



VENTURA COUNTY TRANSPORTATION COMMISSION

Transit Operators Advisory Committee (TRANSCOM)

VCTC Large Conference Room

751 East Daily Drive, Suite 420

Camarillo, CA

Wednesday, January 10, 2024

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 ELECTION OF CHAIRPERSON AND VICE CHAIRPERSON

Recommended Action:

- *Nominate and elect officers to the committee.*

Responsible Staff: Claire Grasty

ITEM 6 APPROVAL OF MINUTES

Recommended Action:

- *Waive the reading and approve the meeting minutes from December 2023.*

Responsible Staff: Jeni Eddington

ITEM 7 CALENDAR OF MEETINGS

Recommended Action:

- *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

Recommended Action:

- *For discussion.*

Responsible Staff: Claire Grasty

ITEM 9 ADJOURNMENT

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.



DATE: JANUARY 10, 2024
MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: CLAIRE GRASTY, PUBLIC TRANSIT DIRECTOR
SUBJECT: ELECTION OF CHAIRPERSON AND VICE CHAIRPERSON

RECOMMENDATION

- That the committee nominate and elect officers to the committee.

BACKGROUND

The Chair and Vice Chair shall be elected from among the Transportation Operators Advisory Committee representatives by majority vote. The current chairperson and vice-chairperson may also serve in their respective roles if that is the pleasure of the committee.

The Chair of this committee shall be responsible for:

1. Calling for meetings of this committee.
2. Presiding at the meetings of this committee.
3. Assisting with agenda preparation.
4. Reporting to the VCTC when called upon to do so.
5. Establishing subcommittees as necessary.
6. Other such duties as he/she may be directed by the TRANSCOM and/or the VCTC to perform.

The Vice Chairperson of this committee shall serve in the absence of the Chair and perform such duties as they may be directed by the Chair to perform.

2023

Chair – City of Thousand Oaks
Vice Chair – City of Moorpark

2022

Chair – City of Simi Valley
Vice Chair – City of Thousand Oaks

2021

Chair – Gold Coast Transit District
Vice Chair – City of Simi Valley

2020

Chair – City of Ventura
Vice Chair – Gold Coast Transit District

2019

Chair – City of Camarillo
Vice Chair – City of Ventura

2018

Chair – County of Ventura
Vice Chair – City of Camarillo

2017

Chair – City of Moorpark
Vice Chair – County of Ventura



VENTURA COUNTY TRANSPORTATION COMMISSION
Transit Operators Advisory Committee (TRANSCOM)

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

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

Item 5

MEETING MINUTES

- MEMBERS PRESENT:** Mike Houser, City of Thousand Oaks (Chair)
Lydia Salas, City of Camarillo
Igor Leontiy, City of Moorpark
Phil Pulley, City of Ojai
Ben Gonzales, City of Simi Valley
Sergio Albarran, City of Ventura
Austin Novstrup, Gold Coast Transit District (GCTD)
Matt Miller, Ventura County Transportation Commission
- MEMBERS ABSENT:** City of Fillmore
City of Oxnard
City of Port Hueneme
City of Santa Paula
County of Ventura
- EX OFFICIO PRESENT:** Mobility Management Partners
- EX OFFICIO ABSENT:** CSU Channel Islands
Ventura County Air Pollution Control District
- VCTC STAFF PRESENT:** Claire Grasty, Public Transit Director

- ITEM 1 CALL TO ORDER**
Chair Houser called the meeting to order at 1:32 p.m.
- ITEM 2 INTRODUCTIONS & ANNOUNCEMENTS**
- ITEM 3 PUBLIC COMMENT** – None.
- ITEM 4 AGENDA ADJUSTMENTS** – None.

ITEM 5 APPROVAL OF MEETING MINUTES

ACTION

Novstrup moved, seconded by Albarran, that the committee approve the November 2023 meeting minutes. The motion passed unanimously.

ITEM 6 SHORT RANGE TRANSIT PLAN (SRTP)

The committee received a presentation on the Short-Range Transit Plan (2025 – 2034) including the approach to creating the SRTP and the engagement timeline. The committee also discussed 1) transit issues to address, 2) strategies to rebuild ridership, 3) cross-county and inter-community connectivity challenges, and 4) new trip-making influences such as new construction and underserved areas.

ITEM 7 PLAN FOR COUNTYWIDE FARE COLLECTION

Matt Miller presented the committee with a countywide fare collection plan including the 1) release of an RFP for new fareboxes and revenue collection equipment, 2) use of the Cal-ITP Master Services Agreement to procure credit/debit card readers, fare calculators, and payment processors, 3) retention of the Cubic/Umo system, 4) solidifying the Incomm Retailer Network, 5) exploring special fare programs with outside organizations, and 6) implementation of fare capping where feasible.

The committee discussed 1) historical challenges to countywide technology deployments and maintenance projects, 2) the challenges with current farebox vendors, 3) funding options, 4) the distinction and purpose of the three types of fareboxes being discussed, 5) the need for a countywide farebox maintenance company/staff person, 6) countywide transfer fees, and 7) each agency's farebox system preference.

ITEM 8 ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

The committee received the ADA certification services program monthly update for filing.

ITEM 9 FUTURE AGENDA ITEMS

- ADA subcommittee
- TransTrack Presentation
- Countywide Fare Collection Plan Updates
- 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 10 ADJOURNMENT

Chair Houser adjourned the meeting at 3:48 p.m.



Item 7

DATE: JANUARY 10, 2024
MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: CLAIRE GRASTY, TRANSIT DIRECTOR
SUBJECT: 2024 TRANSCOM MEETING SCHEDULE

RECOMMENDATION

- That the Committee receive the 2024 TRANSCOM meeting schedule with meetings to be held at 1:30 p.m. on the second Wednesday of every month except August in the Ventura County Transportation Commission Large Conference Room, 751 East Daily Drive, Suite 420, Camarillo.

