



**VENTURA COUNTY TRANSPORTATION COMMISSION**  
**Transit Operators Advisory Committee (TRANSCOM)**  
**VCTC Large Conference Room**  
**751 East Daily Drive, Suite 420**  
Wednesday, January 14, 2026  
1:30 p.m.

### **AGENDA**

(Action may be taken on any item listed on the agenda)

**ITEM 1      CALL TO ORDER**

**ITEM 2      INTRODUCTIONS & ANNOUNCEMENTS**

**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      ELECTION OF CHAIRPERSON AND VICE CHAIRPERSON**

**Recommended Action:**

- 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.

**Responsible Staff: Claire Grasty, Director of Public Transit**

**ITEM 7      SIMI VALLEY MICROTRANSIT PRESENTATION**

**Recommended Action:**

- Receive presentation

**Responsible Staff: Claire Grasty, Director of Public Transit**

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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      IMPLEMENTATION OF AN ANNUAL PRODUCTIVITY REPORTING AND TRANSIT SERVICE MATRIX PROCESS****Recommended Action:**

- Receive information and provide concurrence on the implementation of an annual productivity reporting and Transit Service Matrix process to address findings from the TDA Triennial Performance Audit.

**Responsible Staff : Dolores Lopez, Transit Planner****ITEM 9      ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE****Recommended Action:**

- Receive and file.

**Responsible Staff: Dolores Lopez, Transit Planner****ITEM 10      FUTURE AGENDA ITEMS**

- Marketing subcommittee
- Fare agreements
- Paratransit Integration Analysis

**Responsible Staff: Claire Grasty, Director of Public Transit****ITEM 11      ADJOURN TO WEDNESDAY, FEBRUARY 11, 2026, 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, December 10, 2025  
1:30 p.m.

## **MEETING MINUTES**

**MEMBERS PRESENT:** Lydia Salas, Chair, City of Camarillo  
Shaun Kroes, City of Camarillo  
Austin Novstrup, Gold Coast Transit District  
Michelle Woomer, City of Moorpark  
Ben Gonzales, City of Simi Valley  
Sergio Albarran, City of Ventura  
Matt Miller, Program Manager

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

**EX OFFICIO PRESENT:** Holly Galbreath, VC Air Pollution Control District

**EX OFFICIO ABSENT:** CSU Channel Islands

**VCTC STAFF PRESENT:** Claire Grasty, Director of Public Transit  
Vanessa Shoenewald, Programming Director  
Aubrey Smith, Program Manager  
Dolores Lopez, Transit Planner  
Erin Kenneally, Transit Planner  
Heather Miller, Program Manager  
Geiska Velasquez, Program Manager  
Hayden Balsys, VCTC Intern  
Yuniza Limeta, VCTC Intern

**1. CALL TO ORDER –** Chair Lydia Salas called the meeting to order at 1:34 p.m.

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## **2. INTRODUCTIONS & ANNOUNCEMENTS**

Matt Miller announced that open-loop bus surveys are out this week and to contact him with any questions.

Austin Novstrup announced that Gold Coast Transit District holiday bus is in progress, it is free to ride and information is posted on social media.

Ben Gonzales announced that they just closed their RFP for a zero-emissions bus consultant to build infrastructure.

Heather Miller commented that it is nice to see social media for reduced fares for seniors with Medicare.

Dolores Lopez announced that Unmet Transit Needs (UTN) process kicks off on December 15<sup>th</sup>. The formal collection period for community outreach and bus stop improvement assessment is currently in progress. TDA performance audit is starting soon and currently finalizing agreement with contractor. Dolores also announced that Angel is the new eligibility specialist with MMP, replacing Lupita, for ADA certification process.

Geiska Velasquez announced that any FTIP changes will be discussed in the coming month and they are currently preparing the 2027 FTIP update.

Erin Kenneally announced that Monday, December 15<sup>th</sup> CSUCI is on winter break and service for Route 99 will be suspended until end of January.

