



**VENTURA COUNTY TRANSPORTATION COMMISSION**  
**Transit Operators Advisory Committee (TRANSCOM)**  
VCTC Large Conference Room  
751 East Daily Drive, Suite 420  
Camarillo, CA

Wednesday, December 13, 2023  
1:30 p.m.

# AGENDA

(Action may be taken on any item listed on the agenda)

**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 November 2023.*

**Responsible Staff: Jeni Eddington**

**ITEM 6      SHORT RANGE TRANSIT PLAN**

***Recommended Action:***

- *For discussion.*

**Responsible Staff: Claire Grasty**

**ITEM 7      PLAN FOR COUNTYWIDE FARE COLLECTION**

- *Receive and file.*

**Responsible Staff: Claire Grasty**

**ITEM 8      ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE**

***Recommended Action:***

- *Receive and file.*

**Responsible Staff: Dolores Lopez**

**ITEM 9      FUTURE AGENDA ITEMS**

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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.

***Recommended Action:***

- *For discussion.*

**Responsible Staff: Claire Grasty**

**ITEM 10      ADJOURNMENT**

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

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

Wednesday, November 8, 2023  
1:31 p.m.

**Item 5**

**MEETING MINUTES**

**MEMBERS PRESENT:** Mike Houser, City of Thousand Oaks (Chair)  
Shaun Kroes, City of Camarillo  
Phil Pulley, City of Ojai  
Ben Gonzales, City of Simi Valley  
Sergio Albarran, City of Ventura  
Susanna Arroyo, County of Ventura  
Austin Novstrup, Gold Coast Transit District (GCTD)  
Matt Miller, Ventura County Transportation Commission

**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:** **Martin Erickson, Executive Director**

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

**ITEM 2 INTRODUCTIONS & ANNOUNCEMENTS – None.**  
Thousand Oaks Transit announced the resumption of travel training.

**ITEM 3 PUBLIC COMMENT – None.**

**ITEM 4 AGENDA ADJUSTMENTS – None.**

**ITEM 5 APPROVAL OF MEETING MINUTES**

**ACTION**

**Albarran moved, seconded by Novstrup, that the committee approve the October 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 VCTC FARE ACTIVITY UPDATE**

Aubrey Smith updated the committee on the Short-Range Transit Plan (SRTP) Fare Evaluation Task including fare policies, micro transit fares, effect of cash collection on operations, cost of fare collection, and analyzing fares and associated equity impacts. Aubrey discussed the timeline. Matt Miller updated the committee on the technologies recently procured and those in need of replacement, as well as the Cal-ITP push for open-loop payment technology, and potential locations for third-party pass sales.

The committee discussed 1) making the VCbuspass available at local markets, 2) bulk sales, 3) the challenges of having multiple on-board payment systems, and 4) free fares.

**ITEM 8 SOUTHERN CALIFORNIA ASSOCIATION OF GOVERNMENTS (SCAG) REGIONWIDE CALL FOR PROJECTS FOR CONGESTION MANAGEMENT AND AIR QUALITY (CMAQ), SURFACE TRANSPORTATION PROGRAM (STP), AND CARBON REDUCTION PROGRAM (CRP) FUNDS**

**ACTION**

**Novstrup moved, seconded by Gonzales, that VCTC staff request agency information by December 18th regarding cost increases for previously selected projects from competitive project selections, or (on a very limited basis) new projects they wish to nominate, for consideration for the upcoming SCAG call for projects for which applications will be due from SCAG to VCTC by March 29, 2024, and for consideration of FY 24/25 Transportation Development Act (TDA) Article 3 funds.**

**ITEM 9 SB125 RECOMMENDED PROJECTS**

Martin Erickson provided the committee with 1) VCTC's TIRCP and ZETCP allocations, 2) TIRCP and SB125 objectives, 3) eligible projects for funding, and 4) the proposed SB125 project list.

The committee discussed that it should be noted on the project list that not all of the projects on the list are funded and that other funding sources are being pursued.

**ITEM 10 FUTURE AGENDA ITEMS**

- SB-125 Transportation Bill Update (MOU in December)
- ADA subcommittee
- TransTrack Presentation
- VCbuspass Implementation Update and Farebox
- 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 11    ADJOURNMENT**

Chair Houser adjourned the meeting at 2:45 p.m.



