



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.

MEETING MINUTES

MEMBERS PRESENT: Michelle Woomer, City of Moorpark (Chair)
Shaun Kroes, City of Camarillo
Phil Pulley, City of Ojai (Vice Chair)
Mary Lozano, 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 Oxnard
City of Port Hueneme
City of Santa Paula

EX OFFICIO PRESENT: CSU Channel Islands
Mobility Management Partners
Ventura County Air Pollution Control District

VCTC STAFF PRESENT: Claire Grasty, Public Transit Director
Dolores Lopez, Regional Transit Planner

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

ITEM 2 INTRODUCTIONS & ANNOUNCEMENT
Claire Grasty announced 1) that Unmet Transit Needs and Short-Range Transit Plans community outreach meeting dates, 2) current RFPs and RFQs, and 3) the California state budget. Shaun Kroes announced that Camarillo is going out to bid for transit services. Matt Miller announced that ten proposals were received in response to the On Demand Software RFP and that a vCTC Intercity schedule change is taking effect in January.

ITEM 3 PUBLIC COMMENT – None.

ITEM 4 AGENDA ADJUSTMENTS – None.

ITEM 5 ELECTION OF CHAIRPERSON AND VICE CHAIRPERSON

ACTION

Novstrup moved, seconded by Kroes, that the Woomer act as the Chair to the Committee. The motion passed unanimously.

ACTION

Kroes moved, seconded by Albarran, that Pulley act as the Vice Chair to the Committee. The motion passed unanimously.

ITEM 6 APPROVAL OF MINUTES

ACTION

Pulley moved, seconded by Miller, that the committee approve the December 2023 meeting minutes. The motion passed unanimously.

ITEM 7 CALENDAR OF MEETINGS

The committee received the 2024 calendar of meetings.

ITEM 8 ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

The committee received the ADA certification services program monthly update.

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 Woomer adjourned the meeting at 1:45 p.m.



Item 7

February 14, 2024

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

RECOMMENDATION:

- For Discussion

BACKGROUND:

VCTC staff has been meeting regularly with Cal-ITP, SCAG, the county operators through TRANSCOM, and Umo to develop an approach to modernizing the fare collection equipment throughout the county. At previous TRANSCOM meetings, staff presented an approach that included procuring new fareboxes, installing open-loop readers on all County vehicles, and retaining and reconfiguring the Umo system to include all the County operators' fare products.

DISCUSSION:

Open-Loop Fare Collection

Transit agencies throughout California have installed open-loop fare collection readers with the help from Cal-ITP staff and utilizing the Master Services Agreements available through the Cal-ITP Mobility Marketplace. Open-loop technology allows passengers to pay their fares using their credit/debit card and/or apple/google pay. Fare discounts like fare capping are available through this collection method.

Currently, VCTC, with the help of Cal-ITP, is developing a scope of work for open-loop readers and associated software to be installed in all of the transit vehicles in the county. The scope of work will include the readers and back-end software needed to process fare payments. Each transit operator will have the choice to be a part of the project and, if interested, may enter their own contract with the fare processors so that revenue collected is deposited directly into the operator's bank account. The scope of work will also have guardrails to minimize agency maintenance work associated with the equipment. Instead, the vendors of the equipment and software will have a heavy hand in troubleshooting, repairing and/or replacing components. Additionally, VCTC budgeted for a third-party maintenance contractor to be on call to respond when needed.

VCTC is continuing to work with SCAG to ensure that funding for the countywide project moves forward. While the funding for county operators is settled, VCTC will be moving forward with installation of open-loop readers on the entire VCTC Intercity fleet as it is funded by a grant award to SBCAG and must continue on schedule. This will serve as a test case for the county and staff will be sure to share the results with TRANSCOM.

VCbuspass – Umo

From previous TRANSCOM meetings and discussions with individuals from each operator, VCTC understands that for the VCbuspass to increase adoptability and become the single app for closed loop fare payments in the county, it must be more inclusive all the operators' fare products and branding so that the passengers have access to their local transit fare products. Based on this feedback we asked Umo that we would like the system to:

1. Keep the regional branding as VCbuspass.
2. Add individual agencies with their branding and products.
3. Keep Regional fare products.
4. Revenue from individual agency products be deposited directly to the specific agency.

