VENTURA COUNTY TRANSPORTATION COMMISSION
Transit Operators Advisory Committee (TRANSCOM)
VCTC Large Conference Room
751 East Daily Drive, Suite 420
Wednesday, July 9, 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, Administrative Assistant

ITEM 6 **2025-2034 SHORT RANGE TRANSIT PLAN/PARATRANSIT INTEGRATION ANALYSIS UPDATE**
Recommended Action:
- Receive and discuss

Responsible Staff: Aubrey Smith, Program Manager

ITEM 7 **INTERCITY OPEN-LOOP FARE COLLECTION UPDATE**
- Receive and file

Responsible Staff: Matt Miller, Program Manager

_____

ITEM 8   **ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE**
Recommended Action:

- Receive and file.

Responsible Staff: Dolores Lopez, Transit Planner

ITEM 9   **FUTURE AGENDA ITEMS**
Recommended Action:

- For discussion.
- Short Range Transit Plan
- RideCo Eligibility Portal Update

Responsible Staff: Claire Grasty, Director of Public Transit

ITEM 10   **ADJOURN TO WEDNESDAY, SEPTEMBER 10, 2025 AT 1:30 P.M.** in the VCTC Large Conference Room at 751 East Daily Drive #420 in Camarillo.

VENTURA COUNTY TRANSPORTATION COMMISSION
Transit Operators Advisory Committee (TRANSCOM)
VCTC Large Conference Room
751 East Daily Drive, Suite 420
Wednesday, June 11, 2025
1:30 p.m.

MEETING MINUTES

MEMBERS PRESENT:	Lydia Salas, Chair, City of Camarillo
	Shaun Kroes, City of Camarillo
	Michelle Woomer, City of Moorpark
	Georgie Gerardo, City of Fillmore
	Austin Novstrup, Gold Coast Transit District
	Ben Gonzales, City of Simi Valley
	Tyler Nestved, City of Thousand Oaks
	Sergio Albarran, City of Ventura
	Matt Miller, VCTC Intercity
MEMBERS ABSENT:	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
VCTC STAFF PRESENT:	Claire Grasty, VCTC Intercity
	Aubrey Smith, Program Manager
	Dolores Lopez, Transit Planner
	Geiska Velasquez, Program Manager
	Heather Miller, Program Manager

ITEM 1 **CALL TO ORDER –** Chair Lydia Salas called the meeting to order at 1:30 p.m.

ITEM 2 **INTRODUCTIONS & ANNOUNCEMENTS**
Matt Miller mentioned that everyone should have received an email from Cal-ITP regarding the Open Loop Payment system. Tyler Nestved mentioned that the Thousand Oaks beach bus starts on Monday. Austin Novstrup mentioned that Gold Coast Transit District has a service change going into effect the first week of July which consists of minor schedule adjustments. Vanessa Schoenewald

_____

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.

introduced herself as the new VCTC Director of Programming. Geiska Velasquez asked that any subrecipients please get invoices turned in before the end of the month. Heather Miller mentioned they are processing invoices and also working on estimates for the POP and should get them to you next week. Also, a reminder of the grant applications timeline. Aubrey Smith mentioned Dump the Pump Day is next Tuesday and is the last free fare day for this year.

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

ITEM 4   **AGENDA ADJUSTMENTS** – None

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

ITEM 6   **2025-2034 SHORT RANGE TRANSIT PLAN/PARATRANSIT INTEGRATION ANALYSIS UPDATE**
Jeremiah from Fehr & Peers presented a PowerPoint to review the long-term plan for the Fixed Route and Demand Response Network to function as best it can as a countywide network. He reviewed data analysis, recommendations, some quick points and anticipated outcomes. There were questions from Tyler, Michelle and Shaun regarding the SRTP which were addressed by Jeremiah.

ITEM 7   **SB 125 YEARS 2, 3 AND 4 FUNDING DISTRIBUTION AND UPDATE ON CAP-AND-TRADE FUTURE**
Claire discussed TIRCP funds and provided a table showing the details. She also noted that there is still risk for certain agencies when it comes to GGRF funding for year 3 vs 4 and therefore may make revisions as necessary and will notify those agencies. The goal was all agencies would receive 50% of funds the first year and 50% the second year with the hope that the second year funds will be allocated. Staff needs direction from the operators on how to split the funds between projects between the two years.

Claire noted that the Senate and Assembly reached an agreement on the budget and will start negotiations with the Governor to try and reach an agreement by June 15th to meet the start of the fiscal year. Great news for transit that the proposed changes to Cap-and-Trade, GGRF, Cap-and-Invest are not included in that budget and is deferred. The proposed changes would reduce funding for the TIRCP and LCTOP programs. Over two dozen agencies submitted letters to the Governor and legislatures urging them to honor all existing funding commitments as well as maintaining and increasing the level of GGRF funding for transit.

