



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, September 13, 2023

1:30 p.m.

[www.goventura.org](http://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 July 2023.*  
**Responsible Staff:** Jeni Eddington
- ITEM 6**            **ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE (EXPANDED)**  
*Recommended Action:*  
• *Receive and file.*  
**Responsible Staff:** Dolores Lopez
- ITEM 7**            **SB-125 TRANSPORTATION BILL UPDATE**  
*Recommended Action:*  
• *For discussion.*  
**Responsible Staff:** Claire Grasty
- ITEM 8**            **EMERGENCY PREPAREDNESS UPDATE**  
*Recommended Action:*  
• *Receive and file.*  
**Responsible Staff:** Claire Grasty
- ITEM 9**            **FISCAL YEAR 2023-24 PROGRAM OF PROJECTS (POP)**  
*Recommended Action:*  
• *Approve the Program of Projects (POP) for federal transit operating, planning and capital assistance for Fiscal Year (FY) 2023/24.*  
**Responsible Staff:** Heather Miller
- ITEM 10**           **UNMET TRANSIT NEEDS DEFINITIONS UPDATE**  
*Recommended Action:*  
• *Receive and file.*  
**Responsible Staff:** Dolores Lopes / Aubrey Smith
- ITEM 11**           **PARATRANSIT & MICROTRANSIT SCHEDULING & DISPATCHING SOFTWARE**  
*Recommended Action:*  
• *Indicate level of interest in participating in the VCTC procurement of paratransit & microtransit scheduling & dispatching software*  
**Responsible Staff:** Matt Miller
- 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, July 12, 2023  
1:30 p.m.

**Item 5**

## **MEETING MINUTES**

**MEMBERS PRESENT:**

Lydia Salas, City of Camarillo  
Phil Pulley, City of Ojai  
Ben Gonzales, City of Simi Valley  
Tyler Nestved, City of Thousand Oaks (Acting Chair)  
Sergio Albarran, City of Ventura  
Susanna Arroyo, County of Ventura  
Cynthia Duque, Gold Coast Transit District (GCTD)

**MEMBERS ABSENT:**

City of Fillmore  
City of Moorpark  
City of Oxnard  
City of Port Hueneme  
City of Santa Paula

**EX OFFICIO PRESENT:**

Karly Ibrahim CSU Channel Islands  
Holly Galbreath, Ventura County Air Pollution Control District

**VCTC STAFF PRESENT:**

Claire Grasty, Public Transit Director

**ITEM 1 CALL TO ORDER**

Tyler Nestved called the meeting to order at 1:30 p.m. in the absence of the Chair.

**ITEM 2 INTRODUCTIONS & ANNOUNCEMENTS**

Cynthia Duque shared that a portion of the GCTD staff is currently on strike. Claire Grasty announced 1) the launch of Metrolink weekend service, 2) expanded public transit to/from the X-Games, and 3) the receipt of the Solution for Congested Corridors grant. Tyler Nestved announced the hiring of Terrence Gore as the new interim General Manager with MV Transportation operating Thousand Oaks Transit, and that beach bus ridership is 25-30 people each day.

**ITEM 3 PUBLIC COMMENT – None.**

**ITEM 4 AGENDA ADJUSTMENTS – None.**

**ITEM 5 APPROVAL OF MEETING MINUTES**

**ACTION**

**Albarran moved, seconded by Pulley, that the committee approve the June 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.

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

Claire Grasty provided the committee with a brief overview of the item including an update on city council meeting presentations, an update on the survey responses received to date, the relationship of the TIES to the Short Range Transit Plan (SRTP) and REAP grant award.

The committee discussed outstanding items on the TIES draft, the intent and purpose of creating an implementation plan, and the next steps including bringing the plan to the Commission in September.

**ITEM 8 FUTURE AGENDA ITEMS**

- Unmet Transit Needs - Definitions (September)
- Americans with Disability Act (ADA) subcommittee report (September)
- Emergency Issues – Communications and Fueling Agreements (September)
- SB125 (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 9 ADJOURNMENT**

Tyler Nestved adjourned the meeting at 2:38 p.m.



