



VENTURA COUNTY TRANSPORTATION COMMISSION
Transit Operators Advisory Committee (TRANSCOM)
VCTC Large Conference Room
751 East Daily Drive, Suite 420
Wednesday, May 14, 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: Cecilia Perez

ITEM 6 REGIONAL RADIO PROJECT UPDATE

Recommended Action:

- Verbal update, for discussion.

Responsible Staff: Aubrey Smith

**ITEM 7 SHORT RANGE TRANSIT PLAN/PARATRANSIT INTEGRATION
ANALYSIS UPDATE**

Recommended Action:

- For discussion.

Responsible Staff: Aubrey Smith

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 ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

Recommended Action:

- Receive and file.

Responsible Staff: Dolores Lopez

ITEM 9 FUTURE AGENDA ITEMS

Recommended Action:

- For discussion.
- Open loop project update
- RideCo Eligibility Portal Update

Responsible Staff: Aubrey Smith

ITEM 10 ADJOURN TO WEDNESDAY, JUNE 11, 2025 AT 1:30 P.M. in the VCTC Large Conference Room at 751 East Daily Drive #420 in 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, April 9, 2025
1:30 p.m.

MEETING MINUTES

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

ITEM 2 **INTRODUCTIONS & ANNOUNCEMENT**- There were none.

MEMBERS PRESENT: Michelle Woomer, City of Moorpark
Austin Novstrup, Gold Coast Transit District
Tyler Nestved, City of Thousand Oaks
Ben Gonzales, City of Simi Valley
Sergio Albarran, City of Ventura
Matt Miller, VCTC Intercity

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

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

EX OFFICIO ABSENT: CSU Channel Islands

VCTC STAFF PRESENT: Aubrey Smith, Program Manager
Dolores Lopez, Transit Planner
Erin Kenneally, Transit Planner

ITEM 3 **PUBLIC COMMENT** – There were no public comments.

ITEM 4 **AGENDA ADJUSTMENTS** – There were none.

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

ITEM 6 SHORT RANGE TRANSIT PLAN/PARATRANSIT INTEGRATION ANALYSIS UPDATE

The committee received a presentation from Andrea Breault, AMMA, presented the SRTP update including goals, assumptions and a phased approach to integration. VCTC will provide more detailed reports as the analysis is finished.

ITEM 7 FISCAL YEAR 2025-26 TRANSPORTATION DEVELOPMENT ACT UNMET TRANSIT NEEDS ASSESSMENT

Presented the Unmet Transit Needs findings and announced no Unmet Transit Needs identified for the period. Discussion on the potential for VCTC to add Sunday service to Route 50 and to partner with TOT on a joint grant application to support expanded Sunday service. GCTD requested future outreach clarify that the UTN assessment does not apply to GCTD or SVT, as both fully use their transit funding.

ITEM 8 SYNCROMATICS MAINTENANCE PLAN

Update noted that the Syncromatics contract is ending, and a decision will be needed on whether to renew or upgrade tablets and software.

ITEM 9 ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

The committee received the ADA Certification Services Program monthly update. March report was not included and was sent over separately.

ITEM 10 FUTURE AGENDA ITEMS- None.**ITEM 12 ADJOURNMENT- Vice chair Albarran adjourned the meeting at 2:58 p.m.**



Item 08

DATE: May 14, 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.

