



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, July 12, 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 June 2023.*

Responsible Staff: Jeni Eddington

ITEM 6 ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

Recommended Action:

- *Receive and file.*

Responsible Staff: Matt Miller

ITEM 7 TRANSIT INTEGRATION AND EFFICIENCIES STUDY (T.I.E.S.) UPDATE

Recommended Action:

- *Verbal update.*

Responsible Staff: Claire Grasty

ITEM 8 FUTURE AGENDA ITEMS

Recommended Action:

- *For discussion.*

Responsible Staff: Claire Grasty

ITEM 9 ADJOURNMENT



VENTURA COUNTY TRANSPORTATION COMMISSION
Transit Operators Advisory Committee (TRANSCOM)

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

Wednesday, June 14, 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
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
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: Chris Jetton, CSU Channel Islands
Holly Galbreath, Ventura County Air Pollution Control District

VCTC STAFF PRESENT: Claire Grasty, Public Transit Director
Matt Miller, Program Manager – Public Transit
Aubrey Smith, Program Manager – Regional Transit Planning
Erin Kenneally, Transit Specialist
Geiska Velasquez, Program Analyst

ITEM 1 CALL TO ORDER
Tyler Nestved called the meeting to order at 1:31 p.m. in the absence of the Chair.

ITEM 2 INTRODUCTIONS & ANNOUNCEMENTS
Susanna Arroyo announced the appointment of Anitha Balan to the committee. Austin Novstrup announced that GCTD will be hosting a Roadeo. Claire Grasty announced that transportation and transit will be increased for the X-games and that Metrolink will offer weekend service in July. Karly Ibrahim shared that Metrolink is offering a College Free fare

program. Chris Jetton shared the financial challenges that CSU Channel Islands is facing. Mike Houser announced that Thousand Oaks Transit has extended their contract with MV Transportation.

ITEM 3 PUBLIC COMMENT – None.

ITEM 4 AGENDA ADJUSTMENTS – None.

ITEM 5 APPROVAL OF MEETING MINUTES

ACTION

Gonzales moved, seconded by Albarran, that the committee approve the May 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 bringing procurements and contracts to the committee for discussion prior to taking them to the Commission, as well as bringing the MMP contract to the committee before the next extension is approved.

ITEM 7 FTA TRIENNIAL REVIEW OF VCTC AND SUBRECIPIENTS

Peter De Haan updated the committee on the FTA Triennial Review process including the background, summary of finding, and next steps.

ITEM 8 2023 VCTC INTERCITY AND VALLEY EXPRESS RIDER SURVEY

Erin Kenneally updated the committee on the results of the 2023 VCTC Intercity and Valley Express onboard rider survey including demographics, ridership trends, and next steps.

ITEM 9 PUBLIC TRANSIT AGENCY BICYCLE POLICIES

Claire Grasty provided the committee with a matrix of bicycle policies onboard transit vehicles countywide and requested that the committee keep VCTC staff updated on their policies.

ITEM 10 FY 2023-24 STATE OF GOOD REPAIR PROGRAM – PROJECT SUBMITTALS

Geiska Velasquez updated the committee on the FY24 State of Good Repair Program including the background, state requirements, instructions for submittals, and next steps.

ITEM 11 EMERGENCY COMMUNICATIONS

The committee discussed using the tower on the South Mountain for agency-to-agency emergency communication.

ITEM 12 FUTURE AGENDA ITEMS

- Unmet Transit Needs - Definitions (September)
- Americans with Disability Act (ADA) subcommittee report (September)
- ADA Certification Program Contract (Fall)

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

ITEM 13 ADJOURNMENT

Tyler Nestved adjourned the meeting at 2:24 p.m.



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Item 6

DATE: July 12, 2023
MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: DOLORES LOPEZ, REGIONAL TRANSIT PLANNER
SUBJECT: ADA CERTIFICATION SERVICES PROGRAM UPDATE


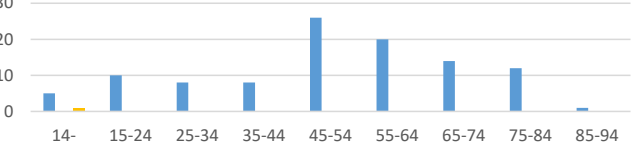
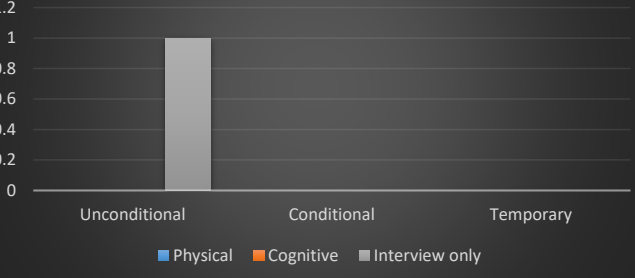
RECOMMENDATION:

- 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.