**Item 6**

**DATE:** September 13, 2023  
**MEMO TO:** TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)  
**FROM:** DOLORES LOPEZ, REGIONAL TRANSIT PLANNER  
**SUBJECT:** ADA CERTIFICATION SERVICES PROGRAM UPDATE


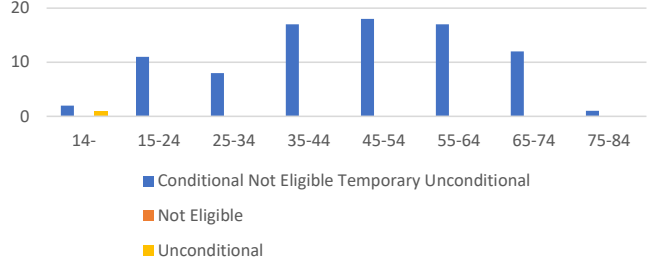
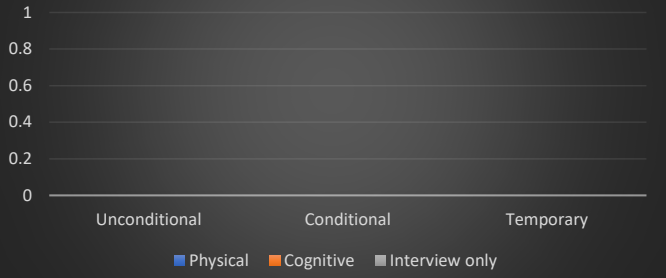
**RECOMMENDATION:**

- 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.


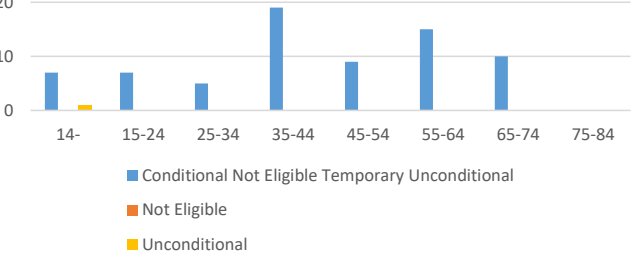
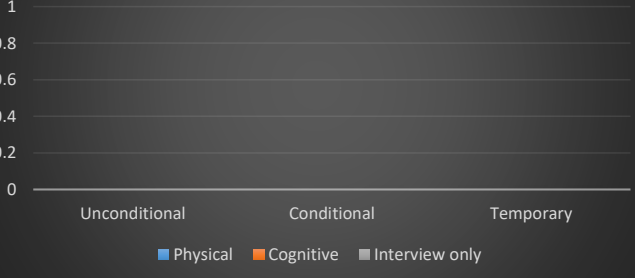
Jul-23								
		Jul	Jun	May	Apr	Mar	Feb	As of 3/17/2020, MMP closed their Camarillo office and began working remotely due to COVID-19 restrictions.
Call Center	Inbound ADA Calls	345	409	451	432	600	432	
	Outbound ADA calls	259	524	556	477	432	292	
	Average hold time (in seconds)	0.01	0.55	1.27	1.07	0.57	0.25	
	Outbound Area Transmittals	3	6	3	2	9	1	
	Inbound Area Transmittals	8	16	6	4	8	7	
								Riders requesting service outside of Ventura County
								Riders requesting service into Ventura County
Applications Received	Recertification	50	52	74	65	112	55	Total applications received: 106 Online Applications Received: 0 (0%)
	New Applications	56	65	62	49	74	55	
Applications Received by Service Area	Camarillo Area	10	11	4	11	17	12	<b>Applications by Language</b> 
	Gold Coast Area	43	50	60	50	75	66	
	Valley Express Area	2	2	4	1	5	5	
	Moorpark Area	8	4	3	3	5	5	
	Simi Valley Area	18	21	27	26	37	37	
	Thousand Oaks	24	29	37	21	45	21	
	Out of County	1	0	1	2	2	2	
Completed Determinations by Evaluation Type	Complete, with Functional Evaluation	0	0	0	0	0	0	<b>Evaluations by Age and Determination Type</b> 
	Complete, Interview w/o Functional Evaluation	0	0	1	0	0	0	
	Complete, Special Circumstance (no Interview)	23	29	17	25	26	36	
	Complete, Over 85+	11	5	8	7	11	6	
	Complete, Phone Interview	19	27	28	39	31	22	
	Complete, Short-term Certification (60 days)	0	0	0	0	0	0	
	Complete, Recertifications	45	57	74	50	97	75	
	Completed Determinations	98	118	128	121	165	139	
Delays in Processing (Cumulative)	Due to incomplete application by client	2	7	8	5	10	4	<b>In-person Interviews by Eligibility and Assessment Type</b> 
	Pending Professional Evaluation (PE)	13	12	14	14	13	18	
	Applications that failed to meet 21 day rule	0	0	0	0	0	0	
	Applicants awaiting phone interviews	3	0	0	0	2	0	
Assessments	<b>Assessment Categories</b>			<b>Total</b>	<b>CAM</b>	<b>VCTC</b>	<b>SIMI</b>	
	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			1	0	0	0	
	Total In-Person Interviews Scheduled			0	0	0	0	
	Total Number of Appointment Days			0	0	0	0	
<b>Determinations by Eligibility</b>						<b>Total</b>	<b>%</b>	
Unconditional (including S.C., Over 85+ , Phone interviews, short-term)						93	95%	
Conditional						2	2%	
Temporary						3	3%	
Denials						0	0%	
Short Term						0	0%	