Apr-25								
		Apr	Mar	Feb	Jan	Dec	Nov	
Call Center	Inbound ADA Calls	449	470	469	449	369	352	<div></div>
	Outbound ADA calls	205	77	102	217	201	168	
	Average hold time (in seconds)	0.31	1.46	0.68	0.6	0.03	0.47	
	Outbound Area Transmittals	1	2	1	0	1	2	
	Inbound Area Transmittals	13	6	11	5	11	7	
								Riders requesting service outside of Ventura County
								Riders requesting service into Ventura County
Applications Received	Recertification	89	48	58	60	54	43	Total applications received: 147
	New Applications	58	59	47	56	39	34	Online Applications Received: 0 (0%)
Applications Received by Service Area	Camarillo Area	17	12	14	11	8	7	<div>Applications by Language</div> <div><div><div></div><div></div></div><div><div>ENGLISH</div><div>SPANISH</div></div></div>
	Gold Coast Area	57	38	44	51	41	39	
	Valley Express Area	6	5	6	3	3	2	
	Moorpark Area	8	2	2	4	2	3	
	Simi Valley Area	37	28	22	24	16	10	
	Thousand Oaks	21	22	15	23	19	16	
	Out of County	1	0	2	0	4	0	
Completed Determinations by Evaluation Type	Complete, with Functional Evaluation	6	6	8	3	5	1	<div>Evaluations by Age and Determination Type</div> <div><div><div></div><div></div><div></div><div></div></div><div><div>Conditional</div><div>Not Eligible</div><div>Temporary</div><div>Unconditional</div></div></div>
	Complete Interview w/ Cognitive Evaluation	3	11	2	7	2	0	
	Complete, Special Circumstance (no Interview)	9	20	19	12	3	2	
	Complete, Over 85+	12	12	1	5	2	4	
	Complete, Phone Interview	45	36	35	40	20	33	
	Complete, Short-term Certification (60 days)	0	0	0	0	0	0	
	Complete, Recertifications	62	39	41	50	36	31	
	Completed Determinations	137	124	106	117	68	71	
	Cost per Determination	\$171.50	\$189.48	\$221.66	\$200.82	\$345.54	\$330.93	
Delays in Processing (Cumulative)	Due to Incomplete application by client	5	4	4	1	2	2	
	Pending Professional Evaluation (PE)	17	7	12	17	14	15	
	Applications that failed to meet 21 day rule	0	0	0	0	0	0	
	Applicants awaiting interviews	9	8	5	3	3	5	
Assessments	Assessment Catagories	Total	SV	MPK	VTA	CAM	TO	<div>In-person Interviews by Eligibility and Assessment Type</div> <div><div><div></div><div></div><div></div></div><div><div>Physical</div><div>Cognitive</div><div>Interview only</div></div></div>
	With Physical Assessment	6	0	1	4	1	0	
	With Cognitive Assessment	3	0	1	1	1	0	
	Interview only (at assessment sites)	0	0	0	0	0	0	
	No Shows for Interview (In-Person=3) (Phone=2)	5	0	1	1	1	2	
	Total In-Person Interviews Scheduled (but cancelled)	4	1	0	1	2	0	
	Total Number of Appointment Days	8	1	2	4	6	0	
Determinations by Eligibility						Total	%	
Unconditional (including S.C., Over 85+ , Phone interviews)						123	90%	
Conditional						10	7%	
Temporary						4	3%	
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: 147

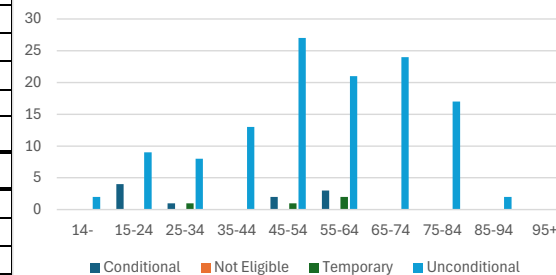
Online Applications Received: 0 (0%)

Applications by Language

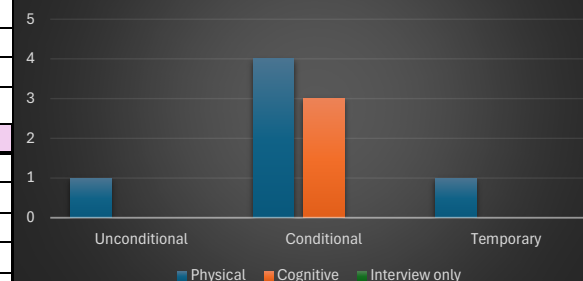


ENGLISH
SPANISH

Evaluations by Age and Determination Type



In-person Interviews by Eligibility and Assessment Type



Applications Received - April				
GCT	Apr	Mar	Feb	Jan
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	2	0	3	1
Oak View	0	0	0	0
Oxnard	34	18	21	27
Saticoy	0	0	0	0
Port Hueneme	2	4	5	2
Ventura	19	16	15	21
Valley Express	Apr	Mar	Feb	Jan
Fillmore	1	2	2	2
Piru	0	0	0	0
Santa Paula	5	3	4	1
Thousand Oaks DAR	Apr	Mar	Feb	Jan
Agoura/Agoura Hills	1	3	2	1
Newbury Park/Oak Park/Thousand Oaks	15	17	1	3
Westlake Village	6	2	0	0
Simi Valley DAR	Apr	Mar	Feb	Jan
Simi Valley	37	28	22	24
Camarillo	Apr	Mar	Feb	Jan
Camarillo (Santa Rosa Valley 2)	17	12	14	11
Somis	0	0	0	0
Moorpark DAR	Apr	Mar	Feb	Jan
Moorpark	8	2	2	4
Other: West Hills	Apr	Mar	Feb	Jan
1	1	0	2	0

MX Admin Report (April)

	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	449	205	654	2	378	9	62	0	62	0	132	0.31	60.36%
Sunday	6	0	6	0	3	0	3	0	3	0	0	0.00	0.00%
Monday	94	47	141	1	85	2	7	0	7	0	0	0.00	69.15%
Tuesday	92	43	135	1	84	0	8	0	8	0	0	0.00	68.48%
Wednesday	111	17	128	1	79	7	25	0	25	0	0	0.00	48.65%
Thursday	79	83	162	2	69	0	10	0	10	0	132	1.37	68.35%
Friday	65	15	80	1	57	0	8	0	8	0	2	0.03	53.85%
Saturday	2	0	2	0	1	0	1	0	1	0	0	0.00	0.00%