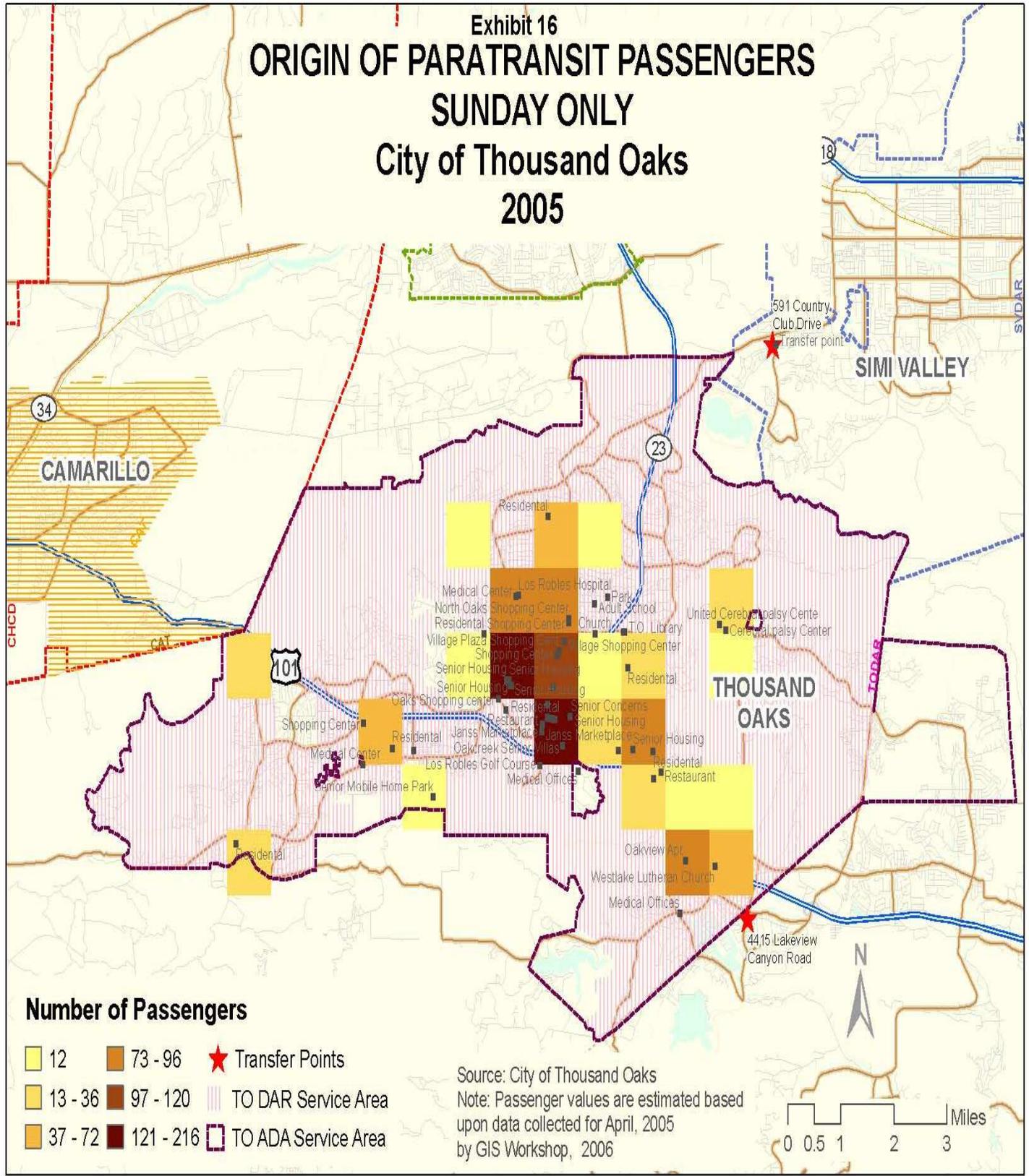
* Note: Passenger values are estimated based upon data collected for April, 2005
 Source: Thousand Oaks Dial-A-Ride, GIS Workshop, 2006

Thousand Oaks Sunday Ridership

Exhibits 16 and 17 show the origin and destination of Thousand Oaks passengers traveling on Sunday only, during 2005. These maps have colored grid cells with values ranging from a low of 12 to a maximum of over 200 passenger pick-ups or drop-offs. Again these are concentrated in the downtown area of Thousand Oaks.

Table 8 lists the top origin and destinations for these passengers. In summary, 35% of passengers are traveling to a residential location, 28% are going shopping, 27% are on their way to church and 8% are visiting medical offices. Forty-one percent of trips originate at a residential address, 33% at a shopping center, 15% at a church and 7% at a medical center.

Exhibit 16 ORIGIN OF PARATRANSIT PASSENGERS SUNDAY ONLY City of Thousand Oaks 2005



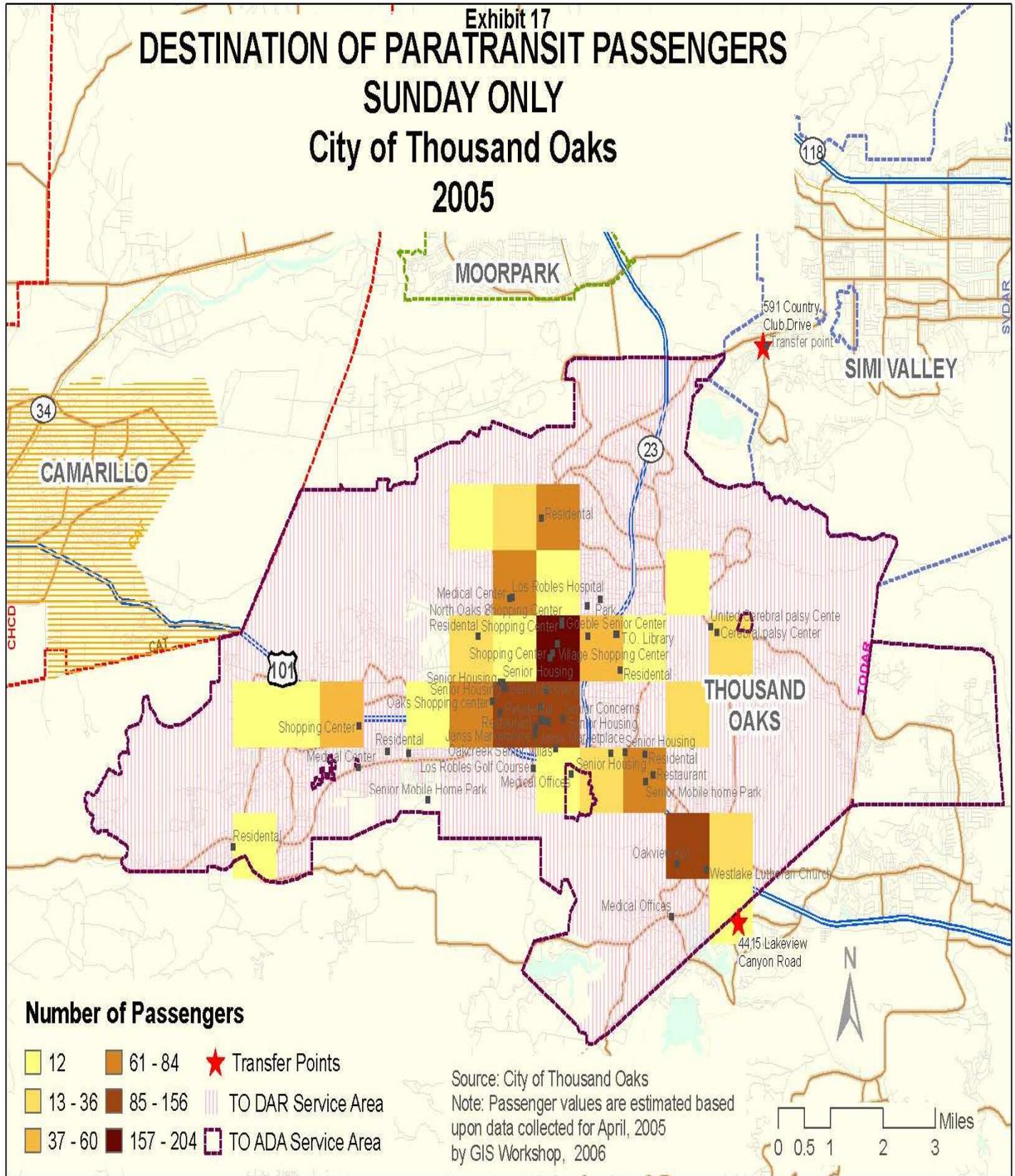


Table 8
Top Origin & Destination Locations of Paratransit Riders
Sunday Only
Thousand Oaks Dial-A-Ride
2005

Rank	Address	City	Description	Passengers*		type
				Origin	Destination	
1	155 East Janss Rd	Thousand Oaks	St. Paschal Church	108	156	church
2	518 W Hillcrest Dr	Thousand Oaks	Oaks Shopping Center	132		shopping
3	1332 N Moorpark Rd	Thousand Oaks	Ralphs Market	84	24	shopping
4	534 W Hillcrest Dr	Thousand Oaks	Oaks Shopping Center		84	shopping
5	645 Hampshire Rd	Thousand Oaks	Oakview Apt.	72	48	res
6	2630 Townsgate Rd	Thousand Oaks	Westlake Lutheran Church	36	60	church
7	215 N Moorpark rd	Thousand Oaks	Janss Marketplace	36	48	shopping
8	2170 N Westlake Blvd	Thousand Oaks	Cerebral palsy Center	36	48	med
9	190 Brazil St	Thousand Oaks	Senior/Disabled Housing	48	12	senior ctr
10	2176 Skinner Ct	Thousand Oaks	Residential	36	36	res
11	405 Hodencamp Rd	Thousand Oaks	Residential	36	24	res
12	101 Avenida De Los Arboles	Thousand Oaks	Arboles Shopping Center	24	36	shopping
13	160 Brazil St	Thousand Oaks	Senior/Disabled Housing	36	12	res
14	367 E Thousand Oaks Bl	Thousand Oaks	Oakcreek Senior Villas	36	12	res
15	305 Conejo School Rd	Thousand Oaks	First Church-Christ Scientist		36	church
16	795 St Charles Dr	Thousand Oaks	Residential		36	res
17	1423 E Thousand Oaks B	Thousand Oaks	Low Income senror housing	24	24	res
18	145 Wilbur Rd	Thousand Oaks	Glen Oaks Senior housing	24		res
19	1500 N Moorpark Rd	Thousand Oaks		24	12	
20	1508 El Cerrito Dr	Thousand Oaks	Residential	24	24	res
21	1790 N Moorpark Rd	Thousand Oaks	North Oaks Shopping Center	24	12	shopping
22	1730 N Moorpark Rd	Thousand Oaks	Norht Oaks Shopping Center	12	24	shopping
23	2220 N Westlake Blvd	Thousand Oaks	United Cerebral palsy Center	24	12	med
24	2343 Thunderbird Dr	Thousand Oaks	Senior Mobile home Park	24		res
25	30 S Ellis Pl	Thousand Oaks	Residential	24		res
26	327 Chestnut Hill Ct	Thousand Oaks	Senior Housing	24	12	res
27	3937 Elkwood St	Thousand Oaks	Residential	24	12	res
28	1000 Janss Rd	Thousand Oaks	Church	12	24	church
29	227 W Janss Road	Thousand Oaks	Los Robles Hospital	12	24	med
30	254 Sequoia Ct	Thousand Oaks	Oaknoll Senior housing	12	24	res
31	3090 Globe Ave	Thousand Oaks	Residential	12	24	res
32	626 Camino Manzana	Thousand Oaks	Residential	12	24	res
33	1508 El Cerrito Dr	Thousand Oaks	Residential		24	res
34	210 Brazil St	Thousand Oaks	Senior/Disabled Housing		24	res
35	2705 Teller Rd	Thousand Oaks	Target Shopping Center		24	shopping
36	1382 N MOORPARK RD	Thousand Oaks	Village Plaza Shopping Center		24	shopping

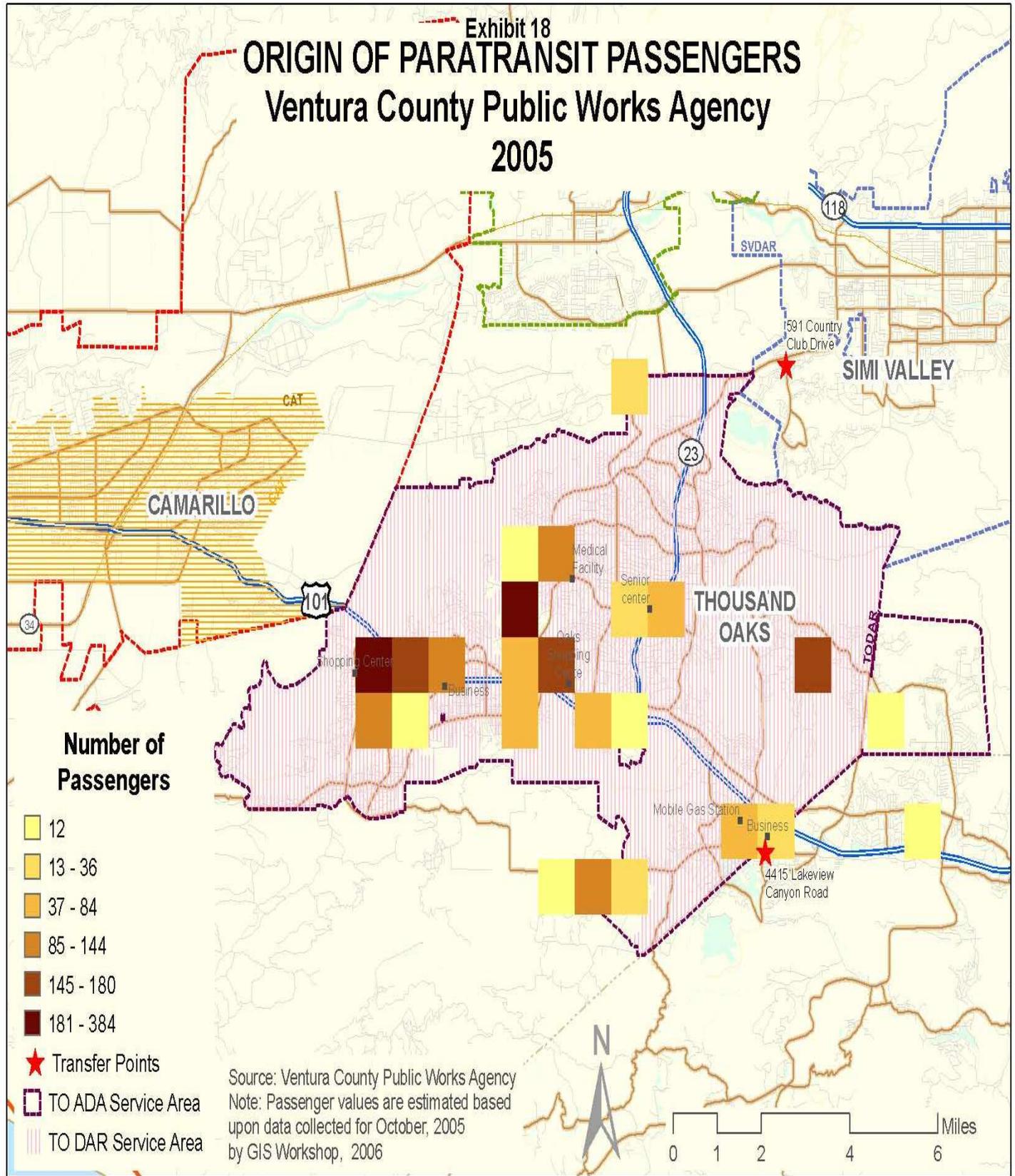
* Note: Passenger values are estimated based upon data collected for April, 2005
 Source: Thousand Oaks Dial-A-Ride, GIS Workshop, 2006

Ventura County Public Works Agency

The Ventura County Public Works Agency (VCPWA) offers Dial-A-Ride services to passengers living within the unincorporated “island” areas around the City of Thousand Oaks. These are the areas that are not shaded in red but lie within the dotted red line on Exhibit 1. The VCPWA provided information on 243 passenger trips which occurred during October, 2005. From this data a total of 77 addresses were identified, each with from 1 to 15 associated stops. These monthly figures were multiplied by a factor of 12 to generate an annual estimate of approximately 2,700 passenger trips.

Exhibits 18 and 19 show the distribution of these trips throughout the City of Thousand Oaks. Colored grid cells have values ranging from 12 to over 300 pick-ups or drop-offs in an area. Most are concentrated close to the center of town along Highway 101.

Table 9 provides a summary of the top origin and destination locations for VCPWA passengers. A total of 34% of all VCPWA trips are for shopping, 31% are for recreational purposes and 16% are professional in nature. In addition, 60% of these trips originate at a residential address, 25% begin at a business establishment and 10% are from a shopping center.



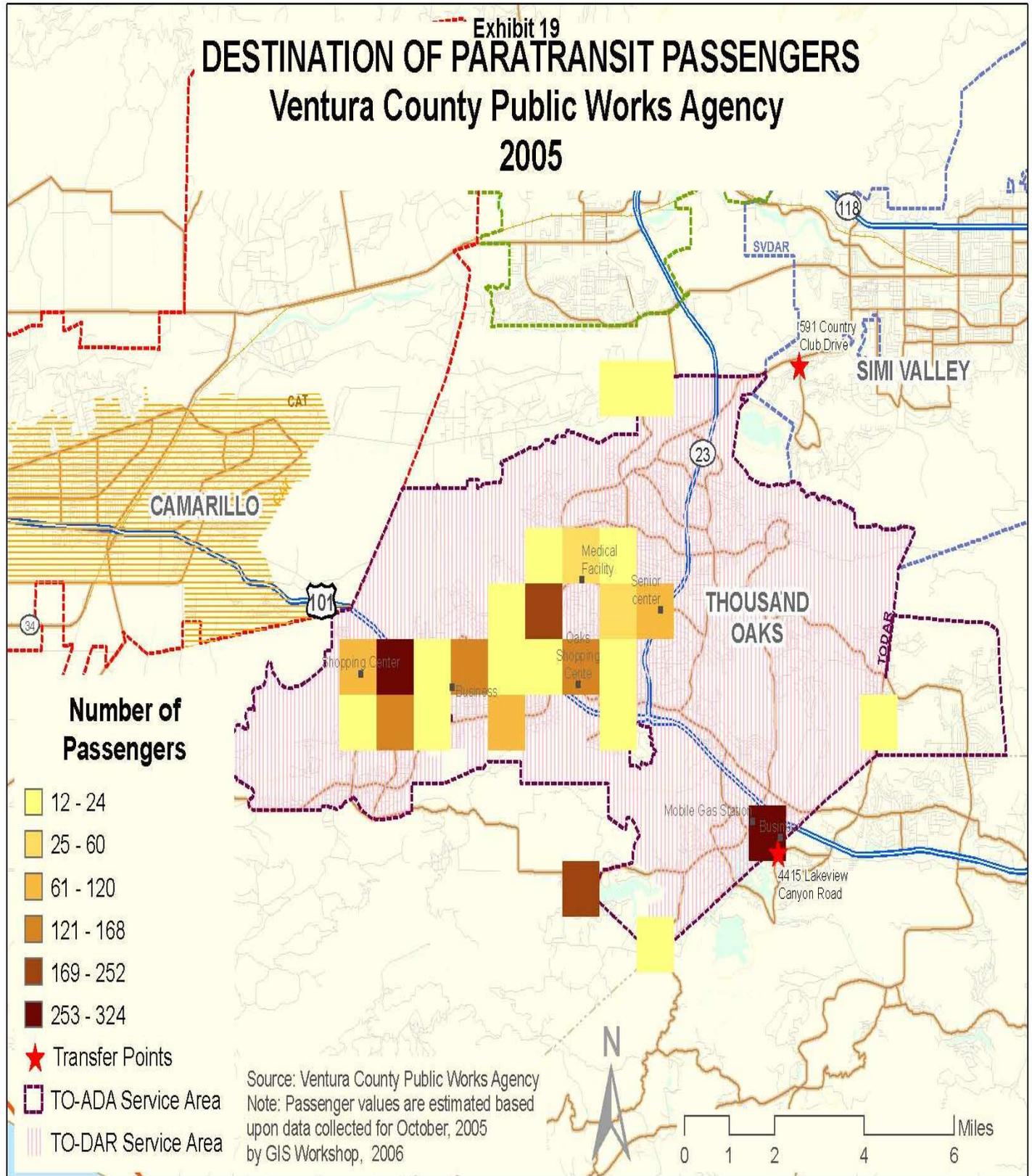


Table 9
Top Origin & Destination Locations
of Paratransit Riders
Ventura County Public Works Agency
2005

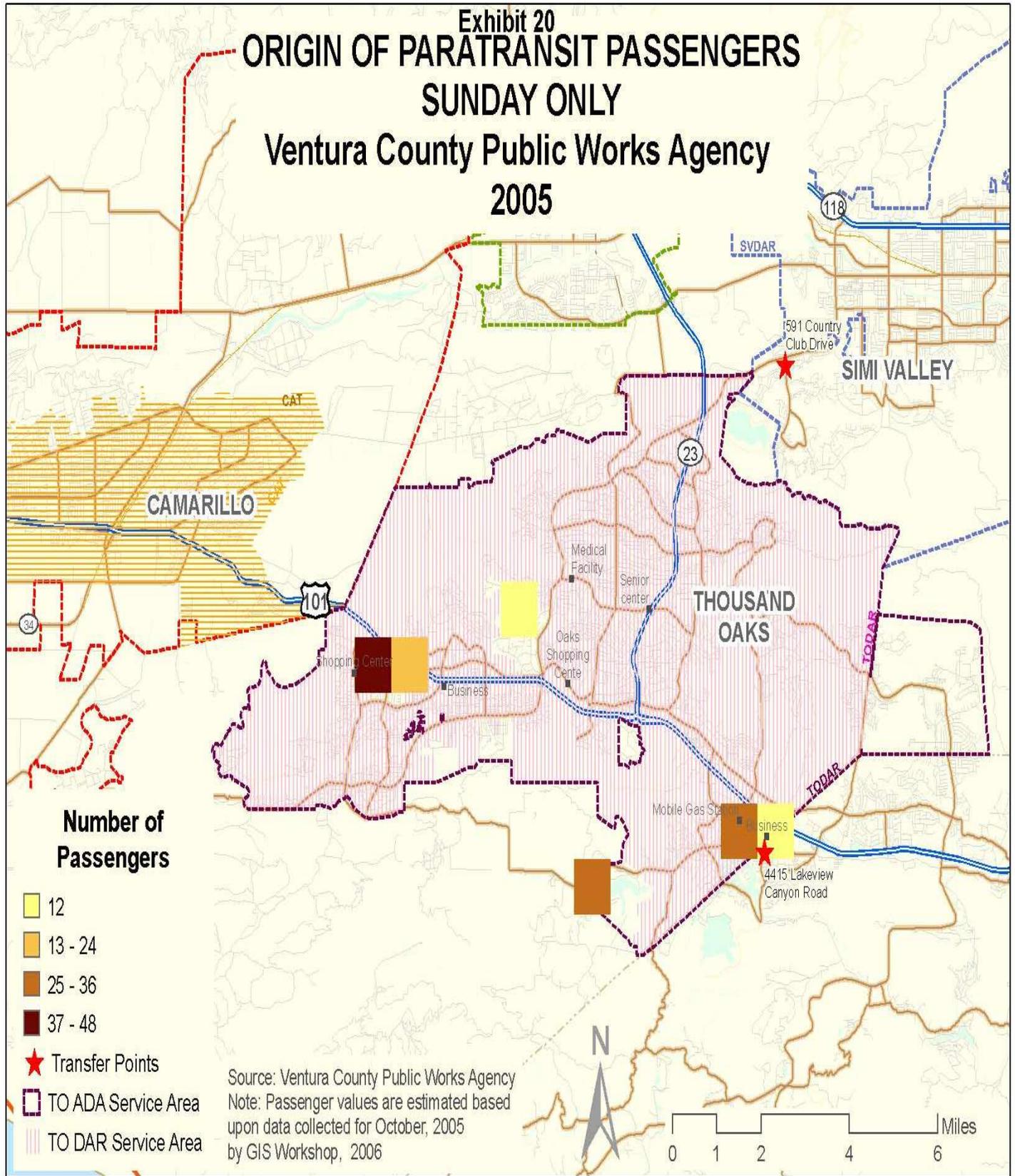
Rank	Address	ZIP	City	Description	Passengers*		
					Origin	Destination	
1	2100 Newbury Rd.	91320	Newbury Park	Business	120	192	bus
2	2441 W. Stafford Rd.	91361	Lake Sherwood	Resident	144	180	res
3	1369 Calle Yucca	91360	Thousand Oaks	Resident	168	156	res
4	4812 Lakeview Cyn Rd.	91360	Thousand Oaks	Business	168	168	bus
5	948 Westlake Village Blvd	91361	Westlake Vill	Mobile Gas Station	168	96	bus
6	571 Reino Dr.	91320	Newbury Park	Shopping Center	108	132	shop
7	521 Randy Dr.	91320	Newbury Park	Resident	120	96	res
8	222 West Hillcrest Drive	91360	Thousand Oaks	Oaks Shopping Center	84	120	shop
9	519 Timberwood	91360	Thousand Oake	Resident	108		res
10	1385 E. Janss Road	91360	Thousand Oaks	Senior center	72	108	senior
11	169 Dena Dr.	91320	Newbury Park	Resident	96	96	res
12	535 Windy Dr	91320	Newbury Park	Resident	24	84	res
13	320 W. Stafford Road	91361	Thousand Oaks	Resident		72	res
14	Townsgate & Lakeview Cyn Rd.	91361	Westlake Village	Business		72	bus
15	3350 Frankie Dr	91320	Newbury Park	Resident	48	72	res
16	217 Heavenly Valley Rd	91320	Newbury Park	Resident	24	60	res
17	541 S. Reino Rd.	91360	Thousand Oaks	Shopping center	24	60	shop
18	3066 Teresa Dr.	91320	Newbury Park	Resident	24	60	res
19	3471 Lilly Ct.	91320	Newbury Park	Resident	60	36	res
20	430 Jenny Dr	91320	Newbury Park	Resident	60	36	res
21	499 Ventu Park Rd.	91320	Newbury Park	Resident	60	36	res
22	Westlake Blvd. & Townsgate Rd	91361	Westlake Vill	Mobile Gas Station	24	48	bus
23	1384 N. Moorpark Rd.	91360	Thousand Oaks	Shopping Center		48	shop
24	1392 Calle Yucca	91360	Thousand Oaks	Resident	48		res
25	3350 Frankie Dr.	91320	Newbury Park	Resident	48		res
26	482 Calle Yucca	91360	Thousand Oaks	Resident	48	36	res
27	1250 La Venta Dr	91361	Westlake Village	Business		36	bus
28	1396 Calle Yucca	91360	Thousand Oaks	Resident		36	res
29	2100 Newbury Rd	91320	Newbury Park	Business	36		bus
30	227 Janss Rd	91360	Thousand Oaks	Medical Facility	36	36	medica
31	3383 Michael Dr	91320	Newbury Park	Resident	36		res
32	608 Debbie Dr.	91320	Newbury Park	Resident	36		res
33	871 Camino El Carizo	91360	Thousand Oaks	Resident	36		res
34	871 Comino El Carizo	9130	Thousand Oaks	Resident	36		res
35	2400 Willow Lane	91360	Thousand Oaks	Medical Facility		36	medica

