

Grand Jury



City of Thousand Oaks

CITY MANAGER
MARYJANE V. LAZZ

September 14, 1999

RECEIVED
SEP 22 1999

J. M. C.

Honorable Charles Campbell
Presiding Judge of the Superior Court
Ventura County Hall of Justice
800 S. Victoria Avenue
Ventura, CA 93009

Subject: City of Thousand Oaks Response to the 1998-1999 Ventura County Grand Jury Final Report Report dated July 1, 1999 (REF 2949)

Dear Judge Campbell:

This letter is the City of Thousand Oaks' official response to the 1998-99 Ventura County Grand Jury Final Report of July 1, 1999. As a preface, please extend my, and the City Councils', thanks to all eighteen members of the Grand Jury for the thorough, investigative report dealing with critical topics relevant to citizens of Ventura County. The report reflects the diligence and commitment of citizens who willingly devote a year "watchdogging" the bureaucratic process to insure that government professionally serves the public. Kudos for a job well done.

The City of Thousand Oaks is hereby responding to two sections of the Grand Jury Report indicating "Responses Required."

Audit, Finance & County Administrative Section.

Year 2000 Computer Problem

Recommendation R-4: All computers must be checked for handling the Leap Year calculation in-house and at suppliers prior to year end.

City Response:

The City's Information Systems staff has included this Leap Year check in its review of all City personal computers (PC's). Specifically, all models of City PC's were put through a test that not only checked for the date rollover to the Year 2000, but also checked for the correct handling of the Leap Year in 2000. All models did correctly pass this test. We are confident that all our computers have been checked using this important test. We have no direct way of validating that all suppliers have done this same test, however, we believe our key systems at the City are not reliant on any such direct data feeds that would affect their functioning accuracy.

Ventura County Transportation Commission & Its Role in Public Transit

Prior to responding to specific Grand Jury Recommendations (as listed on page 72 of Report), please note the following corrections to statements contained in the Report.

- Page 20 of the "Report" in the paragraph titled "Thousand Oaks Transit (TOT), in the third sentence:

STATEMENT: "Fares make up less than the 20% of cost, a condition to receiving TDA funds, therefore the money that comes from VCTC, which is based on population, goes into the city's General Fund (figure 3)."

CORRECTION: TDA funds are distributed by VCTC based on population. However, the money does not go into the City's General Fund account. TDA funding priorities are for transportation first and remaining monies may be used for other eligible purposes, such as street construction and rehabilitation projects. TDA monies are accounted for and kept a separate City fund, which is separate from the General Fund. If fare box revenue is less than a minimum percentage, any shortfall is made up using City General Fund monies. This is normally the case; as such, monies can and do come out of the General Fund account to support transit and subsidized taxi programs; however, TDA funds do not go into the General Fund.

- Page 21 of the Report, under section titled "Thousand Oaks Transit (TOT)" second paragraph:

STATEMENT: "Four buses that traverse three routes run Monday through Friday from about 6 am to 6 pm."

CORRECTION: The City Council recently changed the hours of operation to 6:00 am to 7:30 pm, Monday through Friday.

- Page 21 of the Report, under section titled "Thousand Oaks Transit (TOT), third paragraph:

STATEMENT: "An attempt to provide additional service to the Oaks Mall during the Christmas shopping season was not successful in spite of overcrowded parking lots, possibly because of inadequate publicity or lack of incentives to leave the car at home."

CORRECTION: The Christmas Shoppers Shuttle demonstration project was conducted by the City during the 1997 holiday season. Quarter page display advertisements were placed in the local newspaper on several occasions prior to implementing the service to provide the public information on the program. Information was also aired on the local government cable TV channel (TOTV). Local newspapers ran front page stories on the program on three separate dates. Other City incentives to promote ridership included:

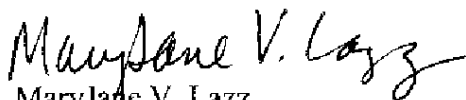
- Reduced fares to \$0.25 on all three fixed routes during the holiday season.
- A minimal fare of \$0.25 was charged to use the Christmas Shopper Shuttle.