VCTC staff was informed that the original configuration of the system was on a “single agency” meaning that implementing the above changes was not possible. Instead, it will require a complete reconfiguration of the system to become “multi-agency”. Given the amount of work involved, the Umo team is requesting that they have the opportunity to meet with each operator individually to confirm their needs so that they have a clear understanding of what will be entailed and confirm reconfiguring the system is possible and worthwhile.

Separately, VCTC has successfully set up 22 of the 66 locations on the Incomm network which includes 7-Eleven, Walgreens, CVS, and Family Dollar stores throughout the County. As a reminder, the Incomm network is a list of retailers that are able to reload VCbuspass cards with stored value. This is the first phase of activating the Incomm network, as VCTC begins to see transactions and ensures accurate accounting of revenue collected, staff will work to activate the rest of the locations. Outreach for this project has begun and a toolkit and car cards will be distributed to all the agencies. VCTC requests that the operators help promote this to ensure the public knows passes are available through these retailers.

Replacement Fareboxes

By now, operators all know that their current Genfare Odyssey fareboxes will be out support by the end of 2025. Some agencies are in a better position than others when it comes to backstock of spare parts and expertise in farebox maintenance. From VCTC's understanding, replacement parts from Genfare will continue to be available after the fareboxes are unsupported. Regardless of an agency's position and the availability of parts, the process to replace fareboxes will need to begin sooner rather than later.

Committee members expressed an openness to exploring vendors other than the current one to meet their farebox needs so VCTC will be continuing to research companies and request demos of solutions before an official RFP process begins. Staff have planned on releasing an RFP for a countywide procurement of fareboxes by the end of 2024. The scope of work will include input about the needs, desires, and preferences of each operator.



February 14, 2024

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: GEISKA VELASQUEZ, PROGRAM ANALYST
SUBJECT: 2025 FEDERAL TRANSPORTATION IMPROVEMENT PROGRAM (FTIP) EQUITY ANALYSIS

BACKGROUND

In July 2020, SCAG's Regional Council adopted Resolution No. 20-623-2, affirming its commitment to advancing justice, equity, diversity, and inclusion throughout Southern California. SCAG recognized that for the region to become healthy, livable, sustainable, and economically resilient, it needed to dramatically improve outcomes for low-income families and communities of color. The resolution called for the formation of an ad hoc Special Committee on Equity & Social Justice to further develop SCAG's response to advancing equity throughout the agency's activities and advise SCAG's Regional Council on policies and practices to advance its resolved intentions. The Committee was comprised of elected officials, nonprofit and private sector representatives, and university partners.

The work of the Committee culminated in the development of the Racial Equity Early Action Plan (EAP), which SCAG's Regional Council approved in May 2021. The EAP includes dozens of actions, including identifying opportunities to incorporate equity analysis in development of Federal Transportation Improvement Program (FTIP).

For the 2025 FTIP, this means working with VCTC staff to incorporate new FTIP database inputs to assess how and where investments are being made across the region and if there are equity issues with the balance of transportation improvements in Environmental Justice areas, Disadvantaged Communities, Priority Equity Communities, and/or Communities of Concern utilizing the new Equity Questions listed in Attachment A.

SCAG will assess project locations in proximity to underserved areas and review and document the ways that equity is being considered by each of the CTCs through their federal funded project prioritization. This is consistent with SCAG's project selection criteria included in the recently adopted CMAQ/STBG guidelines.

There are a variety of approaches SCAG is considering in equity project prioritization including:

- Location burdens-based criteria and location benefits-based criteria. These criteria assess equity simply based on the location of a proposed project. Location burdens-based criteria aim to capture potential negative effects of projects located within or near Communities of Concern.
- Impacts-based criteria. These criteria require a more detailed evaluation of a project's potential impacts to determine how beneficial or detrimental they will be for Communities of Concern.
- Access to destinations. These criteria consider how projects improve the ability to reach key locations—such as groceries, medical, and employment—for areas with high concentrations of disadvantaged population groups.
- User-based criteria. These criteria consider the characteristics of the population directly served by a facility. Because it measures individual users rather than aggregated communities, user-based

- criteria require the use of travel demand models to predict travel behavior.
- Community engagement. These criteria examine the process by which projects are developed rather than the impacts of the projects themselves.

Multiple equity-oriented criteria may also be used to consider projects, focusing not only on mitigating harm but also on proactively improving transportation conditions and participation in planning processes for historically marginalized groups. Equity criteria should simultaneously consider benefits, burdens, and engagement for a holistic assessment of projects.