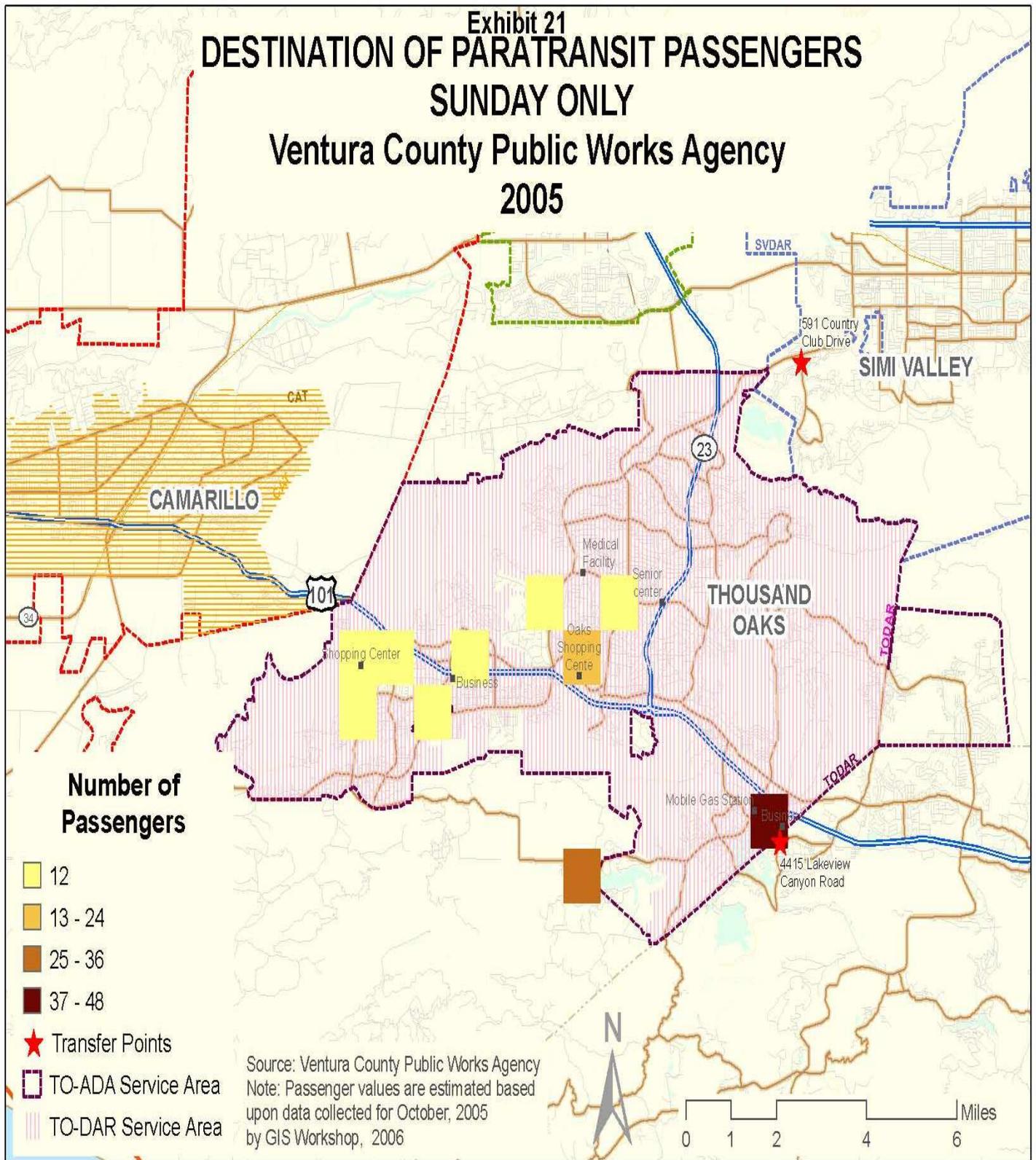
* Note: Passenger values are estimated based upon data collected for October, 2005.

Source: Ventura County Public Works Agency, GIS Workshop, 2006

Ventura County Public Works Agency Sunday Ridership

Exhibits 20 and 21 show the origin and destination of VCPWA passengers on Sunday only during 2005. These maps were generated based on a total sample of only 12 addresses or 16 trips, which translated into less than 200 trips in 2005. Due to the small sample size it was not possible to conduct an analysis of the top origin and destination locations for VCPWA Sunday passengers.





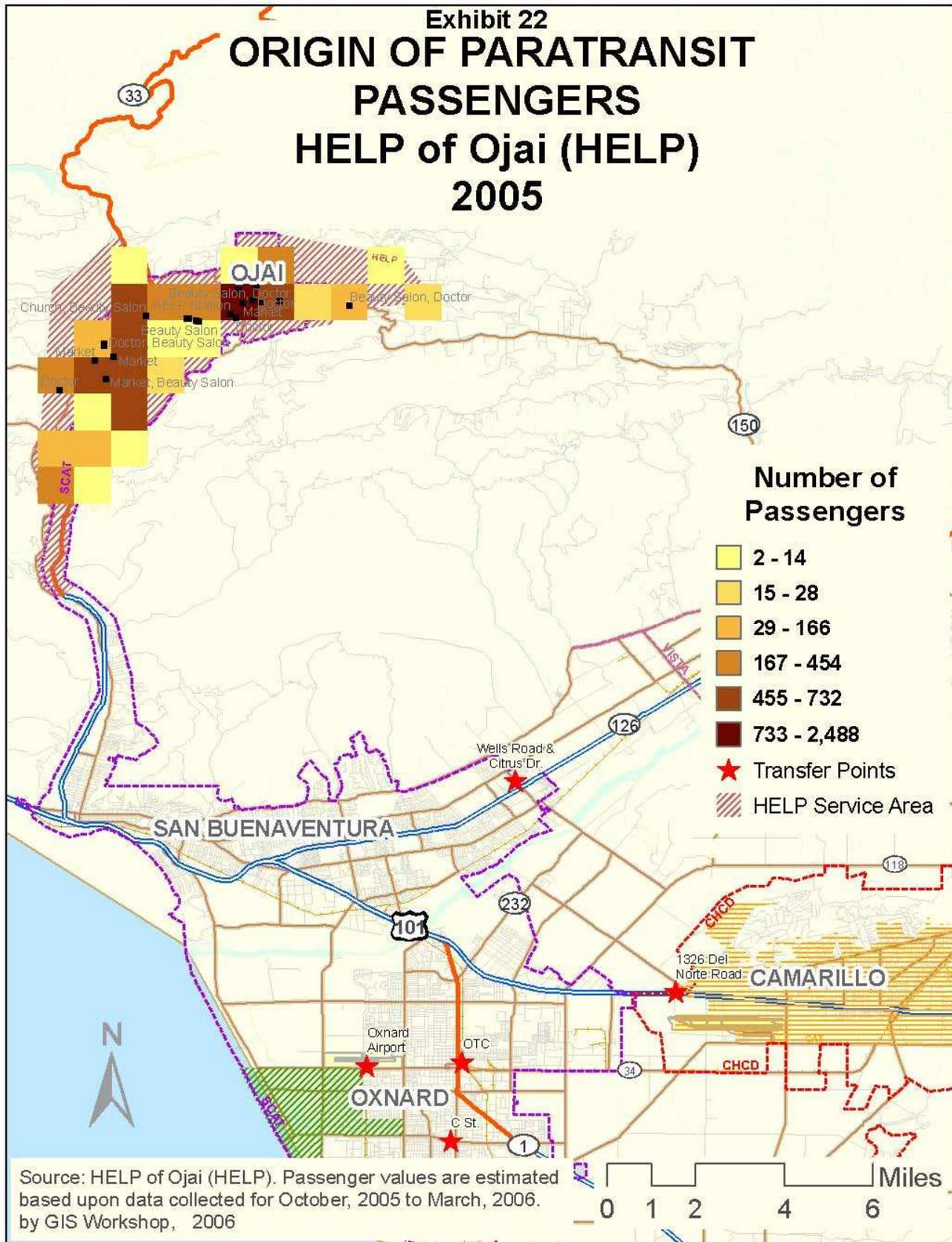
HELP of Ojai

HELP of Ojai provides ADA service to people living in the Ojai vicinity (see Exhibit 1). HELP of Ojai provided information on 5,411 passenger trips occurring between October 2005 and March 2006. From this data a total of 146 origin addresses and 107 destination addresses were identified. Each address was associated with anywhere from one to 2,611 individual trips. These trips were multiplied by a factor of 2 to generate an annual estimate of over 10,300 trips for 2005.

Exhibits 22 and 23 show the origin and destination of passengers for HELP in 2005 along with some of the top locations, listed in Table 10. They indicate that by far, the number one destination for HELP passengers is the HELP Station, which accounted for exactly one-half of all passengers using this service. Another 14% of passengers were traveling to the doctor, 9% were going to the market, 8% were traveling to either a beauty salon or physical therapy and the remaining passengers were on their way to a pharmacy, bank, restaurant, ophthalmologist, residential care facility or other.

The HELP station was also the primary pick-up address, accounting for 69% of the origin locations listed on Table 10. This was followed by doctors offices (15%), the market (7%) and finally beauty salons (4%).

Exhibit 22 ORIGIN OF PARATRANSIT PASSENGERS HELP of Ojai (HELP) 2005



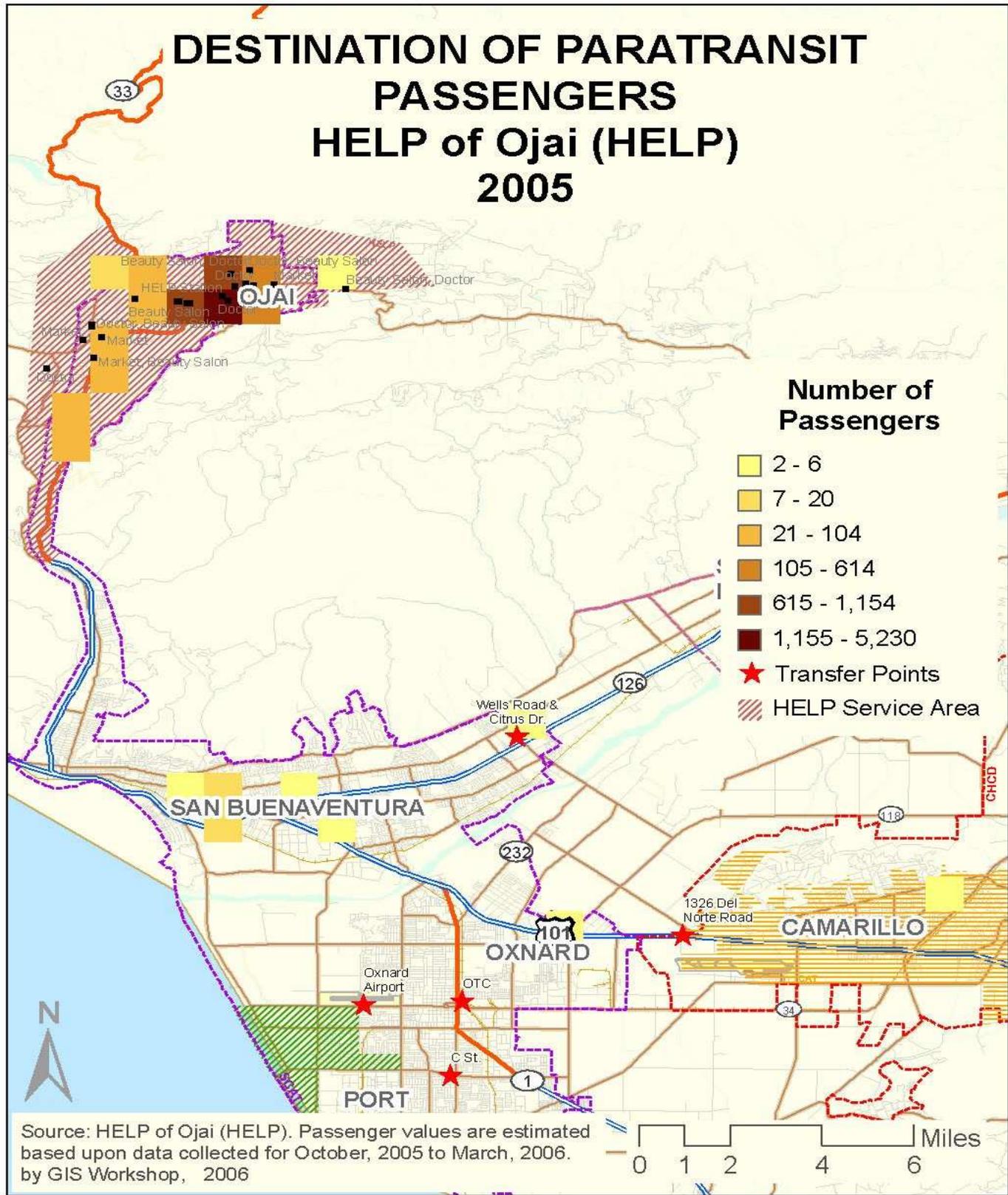


Table 10
Top Origin & Destination Locations
of Paratransit Riders
HELP of Ojai
2005

Rank	Address	ZIP	City	Description	Passengers*		
					Origin	Destination	
1	111 W. Santa Ana St.	93023	OJAI	HELP Station		5222	transfer
2	108 W. Eucalyptus St.	93023	OJAI	HELP Station	540		transfer
3	1202 Maricopa Hwy.	93023	OJAI	Doctor		538	dr
4	1273 S. Rice Rd.	93023	OJAI	Doctor, Beauty Salon	498		dr
5	131 West Ojai Avenue	93023	OJAI	Market		474	market
6	701 N. Montgomery St.	93023	OJAI	Doctor, Beauty Salon	460		dr
7	1202 Loma Dr.	93023	OJAI	HELP Station	418		transfer
8	80 Monterey Dr.	93022	OAK VIEW	HELP Station	418		transfer
9	708 Mesa Dr.	93023	OJAI	HELP Station	416		transfer
10	611 N. Blanche St.	93023	OJAI	HELP Station, Doctor	410		transfer
11	587 Vine St.	93022	OAK VIEW	HELP Station	330		transfer
12	33 Reposo Dr.	93022	OAK VIEW	HELP Station	314		transfer
13	1125 Maricopa Highway	93023	OJAI	Market		304	market
14	2235 Los Encinos Rd.	93023	OJAI	HELP Station, Doctor	296		transfer
15	115-C Pirie	93023	OJAI	Doctor		282	dr
16	1127 Maricopa Highway	93023	OJAI	Beauty Salon		246	beauty
17	129 Don Felipe	93023	OJAI	HELP Station	246		transfer
18	2396 S. Rice Rd.	93023	OJAI	HELP Station	238		transfer
19	2012 Sumac Dr.	93023	OJAI	HELP Station	236		transfer
20	505 Oak Creek Ln.	93023	OJAI	HELP Station, Doctor	218		transfer
21	109 E. Eucalyptus	93023	OJAI	HELP Station	212		transfer
22	410 Church Rd.	93023	OJAI	HELP Station	206		transfer
23	950 Woodland Ave.	93023	OJAI	Market, Beauty Salon	206		market
24	1320 Maricopa	93023	OJAI	Doctor		200	dr
25	117 Pirie	93023	OJAI	Doctor		196	dr
26	402 Bryant St.	93023	OJAI	Other		196	o
27	922 Ayers Ave.	93023	OJAI	Other	196		o
28	321-B Old Baldwin Rd.	93023	OJAI	Market	190		market
29	430 S. Pueblo	93023	OJAI	Church, Beauty Salon, HELP St.	182		church
30	1308 Cruzero St.	93023	OJAI	HELP Station	168		transfer
31	999 E. Ojai Ave.	93023	OJAI	HELP Station, Market	168		transfer
32	108 Fox St.	93023	OJAI	HELP Station, Beauty Salon, Doctor		164	transfer
33	325 El Conejo Dr.	93023	OJAI	HELP Station	162		transfer
34	1225 S. Rice Rd.	93023	OJAI	Beauty Salon, Doctor, Market	156		dr
35	410 Bryant Circle	93023	OJAI	Other		146	o
36	2464 E. Ojai Ave.	93023	OJAI	Beauty Salon, Doctor	144		beauty
37	701 N. Montgomery	93023	OJAI	Beauty Salon, Doctor	142		beauty
38	1306 Maricopa	93023	OJAI	Doctor		140	dr
39	35 Don Antonio Way	93023	OJAI	Market	140		market
40	314 W. Santa Ana St.	93023	OJAI	HELP Station	120		transfer
41	216 E. Matilija	93023	OJAI	Doctor		116	dr

* Note: Passenger values are estimated based upon data collected between October, 2005 and March 2006.

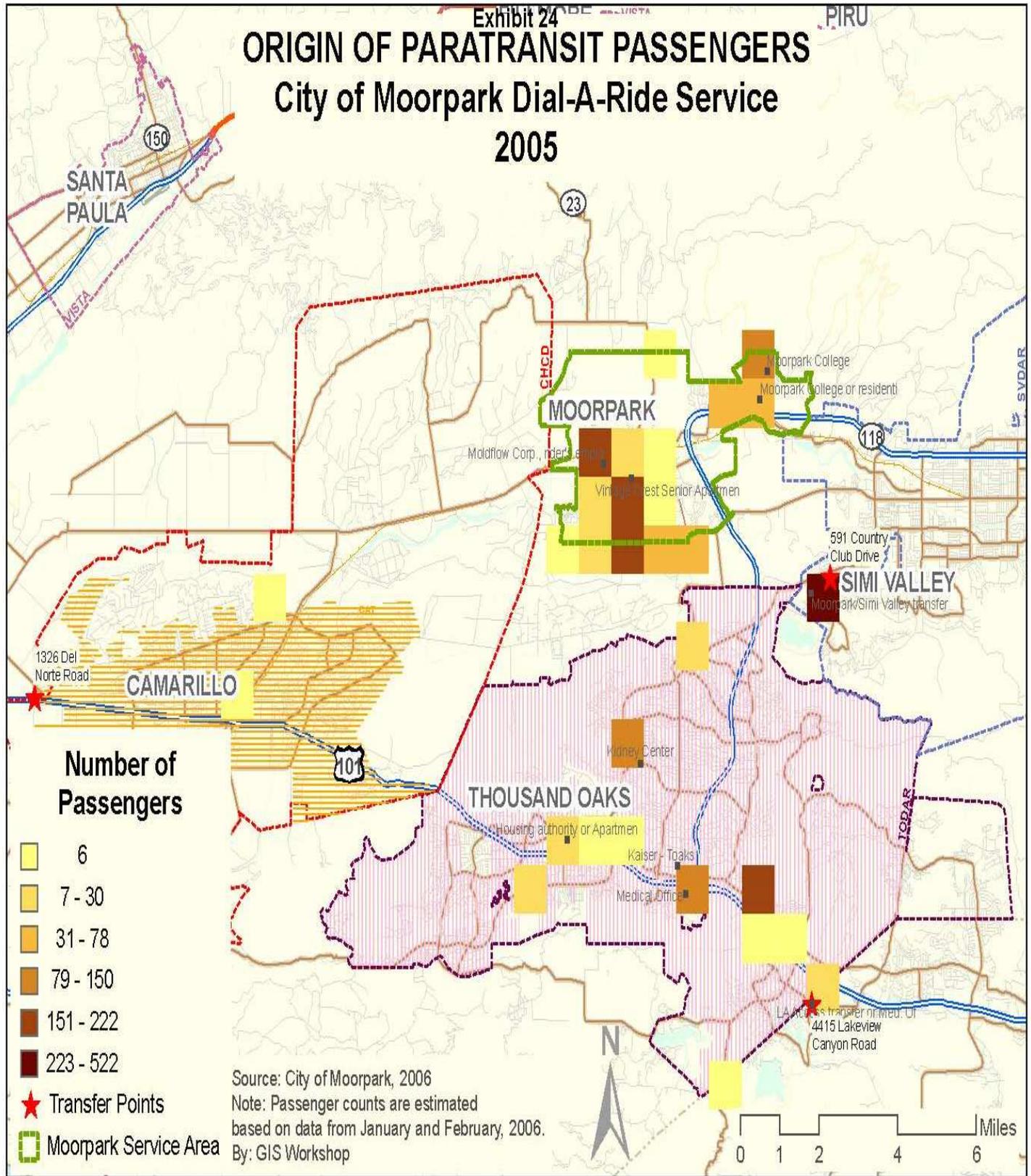
Source: HELP of Ojai, GIS Workshop, 2006

City of Moorpark Dial-A-Ride

The City of Moorpark Dial-A-Ride provides ADA paratransit and DAR services to Moorpark residents. This agency provided passenger information on 407 trips which occurred during the months of January and February, 2005. A total of 56 addresses were identified and each was associated with anywhere from one to 70 passenger trips. This translated into an estimate of about 2,320 trips for 2005.

The distribution of these trips, based on their origin and destination, is shown on Exhibits 24 and 25. Since Moorpark DAR has an agreement with Camarillo Area Transit and the City of Thousand Oaks DAR to drop off passengers in their districts, many of the locations are in these neighboring cities.

Table 11 lists the top origin and destination locations for Moorpark DAR. It shows that the top ranking origin and destination location is the Moorpark-Simi Valley Transfer Station in Simi Valley. Other important locations are; Villa Esperanza Services, which offers programs to individuals with disabilities and their families; medical facilities; schools; and employment centers like the Moldflow Corp. Finally, approximately 37% of all passengers are both picked-up and dropped-off at a residential location.



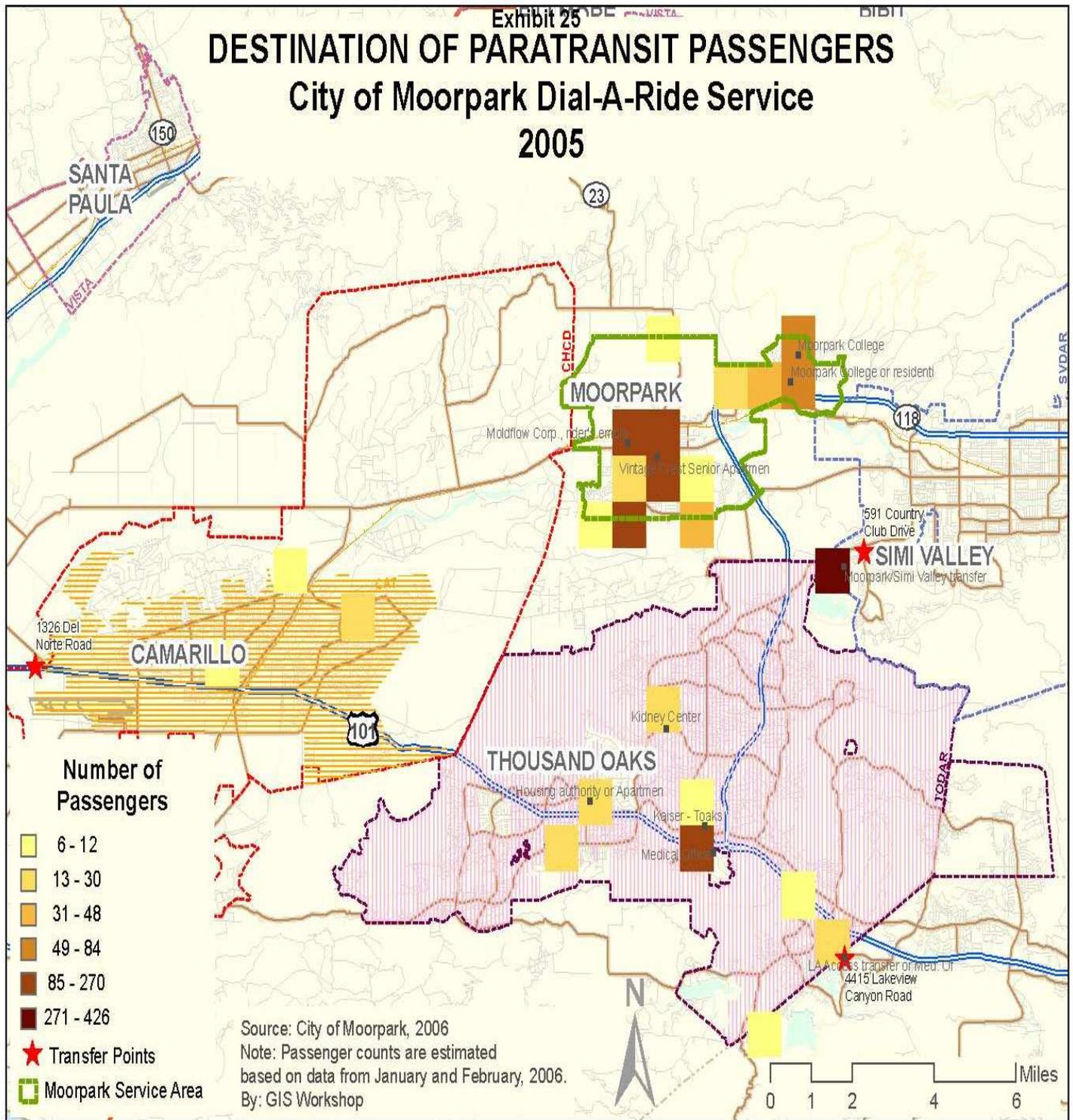


Table 11
Top Origin & Destination Locations
of Paratransit Riders
Moorpark Senior Dial-A-Ride
2005

Rank	Address	ZIP	City	Description	Passengers*	
					Origin	Destination
1	591 Country Club Dr	93063	Simi Valley	Moorpark/Simi Valley transfer point	522	420
2	4064 Pine Hollow	93021	Moorpark	residential address	186	180
3	2410 E. Thousand Oaks Blvd	91360	Thousand Oaks	Villa Esperanza Services	174	186
4	13058 Williams Ranch	93021	Moorpark	residential address	168	150
5	5245 Maureen	93021	Moorpark	Moldflow Corp., rider's employer	162	228
6	375 Rolling Oaks	91360	Thousand Oaks	Medical Office	138	150
7	200 Casey Rd	93021	Moorpark	Moorpark Boys and Girls Club		114
8	300 Moorpark Ave	93021	Moorpark	residential address		102
9	227 W. Janss Rd	91360	Thousand Oaks	Kidney Center	102	
10	7075 CAMPUS ROAD	93021	Moorpark	Moorpark College	102	66
11	13831 Meeham Way	93021	Moorpark	residential address	78	
12	5165 Maureen	93021	Moorpark	residential address	60	42
13	15008 Campus Park Dr	93021	Moorpark	residential address	48	36
14	13471 Canyonwood Ct	93021	Moorpark	residential address	42	42
15	3033 Campus Park Dr	93021	Moorpark	Moorpark College or residential	42	84
16	4718 Park Lane	93021	Moorpark	Vintage Crest Senior Apartments	42	36
17	4785 Park Lane	93021	Moorpark	Vintage Crest Senior Apartments	30	
18	4828 Talmadge	93021	Moorpark	residential address	30	30
19	4700 Park Lane	93021	Moorpark	Vintage Crest Senior Apartments	24	36
20	1400 Hillcrest	91360	Thousand Oaks	Housing authority or Apartment	24	24
21	4415 Lakeview Cyn	91360	Thousand Oaks	LA Access transfer or Med. Office	18	30
22	1435 Spyglass	93010	Camarillo	residential address		24
23	365 E. Hillcrest	91360	Thousand Oaks	Kaiser - Toaks		24
24	155 W. LA Ave	93021	Moorpark	Long's Drug Store	24	
25	3906 Riva Ct	93021	Moorpark	residential address	24	
26	4740 Park Lane	93021	Moorpark	Vintage Crest Senior Apartments	24	

* Note: Passenger values are estimated based upon data collected for January and February, 2005

Source: Moorpark Senior Dial-A-Ride, GIS Workshop, 2006

City of Camarillo Dial-A-Ride

The City of Camarillo Dial-A-Ride provides is a general public service that provides both transit and paratransit services to Camarillo residents. They provided information on 3,477 passenger paratransit trips which occurred during May of 2006. This data included a total of approximately 500 unique addresses which were associated with anywhere from one to 615 passenger pick-ups or drop-offs. These values were multiplied by a factor of 12 to generate an annual estimate of over 40,000 passenger trips for 2005. The spatial distribution of these trips within the City of Camarillo is displayed on Exhibits 26 and 27.