<b>July</b>				
<b>Applications Received - GCT Area Cities</b>	<b>July</b>	<b>Jun</b>	<b>May</b>	<b>Apr</b>
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	1	2	2	1
Oak View	0	1	2	1
Oxnard	22	24	31	29
Saticoy	0	0	0	0
Port Hueneme	3	3	2	3
Ventura	17	20	23	16
<b>Applications Received-Valley Express Area Cities</b>				
Fillmore	1	1	1	1
Piru	0	0	0	0
Santa Paula	1	1	3	0

## MX Admin Report (July)

	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	336	259	595	2	267	11	58	0	58	0	3	0.01	62.80%
Sunday	7	0	7	0	0	0	7	0	7	0	0	0.00	0.00%
Monday	109	66	175	2	94	5	10	0	10	0	0	0.00	66.97%
Tuesday	46	46	92	2	41	0	5	0	5	0	0	0.00	82.61%
Wednesday	65	62	127	2	51	3	11	0	11	0	0	0.00	58.46%
Thursday	54	57	111	2	46	2	6	0	6	0	0	0.00	66.67%
Friday	50	28	78	2	34	1	15	0	15	0	3	0.05	50.00%
Saturday	5	0	5	0	1	0	4	0	4	0	0	0.00	20.00%



Aug-23								
		Aug	Jul	Jun	May	Apr	Mar	
Call Center	Inbound ADA Calls	446	345	409	451	432	600	As of 3/17/2020, MMP closed their Camarillo office and began working remotely due to COVID-19 restrictions.
	Outbound ADA calls	317	259	524	556	477	432	
	Average hold time (in seconds)	0.25	0.01	0.55	1.27	1.07	0.57	
	Outbound Area Transmittals	5	3	6	3	2	9	
	Inbound Area Transmittals	8	8	16	6	4	8	
								Riders requesting service outside of Ventura County
								Riders requesting service into Ventura County
Applications Received	Recertification	46	50	52	74	65	112	Total applications received: 108 Online Applications Received: 0 (0%)
	New Applications	62	56	65	62	49	74	
Applications Received by Service Area	Camarillo Area	8	10	11	4	11	17	<b>Applications by Language</b> 
	Gold Coast Area	47	43	50	60	50	75	
	Valley Express Area	4	2	2	4	1	5	
	Moorpark Area	3	8	4	3	3	5	
	Simi Valley Area	24	18	21	27	26	37	
	Thousand Oaks	20	24	29	37	21	45	
	Out of County	2	1	0	1	2	2	
Completed Determinations by Evaluation Type	Complete, with Functional Evaluation	0	0	0	0	0	0	<b>Evaluations by Age and Determination Type</b> 
	Complete, Interview w/o Functional Evaluation	0	0	0	1	0	0	
	Complete, Special Circumstance (no Interview)	16	23	29	17	25	26	
	Complete, Over 85+	3	11	5	8	7	11	
	Complete, Phone Interview	26	19	27	28	39	31	
	Complete, Short-term Certification (60 days)	1	0	0	0	0	0	
	Complete, Recertifications	40	45	57	74	50	97	
	Completed Determinations	86	98	118	128	121	165	
Delays in Processing (Cumulative)	Due to incomplete application by client	2	2	7	8	5	10	<b>In-person Interviews by Eligibility and Assessment Type</b> 