Austin Novstrup moved, seconded by Michelle Woomer and passed unanimously that the committee approve the updated SB 125 fund distribution for Years 2, 3 and 4.

ITEM 8   **VCTC PROJECT NOMINATION PACKAGE FOR THE SOUTHERN CALIFORNIA ASSOCIATION OF GOVERNMENTS (SCAG) REGIONWIDE CALL FOR PROJECT NOMINATIONS FOR SURFACE TRANSPORTATION BLOCK GRANT (STBG) AND CONGESTION MITIGATION AND AIR QUALITY (CMAQ) FUNDING**

Geiska announced that this recommendation package is the 3rd step in the process for the STBG/CMAQ call for projects. The project selection is in the hands of SCAG, they will do their scoring, final approval and adoption and are scheduled to take their recommendations starting November 6th, we should have approvals by end of this calendar year. The table is what will be taken to the commission in July.

ACTION:
Austin Novstrup moved, seconded by Tyler Nestved and passed unanimously that the committee recommend the Commission approve the VCTC Nomination Package and submit to SCAG.

ITEM 9   **FY 2025/26 STATE OF GOOD REPAIR PROGRAM – PROJECT SUBMITTALS**

Heather discussed the annual State of Good Repair program and is requesting project submittals from the transit operators for the FY 25/26 funding. There is a January estimate that came from the State Controller's Office and is in the table provided. The deadline is Friday July 18th to submit projects and a reminder to submit your project in the CalSmart system by September 1st.

ITEM 10   **ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE**

Dolores updated the committee on the monthly report for certification from MMP. RideCo will have a training for operators on the module in the weeks to come.

ITEM 11   **FUTURE AGENDA ITEMS**
- Short Range Transit Plan
- Open loop project

ITEM 12   **Meeting adjourned at 2:42 p.m.**
Next meeting is Wednesday, July 9, 2025, at 1:30 P.M. in the VCTC Large Conference Room at 751 East Daily Drive #420 in Camarillo.

July 9, 2025

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE

FROM: MATT MILLER, PROGRAM MANAGER

SUBJECT: INTERCITY OPEN-LOOP FARE COLLECTION UPDATE

RECOMMENDATION:

- Receive and File

BACKGROUND:

In November 2023, VCTC approved an MOU with the Santa Barbara County Association of Governments (SBCAG) for the Contactless Credit/Debit Card Readers on VCTC Intercity Coastal Express Commuter Buses using Solutions for Congested Corridors Program (SCCP) funding awarded to SBCAG. Since then, VCTC staff have been engaged with the California Integrated Travel Project (Cal-ITP) staff who have been assisting with the development and implementation of the project. On June 23rd, Tap2Ride, the open-loop system, went live and began accepting credit and debit card payments.

Concurrently, VCTC, Cal-ITP and Ventura County transit operators staff have been working together to plan for a regional deployment of Tap2Ride using Regional Early Action Planning 2.0 (REAP) funds awarded to VCTC by the Southern California Association of Governments (SCAG).

DISCUSSION:

Intercity Update
As mentioned above, Tap2Ride was launched on June 23rd and accepts all Visa and Mastercard contactless bank cards and digital wallets on Apple and Android devices. Free transfers between Intercity buses by passengers using bank cards is live as well as monthly Zone 1 and Zone 2 fare caps – in a 31-day period. When a passenger reaches $50 ($130 for Zone 2), they ride free for the rest of the 31-day period. Currently if passengers are paying using Tap2Ride and need to transfer to another operator, they are being instructed to request a Genfare paper transfer for the next leg of their trip. Once all operators have Tap2Ride live, transfers will automatically be recognized on other vehicles for 120 minutes. Since launch, Intercity has recorded 193 taps and staff have launched a robust outreach campaign to inform the passengers and the public about the program.

Tap2Pay Regional Deployment Timeline
Over the last 4 months, VCTC and Cal-ITP staff have met with each of the operators to provide background information on the project, document comments, needs and concerns and provide information about the vendors chosen to implement the project. Each operator has also met with Cal-ITP

to begin the review process of the draft contract that the operators will hold with Enghouse Transportation and Elavon to ensure funds are deposited directly into each operator's bank account. The next step for the regional deployment is to have each operator bring the final contract with Enghouse and Elavon to their respective boards and councils for authorization.