Also shown are the top origin and destination locations, which are listed separately in Table 12. The Camarillo Boys and Girls Club (an after school program) ranks as the top destination with 44% of the trips listed on this table. Another 22% of passengers were going shopping, 15% were going to medical facilities, and the rest were going to a residential address, an employment center or a transfer station. In addition, 38% of all trips originated at a school, 24% at a shopping center, 15% at a medical center and 12% at a residential address.

Exhibit 26
ORIGIN OF PARATRANSIT PASSENGERS
City of Camarillo Dial-A-Ride
2005

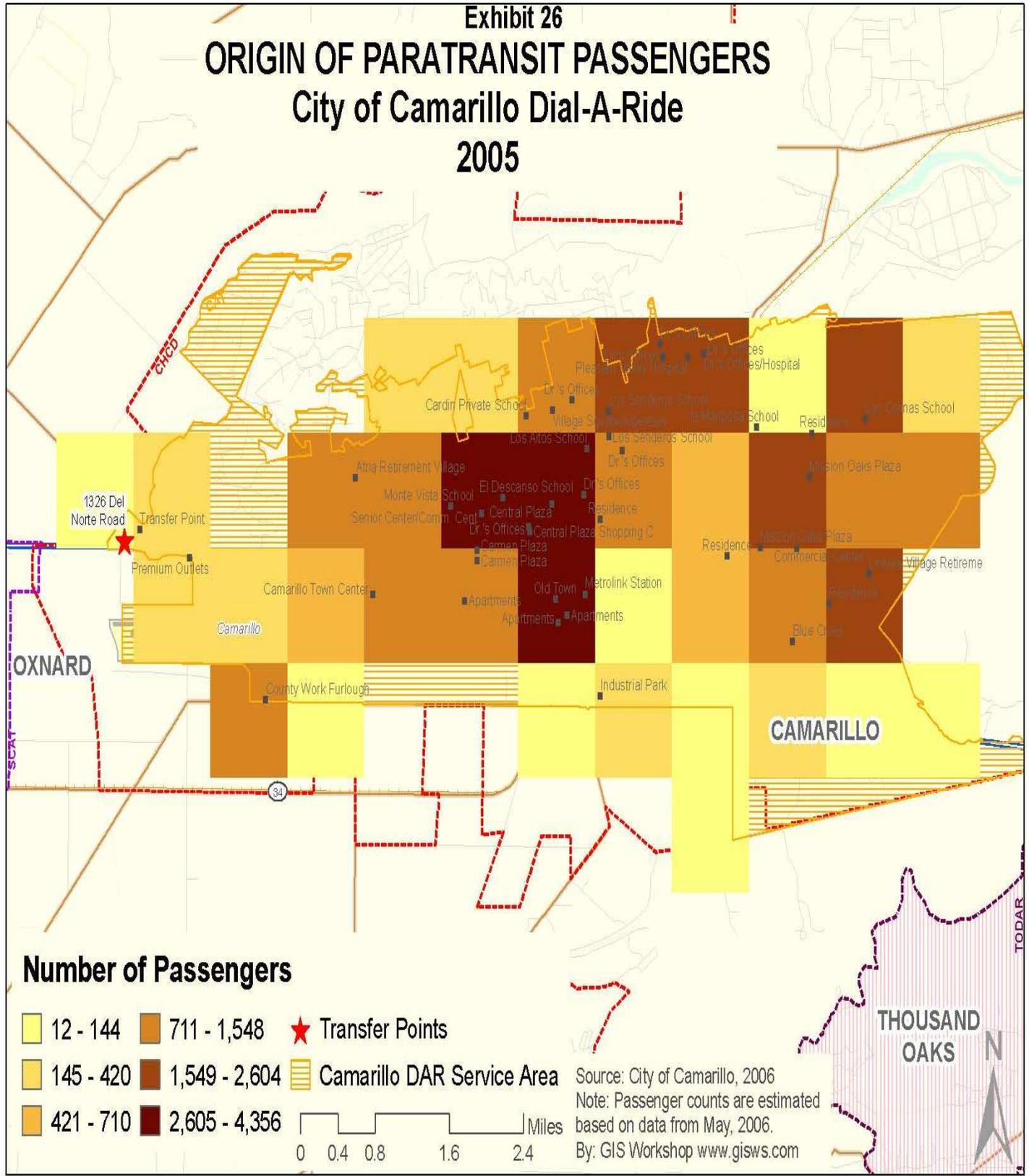
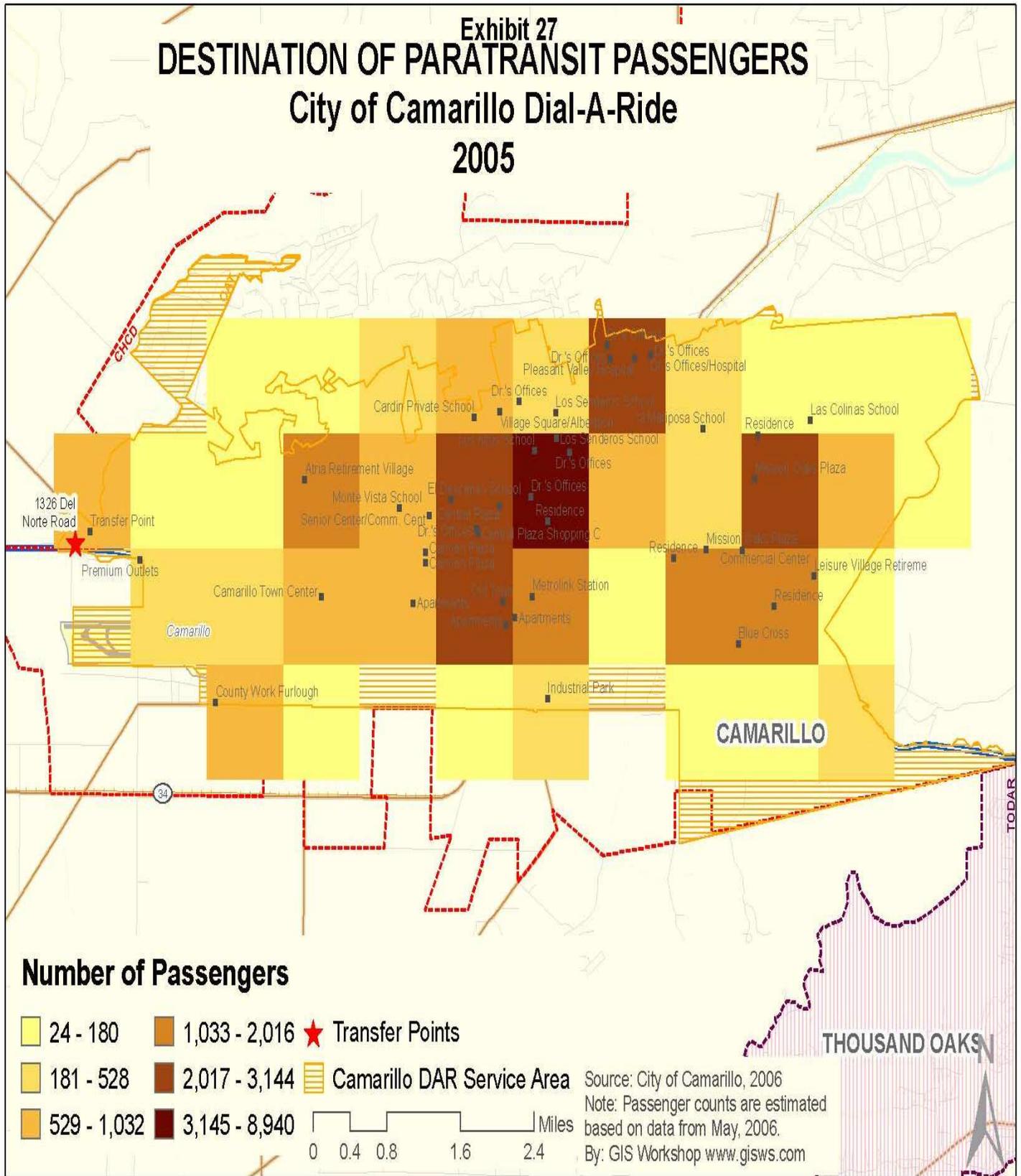


Exhibit 27 DESTINATION OF PARATRANSIT PASSENGERS City of Camarillo Dial-A-Ride 2005



City of Camarillo Dial-A-Ride 2005

Rank	Address	City	Description	Passengers*		
				Origin	Destination	type
1	1500 Temple Ave.	Camarillo	Boys and Girls Club		7,692	After Sch
2	1099 N. Bedford St	Camarillo	El Descanso School	2,496		sch
3	5750 Fieldcrest Dr.	Camarillo	Las Colinas School	1,416		sch
4	4800 Corte Olivas	Camarillo	la Mariposa School	1,224		sch
5	500 Eubanks St	Camarillo	County Work Furlough	1,224	828	emp
6	1804 Kendall Ave	Camarillo	Los Senderos School	1,200		sch
7	456 Carmen Dr.	Camarillo	Carmen Plaza	1,176	720	shop
8	2105 E. Ponderosa Dr.	Camarillo	Central Plaza Shopping Ctr.	924	708	shop
9	3801 Las Posas Rd.	Camarillo	Dr.'s Offices/Hospital	744	672	med
10	888 Lantana St.	Camarillo	Monte Vista School	696		sch
11	24 Las Posas Rd	Camarillo	Atria Retirement Village	240	660	res
12	4660 Mission Oaks Blvd	Camarillo	Mission Oaks Plaza	636	624	shop
13	5800 Santa Rosa Rd	Camarillo	Santa Rosa Plaza	240	588	shop
14	1555 Kendall Ave.	Camarillo	Los Senderos School	564		sch
15	2309 Antonio Ave	Camarillo	Pleasant Valley Hospital	432	564	med
16	23202 Village 23	Camarillo	Leisure Village Retirement	504		res
17	750 Mobil Ave	Camarillo	Dr.'s Offices	468		med
18	222 E. Ventura Blvd.	Camarillo	Camarillo Town Center	468		shop
19	30 N. Lewis Road	Camarillo	Metrolink Station	444	324	transfer
20	200 S. Glenn Dr.	Camarillo	Apartments	410	312	res
21	5151 Camino Ruiz	Camarillo	Blue Cross		396	med
22	1777 Arneill Rd	Camarillo	Village Square/Albertson's	396		shop
23	2438 N. Ponderosa Dr.	Camarillo	Dr.'s Offices	384	276	med
24	1381 Chapel Ave	Camarillo	Apartments	360		res
25	2486 N. Ponderosa Dr.	Camarillo	Dr.'s Offices	360	312	med
26	5000 Santa Rosa Rd	Camarillo	Commercial Center		360	shop
27	5275 Mission Oaks Blvd	Camarillo	Mission Oaks Plaza	324		shop
28	1526 Hillridge Dr	Camarillo	Residence	312		res
29	530 Constitution Ave	Camarillo	Industrial Park	300	240	emp
30	2035 Las Posas Rd	Camarillo	Cardin Private School	240	300	sch
31	2400 Las Posas Rd	Camarillo	Dr.'s Offices		300	med
32	363 Carmen Dr	Camarillo	Carmen Plaza	288		shop
33	3901 Las Posas Rd	Camarillo	Dr.'s Offices	288		med
34	4444 Central Ave.	Camarillo	Transfer Point	288		transfer
35	4418 Central Ave	Camarillo	Transfer Point		288	transfer
36	2315 Ventura Blvd	Camarillo	Old Town	276		shop
37	740 W. Ventura Blvd	Camarillo	Premium Outlets	276	216	shop
38	111 Holly Dr.	Camarillo	Apartments	275	216	res
39	3100 Ponderosa Dr.	Camarillo	Dr.'s Offices	264		med
40	4405 El Corazon CT	Camarillo	Residence		264	res
41	214 Arneill Rd	Camarillo	Ponderosa Plaza		252	shop
42	940 Arneill Rd	Camarillo	Central Plaza		252	shop
43	209 W. Ventura Blvd	Camarillo	Camarillo Town Center		250	shop
44	2700 E. Ponderosa Dr.	Camarillo	Dr.'s Offices	240	216	med
45	66 Deloz Dr.	Camarillo	Residence	240	240	res
46	675 Marsh Rondo	Camarillo	Residence	240		res
47	1605 Burnley St	Camarillo	Senior Center/Comm. Center			senior ctr

* Note: Passenger values are estimated based upon data collected for May, 2005
 Source: City of Camarillo Dial-A-Ride, GIS Workshop, 2006
 All Camarillo schools are origin locations with the Camarillo Boys and Girls Club as the destination

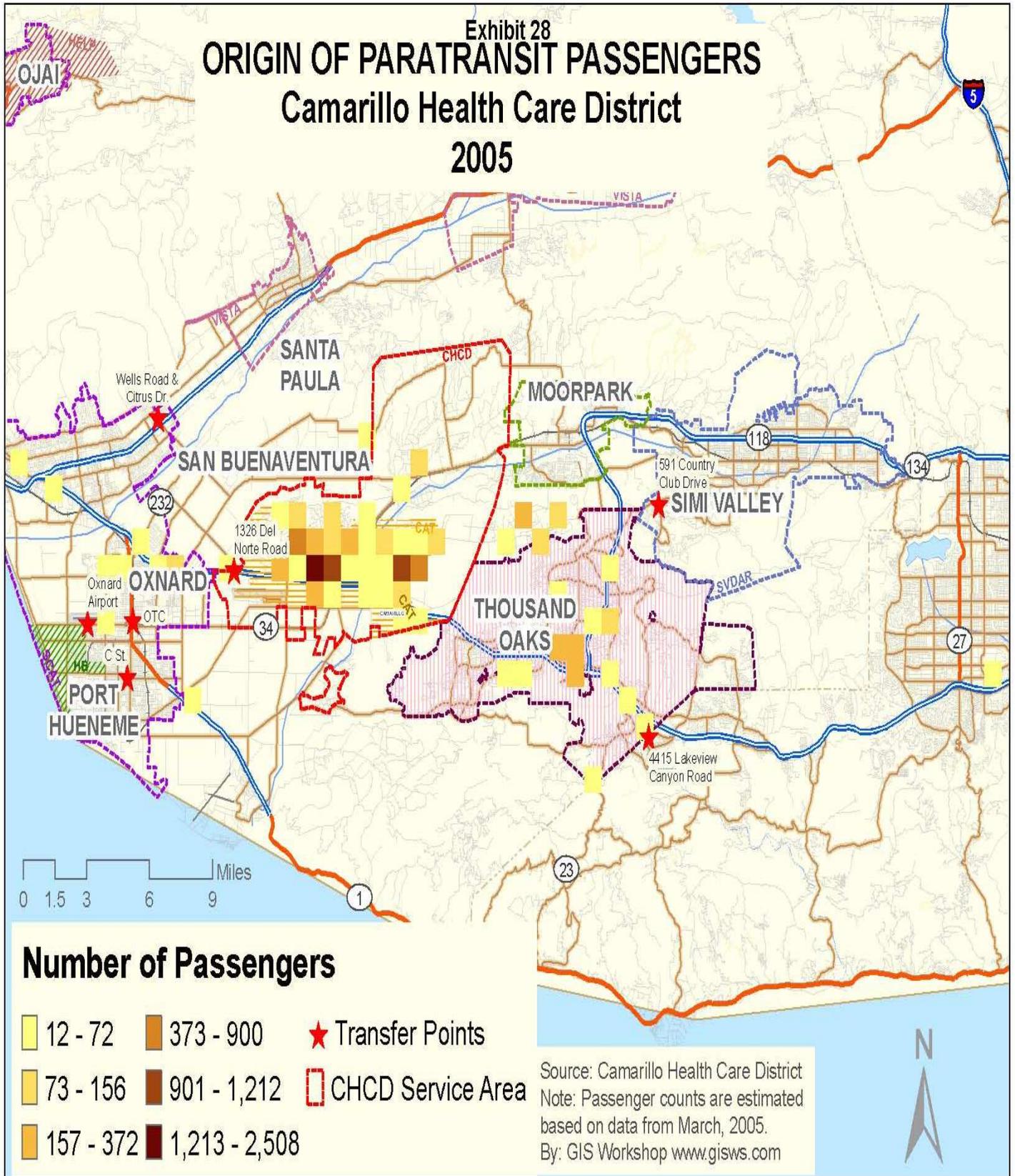
Camarillo Health Care District

The Camarillo Health Care District (CHCD) provides ADA paratransit service to residents of their service area, which extends from west Moorpark to the City of Oxnard (see Exhibit 1). They provided information on 1,356 passenger trips from March, 2005. This included over 210 individual addresses which were associated with anywhere from one to 242 individual passenger pick-ups or drop-offs. These values were multiplied by a factor of 12 to generate an annual estimate of over 15,500 passenger trips in 2005.

Exhibits 28 and 29 are maps showing the location and frequency of this passenger pick-up and drop-off activity. While most is concentrated within the CHCD district boundary, many trips originate and/or end outside of this area. CHCD is clearly operating in places like Oxnard, Thousand Oaks and even Woodland Hills in Los Angeles County.

Table 13 provides details about the top origin and destination locations for CHCD. It indicates that the Adult Day Care Center and the Camarillo Senior Center are at the top of the list, together accounting for 42% of all drop-offs and 47% of all pick-ups on this list. Residential addresses were second, accounting for over 40% of the trip origins and destinations. Most of the remaining passengers were traveling either to or from a medical center.

Exhibit 28
ORIGIN OF PARATRANSIT PASSENGERS
Camarillo Health Care District
2005



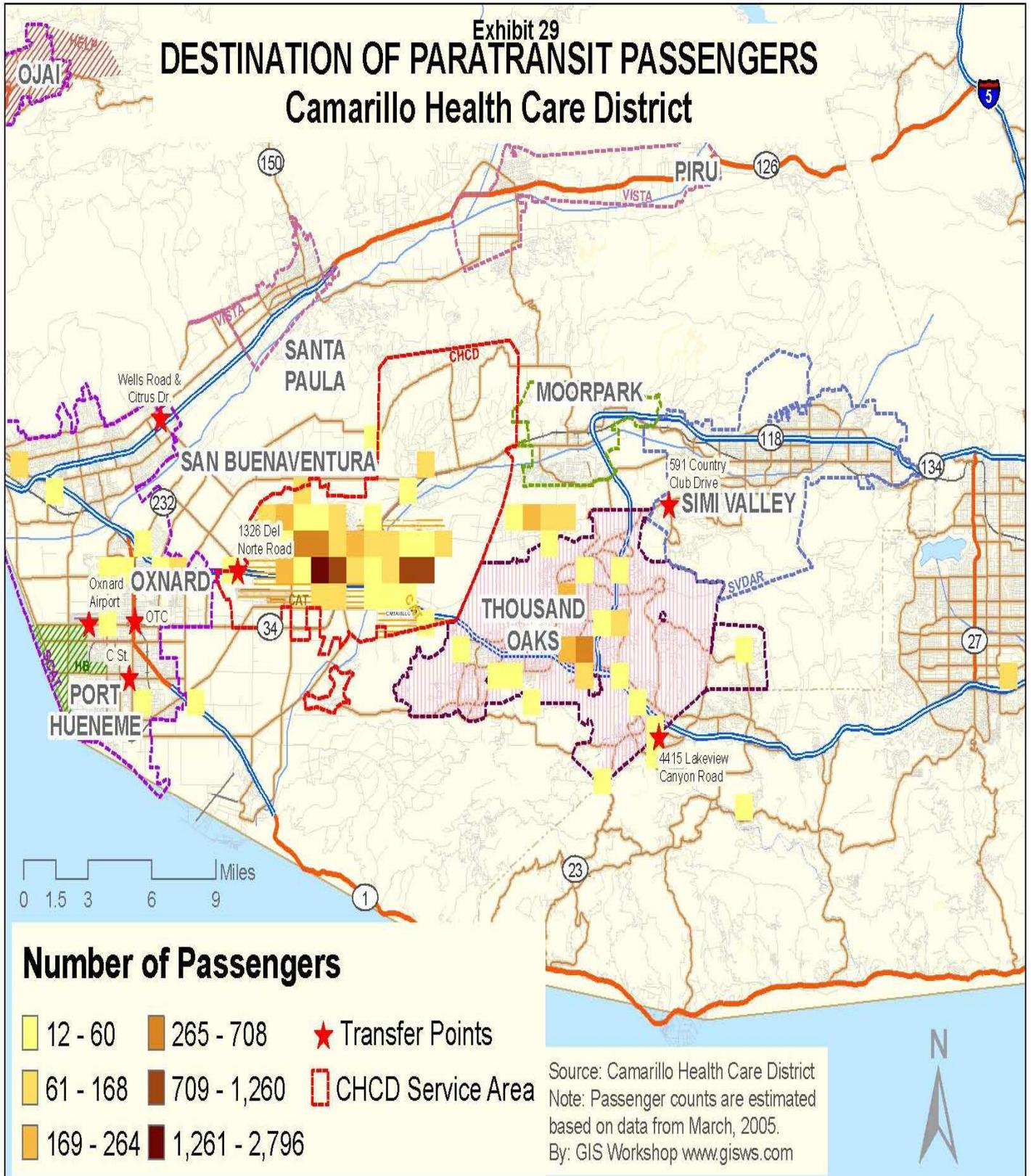


Table 13
Top Origin & Destination Locations
of Paratransit Riders
Camarillo Health Care District
2005

Rank	Address	City	Description	Passengers	
				Origin	Destination
1	3639 E Las Posas Rd	CAMARILLO	Adult Day Care Center	2,904	2,268
2	1605 Burnley St.	CAMARILLO	Camarillo Senior Center	2,352	2,388
3	2700 Ponderosa Dr	CAMARILLO	Senior Apartments Complex	600	588
4	401 Hodencamp Rd	THOUSAND OAKS	Medical facility	372	360
5	3801 E Las Posas Rd	CAMARILLO	Medical facility	276	360
6	2768 Ponderosa Dr	CAMARILLO	Senior Apartments Complex	300	300
7	37201 Village 37	CAMARILLO	Senior residence	288	276
8	6000 Santa Rosa Rd	CAMARILLO	Senior assisted living place	264	228
9	227 Janss Rd	THOUSAND OAKS	Medical facility	252	264
10	365 Hillcrest Ave	THOUSAND OAKS	Medical facility	240	252
11	1150 Ventura Blvd	CAMARILLO	Senior Mobile Home Park	192	228
12	1749 Wolverton St	CAMARILLO	Senior Residence	216	216
13	40010 Village 40	CAMARILLO	Senior Residence	180	204
14	420 Valley Vista Rd	CAMARILLO	Senior Residence		204
15	1642 Paseo Barona	CAMARILLO	Senior Residence	180	180
16	840 Barton St	CAMARILLO	Senior Residence	168	180
17	17239 Village 17	CAMARILLO	Senior Residence	144	180
18	26139 Village 26	CAMARILLO	Senior Residence	168	168
19	469 Calle Higuera Dr	CAMARILLO	Senior Residence	168	156
20	111 Holly Dr	CAMARILLO	Senior Residence	156	132
21	2650 Visa Grande Dr	CAMARILLO	Senior Residence	156	144
22	28104 Village 28	CAMARILLO	Senior Residence	144	108
23	6550 E Palomino Cir	CAMARILLO	Senior Residence	144	108
24	507 Corte Aguacate	CAMARILLO	Senior Residence	120	144
25	1832 Janss Rd	THOUSAND OAKS	Thousand Oaks library		144
26	1675 Rowland Ave	CAMARILLO	Senior Residence	132	132
27	903 Carmen Dr	CAMARILLO	Senior Residence	132	132
28	37113 Village 37	CAMARILLO	Senior Residence	132	120
29	4055 La Vista Ave	SOMIS	Senior Residence	132	
30	52 Camino Castaneda	CAMARILLO	Senior Residence	132	120
31	1591 Bedford St	CAMARILLO	Senior Residence		132
32	1835 Janss Rd	THOUSAND OAKS	Thousand Oaks Senior Center	120	
33	2016 Vista Alcedo	CAMARILLO	Senior Residence	120	120
34	205 Granada St	CAMARILLO	Senior Residence	120	120
35	375 Rolling Oaks Dr	THOUSAND OAKS	Medical facility	120	
36	22216 Village 22	CAMARILLO	Senior Residence	108	108
37	2765 Munson St	CAMARILLO	Senior Residence	108	108
38	189 Fulton St	CAMARILLO	Senior Residence		108
39	2660 Aloha Dr	CAMARILLO	Senior Residence		108
40	2802 Avenida De Autlan	CAMARILLO	Senior Residence		108

Source: Camarillo Health Care District, GIS Workshop, 2006

Note: Passenger values are estimated based upon data for March, 2005.