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Item 6

**DECEMBER 13 2023**

**MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)**  
**FROM: CLAIRE GRASTY, DIRECTOR OF PUBLIC TRANSIT**  
**SUBJECT: VCTC SHORT RANGE TRANSIT PLAN (SRTP) 2025 - 2034**

**RECOMMENDATION:**

- For Discussion

**BACKGROUND**

The Ventura County Transportation Commission (VCTC) is developing a Short Range Transit Plan (SRTP) on behalf of nine of the County's public transit operators. The SRTP serves as a guiding document for VCTC and these operators for the next nine years. The SRTP will identify the status and outlook of transit service in the region and the impacts of varying levels of transit service funding. The SRTP will provide actionable strategies to improve service and the experience for riders, attract new riders, develop data to advocate for transit funding, and consider tradeoffs based on different future funding scenarios.

VCTC has hired the consultant team of Fehr & Peers with AMMA Transit Planning to undertake this effort. The participating transit programs include Camarillo Area Transit, Connect Intercity Dial-a-Ride, Kanan Shuttle, Moorpark City Transit, Ojai Trolley, Simi Valley Transit, Thousand Oaks Transit, VCTC Intercity, and Valley Express.

Public engagement with riders, non-riders, city and transit agency staff and community leadership will lead the development of the SRTP, and the recommendations will be informed by community input as well as analysis of travel patterns, existing services, fare structures, capital infrastructure investments, marketing efforts, cost/revenue projections, and adopted plans. The SRTP will consider each community transit service independently as well as collectively as part of the region. While Gold Coast Transit District (GCTD) will not be part of this SRTP as they are currently conducting their own, items that come out of their SRTP will be included into this plan.

This 18-month project will include the following process and elements:

**Existing Conditions: November - March 2024** - Existing service review and market assessment: Analyzing local conditions of each community, the transit operations, and general travel patterns. Engagement to identify issues; Meetings and focus groups with transit operator and agency

stakeholders; rider focus groups, community workshops and rider and community surveying to capture the preferences, priorities and concerns for riders and the broader community.

**Service Assessment: Spring 2024** - This evaluation will highlight the strengths of the existing networks as well as opportunities for improvement. Incorporates stakeholder engagement findings to provide clear context.

**Service Plan Development: Spring - Summer 2024** - Develop initial options for local, commute, express, and intercity fixed-route, on-demand, and paratransit services; will estimate cost, ridership and revenue impacts of each option, as a phased set of recommendations within established budget envelopes with a range of scenarios for each agency. Engagement on developing recommendations: agency meetings; partner development workshops to build and strengthen relationships, rider focus groups and countywide community workshops to invite feedback on conceptual service plans.

**Capital Plan: Summer – Fall 2024** - Prepare a ten-year capital plan, incorporating ZEB plans and various city programs already defined or in progress.

**Community Engagement and Partnership Plan: Fall 2024 – Winter 2025** - Develop tools for continued, meaningful engagement of constituencies across the entire county to establish agency policy and practice that extends and expands these successes. Informed by engagement with agency stakeholders and partners.

**Financial Plan: Fall 2024 – Winter 2025** - Generate a range of funding and financing options matched to specific service plans and capital projects.

**Fare Analysis: Fall 2024 – Winter 2025** - Provide a holistic analysis and recommendations for the project partners, with implementable, phased actions that have clearly defined expectations and implications for revenue, ridership, and equity.

**Countywide Paratransit Integration Analysis: On-going throughout study** - Develop a framework for integrating paratransit services to cost-effectively and efficiently meet local and regional paratransit trip needs.

**Final SRTP approved: March 2025**

## **DISCUSSION**

The consultant team will invite your input throughout this process as it will inform all elements of this Ventura County SRTP. During this meeting we anticipate discussion on the following topics:

- Introduction to this planning effort and approach.
- Perspectives on issues and existing conditions.
- Potential issues and opportunities cities/agencies are exploring.
- Engagement schedule and partnering with this effort to host and promote input opportunities.
- Data needs from agencies to support our analysis and recommendations.





Item 7

December 13, 2023

**MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE**  
**FROM: MATT MILLER, PROGRAM MANAGER – TRANSIT SERVICES**  
**SUBJECT: COUNTYWIDE FARE COLLECTION PLANNING UPDATE**

**RECOMMENDATION:**

- For Discussion

**BACKGROUND:**

In late 2022 and early 2023, VCTC learned that the Genfare Odyssey farebox will lose support by the end of FY2025. At the same time, operators began to ask questions about the availability of spare parts and describing their challenges in repairing fareboxes. The news of an unsupported fare collection system coming soon and the age of the current system prompted VCTC to begin planning for a countywide replacement of outdated equipment with modern fare collection systems.

Additionally, VCTC staff began meeting regularly with Cal-ITP and SBCAG to research and explore open-loop technology to improve the ease of riding transit. Staff has researched replacements for the Odyssey fareboxes installed countywide and has gotten a better understanding of what's available on the market for both fareboxes and open-loop payment reads as well as the current capabilities of the Umo (VCbuspass) system in preparation for the eventual replacement of equipment.