	Pending Professional Evaluation (PE)	14	13	12	14	14	13	
	Applications that failed to meet 21 day rule	0	0	0	0	0	0	
	Applicants awaiting phone interviews	4	3	0	0	0	2	
Assessments	<b>Assessment Categories</b>			<b>Total</b>	<b>CAM</b>	<b>VCTC</b>	<b>SIMI</b>	
	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			1	0	0	0	
	Total In-Person Interviews Scheduled			0	0	0	0	
	Total Number of Appointment Days			0	0	0	0	
<b>Determinations by Eligibility</b>						<b>Total</b>	<b>%</b>	
Unconditional (including S.C., Over 85+ , Phone interviews, short-term)						77	90%	
Conditional						6	7%	
Temporary						2	2%	
Denials						0	0%	
Short Term						1	1%	

<b>August</b>				
<b>Applications Received - GCT Area Cities</b>	<b>Aug</b>	<b>July</b>	<b>Jun</b>	<b>May</b>
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	0	1	2	2
Oak View	0	0	1	2
Oxnard	22	22	24	31
Saticoy	0	0	0	0
Port Hueneme	3	3	3	2
Ventura	22	17	20	23
<b>Applications Received-Valley Express Area Cities</b>				
Fillmore	1	1	1	1
Piru	0	0	0	0
Santa Paula	3	1	1	3

## MX Admin Report (August)

	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	440	317	757	2	367	11	62	0	62	0	63	0.25	66.14%
Sunday	3	0	3	0	0	0	3	0	3	0	0	0.00	0.00%
Monday	91	119	210	2	78	2	11	0	11	0	19	0.14	61.54%
Tuesday	81	33	114	1	70	2	9	0	9	0	13	0.13	69.14%
Wednesday	107	84	191	2	88	3	16	0	16	0	63	0.43	66.36%
Thursday	88	34	122	2	73	2	13	0	13	0	53	0.50	78.41%
Friday	67	47	114	1	58	2	7	0	7	0	0	0.00	58.21%
Saturday	3	0	3	0	0	0	3	0	3	0	0	0.00	0.00%



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Item 7

September 13, 2023

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

**FROM: CLAIRE GRASTY, DIRECTOR OF PUBLIC TRANSIT**

**SUBJECT: SB-125 TRANSPORTATION BILL UPDATE**

**RECOMMENDATION:**

- Receive and file

**BACKGROUND:**

On Sept. 1, the California State Transportation Agency (CalSTA) released the draft guidelines for the Senate Bill 125 Transit and Intercity Rail Capital Program (TIRCP) and Zero-Emission Transit Capital Program (ZETCP). The supplemental budget funds are apportioned to counties, and it is estimated that in the current fiscal year Ventura County's apportionments will be \$42.3 million for transit capital and operations and \$5.0 million for zero-emission transit capital. Ventura County's share of the promised future-year funds is estimated to be another \$42.3 million for transit capital and \$8.5 million for zero-emission transit capital, subject to future budget acts.