## **3. PUBLIC COMMENT - None**

## **4. AGENDA ADJUSTMENTS - None**

## **5. MEETING MINUTES – The committee received the October meeting minutes.**

## **6. 2026 TRANSCOM MEETING DATES**

Cecilia Perez provided the proposed 2026 Transcom meeting schedule to the Committee and requested approval to continue the practice of meeting on the second Wednesday of the month, except for August which will be dark and November moved to first Wednesday due to holiday.

### **Action:**

**Sergio Albarran moved to approve the 2026 Transcom meeting schedule, seconded by Michelle Woomer.**  
**Motion approved unanimously.**

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## **7. DRAFT 2025-2034 SHORT RANGE TRANSIT PLAN**

Aubrey Smith announced that the draft 2025-2034 Short Range Transit Plan was provided to operators and acknowledges that it is a lengthy document. The SRTP will be taken to the Commission in February.

## **8. SOUTHERN CALIFORNIA ASSOCIATION OF GOVERNMENTS (SCAG) AWARDS FOR CONGESTION MITIGATION AND AIR QUALITY (CMAQ) AND SURFACE TRANSPORTATION BLOCK GRANT (STBG) FUNDS**

Vanessa Schoenwald provided a list of approved awards for CMAQ and STBG and noted that SCAG currently has project selection authority. They have a list of approved awards and will update the FTIP in January.

## **9. USE OF INTEREST FROM SB 125 FUNDS FOR FREE FARE PROGRAMS**

Claire Grasty provided information on the free fare programs and recommended that interest from SB 125 funds be used to support the programs. Claire also informed the committee that there is inconsistency on reimbursement between the agencies for this program and would like to change the rate to 50% between all agencies.

Several questions and comments were made regarding the program and reimbursement. Claire stated perhaps it is best to consider the two recommendations separately and return with more information:

- Consider approval of using interest earned from SB125 state grant funds to support the Ventura County Free Fare Program.
- Consider reimbursing general purpose Dial-a-Ride and Microtransit rides at 50% of the full fare.

### **Action:**

**Austin Novstrup made a motion to table item 9 recommendations until January 2026 meeting, seconded by Ben Gonzales.**

**Motion approved unanimously.**

## **10. TRANSIT INTEGRATION AND EFFICIENCY STUDY (TIES) UPDATE**

Claire discussed progress on the TIES item. With the Short Range Transit Plan concluding and making progress on the Demand Response Integration Plan, there are other items we would like to begin implementing including an item to develop a marketing and outreach sub-committee, service planning software, fixed route scheduling software, and performance management software. Will send a survey with detailed questions, status and feedback. Also, would like to bring a second item to combine procurements where possible and standardized surveys, will provide to Transcom to review. Claire also discussed trainings that have been completed and would like feedback from agencies for other trainings, potentially customer service, emergency planning and would like to continue to develop relationships with schools and other partnerships.

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An item will be brought to Transcom in the future to solicit participation in the marketing subcommittee.

### **11. ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE**

Dolores Lopez provided the ADA certification report for October and November. Brenda is retiring and this is her last week. Separately, there is a new bill in effect January 1, 2027, requiring that the ADA process be more streamlined and for the process to be easier. Dolores stated she will review the bill for more specific information and follow up.

### **12. FUTURE AGENDA ITEMS**

- Bus stop improvement plan
- Marketing subcommittee
- Fare agreement
- SB125 and free fare program
- February - Paratransit Integration Analysis

### **13. MEETING WAS ADJOURNED AT 2:24 P.M.**

Next scheduled meeting is Wednesday, January 14, 2026, at 1:30 p.m. in the VCTC Large Conference Room at 751 East Daily Drive #420 in Camarillo.



Item 6

**JANUARY 14, 2026**

**MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)**

**FROM: CLAIRE GRASTY, PUBLIC TRANSIT DIRECTOR**

**SUBJECT: ELECTION OF CHAIRPERSON AND VICE CHAIRPERSON**

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**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.