- Free shuttle tickets were available at stores in the shopping centers.
- Free tickets were handed out and available on the all of the buses.
- Free ticket coupons were placed in the advertisements in the local newspaper.
- Package storage space was available for shoppers at each mall destination.

The City of Thousand Oaks continues to improve the transportation system within the Thousand Oaks area. Future improvements to the system will include the construction of a Transportation Facility at the Rancho Road and 101 Freeway Interchange which will provide multi-modal service opportunities to citizens. The City expects to implement a program to provide a Smart Shuttle system in 2000. The City has recently extended the hours of operation of the TOT fixed route system and Subsidized Taxi. The City will also be installing bus shelters in the year 2000 to better serve users.

If there are additional questions, please feel free to contact me or Donald H. Nelson, Public Works Director at 449-2457. Again, thank you for the opportunity to respond to your 1999 Grand Jury Report.

Sincerely,



MaryJafe V. Lazz
City Manager

c: City Council

Marvin J. Reeber, Foreman, 1998-1999 Grand Jury, 800 S. Victoria Ave, Ventura

Mark Sellers, City Attorney

Donald H. Nelson, Public Works Director

Ginger Gherardi, Executive Director, VCTC

Attachments

DPW:940-25/cm/h:referral/ref2949.jh

**ATTACHMENT
CITY OF THOUSAND OAKS
AUGUST 19, 1999**

**RESPONSE TO THE 1998-1999 VENTURA GRAND JURY REPORT
REGARDING PUBLIC TRANSPORTATION ISSUES:**

Grand Jury Recommendation R-1: Set up transit as independent departments in each jurisdiction. Nonconcurrency:

CITY RESPONSE:

The Thousand Oaks Transit and Subsidized Taxi (Dial-A-Ride) systems are interrelated programs administered by the Traffic Engineering Division of the Public Works Department. There is an appropriate overlap of responsibilities. Traffic engineering and transportation services share many common issues such as traffic safety, transportation demand management, traffic congestion, public transportation, the coordination of other modes of transportation including bicyclist, pedestrians and ride sharing, and the design and enhancement of road features. Both traffic engineering and transportation issues are addressed by the City's Traffic and Transportation Advisory Commission. This Commission reviews transportation needs and provides the City Council with options and recommendations. The City of Thousand Oaks does not support creating a separate "Transit Department" in the City because service to citizens would be fragmented and cost for programs would increase. Current staffing can properly administer both traffic engineering and transit programs efficiently. To develop a separate division or department would create a duplication of services.

Grand Jury Recommendation R-3: Require transit decision-makers to use public transit regularly. Nonconcurrency:

CITY RESPONSE:

Agreeably, it is important for decision makers to use and familiarize themselves with public transit services. Many of the City Councilmembers and Traffic and Transportation Advisory Commissioners have ridden the City's systems to observe the operation first hand. This recommendation is entirely a matter of individual choice, and should not be a requirement for an elected or appointed official.

Grand Jury Recommendation R-4: Increase percentage of budget for marketing and advertising to attract automobile drivers. Currently Comply:

CITY RESPONSE:

The Thousand Oaks City Council recently approved the development of a Smart Shuttle program that will include a marketing program for the transportation system. In addition, staff regularly provides public service information and announcements to media venues. Transportation

information is also provided on a continuous basis on the City operated Thousand Oaks Television (TOTV). The information on TOTV is available 24 hours a day.

In March of 1994, the City Council adopted Ordinance 1199 requiring new commercial developments with the capability of employing fifty or more employees to provide a bulletin board, display case or kiosk displaying transportation information located where the greatest number of employees are likely to see it. Transit schedules are also required to be available.