Simi Valley Dial-A-Ride

Simi Valley Dial-A-Ride provides DAR and ADA services to Simi Valley residents. They provided information on 3,537 passenger trips from March of 2005. This data included approximately 390 individual addresses, each of which was associated with between one and 317 passenger pick-ups or drop-offs. Again, these values were multiplied by a factor of 12 to generate an annual estimate of over 41,000 passengers in 2005.

The location and frequency of passenger pick-up and drop-off activity in Simi Valley is shown on Exhibits 30 and 31 along with some of the top origin and destination locations. Information about these top locations is also listed on Table 14.

Travel to and from senior centers or residential addresses accounted for most of the passenger activity in Simi Valley during 2005. Both generated about 30% of passenger pick-ups and drop-offs in this city. Travel to and from medical facilities ranked 3rd with 21 to 25% of the traffic. Finally, trips originating or ending at a transportation center account for less than 10% of these trips.

Exhibit 30
ORIGIN OF PARATRANSIT PASSENGERS
Simi Valley Dial-A-Ride
2005

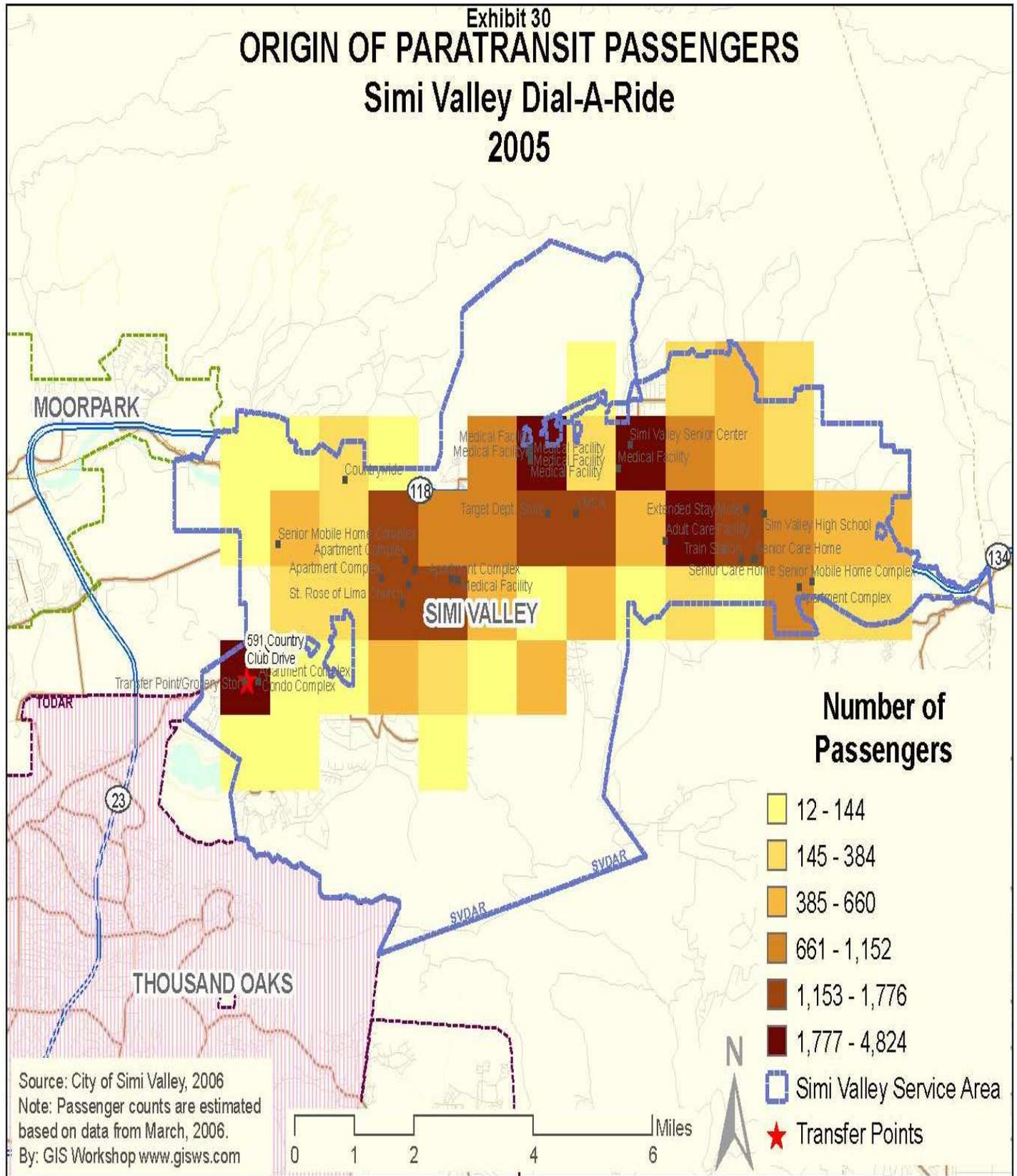


Exhibit 31
DESTINATION OF PARATRANSIT PASSENGERS
Simi Valley Dial-A-Ride
2005

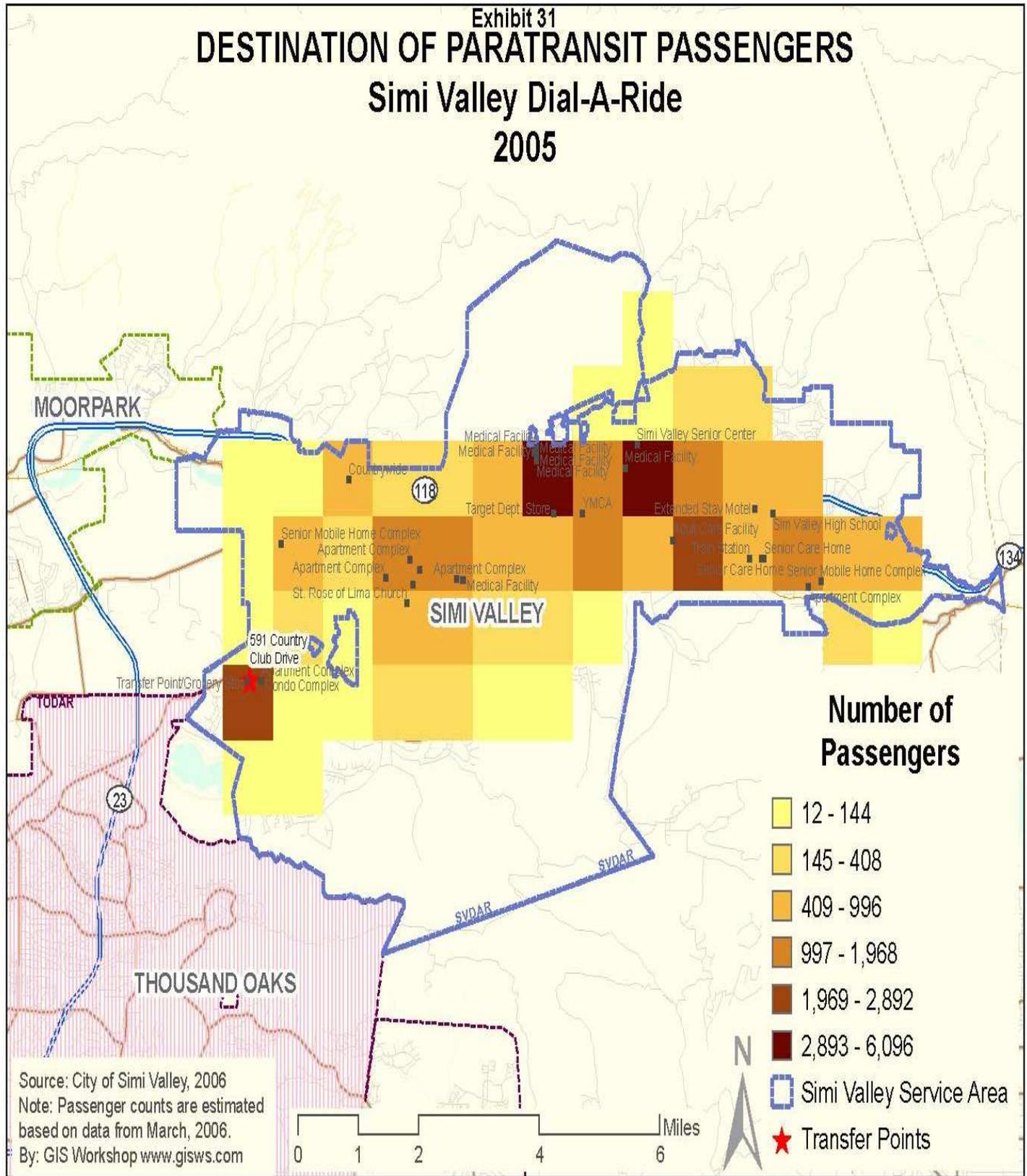


Table 14
Top Origin & Destination Locations
of Paratransit Riders
Simi Valley Dial-A-Ride
2005

Rank	Address	ZIP	City	Description	Passengers*	
					Origin	Destination
1	3900 AVENIDA SIMI	93063	Simi Valley	Simi Valley Senior Center	3,804	3,804
2	2950 SYCAMORE DR	93065	Simi Valley	Medical Facility	2,112	2,544
3	2150 WINIFRED ST	93063	Simi Valley	Adult Care Facility	2,172	1,824
4	591 COUNTRY CLUB DR	93065	Simi Valley	Transfer Point/Grocery Store	888	1,416
5	2925 SYCAMORE DR	93065	Simi Valley	Medical Facility	636	648
6	1010 ASHLAND AVE	93065	Simi Valley	Apartment Complex	576	420
7	3200 COCHRAN ST	93065	Simi Valley	YMCA	564	456
8	2975 SYCAMORE DR	93065	Simi Valley	Medical Facility		564
9	415 COUNTRY CLUB DR	93065	Simi Valley	Apartment Complex	516	492
10	2876 SYCAMORE DR	93065	Simi Valley	Medical Facility	456	492
11	5300 E LOS ANGELES AVE	93063	Simi Valley	Senior Care Home		456
12	1305 ROYAL AVE	93065	Simi Valley	St. Rose of Lima Church		492
13	1850 WILLIAMS ST	93065	Simi Valley	Apartment Complex	444	408
14	2907 COCHRAN ST	93063	Simi Valley	Target Dept. Store	372	444
15	1848 CABALLERO ST	93065	Simi Valley	Personal Residence	420	420
16	5050 LOS ANGELES AVE	93063	Simi Valley	Train Station	396	360
17	1580 YOSEMITE AVE	93063	Simi Valley	Apartment Complex	384	348
18	1770 HEYWOOD ST	93065	Simi Valley	Apartment Complex	312	372
19	419 COUNTRY CLUB DR	93065	Simi Valley	Condo Complex	348	348
20	1687 ERRINGER RD	93065	Simi Valley	Medical Facility	336	360
21	3900 ALAMO ST	93065	Simi Valley	Medical Facility	288	336
22	491 LUCY CIR	93065	Simi Valley	Personal Residence	336	
23	195 TIERRA REJADA RD	93065	Simi Valley	Senior Mobile Home Complex	324	
24	400 COUNTRYWIDE WAY	93065	Simi Valley	Countrywide	324	300
25	5270 E LOS ANGELES AVE	93063	Simi Valley	Senior Care Home	324	324
26	2374 KEYSTONE ST	93063	Simi Valley	Personal Residence	312	312
27	2498 STEARNS ST	93063	Simi Valley	Extended Stay Motel	312	312
28	2780 N WOODROW AVE	93065	Simi Valley	Personal Residence	312	
29	1325 SORREL ST	93065	Simi Valley	Senior Care Home	288	288
30	2650 JONES WAY	93065	Simi Valley	Medical Facility	288	
31	2492 CASTLEMOUNT CT	93063	Simi Valley	Personal Residence	276	276
32	3887 DELANO CT	93063	Simi Valley	Personal Residence	276	
33	4496 LUBBOCK CT	93063	Simi Valley	Personal Residence	264	264
34	1545 SEQUOIA ST	93065	Simi Valley	Personal Residence	264	264
35	1415 PATRICIA AVE	93065	Simi Valley	Apartment Complex	264	
36	1550 RORY LN	93063	Simi Valley	Senior Mobile Home Complex	264	
37	3450 HIGHWOOD CT	93063	Simi Valley	Personal Residence	264	
38	4091 COCHRAN ST	93063	Simi Valley	Senior Care Home		264
39	5400 COCHRAN ST	93063	Simi Valley	Sim Valley High School		264

* Note: Passenger values are estimated based upon data collected for March, 2005
 Source: Simi Valley Dial-A-Ride, GIS Workshop, 2006

5. REVIEW OF OTHER COORDINATED PROGRAMS

5.1 EXAMINATION OF OTHER COORDINATED TRANSPORTATION PROGRAMS AROUND THE COUNTRY

An important element of the study work plan was the review of coordinated transportation programs in similar settings around the country for the purposes of identifying “best practices” and understanding lessons learned. A brief summary of our approach and results of the review are discussed below.

The project team conducted a review of other programs in consideration of emerging funding requirements and the following coordination factors:

1. Organization and delivery of services
 - Brokerage models
 - Role of public transit operators
 - Expanding role of volunteers
 - Mobility management
2. Functions
 - Technology applications
 - Serving particular trip niches (non-emergency medical, adult day health care, mental health patients, seniors trips)
 - Maintenance
 - Information to foster coordination

The review also considered several other variables, including

- **Geography** - what were the geographic characteristics of the setting in which the given coordinated initiative was introduced;
- **Outcome** - whether improvements were realized. For example, reduced duplication or simplified access to services among other possible outcomes; and
- **Type of lead agency** - namely who had taken lead responsibility for implementing, managing or administering the coordination initiative/strategy (e.g., MPO, regional planning agency, public operators, social service/human providers, etc.)

In addition, a number of questions were applied to the review of other coordinated programs throughout the country, as follows:

1. What were the coordination problems and issues to consider?
2. What successes can be identified?
3. What lessons learned will be of significance to Ventura County?
4. What are the roles and responsibilities of key players?
5. What limitations exist, either to sponsoring organizations or for consumers?

There was general interest expressed during Ad Hoc Committee meetings in the role of technology to support coordination of services. Therefore, the introduction of technology and organizational structures for promoting coordination were then the focus for this review of other programs, specifically:

The primary source for identifying systems to review was the United We Ride website, a tool of CCAM [Coordinating Council on Access and Mobility] which was convened under Executive Order by President Bush to address issues of coordination of specialized transportation from the Federal level and out to states and local jurisdictions. The United We Ride source was augmented by telephone interviews of selected providers and obtaining supplemental

information about the systems through the internet. The four programs selected that were potentially valuable to Ventura County are presented below. Moreover, these programs were included because the agencies were open to communication and sharing of information.

1. Using technology to promote coordination

- a. Interactive Voice Response System of Ann Arbor, Michigan;
- b. Public Mobility Program of Northern Shenandoah Valley Regional Commission, Virginia.

2. Organizational arrangements to promote coordination

- a. Full Access & Coordinated Transportation [FACT], North San Diego County, California;
- b. King County Metro Community Partnership Program, King County, Washington.

Telephone interviews with agency contacts compiled information on experiences that were in different stages of implementation. Limited cost information was obtained. Similarly there was limited detail on project outcomes available, with some programs still in the early phases of implementation. The highlights of the review of each of the four coordinated programs are presented in the matrices on the following pages.

PROGRAM REVIEWED: ANN ARBOR TRANSPORTATION AUTHORITY – INTERACTIVE VOICE RESPONSE SYSTEM

Agency/ Project Name	Geographic Area Served	Issue / Coordination Objective	Description and Status	Lead and Key Players	Lessons Learned for Ventura County
<p>Ann Arbor Transportation Authority (AATA) – INTERACTIVE VOICE RESPONSE SYSTEM</p>	<p>Washtenaw County with population of 313,000, includes urbanized areas of Ann Arbor and Ypsilanti which account for 2/3^{ds} of the population but just 12% of the county's landmass</p> <p>Ridership increasing: up 12% from 2005 to over 5 million in 2006 after a several year period of no-growth.</p>	<p>Passengers requested better information options.</p> <p>Agency strategic plan called for managing mobility to encourage growth in public transit use – better information access viewed as one element of that.</p>	<ul style="list-style-type: none"> • Strategic planning process begun in late 90's to plan for 2010 and beyond. • 1998 – First public transit agency to deploy a system wide Intelligent Transportation System program: Advanced Operating System • Extensive and continuing public input process to keep refining goals. • Part of agency vision defines customer service as giving the "highest levels of respect and service" • Developing technology applications seen as critical both to expand services and attract new partners (employers, social service agencies, non-profit organizations) • Various grant applications made by AATA for ITS funding • Interactive Voice Response System still in testing; customer information is mix of interactive web-based and telephone attendant trip planning assist. • Expansion of service into unserved areas of county to focus on senior door-to-door, Non Emergency Medical Transportation , and commute services 	<ul style="list-style-type: none"> ➤ Ann Arbor's The Ride Board of Directors ➤ The Ride's management team ➤ Local Advisory Committee, made up of agencies, organizations, consumers and transit staff ➤ AATA customer information department 	<ol style="list-style-type: none"> 1. Long process 2. Need for guiding vision or goals 3. Need for infrastructure – support and investment over time. 4. Emphasis on responding to consumer needs and that as mechanism to increase agency and organization partnerships – shared mission. 5. Consumer survey neutral on their experience of technology to improve "ride" 6. Be careful of oversell.

PROGRAM REVIEWED: NORTHERN SHENANDOAH VALLEY REGIONAL COMMISSION – PUBLIC MOBILITY PROGRAM

Agency/ Project Name	Geographic Area Served	Issue / Coordination Objective	Description and Status	Lead and Key Players	Agency/ Project Name
<p>Northern Shenandoah Valley Regional Commission</p> <p>PUBLIC MOBILITY PROGRAM – TECHNOLOGY APPLICATION</p>	<p>Nine county region, in two states [Virginia and Maryland], 1724 square miles, population 205,000</p> <p>Considered suburban and rural</p>	<p>Create more mobility options in and between communities</p>	<ul style="list-style-type: none"> • Computer assisted scheduling • Planned contactless fare card • Planned Automated Vehicle Location in social service agency vehicles • Coordination discussions begun in the mid-1990's • Obtained \$100,000 ITS funding for development of software -- rural ITS implementation • Developed RFP and let contract to RouteMatch for software development. • Program recently established in Winchester City Transportation Dept., last 6 months; new lead agency. <p>Ridesharing concept, in real time, to use empty seats on social service vehicles with “compatible clients”</p>	<ul style="list-style-type: none"> ➤ Regional planning agency ➤ Main regional human services agencies, including the Area Agency on Aging and Northwestern Community Services (agency serving persons with developmental disabilities) ➤ City of Winchester Transit Dept. 	<ol style="list-style-type: none"> 1. Difficult for agencies to “offer up” their transportation dollars as transit dollars are built into their programs. Contributing dollars to a central pot and they “loose” their dollars. Greater success in extending what they can do to meet regional goals. 2. Important to look at regional trip-making needs and patterns. 3. Community precedes cooperation – networking around a neutral table fundamental to getting to implementation. 4. Need for a “home” is critical. Results are slow to achieve but progress real.

PROGRAM REVIEWED: NORTH SAN DIEGO COUNTY - FACT PILOT PROJECT

Agency/ Project Name	Geographic Area Served	Issue / Coordination Objective	Description and Status	Lead and Key Players	Agency/ Project Name
<p>North San Diego County PILOT PROJECT FULL ACCESS & COORDINATED TRANSPORTATION [FACT]</p>	<p>Northern San Diego County cities, towns and rural county area, approximately 1100 square miles and 890,000 people.</p>	<p>Vision: All people living in San Diego County will have full mobility within their community by an accessible transportation system that meets their individual needs.</p> <p>Mission: To create a transportation system that will provide access and mobility by:</p> <ul style="list-style-type: none"> - coordinating existing resources; - creating partnerships to eliminate barriers; - augmenting existing resources; accessing additional funding; - developing alternative models. <p>Coordinating responses to gaps in service & unmet transportation needs.</p>	<ul style="list-style-type: none"> • Studies on need done 2000 – 2004, documenting characteristics of needs that cannot be met by public transit alone; dialogue began. • Community roll-out of concepts in 2005 • Established FACT as 501(c) 3 in 2006 • Obtained CTAA grant for Pilot Project in 2006 (\$60,000) • Brought coordination managers from Pennsylvania • Focusing pilot on North county communities • “Won” CTSA responsibilities from SANDAG June 2006. • Seeking specific partnerships oriented to providing trips. • Heavy involvement by cities and elected officials in early dialogue • Active participation (assigned staffing) from three key agencies. • Growth in number of partners. Now surveying needs to clarify north county gaps; emphasis on JARC and unemployment trips given funding source. 	<ul style="list-style-type: none"> ➤ North San Diego County Transit District ➤ County Aging and Independence Services (AIS) ➤ Area Board 13/ State Council on Disabilities ➤ Consumer representative ➤ Growing number of other agencies, elected officials and cities 	<ol style="list-style-type: none"> 1. Lots of process and meetings. 2. Leadership key, in this case by three agencies with regional emphasis. 3. Participation by elected officials and development of political capital seen as key. 4. Energy, enthusiasm and numbers of participants growing. 5. Several, small-scale but doable partnerships likely.

PROGRAM REVIEWED: KINGS COUNTY METRO – COMMUNITY PARTNERSHIPS

Agency/ Project Name	Geographic Area Served	Issue / Coordination Objective	Description and Status	Lead and Key Players	Agency/ Project Name
<p>King County Metro Accessible Services Dept. COMMUNITY PARTNERSHIPS</p>	<p>All of King County Washington, length of eastern side of the Puget Sound, 2100 square miles</p>	<p>Metro's desire to develop partnerships to expand transportation options for seniors and persons with disabilities</p> <ol style="list-style-type: none"> 1. Fill service gaps 2. Provide cost-effective services 3. Provide more service options 	<ul style="list-style-type: none"> • Three programs initiated in 2002: Advantage, Advantage Plus, Special Use Van Pools (SUVs). • Metro provides retired lift-equipped Access vehicles (2 years useful life), vehicle maintenance, driver training and emergency roadside assistance to agencies providing AT LEAST 50 passenger trips per month to Access passengers. • Agencies promise trip scheduling, drivers and liability insurance • For several years, program maxed out with available funding. Provided 127,000 trips in FY 05 at about \$5.11 per trip vs. \$30 pre trip on Access. • Program funding has been about \$6.5 million a year. • June 2005 State Paratransit Grant of 1% of new funding source – adding \$1 million for new vehicles (Access went to 3 years useful life; little left for agencies). Able to add 5 new agencies in 2006 and 5 in 2007. 	<ul style="list-style-type: none"> ➤ King County Metro Executive Director ➤ King County Accessible Services Advisory Committee ➤ Accessible Services Department ➤ FY 06 – 21 agencies and 40 vans, largely seniors and developmental disabilities services agencies. 	<ol style="list-style-type: none"> 1. Partnerships with agencies have been positive, effective and growing. 2. When Advantage partnerships ended, it was mutual; agencies couldn't maintain 50 Access eligible trips per month and no longer wished to be transport providers. 3. Participants are largely serving seniors and persons with developmental disabilities. 4. Some agencies enabled to stay <u>IN</u> the transport business because of maintenance, driver training and road calls. 5. Developing a regional accessible transit guide for entire Puget Sound region.

5.2 HIGHLIGHTS OF LESSONS LEARNED

Among the lessons or common themes this review suggests to Ventura County are the following:

1. Outcomes are modest and slow to develop, with lengthy local outreach processes and requiring many meetings.
2. There are varying roles for the public transit operator.
3. Participation by elected officials, demonstrated in only one of the reviews, has a positive effect and may contribute to greater ease in securing continuing funding.
4. Participation by the larger, regional human and social service agencies is critical.
5. There must be an emphasis on regions as the trip-patterns dictate.
6. Clear opportunities for collaborative and coordinated responses to specialized transportation need exist.
7. Grant funding, support for coordinated activities, can be found.

6. OVERVIEW OF FEDERAL AND STATE FUNDING FOR COORDINATION

6.1 FEDERAL FUNDING CONTEXT FOR COORDINATED PLANNING

There has long been recognition of the value of coordinating specialized transportation as an important mechanism for meeting the needs of persons for whom it is difficult to use the private automobile, rail or fixed-route public transport. The Government Accounting Office (GAO) prepared a 2003 report on coordination¹, detailing the 62 federal programs that currently fund transportation services for individuals with a variety of specialized transportation needs and suggesting that improved coordination of these resources was needed to better address these transportation needs. The programs identified by the GAO report are primarily administered by the Federal Departments of Health and Human Services, Labor, Education and Transportation. Collectively these spent an estimated \$24 billion on transportation services in fiscal year 2001.

The GAO report identified various benefits to coordination, including improved customer service and selected financial benefits. A concurrent study sought to enumerate the economic benefits of coordination², defining coordination as a “technique for better resource management” to realize benefits in such areas as:

- **Additional funding** – more total funding and a greater number of funding sources
- **Increased efficiency** – reduced cost per vehicle hour or per mile;
- **Increased productivity** – more trips per month or passengers per vehicle hour
- **Enhanced mobility** – increased access to jobs or health care, or trips provided to passengers at a lower cost per trip; and
- **Additional economic benefits** – increased levels of economic development in the community or employment benefits for those persons associated with the transportation service.

