



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

Recommended Action:

- *Waive the reading and approve the meeting minutes from March 2024.*

Responsible Staff: Dolores Lopez

ITEM 6 FISCAL YEAR 2024-25 TRANSPORTATION DEVELOPMENT ACT UNMET TRANSIT NEEDS

Recommended Action:

- *Approve the Fiscal Year 2024/2025 Unmet Transit Needs Findings*

Responsible Staff: Dolores Lopez

ITEM 7 COUNTYWIDE FARE COLLECTION PLANNING UPDATE

Recommended Action:

- *Approve replacing fareboxes as buses are replaced/purchased or repowered.*
- *Receive and file and provide direction on other items.*

Responsible Staff: Matt Miller

ITEM 8 UPDATE TO TITLE VI PROGRAM

Recommended Action:

- *Approve VCTC's 2024 Title VI Program Update.*

Responsible Staff: Aubrey Smith

ITEM 9 SB 125 FUNDING UPDATE

Recommended Action:

- *Approve SB125 updated funding distribution.*

Responsible Staff: Claire Grasty

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 10 ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

Recommended Action:

- Approve modifying the ADA application.
- Approve returning to hybrid interviews with modifications.

Responsible Staff: Dolores Lopez

ITEM 11 FUTURE AGENDA ITEMS

Recommended Action:

- *For discussion.*

Responsible Staff: Claire Grasty

ITEM 12 ADJOURNMENT

- TransTrack Presentation
- Countywide Fare Collection Plan Updates
- Transportation Emergency Preparedness Program (TEPP) Implementation (as needed)
- Transit Grant Project Status Report Tracking (as needed)
- 5310 Call For Projects

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VENTURA COUNTY TRANSPORTATION COMMISSION

Transit Operators Advisory Committee (TRANSCOM)

VCTC Large Conference Room

751 East Daily Drive, Suite 420

Camarillo, California

Wednesday, March 14, 2024

1:30 p.m.

MEETING MINUTES

Item 5

MEMBERS PRESENT: Michelle Woomer, City of Moorpark (Chair)
Lydia Salas, City of Camarillo (Vice-chair)
Ben Gonzales, City of Simi Valley
Tyler Nestved, City of Thousand Oaks
Austin Novstrup, Gold Coast Transit District (GCTD)
Susana Arroyo, County of Ventura

MEMBERS ABSENT: City of Fillmore
City of Oxnard
City of Ojai
City of Port Hueneme
City of Santa Paula
City of Ventura

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

VCTC STAFF PRESENT: Claire Grasty, Public Transit Director
Peter De Haan, Programming Director
Heather Miller, Program Manager
Dolores Lopez, Transit Planner-Regional transit
Geiska Velasquez, Program Analyst

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

ITEM 2 INTRODUCTIONS & ANNOUNCEMENT
Claire Grasty announced the Endera bus demo. Karly announced the extension of the Metrolink Student Adventure Pass. Geiska announced that the Equity Analysis spreadsheets are due.

ITEM 3 PUBLIC COMMENT – None.

ITEM 4 AGENDA ADJUSTMENTS – None.

ITEM 5 APPROVAL OF MINUTES

ACTION

Nestved moved, seconded by Woomer, that the committee approve the February 2024 meeting minutes. The motion passed unanimously.

ITEM 6 ELECTION OF VICE CHAIR

ACTION

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

ITEM 7 NOMINATION OF PROJECTS FOR SCAG REGIONWIDE CALL FOR PROJECTS / APPROVAL OF PROJECTS FOR TDA ARTICLE 3 BICYCLE AND PEDESTRIAN FUNDS

ACTION

Nestved moved, seconded by Gonzales, to approve revision of SCAG submittal to recommend Surface Transportation Program (STP) for Pleasant Valley Road Bike Lanes in Camarillo and Carbon Reduction Program (CRP) for Gold Coast Transit Hydrogen Fueling Stations. The motion passed unanimously.

ITEM 8 FY 2023/24 LOW CARBON TRANSIT OPERATIONS PROGRAM (LCTOP) ALLOCATION

ACTION

Nestved moved, seconded by Novstrup, to approve the VCTC FY 2023/2024 LCTOP allocation request of \$415,000 to fund Metrolink Weekend Service and \$2,174,900 to fund Ventura County's "Free Fare" program that includes local shares from the cities of Moorpark, Camarillo, Thousand Oaks and Simi Valley for a total allocation request of \$2,589,900, and approve a Corrective Action Plan transferring \$200,000 in LCTOP FY 2020/21 College Ride program funds to the Youth Ride Free program. The motion passed unanimously.

ITEM 9 SB 125 FUNDING UPDATE

Claire updated the committee on SB 125 transportation funding including 1) the State's plan to deposit funds before the end of April and 2) that the ZETCP funds have not been recommended to be reduced or delayed but could be affected by the May revision of the state budget.

