



**VENTURA COUNTY TRANSPORTATION COMMISSION
Transit Operators Advisory Committee
(TRANSCOM)**

AGENDA

The meeting will be via ZOOM Webinar

<https://us02web.zoom.us/j/88015597951?pwd=d0tBU08rNWdnY2EvczRDaUFLQ01tQT09>

WEDNESDAY, July 14, 2021

1:30 PM

On March 17, 2020, the Governor issued Executive Order N-29-20 suspending certain provisions of the Ralph M. Brown Act in order to allow for local legislative bodies to conduct their meetings completely telephonically or by other electronic means. On June 11, 2021, the Governor subsequently issued Executive Order N-08-21 maintaining the suspension of certain provisions of the Brown Act to continue to allow for local legislative bodies to conduct their meetings completely telephonically or by other electronic means through September 30, 2021. As such, VCTC will continue to conduct its meetings by teleconference, its members will participate in the meeting from individual remote locations, and no physical location will be open to the public for the TRANSCOM meeting. Members of the public are encouraged to attend the meeting remotely. Persons who wish to address the TRANSCOM committee on an item to be considered at this meeting are asked to submit comments in writing to the committee at vvega@goventura.org by 4:30PM, Tuesday July 13, 2021. Due to the current circumstances if you would like to participate in a verbal public comment on any item on the agenda during the meeting, please email your public comment to vvega@goventura.org. Any public comment received will be read into the record during the public comment portion of this meeting. In compliance with the Americans with Disabilities Act and Government Code Section 54954.2, if special assistance is needed to participate in the TRANSCOM meeting, please contact VCTC staff (805) 642-1591 ext. 118. Notification of at least 48 hours prior to meeting time will assist staff in assuring those reasonable arrangements can be made to provide accessibility to the meeting. Members of the public are encouraged to attend the meeting remotely.

ITEM 1 CALL TO ORDER

ITEM 2 INTRODUCTIONS & ANNOUNCEMENTS

ITEM 3 PUBLIC COMMENT

ITEM 4 AGENDA ADJUSTMENTS

ITEM 5 APPROVAL OF MINUTES – For Action

- Waive the reading and approve the minutes of the May 12, 2021, meeting.

ITEM 6 ADA CERTIFICATION SERVICES PROGRAM – Verbal Update

- Receive and file.

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.

- ITEM 7** **FISCAL YEAR (FY) 2021/22 STATE OF GOOD REPAIR PROGRAM – PROJECT SUBMITTALS**
 - *Information and Discussion.*

- ITEM 8** **COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE**
 - *Verbal update.*

- ITEM 9** **CONTACTLESS FARE SYSTEM, VCbuspass**
 - *Verbal update.*

- ITEM 10** **TRANSPORTATION EMERGENCY PREPAREDNESS PLAN (TEPP)**
 - *Verbal update*

- ITEM 11** **FUTURE AGENDA ITEMS**

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.



July 14, 2021

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: AARON BONFILIO, PROGRAM MANAGER
SUBJECT: ADA CERTIFICATION SERVICES PROGRAM UPDATE

RECOMMENDATION:

- Receive and file the monthly ADA Certification services report(s) and program update.

DISCUSSION:

Mobility Management Partners (MMP) is VCTC's service provider for ADA Paratransit Eligibility Certification services.

Attached is the ADA Paratransit Certification Services Reports from MMP for review at the TRANSCOM meeting. This report covers the period of *May, and June 2021*.



