



**VENTURA COUNTY TRANSPORTATION
COMMISSION**
Transit Operators Advisory Committee (TRANSCOM)
VCTC Large Conference Room
751 East Daily Drive, Suite 420
Wednesday, January 8, 2025
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 MEETING MINUTES**
Recommended Action:
 - *Receive and file.***Responsible Staff: Jeni Eddington**
- ITEM 6 MEETING SCHEDULE FOR 2025**
Recommended Action:
 - *Receive the 2025 TRANSCOM meeting schedule.***Responsible Staff: Claire Grasty**
- ITEM 7 ELECTION OF CHAIRPERSON AND VICE CHAIRPERSON**
Recommended Action
 - *Select from among the membership of this committee a Chairperson and a Vice Chairperson, who shall serve in their respective capacities at the pleasure of the committee.***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 8** **TRANSIT ASSET MANAGEMENT (TAM) PLAN - PERFORMANCE GOALS**
Recommended Action
• *For discussion.*
Responsible Staff: Dolores Lopez
- ITEM 9** **ON DEMAND RIDE SHARING SOFTWARE UPDATE (RIDECO)**
Recommended Action
• *For discussion*
Responsible Staff: Matt Miller
- ITEM 10** **ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE**
Recommended Action:
• *Receive and file.*
Responsible Staff: Dolores Lopez
- ITEM 11** **FUTURE AGENDA ITEMS**
Recommended Action:
• *For discussion.*
Responsible Staff: Claire Grasty
- ITEM 12** **ADJOURN TO WEDNESDAY, FEBRUARY 12, 2025 AT 1:30 P.M.** in the VCTC Large
Conference Room at 751 East Daily Drive #420, Camarillo

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VENTURA COUNTY TRANSPORTATION COMMISSION
Transit Operators Advisory Committee (TRANSCOM)
VCTC Large Conference Room
751 East Daily Drive, Suite 420
Wednesday, December 11, 2024
1:30 p.m.

SPECIAL MEETING

MEETING MINUTES

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

ITEM 2 **INTRODUCTIONS & ANNOUNCEMENT**

MEMBERS PRESENT: Michelle Woomer, City of Moorpark (Chair)
Lydia Salas, City of Camarillo (Vice-chair)
Vic Kamhi, City of Simi Valley
Tyler Nestved, City of Thousand Oaks
Sergio Albarran, City of Ventura
Austin Novstrup, Gold Coast Transit District
Matt Miller, VCTC Intercity

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

EX OFFICIO PRESENT: Holly Galbreath, VC Air Pollution Control Dist.

EX OFFICIO ABSENT: CSU Channel Islands
Mobility Management Partners (MMP)

VCTC STAFF PRESENT: Claire Grasty, Public Transit Director
Aubrey Smith, Transit Planning Manager
Matt Miller, Transit Operations Manager
Erin Kenneally, Transit Operations Planner

Tyler Nestved announced the ECTA rate increase from \$6 to \$8 effective January 2025. Austin Novstrup announced minor schedule adjustments to the GCTD schedule effective January 2025. Sergio Albarran introduced Alex Puga to the committee.

ITEM 3 PUBLIC COMMENT – None.

ITEM 4 AGENDA ADJUSTMENTS - None

ITEM 5 MEETING MINUTES – The committee received the November meeting minutes.

ITEM 6 REGIONAL RADIO PROJECT

The committee received a presentation on the Regional Radio Project including 1) a brief background and introduction, 2) project scope, 3) implementation budget, 4) project schedule with coverage areas, 5) project priorities, and 6) project communications.

ITEM 7 UPDATE ON DEMAND RESPONSE FARE COLLECTION OPTIONS

Matt Miller provided an update on demand response fare payment options including 1) the background, 2) current demand response fare payment options, 3) other potential countywide fare payment options (VCbuspass, open loop payment, RideCo), and 4) challenges with social services bulk pass purchases.

ITEM 8 TRANSPORTATION EMERGENCY PREPAREDNESS PROGRAM | MOUNTAIN FIRE

Claire Grasty shared with the committee that the Mountain Fire created challenges for both the VCTC Intercity and Valley Express services. She said that personal emergencies need to be addressed prior to emergency services, creating delays.

