



**VENTURA COUNTY TRANSPORTATION COMMISSION**  
**Transit Operators Advisory Committee (TRANSCOM)**  
**VCTC Large Conference Room**  
**751 East Daily Drive, Suite 420**  
Wednesday, March 11, 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      TAP2RIDE REGIONAL FARECAP PLANNING**  
**Recommended Action:**
- Approve one free 120 minute transfer between regional operators when using Tap2Ride.
  - Approve plan to configure a 31-day rolling regional fare cap of \$50 for full fare and \$25 for reduced fare.
  - **Responsible Staff: Matt Miller, Program Manager**
- ITEM 7      FY 2025/26 LOW CARBON TRANSIT OPERATIONS PROGRAM (LCTOP) ALLOCATION**  
**Recommended Action:**
- Approve recommendation to the Ventura County Transportation Commission (VCTC) for Fiscal Year 2025/2026 Low Carbon Transit Operations Program (LCTOP) allocation request of \$1,394,011 in regional funds and \$66,996 in local shares from the cities of Moorpark,

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Camarillo, Thousand Oaks, and the Gold Coast Transit District for a total allocation request of \$1,461,007 for Ventura County's "Free Fare" program.

**Responsible Staff: Heather Miller, Program Manager**

**ITEM 8      CONSULTANT SUPPORT FOR REVIEW AND REVISION OF AMERICANS WITH DISABILITIES ACT (ADA) POLICIES FOR FIXED-ROUTE AND PARATRANSIT SERVICES**

**Recommended Action:**

- Receive and discuss this item and provide feedback on the proposed strategic approach for procuring a consultant to support the countywide update or fixed-route and ADA complementary paratransit policies.

**Responsible Staff: Aubrey Smith, Program Manager**

**ITEM 9      COLLEGE RIDE PROGRAM FARE MEDIA TRANSITION**

**Recommended Action:**

- Receive and file this informational update regarding the College Ride Program transition from student ID flash pass to tap card and mobile application fare media.

**Responsible Staff: Aubrey Smith, Program Manager**

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

**Recommended Action:**

- Receive and file.

**Responsible Staff: Dolores Lopez, Regional Transit Planner**

**ITEM 11     FUTURE AGENDA ITEMS**

- Marketing subcommittee
- Paratransit Integration Analysis

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

**ITEM 12     ADJOURN TO WEDNESDAY, APRIL 8, 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, February 11, 2026  
1:30 p.m.

## **MEETING MINUTES**

**MEMBERS PRESENT:** Austin Novstrup, Vice Chair, (GCTD)  
Cynthia Duque, GCTD  
Lydia Salas, City of Camarillo  
Michelle Woomer, City of Moorpark  
Norma Cervantes, City of Ojai  
Victor Kamhi, City of Simi Valley  
Tyler Nestved, City of Thousand Oaks  
Matt Miller, Program Manager

**MEMBERS ABSENT:** City of Fillmore  
City of Oxnard  
City of Port Hueneme  
City of Santa Paula  
City of Ventura  
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  
Darrin Peschka, Program Manager  
Aubrey Smith, Program Manager  
Dolores Lopez, Transit Planner  
Erin Kenneally, Transit Planner  
Hayden Balsys, VCTC Intern

**1. CALL TO ORDER** – Vice Chair Austin Novstrup called the meeting to order at 1:30 p.m.

### **2. INTRODUCTIONS & ANNOUNCEMENTS**

Matt Miller thanked everyone for all the work implementing Tap2Ride.

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Cynthia Duque announced GCTD is starting public outreach, implementing phase 2 of SRTP and will have online information on buses.

Victor Kamhi announced that Simi Valley is going to council at end of month with recommendation to hire a representative for electrification project.

Tyler Nestved announced that Thousand Oaks is going to council in February for electrification contract and an RFP for capital project.

Michelle Woomer announced that Moorpark is taking the bid and specs for a new bus shelter to council on February 18<sup>th</sup>.

Aubrey Smith requested free fare program invoices to be submitted monthly instead of quarterly.