The Thousand Oaks roadway system on which buses travel has developed around existing topography conditions. Streets in Thousand Oaks are mostly curvilinear streets which are connected to freeway systems. There is no City "grid" type street system connecting City blocks to a downtown area. Such a system is typical of a large urban city favors operationally successful transit systems. This is not the case in Thousand Oaks. Due to a combination of area demographics, uncrowded parking lots, uncongested streets, and high income levels, Thousand Oaks is not a typical "transit oriented" community.

Grand Jury Recommendation R-5:

Improve access to transit scheduling and other information on the Internet for the benefit of employee transportation coordinators and the public. Currently Comply

CITY RESPONSE:

The City of Thousand Oaks supports improvements on the Internet for increased access to transit information both for the general public and for employee transportation coordinators. The City currently supports the Telecommunication Center located within the Civic Arts Plaza. The City web site includes information in all facets of the City operations including transit service. A direct link can be made from the Transit Service section on the City Web Site to the VCTC Web Site for trip and schedule information for all transportation. The VCTC's web site was selected as one of 100 best web sites by ITS World (an international publication). The City web site address is www.ci.thousand-oaks.ca.us and VCTC is www.goventura.org. Attached are copies of the Thousand Oaks web page.

Through the City web site, Councilmembers, the City Manager, Department Directors and other staff members can receive e-mail from the public. Staff members have received and responded on many occasions to web site users by e-mail regarding transportation questions.

The City's employee transportation coordinator also manages the transit system and meets with the other employee transportation coordinators along with the Southern California Rideshare account executive.

Grand Jury Recommendation R-6: Make route information available by phone 7 days a week for 16 hours a day. Nonconcurrency:

CITY RESPONSE:

The City of Thousand Oaks concurs with importance that information about services, bus routes and schedules be available by telephone to the maximum extent that is cost-efficient. The Countywide Dial-A-Route Information Center was established to provide information by phone. It is open 7:00 am to 6:00 pm. The Center has an answering machine available for messages and the information operators promptly return calls.

Grand Jury Recommendation R-7: Redesign schedules to make them easier to interpret. Partial Concurrence:

CITY RESPONSE:

Transit timetables must include a number of items of information and can be complicated for the first time user. The schedules are designed in a standard and most used timetable format for the more experienced rider. Staff will continue to refine the timetable to include changes that can be made to provide the required information while making the schedule easier for new riders to use.

Grand Jury Recommendation R-8: Arrange with newspapers to print schedules on a regular basis every week, as theater schedules are printed. Nonconcurrency:

CITY RESPONSE:

The typical bus schedule is large with numerous lines of information. The size required to be readable would be very large and prohibitively expensive. Ads would not necessarily be convenient for the public to use. Schedules remain relatively stable throughout the year so that riders can depend on systems for transportation to work, school, child care, etc. A printed schedule which can be folded is much more convenient. Unlike movie ads where the schedule and attractions change weekly, the bus systems are not "for profit" ventures. When changes are made or new systems come on line, the City distributes the information to the public.

Grand Jury Recommendation R-9: Contact major employers, mall operators, schools, and public agencies about subsidizing employees bus cost. Nonconcurrency:

CITY RESPONSE:

The City's Transportation Demand Management program requires commercial developments to provide a number of transportation incentives and transit efforts that will reduce congestion and increase shared ride programs. Additional activities are currently provided by SCAG's Southern California Rideshare agency. The City's Employee Transportation Coordinator (ETC) maintains a working relation with representatives of Southern California Rideshare and attends meetings with other ETC's from businesses throughout Ventura County. This activity continues despite the

removal of Air Quality regulations requiring employers' participation.