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May-21							
		May	April	March	Feb.	Jan.	Dec.
Call Center	Inbound ADA Calls	291	252	244	165	152	142
	Outbound ADA calls	369	423	380	311	205	182
	Average hold time (in seconds)	1.4	1.5	1.4	1.2	1	1
	Outbound Area Transmittals	5	11	10	7	2	2
	Inbound Area Transmittals	6	5	7	7	6	3
Applications Received	Recertification	116	147	118	105	65	57
	New Applications	48	41	51	33	26	24
Applications Received by Service Area	Camarillo Area	15	18	11	7	7	10
	Gold Coast Area	59	74	73	49	36	42
	Valley Express Area	5	3	5	8	5	1
	Moorpark Area	5	4	6	10	3	3
	Simi Valley Area	37	49	41	34	20	13
	Thousand Oaks	41	38	29	29	20	10
	Out of County	2	2	4	1	0	2
Completed Determinations by Evaluation Type	Complete, with Functional Evaluation	0	0	0	0	0	0
	Complete, Interview w/o Functional Evaluation	0	0	0	0	0	0
	Complete, Special Circumstance (no Interview)	31	23	42	22	25	23
	Complete, Over 85+	4	11	8	5	2	0
	Complete, Phone Interview	0	4	2	1	2	3
	Complete, Short-term Certification (60 days)	1	0	0	0	0	0
	Complete, Recertifications	113	147	117	107	62	56
	Completed Determinations	149	185	169	135	91	82
Delays in Processing (Cumulative)	Due to incomplete application by client	5	0	5	2	1	0
	Pending Professional Evaluation (PE)	9	5	2	3	0	3
	Applications that failed to meet 21 day rule	0	0	0	0	0	0
	Applicants awaiting in-person interviews	0	0	0	0	0	0
Assessments	Assessment Categories	Total	CAM	VCTC	SIMI	T.O.	MPK
	With Physical Assessment	0	0	0	0	0	0
	With Cognitive Assessment	0	0	0	0	0	0
	Interview only (at assessment sites)	0	0	0	0	0	0
	No Shows	0	0	0	0	0	0
	Total in-person interviews scheduled	0	0	0	0	0	0
Total Number of appointment days	0	0	0	0	0	0	
Determinations by Eligibility				Total	%		
Unconditional (including S.C., Over 85+ , Phone interviews,short-term)				132	88%		
Conditional				3	2%		
Temporary				13	9%		
Denials				0	0%		
Short Term				1	1%		

As of March 17th MMP closed their Camarillo office and began working remotely due to COVID-19 restrictions.

Riders requesting service outside of Ventura County

Riders requesting service into Ventura County

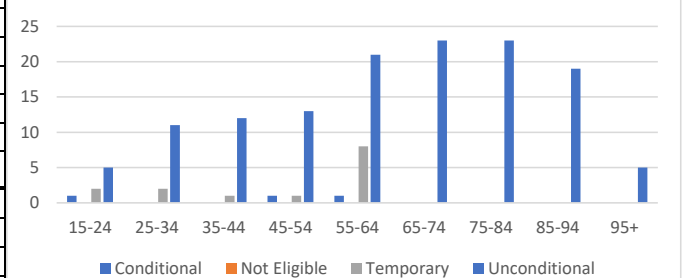
Total applications received: 164

Online Applications Received: 5 (3%)

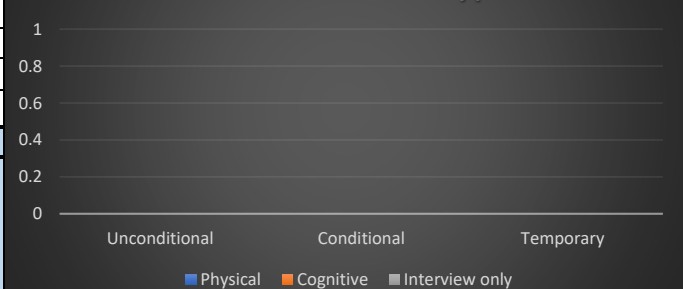
Applications by Language



Evaluations by Age and Determination Type



In-person Interviews by Eligibility and Assessment Type



May-21

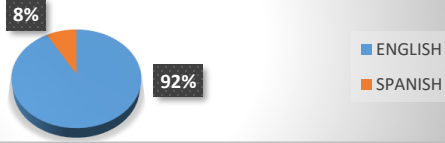
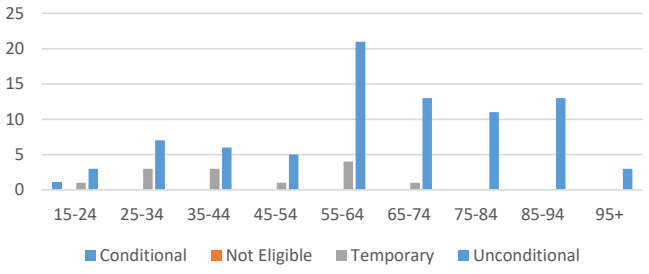

May-21				
Applications Received - GCT Area Cities	May	Apr.	Mar.	Feb.
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	4	4	3	1
Oak View	0	3	0	0
Oxnard	34	37	44	26
Saticoy	0	0	0	0
Port Hueneme	3	2	7	3
Ventura	18	28	19	19
Applications Received-Valley Express Area Cities				
Fillmore	3	1	3	1
Piru	0	0	0	0
Santa Paula	2	2	2	7