**DISCUSSION:**

At the November Transcom meeting, staff presented ideas and potential paths forward to update and modernize county operators' fare collections systems. Staff asked questions about the needs and wants of the operators and heard that magnetic stripe passes are expensive to purchase and time consuming to manage, simplification of systems is desirable, expanded accessibility of VCbuspass reloading opportunities is important, and open-loop technology is welcomed as additional fare collection method.

After receiving feedback from the operators, outreach with numerous vendors, regular meetings with Cal-ITP, VCTC has developed an initial plan to update and replace fare collection systems countywide and include the below three elements. It is expected that the equipment would be funded by SB125 funds, with the potential to have some funding support from SCAG for the open-loop implementation. Implementation of the open-loop system on VCTC Intercity is funded by SBCAG through the Solutions for Congested Corridors Program (SCCP) grant. The proposed plan to update countywide fare collection is as follows:

- 1) Release an RFP for new Fareboxes and revenue collection equipment.

- 2) Utilize the Cal-ITP Master Services Agreement (MSA) to procure all components to implement an open-loop payment system countywide, which includes credit/debit card readers, fare calculator, and payment processor.
- 3) Retain the Cubic/Umo system as a smart card and app option.

Additionally, staff plans to 1) expand the use of the VCbuspass system by solidifying the Incomm Retailer Network for stored value, 2) further explore adding operators' most popular multi-ride passes to VCbuspass, 3) encourage special fare programs with organizations (i.e. the Ventura Housing Authority), and 4) use the system to its full potential including implementing fare-capping where feasible.

VCTC is looking for feedback on this initial plan and to set a timeline for procurement and implementation.

VCTC has already begun to make progress on some of the elements discussed above. Based on the feedback from TRANSCOM at the November meeting, staff have begun outreach to retail locations throughout the county to confirm their ability to reload VCbuspass cards with stored value. VCTC is also entering into an agreement with the Ventura Housing Authority to sell an Annual Transit Pass to residents of a newly built affordable housing development using the Umo platform.

Progress has also been made on phasing out of magnetic stripe passes. In July 2023, VCTC Intercity officially stopped accepting GFI magnetic strip passes after 18-months of phasing them out. Additionally, VCTC staff recently completed the first order of the countywide Single Ride (Red) tickets through Umo. These new passes will be printed on cardstock paper with a QR code that will be scanned on the Umo readers. Moving away from the GFI magnetic stripe Single Ride tickets has already resulted in thousands of dollars in savings as the Umo passes cost a fraction of the price of GFI tickets.

On the open-loop payment front, SBCAG was awarded \$400,000 in SCCP funding to implement an open-loop payment system on all VCTC Intercity motorcoaches. The Commission approved the agreement with SBCAG for these readers at the November meeting. Additionally, VCTC is in discussions with SCAG for funding to equip the rest of the transit vehicles in the county with open-loop technology and support with project management, which would include an implementation plan defining roles and responsibilities for county operators that will help ensure an organized installation and establish a long-term maintenance plan.



**Item 8**

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

**RECOMMENDATION:**

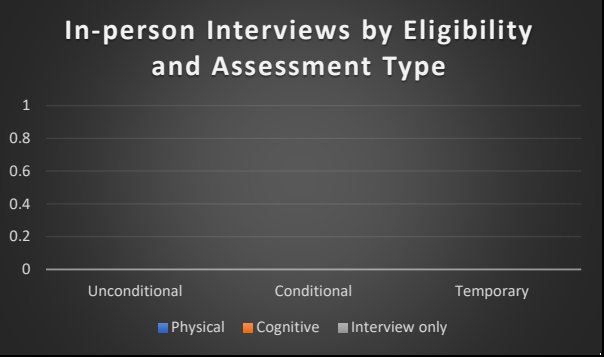
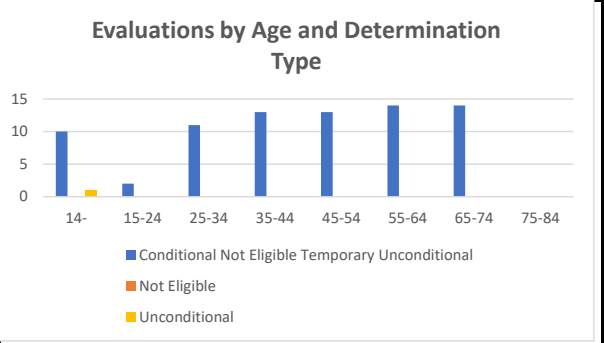
- Receive and file the monthly ADA Certification services report(s) and program update.