In recognition of coordination needs at the Federal Level, on February 24, 2004 President Bush issued an Executive Order to create the interdepartmental Federal *Council on Access and Mobility* (CCAM) and launched the United We Ride (UWR) initiative. With website access to best practices, information sharing and training resources and providing mechanisms for 11 federal departments to work together to simplify access, reduce duplication, and enhance cost efficiencies in community human service transportation.

As one tool of the CCAM, the FTA sponsored development of *The Framework for Action: Building the Fully Coordinated Transportation System – a Self Assessment Tool for Communities and States* (FTA, 2003). This tool was developed to enable and encourage states, regions and localities in developing a clearer understanding of their current ability to promote coordinated transportation solutions. The Framework details a four-step model that involves:

Fully coordinated systems were understood to solve access, service quality and cost issues that limit mobility. The Framework details a four-step model that involves:

1. **Process Planning**, to ensure that the right people are talking to one another;
2. **Assessing**, to evaluate what needs are met and where the system needs improvement;
3. **Prioritizing** to establish strategic options and focus resources towards clear goals; and

¹ United States General Accounting Office, Transportation Disadvantaged Populations – Many Federal Programs Fund Transportation Services, but Obstacles to Coordination Persist (GAO-03-698T), May 1, 2003.

² Transit Cooperative Research Report: Economic Benefits of Coordinating Human Service Transportation and Public Transit Services, Burkhardt, J.E., Koffman, D., and Murray, G. (2003). Published by the Transportation Research Board, Washington DC, as TCRP Report 91.

4. **Action Planning**, to move to a clear sense of who is expected to do what and by when, with clear outcomes and an accountability framework.

The preparation of Ventura County's coordinated plan has generally followed the steps set forth by the CCAM'S *Framework for Action*.

With the passage of the Safe, Accountable, Flexible, Efficient, Transportation Act – A Legacy for Users (SAFETEA-LU) in 2005, the U.S. Dept. of Transportation (DOT) and the Federal Transit Program (FTA) conducted a series of “listening sessions” around the country to obtain guidance as to how to implement facets of this complex transportation funding authorization. Guidance was sought from public transit operators, regional transportation planning agencies and metropolitan transportation organizations as to how to address, in regulation and circular guidance, numerous facets of the transportation re-authorization. Comments on the New Freedom program (a consistent with the President's Executive Order, and increased funding for JARC and the existing 5310 capital program) recommended consolidating the coordination planning requirements of each program.

To that end, the proposed circulars issued by the Federal Transit Administration in March 2006, and additional interim guidance in September 2006 (Section 5310 - FTA C. 9070.1F; Section 5316 – The Job Access and Reverse Commute (JARC) Program Guidance; and Section 5317 – New Freedom Program Guidance) all included a common Chapter V. This section, “Chapter V – Coordinated Planning”, requires that any projects funded through these sections be “derived from a locally developed, coordinated public transit – human services transportation plan” with the plan “developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public.”³ Specifically, the plan's goals should address the following general purposes and requirements:

Summary of Goals of SAFETEA-LU's Coordinated Locally-Developed Planning Process
The Coordinated Locally-Developed Plan <i>shall identify transportation needs of individuals with disabilities, older adults and people with low incomes, provide strategies for meeting those local needs and prioritized transportation services for funding and implementation.</i>
[From the Overview in <u>Chapter 5, Coordinated Planning</u> of each of the Circulars related to Sections 5310, 5316 and 5317.]
Program Goals that the Plan Shall Address:
Section 5310. -- Elderly Individuals and Individuals with Disabilities Program: Provision of discretionary capital assistance in cases where public transit was inadequate or inappropriate to serve the transportation needs of elderly persons and persons with disabilities [FTA Circular 9070.1F, p. I-3]
Section 5316 – Jobs Access and Reverse Commute Program: Goal is to “improve access to transportation services to employment and employment-related activities for welfare recipients and eligible low-income individuals.” [FTA Draft Circular, 09-06-06, p. II-1] From the House of Representatives conference report, that the FTA would “continue its practices [with this program] of providing maximum flexibility to job access projects designed to meet the needs of individuals not effectively served by public transportation”. [HRC Report 109-203, Section 3018].
Section 5317 – New Freedom Program: Goal is to “provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society.” [FTA Draft Circular, 09-06-06, p. II-2]

³ Page V-1 of each of the respective proposed circulars, Section 5310, Section 5316 and Section 5317 issued in draft by the Federal Transit Administration, U.S. Dept. of Transportation, and September 6, 2006.

FTA has indicated that the final Federal guidelines for these programs will be issued in late March 2006. Summaries of the federal funding programs discussed in this report are presented in Appendices F, G, and H.

6.2 STATE LEVEL COORDINATION INITIATIVES

Various state-level coordination initiatives provide a context for and have relevance to the preparation of a “locally developed plan.” Some precede SAFETEA-LU’s coordination planning requirements and some anticipate them.

California has since the late 1970’s recognized the value to consumer of coordination of transportation services. AB 120, the *Social Services Transportation Improvement Act*, was passed by the California legislature in 1979. Amended by SB 826 in 1981, the Act established the authorizations for the Consolidated Transportation Services Agencies (CTSAs) and recognized the importance of an inventory activity to identify and catalog the human services transportation resources, specifically vehicles and funding. Unfortunately, no additional funding was provided to county-level agencies for the conduct of activities set forth in AB 120/SB 826 and county transportation commissions or regional transportation planning agencies have been complying with their own resources with the biennial and then every four-year inventory and Action Plan activities. The Act did allow for the utilization of California Transportation Development Act, Article 4.5 funds to support vehicle operations provided by the CTSAs.

The Olmstead Act has prompted more recent dialogue about coordination of human service transportation. The Olmstead Act is a consequence of court settlements intended to improve community-based services such that alternatives to institutionalization exist for seniors or others threatened with the potential need for long-term, institutional care. The Act provides guidance on the distribution of State funds and seeks to influence policy around its core purposes. In a recent issue paper authored by the Olmstead Advisory Committee – Diversion Work Group, transportation is recognized as a critical aspect of protecting health and well-being in the community:

<p style="text-align: center;">Olmstead Advisory Committee – Diversion Work Group⁴ ISSUE 5: INCREASING ACCESS TO TRANSPORTATION</p> <p><u>Policy Goal</u> – To increase access to transportation alternatives that help individuals remain at home and in the community by, among other things, connecting consumers to medical, supportive and employment services.</p> <p><u>Problem</u> – A lack of coordination and silos of funding between programs spanning across the Health and Human Services Agency departments and the Department of Transportation has contributed to a fragmented human services transportation system. The system fragmentation can lead to difficulty accessing services for seniors and persons with disabilities.</p> <p><u>Barriers</u> –</p> <ul style="list-style-type: none">- Multiple funding streams operating across departments- Lack of resources necessary to meet demand for services. <p>.</p>

Transportation actions supported through the Olmstead process include:

1. Addressing the Medi-Cal reimbursement structure for non-emergency medical transportation;
2. Supporting mobility management initiatives;
3. Increasing access to transit and paratransit by focusing on the location decisions for all service facilities;
4. Enhancing funding for paratransit; and
5. Amending the CTSA law to require that public transit programs evaluate the impact of route and service cuts on seniors and persons with disabilities.

⁴ Steenhausen, Sarah, Assistant Secretary, California Health and Human Services Agency; Olmstead Advisory Committee – Diversion Work Group. Olmstead Issues Briefs – Draft 2: February 21, 2006, Sacramento, California..

Caltrans is also providing some state-level coordination leadership as a consequence of a United We Ride grant and an outgrowth of 2001 President Bush Executive Order directing coordination among Federal level transportation, health and human services, education and labor departments. Caltrans hosted the March 2005 **United We Ride Mobility Summit** which brought together over 200 persons, local, state and federal-level leaders, to examine issues of mobility for California's more frail residents and the policies that inhibit or promote these.

The United We Mobility Summit was a recommendation of a **Long Range Strategic Plan for an Aging California** (October 2003) which had identified transportation as an area for priority recommendations. The Summit vision was "improving mobility and access to services through interagency cooperation and greatly improved coordination." There was recognition among the speakers of the need for infrastructure, for mechanisms by which to promote that coordination. The primary Summit recommendation was to address the need for a formal structure in California to address mobility and coordination barriers, implement mobility management at the state, regional and local levels.

Caltrans has supported the Transportation Task Team (TTT), meeting since 2004 as another recommendation of the Long Range Strategic Plan for an Aging California. Its focus has been on identification and promotion of strategies to build a state-level structure by which to support transportation coordination. The Caltrans TTT anticipates managing a consultant study during 2007 which will move forward specific state-level policy issues related to transportation. These include developing guidance on the Medi-Cal transportation reimbursement policies, the interaction of various state-level agencies around transportation issues and devising the structure and guidance for a long range, comprehensive strategy to promote human services transportation coordination across the State.

It should be noted that on October 30, 2006, Caltrans Office of Federal Transit Grants notified Regional Transportation Planning Agencies and Applicants for the Elderly and Disabled Transit Program about a six-month delay in the FTA Section FFY 2008 funding cycle, based upon FTA's interim guidance dated September 6, 2006. This was done in order to assess the impact of the coordinated planning requirements on the FTA 5310 application, project selection criteria and guidelines.

6.3 MEETING FUNDING REQUIREMENTS IN VENTURA COUNTY

VCTC as the designated recipient in Ventura County of FTA funds is required to:

- Conduct an area-wide competitive selection process
- Certify a fair and equitable distribution of the funds; and
- Certify that each project selected was derived from a locally developed coordinated public transit and human service transportation plan

The local process undertaken by VCTC under the auspices of the study, and the subsequent recommendations developed for Ventura County are consistent with the current FTA guidance relative to developing a comprehensive unified coordination plan, to promote community mobility for seniors, disabled and low-income individuals in accordance with FTA Sections 5310, 5316 and 5317.

The study survey also enabled VCTC to re-establish and initiate new relationships with the larger funders of human and social service agencies and organizations, including work programs. Federal guidance suggests that coordination efforts should promote active involvement of funding agencies in the on-going coordination dialogue. Some of the larger stakeholders in Ventura County that participated include:

- Ventura County Area Agency on Aging
- Tri Counties Regional Centers (Oxnard and Simi Valley)
- County of Ventura Public Health Services Agency
- Ventura County Human Services Agency
- Independent Living Resources Center
- Work Training Programs, Inc.

Job Access and Reverse Commute-Related Public Agency Coordination in Ventura County

Ventura County as a whole has a demonstrated track record of leveraging interagency cooperation and coordination to achieve larger objectives, evidenced by the implementation of the Partnerships to Restore Independence and Dignity through Employment (PRIDE) project in 1997. The PRIDE project was developed as a business oriented, outcome driven, comprehensive, community-based intervention system of public and private partnerships and services. This initiative was initiative to replace the federal Aid to Families with Dependent Children (AFDC) program in compliance with the federal welfare reform law known as Temporary Assistance to Needy Families (TANF) and the welfare reform plan known as California Work Opportunities and Responsibility to Kids (Cal Works). The goal of PRIDE was for TANF (AFDC) families to achieve and maintain employment and self-sufficiency.

Serving as a partner with Cal Works and other human service agencies and organizations, VCTC implemented a guaranteed ride home program (GRH). This program was implemented to help get people into the work force by providing an emergency ride home in the event that there is a child care problem or other emergency. In order to meet the objectives of the PRIDE program, the GRH program needed to be available to people registered in and attending a job training program. VCTC in coordination with a myriad of other public and private agency/organization partners created a unique, free and simple to use GRH program for Ventura County which was open to all employees. Agency/organization partners included Blue Cross, Bank of America, GTE, Amgen, Southern California Rideshare (SCR) and the County of Ventura. The partners actively participated in the development of the program policies, and VCTC fully funded the GRH program for the first three years.

In addition to numerous human and social service elements included in the PRIDE program, other transportation-oriented elements of the PRIDE program included:

- Providing coordination teams with centralized inventory of available public and private transportation resources;
- Transit information packets and materials for TANF clients;
- Bus passes and tokens;
- On-site and transit itineraries through GO VENTURA website;
- Online carpool/vanpool registration and ridematching services;
- Transportation training programs for service coordination teams to issue Smart Cards, ridematching and developing itineraries; and
- Auto loan program.

In advance of the final FTA guidance and regulations specific to the JARC Section 5316 program, the PRIDE program in Ventura serves as an early “model” for coordination between public transit and human and social service, and private organizations.

Future Direction

Although VCTC and the public transit systems in Ventura County have participated in coordinated efforts for many years, the impetus to expand coordination activities to human and social service agencies is fueled by Federal and State initiatives. As coordination plans and projects are developed, it is important that VCTC serving as the Consolidated Transportation Service Agency (CTSA) and the designated recipient of Federal funding remain visionary in its approach to selecting and funding coordination projects. The agency should continue to facilitate the ability of human and social service agencies/organizations to provide trips that cannot be effectively served by public transit.

VCTC's role in facilitating coordinated activities in the county will largely depend upon the nature of the strategy, plan, program or activity to be implemented, and will include but is not limited to, serving in a number of capacities as funder, partner, broker and/or coordinator for Ventura County.

7. ESTABLISHING PRIORITIES FOR PROJECT SELECTION

7.1 CAPACITY BUILDING

Meeting the specialized transportation needs of the three diverse and often overlapping segments of the population, seniors, the disabled and low-income individuals will continue to be challenging into the future. The overall objective should be to incrementally improve services, and to provide as many travel options as possible to the target populations based upon their individual needs. This objective can be accomplished by gradually building the capacity of public transit and human and social service agencies/organizations to develop and implement coordinated projects, plans and programs. Both public transit and human and social service agencies/organizations must be active partners in this capacity building process.

The actions necessary to increase the capacity of public transit to offer improved access and availability to transportation options for the target populations will differ from those actions and strategies needed to build capacity for human and social services.

For example, in Ventura County, publicly-operated systems (including public transit operators and larger human and social service agencies) have built significant infrastructure, and are taking the initiative to build capacity by implementing technological solutions to improve service delivery and efficiency for all population segments. In addition, through the study process, these systems have shown their flexibility and desire to improve service quality by considering and achieving consensus on difficult policy and service-related issues.

Moreover, the need to build the capacity and reliability of human and social service transportation providers to complement public transportation services is critical, since the overall mission of these agencies/organizations is to serve individualized need, including providing transportation services that public transportation cannot (e.g., non-emergency medical, door-through-door, etc.). For this reason, project opportunities designed to strengthen their ability to continue to provide the hard-to-serve trip needs of seniors and the disabled should be encouraged.

7.2 PRIORITIES AND PROJECT SELECTION

Priorities relative to the development and funding of coordinated transportation projects identified through the locally developed plan should:

1. Adequately address the unmet or underserved transportation needs of the targeted population;
2. Maintain consistency with current Federal and State funding regulations and requirements;
3. Be financially sustainable;
4. Include measurable goals and objectives;
5. Build and/or increase overall system capacity and service quality; and
6. Leverage and maximize existing transportation funding and capital resources.

The single most important element in the process to prioritize and select coordinated projects and programs is the ability to address the special transportation needs of the target populations. The table below shows of the breadth of special needs and concerns typically expressed by the seniors, disabled, low income persons and their agency/organization representatives. It also shows the transit and transportation modes and options currently used, (operated by either public transit or human and social service agencies) and outlines a number

of potential project-oriented solutions designed to meet specific needs. Consideration of these elements proved the basis for developing future coordinated plans and projects oriented to meet either the specific needs of the target population, or to the type of transportation mode.

Identification of Needs and Potential Solutions By Target Population

Target Population	Special Transportation Needs and Concerns	Type of Transportation Modes	Potential Transit or Transportation Program Solutions
Seniors, Able-Bodied	<ul style="list-style-type: none"> - Lack of knowledge about resources. - Concern about safety and security - Awareness of time when driving might be limited. 	Fixed- route transit Point deviation and deviated FR Senior DAR Special purpose shuttles (recreation, nutrition, etc)	<ul style="list-style-type: none"> - Educational initiatives, including experience with bus riding BEFORE it is needed. - Buddy programs and assistance in “trying” transit - Transit fairs, transit seniors-ride-free days
Seniors, Frail and Persons Chronically Ill	<ul style="list-style-type: none"> - Assistance to and through the door. - On-time performance and reliability critical to frail users. - Assistance in trip planning needed. - Need for shelters - Need for hand-off for terribly frail 	ADA Paratransit Emergency and non-emergency medical transportation Escort/Companion Volunteer driven services Special purpose shuttles	<ul style="list-style-type: none"> - Escorted transportation options - Door-through-door assistance; outside-the-vehicle assistance. - Increased role for volunteers. - Technology that provides feedback both to consumer and to dispatch; procedures to identify frailest users when traveling. - Individualized trip planning and trip scheduling assistance. - Mileage reimbursement programs. - Appropriately placed bus shelters.
Persons with Disabilities	<ul style="list-style-type: none"> - Service quality and reliability - Driver sensitivity and appropriate passenger handling procedure - Concerns about wheelchair pass-bys - Need for shelters Some things from Seniors, frail and chronically ill persons also need to be included in this “people” category Also what about door through door? Assistance for this group?	ADA Paratransit Emergency and non-emergency medical transportation Special Shuttles Escort/Companion Volunteer driven	<ul style="list-style-type: none"> - Continuing attention to service performance. - Driver education and attention to procedures about stranded or pass-by passengers with disabilities. - Aggressive program of bus shelters Same thing here...overlap with senior category Also information is a universal solution
Persons of Low Income	<ul style="list-style-type: none"> - Easy access to trip planning information - Fare medium options (what does this mean?) that support accountability - Availability of tokens or passes - Breaking down the culture of poverty (not sure about this needs clarification) 	Fixed-route transit Point deviation and deviated FR Special purpose shuttles (work, Training, Sp Ed.)	<ul style="list-style-type: none"> - Training of staff to train consumers - Creative fare options available to human services agencies. - Increased quantity of bus tokens available. - Bus passes available to those searching for jobs or in job training programs; cost-effective. - Special shuttles oriented to this population's predictable travel patterns. - Education extensive about transit; continued work to improve transit service levels (coverage, frequency, span of hours)
Persons with Sensory Impairments	<ul style="list-style-type: none"> - Difficulty in accessing information that is visual or auditory. 	Same as seniors frail	<ul style="list-style-type: none"> - Information available in accessible formats - Guides (personal assistance) through information

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Target Population	Special Transportation Needs and Concerns	Type of Transportation Modes	Potential Transit or Transportation Program Solutions
Persons with Behavioral Disabilities	<ul style="list-style-type: none"> - Medications make individuals sun-sensitive and waiting in the sun is not an option. - Medications make for thirstiness; long hour waits in the heat can lead to dehydration. - Mental illnesses can make it frightening to be in the public spaces such as public bus stops. - Impaired judgment and memory makes for poor decision-making. 	Same as seniors frail	<ul style="list-style-type: none"> - Possibly special shuttles oriented to this population's predictable travel patterns. - Aggressive program of bus shelters - "Hand-off" critical, to pass rider to a responsible party. - Important that driver understand riders' conditions and not be swayed (need clarity here. What is meant? by rider requests.

8. RECOMMENDATIONS

The basic framework for coordination already in place in Ventura County will ensure that strategic partnerships developed between public transit and human and social services can ultimately be realized. Therefore, our approach to development of recommendations is designed to provide VCTC and stakeholder agencies and organizations in Ventura County with additional guidance to continue their efforts to expand and strengthen this framework for coordination. VCTC and members of the AD Hoc Group have made significant strides in working through issues and challenges to coordination with public operators. However, we believe that there remain a myriad of opportunities to work with human and social service agencies/organizations to plan for and to ultimately deploy newly developed coordinated plans and programs to address the changing transportation needs in the County.

In the previous section of this report we have developed a rationale for prioritizing projects selected for funding, and have identified potential solutions to address the needs of the target populations. Current FTA guidance suggests that specific project recommendations relative to a Program of Projects (POP) do not need to be included in coordinated plans at this juncture. Rather plans should provide the framework for decision-making around the subsequent POP process. In addition, we believe that viable coordination projects can only be developed by those with significant understanding of the details of the transportation environment. Therefore, with two exceptions, our recommendations are focused upon modifications to current service-related policies and practices that can limit mobility options for the target populations, and continuing to strengthen ties between public transit and human and social service agencies and organizations. The wholly inclusive stakeholder involvement process that evolved during the study resulted in an array of recommendations that represent the next logical steps toward coordination. Our recommendations are summarized as follows:

- 1. Implement a standard age eligibility policy for seniors of 65 years of age, for publicly-operated paratransit systems in Ventura County.** This change will have limited to no impact on existing riders of transit systems, as the few individuals impacted by the change will be accommodated by the operators.
- 2. Implement a coordinated approach to automated dispatching and scheduling of trips on publicly-operated paratransit systems in the County.** If implemented, this strategy will effectively improve the quality of transportation in a number of ways, particularly for those individuals needing to make inter-jurisdictional trips. By realizing scheduling efficiencies, public systems will have greater flexibility to schedule trips between jurisdictions, minimizing their current efforts to make clear and understandable connections to neighboring systems. In addition, wait times for riders at transfer points will also be minimized, and their ability to travel throughout the county will be maximized.
- 3. Establish core operating hours between 7:00 a.m. and 7:00 p.m. on weekdays for publicly-operated paratransit systems** to improve travel for riders making inter-jurisdictional trips and traveling in late afternoon hours. The study Ad Hoc committee had numerous discussions on this issue and almost all publicly operated systems were able to reach consensus, contingent upon Board and City Council approval.
- 4. Expand implementation of a Travel Training Program for Agencies/Organizations and their clients similar to the existing program provided by ARC Ventura.** It is recommended that VCTC explore the potential to create a county-wide Travel Training program similar to the program that is currently operated by ARC Ventura. The ARC Ventura program has been successful, and can be expanded for county-wide application. A county-wide program will encourage greater utilization of

transit for those in the targeted populations who can and would use public transportation. Human and social service agencies and organizations desiring to coordinate transportation or refer people to transit, as well as, new and prospective clients and customers needing to travel to their various destinations would be candidates for training, participating in group training sessions regularly scheduled fixed-route or paratransit services.

5. **Implement Sunday Service on all public paratransit systems.** Responses to the survey and the GIS analysis indicate that scheduled Sunday service is limited and is likely insufficient to meet the actual needs of those who do not have access to fixed-route services. This action will improve mobility for people desiring to travel on Sunday.
6. **Formulate common criteria and guidance for Adult Day Health Care Centers (ADHC)** which specify requirements for these organizations relative to reserving trips on public paratransit services. Based upon Ad Hoc committee discussion, we recommend using the model developed by SCAT as a starting point in the development of a coordinated approach to this important issue.
7. **Develop a data collection process designed to assist human and social service agencies and organizations** operating transportation and their contractors not using Trapeze, establish trip counting procedures to ensure accuracy in accounting for senior, disabled and low-income trips provided in the county. At a minimum human and social service agencies should be collecting data in the following categories:
 - Passengers carried by trip
 - Passenger pick-up and drop-off points by zip code
 - Passenger pick-up and drop-off points by street address
 - Passenger trip purpose

This action will provide additional information on the level of services operated in the county, as well as, encourage their participation as partners with public transit in the planning and development of coordinated services to meet the needs of the target populations. Moreover, data collection efforts should also be used as justification for VCTC in their efforts to gain the necessary financial support and resources from Federal and State agencies and to definitively pinpoint client and consumer needs in the county.

8. **Continue working with the Ad Hoc Committee on transportation issues on an as needed basis.**
9. **The County of Ventura and the City of Thousand Oaks should consolidate their separate paratransit services** into one system to provide seamless coordinated service in Conejo Valley. This action will ensure that services operated are easy to use and convenient for riders.

Conclusion

Some significant short-term objectives of coordinated planning efforts undertaken by VCTC and the Ad Hoc Committee during the study have been achieved. VCTC has made considerable progress in continuing to “sow the seeds” of cooperation and coordination of transportation in Ventura County.