**DISCUSSION:**

There is extensive language regarding analysis of short-range financial needs along with significant reporting requirements. Based on this law's provisions, VCTC plans to follow a needs-based process to equitably distribute these funds among the county's transit operators. The clear intent is that these funds are a temporary solution to avoid transit service cuts until there can be more significant innovation to address ridership losses. The submittal deadline is December 31st, and staff have already initiated discussions with the transit operators regarding their financial needs. Operators have begun submitting details and financial information pertaining to their projects. Additionally, staff has been compiling information for countywide projects and needs.



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Item 8

September 13, 2023

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

**FROM: CLAIRE GRASTY, DIRECTOR OF PUBLIC TRANSIT**

**SUBJECT: EMERGENCY PREPAREDNESS UPDATE**

**RECOMMENDATION:**

- Receive and file

**DISCUSSION:**

**Fueling Agreement**

It was requested that a cooperative fueling agreement for all fuel types be enacted to support agencies when there is an emergency declaration. The agreement would allow other agencies to make their fueling facilities available at full cost recovery. Staff has inquired with TransMAC to see if the current agreement supports this. The TransMAC Operational Guide includes each agency's fleet fuel types to help support this. Under TransMAC, if Agency A needed help with refueling they could contact Agency B (confirming capability) and ask for assistance. Presumably, Agency B would ask Agency A to provide a TransMAC Resource Request Form detailing the request and confirming that the request would be under TransMAC cooperation. As such, VCTC continues to encourage the operators to join TransMAC who are not yet a part of it. Alternatively, a separate cooperative fueling agreement could be enacted for county transit operators.

**Radios**

One of the implementation goals of the TEPP is to allow for communication between the transit operators and also with law enforcement/emergency management agencies. Staff collected information from county transit operators on their radios to get an inventory. We have shared the information with the Sheriff's OES and are working to get a cost estimate, scope, and potential equipment.



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Item 9

September 13, 2023

**MEMO TO: TRANSIT OPERATORS COMMITTEE**  
**FROM: HEATHER MILLER, PROGRAM MANAGER**  
**SUBJECT: APPROVE FISCAL YEAR 2023/24 PROGRAM OF PROJECTS**

**RECOMMENDATION:**

- Approve the Program of Projects (POP) for federal transit operating, planning and capital assistance for Fiscal Year (FY) 2023/24 (Attachment A.)

**BACKGROUND:**

The Federal Transit Administration (FTA) requires that the public be provided an opportunity to review transit projects proposed to be funded with federal dollars. As the designated recipient of federal transit funds, each year, the VCTC is required to hold a public hearing and adopt a Program of Projects (POP) which lists projects to be funded with federal funds in each of the four urban areas in Ventura County. Thus, VCTC prepares the POP using separate programs for the Oxnard/Ventura, Thousand Oaks/Moorpark, Simi Valley, and Camarillo urbanized areas, as defined by the U.S. Census Bureau.

VCTC staff provided Ventura County transit operators with tables showing the calculation of estimated revenues and expenses for the four urbanized areas. Under VCTC's adopted policy, the estimated amount to be generated under the FTA formula by each transit operator's service provides the target amount for that operator's program. For agencies providing local bus service, the programming target includes the amount generated under the formula for the jurisdiction's population, after subtracting out a share of costs for Countywide Planning activities. The transit operators were then to provide proposed programs based on the amounts of funds shown in the tables as being available for each operator.

The amount of funds this year is lower than last year due to reduced carryover. As the Committee might recall, the FY 2022 POP was prepared prior to the passage of the federal Infrastructure Investment and Jobs Act (IIJA) which significantly increased annual transportation apportionments including Section 5307. Based on feedback from the operators, VCTC did not increase the POP that year to accommodate the extra IIJA funds, but instead carried the extra funds over to the FY 2023 POP. As a result, the FY 2023 POP programmed the IIJA increases for both FY 2022 and FY 2023. Starting this year, the POP will only contain one year's worth of the IIJA funding increase.