**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.

Nov-23							
		Nov	Oct	Sep	Aug	Jul	Jun
<b>Call Center</b>	Inbound ADA Calls	387	410	470	446	345	409
	Outbound ADA calls	232	481	322	317	259	524
	Average hold time (in seconds)	0.39	0.67	0.49	0.25	0.01	0.55
	Outbound Area Transmittals	3	4	5	5	3	6
	Inbound Area Transmittals	6	9	6	8	8	16
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							
<b>Applications Received</b>	Recertification	50	47	48	46	50	52
	New Applications	51	46	78	62	56	65
Total applications received: 101							
Online Applications Received: 0 (0%)							
<b>Applications Received by Service Area</b>	Camarillo Area	4	8	8	8	10	11
	Gold Coast Area	43	43	52	47	43	50
	Valley Express Area	4	5	7	4	2	2
	Moorpark Area	4	4	3	3	8	4
	Simi Valley Area	19	13	27	24	18	21
	Thousand Oaks	26	17	25	20	24	29
	Out of County	1	3	4	2	1	0
<b>Completed Determinations by Evaluation Type</b>	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)	4	7	13	16	23	29
	Complete, Over 85+	10	2	8	3	11	5
	Complete, Phone Interview	29	50	39	26	19	27
	Complete, Short-term Certification (60 days)	0	0	1	1	0	0
	Complete, Recertifications	44	38	29	40	45	57
	Completed Determinations	87	97	90	86	98	118
	Cost per Determination	\$313.99	\$281.62	\$303.52	\$317.64	278.74	\$224.76
<b>Delays in Processing (Cumulative)</b>	Due to incomplete application by client	5	3	4	2	2	7
	Pending Professional Evaluation (PE)	5	13	27	14	13	12
	Applications that failed to meet 21 day rule	0	0	0	0	0	0
	Applicants awaiting phone interviews	1	2	5	4	3	0
<b>Assessments</b>	<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			2	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)						81	93%
Conditional						5	6%
Temporary						1	1%
Denials						0	0%
Short Term (including Emergency)						0	0%



<b>Applications Received - November</b>				
<b>GCT</b>	<b>Nov</b>	<b>Oct</b>	<b>Sept</b>	<b>Aug</b>
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	0	1	0	0
Oak View	0	2	1	0
Oxnard	18	27	29	22
Saticoy	0	0	0	0
Port Hueneme	4	0	3	3
Ventura	21	13	19	22
<b>Valley Express</b>	<b>Nov</b>	<b>Oct</b>	<b>Sept</b>	<b>Aug</b>
Fillmore	2	3	3	1
Piru	0	0	0	0
Santa Paula	2	2	4	3
<b>Thousand Oaks DAR</b>	<b>Nov</b>	<b>Oct</b>	<b>Sept</b>	<b>Aug</b>
Agoura	0	0	0	0
Agoura Hills	1	1	0	0
Newbury Park	5	3	4	2
Oak Park	2	3	2	1
Thousand Oaks	13	7	16	16
Westlake Village	4	3	3	1
<b>Simi Valley DAR</b>	<b>Nov</b>	<b>Oct</b>	<b>Sept</b>	<b>Aug</b>
Simi Valley	19	13	27	24
<b>Camarillo</b>	<b>Nov</b>	<b>Oct</b>	<b>Sept</b>	<b>Aug</b>
Camarillo	4	8	8	8
Somis	0	0	0	0
<b>Moorpark DAR</b>	<b>Nov</b>	<b>Oct</b>	<b>Sept</b>	<b>Aug</b>
Moorpark	4	4	3	3
<b>Other</b>	<b>Nov</b>	<b>Oct</b>	<b>Sept</b>	<b>Aug</b>
Woodland Hills, Lake Sherwood	2	3	4	2

### MX Admin Report (November)

	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	379	232	611	2	284	16	79	0	79	0	64	0.39	63.85%
Sunday	4	0	4	0	0	0	4	0	4	0	0	0.00	0.00%
Monday	89	104	193	2	72	4	13	0	13	0	1	0.01	68.54%
Tuesday	69	38	107	1	50	4	15	0	15	0	8	0.11	68.12%
Wednesday	82	39	121	2	68	4	10	0	10	0	22	0.39	64.63%
Thursday	67	35	102	1	58	1	8	0	8	0	59	0.70	73.13%
Friday	64	16	80	1	36	3	25	0	25	0	64	1.57	50.00%
Saturday	4	0	4	0	0	0	4	0	4	0	0	0.00	0.00%