9. APPENDICES

APPENDIX A

Stakeholder Contact List

Organization Name	First Name	Last Name	Title	Address	City	State	Zip	Area	Work Phone
Advanced Day Health Care	Zia	Jamali	Manager	2315 Kuehner Dr., Asuite 121	Simi Valley	CA	93063	805	526-7629
Agape	Paul	Valentine	Manager	3645 Saviers Rd. Suite 3	Oxnard	CA	93033	805	247-0322
Alzheimer's Association, Central Coast	Fran	McNeill	Director	1399 Del Norte Rd.	Camarillo	CA	93010	805	485-5597
American Cancer Society	Steven	Sosapavoni		301 Science Dr. ste. 220	Moorpark	CA	93021	805	527-5360
American Cancer Society, Central Ventura	Kerry	Marrufo		250 West Citrus Grove, Suite 200	Oxnard	CA	93036	805	983-8864
American Lung Association	Dave	Rodriguez		1510 San Andreas Street	Santa Barbara	CA	93101	805	653-5700
American Medical Response	Butch	Kedrowski	Operations	616 Fitch Ave.	Moorpark	CA	93021	805	331-6922
Among Friends	Moises	Sanchez		851 South A Street	Oxnard	CA	93030	805	385-7244
Arc Ventura County	Jim	White		5103 Walker St.	Ventura	CA	93003	805	650-8611
Avenue Adult Center	Marcia	Ortiz	Supervisor	550 N. Ventura Avenue	Ventura	CA	93001	805	648-3035
Ventura Avenue Adult Center	Nanci	Cone		550 N. Ventura Avenue	Ventura	CA	93001	805	648-3035
Bethel AME	Rev. L	Cox		855 South F St.	Oxnard	CA	93030	805	486-6477
			Facilities						
Braille Institute	Mike	Kerrigan	Manager	2031 De La Vina Street	Santa Barbara	CA	93105	805	682-6222
Caltrans	Peter	Steinert		P.O. Box 942874 MS39 3639 E. Las Posas Rd., #117	Sacramento	CA	94274	916	654-9446
Camarillo Health Care District	Kara	Partridge			Camarillo	CA	93010	805	388-1952
Camarillo Senior Center	Skip	Sanchez		1605 E. Burnley 1765 Goodyear Avenue, Suite 205	Camarillo	CA	93010	805	482-4881
CAREGIVERS	Carol	Boatner			Ventura	CA	93003	805	658-8530
Catholic Charities OASIS	Christopher	Reeve	Director Assistant	303 North Ventura Avenue	Ventura	CA	93001	805	643-4694
City of Agoura Hills	Jim	Thorsen	Manager	30001 Ladyface Court	Agoura Hills	CA	91301	818	597-7316
City of Camarillo	Roc	Pulido	Manager	601 Carmen Dr.	Camarillo	CA	93010	805	388-5346
City of Fillmore	Bert	Rapp		250 Central Ave.	Fillmore	CA	93015	805	524-3701
City of Moorpark	Shaun	Kroes		799 Moorpark Ave.	Moorpark	CA	93021	805	517-6257
City of Ojai	Drew	Lurie		401 South Ventura Street	Ojai	CA	93023	805	640-2560
City of Oxnard	Martin	Erickson		305 W. Third St.	Oxnard	CA	93030	805	385-7866
City of Port Hueneme	Mo	Estepa	Eng. Associate	250 N. Ventura Rd.	Port Hueneme	CA	93041	805	986-6589

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City of Santa Paula	Clifford	Finley	City Engineer	P.O. Box 569	Santa Paula	CA	93061	805	525-4478
City of Simi Valley	Chuck	Perkins	Deputy Director	490 W. Los Angeles Ave.	Simi Valley Thousand	CA	93065	805	583-6456
City of Thousand Oaks	Roy	Myers	Trans. Analyst	1993 Rancho Conejo Bl.	Oaks	CA	91362	805	449-2499
Coastal ADHC	Carisa	Ramos		4221 E. Main St.	Ventura	CA	93003	805	650-1190
Colonia Senior Center	Susan	Miller		126-B Amelia Court	Oxnard	CA	93030	805	385-8163
Comforcare Senior Services	Jeff	Santana		509 N. Elevar	Oxnard	CA	93030	805	988-2145
Commission on Human Concerns	Lee	Carrubba		621 Richmond Ave.	Oxnard	CA	93030	805	436-4022
Community Services Dept. - Santa Paula	Brian	Yanez Weatherstone		530 W. Main St.	Santa Paula	CA	93060	805	933-4216
Conejo Connection Transport	Iain			2245 First St. Suite 213B	Simi Valley	CA	93065	805	577-8805
County of Ventura Behavioral Health Dept.	Susan	Kelly		300 N. Hillmont Ave.	Ventura	CA	93003	805	766-3565
County of Ventura Health Care Agency	Pierre	Durand	Director	2323 Knoll Dr.	Ventura	CA	93003	805	677-5110
County of Ventura Human Services Agency	Rich	Shaw	Director	505 Poli St	Ventura	CA	93001	805	658-4121
County of Ventura Public Health Services	Paul	Lorenz	Director	2240 E. Gonzales Rd., Suite 210	Oxnard	CA	93036	805	981-5101
County of Ventura Public Works Dept.	Kathy	Connell	Trans. Analyst	800 S. Victoria Ave.	Ventura Thousand	CA	93009	805	654-2052
Dept. of Rehabilitation	Gayane	Pogosayan		325 E. Hillcrest Dr., #140	Oaks	CA	91360	805	371-6279
Disabled American Veterans	Marie	Williams	Coordinator	16111 Plummer St., Bldg. 20	Sepulveda	CA	91343	818	895-9408
Employment Development Department	Mary	Navarro-Aldana		635 S. Ventura Rd.	Oxnard	CA	93030	805	382-8600
Fillmore Area Transportation Corporation	Jacqui	Cervantez		1024 Ventura Street	Fillmore	CA	93015	805	524-0333
Fillmore Senior Center	Annette	Cardona		250 Central Ave.	Fillmore Thousand	CA	93015	805	524-4533
Goebel Senior Center	Betty	Berry		1385 E. Janss Road	Oaks	CA	93060	805	381-2744
Gold Coast Ambulance	Brandon	O	Manager	625 North "A" Street	Oxnard	CA	93030	805	485-3040
H.S.A (APS)	Kathy	Young		505 Poli St.	Oxnard	CA	93001	805	482-5276
HELP of Ojai	Lisa	Meeker		P.O. Box 621	Ojai	CA	93023	805	646-2981
Home Instead Senior Care	Nancy	Youngblood		1720 Los Angeles Street, Suite 201	Simi Valley	CA	93065	805	577-0926
Hospice of Santa Clara Valley	Margeret	Nesbitt		133 N. Mill Street	Santa Paula	CA	93061		
Human Services Center	Sandy	Devries	Development	80 East Hillcrest Drive, Suite 202	Thousand Oaks	CA	91360	805	494-3543
Independent Living Resource Center	Chera	Minkler		1802 Eastman Ave., Suite 112	Ventura	CA	93003	805	650-5993

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Laidlaw	Irwin	Rosenberg	General Manager	1950 E. Washington Blvd.	Los Angeles	CA	90021	213	765-6435
Lifeline Medical Transport	Wynne	Schumacher	Office Manager	608 East Thompson Blvd. 80 East Hillcrest Drive, Suite 101	Ventura Thousand Oaks	CA	93001	805	653-9111
Lutheran Social Services Medi Van	Chris	Poynter	Staff	6851 Lennox ave. Ste 200 587 North Ventu Park Rd, Suite 702	Van Nuys Newbury Park	CA	91405	888	633-4743
Medical Rescue CD Medi-Ride			Manager	P.O. Box 6439	Oxnard	CA	93031	805	375-5467
Metrolink	Joanna	Capelle	Planning	700 S. Flower St. 26 th floor	Los Angeles	CA	90017	213	452-0209
Millennium ADHC	Risa	Derfel		2150 Winifred St.	Simi Valley	CA	93063	805	583-0859
Moorpark Senior Center	Peggy	Rothschild		799 Moorpark Ave.	Moorpark	CA	93021	805	529-6864
Moran Manor - Senior Day Care Center Multiple Sclerosis Society- Channel Islands	Eithne	O'Neill	Chapter President	1690 E. Main St. 14 W. Valerio	Ventura Santa Barbara	CA	93001	805	643-5000
MV Transportation	Jeanette	Chian		1077-B Business Center Circle	Newbury Park	CA	93120	210	860-7478
Oceanview Adult Day Care	Greg	Bush		575 E. Surfside Dr.	Port Hueneme	CA	93041	805	986-4818
Operation W.O.R.K.	John	Fish	Executive Director	P.O. Box 6283	Oxnard	CA	93031	805	486-0473
Oxnard Family Circle ADHC	Inna	Berger	Owner	5000 South C Street	Oxnard	CA	93033	805	385-4180
Park Place Village	Michelle	Reyes	Director	903 Carmen Drive	Camarillo	CA	93010	805	484-2777
Piru Senior Center			Manager	802 North Orchard	Piru	CA	93040	805	521-1333
Port Hueneme Senior Center	Karen	Jackson	Director	250 North Ventura Rd.	Port Hueneme	CA	93041	805	986-6503
Prestige Medical Transport Service	Benz	Bunggay	Owner/Operator	2101 Ocaso Place	Oxnard	CA	93030	805	604-9839
Prime Time Shuttle	Larry	Alge	General Manager	P.O. Box 452600	Los Angeles	CA	90045	800	733-8267
R&D Transportation Services	Mimi	Little	Travel Trainer	5148 Commerce Ave., Unit C 1464 E. Los Angeles Ave. Unit 6	Moorpark Simi Valley	CA	93021	800	966-7114
Rabbit Transportation Inc.	Roberto	Grana				CA	93065	818	535-0899
Rescue Mission of Ventura County	Carol	Roberg		125 N. Harrison Ave.	Oxnard	CA	93031	805	487-1234
Roadrunner Shuttle	Charles	Sandlin		537 Constitution Ave. Unit G	Camarillo	CA	93012	805	322-9030
Rose Avenue Senior Center	Lois	Montijo	Office Manager	P.O.Box 2429	Oxnard	CA	93034	805	986-1424
Salvation Army	John	Displanke		P.O. Box 752	Oxnard	CA	93032	805	483-9235
Santa Clara Senior Center	Bonnie	Wiley		420 S. Santa Clara Street	Ventura	CA	93001	805	648-2829
Santa Paula Senior Center	Michelle	Kalcec		P.O. Box 569	Santa Paula	CA	93061	805	933-4272
SCAT	Deborah	Linehan	General Manager	P.O. Box 1146	Oxnard	CA	93032	805	483-3959

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SCAT	Margaret	Heath	Paratransit Manager	P.O. Box 1146	Oxnard Thousand	CA	93032	805	483-3959
Senior Concerns	Sandra	Bishop	President	401 Hodencamp Rd.	Oaks	CA	93060	805	497-0189
Simi Valley Senior Center	Cathy	Medley		3900 Avenida Simi	Simi Valley	CA	93065	805	583-6366
South Oxnard Senior Center	Susan	Miller	Coordinator	350 North C Street	Oxnard	CA	93030	805	385-8019
Tri Counties Regional Center	Jackson	Wheeler		2220 Gonsalez Rd.	Oxnard	CA	93030	805	485-3177
Tri Counties Regional Center	Haleh	Hashemzadeh	President and CEO	1900 E. Los Angeles Ave. 2nd fl.	Simi Valley	CA	93065	805	522-8030
United Way of Ventura County VA Greater Los Angeles Healthcare System	David	Smith	Transportation	1317 Del Norte Rd., Suite 100	Camarillo	CA	93010	805	485-6288
Ventura County Adult Day Health Care	Glenda	Davidson		Wilshire	Los Angeles	CA	90073	310	268-3238
Ventura County Area Agency on Aging	David	Palacios		1700 N. Lombard St., #150	Oxnard	CA	93030	805	278-4321
Ventura County Medical Transportation	Susan	White		646 County Square Dr., Suite 100	Ventura	CA	93003	805	477-7311
Ventura County Office of Education	Alex	Nelson		13870 Foothill Blvd.	Sylmar	CA	91342	818	833-9519
Ventura County Shuttle	Marc	Sattler		5189 Verdugo Way	Camarillo	CA	93012	805	383-1918
Ventura County Transportation Commission	Clayton	Vail		P.O. Box 3542	Ventura	CA	93006	805	650-6600
Ventura County Human Services Agency	Sue	Munday	Manager	950 County Square Drive	Ventura	CA	93003		
Westview Services, Inc.	Linda	Le	Program Manager	505 Poli St.	Ventura	CA	93001	805	652-7604
Work Training Programs, Inc.	Fred	Rockwood		1857 Knoll Drive	Ventura	CA	93003	805	650-5238
Yellow Cab Co.	Amanda	Boone		2587 Teller rd.	Newbury Park	CA	91320	805	498-8068
Private Citizen	Masood	Babaeian	Vice President	1776 Lirio Ave.	Ventura	CA	93004	805	659-6915
Private Citizen	Don	Hunt		2326 Shreve	Simi Valley Thousand	CA	93063	805	527-4582
Private Citizen	Mary	Harris		P.O. Box 1413	Oaks	CA	91358		
Private Citizen	Mike	Rifkin		1025 Cachuma Ave. #7	Ventura	CA	93004		

APPENDIX B

**Ventura County Transportation Commission (VCTC)
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Project Fact Sheet

Study Context

- Ventura County has a growing senior population which is expected to increase by 10 percent by the year 2020.
- Rising paratransit costs are currently overwhelming transit operators who must dedicate increased budgetary resources to meet ADA complementary paratransit regulations, further limiting the ability of transit operators to provide transit services for the general public.
- "Client shedding" by public and non-profit programs is on the rise with service needs and expectations that potentially cannot be met by public transit systems.
- Many public and non-profit paratransit services are operating within the County, but there are tremendous disparities between the systems (e.g., service span, reservation policies, fares, etc.);
- There are some areas of the County that remain unserved and/or underserved by transportation; and
- There is currently Federal and State impetus designed to promote and encourage human service transportation coordination via the "United We Ride" program and newly created California Mobility Council and the Mobility Task Force.

Study Purpose and Objectives

The purpose of the study is to:

- Examine existing human service transportation services in Ventura County;
- Assess the feasibility and benefits of coordination strategies; and
- Draft a coordination strategy and present recommendations.

The study is focused upon the transportation needs of the elderly, disabled and low income populations within Ventura County.

Study Stakeholders

The study will be conducted under the direction of the VCTC in association with the study Ad Hoc Committee comprised of representatives of the County's public transit systems, human service agencies, non-transit state and federally funded public transportation (including Regional Center programs, Medi-Cal and Medicare programs, Independent Living programs, Older Americans Act funded programs, etc.) public and community non-profits, churches, schools, private providers, ambulance and taxi companies.

Work Plan Overview

Comprehensive multi-tiered approach:

1. Transportation Resource Inventory: Distribution and administration of a *Stakeholder Questionnaire* designed to collect quantitative transportation-related service data, client trip data and cost information from stakeholders, including public transit providers and human service agencies, private transit providers, and other community-based agencies/organizations
2. Working sessions, meetings and briefings as needed with members of the Ad Hoc Committee, and key stakeholder agencies/organizations to obtain qualitative input into study-related issues
3. Review of coordinated senior and disabled transportation programs from across the country and elsewhere in California
4. Collection and integration of existing senior and disabled data and information (e.g., Census-related demographic and socioeconomic data) to incorporate into GIS analysis and mapping
5. Documentation of Funding Opportunities: Assessment of availability of Federal, State and Private funding mechanisms for selected strategies and plans
6. Prepare Draft Coordination Strategy: Carefully examine a full range of approaches given the unique geographic, demographic and institutional considerations that exist in Ventura County to determine "best-fit" strategies for coordinating transportation services for the elderly and disabled.

Schedule

The duration of the study is twelve (12) months; study completion anticipated in November 2006.

Study Contacts

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**VENTURA COUNTY TRANSPORTATION COMMISSION (VCTC)
HUMAN SERVICE TRANSPORTATION AND TRANSIT SERVICE COORDINATION STUDY
Stakeholder Survey**

AGENCY/ORGANIZATION IDENTIFICATION:

Agency Name: _____
Address _____
City, State Zip _____
Telephone _____
E-mail/Web site _____

Service Description: _____

SURVEY INSTRUCTIONS: The final survey has been designed to be completed by all agencies and organizations, public and private that:

1. Operate transportation services within the County of Ventura (i.e., directly provide or contract out for service);
2. Provide transportation subsidies for clients or customers (e.g., payments for some or all of the cost for transportation); and/or
3. Coordinate transportation connections and referrals for their clients or customers with other agencies/organizations operating transportation services within the County of Ventura.

Our objective is to achieve a thorough understanding of the transportation environment for seniors and disabled persons in Ventura County, and to ensure that agencies and organizations only provide responses to questions that are applicable to them. Therefore, please respond appropriately to one or more of the following three questions, and **based upon your response complete only those survey questions applicable to your agency/organization.**

1. Does your agency/organization operate transportation?

- Yes
- No

If yes to question 1, please proceed and respond to every element of **ALL SURVEY QUESTIONS (4-18)**
If no, proceed to question 2.

- 2. Does your agency/organization provide transportation subsidies for clients and/or customers?**
- Yes
 - No

If yes to question 2, please respond only to **QUESTIONS 13, 18B, and 18E**
If no, proceed to question 3.

- 3. Does your agency/organization coordinate transportation connections and referrals for their clients and/or customers with other agencies/organizations operating transportation?**
- Yes
 - No

If yes to question 3, please respond to **QUESTIONS 14, 18B and 18E**

If no, **PLEASE COMPLETE ONLY THE AGENCY/ORGANIZATION IDENTIFICATION PORTION OF THE SURVEY (Top of Page 1).**

Please make note that an affirmative response to question # 1 requires the completion of all questions on the survey. If your agency/organization responded in affirmative to multiple questions other than #1, please respond as instructed. If your response is No to questions 1, 2, and 3 please complete only the agency/organization identification portion of the survey (Top of Page 1).

We ask that you complete the survey by Tuesday, February 28th and return via electronic mail or regular mail. Please feel free to add additional pages as necessary. Thank you for your time and cooperation in completing and returning the survey.

4. Service Operation

How many one-way trips are provided annually?

- Social Service Transportation
- Medical Transportation
- Taxi or Shuttle Service
- Other (specify) _____

5. Type of Transportation Service (check all that apply)

- ADA Paratransit
- City Dial-A-Ride
- Fixed-Route Bus Service

6. Mode of Operation:

- Public or private agency/organization directly operating service (*in-house service operation with all administrative and operations employees working directly for*

your agency, vehicles operated by your agency etc.)

- Public or private agency/organization contracting for service with a private transportation provider
- Private transportation provider operating service under contract to a public or private entity

A. If you are a public or private agency/organization contracting for service with a private transportation provider, what company operates your service?

B. If you are a private transportation provider operating service under contract to a public or private entity, what agency/organization do you operate service for?

7. Service Eligibility

A. Do you provide service to seniors and disabled persons?

- Yes
- No

B. Are members of the general public eligible to use the transportation service?

- Yes

No

C. If yes to question B., please indicate the approximate percentage of use for each user category below (e.g. seniors 45% disabled persons 20%, etc.)

Seniors _____

Disabled Persons _____

Youth (K-12) (non-disabled) _____

Adult (non-senior/non-disabled) _____

Low Income _____

Other (please specify) _____

D. If no, who determines eligibility for use of the service?

E. Please specify service eligibility requirements that must be met before using the service (e.g., age and medical requirements, etc):

8. Service Area

(check all cities/communities that apply)

- Camarillo
- Fillmore
- Moorpark
- Ojai
- Oxnard
- Port Hueneme
- Santa Paula
- Simi Valley
- Thousand Oaks
- Ventura
- Other unincorporated communities within Ventura County (specify)**

- Other destinations outside Ventura County (specify)**

B. Please indicate reservation hours and/or advance reservations requirements.

C. What is the average number of trips denied on the service on a monthly basis?

D. Are there destinations that are requested by users, but not served by your agency?

- Yes
- No

If yes, please list the most requested destinations that are not served by your agency.

9. Service Operating Days/Hours:

Mon-Fri: _____
Sat.: _____
Sun. _____
Holidays _____

E. Do you refer users to other services?

- Yes
- No

10. Service Reservations

A. Who takes reservations and schedules trips?

F. Is an automated reservations system software used to reserve trips for this service?

- Yes
- No

If yes, what software system is used?

11. Service Dispatching

A. Who is responsible for dispatching service?

- Older Americans Act/Senior Nutrition Funding
- Senior tickets
- Red tokens
- Immediate Needs
- Monthly passes
- Taxi Vouchers
- Other subsidy (e.g. CHCD transportation scholarship, etc.)

B. Is automated dispatching software used to schedule trips for the service?

- Yes
- No

If yes, what dispatching software program is used?

12. Fares (seniors and disabled per one-way trip):

13. Fare Subsidies

A. Does your agency have fare subsidy programs in place? (*Financial assistance or subvention or to fund all or part of the cost to ride the service for specified users*)

- No
- Yes

If yes, please check all that apply:

- Coupons

B. What is your agency's/organization's annual budget for subsidizing client/customer transportation services?

C. Are there reporting requirements to funding agencies (e.g., Medi-Cal, Medicare, VCTC, etc.)?

- Yes
- No

If yes, to which funding agencies are you required to report?

D. Do you coordinate with outside agencies/organizations to arrange transportation for your clients or customers?

- Yes
- No

If yes, which agencies/organizations do you work with? *(Please list agencies/organizations - same as question 14A.- respond only once, as appropriate)*

same as question 13D. respond only once, as appropriate)

E. Medi-Cal/Medicare Accepted?

- Yes
- No

If yes, how does Medi-Cal and/or Medicare determine eligibility for transportation assistance?

B. Do you offer other types of transportation assistance to clients or customers?

- Yes
- No

If yes, please detail

14. Transportation Referrals

A. When your clients or customers need transportation assistance do you coordinate with outside agencies/organizations to arrange for transportation?

- Yes, we coordinate with others
- No, we provide referrals only

If yes, which agencies/organizations/companies do you work with? *(Please list agencies/ organizations -*

Judith Norman – Transportation Consultant

15. Vehicle Requirements

A. Who owns and maintains the vehicles?

B. # of vehicles used in service _____

C. # of accessible vehicles _____

D. Vehicle size and capacity *(include wheelchair capacity within total indicated)*

<u>Vehicle size</u>	<u># of Vehicles</u>
<input type="checkbox"/> Private automobile(s)	_____
<input type="checkbox"/> 0-7 passenger	_____

- 8-12 passenger _____
- 15 - 18 passenger _____
- 20-27 passenger _____
- 30+ passenger _____

E. Average age of vehicles _____

F. Are the vehicles leased or owned?

- Owned (directly operated)
- Leased (directly operated)
- Owned (purchased transportation)
- Leased (purchased transportation)

16. Budget and Reporting

A. What is the annual budget (both operating and capital) for the transportation services your organization provides?

B. Is your agency/organization able to separate operating and capital costs for providing transportation services?

- Yes
- No

If not, please explain

C. Source(s) of funds for the budget (both operating and capital) transportation budget?

D. Are there reporting requirements to funding agencies (e.g., Medi-Cal, Medicare, VCTC, etc.)?

- Yes
- No

If yes, to which funding agencies are you required to report?

E. Are automated systems used for billing and reporting?

- Yes
- No

If yes, which systems are used?

17. Service Operations Employees – Drivers

A. How many drivers are assigned to operate the service? _____

B. Please indicate number of drivers:

Part-time _____

Full-time _____

Volunteer _____

C. Are paid drivers members of a bargaining unit or represented by Labor Protective Agreements?

- Yes, all paid drivers
- Some paid drivers
 - o Specify number of paid drivers represented by a bargaining unit

- No paid drivers

D. Please specify which bargaining unit(s)/union is/are represented:

18. Other Issues

(Use additional sheets as necessary)

A. What are the strengths and weaknesses of your current transportation program?

B. Are you aware of user/client segments needing transportation services that are not currently covered by existing programs?

C. Does your current transportation service have excess capacity?

- Yes
- No

If yes, at what time of day?

- Morning (6:00 a.m. to 9:30 a.m.)
- Mid-day (9:30 a.m. – 2:30 p.m.)
- Afternoon (3:30 p.m. – 7:00 p.m.)

If yes, would you be interested in coordinating elements of your transportation service with other agencies/organizations in the Ventura County?

- Yes
- No

If yes, in what areas:

- Service operation
- Dispatching
- Scheduling
- Capital purchases (vehicles, tires, etc)
- Vehicle maintenance programs
- Driver training
- Other (please specify)

D. Are there current program and/or funding limitations that exist that would prohibit or restrict coordination with other agencies/organizations in

Ventura County Transportation Commission (VCTC)
Human Service Transportation and Transit Service Coordination Study

APPENDIX D

DETAILED ANALYSIS OF SURVEY RESULTS

Screening Questions

Questions 1-3 of the survey were used to determine whether or not agencies/organizations operated transportation (either in-house or contracted operation), provided transportation subsidies or referred or arranged transportation for clients and customers. Stakeholders could respond affirmatively or negatively to one or all of the first three questions. Those agencies/organizations indicating that they did not operate transportation were instructed to complete only the questions pertaining to transportation subsidies, referrals, user client needs and barriers to coordination. Those agencies/organizations operating transportation were directed to complete the entire survey.

To address the potential for double counting of the quantitative elements of the survey specific to trips provided, transportation services operated, and budget issues, information reported by four private contract providers responding to the survey was excluded from these areas of the analysis (Questions 4-12 and 15-17).

Q.1: DOES YOUR AGENCY/ORGANIZATION OPERATE TRANSPORTATION?

Q.2: DOES YOUR AGENCY/ORGANIZATIONS PROVIDE TRANSPORTATION SUBSIDIES FOR CLIENTS AND/OR CUSTOMERS?

Q.3: DOES YOUR AGENCY/ORGANIZATIONS COORDINATE TRANSPORTATION CONNECTIONS AND REFERRALS FOR THEIR CLIENTS/CUSTOMERS WITH OTHER AGENCIES OR ORGANIZATIONS OPERATING TRANSPORTATION?

Of the 33 total stakeholder agencies/organizations responding to the survey, 18 or (54.5%) of these agencies/organizations responded that they operate transportation in Ventura County. Four of the agencies/organizations are private transportation providers who will be excluded from this review, and the remaining 11 agencies/organizations indicated that they did not operate transportation.

A total of 6 or (18%) of the 33 stakeholder agencies/organizations responded that they provide subsidies for clients and consumers, while 27 or (82%) of the agencies/organizations report that they do not. In addition, a total of 15 or (45%) agencies/organizations report that they coordinate transportation and referrals with other agencies and organizations. Table 1 shows the number of responses by question.

Table 1
Transportation Services Inventory

Survey Response Category	Yes	No
Operate transportation	22	11
Provide transportation subsidies	6	27
Coordinate transportation with other agencies/organizations	15	18

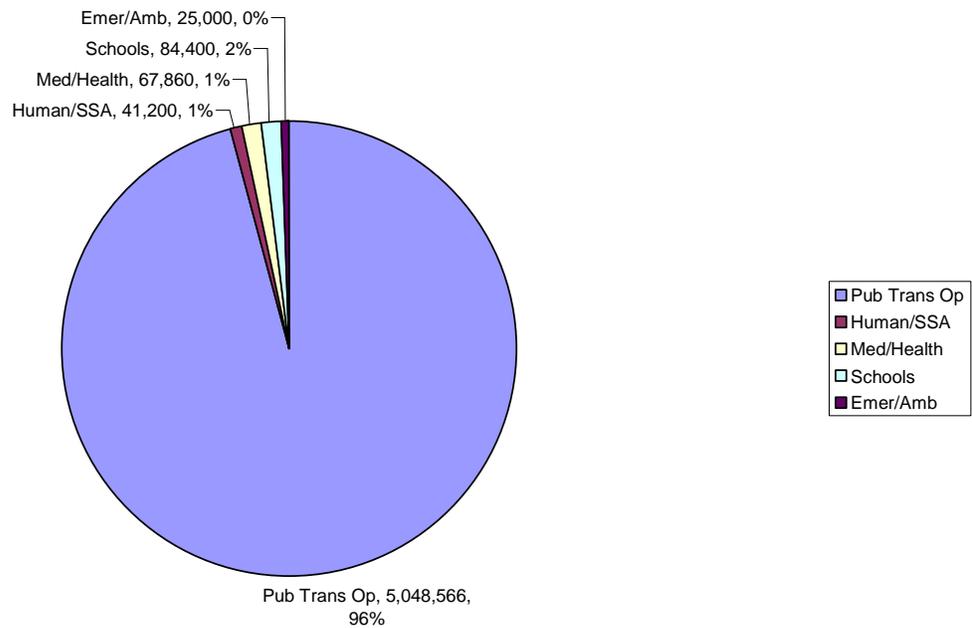
Two-thirds of the agencies and organizations that responded to the survey indicated that they operate transportation with many indicating that they already coordinate transportation with other agencies/organizations.