Grand Jury Recommendation R-10: Use staff members and volunteer speakers to address high school students, senior citizen groups, service clubs and social clubs on transit options available. Currently Comply:

CITY RESPONSE:

The City of Thousand Oaks staff already makes regular presentations to the City's Council on Aging and to the City's Traffic and Transportation Advisory Commission. Both Commissions are televised on local cable station (TOTV). Staff also makes transportation presentations to neighborhood groups, service clubs and schools upon request. Staff has also made presentations to local high school social science classes. These classes are required to use local transit system, review schedules and a field trip to downtown Los Angeles on Metrolink. Staff has also met with disabled individuals at the Thousand Oaks Senior Adult Center, providing information and answering questions.

Grand Jury Recommendation R-12: Insert bus and train schedules in City Council proceedings on television. Nonconcurrency:

CITY RESPONSE:

The City Council agenda is scrolled on TOTV before Council meetings and during breaks. The display of agenda items is intended to provide the public with information regarding Council actions. Displaying bus schedules would be too hard to read for most users because of the vast amount of detailed information and the moving scroll effect on the TV screen. Information is provided on TOTV at other times regarding TOT fares, monthly passes, locations to pick up schedules, web site for information, and where to write or call for additional information and to request bus schedules. Information is also provided on TOTV for VISTA and the Metrolink Rail. This information runs 24 hours per day on a daily basis at different times of the day. Most transit schedules are too long to adequately view, find the information and determine what is needed personally by the individual. The City currently provides schedules at City Hall, two City libraries, the Oaks Mall, Senior Center, California Lutheran University, Teen Center, a number of retail stores and on all TOT buses.

Grant Jury Recommendation R-13: Maintain close contact with CalWORKS to respond in a timely manner to new workers' transportation needs. Concur:

CITY RESPONSE:

City staff works closely with VCTC on CalWORKS issues to assure that new workers have the ability to use public transit whenever possible. VCTC staff participates on the CalWORKS Advisory Committee which allows for communication between the City of Thousand Oaks and other member agencies. VCTC works closely with the Ventura County CalWORKS program to provide

transit assistance to their clients. This includes training CalWORKS staff in the use of Transtar, the regional transit routing program that allows for individual trip planning. VCTC has also provided CalWORKS with the computer equipment and software needed to issue the Countywide Smart Card "Passport" monthly pass, which is accepted on all transit systems in the County. The City of Thousand Oaks also places conditions on selected developments requiring information bulletin boards to be installed containing transit, car pool and other ride sharing information.

Grand Jury Recommendation R-15: Shorten wait times and extend hours that buses run. Partial Concurrence:

CITY RESPONSE:

Transit services and schedules are evaluated on a regular basis to make sure they meet the maximum demand while still operating in the most productive and cost-efficient manner. On May 11, 1999, the City Council authorized the extension of hours of operation of the transit system. The new expanded hours are 6:00 am to 7:30 pm Monday through Friday. The City Council also authorized the finalization of the study to implement a Smart Shuttle system in addition to the fixed route system. A Smart Shuttle combines the key steps of a fixed transit system and the ability to pick up passengers at the curb, similar to a Dial-a-Ride operation. The City Council also recently approved the connection of the Dial-a-Ride services between Thousand Oaks and Camarillo and established a fare of \$2.00 between jurisdictions. The Council also reduced the regular week day Dial-a-Ride fare from \$1.50 to \$1.00 per trip within the City's sphere of influence.

Grand Jury Recommendation R-16: Provide well lit shelters with benches at bus stops with large maps and schedules posted, to make bus stops more visible and more comfortable. Partial Concurrences:

CITY RESPONSE:

Improvements to the comfort of service to bus passengers is important, both to retain the existing riders and to add new passengers. The City will receive Congestion Management Air Quality funds to be used for the purpose of installing bus shelters throughout the City. The City Council approved fifteen locations to receive bus shelters and directed that a minimum of two shelters per year be installed. The Smart Shuttle will minimize the need for some shelter locations as the program is designed with the ability to go off the route to pick up passengers at the curb at various locations. The City will be up-dating the existing "Guide-A-Ride" units and will be installing the additional "Guide-A-Ride" bus schedule information units currently in stock, following the final approval of the Smart Shuttle routes.

