



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, June 14, 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 May 2023.*
Responsible Staff: Jeni Eddington
- ITEM 6 ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE**
Recommended Action:
• *Receive and file.*
Responsible Staff: Aubrey Smith
- ITEM 7 FTA TRIENNIAL REVIEW UPDATE**
Recommended Action:
• *Receive and file.*
Responsible Staff: Peter De Haan
- ITEM 8 ONBOARD SURVEY RESULTS**
Recommended Action:
• *Receive and file*
Responsible Staff: Erin Kenneally
- ITEM 9 PUBLIC TRANSIT AGENCY BICYCLE POLICIES**
Recommended Action:
• *Receive and file.*
Responsible Staff: Claire Grasty
- ITEM 10 FY 2023-24 STATE OF GOOD REPAIR PROGRAM – PROJECT SUBMITTALS**
Recommended Action:
• *For Discussion*
Responsible Staff: Geiska Velasquez
- ITEM 11 EMERGENCY COMMUNICATIONS**
Recommended Action:
• *Verbal update.*
Responsible Staff: Claire Grasty
- ITEM 12 FUTURE AGENDA ITEMS**
Recommended Action:
• *For discussion.*
Responsible Staff: Claire Grasty
- ITEM 13 ADJOURNMENT**



VENTURA COUNTY TRANSPORTATION COMMISSION
Transit Operators Advisory Committee (TRANSCOM)

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

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

Item 5

MEETING MINUTES

MEMBERS PRESENT: Mike Houser, City of Thousand Oaks (Chair)
Shaun Kroes, City of Camarillo
Michelle Woomey, City of Moorpark
Phil Pulley, City of Ojai
Ben Gonzales, City of Simi Valley
Tyler Nestved, City of Thousand Oaks
Sergio Albarran, City of Ventura
Susanna Arroyo, County of Ventura
Cynthia Duque, Gold Coast Transit District (GCTD)
Austin Novstrup, Gold Coast Transit District (GCTD)

MEMBERS ABSENT: City of Fillmore
City of Oxnard
City of Port Hueneme
City of Santa Paula

EX OFFICIO PRESENT: Karly Ibrahim, CSU Channel Islands

EX OFFICIO ABSENT: Ventura County Air Pollution Control District

VCTC STAFF PRESENT: Claire Grasty, Public Transit Director
Dolores Lopez, Regional Transit Planner
Matt Miller, Program Manager – Public Transit
Aubrey Smith, Program Manager – Regional Transit Planning
Darrin Peschka, Program Manager – Government and Community Relations

ITEM 1 CALL TO ORDER

Chair Houser called the meeting to order at 1:31 p.m.

ITEM 2 INTRODUCTIONS & ANNOUNCEMENTS

Claire Grasty announced that VCTC Intercity and Metrolink will provide booster service for the X-Games in July and that May is bike month. Austin Novstrup announced that the

GCTD Microtransit project is launching in late May. Cynthia Duque announced that GCTD will have a schedule change in July. Michelle Woomer announced that the Moorpark Microtransit project has been in service for one year. Mike Houser announced that the Thousand Oaks Transit General Manager for MV retired.

ITEM 3 PUBLIC COMMENT – None.

ITEM 4 AGENDA ADJUSTMENTS – None.

ITEM 5 APPROVAL OF MEETING MINUTES

ACTION

Woomer moved, seconded by Houser, that the committee approve the April 2023 meeting minutes. The motion passed unanimously.

ITEM 6 ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

The committee received the ADA certification services program monthly update for filing. The committee discussed including financial data in future reports such as the cost per application. The committee discussed remote versus in-person certifications and contracts options for extension.

ITEM 7 TRANSPORTATION DEVELOPMENT ACT (TDA) TRIENNIAL AUDIT REPORT

Kathy Chambers, Moore and Associates, provided a summary of the TDA Triennial Performance Audits including the history of the legislation, procurement process for securing a contractor, and next steps.