The 2023/24 POP (Attachment A) therefore identifies the programs provided by the transit operators and their associated costs including both the federal share and local contribution.

Additionally, the POP includes transit related Congested Mitigation and Air Quality Improvement (CMAQ) and Congestion Reduction Program (CRP) funded projects approved by the VCTC from the 2022 call-for-projects and anticipated to be obligated in FY 2023/24. In addition, the second year of Section 5310 Senior/Disabled and Section 5307/JARC funded projects selected in the 2022 call-for-projects are also included in this year's POP.

The POP is based on estimates for FY 2023/24 federal transit funding; should the adopted FY 2024 Federal transportation budget be lower than these estimates, it will be necessary to make changes to the Program of Projects.

With TRANSCOM approval, VCTC Staff will present the 2023/24 POP to the VCTC for a Public Hearing and approval at the October 6, 2023 meeting.



**ITEM 10**

**September 12, 2023**

**MEMO TO: CITIZEN'S TRANSPORTATION ADVISORY COMMITTEE/  
SOCIAL SERVICES TRANSPORTATION ADVISORY COMMITTEE (CTAC/SSTAC)**

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

**SUBJECT: FISCAL YEAR (FY) 2024-25 TRANSPORTATION DEVELOPMENT ACT (TDA)  
UNMET TRANSIT NEEDS (UTN) DEFINITIONS AND SCHEDULE**

**RECOMMENDATION:**

- Review and approve the Fiscal Year 2024-25 Unmet Transit Needs definitions and schedule

**BACKGROUND:**

The State Transportation Development Act (TDA) requires that a public hearing be held to discuss public transit, take testimony on local/regional transit needs, and develop findings that ensure that all reasonable transit needs are satisfied before TDA funds can be allocated for street and road purposes. At the April 11, 2023, VCTC staff presented findings for the FY 2023-24 TDA UTN including outreach efforts and comments received. As a result of that presentation, feedback was solicited from the Committee and subsequently staff stated that it would conduct research to see if the existing definitions should be modified.

**DISCUSSION:**

The last update of Unmet Transit Needs definitions took place in 2013. This year, staff has engaged a consultant to conduct a comprehensive statewide review to evaluate the thresholds used by other agencies. As a result, it was found that VCTC's thresholds are in line with other agencies' definitions. However, during this review, staff and the consultant identified a couple of areas where that can be enhanced our commitment to provide meaningful improvements to the UTN process for the community, especially those in designated disadvantaged areas. First, staff is proposing to adopt the Median Household Income (MHI) standard to establish a low-income threshold to further evaluate service requests. Though this will not change the 10 and 15 comment thresholds, it will help to prioritize improvements that meet the threshold and provide additional emphasis on those that do not meet the threshold but are in low-income areas. Using MHI is a common method used by State funding agencies to identify disadvantaged communities for grant program applications that could be incorporated into the UTN process.

Additionally, for service requests deemed "Unreasonable to Meet" due to not being able to provide the service without reducing existing service or if the service cannot be provided with the existing fleet, staff is proposing that the agency who would be responsible for the service provide a letter of commitment to:

- Study the proposed demonstration service.
- Seek grant fund opportunities for a demonstration service.

December 15, 2023, marks the beginning of the Fiscal Year 2024-25 Unmet Transit Needs bi-lingual (English/Spanish) public outreach process with the online survey and the website landing page going live. Digital and print outreach will also be posted on social media platforms and onboard vehicles. The required public hearing will be held during the February 2024 Regular Meeting of the Ventura County Transportation Commission.

By soliciting input through various formats, residents have several opportunities to be heard. Public comments received throughout the year and testimony received at the public hearing are reviewed against adopted Unmet Transit Needs and Reasonable to Meet definitions adopted by the Commission in 2009. The public hearing is required by the State to approve the UTN process (Attachment B).

With committee approval of recommendations and schedule presented, item will be taken to the VCTC Board at the December meeting for final approval. The findings will be brought back to CTAC/SSTAC for discussion and approval in April 2024 so appropriate action can be taken prior to staff's recommendation to the Commission in May 2024. In addition to the staff recommendation, CTAC/SSTAC also has the option of submitting a formal recommendation on or before the May 2024 Commission meeting.

