VENTURA COUNTY TRANSPORTATION COMMISSION
Transit Operators Advisory Committee
TRANSCOM

AGENDA

In Person
VCTC Large Conference Room
751 East Daily Drive, Suite 420
Camarillo, CA

Wednesday, May 10, 2023
1:30 p.m.

www.goventura.org

*Action may be taken on any item listed on the agenda

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 Administrative Assistant at (805) 642-1591 ext. 111. Notification of at least 48 hours (about 2 days) prior to meeting time will assist staff in assuring reasonable arrangements can be made to provide accessibility at the meeting.

ITEM 1   **CALL TO ORDER**

ITEM 2   **INTRODUCTIONS & ANNOUNCEMENT**

ITEM 3   **PUBLIC COMMENT**
Under the Brown Act, the committee should not act on or discuss matters raised during the Public Comment portion of the agenda which are not listed on the agenda. Committee members may refer such matters to staff for facts or to be placed on the subsequent agenda for consideration.

ITEM 4   **AGENDA ADJUSTMENTS**

ITEM 5   **APPROVAL OF MINUTES**
Recommended Action:
- *Waive the reading and approve the meeting minutes from March 2023.*
Responsible Staff: Jeni Eddington

ITEM 6   **ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE**
Recommended Action:
- *Receive and file.*
Responsible Staff: Dolores Lopez

ITEM 7   **TRANSPORTATION DEVELOPMENT ACT (TDA) TRIENNIAL AUDIT REPORT**
Recommended Action:
- *Approve submittal of triennial performance audits to Caltrans.*
Responsible Staff: Dolores Lopez

ITEM 8   **OUTREACH PROGRAM UPDATE**
Recommended Action:
- *Receive and file.*
Responsible Staff: Darrin Peschka

ITEM 9   **SHORT RANGE TRANSIT PLAN UPDATE**
Recommended Action:
- *Receive and file.*
Responsible Staff: Aubrey Smith

ITEM 10   **FUTURE AGENDA ITEMS**
Recommended Action:
- *For discussion.*
Responsible Staff: Claire Grasty

ITEM 11   **ADJOURNMENT**

VENTURA COUNTY TRANSPORTATION COMMISSION
Transit Operators Advisory Committee (TRANSCOM)

VCTC Large Conference Room
751 East Daily Drive #420
Camarillo, CA

Wednesday, April 11, 2023
1:30 p.m.

Item 5

MEETING MINUTES

MEMBERS PRESENT	Mike Houser, City of Thousand Oaks (Chair)
	Lydia Salas, City of Camarillo
	Michelle Woomer, City of Moorpark
	Ben Gonzales, City of Simi Valley
	Tyler Nestved, City of Thousand Oaks
	Sergio Albarran, City of Ventura
	Susanna Arroyo, County of Ventura
	Dani Anderson, County of Ventura
	Cynthia Duque, Gold Coast Transit District (GCTD)
	Austin Novstrup, Gold Coast Transit District (GCTD)
MEMBERS ABSENT	City of Fillmore
	City of Ojai
	City of Oxnard
	City of Port Hueneme
	City of Santa Paula
EX OFFICIO PRESENT	Nicole Collazo, VCAPCD
	Karly Ibrahim, CSU Channel Islands
VCTC STAFF PRESENT	Martin R. Erickson, Executive Director
	Claire Grasty, Public Transit Director
	Dolores Lopez, Regional Transit Planner
	Matt Miller, Program Manager – Public Transit
	Aubrey Smith, Program Manager – Regional Transit Planning
	Peter De Haan, Programming Director
	Heather Miller, Program Manager
	Geiska Velasquez, Program Analyst

ITEM 1   CALL TO ORDER
Chair Houser called the meeting to order at 1:31 p.m.

ITEM 2   INTRODUCTIONS & ANNOUNCEMENTS
Matt Miller announced that VCTC would be conducting customer surveys in the coming

weeks. Thousand Oaks Transit cancelled their EV order but is purchasing a non-federally funded beach bus.

ITEM 3   **PUBLIC COMMENT –** None.

ITEM 4   **AGENDA ADJUSTMENTS –** None.

ITEM 5   **APPROVAL OF MEETING MINUTES**

    ACTION
    A moved, seconded by Houser, that the committee approve the March 2023 meeting minutes, as amended. The motion passed unanimously.

ITEM 6   **ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE**
The committee received the ADA certification services program monthly update for filing.