Monthly Queue Call Report (June)

	Call Count	Queue Size	Answered	Abandoned	Redirected	Disconnected	Call Count			Hold Time			To VoiceMail	Service Level
	Total In	Max	Total	Total	Total	Total	In	Out	Total	Min	Max	Avg		
Grand Total	321	2	238	15	68	0	321	4	325	0	0	0.00	68	65.42%
Monday	63	2	53	3	7	0	63	0	63	0	0	0.00	7	74.60%
Tuesday	72	2	55	3	14	0	72	0	72	0	0	0.00	14	70.83%
Wednesday	68	1	47	4	17	0	68	0	68	0	0	0.00	17	60.29%
Thursday	63	2	47	4	12	0	63	0	63	0	0	0.00	12	60.32%
Friday	54	1	36	1	17	0	54	4	58	0	0	0.00	17	61.11%
Saturday	1	0	0	0	1	0	1	0	1	0	0	0.00	1	0.00%



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Jun-21								
		June	May	April	March	Feb.	Jan.	As of March 17th MMP closed their Camarillo office and began working remotely due to COVID-19 restrictions.
Call Center	Inbound ADA Calls	335	291	252	244	165	152	
	Outbound ADA calls	218	369	423	380	311	205	
	Average hold time (in seconds)	1	1.4	1.5	1.4	1.2	1	
	Outbound Area Transmittals	7	5	11	10	7	2	
	Inbound Area Transmittals	5	6	5	7	7	6	
								Riders requesting service outside of Ventura County
								Riders requesting service into Ventura County
Applications Received	Recertification	40	116	147	118	105	65	Total applications received: 97
	New Applications	57	48	41	51	33	26	Online Applications Received: 2 (2%)
Applications Received by Service Area	Camarillo Area	5	15	18	11	7	7	Applications by Language 
	Gold Coast Area	40	59	74	73	49	36	
	Valley Express Area	3	5	3	5	8	5	
	Moorpark Area	3	5	4	6	10	3	
	Simi Valley Area	24	37	49	41	34	20	
	Thousand Oaks	22	41	38	29	29	20	
	Out of County	0	2	2	4	1	0	
Completed Determinations by Evaluation Type	Complete, with Functional Evaluation	0	0	0	0	0	0	Evaluations by Age and Determination Type 
	Complete, Interview w/o Functional Evaluation	0	0	0	0	0	0	
	Complete, Special Circumstance (no Interview)	43	31	23	42	22	25	
	Complete, Over 85+	6	4	11	8	5	2	
	Complete, Phone Interview	10	0	4	2	1	2	
	Complete, Short-term Certification (60 days)	0	1	0	0	0	0	
	Complete, Recertifications	38	113	147	117	107	62	
	Completed Determinations	97	149	185	169	135	91	
Delays in Processing (Cumulative)	Due to incomplete application by client	6	5	0	5	2	1	In-person Interviews by Eligibility and Assessment Type 
	Pending Professional Evaluation (PE)	6	9	5	2	3	0	
	Applications that failed to meet 21 day rule	0	0	0	0	0	0	
	Applicants awaiting phone interviews	2	0	0	0	0	0	
Assessments	Assessment Categories	Total	CAM	VCTC	SIMI	T.O.	MPK	
	With Physical Assessment	0	0	0	0	0	0	
	With Cognitive Assessment	0	0	0	0	0	0	
	Interview only (at assessment sites)	0	0	0	0	0	0	
	No Shows	0	0	0	0	0	0	
	Total in-person interviews scheduled	0	0	0	0	0	0	
	Total Number of appointment days	0	0	0	0	0	0	
Determinations by Eligibility				Total	%			
Unconditional (including S.C., Over 85+ , Phone interviews,short-term)				83	88%			
Conditional				1	2%			
Temporary				13	9%			
Denials				0	0%			
Short Term				0	1%			

Jun-21

Jun-21				
Applications Received - GCT Area Cities	June	May	Apr.	Mar.
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	0	4	4	3
Oak View	0	0	3	0
Oxnard	24	34	37	44
Saticoy	0	0	0	0
Port Hueneme	2	3	2	7
Ventura	14	18	28	19
Applications Received-Valley Express Area Cities				
Fillmore	2	3	1	3
Piru	0	0	0	0
Santa Paula	1	2	2	2