VCTC staff will be bringing two contracts to the Commission for approval. The first will be a contract with Kuba to purchase and install payment devices countywide. The second will be a contract amendment with Enghouse to expand the scope to include Valley Express and development work needed for regional configurations. Kuba estimates that it will take up to 90 days to receive a majority of the devices needed for the County operators while a small quantity may be available for small scale deployments.

Once contracts are signed, preparation for implementation will begin. If readers are available, it is recommended that Camarillo Area Transit (CAT) and Valley Express be the first two operators to move forward with bus surveys and reader installations in mid-September. The small scale of these two agencies, along with VCTC's oversight of one, will make it easier to test and confirm configurations, test free transfers between different agencies and develop a process to replicate at each agency. Attached is a draft timeline for the contract authorization, CAT implementation and Valley Express implementation.

After CAT and Valley Express have been implemented and all kinks have been worked out, focus will turn to configuration, surveying and installation of readers at the rest of the agencies (Simi Valley, Thousand Oaks, Moorpark, Gold Coast Transit District [GCTD] and Ojai) followed by testing and launch. Concurrently, Enghouse will be working on configuring regional discounts. The goal is to have all agencies on Tap2Ride by the beginning of February 2026 as the REAP funds and have the project closed out by March 2026.

Regional Reduced Fares Eligibility
In the current industry of transit open-loop payment systems, passengers must complete a process to verify their discount eligibility as ADA, senior, and/or veteran status. This is completed by using login.gov to link their credit or debit card to their account, which also verifies their identity. Once the card is linked, the passenger will receive the reduced fare benefits.

To provide an easy experience for passengers in Ventura County, we would like to offer one Cal-ITP Benefits link for anyone eligible for reduced fares in the County. To do this, we need to have one set of eligible benefits. Currently, most operators are aligned and offer the same categories and benefits, which are reduced fares are 50% of full Fare for Seniors 65+ and ADA/Medicare Card Holders but there are some differences. Valley Express's reduced fare is not 50%of full fare, Gold Coast Transit offers veterans a reduced fare and Ojai's senior eligibility is at 75 years old.

To offer passengers one link and a universal experience, we will need to align the eligibility criteria. This can be addressed by:

- Valley Express fares changing their reduced fare to 50% of full fare
- All operators offer veterans a reduced fare OR GCTD no longer offers a reduced fare to veterans
- Ojai Trolley recognizes 65+ as senior reduced fare OR they continue to recognize a reduced fare as 75+ but risk 65+ year olds who have completed verification with login.gov will get a reduced fare when using Tap2Ride.

REGIONAL TAP2PAY

		Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	Week 17	Week 18	Week 19	Week 20
		25 Aug 2025	1 Sep 2025	8 Sep 2025	15 Sep 2025	22 Sep 2025	29 Sep 2025	6 Oct 2025	13 Oct 2025	20 Oct 2025	27 Oct 2025	3 Nov 2025	10 Nov 2025

WBS	TASK
1	**CONTRACT EXECUTION**
1.1	Camarillo Area Transit - Enghouse Contract Authorization
1.2	GCTCD & Moorpark - Enghouse Contract Authorization
1.3	VCTC - Authorization of regional Kuba Payment Readers Contract & Valley Express/Regional Enghouse Amendment
1.4	Simi Valley & Ojai - Enghouse Contract Authorization
2	**REGIONAL DEPLOYMENT - CAMARILLO**
2.1	Enghouse configuration
2.2	Vehicle Survey & Reader Installation
2.3	Testing
2.4	Launch
2.5	Project Review
3	**REGIONAL DEPLOYMENT - VALLEY EXPRESS**
3.1	Vehicle Survey
3.2	Enghouse configuration
3.3	Reader Installation
3.4	Testing
3.5	Launch

July 9, 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.

		Jun	May	Apr	Mar	Feb	Jan	
								Jun-25
Call Center	Inbound ADA Calls	475	471	449	470	469	449	
	Outbound ADA calls	97	120	205	77	102	217	
	Average hold time (in seconds)	0.09	0.07	0.31	1.46	0.68	0.6	
	Outbound Area Transmittals	6	11	1	2	1	0	Riders requesting service outside of Ventura County
	Inbound Area Transmittals	7	2	13	6	11	5	Riders requesting service into Ventura County
Applications Received	Recertification	60	73	89	48	58	60	Total applications received: 110
	New Applications	50	53	58	59	47	56	Online Applications Received: 0 (0%)
Applications Received by Service Area	Camarillo Area	15	9	17	12	14	11	
	Gold Coast Area	50	56	57	38	44	51	
	Valley Express Area	5	6	6	5	6	3	
	Moorpark Area	3	2	8	2	2	4	
	Simi Valley Area	18	22	37	28	22	24	
	Thousand Oaks	19	29	21	22	15	23	
	Out of County	0	2	1	0	2	0	