DISCUSSION

SCAG in coordination with the CTCs developed the Equity Questions listed in Attachment A. Each project listed in the 2025 FTIP, which is currently being developed, is required to include information on these equity questions. Therefore, VCTC is requesting each local agency with projects in the 2025 FTIP to provide information on each project for each relevant equity question.

VCTC is sending each agency a packet with a spreadsheet and project list by Friday, February 16, 2024, to use to provide the data for the 2025 FTIP input and is requesting that agencies return the completed spreadsheet to VCTC no later than **March 6, 2026**.

2025 FTIP DATABASE EQUITY QUESTIONS

Service: Is the proposed project located in, adjacent to (within 200 feet), or serving a disadvantaged area (per [SB 535](#), [Climate Economic Justice Screening Tool](#), or [Equitable Transportation Community Explorer](#))? (REQUIRED)

- Yes
- No

Impacts: Have [underserved populations](#) explicitly been included in any assessments (e.g., environmental documents, equity assessment, staff report) of the project? (REQUIRED)

- Yes
- No
- Not yet but the lead agency will conduct an equity assessment on the proposed project.

Outreach: Were [underserved populations](#) involved in the project development process and given ample opportunity to participate in decision-making processes?

- Yes
- No
- Not yet but the lead agency will conduct equitable community engagement prior to project adoption.

Metrics: What performance metrics will measure and track impacts? (check all that apply)

- Mobility
 - Access to everyday destinations (jobs, retail, parks, health care, schools)
 - Commute time
 - Transit access
 - Transit frequency
 - Active commuting
 - Bicyclist/pedestrian safety
 - Proximity to freeways and highly traveled corridors (500 ft)
 - Transportation system mode share
- Environment
 - Air pollution exposure index
 - Air quality
 - Clean air (PM 2.5, Ozone, or Diesel PM)
 - Pollution burden
 - Proximity to Railroads
- Communities
 - Median home sales/rent
 - Displacement/gentrification
 - Traffic density
 - Tree canopy
- Economy
 - Proximity to healthy financial institutions
 - Percentage of businesses owned by women and people of color
 - Duration of small/independent businesses serving marginalized communities



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Item 10

DATE: February 14, 2024
MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: DOLORES LOPEZ, REGIONAL TRANSIT PLANNER
SUBJECT: ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

RECOMMENDATION:


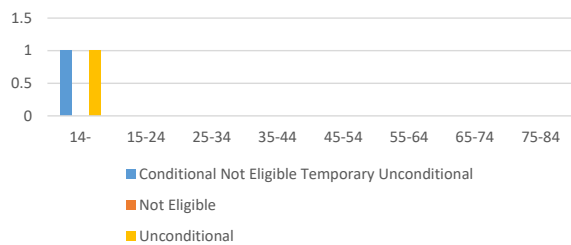
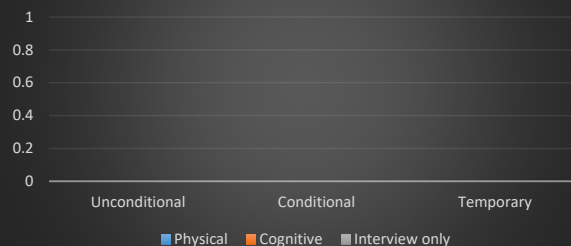
- Receive and file the monthly ADA Certification services report(s) and program update.

DISCUSSION:

The ADA Subcommittee has completed the process of providing recommendations to VCTC on the ADA application. VCTC is currently working on updating the application, having it reviewed by legal and working with the contractor to implement it once complete. Staff expects to bring the application to Transcom for approval at the March or possibly April meeting.

A subcommittee member suggested that VCTC issue a Request for Proposals (RFP) in anticipation of the forthcoming adjustments to the ADA certification process. Given the complexities and financial implications associated with initiating a new procurement process including the development of an RFP, staff time, legal expenditures, and the subsequent evaluation and negotiation phases, it is considered most sensible to extend the current Mobility Management Program (MMP) contract. This decision is primarily driven by the ongoing paratransit integration analysis (PIA) and the need to integrate paratransit services seamlessly. Extending the contract allows for the implementation of new guidelines for ADA certification and recommendations from the PIA, affording staff the opportunity to assess potential time savings more accurately once the initial start-up phase has begun and ensure appropriate updates are included in the RFP. Moreover, the current contractor has played a pivotal role in reviewing the new requirements for certifications, making them uniquely positioned to continue contributing valuable insights and stability during this period of transition and analysis.