ACTION

Kroes moved, seconded by Gonzales, that the committee approve the submittal of the Triennial Performance Audits for Ventura County to Caltrans. The motion passed unanimously.

ITEM 8 OUTREACH PROGRAM UPDATE

Darrin Peschka updated the Committee on Outreach Program including 1) social media engagement and promotions, 2) the annual Youth Art Contest, 3) tabling at countywide community events, and 4) active transportation programs and initiatives.

The committee discussed 1) the use of Spotify for advertising, 2) revisiting travel training, and 3) the budget for each campaign.

ITEM 9 SHORT RANGE TRANSIT PLAN UPDATE

Aubrey Smith provided a brief review of the Short-Range Transit Plan (SRTP) process and purpose and asked for feedback from the committee. Claire Grasty added that the SRTP will include many of the other Plans.

ITEM 10 FUTURE AGENDA ITEMS

- Low Carbon Low Carbon Transit Operations Program (LCTOP)
- Transportation Emergency Preparedness Program (TEPP) Implementation
- Transit Grant Project Status Report Tracking

- Federal Transit Authority Triennial Review
- Unmet Transit Needs Process (April)
- ADA Certification Program (contract)
- Countywide Bicycle and eBike Policies
- Zero Emission Bus (ZEB) subcommittee report
- Americans with Disability Act (ADA) subcommittee report

ITEM 11 ADJOURNMENT

Chair Houser adjourned the meeting at 2:35 p.m.



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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.

May-23								
		May	Apr	Mar	Feb	Jan	Dec	
Call Center	Inbound ADA Calls	451	432	600	432	463	340	
	Outbound ADA calls	556	477	432	292	385	190	
	Average hold time (in seconds)	1.27	1.07	0.57	0.25	0.6	0.38	
	Outbound Area Transmittals	3	2	9	1	3	2	
	Inbound Area Transmittals	6	4	8	7	5	6	
As of 3/17/2020, 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						
Applications Received	Recertification	74	65	112	55	71	64	
	New Applications	62	49	74	93	43	37	
Total applications received: 136								
Online Applications Received: 0 (0%)								
Applications Received by Service Area	Camarillo Area	4	11	17	12	11	7	
	Gold Coast Area	60	50	75	66	53	41	
	Valley Express Area	4	1	5	5	3	7	
	Moorpark Area	3	3	5	5	5	2	
	Simi Valley Area	27	26	37	37	17	27	
	Thousand Oaks	37	21	45	21	25	16	
	Out of County	1	2	2	2	0	1	
Applications by Language								
Completed Determinations by Evaluation Type	Complete, with Functional Evaluation	0	0	0	0	0	0	
	Complete, Interview w/o Functional Evaluation	1	0	0	0	0	0	
	Complete, Special Circumstance (no Interview)	17	25	26	36	18	17	
	Complete, Over 85+	8	7	11	6	8	5	
	Complete, Phone Interview	28	39	31	22	23	16	
	Complete, Short-term Certification (60 days)	0	0	0	0	0	0	
	Complete, Recertifications	74	50	97	75	56	59	
	Completed Determinations	128	121	165	139	105	97	
Evaluations by Age and Determination Type								
Delays in Processing (Cumulative)	Due to incomplete application by client	8	5	10	4	7	7	
	Pending Professional Evaluation (PE)	14	14	13	18	18	7	
	Applications that failed to meet 21 day rule	0	0	0	0	0	0	
	Applicants awaiting phone interviews	0	0	2	0	1	0	
Assessments	Assessment Categories				Total	CAM	VCTC	SIMI
	With Physical Assessment				0	0	0	0
	With Cognitive Assessment				0	0	0	0
	Interview only (at assessment sites)				1	1	0	0
	No Shows for Phone Interview				2	0	0	0
	Total In-Person Interviews Scheduled				0	0	0	0
	Total Number of Appointment Days				0	0	0	0
Determinations by Eligibility							Total	%
Unconditional (including S.C., Over 85+ , Phone interviews, short-term)							119	93%
Conditional							7	5%
Temporary							2	2%
Denials							0	0%
Short Term							0	0%
In-person Interviews by Eligibility and Assessment Type								