Q.4: SERVICE OPERATION: ONE WAY-TRIPS ANNUALLY

These questions were included in the survey to provide baseline information on the amount of service (i.e., number of one-way passenger trips annually) reported to be operated by stakeholder agencies and organizations in the Ventura County area.

The survey responses show that a total of 5,267,026 annual one-way passenger trips are provided by 17 of the 18 stakeholder agencies and organizations operating transportation. The total reported includes fixed-route, ADA paratransit and dial-a-ride trips. Public transit operators provide the vast majority of the trips for seniors and disabled persons. The chart below shows the numbers and percentages of passenger trips by agency/organization type.

Passenger Trips by Agency/Organization Type



Q.5: TYPE OF TRANSPORTATION SERVICE

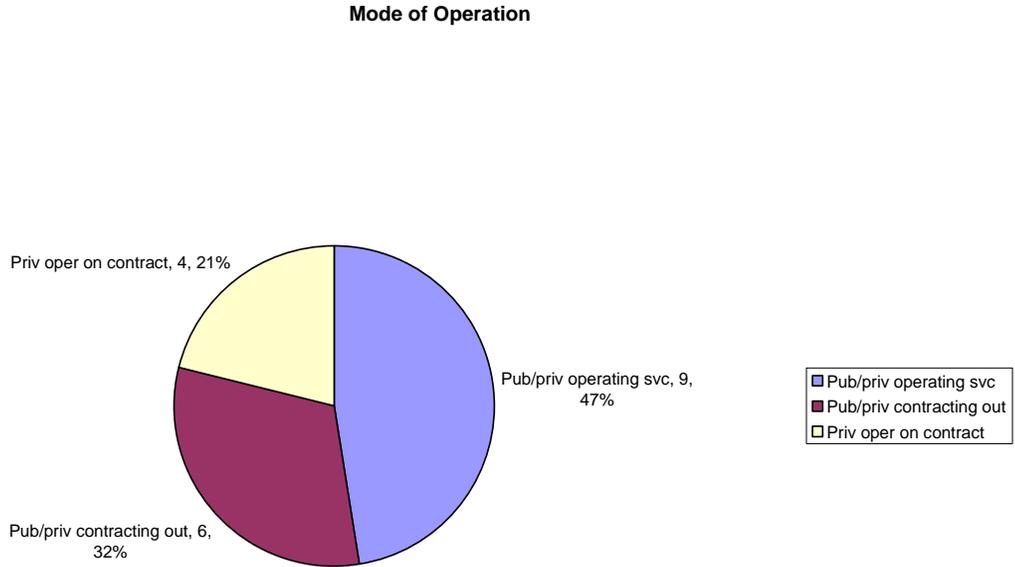
Stakeholder agencies/organizations were asked about the type of transportation services that they operated. Some of the agencies/organizations responding to this question indicated that they provide more than one type of service (e.g. medical and social service transportation) therefore the total agency responses by exceed the number of agencies responding to the survey. Table 2 below shows responses by service type.

**Table 2
 Types of Transportation Services Operated**

Type of Service Operated	Total Agency/Organizations Responding
Fixed-route bus	9
ADA paratransit	7
City DAR	6
Other	6
Medical transportation	5
Social service transportation	4
Taxi/shuttle	2

Q. 6: MODE OF OPERATION

Those stakeholders who operate transportation in Ventura County were asked about their specific mode of operation, specifically, whether services were operated in-house (direct operation) or were operated through a contract with a private provider. The chart below shows stakeholder responses to this question.



Since public transit operators provide the majority of the service (96%) for the target populations, it is logical that the majority of agencies/organizations operating services are public agencies directly operating service.

Q. 7: SERVICE ELIGIBILITY

This multi-part question was designed to obtain information from stakeholders on the following:

- Who among the target rider populations is eligible to use their services;
- Estimation of percentage of users by target population; and
- Service eligibility requirements for users of the service

A total of 17 or (56.7%) of the respondents indicated that they provide services to seniors and persons with disabilities. In addition, 9 or (33.3%) of the 17 agencies/organizations indicate that they also operate services for the general public. One agency/organization did not respond to this question.

The responses received from stakeholders relative to estimating the percentage of users by target population on both their fixed-route and paratransit services were inconsistent. In some cases, percentages estimated by target population were reported as less than or exceeded 100% of the system ridership, and therefore could not accurately be interpreted in this analysis.

Logically, given the focus of the study, responses to the survey reflect that seniors, followed by persons with disabilities are reported by almost all stakeholders as the primary client served by ADA and paratransit services. A few of the agencies/organizations reported that they serve multiple client/customer categories which include children/youth and adults (non-seniors and non-disabled). Moreover, their services provided to these populations are contingent upon meeting specified rider criteria which include age, income, and disability.

With regard to service eligibility requirements, responses to the survey indicate that age requirements used to determine rider eligibility for paratransit services varies throughout the county. This difference can make it challenging and confusing for seniors needing to transfer between jurisdictions on publicly operated systems. The age requirements for seniors on publicly operated ADA paratransit systems ranges between 55 and 65 as shown in Table 4 below.

**Table 4
 Senior Age Requirements – ADA Services**

Agency/Organization	Age Requirements
Camarillo Health Care District	Over 18 years of age
City of Camarillo	55 years of age or older
County of Ventura	60 years of age or older
HELP of Ojai	55 years of age or older
City of Moorpark	62 years of age or older
SCAT ACCESS	65 years of age or older
City of Simi Valley	60 years of age or older
City of Thousand Oaks	62 years of age or older
Vista	62 years of age or older
Ventura County Area Agency on Aging	60 years of age or older

Note: The same age requirements are used to qualify for the discounted senior trip on public transit services.

Q.8: SERVICE AREA

Stakeholders were asked to identify their service area by indicating the cities and communities that they serve within Ventura County, in unincorporated areas, and other destinations outside the county. This check box format allowed respondents to provide multiple responses. Table 5 below shows stakeholder responses in descending order, with the greatest number of stakeholder responses shown first.

**Table 5
 Service Area Destinations**

Destinations	Number of Agencies/Stakeholders Responding
Other in Ventura County	13
Simi Valley	12
Camarillo	12
Oxnard	12
Thousand Oaks	11
Port Hueneme	11
Ventura	10
Moorpark	10
Ojai	10
Oxnard	10
Santa Paula	10
Outside Ventura County	6

Although Table 5 seems to suggest that providers operate throughout the county, service areas of city operated transit systems are limited to the city boundaries, with the exception of inter-city ADA trips to established transfer points, and trips provided to specific medical facilities in other jurisdictions. A total of 10 or (55.5%) of agencies/organizations reported that they serve other communities within Ventura County that were not accounted for on the survey, as shown in Table 6 below.

**Table 6
 Other Destinations in Ventura Served by Stakeholders**

Destinations within Ventura County
El Rio
Santa Rosa and Las Posas Valleys, Somis, CSUCI
Harbor area of the County
Santa Susana Knolls
Oak Park and County areas in Thousand Oaks area
Ojai Valley, Oak View, Meiners Oaks, Mira Monte, Casitas Springs, and the east end
West County
Piru
Lynn Ranch, Rolling Oaks, Newbury Park, Ventu Park

Q.9: SERVICE OPERATING DAYS/HOURS

Agencies and organizations provided information on their days and hours of service operation. Table 7 shows the general span of services operated by respondents in the project area on weekdays, Saturdays and Sundays.

Table 7
Service Operating Days and Hours

Days	Hours (Span of Service)
Weekdays	5:00 a.m. – 10:00 p.m.
Saturdays	5:00 a.m. – 9:00 p.m. (only five agencies/organizations operating scheduled service on Saturday)
Sundays	7:00 a.m. – 8:00 p.m. (only seven agencies/organizations operating scheduled service on Sunday)

The weekday span of service on weekdays appears to be extensive with hours of operation of providers being reported between 5:00 p.m. and 10:00 p.m. However, most transportation programs only offer service through 7:00 p.m. South Coast Area Transit (SCAT) and ARC Ventura County are the only operators providing service until 10:00 p.m. and 9:00 p.m., respectively. This constrains the ability of users to travel to desired destination during late afternoon and evening hours.

Service on the weekend is limited. On Saturdays, only 9 agencies/organizations report that they operate scheduled service (7 are public transit operators), with one other agency reporting that they provide service by reservation only, and one emergency/ambulance service. The collective span of service reported is between 5:00 a.m. 9:00 p.m. On Sundays, scheduled service is only operated by six agencies/organizations, with one other agency indicating that they provide service for users to church. Weekend service levels, particularly on Sunday is likely insufficient to meet the actual needs of those who have limited access to fixed-route transit.

A more detailed overview of transportation services operated by publicly operated transit systems is presented in Section 3 of the report.

Q.10: SERVICE RESERVATIONS

This multi-part question was designed to assess agency/organization transportation reservation processes and resources, and to obtain very basic information on perceived unmet client/consumer needs. Respondents were asked for information on:

- o Scheduling responsibility;
- o Advance reservation requirements;
- o Average number of trips denied on the service monthly;
- o Destinations requested but not served by the agency;
- o Most requested destinations;
- o Rider referrals; and
- o Reservations system software used.

Stakeholder agencies/organizations’ responses reflect the following:

- o Scheduling and dispatching of service is generally the responsibility of in-house of contractor dispatching personnel or department staff and receptionists.
- o There is a wide variance in the timeframe required for client/consumers to request a trip (from immediate request/30 minutes to 36 hours in advance).
- o Collectively survey respondents report a negligible incidence of trip denial on their system.

- A total of 8 respondents cited destinations as not being served by their agency/organizations, but being requested by clients/consumers. However upon closer inspection, these destinations are generally communities or medical facilities outside their primary service area that can generally be reached by transferring to other public transit systems within the county. Trips to destinations outside Ventura County (e.g., Los Angeles County - LAX and Kaiser Hospital Woodland Hills) were also mentioned as being requested by clients/consumers.
- A total of 12 public transit and human and social service agencies/organizations indicate that they refer riders to other services.
- There is limited use of automated reservations software in the county. Only 2 respondents indicated that they use automated reservations software. SCAT is currently the only public transit provider using Trapeze for scheduling service.

Q.11: SERVICE DISPATCHING

This two-part question was designed to assess agency/organization transportation service dispatching processes and resources. Respondents were asked for information on:

- Responsibility for service dispatching; and
- Dispatching software program(s) used

Stakeholder agencies/organizations provided the following responses:

- There is limited use of automated service dispatching software in the county. Excluding 2 private transportation providers, only 5 agencies/organizations indicated that they use automated dispatching software. This includes two public transit providers, an ADHC, an ambulance/emergency transportation provider and a school district.
- The automated systems reported to be in use by these respondents include: Trapeze, Midas PT, Wintergate, Versatrans, and a automated system developed in-house.

Q.12: FARES

The range of fares reported by respondents (including public transit and human and social service agencies/organizations) for a one-way trip for seniors and disabled persons in the county is broad (i.e., free of charge to \$6.00 per one-way trip). However, fares for public transit systems are more comparable with agencies charging between \$0.75 and \$2.50 for most trips during the week and on weekends, with only one agency charging a premium for ADA intercity travel to specified destinations.

In two cases respondents reported that they accept donations, and in another case indicated that fares were a part of the daily Medi-Cal reimbursement and could not be reported.

Q: 13: FARE SUBSIDIES

When asked whether they offer fare subsidies to riders, over half, or 12 stakeholder agencies/organizations report that they have fare subsidies in place to fund all or part of the cost to rider the service for specified users. Table 8 below show the types of fare subsidies cited by respondents.

**Table 8
 Fare Subsidies Offered by Stakeholders**

Type of Fare Subsidy Program	Number of Agencies/Organizations Responding
Coupons	2
OAA/Senior Nutrition fund	3
Senior tickets	3
Red tokens	2
Monthly passes	2
Other**	6

** Responses include transportation scholarship funding, SCAT tokens, Medi-Cal, \$1.00 off fare program and State DOE subsidies.

Only 5 agencies/organizations (excluding private operators) provided information on their annual budget for subsidizing client/customer transportation services. The remaining 13 agencies/organizations did not. The lack of responses to this question constrains the ability to arrive at reportable budget figures relative to subsidizing transportation for Ventura County.

To obtain some information on the sources of transportation funding in Ventura County for both public transportation and human and social service agencies and organizations, stakeholders were asked about funding agencies and reporting requirements.

The majority of public transit and human and social service agencies/organizations operating transportation (11 or 61%) indicated that they are required to report to the following federal, state and local agencies:

- Federal Transit Administration (FTA)
- California Department of Transportation (Caltrans)
- Ventura County Transportation Commission (VCTC)
- Medi-Cal
- Medicare
- California Department on Aging
- Department of Health Services (DHS)
- Ventura County Area Agency on Aging
- Tri-Counties Regional Center
- State Department of Education

A total of 7 agencies/organizations (both public transit and human and social service providers) indicated that Medi-Cal or Medicare is accepted for a discounted or full fare for seniors, and other clients/customers on their transportation services.

Q: 14: TRANSPORTATION REFERRALS

To assess the level of on-going coordination in Ventura County, stakeholders were asked about whether they coordinate with others in the county (e.g., interface with the provider of services) or whether they just refer clients to transportation services. In addition, they were asked to identify agencies and organizations that they coordinate with.

There are significant on-going coordination efforts being made by stakeholder agencies/organizations operating in the county. Almost half or 9 agencies/organizations indicated that they coordinate directly with outside agencies and organizations for transportation for clients/customers. Another 9 reported that they only refer clients/customers to transportation options. One agency did not respond to the question.

A number of public transit agencies and human and social service agencies/organizations were identified as working with others to coordinate transportation in the county, as follows:

- SCAT Access
- Simi Valley Transit
- Camarillo Area Transit
- VISTA Intercity Transit
- Moorpark
- Thousand Oaks Transit
- SP DAR
- Camarillo Health Care District
- County of Ventura
- Tri-County Regional Center
- Ventura County Area Agency on Aging

Two other public transportation agencies mentioned which are outside Ventura County, include:

- Los Angeles Metropolitan Transportation Authority (MTA)
- Los Angeles Department of Transportation (LADOT)

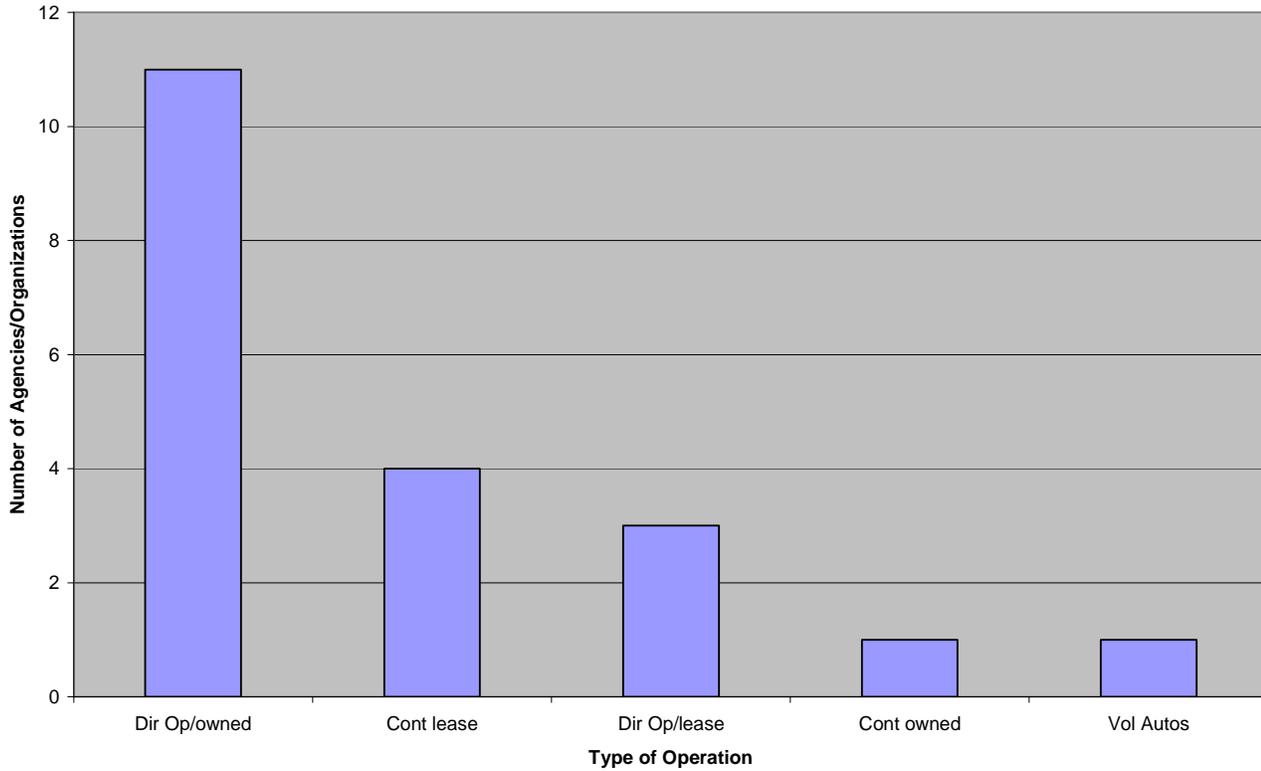
Some stakeholder agencies/organizations also reported that they provide other transportation assistance to clients/consumers. These areas of assistance include:

- Personal care attendants
- Transit information
- Taxi transportation
- Assistance with ADA applications
- Emergency medical services

Q: 15: VEHICLE REQUIREMENTS

The chart below illustrates the responses to the question on who owns and maintains the vehicles used to operate transportation services in the county.

Owned/Leased Vehicles



Stakeholders' responses were as follows:

- 11 or 68% of the agencies/organizations that directly operate their own service indicated that they own and maintain their own vehicles.
- Another 3 agencies/organizations that directly operate their service reported that they leased vehicles but performed their own maintenance.
- A total of 4 agencies/organizations contracting out for service provision indicated that their contractor leases the vehicles used in service;
- One agency/organization indicated that the contractor owns their vehicles; and
- One agency/organization reported that vehicles used in service are owned and maintained by volunteers.

The number of agencies/organizations reporting exceeds the total number of stakeholders operating transportation because 2 agencies provided two responses (both own and lease) to the question. Table 9 below depicts the responses from stakeholder agencies and organizations on the number of vehicles reported in service in the county.

**Table 9
 Current Vehicle Resources Reported**

Vehicles Used In Service	
Total # of vehicles used in service (excluding 4 private operators)	296
Total # of vehicles (less 79 school district vehicles)	217
Total # of accessible vehicles in service	193
Total # of accessible vehicles in service (less 36 school district vehicles)	157
Number and passenger capacity of vehicles	
Private automobiles	44
0-7 passenger	68
8-12 passenger	109
15-18 passenger	23
20-27 passenger	56
30+ passenger	22

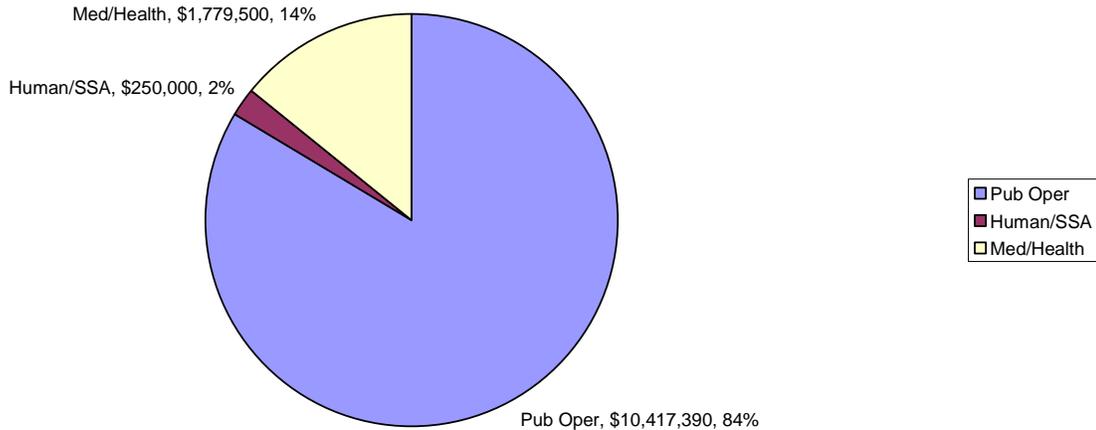
Note: The total # of vehicles reported exceeds the # of vehicles used in service due to spare ratios, contingency and excess vehicles.

The total number of vehicles that should be considered by VCTC for planning purposes is 217, which excludes 79 school district vehicles and those reported by private operators. The average age of vehicles reported on by the 13 stakeholder agencies/organizations responding to this question is 4.9 years.

Q: 16: BUDGET AND REPORTING

Stakeholder agencies/organizations were asked to provide information on their transportation budgets. A total of 11 stakeholder agencies/organizations reported on their costs to operate transportation with only 5 agencies/organizations specifying both capital and operating costs. The total annual cost (which includes both operating and capital) reported by all stakeholder agencies/organizations was \$12,446,890. The budget breakdown by agency type is shown in the chart below.

Annual Transportation Budget Reported by Agency Type



Stakeholders report numerous federal, state and local sources for funding transportation, as follows:

- Donations
- Fares
- Medi-Cal
- 501(c)3 grants
- Tax revenue
- General fund
- FTA funding (5307/5310)
- Transportation Development Act (TDA) Article 4
- City air pollution funding
- Congestion Mitigation and Air Quality (CMAQ) funding
- Private funding
- Federal Congressional allocations

Only 4 agencies/organizations indicated that they use automated systems for billing and reporting, with one agency indicating they use the system only for fixed-route service. The systems currently reported to be in use are: Cad Care (program billing), Enterprise, Versyss (fixed-route).

Q: 17: SERVICE OPERATIONS EMPLOYEES - DRIVERS

This question asked agencies and organizations to provide information on the number of drivers needed to provide services, and whether driver personnel are represented by a bargaining unit. Table 10 below details their responses.

Table 10
Transportation Personnel

Bus Driver Positions	
Total drivers reported (excluding 3 private operators)	457
Total drivers (excluding 84 part-time school district drivers)	373
Total full-time drivers	222
Total part-time drivers	71
Total volunteer drivers	80

A total of 14 or 79% of agencies/organizations reported that their paid drivers are not members of a bargaining unit or represented by labor protective agreements. However, 4 agencies/organizations indicated that all paid drivers are members of a bargaining unit, and one agency reported that their paid drivers are non-union with federal labor protection. The bargaining units cited by 3 or the 4 stakeholder agencies are: 1.) Service Employees International Union; and 2.) American Federation of Government Employees (AFGE).

Recognizing that labor is the most significant operational cost component for any provider, the information provided by stakeholder agencies and organizations is valuable and necessary to understand the magnitude of manpower and financial resources needed to operate transportation in the county. Agencies and organizations in the Ventura County are utilizing a high-level of part-time and volunteer resources undoubtedly for reasons of cost containment and effectiveness.

Q: 18: OTHER ISSUES

This multi-part question requests that stakeholder agencies/organizations provide information on a number of issues, which include:

1. Perceived strengths and weaknesses of the transportation programs they operate
2. User/client needs
3. Potential for excess capacity
4. Areas of interest for coordinating transportation services
5. Program and funding limitations to coordination
6. Barriers or deterrents to coordinating transportation with other agencies/organizations

The actual responses provided by all stakeholders including private providers on the strengths and weakness of their transportation program are detailed in Table 11

Table 11

Stakeholder Responses – Transportation Program Strengths and Weaknesses
Strengths- Patients have a ride to their cancer treatment and medical appointments. Weakness- Its sometimes difficult to find availability of drivers
Accessibility; need greater variety of vehicle types to accommodate various needs at centralized home base
5310 Vehicles; Has many vehicles that sit during the day at certain times. Has liability and insurance concerns to let other companies use buses. Would be willing to contract for a fee, but doesn't have the budget to pay drivers to sit around or ramp up for a program.
Strength: the door to door service remains a great, and growing need in the greater Camarillo area. Weakness: The inability to provide service to areas such as UCLA or other hospitals.
Strength: Our service is in the personal interaction between our ridership patrons and our drivers. Our passengers have always been very complimentary toward our drivers, especially our fixed route driver. Our weakness would be on the taxi side of our DAR service.
Strengths: The City of Moorpark is small enough in size that the present time it has not yet reached capacity. It still has room to grow. Fixed route transportation reaches a majority city, including destinations of interest such as schools and shopping centers. The DAR and ADA service provide residents with a means of transportation to destinations of booth necessity, as well as leisure. Weaknesses: The need for transfers especially to the City of Simi Valley can be a hindrance to some ADA passengers. However, until the City of Simi Valley begins travel outside of its boundaries, Moorpark will continue to use the transfer point, for the time being. The need to maintain a firebox ratio above 20% restricts the ability to expand to weekend service. Weekend service may begin once ridership increases to a level that can sustain weekend service.
Strengths: Cell phone dispatch system. Weakness: The limited service area
SVT's major strength is our ability to personalize our transportation services to the needs of our ridership. Weakness could be the inability to grow in pace with our growing senior and disabled population.
Per survey of passengers, the drivers are great, service is good, nice door to door service, and both weekday and weekends service, Weakness: Response time for demand responsive service average approx. 30 minutes. Some time as much as 45min. to an hour wait times.
Serve the needs of many seniors, and youth, as well as work force. We extended routes.
Strengths: Flexibility, Capacity, Cost, Coverage Area, Operating Hours, Availability Weakness: One driver, Limited resources
We are a strong family business that is driven by operating the best most effective transportation service in our area. We have no weaknesses. We have moved up to 10,000 people in one single day.
We are the largest and oldest transportation service provider in Ventura County
Some communities do not have good transportation services and the current schedules are not always conducive to individuals who need public transportation for work.
Veterans have to travel from Thousand Oaks area back to Oxnard. In order to travel to the West L.A. or Sepulveda VA.
Very flexible (strength), No funding for low-income (weakness)
Strengths - the fact that we have transportation for seniors is definitely a plus. Weaknesses - the fact that they must call daily to get a ride - they cannot order round trip transportation to and from the senior center a week in advance. Also, it's a problem that seniors often have to wait longer than anticipated for transportation that leaves them standing in the cold, on occasion. Also, if they get a ride to the doctor and he/she is running late, they may miss their ride home through no fault of their own.
We used to contract with the city of Thousand Oaks which made the system seamless. The city now contracts with MV and we contract with T.O. cab for essentially the same service. We are in the process of doing an agreement with the city to contract with them for a more seamless system for the customers.