Attached are the ADA Paratransit Certification Services Reports from MMP for review at the TRANSCOM meeting.

Jan-24								
		Jan	Dec	Nov	Oct	Sep	Aug	As of 3/17/2020, MMP closed their Camarillo office and began working remotely due to COVID-19 restrictions.
Call Center	Inbound ADA Calls	394	390	387	410	470	446	
	Outbound ADA calls	398	181	232	481	322	317	
	Average hold time (in seconds)	0.08	0.47	0.39	0.67	0.49	0.25	
	Outbound Area Transmittals	5	3	3	4	5	5	
	Inbound Area Transmittals	12	12	6	9	6	8	
								Riders requesting service outside of Ventura County
								Riders requesting service into Ventura County
Applications Received	Recertification	71	50	50	47	48	46	Total applications received: 112
	New Applications	41	46	51	46	78	62	Online Applications Received: 0 (0%)
Applications Received by Service Area	Camarillo Area	13	11	4	8	8	8	Applications by Language 
	Gold Coast Area	46	50	43	43	52	47	
	Valley Express Area	8	5	4	5	7	4	
	Moorpark Area	3	2	4	4	3	3	
	Simi Valley Area	24	16	19	13	27	24	
	Thousand Oaks	18	12	26	17	25	20	
	Out of County	0	0	1	3	4	2	
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	8	4	7	13	16	
	Complete, Over 85+	4	2	10	2	8	3	
	Complete, Phone Interview	32	34	29	50	39	26	
	Complete, Short-term Certification (60 days)	0	0	0	0	1	1	
	Complete, Recertifications	60	42	44	38	29	40	
	Completed Determinations	104	86	87	97	90	86	
	Cost per Determination	\$262.66	\$317.64	\$313.99	\$281.62	\$303.52	\$317.64	
Delays in Processing (Cumulative)	Due to incomplete application by client	3	13	5	3	4	2	In-person Interviews by Eligibility and Assessment Type 
	Pending Professional Evaluation (PE)	13	13	5	13	27	14	
	Applications that failed to meet 21 day rule	0	0	0	0	0	0	
	Applicants awaiting phone interviews	0	2	1	2	5	4	
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)						94	90%	
Conditional						6	6%	
Temporary						4	4%	
Denials						0	0%	
Short Term (including Emergency)						0	0%	

Applications Received -January				
GCT	Jan	Dec	Nov	Oct
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	2	9	0	1
Oak View	0	0	0	2
Oxnard	26	24	18	27
Saticoy	0	0	0	0
Port Hueneme	3	6	4	0
Ventura	15	11	21	13
Valley Express	Jan	Dec	Nov	Oct
Fillmore	5	5	2	3
Piru	0	0	0	0
Santa Paula	3	0	2	2
Thousand Oaks DAR	Jan	Dec	Nov	Oct
Agoura	0	1	0	0
Agoura Hills	3	0	1	1
Newbury Park	4	3	5	3
Oak Park	3	0	2	3
Thousand Oaks	7	8	13	7
Westlake Village	1	0	4	3
Simi Valley DAR	Jan	Dec	Nov	Oct
Simi Valley	24	14	19	13
Camarillo	Jan	Dec	Nov	Oct
Camarillo	13	11	4	8
Somis	0	0	0	0
Moorpark DAR	Jan	Dec	Nov	Oct
Moorpark	3	2	4	4
Other	Jan	Dec	Nov	Oct
	0	0	2	3

MX Admin Report (January)

	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	388	398	786	2	333	11	44	0	44	0	27	0.08	74.23%
Monday	83	147	230	2	75	2	6	0	6	0	27	0.15	77.11%
Tuesday	96	126	222	2	81	3	12	0	12	0	8	0.11	69.79%
Wednesday	74	26	100	1	63	3	8	0	8	0	0	0.00	81.08%
Thursday	69	64	133	1	60	1	8	0	8	0	2	0.02	75.36%
Friday	65	35	100	1	54	2	9	0	9	0	0	0.00	69.23%
Saturday	1	0	1	0	0	0	1	0	1	0	0	0.00	0.00%