DISCUSSION:

The following is the 2024 meeting schedule for the committee's benefit. This schedule continues the practice of meeting on the second Wednesday of the month with the committee being dark in August.

January 10	February 14	March 13
April 10	May 8	June 12
July 10	August – DARK	September 11
October 9	November 13	December 11



Item 8

DATE: JANUARY 10, 2024

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

FROM: DOLORES LOPEZ, REGIONAL TRANSIT PLANNER

SUBJECT: ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE


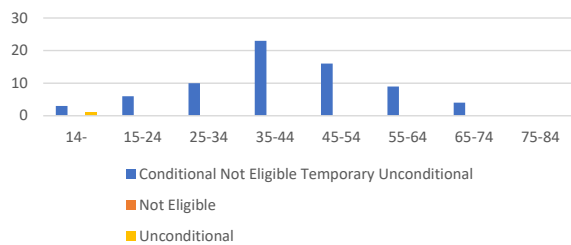
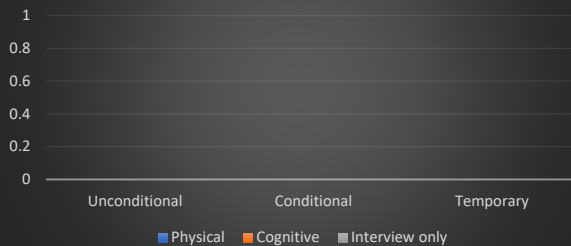
RECOMMENDATION:

- 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.

Dec-23								
		Dec	Nov	Oct	Sep	Aug	Jul	
Call Center	Inbound ADA Calls	390	387	410	470	446	345	As of 3/17/2020, MMP closed their Camarillo office and began working remotely due to COVID-19 restrictions.
	Outbound ADA calls	181	232	481	322	317	259	
	Average hold time (in seconds)	0.47	0.39	0.67	0.49	0.25	0.01	
	Outbound Area Transmittals	3	3	4	5	5	3	
	Inbound Area Transmittals	12	6	9	6	8	8	
Applications Received	Recertification	50	50	47	48	46	50	Riders requesting service outside of Ventura County
	New Applications	46	51	46	78	62	56	Riders requesting service into Ventura County
Applications Received by Service Area	Camarillo Area	11	4	8	8	8	10	Applications by Language 
	Gold Coast Area	50	43	43	52	47	43	
	Valley Express Area	5	4	5	7	4	2	
	Moorpark Area	2	4	4	3	3	8	
	Simi Valley Area	16	19	13	27	24	18	
	Thousand Oaks	12	26	17	25	20	24	
	Out of County	0	1	3	4	2	1	
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	0	0	0	0	0	
	Complete, Special Circumstance (no Interview)	8	4	7	13	16	23	
	Complete, Over 85+	2	10	2	8	3	11	
	Complete, Phone Interview	34	29	50	39	26	19	
	Complete, Short-term Certification (60 days)	0	0	0	1	1	0	
	Complete, Recertifications	42	44	38	29	40	45	
	Completed Determinations	86	87	97	90	86	98	
Cost per Determination	\$317.64	\$313.99	\$281.62	\$303.52	\$317.64	278.74		
Delays in Processing (Cumulative)	Due to incomplete application by client	13	5	3	4	2	2	In-person Interviews by Eligibility and Assessment Type 
	Pending Professional Evaluation (PE)	13	5	13	27	14	13	
	Applications that failed to meet 21 day rule	0	0	0	0	0	0	
	Applicants awaiting phone interviews	2	1	2	5	4	3	
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	0	0	0	
	No Shows for Phone Interview			0	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)						78	91%	
Conditional						5	6%	
Temporary						3	3%	
Denials						0	0%	
Short Term (including Emergency)						0	0%	

Applications Received - November				
GCT	Dec	Nov	Oct	Sept
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	9	0	1	0
Oak View	0	0	2	1
Oxnard	24	18	27	29
Saticoy	0	0	0	0
Port Hueneme	6	4	0	3
Ventura	11	21	13	19
Valley Express	Dec	Nov	Oct	Sept
Fillmore	5	2	3	3
Piru	0	0	0	0
Santa Paula	0	2	2	4
Thousand Oaks DAR	Dec	Nov	Oct	Sept
Agoura	1	0	0	0
Agoura Hills	0	1	1	0
Newbury Park	3	5	3	4
Oak Park	0	2	3	2
Thousand Oaks	8	13	7	16
Westlake Village	0	4	3	3
Simi Valley DAR	Dec	Nov	Oct	Sept
Simi Valley	14	19	13	27
Camarillo	Dec	Nov	Oct	Sept
Camarillo	11	4	8	8
Somis	0	0	0	0
Moorpark DAR	Dec	Nov	Oct	Sept
Moorpark	2	4	4	3
Other	Dec	Nov	Oct	Sept
	0	2	3	4

MX Admin Report (December)

	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	384	181	565	2	284	10	90	0	90	0	197	0.47	66.15%
Sunday	2	0	2	0	0	0	2	0	2	0	0	0.00	0.00%
Monday	74	14	88	1	66	4	4	0	4	0	0	0.00	81.08%
Tuesday	78	40	118	2	66	1	11	0	11	0	0	0.00	74.36%
Wednesday	70	82	152	2	54	2	14	0	14	0	0	0.00	70.00%
Thursday	70	18	88	2	54	2	14	0	14	0	197	2.80	68.57%
Friday	74	27	101	2	42	1	31	0	31	0	0	0.00	50.00%
Saturday	16	0	16	0	2	0	14	0	14	0	0	0.00	12.50%