The committee discussed providing childcare shelters for transit drivers during emergencies, wheelchair capacity, updating the Public Transit Human Services Coordinated Transportation Plan with emergency services, and the need to update the Transportation Emergency Preparedness Program (TEPP).

ITEM 9 ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

The committee received the ADA Certification Services Program monthly update for November.

ITEM 10 FUTURE AGENDA ITEMS

- Countywide Fare Collection Plan Updates
- Transportation Emergency Preparedness Program (TEPP) Implementation
- Transit Grant Project Status Report Tracking (as needed)

ITEM 11 ADJOURNMENT - Chair Woomer adjourned the meeting at 3:26 p.m.



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Item 6

DATE: JANUARY 8, 2025
MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: CLAIRE GRASTY, PUBLIC TRANSIT DIRECTOR
SUBJECT: 2025 TRANSCOM MEETING SCHEDULE

RECOMMENDATION

- That the Committee receive the 2025 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 at 751 East Daily Drive, Suite 420 in Camarillo.

DISCUSSION:

The following is the 2025 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 8	April 9	July 9	October 8
February 12	May 14	August – DARK	November 12
March 12	June 11	September 10	December 10



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Item 7

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 select from among the membership of this committee a Chairperson and a Vice Chairperson, who shall serve in their respective capacities at the pleasure of the committee.

BACKGROUND

The Chairperson 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 they may be directed by the committee and/or the commission to perform.

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

2024
Chair – Moorpark City Transit
Vice Chair – Camarillo Area Transit

2021
Chair – Gold Coast Transit District
Vice Chair – Simi Valley Transit

2023
Chair – Thousand Oaks Transit
Vice Chair – Moorpark City Transit

2020
Chair – City of Ventura
Vice Chair – Gold Coast Transit District

2022
Chair – Simi Valley Transit
Vice Chair – Thousand Oaks Transit



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Item 11

DATE: JANUARY 8, 2025

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 contracted service provider for ADA Paratransit Eligibility Certification services.