Monthly Queue Call Report (June)

	Call Count	Queue Size	Answered	Abandoned	Redirected	Disconnected	Call Count			Hold Time			To VoiceMail	Service Level
	Total In	Max	Total	Total	Total	Total	In	Out	Total	Min	Max	Avg		
Grand Total	321	2	238	15	68	0	321	4	325	0	0	0.00	68	65.42%
Monday	63	2	53	3	7	0	63	0	63	0	0	0.00	7	74.60%
Tuesday	72	2	55	3	14	0	72	0	72	0	0	0.00	14	70.83%
Wednesday	68	1	47	4	17	0	68	0	68	0	0	0.00	17	60.29%
Thursday	63	2	47	4	12	0	63	0	63	0	0	0.00	12	60.32%
Friday	54	1	36	1	17	0	54	4	58	0	0	0.00	17	61.11%
Saturday	1	0	0	0	1	0	1	0	1	0	0	0.00	1	0.00%



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JULY 14, 2021

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: HEATHER MILLER, PROGRAM MANAGER
SUBJECT: FY 2021-22 STATE OF GOOD REPAIR PROGRAM – PROJECT SUBMITTALS

RECOMMENDATION:

- Information and Discussion

BACKGROUND:

The Road Repair and Accountability Act of 2017, Senate Bill (SB) 1, includes a program that provides additional revenues for transit maintenance, rehabilitation, and capital projects. This investment in public transit is referred to as the State of Good Repair (SGR) program. The program provides approximately \$105 million annually to the State Transit Assistance (STA) Account for the State of Good Repair Program with funds distributed to Transit Operators using the same formula as State Transit Assistance.

A preliminary estimate of funding allocations for the FY 2021/22 SGR Program was released by the State Controller's Office in January 2021 and is shown in the following table:

Agency	SCO January Estimate (PUC 99314)	SCO January Estimate (PUC 99313)
City of Camarillo	\$ 7,745	
Gold Coast Transit District	\$ 44,060	
City of Moorpark	\$ 3,094	
City of Simi Valley	\$ 12,039	
City of Thousand Oaks	\$ 4,370	
SCRRA (Metrolink)	\$ 130,928	
VCTC		\$ 1,244,629

A final estimate of available allocations is to be released in August 2021. In the past, the August estimate has not varied significantly from the January estimate, therefore VCTC is providing the January estimate as the funding basis for the planning of potential projects. Transit Operators will be notified of the August estimate as soon as it is released should it require making any changes to the allocation amount of the final project submittal.

INFORMATION AND DISCUSSION

State Requirements for the SGR Program

Each Fiscal Year, regional entities, working in conjunction with their local transit operators are required to compile and forward to Caltrans a list of projects proposed to be funded with the apportionment of State of Good Repair funds.

VCTC, as the designated regional entity, is required to review the projects to ensure they meet the SGR eligibility criteria and to then submit one cover letter and Board Resolution (or equivalent) to Caltrans for the whole county. Projects' eligibility criteria include:

- whether the project has been approved by the Transit Operator's board and/or the project is included in an adopted document such as the short-range transit plan;
- whether the project is appropriate for the overall transit plan designed for the region; and
- whether the total estimated amount of SGR funds to be made available to the transit operator agrees with the August estimate letter issued by the California State Controller's Office.

Instructions for Transit Operator's FY 2021/22 Project List Submittals to VCTC

The SGR Resolution listing all of Ventura County's FY 2021/22 SGR projects is scheduled for the September 10, 2021 Commission Meeting.

VCTC is requesting Transit Operators submit their lists to VCTC by Friday, August 20, 2021. Project submittals must include:

- Project scope and description;
- Project overall funding plan;
- Project schedule; and
- Estimated useful life of the project.

Agencies must submit a signed cover letter on agency letterhead, with original signature indicating that the project has been approved by the Transit Operator's board and/or that the project is included in an adopted document such as the short-range transit plan (include a link to the publication.)

In coordination with individual Transit Operators, VCTC will enter the proposed project data into the CalSMART database.

Next Steps

Following the September Commission Meeting, VCTC staff will submit the SGR Resolution to Caltrans. Caltrans will, after reviewing the project information, provide the State Controller's Office with the list of eligible recipients. VCTC will receive and sub-allocate the funds from the State Controller's Office to the Transit Operators on a quarterly basis beginning in November.