ITEM 10 ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

The committee received the ADA certification services program monthly update.

ITEM 11 FUTURE AGENDA ITEMS

- ADA Application
- TransTrack Presentation (June)
- Countywide Fare Collection Plan Updates
- Transportation Emergency Preparedness Program (TEPP) Implementation (as needed)
- Transit Grant Project Status Report Tracking (as needed)
- 5310 Call for Projects

ITEM 12 ADJOURNMENT

Chair Woomer adjourned the meeting at 2:12 p.m.



Item 6

April 10, 2024

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: AUBREY SMITH, REGIONAL TRANSIT PLANNING PROGRAM MANAGER
DOLORES LOPEZ, TRANSIT PLANNER
SUBJECT: FISCAL YEAR (FY) 2024/25 TRANSPORTATION DEVELOPMENT ACT (TDA)
UNMET TRANSIT NEEDS (UTN) FINDINGS

RECOMMENDATION:

- Approve the Fiscal Year 2024/2025 Unmet Transit Needs Findings.

DISCUSSION:

As part of the annually required Unmet Transit Needs Findings, the Citizen's Transportation Advisory Committee/Social Service Transportation Advisory Committee (CTAC/SSTAC) is required to review and comment on the recommendations proposed to be presented to the Commission. The Unmet Transit Needs Assessment is attached.

Pursuant to Senate Bill 203, **the cities of Santa Paula, Fillmore, Moorpark, and Camarillo** are subject to the Unmet Transit Needs process. Additionally, on June 11, 2018, legislation allowed **Thousand Oaks** to spend TDA fund on streets and roads and they therefore now participate in the process as well. VCTC Intercity service does not utilize Article 8 funds for non-transit purposes; however, service requests for the regional service it provides are included in the process. The Gold Coast Transit District (GCTD), City of Ojai and the City of Simi Valley do not utilize or claim TDA Article 8 funds for non-transit purposes and their service is not subject to the Unmet Transit Needs process.

Adopted Criteria

In order for a request to be considered an Unmet Transit Need, it must receive at least 15 requests for general public service or 10 requests for disabled service:

- 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

If they fulfill the above criteria, the need must also be determined to be reasonable to meet.

In December of 2023 the Commission refined the definition of Unmet Transit Need to bolster our dedication to advancing the UTN process, particularly for those in disadvantaged areas. By adopting the Median Household Income (MHI) standard for a low-income threshold, the Commission aims to not just maintain

the 10 and 15 comment thresholds but to prioritize improvements that meet these criteria while giving special attention to requests from low-income areas that might fall below this threshold. Additionally, for comments that meet the 10 or 15 comment threshold but are considered "Unreasonable to Meet", the agency tasked will pledge to evaluate the proposed service and explore funding for a pilot. Furthermore, the timeline for assessing passenger per hour performance has been increased from 36 to 60 months, endorsing a more comprehensive approach to evaluating new service efficacy over an extended period.

Public Input Process

The public comment period for the FY 2024-2025 UTN process was held between December 15, 2023 and February 15, 2024 with comments received throughout the year, but outside of the public comment period included in the analysis.

Each year, VCTC uses a variety of channels to promote and solicit public comment for the UTN process including an online survey, social media advertising, eblasts, community meetings, and the GOVCbus app. Public notices were also printed in the Ventura County Star and VIDA News.

This year VCTC received a total of 218 surveys significantly higher than prior years. VCTC hosted two county-wide virtual community meetings and a virtual public hearing where over seventy comments were received. Additional comments were received via email, phone calls, and social media. Overall, 273 respondents provided 468 comments.

Analysis

Staff screened each comment received based on the criteria; no requests met the 15-comment threshold for fixed route or the 10-comment threshold for dial-a-ride service and therefore were not further screened to determine if the need was reasonable to meet.

Public feedback garnered through the current years analysis for transit services showed a high level of interest in service between Ventura to Goleta Tech Park, Fillmore to Moorpark, Fillmore to Santa Clarita service to East County Jail in Thousand Oaks, and service to National Park Services Satwiwa. Although these requests fell short of the required 15 comments to be considered as UTN, they indicate significant public demand. VCTC continues to explore the possibility of a potential partnership with Santa Clarita Transit for service from Fillmore. Fleet capacity, route costs, labor, and configuration need to be addressed for service to both Santa Clarita. VCTC is planning to start service between Fillmore and Moorpark, which is a high-demand corridor area, and the proposed route will save passengers significant travel time and need for multiple transfers. While current transit services do not extend to the East County Jail in Thousand Oaks or the National Park Services Satwiwa, these locations represent a new request within our process. Recognizing the community's need, our staff will collaborate with partner agencies to explore potential service additions in the future, aiming to address these identified gaps and enhance overall transit accessibility.