ITEM 7   **TRANSPORTATION DEVELOPMENT ACT (TDA) TRIENNIAL AUDIT REPORT**
Kathy Chambers, Moore and Associates, reviewed the TDA triennial performance audit reports for the county's transit agencies including 1) findings, 2) countywide trends, 3) national trends.

ITEM 8   **2023 ACCESS FOR ALL PROGRAM – SELECTION OF ACCESS PROVIDERS**
The Committee discussed the reasoning for bringing this item back to the Committee.

    ACTION
    Gonzales moved, seconded by Arroyo, that the committee approve a motion to reconsider action taken on March 8, 2023, approving Access for All funding in the amount of $249,713 to Gold Coast Transit District. The motion passed unanimously.

Heather Miller provided a summary of the Access for All Program and the applications received. The committee discussed Ventura Transit System's (VTS) experience of providing Access for All service in San Luis Obispo and Gold Coast Transit District's (GCTD) ability to afford two vehicles with the funds recommended for GCTD.

    ACTION
    Novstrup moved, seconded by Houser, that the committee approve Gold Coast Transit District (GCTD) as a Fiscal Year 2022/23 Access Provider and award Access For All funds totaling $131,246 toward the purchase of two (2) wheelchair accessible vans for the Go Now South Oxnard Microtransit pilot project and award funds totaling $118, 467 for countywide on-demand Wheelchair Accessible Vehicle (WAV) service fare subsidy program. The motion passed unanimously.

ITEM 9   **FISCAL YEAR (FY) 2023/24 TRANSPORTATION DEVELOPMENT ACT (TDA) UNMET TRANSIT NEEDS (UTN) FINDINGS**
Dolores Lopez reviewed the Unmet Transit Needs process including the outreach process, comments received, and analysis. The two most common comments are 1) service between Fillmore/Santa Clarita, Fillmore/Moorpark, and Thousand Oaks/Woodland Hills,

and 2) a new stop to serve SAGE Services. Claire Grasty shared that the UTN definitions will be updated in the upcoming fiscal year.

ITEM 10   REDISTRIBUTION OF CONGESTION MITIGATION AND AIR QUALITY (CMAQ) AND CARBON REDUCTION PROGRAM (CRP) FUNDS

Peter De Haan updated the committee on the CMAQ AND CRP fund distribution, including the redistribution of previously programmed CMAQ and CRP funds as shown in the attachment, with the caveat that staff remains authorized to administratively make further adjustments as the situation warrants.

ITEM 11   FISCAL YEAR 2022-23 LOW CARBON TRANSIT OPERATIONS PROGRAM (LCTOP) ALLOCATION

ACTION

Woomer moved, seconded by Gonzalez, that the committee recommend that the VCTC approve the VCTC FY22/23 Low Carbon Transit Operations Program (LCTOP) Total Allocation Request of $2,090,915 to fund the following three projects:

- **Youth Ride Free ($1,000,000 includes Cities of Camarillo, Moorpark, Simi Valley, and Thousand Oaks Local Shares),**
- **Free Fare Days ($200,000), and**
- **Battery Electric Charging Infrastructure ($890,915).**

ITEM 12   FUTURE AGENDA ITEMS

- LCTOP
- TEPP Implementation Discussions
- Grant Project Status Report Tracking
- Triennial Review
- Unmet Transit Needs

ITEM 13   ADJOURNMENT

Chair Houser adjourned the meeting at 2:43 p.m.

[This page intentionally left blank.]

Item 6

DATE: **May 10, 2023**

MEMO TO: **TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)**

FROM: **DOLORES LOPEZ, REGIONAL TRANSIT PLANNER**

SUBJECT: **ADA CERTIFICATION SERVICES PROGRAM UPDATE**

RECOMMENDATION:

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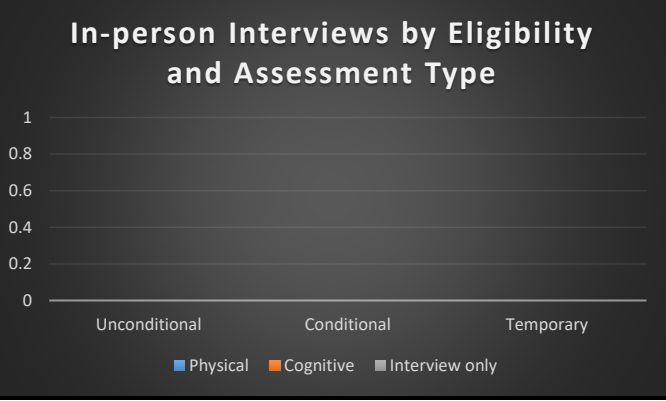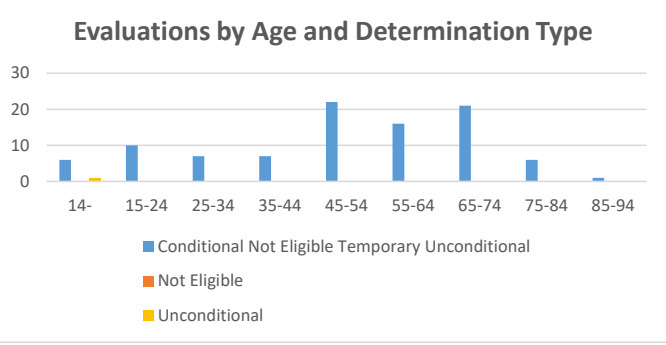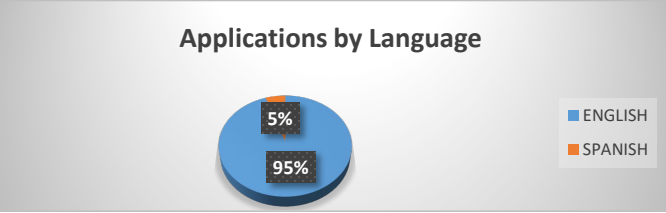
DISCUSSION:

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

Attached are the ADA Paratransit Certification Services Reports from MMP for review at the TRANSCOM meeting.

		Apr-23					

		Apr	Mar	Feb	Jan	Dec	Nov	
Call Center	Inbound ADA Calls	432	600	432	463	340	329	As of 3/17/2020, MMP closed their Camarillo office and began working remotely due to COVID-19 restrictions.
	Outbound ADA calls	477	432	292	385	190	165	
	Average hold time (in seconds)	1.07	0.57	0.25	0.6	0.38	0.35	
	Outbound Area Transmittals	2	9	1	3	2	5	Riders requesting service outside of Ventura County
	Inbound Area Transmittals	4	8	7	5	6	3	Riders requesting service into Ventura County
Applications Received	Recertification	65	112	55	71	64	58	Total applications received: 114
	New Applications	49	74	93	43	37	38	Online Applications Received: 0 (0%)

Applications Received by Service Area

	Apr	Mar	Feb	Jan	Dec	Nov
Camarillo Area	11	17	12	11	7	15
Gold Coast Area	50	75	66	53	41	42
Valley Express Area	1	5	5	3	7	7
Moorpark Area	3	5	5	5	2	2
Simi Valley Area	26	37	37	17	27	17
Thousand Oaks	21	45	21	25	16	12
Out of County	2	2	2	0	1	1

Applications by Language

ENGLISH 95%
SPANISH 5%

Completed Determinations by Evaluation Type

	Apr	Mar	Feb	Jan	Dec	Nov
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)	25	26	36	18	17	14
Complete, Over 85+	7	11	6	8	5	7
Complete, Phone Interview	39	31	22	23	16	20
Complete, Short-term Certification (60 days)	0	0	0	0	0	0
Complete, Recertifications	50	97	75	56	59	45
Completed Determinations	**121**	**165**	139	105	97	86

Evaluations by Age and Determination Type

Conditional Not Eligible Temporary Unconditional
Not Eligible
Unconditional

(chart age groups: 14-, 15-24, 25-34, 35-44, 45-54, 55-64, 65-74, 75-84, 85-94)

Delays in Processing (Cumulative)

	Apr	Mar	Feb	Jan	Dec	Nov
Due to incomplete application by client	5	10	4	7	7	8
Pending Professional Evaluation (PE)	14	13	18	18	7	11
Applications that failed to meet 21 day rule	0	0	0	0	0	0
Applicants awaiting phone interviews	0	2	0	1	0	1

Assessments

Assessment Catagories	Total	CAM	VCTC	SIMI
With Physical Assessment	0	0	0	0
With Cognitive Assessment	0	0	0	0
Interview only (at assessment sites)	0	0	0	• 0
No Shows for Phone Interview	4	0	0	0
Total In-Person Interviews Scheduled	0	0	0	0
Total Number of Appointment Days	0	0	0	0