**2025**

Chair – Camarillo Area Transit  
Vice Chair – City of Ventura

**2024**

Chair – Moorpark City Transit  
Vice Chair – Camarillo Area Transit

**2023**

Chair – Thousand Oaks Transit  
Vice Chair – Moorpark City Transit

**2022**

Chair – Simi Valley Transit  
Vice Chair – Thousand Oaks Transit

**2021**

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

**2020**

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



## ITEM 8

January 14, 2025

**MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)**  
**FROM: DOLORES LOPEZ, REGIONAL TRANSIT PLANNER**  
**SUBJECT: IMPLEMENTATION OF AN ANNUAL PRODUCTIVITY REPORTING AND TRANSIT SERVICE MATRIX PROCESS**

### **RECOMMENDATION:**

- Receive information and provide concurrence on the implementation of an annual productivity reporting and Transit Service Matrix process to address findings from the TDA Triennial Performance Audit.

### **BACKGROUND:**

The Ventura County Transportation Commission (VCTC), acting as the Regional Transportation Planning Agency (RTPA), is required under the Transportation Development Act (TDA) to identify, analyze, and recommend potential productivity improvements for transit operators within its jurisdiction.

The most recent TDA Triennial Performance Audit (FY 2020–FY 2022) identified a compliance finding that the RTPA does not have an effective process to assess productivity improvements for transit operators. While TRANSCOM has historically functioned as a forum for operational coordination and discussion, the auditors noted that VCTC lacked a formal, documented process to monitor and track the implementation status of performance audit recommendations on an annual basis.

The auditors recommended that VCTC implement a recurring process requiring operators to assess and report the status of performance audit recommendations to VCTC's Transit Operations and Planning departments.

### **DISCUSSION:**

To address this, staff evaluated existing coordination practices and determined that TRANSCOM is the appropriate forum through which productivity reporting and service information should be formally documented. Staff is proposing to implement a standardized, recurring process that builds upon existing TRANSCOM coordination rather than creating a new committee or duplicative reporting requirement.

Under the proposed approach, transit operators would be asked to complete a standardized **Transit Service Matrix** and provide updates on the status of prior performance audit recommendations on a recurring basis. The process would include:



- **Annual reporting** to be completed following the end of each fiscal year;
- **Biannual updates** in December and July to capture planned service changes or progress made during the fiscal year; and

The intent of the reporting is to document progress, identify barriers, and ensure ongoing monitoring of productivity improvements, recognizing that not all recommendations can be implemented immediately due to planning, funding, or operational constraints.

In years past, Thousand Oaks put together a Transit Matrix. We will ask for information for the years since that process ended through FY 24-25.



**Item 9**

**January 14, 2026**

**MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)**

**FROM: DOLORES LOPEZ, REGIONAL TRANSIT PLANNER**

**SUBJECT: ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE**


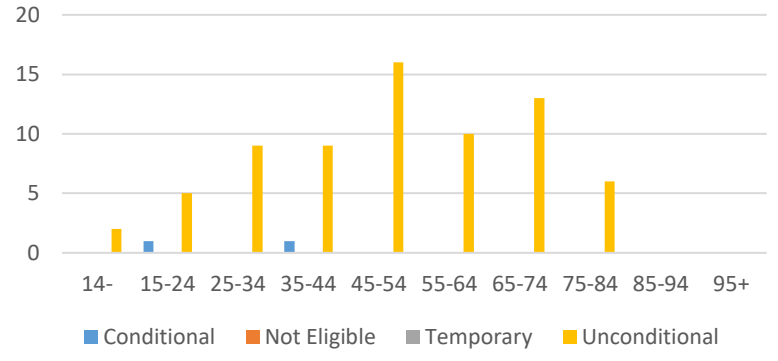
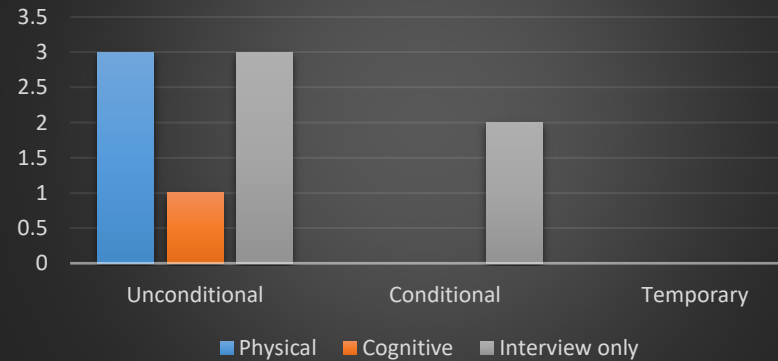
**RECOMMENDATION:**