The most common comments that are not considered UTN this year are related to expanded service to various Los Angeles County and Santa Barbara County locations, VCTC Intercity service improvements, and Gold Coast Transit District service improvements. The comments highlight a community in need of transit services that are more frequent, reliable, accessible, and responsive to their varied daily schedules and destinations. Among these, the demand for extended service hours into late evenings and weekends is prominent, reflecting a shift towards using transit for leisure activities and accommodating non-traditional work schedules. All comments received are essential for future planning in Ventura County and comments that have decent support and have been brought up over the years are taken into consideration for future planning purposes.

RECOMMENDATION

Staff recommends that there are no Unmet Transit Needs that are reasonable to meet. Staff will present the recommendation to the Commission in May for approval and determination that TDA funds can be allocated for streets and roads purposes in cities with fewer than 100,000 persons and Thousand Oaks.



Item 7

April 10, 2024

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

FROM: MATT MILLER, PROGRAM MANAGER – TRANSIT SERVICES

SUBJECT: COUNTYWIDE FARE COLLECTION PLANNING UPDATE

RECOMMENDATION:

- Approve replacing fareboxes as buses are replaced/purchased or repowered.
- Receive and file and provide direction on other items.

BACKGROUND:

VCTC staff has been meeting regularly with TRANSCOM, Cal-ITP and Umo to develop an approach to modernizing the fare collection systems 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. Based on feedback from the operators at the December and February Transcom meetings and since, staff has refined the proposed approach.

DISCUSSION:

Replacement Fareboxes

Genfare Odyssey fareboxes will be unsupported by the end of FY 2024-25. 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.

Operators initially expressed an openness to exploring vendors other than the current one to meet their farebox needs but since being provided information from Genfare regarding the updated fareboxes and system, retaining Genfare fareboxes seems the best course of action. It will be significantly less burdensome on the operators to replace fareboxes as buses are replaced or repowered or new ones are purchased. Purchasing Genfare fareboxes through a sole source agreement would be allowable due to the existing fareboxes that would remain on the fleets. This is more manageable for all agencies and will reduce workloads for all.

After about three years, VCTC will order the remaining fareboxes to be replaced throughout the fleets. This will ensure that operators do not have fareboxes well beyond the date they are unsupported but also not create so much work that it becomes unmanageable.

The total cost of this project is more than projected in the initial SB 125 request because the upgrades of back-end system and the purchase of fares were not included in the funding request. As such, the request has been increased accordingly.

If operators support this approach, staff will request a not to exceed amount to replace the current Genfare fareboxes countywide with the updated Genfare fareboxes.

Open-Loop Fare Collection

Open-loop technology allows passengers to pay their fares using their credit/debit card and/or apple/google pay. 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. Fare discounts like fare capping are available through this collection method. Open loop capabilities are also available through the Genfare FastFare fareboxes.

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 the VCTC fleet, funded by a Santa Barbara County Association of Governments (SBCAG) grant. The scope of work will include the readers and back-end software needed to process fare payments. Additionally, VCTC was working the Southern California Association of Governments (SCAG) to fund open-loop readers throughout the county. However, due to the State budget situation, the project has been put on hold.

In comparison to deploying the open loop system through Umo, Cal-ITP is more affordable and proven as they have been deployed by other operators. The new replacement Genfare FastFare fareboxes have open-loop fare collection capability but would need the full fleet replaced before implementing, which VCTC will fund in the next three years. Using the new fareboxes could be an option for those who prefer fewer fare payment systems installed on their fleet.

VCbuspass – Umo

Since the February Transcom meeting, Umo has met with most but not all operators regarding the potential to reconfigure the system to allow operator passes to be sold on the system. Once all operators have met with Umo, VCTC will regroup with them and develop a recommendation and set up refresher training on the features of the system. As a reminder, the goals would be 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.

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.

Additionally, staff is also working with Umo on a path forward for fare capping on the Umo system. Staff will provide updates as we have them.

Lastly, staff heard feedback from the operators at the past Transcom meetings and understand the operators' desire for less fare payment systems on board the vehicles. It is possible that the closed loop functions currently done through the Umo system could be integrated into the fareboxes or open loop systems and we are looking for direction from the committee on whether they want staff to explore this further.



Item 8

April 10, 2024

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: AUBREY SMITH, PROGRAM MANAGER
CLAIRE GRASTY, DIRECTOR OF PUBLIC TRANSIT
SUBJECT: 2024 TITLE VI PROGRAM UPDATE

RECOMMENDATION:

- Approve VCTC's 2024 Title VI Program Update.

BACKGROUND:

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs that receive federal funding. The Federal Transit Administration (FTA) requires transportation agencies to demonstrate their compliance with Title VI by submitting a triennial Title VI Program Update in compliance with Title 49 CFR Section 21.9(b) and with FTA Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," issued October 1, 2012. FTA requires the VCTC's Board of Directors to review and approve the Title VI Program Update prior to its submittal.