In-person Interviews by Eligibility and Assessment Type

(chart: Unconditional, Conditional, Temporary)
Physical Cognitive Interview only

Determinations by Eligiblity	Total	%
Unconditional (including S.C., Over 85+ , Phone interviews,short-term)	96	79%
Conditional	13	11%
Temporary	12	10%
Denials	0	0%
Short Term	0	0%

April				
Applications Received - GCT Area Cities	**Apr**	Mar	Feb	Jan
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	1	5	3	3
Oak View	1	1	0	0
Oxnard	29	35	36	32
Saticoy	0	0	0	0
Port Hueneme	3	5	7	3
Ventura	16	29	20	15
Applications Received-Valley Express Area Cities				
Fillmore	1	3	0	1
Piru	0	1	0	0
Santa Paula	0	1	5	2

MX Admin Report (April)

	Call Count			Queue Size	Answered	Abandoned	Redirected	Disconnected	To VoiceMail	Hold Time			Service Level
	In	Out	Total	Max	Total	Total	Total	Total	Total	Min	Max	Avg	
Grand Total	426	477	903	2	356	14	56	0	56	0	270	1.08	66.90%
Sunday	7	0	7	0	0	0	7	0	7	0	0	0.00	0.00%
Monday	90	104	194	1	69	5	16	0	16	0	47	0.39	58.89%
Tuesday	98	112	210	2	90	3	5	0	5	0	13	0.13	78.57%
Wednesday	72	154	226	2	64	1	7	0	7	0	270	1.58	65.28%
Thursday	85	65	150	1	77	2	6	0	6	0	48	1.00	77.65%
Friday	66	42	108	1	55	3	8	0	8	0	209	2.94	62.12%
Saturday	8	0	8	0	1	0	7	0	7	0	0	0.00	12.50%

May 10, 2023

MEMO TO: **TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)**

FROM: **DOLORES LOPEZ, TRANSIT PLANNER**
                         AUBREY SMITH, REGIONAL TRANSIT PLANNING PROGRAM MANAGER

SUBJECT: **APPROVAL OF STATE REQUIRED TRANSPORATION DEVELOPMENT ACT (TDA)**
                         TRIENNIAL PERFORMANCE AUDITS FOR VENTURA COUNTY TDA RECIPIENTS

<u>**RECOMMENDATION:**</u>

- Receive and file the State required Transportation Development Act (TDA) triennial performance audits of TDA recipients in Ventura County.
- Approve submittal of triennial performance audits to Caltrans.

<u>**DISCUSSION:**</u>

Every three years, the State requires that VCTC, in its role as the County Transportation Commission and Transportation Planning Agency (RPTA) for Ventura County, undergo a performance audit to certify that agencies claiming Local Transportation Funds (LTF) are fully complying with the TDA legislative intent and regulations. Operators that receive funding under Article 4 of the TDA are required to have a performance audit. Between fiscal years (FY) 2017 and 2019, this includes the County of Ventura, Gold Coast Transit District (GCTD), Ojai Trolley, Simi Valley Transit, Thousand Oaks Transit, and Valley Express (in the cities of Fillmore, and Santa Paula).

While claimants that receive funding only under Article 4.5 and/or Article 8 are not statutorily required to have a performance audit, this cycle VCTC chose to continue conducting performance audits of all operators that are allocated funding under the TDA[1] to enable a comprehensive and objective review that serves the benefit of both the RPTA and the transit providers. This includes Camarillo Area Transit, Moorpark City Transit, and VCTC Intercity services. Doing so also contributes to and facilitates VCTC's preparation of its required annual SB 203 Report of transit operator's performance countywide.

In November 2022, VCTC released a Request for Proposal (RFP) for a consultant to perform the TDA audits for VCTC claimants (including non-Article 4 claimants). In January 2023 VCTC awarded the contract to Moore & Associates to complete the Triennial Performance audits.

Public Utilities Code (PUC) Section 99246(d) states that the performance audit of an operator providing public transportation services shall include, but is not limited to, a verification of the performance indicators defined in PUC Section 99247. These performance indicators include:

- Operating cost per passenger
- Operating cost per vehicle service hour
- Passengers per vehicle service hour
- Passengers per vehicle service mile
- Vehicle service hours per employee

At the April 12, 2023 TRANSCOM meeting, operators reviewed the draft findings and recommendations and were provided with the opportunity to ask questions of the auditor. The audits were subsequently finalized, and the final audits are reflective of operator and VCTC comments and revisions.