May				
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	2	1	5	3
Oak View	2	1	1	0
Oxnard	31	29	35	36
Saticoy	0	0	0	0
Port Hueneme	2	3	5	7
Ventura	23	16	29	20
Applications Received-Valley Express Area Cities				
Fillmore	1	1	3	0
Piru	0	0	1	0
Santa Paula	3	0	1	5

MX Admin Report (May)

	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	441	556	997	2	370	6	65	0	65	0	580	1.28	70.52%
Monday	93	74	167	2	75	1	17	0	17	0	4	0.03	62.37%
Tuesday	96	124	220	2	85	1	10	0	10	0	44	0.31	80.21%
Wednesday	101	216	317	2	85	1	15	0	15	0	88	0.86	71.29%
Thursday	82	85	167	2	69	3	10	0	10	0	132	1.20	74.39%
Friday	66	57	123	1	56	0	10	0	10	0	580	5.61	65.15%
Saturday	3	0	3	0	0	0	3	0	3	0	0	0.00	0.00%



Item 7

June 14, 2023

MEMO TO: TRANSIT OPERATORS COMMITTEE (TRANSCOM)
FROM: PETER DE HAAN, PROGRAMMING DIRECTOR
SUBJECT: FEDERAL TRANSIT ADMINISTRATION (FTA) TRIENNIAL REVIEW OF VCTC AND SUBRECIPIENTS

RECOMMENDATION:

- Receive and file.

BACKGROUND:

Every three years, the FTA conducts a Triennial Review of each direct recipient, to assure compliance with federal conditions for receiving funds. The review of a direct recipient includes subrecipients, so the review of VCTC includes most Ventura County transit operators, with the exception of Gold Coast Transit, Simi Valley Transit, and Metrolink, which are direct FTA recipients rather than VCTC subrecipients.

The Federal Transit Administration (FTA) is currently completing its Triennial Review of VCTC and its subrecipients, and has tentatively informed staff that there will be findings in the areas of Procurement, Disadvantaged Business Enterprise (DBE), and Safety Plan.

DISCUSSION:

The following is a summary of findings relating to multiple transit operators within the county:

1. **Procurement:** There are three required contract clauses, for Inspector General Reporting, Distracted Driving, and Seat Belt Use, which were not included in the boilerplate used by VCTC and its subrecipients. Although these clauses have been a requirement for some time, they typically had not been included in generally-available lists of FTA-required clauses. VCTC will now be revising its boilerplate, and these clauses will be provided to subrecipients which must include them in contracts with FTA participation.
2. **DBE:** There is expected to be a finding that VCTC and subrecipients have not been taking adequate measures to encourage DBE participation, such as promotional vendor fairs. VCTC will be required to prepare an action plan of DBE promotional efforts over the next year, and has already contacted several transit operators about setting up a

vendor fair. Staff will inform TRANSCOM of what other efforts will be included in the DBE program over the next year, since these activities will likely involve multiple agencies.

For the DBE area, a finding is also anticipated that VCTC's annual DBE participation calculation must include during the year of award the entire anticipated federal share of multi-year contracts, rather than those amounts being spread across the years as has been VCTC's practice. Therefore, staff quickly requested some additional information from subrecipients for last month's DBE report, and VCTC will make changes to the subrecipient DBE reporting request going forward.

3. Safety Plan: There were no deficiencies found in VCTC's own safety plan, but VCTC should have reviewed and approved the plans prepared by its subrecipients. Accordingly, all of the recent round of completed safety plans should be submitted to VCTC for review, and that practice should continue in future cycles.



Item 8

JUNE 14, 2023

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: ERIN KENNEALLY, TRANSIT SPECIALIST
SUBJECT: 2023 VCTC INTERCITY AND VALLEY EXPRESS RIDER SURVEY

RECOMMENDATION:

- Receive a presentation on the recently completed Rider Survey conducted by VCTC.