Section 601 of Title VI of the Civil Rights Act of 1964 (Title VI) states the following:
"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Title VI sets the minimum federal requirements to prevent discrimination or benefits from being denied to federally-protected groups. The Title VI Program Update consists of a report and supporting documentation that provides evidence of the equitable distribution of services, promotion of full and fair participation in public transportation decision-making without regard to race, color, or national origin, and meaningful access to transit-related programs and activities by persons with limited English proficiency. The monitoring of service provides a means to measure and adjust for impacts and benefits to protected groups, which supports VCTC's goal to ensure that impacts on marginalized groups are considered in transportation decisions and service delivery. FTA reviews and concurs with the Title VI Program Update as submitted or requests additional information.

On May 18, 2022, FTA sent VCTC a Letter of Concurrence informing VCTC that VCTC's submitted 2021 Title VI Program Update met the requirements set out in the FTA Title VI Circular, 4702.1B.

DISCUSSION:

VCTC updates its Title VI Program every three years through agency wide coordination. VCTC will submit a Title VI Program Update that incorporates all the requirements set forth in the FTA Circular 4702.1B. There are several requirements under Title VI that VCTC must include in its Board approved program:

1. The Notice to Beneficiaries of their civil rights under Title VI;
2. The development of complaint procedures and a complaint form;
3. A list of all transit-related complaints, investigations, or lawsuits;
4. A Public Participation Plan;
5. A Limited English Proficiency (LEP) Four-Factor Analysis and Language Assistance Plan (LAP);
6. The provision of assistance to, and monitoring of, subrecipients;
7. Equity evaluations relating to the site and location of facilities;
8. Service standards and system-wide service policies;

Although no substantial changes were made to the Title VI Program since the 2021 submission, VCTC made the following updates to the Title VI Program:

- Updated the Public Participation Plan to include current demographic data on VCTC's stakeholders, public outreach activities since 2021 and the addition of minimum baseline thresholds for public outreach to strengthen VCTC's commitment to partner and engage with the public;
- Updated the Language Assistance Plan to include an updated LEP Four Factor Analysis and the initiation of a monitoring program for the Language Assistance Plan;
- Documentation of VCTC's Board approval of the 2024 Title VI Program will be added to the FTA submission once program is approved by VCTC's Board of Directors.
- A copy of the Board Resolution will be submitted with the program as evidence of Board approval.



April 10, 2024

MEMO TO: TRANSIT OPERATORS COMMITTEE
FROM: CLAIRE GRASTY, DIRECTOR OF PUBLIC TRANSIT
SUBJECT: SB125 UPDATED FUNDING DISTRIBUTION

RECOMMENDATION:

- Approve SB125 updated funding distribution.

BACKGROUND:

SB 125 guides the distribution of \$4 billion in General Fund through the Transit and Intercity Rail Capital Program (TIRCP) on a population-based formula to regional transportation planning agencies, which will have the flexibility to use the money to fund transit operations or capital improvements. The transportation budget trailer bill also establishes the \$1.1 billion Zero-Emission Transit Capital Program (ZETCP) to be allocated to regional transportation planning agencies on a population-based formula and another formula based on revenues to fund zero-emission transit equipment and operations. SB 125 includes an accountability program to govern the distribution of these funds.

VCTC is allocated the following:

TIRCP Y1	TIRCP Y2	ZETCP Y1	ZETCP Y2-4 (per yr)	Total
\$42,429,785	\$42,536,157	\$5,066,998	\$ 2,842,463	\$98,560,329

In December, the Commission approved the SB 125 project list with distribution of the funds listed in the table above. Distribution of funds between the years was allocated based on when the projects were set to be implemented, rather than on equity among the agencies or priority projects. As stated previously, the distribution the funds would have to be reconsidered if they were affected the State budget. At this time, the TIRCP Year 2 funds have been recommended to be delayed a year. As such, VCTC is recommending redistributing some of the funds between the years to ensure the distribution is more equitable. Total funds remain the same for all operators with the exception of funds for VCTC Intercity bus replacements being reduced by \$900,000 and the regional farebox replacement project being increased by the same amount.

DISCUSSION:

Funds were moved from TIRCP Year 1 to Year 2 for agencies that had a much higher proportion of funding from Year 1 and from Year 2 to Year 1 for agencies that had a much higher proportion of funding from Year 2. By doing this, it spreads the risk among agencies rather than to just a few.