Attachment A: Unmet Transit Needs Definition (Fiscal Year 2024-25)

Attachment B: Unmet Transit Needs Schedule (Fiscal Year 2024-25)

**UNMET TRANSIT NEEDS PROCESS**

Definitions

Fiscal Year 2024-25

**Unmet Transit Need**

*Public transportation services identified by the public with sufficient broad-based community support that have not been funded or implemented. Unmet transit needs identified in a government-approved plan must meet the definition of an unmet transit need. Sufficient broad-based community support means that persons who will likely use the service on a routine basis demonstrate support: at least 15 requests for general public service and 10 requests for disabled service.*

**Common examples include:**

- Public transit services not currently provided to reach employment, medical assistance, shop for food or clothing, to obtain social services such as health care, county welfare programs and education programs. Service must be needed by and benefit the general public.
- Service expansions including new routes, significant modifications to existing routes, and major increases in service hours and frequency

**Excludes:**

- Operational changes such as minor route changes, bus stop changes, or changes in schedule
- Requests for minor extended hours
- Service for groups or individuals that is not needed by or will not benefit the general public
- Comments about vehicles, facilities, driver performance and transit organizational structure
- Requests for better coordination
- Requests for reduced fares and changes to fare restrictions
- Improvements funded or scheduled for implementation in the following year
- Future transportation needs
- Duplication or replacement of existing service

**“REASONABLE TO MEET”**

<b>Outcome</b>	<b>Definitions</b>	<b>Measures &amp; Criteria</b>
<b><i>Equity</i></b>	The proposed service will not cause reductions in existing transit services that have an equal or higher priority	<b>Measures:</b> Vehicle revenue service hours and revenue service miles. <b>Criteria:</b> Transit vehicle service hours and miles will not be reduced on existing routes to fund the proposed service
<b><i>Timing</i></b>	The proposed service is in response to an existing rather than future transit need	<b>Criteria: Proposed</b> service is in response to an existing rather than future transit need; based on public input
<b><i>Feasibility</i></b>	The proposed service can be provided with the existing fleet or under contract to a private provider	<b>Measure:</b> Vehicle spare ratio: Transit system must be able to maintain FTA’s spare ratio requirement of 20% (buses in peak service divided by the total bus fleet cannot fall below 20%). If less than 20%, can additional buses be obtained (purchased or leased) or can service be provided under contract to a private provider?
<b><i>Feasibility</i></b>	There are adequate roadways to safely accommodate transit vehicles	<b>Measure &amp; Criteria:</b> Route inspection to determine adequacy of infrastructure to accommodate transit vehicles and passengers.
<b><i>Cost Effectiveness</i></b>	The proposed service will not unduly affect the operator’s ability to maintain the required passenger fare ratio for its system as a whole	<b>Measure:</b> Total estimate annual passenger fare revenue divided by total annual operating cost (the entire service including the proposed service) <b>Criteria:</b> Fare revenue/operating cost cannot fall below the operator’s required passenger fare ratio.
<b><i>Cost Effectiveness</i></b>	The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A	<b>Measures and criteria</b> described below.
<b><i>Service Effectiveness</i></b>	Estimated passengers per hour for the proposed service will not be less than the system-wide average after three years.	<b>Measure:</b> Passengers per hour. <b>Criteria:</b> Projected passengers per hour for the proposed service is not less than 70% of the system-wide average (without the proposed service) at the end of 12 month of service, 85% at the end of 24 months of service, and 100% at the end of 36 months of service.

**PASSENGER FARE RATIOS**

It is desirable for all proposed transit services in urban areas to achieve a 20% passenger fare ratio by the end of the third year of operation. A passenger fare ratio of 10% is desired for special services (i.e., elderly and disabled) and rural area services\*. More detailed passenger fare ration standards, which will be used to evaluate services as they are proposed and implemented, are described below. Transit service both in urban and rural areas, per state law, may obtain an “intermediate” passenger fare ratio.