Applications by Language (pie chart: ENGLISH, SPANISH)

Completed Determinations by Evaluation Type	In-Person Interviews with Physical Assessment	6	7	6	6	8	3
	In-Person Interviews with Cognitive Assessment	4	5	3	11	2	7
	Special Circumstance (no Interview)	6	4	9	20	19	12
	Over 85+ (no interview)	9	6	12	12	1	5
	Phone interviews/In-Person with Interview only	31	31	45	36	35	40
	Short-term Certification (60 days)	0	0	0	0	0	0
	Recertifications	43	56	62	39	41	50
	Completed Determinations	**99**	109	137	124	106	117
	Cost per Determination	$237.33	$215.56	$171.50	$189.48	$221.66	$200.82
Delays in Processing (Cumulative)	Due to Incomplete application by client	4	1	5	4	4	1
	Pending Professional Evaluation (PE)	27	13	17	7	12	17
	Applications that failed to meet 21 day rule	0	0	0	0	0	0
	Applicants awaiting interviews	14	9	9	8	5	3

Evaluations by Age and Determination Type (bar chart by age groups 14- to 95+; Conditional, Not Eligible, Temporary, Unconditional)

Assessments	Assessment Catagories	Total	MPK	SV	SP	VTA	CAM
	Physical Assessment	6	1	0	1	6	0
	Cognitive Assessment	4	0	1	0	0	1
	Interview only with No Assessment (In-person)	1	0	1	0	0	0
	No Shows for Interview (In-Person=1) (Phone=6)	7	1	1	1	3	0
	Total In-Person Interviews that were Cancelled	1	0	0	0	0	1
	Number of Appointment Days at Interview Sites	7	0	2	1	2	2

Determinations by Eligibility		Total	%
Unconditional (including S.C., Over 85+ , Phone interviews)		86	87%
Conditional		11	11%
Temporary		1	1%
Denials		1	1%
Short Term (including Emergency)		0	0%

In-person Interviews by Eligibility and Assessment Type (bar chart: Unconditional, Conditional, Temporary; Physical, Cognitive, Interview only)

Applications Received - June				
GCT	**Jun**	**May**	**Apr**	**Mar**
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	3	2	2	0
Oak View	1	0	0	0
Oxnard	24	29	34	18
Saticoy	0	0	0	0
Port Hueneme	6	3	2	4
Ventura	16	22	19	16
Valley Express	**Jun**	**May**	**Apr**	**Mar**
Fillmore	1	3	1	2
Piru	0	0	0	0
Santa Paula	4	3	5	3
Thousand Oaks DAR	**Jun**	**May**	**Apr**	**Mar**
Agoura/Agoura Hills	1	1	1	3
Newbury Park/Oak Park/Thousand Oaks	15	26	15	17
Westlake Village	3	2	6	2
Simi Valley DAR	**Jun**	**May**	**Apr**	**Mar**
Simi Valley	18	22	37	28
Camarillo	**Jun**	**May**	**Apr**	**Mar**
Camarillo	14	9	17	12
Somis	1	0	0	0
Moorpark DAR	**Jun**	**May**	**Apr**	**Mar**
Moorpark	3	2	8	2
Other:	**Jun**	**May**	**Apr**	**Mar**
	0	2	1	0

MX Admin Report DAYS (June)

	Call Count			Hold Time			Queue Size			Answered	Abandoned	Redirected	Disconnected	To VoiceMail	Service Level
	In	Out	Total	Min	Max	Avg	Min	Max	Avg	Total	Total	Total	Total	Total	
Grand Total	475	97	572	0	27	0.09	0	2	0.00	369	11	95	0	95	57.68%
Sunday	10	1	11	0	0	0.00	0	0	0.00	5	0	5	0	5	0.00%
Monday	134	27	161	0	0	0.00	0	2	0.00	106	1	27	0	27	61.19%
Tuesday	67	15	82	0	0	0.00	0	2	0.00	59	1	7	0	7	65.67%
Wednesday	92	6	98	0	27	0.33	0	1	0.00	76	1	15	0	15	65.22%
Thursday	82	28	110	0	13	0.16	0	2	0.01	57	4	21	0	21	52.44%
Friday	81	20	101	0	0	0.00	0	2	0.00	61	4	16	0	16	55.56%
Saturday	9	0	9	0	0	0.00	0	0	0.00	5	0	4	0	4	0.00%