The updated funding for the following projects is shown below:

Implementing Agency	Project	Previous Funded	Updated Funding	FY23-24	FY24-25	FY25-26	FY26-27
GCTD	Energy Storage	Year 1	Year 1		\$ 624,000	\$ 33,543	
GCTD	Energy Storage*	Year 1	GGRF Y2			\$500,000	
Simi Valley	EV Charging	Year 1	Year 2		\$ 651,953		
Ojai	Replacement buses	Year 1	Year 1	\$ 741,953			
Ojai	Replacement buses	Year 1	Year 2			\$848,047	
Valley Express	Matching Grant Funds	GGRF Y4	Year 1		\$ 500,000		
Valley Express	EV Charging	GGRF Y4	GGRF Y4				\$1,500,000
Thousand Oaks	EV Charging	Year 1	Year 2		\$1,000,000		
Thousand Oaks	EV Support	Year 1	Year 2		\$ 500,000		
Metrolink	Train Service to SB	Year 2	Year 1		\$3,000,000		
Metrolink	Train Service to SB	Year 2	Year 2				\$ 825,180
VCTC (regional)	New Fare System	Year 1	Year 1		\$4,900,000		
VCTC Intercity - VCTC	Replacement buses	Year 1	Year 1		\$9,100,000		
VCTC Intercity - VCTC	EV Charging	GGRF Y2	GGRF Y4			\$ -	\$ 500,000

*These funds are not currently in jeopardy with the State budget and are expected to be distributed in fall FY25.



Item 10

April 9, 2024

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

FROM: DOLORES LOPEZ, TRANSIT PLANNER

SUBJECT: ADA CERTIFICATION AND APPLICATION RECOMMENDATION

RECOMMENDATION:

- Approve modifying the ADA application as outlined below.
- Approve returning to hybrid interviews with modifications.

BACKGROUND:

The ADA Ad Hoc Committee was approved to be formed in December 2022 by TRANSCOM in order to update the ADA application and certification process. The last review of the process was done prior to 2013 and prior to the pandemic. In order to help keep the certification process and application streamlined and efficient, staff decided to form a new Ad Hoc committee comprised of city and transit representatives. The committee held its first meeting in March of 2023 to review, provide feedback, and discuss improvements related to the eligibility application process for both clients and staff.

This committee consists of representatives from City of Oxnard, City of Simi Valley, Gold Coast Transit District (GCTD), City of Thousand Oaks, and County of Ventura who, over the past year, have been working together to review the current ADA application and certification process.

The goal of this committee is to facilitate improvements for both clients and staff by addressing challenges or inefficiencies in the current system and developing recommendations to make the application process more streamlined and effective. The current certification process requires recertifications to be done every three years. Extending the recertification timeframe for all non-temporary certifications would allow both cost savings for the program and a more seamless experience for participants. Additionally, certifications are currently required for people with permanent disabilities. Eliminating the need for recertification for these groups can alleviate undue stress on the participants.

DISCUSSION:

ADA Application

As part of the review process, the committee assessed and provided input on the ADA application, professional evaluation form (PE), and current certification process. The PE form is used by Mobility Management Partners (MMP) to verify certain mobility and cognitive impairments, at recommendation of

the previous Ad Hoc committee. The purpose of a PE is to assess and confirm that applicants comply with the ADA requirements and to assist in verifying application. MMP also presented an overview of the current certification process and addressed questions from the committee to provide a comprehensive understanding of what applicants experience to be certified. The ADA application has undergone significant revisions, resulting in a reduction of eight questions (down to 19 from 27). These changes include a revamped layout and an updated flow, enhancing the application's overall flow for ease of completion.

Through the process, the subcommittee recommends the following modifications to the ADA certification process:

- A new Permanent Certification will be added to the existing categories.
- All non-permanent certifications should be valid for 5 years (currently the recertification process is 3 years).
- For individuals 85 and older or older or for those individuals whose conditions won't improve, certification should be issued on a permanent basis. This would be applicable when an applicant's functional ability is not expected to change over time, even with training, new medical treatments, or a change in assistive device.

If approved by Transcom, staff expect to implement these changes in **July 2024**.

In Person vs. Hybrid Interviews

Prior to the COVID-19 pandemic, all new and renewal certifications followed a hybrid approach. This approach involved MMP determining if an applicant required an in-person interview or a phone interview through a set of established guidelines. In March of 2020, due to the COVID-19 pandemic, staff instructed MMP to pause conducting in-person interviews to help mitigate contact with the public. This directive has remained in effect since Governor Newsom issued the Stay-at-Home Order to help slow the spread of COVID-19. Though many things have returned to in person since the pandemic, the Ventura County transit operators found value in continuing to conduct most interviews over the phone, rather than return the prior process..