**3. PUBLIC COMMENT - None**

**4. AGENDA ADJUSTMENTS - None**

**5. MEETING MINUTES** – The committee received the January 14, 2006, meeting minutes.

**6. ESTABLISHMENT OF TRANSIT INTEGRATION AND EFFICIENCY STUDY (TIES) IMPLEMENTATION ADVISORY AD HOC COMMITTEE TO PROVIDE RECOMMENDATIONS TO SUPPORT TRANSIT OUTREACH COORDINATION**

Claire Grasty discussed the progress on many of the TIES recommendations and also shared details about the purpose of the ad hoc committee which is to meet goals as outlined in the TIES and Coordinated Plan to make visibility of transit more consistent and available to the public. Claire will follow up with agencies to provide clarification about membership and meetings. Simi Valley, Thousand Oaks, Moorpark and GCTD volunteered to be on the committee.

**ACTION:**

**Tyler Nestved moved, seconded by Michelle Woomer, for establishment of TIES Implementation Advisory Ad Hoc Committee to provide recommendations to support transit outreach coordination. Motion approved unanimously.**

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## **7. REQUEST FOR OPERATOR APPROVAL TO UTILIZE SENATE BILL (SB) 125 INTEREST EARNINGS FOR VENTURA COUNTY'S FREE FARE PROGRAM (FFP)**

Claire Grasty discussed the Request for Operator Approval to Utilize Senate Bill 125 Interest Earnings for Ventura County's Free Fare Program (FFP). This item is to request support to allocate the interest from SB125 from what VCTC holds and as well as the other operators. There was discussion concerning this item and what the operators would be contributing since interest balances are unknown at this time. Interest amounts will be requested from the agencies in regard to their interest account balances and will bring this item back with a more detailed breakdown and for further discussion.

### **ACTION:**

**Tyler Nestved moved, seconded by Victor Kamhi, to postpone this item pending receiving interest amounts from all operators.**  
**Motion approved unanimously.**

## **8. VENTURA COUNTY BUS STOP INVENTORY AND ASSESSMENT – PROJECT UPDATE**

Dolores Lopez introduced Alex Murray and Natalie Chyba with Fehr & Peers who gave a presentation on the Ventura County Bus Stop Inventory and Assessment Project. The scope for this project is for the establishment of a dashboard and framework. Will need to have further discussion once more details are available.

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

Dolores Lopez provided the monthly ADA Certification Services Program. Most agencies are now accepting applications through RideCo.

## **10. FUTURE AGENDA ITEMS**

- Paratransit Integration Analysis/Demand Response Integration Plan
- Fare agreement
- TDA performance audits
- Free Fare Program use SB125 interest

## **11. MEETING WAS ADJOURNED AT 2:16 P.M.**

Next scheduled meeting is Wednesday, March 11, 2026, at 2:31 p.m. in the VCTC Large Conference Room at 751 East Daily Drive #420 in Camarillo.

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Item #6

MARCH 11, 2026

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

**FROM: MATT MILLER, PROGRAM MANAGER**

**SUBJECT: TAP2RIDE REGIONAL FARECAP PLANNING**

**RECOMMENDATION:**

- Approve one free 120 minute transfer between regional operators when using Tap2Ride.
- Approve plan to configure a 31-day rolling regional fare cap of \$50 for full fare and \$25 for reduced fare.

**BACKGROUND:**

Southern California Association of Governments (SCAG) awarded VCTC \$1,000,000 to expand the Tap2Ride program already implemented on VCTC Intercity to the rest of the Ventura County transit operators. The project includes implementing open-loop systems on each operator and ensuring that each operator receives direct deposit of fare revenue, matches local fare structure and allows the system to mirror existing regional transfers and discounts as much as possible.

**DISCUSSION:**

Through TRANSCOM, the County operators have been able to coordinate several different aspects of the Tap2Ride program that is resulting in a regional open-loop system. Most recently, many operators agreed to change their fare structure to add a discount category for U.S. Military Veterans to match Gold Coast Transit District resulting in uniform discount categories for all Ventura County operators. This harmonization of categories will allow passengers eligible for a reduced fare to register their debit/credit card once and gain discount benefits on every transit agency in Ventura County, with the exception of Moorpark City Transit who provides free fares to veterans, seniors 65 and older and disabled individuals.