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

Dec-24

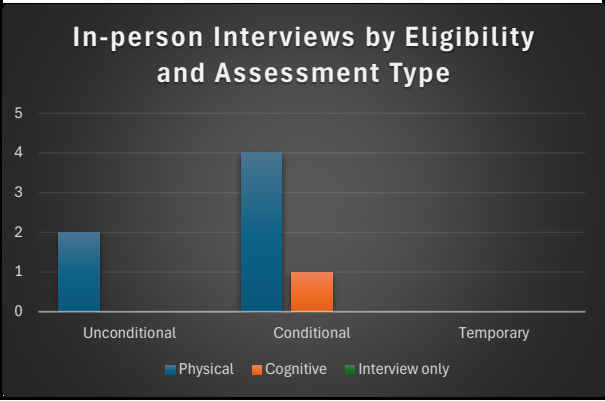
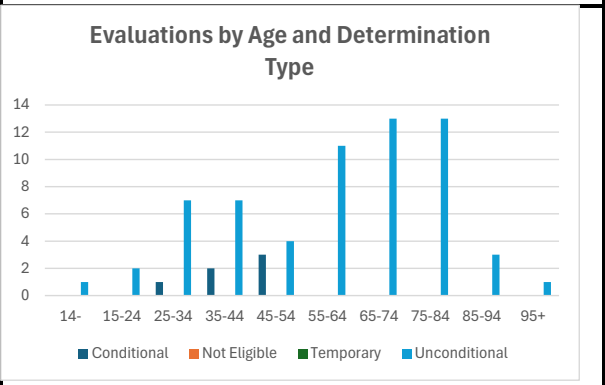
		Dec	Nov	Oct	Sep	Aug	Jul
Call Center	Inbound ADA Calls	369	352	419	393	400	447
	Outbound ADA calls	201	168	205	296	377	434
	Average hold time (in seconds)	0.03	0.47	2.35	0.83	2.05	2.24
	Outbound Area Transmittals	1	2	6	3	6	5
	Inbound Area Transmittals	11	7	11	8	7	12
Applications Received	Recertification	54	43	47	36	47	51
	New Applications	39	34	47	49	48	45
Applications Received by Service Area	Camarillo Area	8	7	11	8	13	5
	Gold Coast Area	41	39	39	34	36	40
	Valley Express Area	3	2	3	2	9	4
	Moorpark Area	2	3	1	0	2	1
	Simi Valley Area	16	10	24	14	21	27
	Thousand Oaks	19	16	15	24	11	17
	Out of County	4	0	1	3	3	2
Completed Determinations by Evaluation Type	Complete, with Functional Evaluation	5	1	2	0	0	0
	Complete Interview w/ Cognitive Evaluation	2	0	3	0	1	0
	Complete, Special Circumstance (no Interview)	3	2	7	2	3	1
	Complete, Over 85+	2	4	5	6	3	6
	Complete, Phone Interview	20	33	31	31	33	24
	Complete, Short-term Certification (60 days)	0	0	1	0	0	0
	Complete, Recertifications	36	31	33	31	43	44
	Completed Determinations	68	71	82	70	83	75
Cost per Determination	\$345.54	\$330.93	\$286.54	\$164.47	\$195.17	\$176.23	
Delays in Processing (Cumulative)	Due to Incomplete application by client	2	2	5	6	6	17
	Pending Professional Evaluation (PE)	14	15	14	11	9	14
	Applications that failed to meet 21 day rule	0	0	0	0	0	0
	Applicants awaiting interviews	3	5	3	3	1	0
Assessments	Assessment Categories			Total	VTA	CAM	TO
	With Physical Assessment			5	3	1	1
	With Cognitive Assessment			2	1	1	0
	Interview only (at assessment sites)			0	0	0	0
	No Shows for Interview (In-Person=2)			2	2	0	0
	Total In-Person Interviews Scheduled (but cancelled)			2	2	0	0
	Total Number of Appointment Days			10	7	2	1
Determinations by Eligibility						Total	%
Unconditional (including S.C., Over 85+ , Phone interviews)						62	91%
Conditional						6	9%
Temporary						0	0%
Denials						0	0%
Short Term (including Emergency)						0	0%

Riders requesting service outside of Ventura County

Riders requesting service into Ventura County

Total applications received: 93

Online Applications Received: 0 (0%)



Applications Received -December

GCT	Dec	Nov	Oct	Sep
Casitas Springs	0	0	0	1
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	5	1	2	1
Oak View	1	0	0	0
Oxnard	19	18	17	24
Saticoy	0	0	0	0
Port Hueneme	3	2	3	3
Ventura	13	18	17	5
Valley Express	Dec	Nov	Oct	Sep
Fillmore	1	0	3	2
Piru	0	1	0	0
Santa Paula	2	1	0	0
Thousand Oaks DAR	Dec	Nov	Oct	Sep
Agoura	0	2	0	0
Agoura Hills	0	0	0	0
Newbury Park	3	5	3	3
Oak Park	1	0	1	3
Thousand Oaks	14	9	10	11
Westlake Village	1	0	1	7
Simi Valley DAR	Dec	Nov	Oct	Sep
Simi Valley	16	10	24	14
Camarillo	Dec	Nov	Oct	Sep
Camarillo	8	7	11	7
Somis	0	0	0	1
Moorpark DAR	Dec	Nov	Oct	Sep
Moorpark	2	3	1	0
Other	Dec	Nov	Oct	Sep
Canyon Country, Tarzana	4	1	3	3

Monthly Queue Call 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	369	201	570	2	307	6	56	0	56	0	72	0.3	64.23%
Sunday	6	0	6	0	3	0	3	0	3	0	0	0	0.00%
Monday	110	61	171	2	87	1	22	0	22	0	0	0	70.00%
Tuesday	78	57	135	2	71	0	7	0	7	0	13	0.15	62.82%
Wednesday	55	66	121	1	49	2	4	0	4	0	72	0.73	72.73%
Thursday	48	14	62	1	44	0	4	0	4	0	0	0	72.92%
Friday	60	3	63	2	47	3	10	0	10	0	44	1.08	60.00%
Saturday	12	0	12	0	6	0	6	0	6	0	0	0	0.00%