



TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

Camarillo City Hall, Administrative Conference Room

601 Carmen Drive, Camarillo, CA

Thursday, October 10, 2019

1:30 p.m.

AGENDA

ITEM 1 CALL TO ORDER

ITEM 2 INTRODUCTIONS & ANNOUNCEMENTS

ITEM 3 PUBLIC COMMENT

Any member of the public may address the Committee for up to two minutes on any subject within the jurisdiction of the Committee that is not scheduled for a public discussion before the Committee.

ITEM 4 AGENDA ADJUSTMENTS

ITEM 5 APPROVAL OF MINUTES – For Action

Waive the reading and approve the minutes of the September 12, 2019 meeting.

ITEM 6 ADA CERTIFICATION SERVICES AND MILEAGE REIMBURSEMENT PROGRAM – For Information

ITEM 7 RECEIVE PRESENTATION ON MICRO-TRANSIT/ALTERNATIVE TRANSPORTATION SERVICES – PHILIP LAW | SOUTHERN CALIFORNIA ASSOCIATIONS OF GOVERNMENTS (SCAG).

ITEM 9 FUTURE AGENDA ITEMS – For Information

None.

ITEM 10 ADJOURNMENT

In consideration of City of Camarillo staff, please use the exit door directly to the parking lot.

In compliance with the Americans with Disabilities Act and Government Code Section 54954.2, if special assistance is needed to participate in a Committee meeting, please contact the Clerk of the Committee at (805) 642-1591 ext. 118. Notification of at least 48 hours prior to meeting time will assist staff in assuring that reasonable arrangements can be made to provide accessibility at the meeting.



[This page intentionally left blank.]



DATE: October 10, 2019

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

FROM: PETER DE HAAN, PROGRAMMING DIRECTOR

SUBJECT: ADA CERTIFICATION SERVICES AND MILEAGE REIMBURSEMENT PROGRAM UPDATE

RECOMMENDATION:

- Receive and file the monthly ADA Certification services report and Mileage Reimbursement Program update.


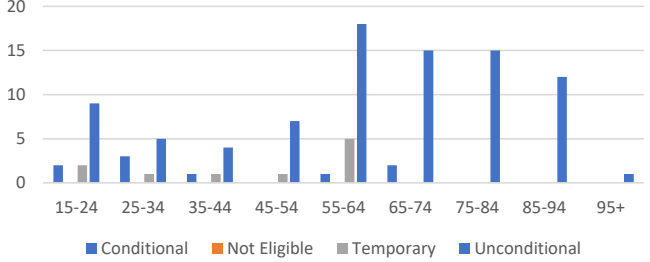
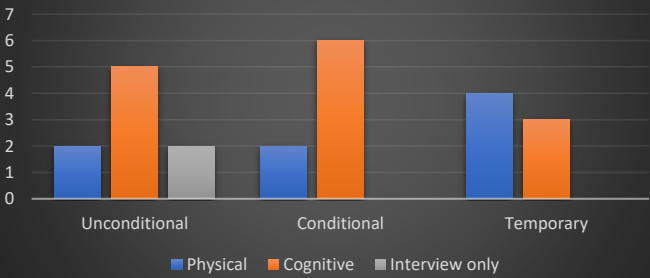
DISCUSSION:

Attached is the September 2019 ADA Certification Services Report from Mobility Management Partners (MMP) for review at the TRANSCOM meeting.

MMP received Section 5310 funding to expand its services to include the development and implementation of a pilot volunteer driver mileage reimbursement program in cooperation with the Area Agency on Aging and other agencies serving the needs of the county's senior population. The September 2019 update on the Mileage Reimbursement Program (MRP) is attached. Since the funds in this grant are close to be drawn down, MMP has discontinued the Travel Training program as of August, and is starting to phase out the MRP.



[This page intentionally left blank.]