<b>Urban Service</b>	<b>Rural Service</b>	<b>Recommended Action</b>
<b>New Service Performance Criteria: End of Twelve Months</b>		
Less than 6%	Less than 3%	Provider may discontinue service
6% or more	3% or more	Provider will continue service, with modifications if needed
<b>New Service Performance Criteria: End of Twenty-four Months</b>		
Less than 10%	Less than 5%	Provider may discontinue service
10% or more	5% or more	Provider will continue service, with modifications if needed
<b>New Service Performance Criteria: End of Thirty-Six Months **</b>		
Less than 15%	Less than 7%	Provider may discontinue service
15% to 19%	7% to 9%	Provider may consider modifying and continue service
20% or more	10% or more	Provider will continue service, with modifications if needed

*\*Per statute the VCTC may establish a lower fare for community transit (dial-a-ride) services.*

*\*\*A review will take place after 30 months to develop a preliminary determination regarding the discontinuation of proposed services*

**Unmet Transit Needs**  
Public Hearing and Process Schedule  
Fiscal Year 2024-25

- September 12, 2023 CTAC/SSTAC MEETING  
Review and approve Unmet Transit Needs definitions and schedule
- December 1, 2023 VCTC MEETING  
Approve Unmet Transit Needs definitions and schedule
- December 15, 2023 OUTREACH  
Unmet Transit Needs information and survey posted to digital and print channels
- December 28, 2023 LEGAL NOTICES FOR PUBLIC HEARING PUBLISHED  
Local, Spanish-language newspaper of record (VIDA Newspaper)
- January 2, 2024 Local, English-language Newspaper of record (Ventura County Star)
- February 2, 2024 PUBLIC HEARING  
VCTC meeting at 9:00 a.m.
- April 9, 2024 CITIZENS TAC / SOCIAL SERVICES TAC MEETING  
Approve Unmet Transit Needs findings and staff recommendation
- April 10, 2024 TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM) MEETING  
Approve Unmet Transit Needs findings and staff recommendation
- May 10, 2024 VCTC MEETING  
Staff presents Unmet Transit Needs findings  
Adopt Unmet Transit Needs Assessment
- June 7, 2024 VCTC MEETING  
Adopt Fiscal Year 2023-24 Transportation Development Act apportionments
- August 15, 2024 SUBMITTAL  
Deadline to submit findings to the State of California for review





Item 11

September 13, 2023

**MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE**  
**FROM: MATT MILLER, PROGRAM MANAGER**  
**SUBJECT: PARATRANSIT & MICROTRANSIT SCHEDULING & DISPATCHING SOFTWARE**

**RECOMMENDATION:**

- Indicate level of interest in participating in the VCTC procurement of paratransit & microtransit scheduling & dispatching software

**BACKGROUND:**

In 2008, VCTC purchased Trapeze paratransit scheduling and dispatch software on behalf of Ventura County operators. Over time, some operators have procured new, modern platforms to manage their paratransit and dial-a-ride operations, and others have decided to keep Trapeze. Due to the age of the current version of the Trapeze scheduling software being used at some agencies, VCTC is seeking to purchase a replacement system on behalf of those agencies who have not updated their software and those who have updated it but would like to consider other options.

**DISCUSSION:**

VCTC will be releasing a Request for Proposal (RFP) for a cloud-based paratransit and microtransit scheduling and dispatch platform. At a minimum, the scope of work will include all those functions currently being used for paratransit scheduling plus requirements for passenger facing mobile and web app for scheduling/adjusting trips, making payments, tracking vehicles with real time arrival information, for both paratransit and microtransit/general purpose dial-a-ride and any other features desired by participating agencies.

Staff plans on bringing an item to authorize the release of an RFP to the October Commission meeting. If your agency is interested in participating in the VCTC purchase of this program, please provide a list of your agency's needs and desired functionality by Thursday, September 14<sup>th</sup>.



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