| Jun-23 | | | | | | | | |
|---|---|------|------|--------------|------------|--------------|-------------|---|
| | | Jun | May | Apr | Mar | Feb | Jan | |
| Call Center | Inbound ADA Calls | 409 | 451 | 432 | 600 | 432 | 463 | As of 3/17/2020, MMP closed their Camarillo office and began working remotely due to COVID-19 restrictions. |
| | Outbound ADA calls | 524 | 556 | 477 | 432 | 292 | 385 | |
| | Average hold time (in seconds) | 0.55 | 1.27 | 1.07 | 0.57 | 0.25 | 0.6 | |
| | Outbound Area Transmittals | 6 | 3 | 2 | 9 | 1 | 3 | |
| | Inbound Area Transmittals | 16 | 6 | 4 | 8 | 7 | 5 | |
| Applications Received | Recertification | 52 | 74 | 65 | 112 | 55 | 71 | Total applications received: 117 Online Applications Received: 0 (0%) |
| | New Applications | 65 | 62 | 49 | 74 | 93 | 43 | |
| Applications Received by Service Area | Camarillo Area | 11 | 4 | 11 | 17 | 12 | 11 | Applications by Language  |
| | Gold Coast Area | 50 | 60 | 50 | 75 | 66 | 53 | |
| | Valley Express Area | 2 | 4 | 1 | 5 | 5 | 3 | |
| | Moorpark Area | 4 | 3 | 3 | 5 | 5 | 5 | |
| | Simi Valley Area | 21 | 27 | 26 | 37 | 37 | 17 | |
| | Thousand Oaks | 29 | 37 | 21 | 45 | 21 | 25 | |
| | Out of County | 0 | 1 | 2 | 2 | 2 | 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 | 1 | 0 | 0 | 0 | 0 | |
| | Complete, Special Circumstance (no Interview) | 29 | 17 | 25 | 26 | 36 | 18 | |
| | Complete, Over 85+ | 5 | 8 | 7 | 11 | 6 | 8 | |
| | Complete, Phone Interview | 27 | 28 | 39 | 31 | 22 | 23 | |
| | Complete, Short-term Certification (60 days) | 0 | 0 | 0 | 0 | 0 | 0 | |
| | Complete, Recertifications | 57 | 74 | 50 | 97 | 75 | 56 | |
| | Completed Determinations | 118 | 128 | 121 | 165 | 139 | 105 | |
| Delays in Processing (Cumulative) | Due to incomplete application by client | 7 | 8 | 5 | 10 | 4 | 7 | In-person Interviews by Eligibility and Assessment Type  |
| | Pending Professional Evaluation (PE) | 12 | 14 | 14 | 13 | 18 | 18 | |
| | Applications that failed to meet 21 day rule | 0 | 0 | 0 | 0 | 0 | 0 | |
| | Applicants awaiting phone interviews | 0 | 0 | 0 | 2 | 0 | 1 | |
| 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) | | | 0 | 1 | 0 | 0 | |
| | No Shows for Phone Interview | | | 1 | 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) | | | | | | 104 | 89% | |
| Conditional | | | | | | 10 | 8% | |
| Temporary | | | | | | 4 | 3% | |
| Denials | | | | | | 0 | 0% | |
| Short Term | | | | | | 0 | 0% | |

| June | | | | |
|---|------------|------------|------------|------------|
| Applications Received - GCT Area Cities | Jun | May | Apr | Mar |
| Casitas Springs | 0 | 0 | 0 | 0 |
| Meiners Oaks | 0 | 0 | 0 | 0 |
| Miramonte | 0 | 0 | 0 | 0 |
| Ojai | 2 | 2 | 1 | 5 |
| Oak View | 1 | 2 | 1 | 1 |
| Oxnard | 24 | 31 | 29 | 35 |
| Saticoy | 0 | 0 | 0 | 0 |
| Port Hueneme | 3 | 2 | 3 | 5 |
| Ventura | 20 | 23 | 16 | 29 |
| Applications Received-Valley Express Area Cities | | | | |
| Fillmore | 1 | 1 | 1 | 3 |
| Piru | 0 | 0 | 0 | 1 |
| Santa Paula | 1 | 3 | 0 | 1 |

MX Admin Report (June)

| | 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 | 403 | 524 | 927 | 2 | 333 | 11 | 59 | 0 | 59 | 0 | 85 | 0.55 | 65.51% |
| Sunday | 1 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 100.00% |
| Monday | 81 | 113 | 194 | 2 | 58 | 2 | 21 | 0 | 21 | 0 | 85 | 0.84 | 53.09% |
| Tuesday | 94 | 132 | 226 | 2 | 84 | 0 | 10 | 0 | 10 | 0 | 22 | 0.20 | 73.40% |
| Wednesday | 77 | 155 | 232 | 2 | 63 | 2 | 12 | 0 | 12 | 0 | 0 | 0.00 | 62.34% |
| Thursday | 81 | 58 | 139 | 2 | 66 | 4 | 11 | 0 | 11 | 0 | 47 | 1.45 | 62.96% |
| Friday | 64 | 66 | 130 | 1 | 60 | 3 | 1 | 0 | 1 | 0 | 46 | 0.75 | 79.69% |
| Saturday | 5 | 0 | 5 | 0 | 1 | 0 | 4 | 0 | 4 | 0 | 0 | 0.00 | 20.00% |