Importantly, please remember that not all sites are suitable for benches and shelters; the width of the sidewalk, available right-of-way and usable space behind the sidewalk must be considered when shelters are installed to provide adequate access for pedestrians and especially for disabled customers.

Grand Jury Recommendation R-17: Increase local and commuter transit service to major employers, schools, and regional transit transfer points. Currently Comply:

CITY RESPONSE:

As noted in the response to Recommendation R-15, transit services and schedules are evaluated on a regular basis to make sure they meet the maximum demand while still operating in the most productive and cost-efficient manner. The City reviews the local school schedules prior to school starting in September to determine if changes to the schedule are needed. For the 1999-2000 school year adjustments will be made to accommodate the new area of development in the City known as the Dos Vientos Ranch. This connection will provide access to the local high school, intermediate school and libraries. The Conejo Valley Unified School District has no plans to provide transportation. Other transportation programs planned by the City include the development of a Transportation Facility at the intersection of the Ventura Freeway (Rt. 101) and Rancho Road. A Smart Shuttle system is also anticipated to be implemented in 2000. Both items will increase transportation service options for commuters.

If and when there is sufficient demand for additional services within other areas of the Thousand Oaks Transit System, changes will be made and areas added as determined to be needed by City Council.

City of Thousand Oaks

A City for Everyone!

California



**The Official City of
Thousand Oaks
Web Site**

www.ci.thousand-oaks.ca.us




Expanded Trash Service


GENERAL INFORMATION

	Thousand Oaks Profile	A History of Thousand Oaks	Demographics
	Map of Thousand Oaks	Location	

GOVERNMENT INFORMATION


	Government Profile	City Council & City Manager	City Council Agenda City Council Minutes
	City Clerk Department	Campaign Filing Statements	Marriage Licenses
	Council/Commissions/ Committees Agendas	Municipal Code	Passports-Facilities Availat
	Research	Housing Information	Community Development- Building, Planning Division
	Parking Tickets	Thousand Oaks Police Department	Finance Department
	Municipal Code	Public Works	User Fees Summary
	Transit Services	Recycling Information	Human Resources Job Opportunities
	TOTV Schedule	Capital Improvement Projects	Dog Licenses
	Citywide Newsletter	Questions & Answers about City Departments	Golf Cards
	Childcare Center	Y2K	Budget

BUSINESS INFORMATION

	Business Community	Chamber of Commerce
	Mayor's Business Roundtable	Business Program Information

	Redevelopment Agency	Transportation
	Telecommunity Center	Business License Information


THEATRES INFORMATION

	Civic Arts Plaza Information	Calendar of Theater Events
	Fred Kavli Theatre Seating Chart	Scherr Forum Seating Chart
	Facilities Rental Information	


SPECIAL INTEREST

	Items of Special Interest	T.O. Community Network
	DART	Ventura County Discovery Center

LIBRARY

	Thousand Oaks Library	
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OPEN SPACE, PARKS & REC

	Open Space	Conejo Recreation & Parks District	National Park Service
	Teen Center Activities	Senior Center Activities	Arbor Day Celebration

The Arts

[***Thousand Oaks Community Gallery***](#)

[***Arts Council of the Conejo Valley***](#)

[***Friends of the Civic Arts Plaza***](#)

[***Alliance for the Arts***](#)

Schools

[***Conejo Valley Unified School District***](#)

[***California Lutheran University***](#)

[***Ventura County Community College District***](#)

Regional Information

[***Ventura County Information***](#)

[***Fire Department***](#)

County Transportation Information

Weather & Road Conditions

Web Weather

National Climatic Data Center

Southern California Traffic Information

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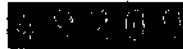
Please e-mail Councilmembers, City Manager, Department Directors or anyone else at the City at
city@ci.thousand-oaks.ca.us