To ensure the Tap2Ride system is as easy to use as possible. Staff is recommending two more configurations to the regional system. First is allowing one free regional transfer, good for 120 minutes, to each card tapped on the Tap2Ride system. The transfer would allow a passenger to transfer between regional operators for free where applicable and is already a policy configured for VCbuspass.

The second recommended configuration is a rolling 31-day regional fare cap. Fare capping allows riders to benefit from the equivalent of a pass product without having to purchase one up front. Once a rider's accumulated fares reach the cap, additional trips within that period are free. The regional fare cap will match the current 31-day regional pass and would be set at \$50 for full fare and \$25 for reduced fare passengers. There is recognition that the Short Range Transit Plan recommends county operators increase their fares and this cap would be increased in line with those increases. The regional cap would be in addition to any local fare caps that are going to be configured. Passengers who ride multiple operators would gain credit towards their regional fare cap and when they reach the cap would be able to ride for free on any operator for the remainder of the 31-day period. Fare revenue would be collected by the operator whom the passenger boards until a passenger hits the \$50 cap, when the passenger would ride for free on any county operator for free during the period and thus no further fares would be collected.

Unlike Umo-VCbuspass 31-Day pass revenue, since the fares are being collected by the operator whom the passenger is boarding, there will not be a reconciliation and distribution of revenue back to operators. With limited-service overlap, a clear regional backbone and predictable travel patterns, fare revenue aligns with service usage. Allowing revenues to accrue based on actual boardings reflects how riders use the system and avoids introducing staff-intensive revenue allocation processes, manual adjustments, and recurring inter-agency settlements. With consistent travel behavior and the 120-minute free transfer window as a buffer, revenue impacts are expected to balance over time without the need for continuous reconciliation, additional accounting workflows, or dedicated staff time to manage disputes, audits, and true-ups.

VCTC staff can monitor the data for a year to ensure that no operator is "subsidizing" free trips on another agency and report back to the TRANSCOM if this is the case. If it is found that passengers are taking advantage of one operator's lower fare only to ride free on another operator, VCTC can work with operators to address this, though the hope is that if it becomes an issue, it would resolve itself as fares are aligned countywide.

These two recommended configurations will allow the Tap2Ride system to mirror the current benefits available for passengers and encourage more use of contactless payments.

If the two configurations are approved, staff will send a regional agreement for operators to sign to memorialize the policies before launching later this year.



Item #7

March 11, 2026

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

**FROM: HEATHER MILLER, PROGRAM MANAGER**

**SUBJECT: FY 2025/26 LOW CARBON TRANSIT OPERATIONS PROGRAM (LCTOP) ALLOCATION**

**RECOMMENDATION:**

- Approve recommendation to the Ventura County Transportation Commission (VCTC) for Fiscal Year 2025/2026 Low Carbon Transit Operations Program (LCTOP) allocation request of \$1,394,011 in regional funds and \$66,996 in local shares from the cities of Moorpark, Camarillo, Thousand Oaks, and the Gold Coast Transit District for a total allocation request of \$1,461,007 for Ventura County's "Free Fare" program.

**BACKGROUND:**

The Low Carbon Transit Operations Program (LCTOP) was established in 2014 with Senate Bill (SB) 862 with funding provided by a five percent allocation of the annual proceeds from the Greenhouse Gas Reduction Fund (GGRF) which receives revenue from California's cap-and-trade auctions to fund climate-related programs. The program provides funds to public transportation agencies for investments in capital projects and services that reduce greenhouse gas (GHG) emissions and improve mobility, with a priority on serving Disadvantaged Communities.

LCTOP funding for FY 2025/2026 continues under the long-standing five-percent allocation structure. Beginning July 1, 2026, SB 840 transitions the program to a fixed-dollar continuous appropriation, providing LCTOP with an annual cap of \$200 million. Because the state has designated certain continuous appropriations to be funded ahead of LCTOP, the program may receive less than \$200 million in years when Cap-and-Trade auction revenues are insufficient to cover all state-established priorities.

The State Controller’s Office (SCO) released a FY 2025/2026 LCTOP Eligibility List on February 27, 2026, thus opening up this year’s LCTOP call-for-projects, with allocation requests due to Caltrans by April 28, 2026.