The following proposed alternative model identified below is intended to maintain simplicity of phone interviews for applicants and operators while also preventing potential misuse of the ADA certification program. The committee's input was incorporated in the following alternative and ultimately decided as best to implement:

- **Return to hybrid model with modifications.**
 - In-person interviews shall only be scheduled as a final step when a remote determination and PE are not sufficient.
 - The frequency of in-person determinations will be reviewed after six (6) months, Transcom shall then make a recommendation to set/define a threshold to suspend in-person determinations if committee feels necessary.
 - MMP will notify VCTC and the applicable operator before scheduled in-person interviews take place with one of the four categorized reasons for scheduling an in-person interview. Medical information will not be shared. The following categories will be used for in-person interview:
 - **Transit Use:**
Frequent current use of public transit
 - **Condition:**
Some conditions are harder to determine over the phone such as mental health, cognitive, developmental delays
 - **Missing Documentation:**

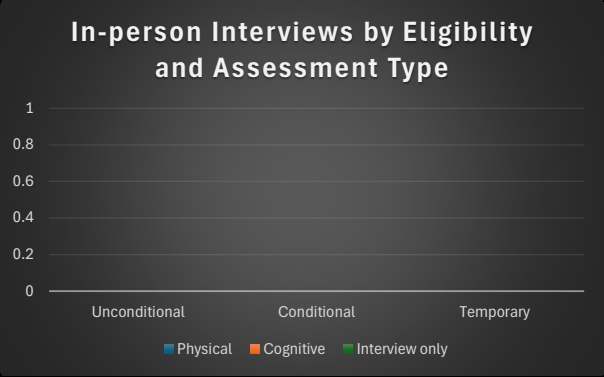
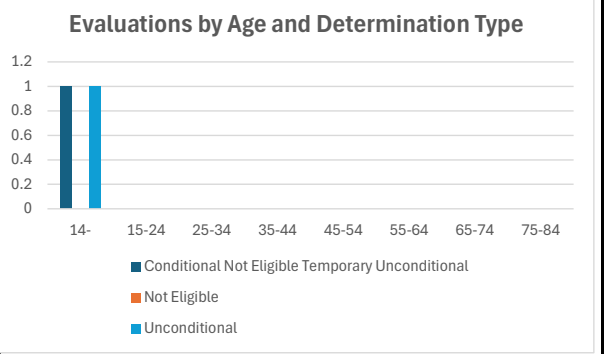
When no PE /no related documentation is received (no records, applicant currently does not have a health professional they see on a regular basis/not at all)

- **Age:**
Minors, where the determination may be based on the abilities of the 'team' (child and accompanying adult)



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Mar-24							
		Mar	Feb	Jan	Dec	Nov	Oct
Call Center	Inbound ADA Calls	381	357	394	390	387	410
	Outbound ADA calls	529	509	398	181	232	481
	Average hold time (in seconds)	1.5	1.34	0.08	0.47	0.39	0.67
	Outbound Area Transmittals	0	5	5	3	3	4
	Inbound Area Transmittals	4	6	12	12	6	9
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
Applications Received	Recertification	65	57	71	50	50	47
	New Applications	62	44	41	46	51	46
							Total applications received: 127
							Online Applications Received: 0 (0%)
Applications Received by Service Area	Camarillo Area	15	10	13	11	4	8
	Gold Coast Area	50	46	46	50	43	43
	Valley Express Area	3	3	8	5	4	5
	Moorpark Area	8	2	3	2	4	4
	Simi Valley Area	23	17	24	16	19	13
	Thousand Oaks	24	21	18	12	26	17
	Out of County	4	2	0	0	1	3
Completed Determinations by Evaluation Type	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)	9	9	8	8	4	7
	Complete, Over 85+	11	3	4	2	10	2
	Complete, Phone Interview	33	30	32	34	29	50
	Complete, Short-term Certification (60 days)	0	0	0	0	0	0
	Complete, Recertifications	64	52	60	42	44	38
	Completed Determinations	117	94	104	86	87	97
Cost per Determination		\$233.47	\$290.60	\$262.66	\$317.64	\$313.99	\$281.62
Delays in Processing (Cumulative)	Due to Incomplete application by client	13	11	3	13	5	3
	Pending Professional Evaluation (PE)	21	10	13	13	5	13
	Applications that failed to meet 21 day rule	0	0	0	0	0	0
	Applicants awaiting phone interviews	4	2	0	2	1	2
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			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)						100	85%
Conditional						9	8%
Temporary						8	7%
Denials						0	0%
Short Term (including Emergency)						0	0%



Applications Received -March				
GCT	Mar	Feb	Jan	Dec
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	3	3	2	9
Oak View	1	1	0	0
Oxnard	24	27	26	24
Saticoy	0	0	0	0
Port Hueneme	1	3	3	6
Ventura	21	12	15	11
Valley Express	Mar	Feb	Jan	Dec
Fillmore	1	0	5	5
Piru	0	0	0	0
Santa Paula	2	3	3	0
Thousand Oaks DAR	Mar	Feb	Jan	Dec
Agoura	0	0	0	1
Agoura Hills	0	1	3	0
Newbury Park	5	3	4	3
Oak Park	2	1	3	0
Thousand Oaks	14	14	7	8
Westlake Village	3	2	1	0
Simi Valley DAR	Mar	Feb	Jan	Dec
Simi Valley	23	17	24	14
Camarillo	Mar	Feb	Jan	Dec
Camarillo	13	10	13	11
Somis	2	0	0	0
Moorpark DAR	Mar	Feb	Jan	Dec
Moorpark	8	2	3	2
Other	Mar	Feb	Jan	Dec
Carpinteria, San Diego, Sylmar	4	2	0	0