Or for individual Councilmember's email addresses

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City of Thousand Oaks Transit Services



Public Works Department
2100 Thousand Oaks Blvd., Thousand Oaks, CA 91362
(805) 449-2400

TOT Bus

Vista Bus

Subsidized Taxi

For Schedules www.goventura.org

THOUSAND OAKS TRANSIT (TOT)

THREE ROUTES:

Route 1 - Newbury Park Area

Route 2 - T.O. Central Area

Route 4 - Westlake Area

FARES:



Adult (regular) \$.75

Student (5-18) \$.75

Child (0-5) FREE

Senior/Disabled \$.40

Senior/Disabled (Reduced Income) \$.15

Transfers \$.15

Accepted Proof of Disability needed such as: Medicare Card, Disabled Transportation Card or American Disability Act Certification Card.

Reduced income card issued by City of Thousand Oaks, Public Works Department.

Drivers do not carry cash and cannot provide change.

PRE-PAID PASSES:

Thousand Oaks Transit currently accepts two types of transit passes, the **Value Pac** and the county-wide issued **Passpart Smart Card**.

Value-Pac (40-trip packet):

Adult \$26

Student (5-18) \$26

Senior/disabled \$14

Transfers Included

Passport Smart Card:**Monthly Pass**

Adult \$40

Student (5-18) \$30

Senior/disabled \$20

Transfers N/A

Pre-paid passes are available at the Civic Arts Plaza, Public Works Counter, 2100 Thousand Oaks Blvd., Thousand Oaks, CA 91362. Value-Pac cards can also be purchased on the buses. The Cash Debit Card earns you \$1 credit for every \$10 you spend.

Buses DO NOT operate on the following holidays:

New Year's Day, Memorial Day, July 4th, Thanksgiving and Christmas (Dec. 25).

For T.O.T. Route Information call Dial-A-Route 1-800-438-1112

7 a.m. - 5 p.m., Monday - Friday

VISTA BUS SERVICE

VISTA 101 provides roundtrip bus service between Thousand Oaks and Ventura, 6 a.m. - 7 p.m., Monday - Friday.

VISTA EAST provides roundtrip service between Thousand Oaks and Simi Valley, Moorpark College and Moorpark, 6 a.m. - 7 p.m., Monday - Friday.

The Passport Smart Card Pass or Debit Card (prices listed above) also works for VISTA bus rides. A combined pass may be obtained that includes Dial-A-Ride.

VISTA schedules can be obtained by calling 1-800-438-1112: "Bus Information."

THOUSAND OAKS SUBSIDIZED TAXI SERVICE**SPECIAL ASSISTANCE:**

Special Assistance can be provided for persons needing help entering and exiting the vehicle and carrying items to the door.

Identification required: T.O. Subsidized Taxi Card or ADA Certification Card

SERVICE:

Senior/disabled Standard: Orange Card

Must be Thousand Oaks resident, at least 62 years of age or have a certified disability (Medicare Card may be used).

Cost of card: \$1

Cost of taxi: \$1.50 one-way weekdays

\$2.00 one-way weekends

Senior/disabled Low Income: Yellow Card

Must be Thousand Oaks resident, at least 62 years of age or have a certified disability (Medicare Card may be used) with household income of less than \$23,700 per year.

Cost of card: \$.50

Cost of taxi: \$.50 one-way weekdays

\$1 one-way weekends

County Resident: Blue Card

Must be resident of unincorporated area of Thousand Oaks —Ventu Park, Rolling Oaks, Lynn Ranch or the western area of Newbury Park, at least 62 years of age or have a certified disability, (Medicare Card may be used.)

Cost of card: \$1

Cost of taxi: \$1.50 one-way weekdays

\$2 one-way weekends

County Low-Income Card: Green Card

(Same as City of Thousand Oaks)

ADA Paratransit Service: ADA Card

Must have a certified ADA card.