The following table provides a breakdown for Ventura County, including Section 99313 (VCTC/regional funding based on county population) and Section 99314 (funding to transit operators based on service levels/fare revenue, i.e., “local shares”):

<b>VENTURA COUNTY LOW CARBON TRANSIT OPERATIONS PROGRAM (LCTOP)</b>	<b>FY 2025/26 ALLOCATION</b>
Ventura County Transportation Commission (99313)	\$ 1,394,011
VCTC corresponding to SCRRA - Metrolink Service (99314)	\$ 147,996
City of Camarillo (99314)	\$ 8,755
Gold Coast Transit District (99314)	\$ 49,804
City of Moorpark (99314)	\$ 3,497
City of Simi Valley (99314)	\$ 13,608
City of Thousand Oaks (99314)	\$ 4,940
<b>TOTAL</b>	<b>\$ 1,622,611</b>

Over the years, VCTC has sponsored various LCTOP funded regional projects aimed at benefiting transit users across the county. These efforts have included countywide free fare programs, new transit service (demonstration bus routes and Metrolink rail weekend service) and capital investments in zero-emission infrastructure. Among the most successful and inclusive programs sponsored by VCTC has been the regional Free Fare Programs. Free Fare Programs have included the College Ride program, the Youth Ride Free program and Free Fare Days that provide the general public fare free public transit by participating transit operators in Ventura County.

**DISCUSSION:**

Free fare initiatives have proven to be a successful incentive in attracting young people to use public transit. These programs can largely be credited for the post-pandemic recovery of ridership for local transit operators in Ventura County. The program continues to be popular and requires continued support from the LCTOP program. VCTC staff therefore recommends requesting the full FY 2025/2026 allocation of regional (99313) LCTOP funds in the amount of \$1,394,011 for a combined Free Fare program that includes the “College Ride” and “Youth Ride Free” programs as well as three (3) selected Free Fare Days collectively called the Ventura County “Free Fare Program”. Additionally, local (99314) shares totaling \$66,996 from participating cities and the Gold Coast Transit District (GCTD) will also contribute to the program, for a total allocation request of \$1,461,007 for this program.

**Free Fare Program**

“Youth Ride Free” allows 18 and under individuals and those over 18 enrolled in high school to ride any public transit bus in Ventura County for free, anytime,

anywhere. The “College Ride” Program allows students enrolled at California Lutheran University, California State University Channel Islands, Moorpark College, Oxnard College, Ventura College, Santa Barbara City College, and Ventura County Adult Education Consortium to ride any public transit bus in Ventura County for free. The “Free Fare Days” Program will allow anyone to ride any bus service for free within Ventura County on three days: Clean Air Day, Transit Equity Day and Earth Day. LCTOP funds serve as fare buy-down for participating Ventura County service operators including GCTD, VCTC Intercity, Valley Express, Camarillo Area Transit (CAT), Thousand Oaks Transit (TOT), Moorpark City Transit (MCT), Ojai Trolley, and Simi Valley Transit (SVT). Most of the participating transit operators also co-sponsor the program with their local LCTOP shares. The fare buy-down will continue to be 75% of the base one-way fare calculated for each transit operator.

### Local Shares

The cities of Camarillo, Moorpark, Thousand Oaks, and GCTD have elected to contribute their local shares to the countywide Free Fare program.

SCRRA (Metrolink) and City of Simi Valley will use their local shares for fare buy down programs. SCCRA will use funds for Metrolink’s Student/Youth Discount Program to continue to offer a 50% discount on all fares, excluding their LA. Zone Day Pass. City of Simi Valley will use local shares to fund the gap between the Free Fare reimbursement and city fares since the current reimbursement rate is 75% of fare.

VCTC staff will bring TRANSCOM’s approved recommendation to the VCTC on April 3<sup>rd</sup> for Commission approval. The allocation request will be submitted to Caltrans on April 28 with anticipated SCO release of approved funds in December 2026.