MX Admin Report (February)

	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	353	509	862	2	316	8	29	0	29	0	209	1.34	70.25%
Sunday	1	0	1	0	0	0	1	0	1	0	0	0.00	0.00%
Monday	47	36	83	1	39	1	7	0	7	0	171	3.46	65.96%
Tuesday	60	58	118	2	57	2	1	0	1	0	42	1.24	75.00%
Wednesday	67	209	276	1	59	4	4	0	4	0	209	1.18	68.66%
Thursday	105	164	269	1	102	0	3	0	3	0	90	1.04	80.95%
Friday	71	42	113	2	59	1	11	0	11	0	39	0.95	57.75%
Saturday	2	0	2	0	0	0	2	0	2	0	0	0.00	0.00%



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Ventura County
Transportation
Commission

Application for ADA Eligibility Program

Application for ADA Eligibility Certification Program

New Applicant Recertification

If recertification, please include current ADA ID#

Residence Address	Apt/Unit #
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City	State	Zip Code
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Mailing Address (if different)	Apt/Unit#
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City	State	Zip Code
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Date of Birth	Language Pref.	Gender
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Email	Medi-Cal #
-------	------------

Emergency Contact Info

Full Name	Relationship
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Address	Phone	Alt. Phone
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Please note: ADA certification is not a guarantee that origin to destination services will be available in your service area. Please check with your local paratransit operator to ensure which areas are covered. At the discretion of the paratransit company, limitations may also apply where the paratransit vehicle is unable to safely navigate to/from a specific location.

The following terms may be used during the application process and are defined as follows

Personal Care Attendant (PCA) – The Americans with Disabilities Act (ADA) defines a PCA as someone designated or employed specifically to help a person with their personal needs. If you have a family member, friend, or neighbor who helps you or if someone has been hired to help you with certain activities, they will qualify as a Personal Care Attendant.

Public Fixed Route Bus – A bus that runs along a fixed route with a specific schedule of stops.

Paratransit (Dial-A-Ride) – A transportation service which operates in response to calls from passengers to the local transit operator. Vehicles pick up passengers and transport them to their destinations. The vehicles do not operate over a fixed route or on a specific schedule.

Section 1 – Accessibility

1. Do you have a disability that prevents you from using a public fixed-route bus?

Yes

No

If yes, please explain:

Section 2 – Assessment

2. Please review the list below and indicate which (if any) conditions apply to you.

- Difficulty breathing
- Nerve condition
- Seizure disorder
- Heart condition

- Mental health
- Intellectual
- Developmental
- Mobility

VISION	HEARING
<input type="checkbox"/> Low	<input type="checkbox"/> Hard of hearing
<input type="checkbox"/> Blind	<input type="checkbox"/> Deaf
<input type="checkbox"/> Require guidance to get on the bus	<input type="checkbox"/> Other (please explain)
<input type="checkbox"/> Other	

3. When did the above conditions begin?

- 0-1 year ago. 1-5 years ago. Longer than 5 years ago

4. Is your disability considered:

- Temporary Stable Progressive Permanent

5. Does your disability change after medical treatment or medication?

- Yes No Sometimes

Please explain:

Section 3 – Functional Ability

6. Do you use the following Mobility Devices/Assistive Technology?

- Yes
 No

If yes, please check all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Support cane | <input type="checkbox"/> Scooter |
| <input type="checkbox"/> White cane | <input type="checkbox"/> Crutches |
| <input type="checkbox"/> Collapsible walker
(with or w/o seat) | <input type="checkbox"/> Leg braces |
| <input type="checkbox"/> Walker with seat | <input type="checkbox"/> Charcot boot |
| <input type="checkbox"/> Manual wheelchair | <input type="checkbox"/> Portable oxygen device |
| <input type="checkbox"/> Reclining wheelchair | <input type="checkbox"/> Hearing aid/s |
| <input type="checkbox"/> Power chair | |

7. Do you use a communication device?

- Yes No

If yes, what type of device do you use?

8. Do you have a service animal?

- Yes No

If yes, what type of animal do you have?

How does your service animal help you?

Please note: If you need help in completing questions 9 and 10 below, please call us at 888.667.7001 and we will help you.