Cost of taxi: \$1.50 one-way weekdays

\$2 one-way weekends

Half-fare is charged for shared rides on weekends only. Shared rides are persons picked up together and dropped off together, using any of the above noted cards.

HOURS OF OPERATION:

WEEKDAYS WEEKENDS

7:30 a.m. - 5:30 p.m. 9 a.m. - 5 p.m.

There is NO Subsidized Taxi Service on the

following holidays: New Year's Day, Washington's Birthday, Memorial Day, July 4th, Labor Day, Thanksgiving and Christmas (Dec. 25).

SERVICE AREA:

City of Thousand Oaks and the County areas of Ventu Park, Rolling Oaks, Lynn Ranch, and western areas of Newbury Park.

For more information phone: (805) 492-1544

No reservation is required for Subsidized Taxi.

INFORMATION/ISSUANCE OF SUBSIDIZED TAXI CARDS:

Subsidized Taxi cards:

Orange, Yellow, and Blue Cards

Civic Arts Plaza/City Hall
Public Works Department, 2100 Thousand Oaks Blvd., Thousand Oaks, CA 91362
(805) 449-2400

For low-income information call (805) 449-2200

Americans with Disabilities Cards (ADA):

Certified through Ventura County Transportation Commission (805) 654-2882 or 642-1591

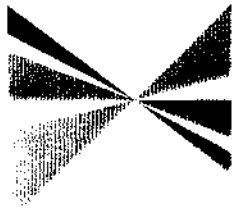
You may pick up TOT Bus Route Schedules at the Thousand Oaks Civic Arts Plaza, first or second floor lobbies or at the Thousand Oaks Grant R. Brimhall Library, 1401 E. Janss Rd., or Newbury Park Branch, 2331 Borchard Rd., the Teen Center, 1375 E. Janss Rd., or the Senior Center, 1385 E. Janss Rd., Thousand Oaks.

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SOUTHERN CALIFORNIA



**ASSOCIATION of
GOVERNMENTS**

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County of Riverside: James Venable, Riverside County • Jan Teja, Beaumont • Dick Kelly, Elin • Ron Lovelidge, Riverside • Andrea Puga, Corona • Ron Roberts, Temecula

County of San Bernardino: Larry Walker, San Bernardino County • Bill Alexander, Rancho Cucamonga • Jim Bagley, West Covina • Palms • Paul Behrman, Fontana • Lee Ann Garcia, Granddair • Gwenn Norton-Perry, Chino Hills • John Arbuch, Highland

County of Ventura: Judy Mikels, Ventura County • Jeffrey Fox, Thousand Oaks • John Melton, Santa Paula • Tom Young, Port Hueneme

September 8, 1998

Mr. Roy Meyers
City of Thousand Oaks
1993 Rancho Conejo
Thousand Oaks CA 91320

Dear Mr. Meyers:

One in five people in the Southland currently carpool or vanpool to work. With little effort, you can keep your employees in ridesharing arrangements just by putting the information they need in their hands. And nothing gives commuters the facts better than RideGuide: a list of carpool, vanpool, and transit options that is individually prepared based on an employee's home and work location and schedule.

By completing the survey included with this packet, your employees will receive information on potential ridesharing opportunities and also be registered in the Ventura County Guaranteed Ride Home Program (GRH), a service offered by the Ventura County Transportation Commission. Once your employee is registered, if they have a personal emergency on a day they have carpooled, vanpooled, taken the bus and/or Metrolink to work, they will be given a ride home. The program is offered at no charge to both your company and your employees. See the brochure included with this packet for more information.

Studies have shown that an active ridesharing program can reduce traffic congestion around your worksite, reduce employee absenteeism and tardiness, decrease or eliminate parking problems and help keep our air clean. I would be happy to discuss the advantages of ridesharing with you, your management and employees at your convenience.

Sincerely,

Alan Holmes
Account Executive