- 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 is the December ADA Paratransit Certification Services Reports from MMP for review at this TRANSCOM meeting.

Dec-25								
		Dec	Nov	Oct	Sept	August	Jul	RideCo launched August 1, 2025  Riders requesting service outside of Ventura County Riders requesting service into Ventura County
Call Center	Inbound ADA Calls	320	356	510	393	382	490	
	Outbound ADA calls	118	69	29	73	112	61	
	Average hold time (in seconds)	0.23	0	0.01	0.06	0.02	0.47	
	Outbound Area Transmittals	3	2	2	1	1	1	
	Inbound Area Transmittals	25	6	17	13	12	15	
Applications Received	Recertification	42	50	47	51	21	50	Total applications received: 71
	New Applications	29	54	62	67	42	51	Online Applications Received: 0 (0%)
Applications Received by Service Area	Camarillo Area	5	12	12	13	5	8	<b>Applications by Language</b> 
	Gold Coast Area	35	47	57	54	23	47	
	Valley Express Area	3	2	3	9	1	6	
	Moorpark Area	1	3	4	2	4	3	
	Simi Valley Area	11	18	17	20	15	20	
	Thousand Oaks	16	22	16	20	15	15	
	Out of County	0	0	0	0	0	2	
Completed Determinations by Evaluation Type	In-Person Interviews with Physical Assessment	2	2	0	2	2	9	<b>Evaluations by Age and Determination Type</b> 
	In-Person Interviews with Physical and Cognitive	1	3	3	1	5	4	
	Special Circumstance (no Interview)	24	47	37	35	17	24	
	Over 85+ (no interview)	6	7	12	7	5	6	
	Interviews:Phone 6, In-Person with no assessment 5	11	14	15	9	22	27	
	Short-term Certification (60 days)	0	0	0	0	0	0	
	Recertifications	30	37	44	38	20	28	
	Completed Determinations	74	110	111	92	71	98	
	Cost per Determination	\$315.56	\$212.29	\$210.37	\$253.83	\$328.90	\$238.29	
Delays in Processing (Cumulative)	Due to Incomplete application by client	2	5	3	0	6	4	
	Pending Professional Evaluation (PE)	8	10	18	8	15	27	
	Applications that failed to meet 21 day rule	0	0	0	0	0	0	
	Applicants awaiting interviews	5	2	7	3	8	14	
Assessments	<b>Assessment Catagories</b>	<b>Total</b>						<b>In-person Interviews by Eligibility and Assessment Type</b> 
	Physical Assessment	3						
	Cognitive Assessment combined with Phy	1						
	Interview only with No Assessment (In-person)	5						
	No Shows for Interview (In-Person)	1						
	Total In-Person Interviews that were Cancelled	1						
<b>Determinations by Eligibility</b>						<b>Total</b>	<b>%</b>	
Unconditional (including S.C., Over 85+ , Phone interviews)						72	97%	
Conditional						2	2%	
Temporary						0	0%	
Denials						0	0%	
Short Term (including Emergency)						0	0%	