BACKGROUND:

Periodic surveys of transit riders are an industry best practice in the transit industry. Moreover, having recent, relevant data on transit customer trip patterns and levels of customer satisfaction is important (especially as it has been several years since similar surveys were carried out).

Therefore, in April 2023, VCTC conducted on-board rider surveys to compile passenger information regarding fare payment methods, travel patterns, and customer satisfaction as well as demographic information in support of federal Title VI requirements. A solid foundation of quality, current data will allow VCTC to identify program strengths and weaknesses while developing strategies for enhancing service, thereby improving mobility for persons who live and/or work throughout Ventura County.

A bilingual survey (English/Spanish) was offered to all riders of VCTC Intercity and Valley Express services. The survey was available from April 3 through May 8, 2023. To achieve the greatest level of participation, VCTC took a three-pronged approach to data collection utilizing both online and intercept methodologies:

1. A unique URL was created (www.goventura.org/ridersurvey) and car cards were designed to prominently display both the URL as well as a QR code that linked directly to the online survey. The car cards were placed onboard all vehicles across VCTC and Valley Express services. The survey was also promoted on VCTC and Valley Express' various social media platforms.
2. Additionally, bilingual paper survey instruments were available onboard each vehicle allowing passengers to self-administer the survey and return their completed form to the driver.
3. Lastly, intercept surveying was conducted on board VCTC and Valley Express vehicles as well as at the Fillmore Terminal and Ventura Transit Center. Surveying took place across five weekdays in mid-April 2023. Bilingual surveyors offered the paper instrument to passengers of both services.

Data collection resulted in 837 valid surveys; 755 on VCTC Intercity and 82 on Valley Express. This nearly doubled the response rate from the 2019 survey where 348 were collected on Intercity and 74 on Valley Express. Although available in both languages, most surveys were completed in English. Only 42 Intercity surveys (5.6 percent) and 22 Valley Express surveys (26.8 percent) were completed in Spanish.

DISCUSSION:

Based on commonalities in response data, conclusions can be drawn regarding survey participant attitude, awareness, and demographics.

A total of 755 surveys were collected from VCTC Intercity riders (559 via intercept and 196 online).

Key findings from the VCTC Intercity Rider Survey:

- VCTC Intercity is held in high esteem based on overall ratings. Most respondents (96.4 percent) indicated being satisfied with the Intercity service.
- Most respondents indicated that they pay their fare using cash (39.8 percent) Although a third indicated they use the College Ride or Youth Ride Free programs (33.8 percent) and nearly a quarter (22.1 percent) use the VCbuspass (app or card).
- The most preferred service improvement for Intercity riders is “more frequent service”. This was the same in 2019.
- The majority of respondents are regular riders with 58.9 percent indicating they ride at least 3 days per week.
- Slightly more than 40 percent (40.7) of Intercity riders indicated they also ride Gold Coast Transit and a third (32.5 percent) ride Metrolink or Amtrak.
- Most respondents were under the age of 35 (52.6 percent), Identified as Hispanic/Latino (54.7 percent), indicated speaking English very well (81.8 percent) and reported an annual income of less than \$30,000 (51.9 percent).

A total of 82 surveys were collected from Valley Express riders (61 via intercept and 21 online).

Key findings from the Valley Express Rider Survey:

- Valley Express is held in high esteem based on overall ratings. Most respondents (91.1 percent) indicated being satisfied with the Valley Express service.
- Most respondents indicated that they pay their fare using cash (48.8 percent).
- The most preferred service improvement for Valley Express riders is “more frequent service”. This was the same in 2019.
- When asked about the Fillmore to Moorpark route, 67.6 percent of respondents indicated that they would likely use the new service with 28.4 percent indicating they would use the service weekly.
- The majority of respondents are regular riders with 31.6 percent indicating they ride everyday and another 34.2 percent indicating they ride at least 3 days per week.
- Slightly more than 40 percent (40.2) of Valley Express riders indicated they also ride VCTC Intercity.
- Most respondents indicated being unaware of the VCbuspass program with only 12.2 percent stating that they use the card or app to pay for their fare.
- Most respondents were over the age of 35 (50 percent), Identified as Hispanic/Latino (70.7 percent), and speak Spanish at home (59.2 percent) but speak English very well (75.8 percent) and reported an annual income of less than \$30,000 (65.9 percent).