Sep-19									
		Sept.	Aug.	July	June	May	Apr.		
Call Center	Inbound ADA Calls	471	560	539	502	601	579	Total phone calls inbound/outbound: 636	
	Outbound ADA calls	165	128	194	147	151	183		
	Average hold time (in seconds)	6	4.96	5.85	4.15	2.89	5.37		
	Outbound Area Transmittals	7	4	1	8	8	10		Riders requesting service outside of Ventura County
	Inbound Area Transmittals	10	7	2	10	10	5		Riders requesting service into Ventura County
Applications Received	Recertification	74	53	63	63	64	38	Total applications received: 112 Online Applications Received: 9 (7%)	
	New Applications	38	87	74	68	88	89		
Applications Received by Service Area	Camarillo Area	11	13	10	16	16	13	Applications by Language 	
	Gold Coast Area	33	38	58	46	52	46		
	Valley Express Area	4	6	4	10	7	6		
	Moorpark Area	7	5	6	6	7	3		
	Simi Valley Area	29	47	29	26	37	34		
	Thousand Oaks	27	29	30	22	31	23		
	Out of County	1	2	0	5	2	2		
Completed Determinations by Evaluation Type	Complete, with Functional Evaluation	22	21	16	18	25	12	Evaluations by Age and Determination Type 	
	Complete, Interview w/o Functional Evaluation	2	2	1	3	2	1		
	Complete, Special Circumstance (no Interview)	38	35	39	34	40	57		
	Complete, Over 85+	8	19	13	13	17	20		
	Complete, Phone Interview	3	0	1	3	1	4		
	Complete, Short-term Certification (60 days)	0	0	0	0	0	0		
	Complete, Recertifications	35	51	51	58	58	35		
Completed Determinations	108	128	121	129	143	129			
Delays in Processing (Cumulative)	Due to incomplete application by client	5	12	1	7	9	5	In-person Interviews by Eligibility and Assessment Type 	
	Pending Professional Evaluation (PE)	21	20	16	12	14	13		
	Applications that failed to meet 21 day rule	0	0	0	0	0	0		
	Applicants awaiting in-person interviews	3	8	14	6	15	18		
Assessments	Assessment Categories	Total	CAM	VCTC	SIMI	T.O.	MPK		
	With Physical Assessment	8	0	4	2	0	2		
	With Cognitive Assessment	14	1	2	3	8	0		
	Interview only (at assessment sites)	2	0	1	0	1	0		
	No Shows	2	0	2	0	0	0		
	Total in-person interviews scheduled	26	1	9	5	9	2		
Total Number of appointment days	10	1	4	1	2	2			
Determinations by Eligibility				Total	%				
Unconditional (including S.C., Over 85+ , Phone interviews,short-term)				88	82%				
Conditional				9	8%				
Temporary				11	10%				
Denials				0	0%				
Short Term				0	0%				

September 2019- Supplemental/TT Stats				
Applications Received - GCT Area Cities	September	August	July	June
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	1	0	4	1
Oak View	0	0	2	1
Oxnard	14	20	29	26
Port Hueneme	3	1	1	1
Ventura	15	17	22	17
Applications Received-Valley Express Area Cities				
Fillmore	1	1	2	3
Piru	1	0	0	0
Santa Paula	2	3	8	4
Travel Training				
Training Statistics	September	August	July	June
Referrals received	1	0	18	19
Assessments	0	0	4	14
Trainings	0	7	1	5
Referral Source				
ADA-Camarillo Area	0	0	1	2
ADA-Gold Coast Area	1	0	4	1
ADA-Valley Express Area	0	0	0	0
ADA-Moorpark Area	0	0	0	0
ADA-Simi Valley Area	0	0	1	1
ADA-Thousand Oaks Area	0	0	0	0
Workshops	0	0	0	1
Other	0	0	12	14
Transit 101 Workshops				
Hosting Agency	Date	Attendees	Riders	Referrals
No Activity				

Mileage Reimbursement Program Monthly Report - Sep 2019

Category	Item Measured	Sep	Aug	Jul	Jun	May	Apr
Application Process	Total Interest Applications	0	0	18	6	15	16
	Total Complete Applications	0	0	10	6	12	15
	Applications approved by EDC	0	0	1	5	3	7
	Total claims processed	100	94	98	97	88	93
Mileage Claims	Total miles reimbursed	13233	11937	12444	12801	11511	11916
	Total one-way trips claimed	2425	2378	2256	2225	2014	2250
Statistics by Service Area							
Camarillo	Claims Received	21	17	21	21	20	18
	Miles Reimbursed	2991	2303	2697	2749	2694	2330
	One-way trips claimed	566	456	530	513	505	469
Gold Coast	Claims Received	32	33	30	29	26	31
	Miles Reimbursed	4292	4477	3732	3854	3434	3954
	One-way trips claimed	814	924	744	769	621	819
Moorpark	Claims Received	4	5	4	3	3	2
	Miles Reimbursed	496	484	434	432	266	172
	One-way trips claimed	100	90	87	64	42	30
Simi Valley	Claims Received	6	5	3	4	2	4
	Miles Reimbursed	810	542	393	474	369	726
	One-way trips claimed	161	134	45	57	23	70
Thousand Oaks	Claims Received	32	29	35	35	34	34
	Miles Reimbursed	4048	3519	4378	4482	4258	4122
	One-way trips claimed	704	670	765	729	793	805
Valley Express	Claims Received	5	5	5	5	3	4
	Miles Reimbursed	596	612	810	810	490	612
	One-way trips claimed	80	104	85	93	30	57
Other Statistics							
	Average Trip Length (Miles)	5.5	5.0	5.5	5.8	5.7	5.3
	Average Cost per Trip	\$ 1.91	\$ 1.76	\$ 1.93	\$ 2.01	\$ 2.00	\$ 1.85