When asked about their awareness of user/client segments needing transportation services not currently covered by

existing programs, all survey respondents answered as follows:

- 10 agencies/organizations responded negatively: (No)
- 9 agencies/organizations responded affirmatively: (Yes)
 - » Specific needs mentioned:
 - Outlying county areas surrounding Camarillo
 - Non-emergency medical transportation needs
 - Seniors in Camarillo Heights area
 - Seniors seeking door-to-door and intra/inter county transportation for medical appointments; Frail and ill seniors do not have door to door transportation or seamless transportation to medical appointments.
 - Transportation services for seniors outside of the Camarillo Health Care District are difficult to coordinate and or obtain. This disabled population also presents challenges.
 - Users do without service to places SCAT cannot service
 - People on kidney dialysis need an easier way to travel to east county.
 - First Five of California
- 14 agencies/organizations did not respond.

A total of 9 or 50% of stakeholder agencies/organizations indicated that there is excess capacity on their services during certain periods of the day. The weekday morning peak period (6:00 a.m. to 9:30 a.m.) as reported by 5 of the 10 agencies/organizations was the time day that they have excess service capacity. Although useful in assessing basic service levels and availability, this information would need further validation to be reliable for service planning activities.

Stakeholders were asked about their interest in coordinating elements of their transportation program with other agencies and organizations in Ventura County. A total of 8 or 42% of stakeholder agencies/organizations operating transportation in the county indicated their interest in coordinating with others.

The four areas of interest identified for coordination efforts were:

- Service operations (3 agencies/organizations)
- Coordinated capital purchases (3 agencies/organizations)
- Vehicle maintenance (3 agencies/organizations)
- Driver training (2 agencies/organizations)

The remaining 11 agencies/organizations indicated no interest in coordinating elements of their transportation program at this time.

Stakeholder agencies and organizations were asked to describe what they believe are existing program/funding limitations and/or institution barriers or challenges that may limit or even prohibit transportation coordination within their agency. This was an open-ended question which allowed respondents to provide their complete responses. Table 12 summarizes the responses to these questions.

Table 12

Stakeholder Responses – Funding and Program Limitations/Barriers to Coordination
Sometimes miscommunication can be a barrier and not finding availability of drivers under short notice.
The districts geographic service boundaries
Currently, the intercity ADA service costs more than the funds that the city receives from VCTC from Moorpark/Thousand Oaks urbanized areas. If the city is expected to expand its service more funds are required. While there is a possibility for working with other jurisdictions to achieve some transportation improvements, such as matching arrival/departure times with VISTA, Moorpark Transit, Thousand Oaks Transit, Simi Valley, etc. The city must also maintain its control over its operations. If the city is responsible for the program costs, then it should be responsible for determining how its programs operate.
Lack of dedication, County wide transportation sales tax
The continuity of transit service received by SVT passengers cannot be diminished.
Eligibility requirements are limited to certain groups (income, target group) some agencies do not find out about help available because they don't work with those particular target groups.
Time and money
It would be helpful to have ONE transportation service for the county.
The willingness and/or cooperation of other institutions to share business for all of us.
I don't see any barriers. Our state of the art computer systems are set up to be able to coordinated and integrate with any other transportation software systems in other locations and cities as well. We have a full staff of software programmers/integrators that work in-house to help us integrate systems that will increase revenue for Roadrunner.
The largest barrier is the expectation of passengers and advocates making a shared ride system look like one's personal care. No one thinks twice about paying \$50 to Super Shuttle to get to LAX and being given a 30-minute window for a non-direct trip really seems unreasonable when it should not be. And that there is never any waiting around...
Ridership restrictions – Lack of knowledge of other transportation available.
With busy schedules, it is often difficult to connect with other organizations.
Cultural and communications barriers for the mono-lingual/Hispanic population primarily on the west-end of the county
We can accommodate outside passengers with our special needs students. Our vehicles don't service adults very well – seating is limited.
Insurance; Liability; Vehicle maintenance
Labor Protective Agreements
The referral program works well. It is limited to \$25 per person, and is geared to help the Veteran job seeker pay for their gas to get job interviews. Only problem is that gas is very expensive now.
V VCAAA - Clients/Customers can not be subsidized to other entities
Ojai is geographically isolated from other communities, which adds costs and impacts ease of meetings
Riders must be veterans with appointments at the VA Hospital
Road Runner is in the business to make a profit. We would require funding for any types of service provided.

Survey Response List

agency	address	city	state	zipcode
Department of Rehabilitation	325 E. Hillcrest Dr. Ste 140	Thousand Oaks	CA	91366-
MV Transportation	1077-B Business Center Cr.	Newbury Park	CA	91320-
Ojai Trolley Service	408 S. Signal St.	Ojai	CA	93023-
Tri-Counties Regional Center	2220 E. Gonzales Rd.	Oxnard	CA	93036-
Ventura Avenue Adult Center	550 N. Ventura Avenue	Ventura	CA	93004-
Ventura County Health Care Agency	2240 E. Gonzales Road	Oxnard	CA	93036-
Camarillo Senior Center	1605 E. Burnley Street	Camarillo	CA	93010-
City of Port Hueneme	250 N. Ventura Road	Port Hueneme	CA	93041-
Work Training Program	2587 Teller Rd.	Newbury Park	CA	91320-
Ventura County Area Agency on Aging	646 County Square Dr. Ste 100	Ventura	CA	93003-
Independent Living Resource Center, Inc.	1802 Eastman Avenue Ste 112	Ventura	CA	93003-
Catholic Charities	303 N. Ventura Ave.	Ventura	CA	93001-
American Cancer Society	301 Science Dr. Ste 220	Moorpark	CA	93021-
VA Greater Los Angeles Health Care System	11301 Wilshire Ave	Los Angeles	CA	90073-
Camarillo Health Care District	3639 E. Las Posas Rd. Suite 117	Camarillo	CA	93010-
American Medical Response	616 Fitch Ave	Moorpark	CA	93021-
City of Oxnard	305 W. Third St.	Oxnard	CA	93030-
City of Simi Valley	2929 Tapo Canyon Road	Simi Valley	CA	93063-
Ventura County Public Works Agency	800 S. Victoria Avenue	Ventura	CA	93009-
City of Moorpark	799 Moorpark Avenue	Moorpark	CA	93021-
SCAT - South Coast Area Transit	P.O. Box 1146	Oxnard	CA	93032-1146
Help of Ojai	111 W. Santa Ana St., PO Box 621	Ojai	CA	93024-
City of Thousand Oaks	1993 Rancho Conejo Bl.	Thousand Oaks	CA	91320-
ARC Ventura County	5103 Walker Street	Ventura	CA	
RoadRunner Shuttle	537 constitution Ave. Ste G	Camarillo	CA	93012-
Taxi leasing INC. DBA: Yellow Cab Co.	20 N. Aviador St.	Camarillo	CA	93010-
Among Friends ADHC	851 S. A St..	Oxnard	CA	93035-
Employment Development Department	635 South Ventura Road	Oxnard	CA	93030-
Ventura County Office of Education	5189 Verdugo Way	Camarillo	CA	93012-
City of Camarillo	601 Carmen Dr.	Camarillo	CA	93010-
VCTC-VISTA	950 County Square Dr. Suite 207	Ventura	CA	93003-
Prestige Medical Transport	2101 Ocaso Place	Oxnard	CA	93030-7332
VCDS INC.	1605 Pacific Ave. #54	Oxnard	CA	93033-

FEDERAL SECTION 5310

**Elderly Individuals and Individuals with Disabilities
49 USC Section 5310 – US DOT/ FTA Proposed Circular C9070.1F
September 9, 2006 [Replacing FTA Circular 9070.1E, dated October 1, 1998]**

Summary of Key Circular Components

Authorizing Legislation

The Safe, Accountable, Flexible, Efficient Transportation Act, A Legacy for Users (SAFETEA-LU) (Public Law 109-059).

Program History and Description

The Section 5310 program was established in 1975 as a discretionary capital assistance program, targeted where public transit was inadequate or inappropriate. The program awards capital funding to private non-profit organizations serving the transportation needs of elderly persons and persons with disabilities. In its early years, sub recipients used the vehicles awarded largely to transport their own agency clientele. With the passage of ISTEA [Intermodal Surface Transportation Equity Act] in 1992, there was an increase in the level of funding available, inclusion of public agencies as eligible entities and increased emphasis on coordinating human service transportation. Increasingly the Federal Transit Administration guidance “encouraged and required coordination of the program with other Federal human service transportation programs.”

Program Goal

The goal of the Section 5310 program is to improve mobility for elderly individuals and individuals with disabilities throughout the country, in all areas - urbanized, small urban, and rural. The program requires coordination with other federally assisted programs and services in order to make the most efficient use of Federal resources.

Eligible Activities

Funds available are available for capital support as follows:

- Buses
- Vans
- Radios and communications equipment
- Vehicle shelters
- Wheelchair lifts and restraints
- Vehicle rehabilitation, manufacture or overhaul
- Preventative maintenance
- Extended warranties which do not exceed industry standards
- Computer hardware and software
- Initial component installation costs
- Vehicle procurement, testing inspection and acceptance
- Lease of Equipment

- [For selected states, but NOT yet California] Acquisition of transportation services under contract, lease or other arrangement, both capital and operating costs associated with contracted service are eligible capital expenses.
- Introduction of new technology
- Transit related intelligent transportation systems
- Supporting new mobility management and coordination programs with activities including:
 - promotion, enhancement, facilitation of access to transportation services
- Support for short term management activities to plan and implement coordinated services
 - support of State or local coordination policy bodies and councils
 - operation of transportation brokerages
- Provision of coordination services including employer-oriented TMOs and Human Service
- Organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities including individualized travel training and trip planning.
- Development and operation of one-stop traveler call centers
- Operational planning for the acquisition of intelligent transportation technologies to help plan and operated coordinated systems, inclusive of Geographic Information Systems (GIS) mapping.

Funding

Funds released to the State, in this case Caltrans, and the State shall establish policies and procedures for the distribution of Section 5310 funds for eligible purposes.

Three categories of eligible sub-recipients:

1. Private non-profit organizations;
2. Public bodies that certify that no non-profit entity is readily available to provide the service; and
3. Public bodies approved by the state to coordinate services for elderly individuals and individuals with disabilities.

Up to 10% of the State's apportionment may be used for program administration and does not require a match but may be funded at 100% Federal share.

For applicant agencies/ sub-recipients, federal / local share and match requirements are:

1. Capital – 80% Federal share; 20% Local share

California may apply the sliding scale rate for transit capital grants which allows for an 88.53% Federal Share and 11.47% Local share.

Local match may be derived from other Federal funds, derived from Federal programs that are eligible to be expended for transportation, other than from the Department of Transportation programs.

Coordinated Planning Process

Beginning in 2007, selected projects approved for funding must be derived from a locally-developed, coordinated public transit-human services transportation plan, with this plan "developed through a process that includes representatives of public, private, non-profit transportation and human services providers and members of the public."

Coordinated Plan

Requires that projects selected for funding be derived from a locally developed, coordinated public transit-human services transportation plan, and that the plan be developed through a process that includes representative of public, private, and non-profit and human services transportation providers and participation by the public.

The designated recipient is responsible for ensuring that the plan from which a selected project was derived was developed in compliance with statutory requirements.

Required plan elements:

- assessment of available services
- assessment of transportation needs of individuals with disabilities, older adults and persons with low income
- strategies and/or activities
- relative priorities
- local flexibility in the development of a locally developed plan
- tools for developing plan:
- community planning session; self-assessment tool [FTA's *Framework for Action; Building the Fully Coordinated Transportation System*]; focus groups; surveys; detailed study and analysis. Adequate outreach to allow for participation with a broad range of participants.

Plan should follow the update cycles of metropolitan transportation plans (every 4 years in air quality non-attainment/ maintenance areas; every 5 years in other areas).

Role of public transit operators with regard to the plan – Section 5307(c)(5) requires that “each recipient of a grant shall ensure that the proposed program of projects provides for the coordination of public transportation services... with transportation services assisted from other United States Government sources.” Section 5311(b) (c) (ii) requires that projects “provide the maximum feasible coordination of public transportation service with transportation service assisted by other Federal sources.”

Program Management and Administration Requirements

States are responsible for establishing the procedures for equipment use, management and disposition and may use the same procedures for private non-profits as for public body sub recipients.

Equipment may be transferred to other entities, where its use will continue to be in accordance with the requirements of Section 5310, specifically used to provide services to persons who are disabled or are elderly, among the other requirements.

States shall establish their own minimum useful life standards for vehicles, their own procedures for determining fair market value and other policies and procedures related to the maintenance and replacement of vehicles, assuring that vehicle maintenance and useful life definitions protect the Federal interest. States shall also establish procedures for disposition of equipment.

Vehicle Use – The vehicles, and other capital equipment, must be used to meet the needs of seniors and persons with disabilities. It is desirable for agencies to provide service to elderly persons and persons with disabilities not affiliated with their agency. They may provide service to the general public on an incidental basis, if such service does not interfere with the transportation to the target populations. While there may be

instances where it is not feasible for the agency to provide services to those beyond its own clientele, the agency must, when practicable, make the vehicle itself available to provide transportation services to other elderly persons and person with disabilities at times when the agency is not using the vehicle.

The 5310 Program has not significantly changed; however, there were several changes, which are summarized as follows:

1. Starting this year there is a pilot demonstration allowing 7 states to use up to 33% of funding to support operational costs. FTA selected Louisiana, North Carolina and South Carolina to participate along with four states named in SAFETEA-LU: Alaska, Minnesota, Oregon, and Wisconsin.
2. The 5310 program includes a requirement for a locally developed coordination plan. I will talk more about this ---as we get further along in this presentation.
3. Up to 10% of 5310 funds can be used for administration without any match, which includes technical assistance, administrative and planning activities.
4. Other Federal Program dollars can be used for local/state Match.
5. For States with large amounts of Federal lands, a new provision under 5310 allows the state to use the same sliding scale for capital expenses as used for FHWA programs with an 80% match. This provides a match ratio ranging from 81 to 95% based on the amount of Federal lands in the state.
6. In past States could transfer unused 5310 funds to supplement 5311 or 5307 Governor's apportionment – transfers are now limited to 5310 purposes.

It should be noted that a letter dated October 30, 2006 to Regional Transportation Planning Agencies and Applicants for the FTA 5310 Program from California Department of Transportation (Caltrans) Office of Federal Grants, indicated that the funding cycle for FFY 2008 will be delayed approximately 6 months to allow sufficient time for full implementation of the SAFETEA-LU requirements. This is being done to ensure compliance with the final Federal program guidance that will be issued in Spring 2007. Therefore, acceptance of funding applications in FY 2008 for this program will be postponed.

FEDERAL SECTION 5316

The Job Access Reverse Commute (JARC) program is targeted to enhance access to employment and employment related activities for people with lower incomes. The program also supports REVERSE commute (e.g., from the city out to the suburbs or from outlying areas in to the city or suburbs) regardless of income level.

Historically this program has been a national discretionary program. SAFETEA-LU modified the program and funding will now be allocated by formula commencing in FY 2006. In addition, SAFETEA-LU reauthorization eliminates the cap that previously existed regarding the amount of JARC funding that can be used to fund reverse commute services.

**Job Access and Reverse Commute Program Guidance
49 USC Section 5316 – US DOT/ FTA Proposed Circular
Summary of Key Circular Components**

Authorizing Legislation

The Safe, Accountable, Flexible, Efficient Transportation Act, A Legacy for Users (SAFETEA-LU) (Public Law 109-059).

Program History and Description

Program began in 1999-2000 to focus on welfare recipients and low-income families, providing transportation to work. Focus on the entry-level jobs and the transportation requirements of those (third shift schedules, multiple destinations that include child care, suburban area locations).

Program Goal

To improve transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals throughout the country, persons whose family income is at or below 150% of the poverty line as defined in the Community Services Block Grant Act.

Eligible Activities

Funds available for:

1. Planning;
2. Capital; and
3. Operating assistance.

Eligible projects may include but are not limited to:

- Late night and weekend service
- Guaranteed ride home

- Shuttles
- Expanded fixed-route service
- Demand response services
- Ridesharing, carpooling, van pooling
- Transit aspects of bicycling including bike racks and storage
- Local car loans and maintenance of vehicles for shared rides
- Promotion through marketing efforts:
 - For use of transit by workers with non-traditional work schedules
 - Transit voucher programs
 - Employer provided shuttles, vanpooling and ridesharing

- Administration and expense of voucher programs:
- GIS tools
- ITS applications
 - Integrating automated dispatching for public transit and human services trip provision
 - Vehicle position monitoring systems

- Establishing regional mobility managers or brokerage activities to coordinate usage of vehicles with other non-profits.
 - Mobility management is intended to build coordination among exiting public transportation providers and other transportation service providers with the result of expanding the availability of service. Mobility manager activities:
 - promote, enhance and facilitate access to transportation, including the integration and coordination of services for individuals with disabilities, older adults and low income individuals.
 - Short term management activities to plan and implement coordinated services.
 - Support of State and local coordination policy bodies and councils
 - Operation of transportation brokerages to coordinate providers, funding agencies and customers
 - Provision of coordinated services, including customer-oriented travel navigator systems and neighborhood travel coordination activities
 - Development and operation of one-stop transportation traveler call centers
 - Operational planning for acquisition of its technologies to help plan and operate coordinated systems (including GIS mapping, GPS technology, coordinated vehicle scheduling, dispatching and monitoring technologies, technologies to track costs and billing in a coordinated systems and single smart customer payment systems [technology acquisition eligible as a stand-alone capital expense].

Funding

Funds released to the “designated recipients”, one or more for each area of 200,000 population or more.

Three categories of eligible sub-recipients:

1. Private non-profit organizations;
2. State or local government authority; and
3. Operators of public transportation services, including private operators of public transportation services

[under contract to public agencies].

Funding is allocated by formula to States for areas with populations below 200,000 persons and to designated recipients for areas with populations of 200,000 persons and above. Formula is based on the number of eligible low-income and welfare recipients in urbanized and rural areas.

Capital – 80% Federal share
Operating – 50% Federal share

Up to 10% available to support program administration, including administration, planning technical assistance and this can be funded with 100% Federal dollars (no match on 10% administration). These funds can be passed through to sub-recipients to conduct activities such as planning, as long as, these activities do not compromise the competitive selection process.

Non-cash share -- such as donations, volunteer services and in-kind contributions -- is eligible to match the Federal share.

Income from contracts to provide human service transportation may be used either to reduce the net project cost (treated as revenue) or to provide local match for JARC operating assistance.

Local match may be derived from other Federal funds, derived from Federal programs that are eligible to be expended for transportation, other than from the Department of Transportation programs.

Competitive Selection Process

Requires an area wide solicitation that is separate from the planning process and the conduct of a competitive selection process.

Process shall be established that addresses frequency of competition (annually or not to exceed two years); approach to selection process; public notification (advertise and publish a list of selected projects following the competitive process); include strategies to enhance competition (greater inclusion, transparency, published announcement, ranking of projects through various approaches; evaluation criteria (e.g. address gaps; make use of available resources and leverage other resources; coordinate with other Federal programs)

Coordinated Plan

Requires that projects selected for funding be derived from a locally developed, coordinated public transit-human services transportation plan, and that the plan be developed through a process that includes representative of public, private, and non-profit and human services transportation providers and participation by the public.

The designated recipient is responsible for ensuring that the plan from which a selected project was derived was developed in compliance with statutory requirements.

Required elements:

- assessment of available services
- assessment of transportation needs of individuals with disabilities, older adults and persons with low income
- strategies and/or activities
- relative priorities

- local flexibility in the development of a locally developed plan
- tools for developing plan:
- community planning session; self-assessment tool [FTA's *Framework for Action; Building the Fully Coordinated Transportation System*]; focus groups; surveys; detailed study and analysis. Adequate outreach to allow for participation with a broad range of participants.

Plan should follow the update cycles of metropolitan transportation plans (every 4 years in air quality non-attainment/ maintenance areas; every 5 years in other areas).

Role of public transit operators – Same as Section 5307(c)(5) requires that “each recipient of a grant shall ensure that the proposed program of projects provides for the coordination of public transportation services... with transportation services assisted from other United States Government sources.” Section 5311(b) (c) (ii) requires that projects “provide the maximum feasible coordination of public transportation service with transportation service assisted by other Federal sources.

FEDERAL SECTION 5317

The New Freedom Program is the most recent funding program created by SAFETEA-LU. It builds on the broader new freedom initiative, which is intended to build integrated participation in the community for people with disabilities. This program provides funding to support new alternatives to public transportation which extend beyond the ADA for people with disabilities.

**49 USC Section 5317 – US DOT/ FTA Proposed Circular
Summary of Key Circular Components**

Authorizing Legislation

The Safe, Accountable, Flexible, Efficient Transportation Act, A Legacy for Users (SAFETEA-LU) (Public Law 109-059).

Program Description

A new program authorized under SAFETEA-LU to support public transportation and public transportation alternatives beyond those required by the Americans with Disabilities Act. The program was introduced by Executive Order, stating that “The United States is committed to community-based alternatives for individuals with disabilities and recognizes that such services advance the best interests of the United States (June 18, 2001).

Executive Order brought together eleven Federal agencies, Departments of Justice, Health and Human Services, Education, Labor, Housing and Urban Development and the Social Security Administration, forming the *Interagency Council on Community Living*, under the leadership of the Dept. of Health and Human Services. Evolved into the *Federal Interagency Coordinating Council on Access and Mobility (CCAM)* (February 2004). The New Freedom program is “intended to fill the gaps between human service and public transportation services previously available and to facilitate the integration of individuals with disabilities into the workforce and full participation in the community.”

Program Goal

Aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society...The New Freedom formula grant program seeks to expand the transportation mobility options available to persons with disabilities beyond the requirements of the Americans with Disabilities Act of 1990.

Designated Recipient Role

Responsibilities include: notifying eligible local entities of funding availability; developing project selection criteria; determining applicant eligibility; selecting projects for funding; ensuring that all sub recipients comply with Federal requirements; presenting the “selected” programs strategies for inclusion in the Metropolitan Transportation Plan (urbanized areas).

Eligible Activities

Funds available for capital and operating that support:

1. "...new public transportation services beyond those required by the ADA and new public transportation alternatives beyond those required by the ADA."

New public transportation services beyond the ADA – enhancing public transportation services beyond the minimum requirements of the ADA

- expansion of paratransit service parameters beyond the ¾ mile
- expansion of current hours beyond those provided on the fixed route
- provision of same day service
- enhancement of the level of service by providing escorts or assisting riders through the door at their destinations
- acquisition of vehicles and equipment to accommodate mobility aides exceeding the dimensions and weight ratings of common wheelchairs
- installation of additional secure locations in public buses

Feeder services:

- Making accessibility improvements to transit and intermodal stations not designated as key stations.
- Travel training

New Public Transportation Alternatives

- purchasing vehicles to support new accessible taxi, ride sharing and/or vanpooling
- supporting voucher programs' administrative and operating expense
- new volunteer driver and aide programs
- new mobility management and coordination programs among public transportation providers and other human service agencies, including:
 - promotion, enhancement, facilitation of access to transportation services including the integration and coordination of services for individuals with disabilities, older adults and low income individuals
 - short term management to plan and implement coordinated services
 - support of coordination policy boards and councils
 - operation of transportation brokerages
 - provision of coordinated services
 - one-stop transportation traveler call centers
 - Operational planning for acquisition of its technologies to help plan and operate coordinated systems (including GIS mapping, GPS technology
 - Coordinated vehicle scheduling, dispatching and monitoring technologies, technologies to track costs and billing in a coordinated systems and single smart customer payment systems [technology acquisition eligible as a stand-alone capital expense].

Funding

Funds released to the "designated recipients", one or more for each area of 200,000 population or more.

Three categories of eligible sub-recipients:

1. private non-profit organizations;

2. state or local government authority; and
3. operators of public transportation services, including private operators of public transportation services [under contract to public agencies].

Funding is allocated by formula to States for areas with populations below 200,000 persons and to designated recipients for areas with populations of 200,000 persons and above. Formula is based on the number of eligible low-income and welfare recipients in urbanized and rural areas.

Funding Shares/Match Requirements

Capital – 80% Federal share
Operating – 50% Federal share

Up to 10% available to support program administration, including administration, planning technical assistance and this can be funded with 100% Federal dollars.

Non-cash share -- such as donations, volunteer services and in-kind contributions -- is eligible to match the Federal share.

Income from contracts to provide human service transportation may be used either to reduce the net project cost (treated as revenue) or to provide local match for JARC operating assistance.

Local match may be derived from other Federal funds, derived from Federal programs that are eligible to be expended for transportation, other than from the DOT programs.

Competitive Selection Process

Requires an area wide solicitation that is separate from the planning process and the conduct of a competitive selection process.

Process shall be established that addresses frequency of competition (annually or not to exceed two years); approach to selection process; public notification (advertise and publish a list of selected projects following the competitive process); include strategies to enhance competition (greater inclusion, transparency, published announcement, ranking of projects through various approaches; evaluation criteria (e.g. address gaps; make use of available resources and leverage other resources; coordinate with other Federal programs)

Coordinated Plan

Requires that projects selected for funding be derived from a locally developed, coordinated public transit human services transportation plan, and that the plan be developed through a process that includes representative of public, private, and non-profit and human services transportation providers and participation by the public.

The designated recipient is responsible for ensuring that the plan from which a selected project was derived was developed in compliance with statutory requirements.

Required elements:

- assessment of available services

- assessment of transportation needs of individuals with disabilities, older adults and persons with low income
- strategies and/or activities
- relative priorities
- local flexibility in the development of a locally developed plan
- tools for developing plan: community planning session; self-assessment tool [FTA's *Framework for Action; Building the Fully Coordinated Transportation System*]; focus groups; surveys; detailed study and analysis. Adequate outreach to allow for participation with a broad range of participants.

Plan should follow the update cycles of metropolitan transportation plans (every 4 years in air quality non-attainment/ maintenance areas; every 5 years in other areas).

Role of public transit operators – Same as Section 5307(c)(5) requires that “each recipient of a grant shall ensure that the proposed program of projects provides for the coordination of public transportation services... with transportation services assisted from other United States Government sources.” Section 5311(b) (c) (ii) requires that projects “provide the maximum feasible coordination of public transportation service with transportation service assisted by other Federal sources.”