9. If you use a wheelchair or scooter, do you know how much you and your wheelchair/scooter weigh together?

- Yes No
- If yes, please indicate below.
- Less than 300 pounds 300 to 600 pounds
 More than 600 pounds

10. Do you know the dimensions of your wheelchair?

- Yes No
- If yes, please provide the dimensions in inches. Width _____ Depth _____ Height _____

11. Please tell us which of the following you are able to do. (Please check all that apply).

- | | |
|--|--|
| <input type="checkbox"/> Go up and down 3 or 4 stairs | <input type="checkbox"/> Go up or down a ramp |
| <input type="checkbox"/> Go up and down a hill | <input type="checkbox"/> Get on and off a public bus if it has a lift |
| <input type="checkbox"/> Go up and down a curb | <input type="checkbox"/> Grasp handles/railings when getting on and off a public bus |
| <input type="checkbox"/> Go across pavement that has raised bumps | <input type="checkbox"/> Keep your balance while seated on a moving vehicle |
| <input type="checkbox"/> Cross a two lane street before the signal turns red | <input type="checkbox"/> Recognize street signs |
| <input type="checkbox"/> Travel by yourself in the evening or early morning with limited light | <input type="checkbox"/> Read letters and numbers on street signs and buses |
| <input type="checkbox"/> Travel to the nearest public bus stop in weather that is very hot | <input type="checkbox"/> Follow written instructions |
| <input type="checkbox"/> Travel to the nearest public bus stop in weather that is very cold | <input type="checkbox"/> Follow oral instructions |
| <input type="checkbox"/> Stand at a public bus stop if there is no seating | <input type="checkbox"/> Read lips (if deaf) |
| <input type="checkbox"/> Wait at a public bus stop if there is no shade | <input type="checkbox"/> Handle coins or paper money |
| | <input type="checkbox"/> Count change |
| | <input type="checkbox"/> Tell time |

Section 4 – Public Transit Experience

The following questions are to help us understand if you are able to use the public fixed route bus system safely and independently. Whether or not you have used public transit recently or in the past will not prevent you from being eligible to apply for ADA paratransit services.

12. Do you know the name of your local transit agency?

- Yes No
- If yes, please list.
-

13. Have you ever used the public fixed route bus, trolley, or trains?

- Yes No

If yes, how long ago and how frequently did (do) you use these types of transportation?

14. How close is the nearest public bus stop to your home?

- Less than 2 blocks I do not know.
 Between 2 and 4 blocks
 More than 4 blocks

15. Are you able to travel to the nearest public bus stop independently?

- Yes Sometimes
 No

If no or sometimes, please explain.

16. Are there other reasons that are keeping you from reaching/using the public bus stop?

- Yes No Sometimes

Please explain:

17. Do you travel with a Personal Care Attendant?

- Yes Sometimes
 No

18. Please add any additional information that you believe will help us determine your eligibility for ADA services.

The following question is optional, applicant is not required to answer, and does not affect your eligibility for ADA.

19. Would you allow us to share your information with emergency service agencies for the purpose of emergency planning?

- Yes No

Release of Information

Last Name	First Name	Middle Initial
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The ADA Certification Coordinator will be contacting the provided industry professional below for verification of your disability and how your disability prevents you from using bus or rail service.

All information will be confidential and will only be used to determine eligibility for ADA Paratransit service. The ADA Certification Coordinator will not release the information to any other person or agency without your permission. Information may be given to agencies to provide appropriate transportation access and accommodations.

I _____ authorize the individual(s) listed below as well as their office staff to furnish information regarding my disability and functional capabilities that may help Ventura County Transportation Commission's ADA Certification Coordinator evaluate my application for Paratransit / Dial-a-Ride services.

Provider name	Profession
---------------	------------

Address

Phone number	Fax Number (REQUIRED)
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I hereby certify that the information given here is complete and correct to the best of my knowledge. I understand that I may be required to attend an in-person interview and assessment before a determination of eligibility is made.

I understand that if I am not found to be eligible for ADA paratransit service that I may appeal the determination within 60 days after receipt of written determination, and that I will be advised of the procedures of such an appeal.

Applicants Signature	Date
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If this application is completed by someone other than the applicant, please provide details below:

Representatives Signature	Date
---------------------------	------

Representatives full name:

**This person is not able to access information about this application unless also listed as a legal conservator.*

For questions please contact ADA Certification Coordinator at (888)-667-7001

Please return completed application via, mail, email, or fax.

Ventura County Transportation Commission

C/O Mobility Management Partners (MMP)

ATTN: ADA Certification Coordinator

4036 Adolfo Road, Camarillo, CA 93012

Email: info@mobilitymp.org Fax: 1-888-667-7002

Please note: ADA certification doesn't guarantee origin-to-destination services in your area. Confirm covered areas with your local paratransit operator, as limitations may apply based on the company's discretion and the vehicle's ability to navigate safely to/from specific locations.

If you require immediate paratransit services, please complete this application and submit it to the ADA Certification Coordinator before contacting your local public transit provider. If you are unsure of your local transportation provider, please call (888) 667-7001.



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