This item is to receive and file the TDA performance audits and approve the submission of the audits to Caltrans. The attached Summary of Findings and Recommendations from Moore & Associates provides an overview of the TDA performance audits completed, and recommendations going forward. Each individual performance audit is also posted on the VCTC website, www.goventura.org

Attachment: Summary of Findings and Recommendations from Moore & Associates

Summary of Final Audit Findings and Recommendations

Several operators were able to clear findings through the provision of additional information and/or documentation. The following table lists the findings and recommendations included within the final audit reports.

Operator	Finding	Recommendation	Finding Type
City of Camarillo	The City does not use the TDA definition of full-time equivalent (FTE) employee in preparing its State Controller Report.	Ensure the TDA definition of full-time equivalent (FTE) employee is used for reporting to the State Controller.	Functional
City of Moorpark	The contractor's staffing shortage is impacting the City's ability to operate its transit programs.	The City of Thousand Oaks should continue to work with MV Transportation to fill the open operations positions and ensure sufficient Dial-A-Ride coverage for the City of Moorpark.	Functional
City of Ojai	The City's performance data continues to be reported inconsistently and, in some cases inaccurately, both internally and to outside entities.	Transit and Finance staff should thoroughly review any reports prepared by other departments or outside auditors prior to their submittal.	Functional
City of Simi Valley	[No findings]		
City of Thousand Oaks	Continue to recruit drivers to fill the open driver positions and ensure sufficient backup coverage.	Continue to work with MV Transportation to fill the open operations positions and ensure sufficient Dial-A-Ride coverage.	Functional
County of Ventura	[No findings]		
East County Transit Alliance	The contractor's staffing shortage is impacting the City's ability to operate its transit programs.	Continue to work with MV Transportation to fill the open operations positions and ensure sufficient Dial-A-Ride coverage.	Functional

Operator	Finding	Recommendation	Finding Type
Gold Coast Transit District	There are reporting errors in the State Controller Transit Operator Financial Transaction Reports for each year of the audit period.	Ensure VSH and VSM data are correctly reported on the State Controller Financial Transaction Reports.	Functional
Valley Express	[No findings]		
VCTC Intercity Bus	VCTC does not include staff time in the full-time equivalent calculation, only reporting FTE provided by the operations contractor.	Ensure the TDA definition of full-time equivalent (FTE) employee is used for reporting to the State Controller.	Compliance
VCTC (RTPA)	The RTPA does not have an effective process to assess productivity improvements for the transit operators within its jurisdiction.	Implement a process for operators to assess the implementation status of performance audit recommendations to VCTC's Transit Operations and Planning department on an annual basis.	Compliance

May 10, 2023

MEMO TO: **TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)**

FROM: **DARRIN PESCHKA, PROGRAM MANAGER, GOVERNMENT AND COMMUNITY RELATIONS**

SUBJECT: **OUTREACH PROGRAM UPDATE**

RECOMMENDATION:

- Receive and file.

DISCUSSION:

The Ventura County Transportation Commission (VCTC) believes that robust and ongoing community outreach efforts are vital to VCTC's mission to keep Ventura County moving. For several years, VCTC has utilized the services of a consulting firm to facilitate community outreach and public transit outreach services. In December 2020, the Commission approved a three-and-a-half-year contract with Celtis Ventures Inc. for those services. That contract began Jan. 1, 2021.

The contract covers outreach work for multiple VCTC programs, including Intercity Services, Regional Transit Planning, Metrolink, Pacific Surfliner (LOSSAN), Rideshare, Regional Transit Technology and Community Outreach. VCTC staff collaborates with and directs Celtis staff to create and share information about VCTC programs on the agency website, through printed materials posted at bus stops and transit centers, on social media, via eblasts, and through placements in digital and print media. VCTC shares alerts to keep transit riders informed about changes to bus schedules and routes. VCTC also disseminates information on behalf of regional operators and partner agencies, such as Caltrans.

During the past year, VCTC staff has focused on two new major initiatives: promotion of the Youth Ride Free transit program and a Spanish-language outreach campaign. Both efforts are intended to support VCTC efforts to bring back riders and to educate those who don't frequently use or have never used public transportation. In addition, for the fourth year, VCTC partnered with local Boys & Girls Clubs for an art contest to promote public transit, and winners had decals of their art placed on VCTC Intercity buses. Also, for the first year since the pandemic, VCTC staff was able to participate in numerous community events held in person, including the Ventura County Fair and the Port of Hueneme Banana Festival.

The Committee will receive a presentation about these activities, as well as outreach efforts planned for the coming year.

[This page intentionally left blank.]