The final survey report will be sent as a separate attachment.



Item 9

June 14, 2023

MEMO TO: TRANSIT OPERATORS COMMITTEE (TRANSCOM)
FROM: CLAIRE GRASTY, DIRECTOR OF PUBLIC TRANSIT
SUBJECT: PUBLIC TRANSIT AGENCY BICYCLE POLICIES

RECOMMENDATION:

- Receive and file

BACKGROUND:

At the last meeting, TRANSCOM asked staff to compile the bikes on buses policies for all Ventura County bus operators. The attached spreadsheet lists the policies for each agency.

Additionally, Metrolink trains have a bike car that allow for a number of bikes to be brought on board. Pacific Surfliner trains have space for 8 bikes and bike reservations must be made ahead of time.



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June 12, 2023

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: GEISKA VELASQUEZ, PROGRAM ANALYST
SUBJECT: FY 2023-24 STATE OF GOOD REPAIR PROGRAM – PROJECT SUBMITTALS

RECOMMENDATION:

- Information and Discussion

BACKGROUND:

The Road Repair and Accountability Act of 2017, Senate Bill (SB) 1, provides transportation funding annually to repair aging infrastructure, make strategic investments in congested commute and freight corridors, and improve transit service. Approximately \$105 million annually is provided to Transit Operators using the same formula as State Transit Assistance (STA) for eligible transit maintenance, rehabilitation, and capital projects. This investment in public transit is referred to as the State of Good Repair (SGR) program.

A preliminary estimate of funding allocations for the FY 2023/24 SGR Program was released by the State Controller’s Office in January 2023. The following table provides the fund estimates for Transit Operators in Ventura County:

Table 1. State of Good Repair Funds for FY 2023/2024		
Agency	SCO January SGR Estimate (PUC 99314)	SCO January SGR Estimate (PUC 99313)
City of Camarillo	\$8,281.00	
Gold Coast Transit District	\$47,109.00	
City of Moorpark	\$3,308.00	
City of Simi Valley	\$12,872.00	
City of Thousand Oaks	\$4,672.00	
VCTC (attributable to SCRRA/Metrolink)	\$139,987.00	
VCTC		\$1,336,237.00

A final estimate of available allocations is anticipated to be released in August 2023. 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 should it vary from the January estimate as soon as those amounts are available.

INFORMATION AND DISCUSSION

The SGR Program is a transit capital program that maintains the public transit system in a state of good repair. The program encourages eligible recipients to promote “fix-it-first” transit capital projects that reduce greenhouse gases and help achieve the state’s environmental goals. Examples of such projects may include replacement of vehicles with partial and/or zero emission vehicles, green technology equipment enhancements, or transit facility upgrades to improve energy efficiency.

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 2023/24 Project List Submittals to VCTC

The SGR Resolution listing all of Ventura County’s FY 2023/24 SGR projects is scheduled for the September 8, 2023 Commission Meeting. VCTC is requesting Transit Operators submit their lists to VCTC by **Friday, July 21, 2023**. Project submittals must include:

- Project scope and description (include asset type);
- Project overall funding plan;
- Project schedule; and
- Estimated useful life of the project (asset).

Agencies must submit a signed cover letter on agency letterhead to VCTC 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.) Existing projects are eligible to receive additional SGR funds. A four-year accrual of funds is allowed under SGR guidelines. Recipients must begin expending funds by the fourth year and fully expend the funds within the following four years.

Next Steps

Following the September 8, 2023, 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. Transit Operators are required to enter their approved projects into the CalSMART database, track project expenditures and submit an annual project progress/expenditure report.