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Item #8

March 11, 2026

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

**FROM: CLAIRE GRASTY, DIRECTOR OF PUBLIC TRANSIT  
AUBREY SMITH, PROGRAM MANAGER – REGIONAL TRANSIT  
PLANNING**

**SUBJECT: CONSULTANT SUPPORT FOR REVIEW AND REVISION OF  
AMERICANS WITH DISABILITIES ACT (ADA) POLICIES FOR FIXED-  
ROUTE AND PARATRANSIT SERVICES**

**RECOMMENDATION:**

- Receive and discuss this item and provide feedback on the proposed strategic approach for procuring a consultant to support the countywide update or fixed-route and ADA complementary paratransit policies.

**BACKGROUND:**

Ventura County transit operators are subject to common federal civil rights requirements, including the Americans with Disabilities Act (ADA), Title VI of the Civil Rights Act, and related Federal Transit Administration (FTA) regulations. While each operator maintains its own policies, variations in policy language, interpretation, and application can create customer confusion, equity concerns, and potential compliance risk. This work aligns with the Transit Integration and Efficiency Study (TIES) and the early implementation strategies of the draft Demand Response Integration Plan, establishing a consistent ADA policy framework that supports integrated, customer-focused countywide fixed-route and demand response services. Additionally, in early 2025, VCTC hired a consultant to provide ADA training for all operators. During this process, a future review and coordination of agency policies was discussed as an area of interest expressed by operators.

VCTC staff have developed a draft Scope of Work (SOW) outlining a comprehensive, countywide effort to review, update, and standardize fixed-route and ADA complementary paratransit policies, while allowing for limited operator-specific provisions where operationally necessary. The proposed consultant role would include conducting a policy inventory and gap analysis, developing a common federal compliance framework, drafting standardized policy language, and supporting a structured multi-operator review process.

## **DISCUSSION:**

Prior to initiating any procurement, VCTC staff are seeking operator input on the overall strategy for procuring consultant support, including:

- Whether a single countywide consultant approach is appropriate versus alternative approaches.
- The proposed consultant role, scope, and level of involvement with individual operators.
- Governance, coordination, and decision-making considerations during the consultant-led process.
- How to balance countywide policy consistency with operator-specific operational differences.
- Timing, sequencing, and implementation considerations from an operator perspective.

Items planned to be included in the SOW are:

- Policy Inventory and Baseline Assessment
- Federal Compliance Framework
- Drafting Updated Fixed-Route Policies
- Drafting Updated Paratransit Policies
- Stakeholder Review and Revision
- Final Policy Package and Implementation Support

Operator feedback at this stage will help refine the procurement strategy, confirm expectations, and ensure the approach is practical, collaborative, and responsive to operator needs before advancing toward a formal solicitation.

## **Next Steps**

Based on feedback received, staff will refine the proposed procurement strategy and SOW, which will be shared with the operators prior to release.



**Item #9**

**March 11, 2026**

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

**FROM: AUBREY SMITH, PROGRAM MANAGER – REGIONAL TRANSIT PLANNING**

**SUBJECT: COLLEGE RIDE PROGRAM FARE MEDIA TRANSITION**

**RECOMMENDATION:**

- Receive and file this informational update regarding the College Ride Program transition from student ID flash pass to tap card and mobile application fare media.

**BACKGROUND:**

The College Ride Program was originally established with the understanding that participating colleges would ultimately play a role in financially supporting the program. From the outset, VCTC recognized that long-term program sustainability would require the ability to track student ridership by individual college and to develop more granular data to support a future cost-sharing funding model.

Since the program's launch, ridership demand has continued to grow and is outpacing available funding sources. In response, VCTC is implementing the transition from a student ID flash pass to a tap card and mobile application in order to improve ridership tracking, enhance data accuracy, and allow student trips to be appropriately allocated to each participating college. This improved data will form the basis of an equitable cost-sharing funding contribution model among colleges over time.

Over the past several months, VCTC staff has met individually with participating colleges to discuss the proposed transition, gather feedback, and assess each institution's willingness to participate under a revised program structure. While there are still unknowns regarding the level and timing of potential college financial contributions, the upcoming academic year will provide VCTC with an opportunity to better understand

ridership patterns, refine data collection, and align future program expectations with each college's budget development cycle.

## **DISCUSSION:**

### Overview

VCTC will be implementing VCcollegepass, a new college transit pass fare media designed to improve the accuracy and reliability of student ridership tracking by individual college. Enhanced data collection will allow VCTC to develop an equitable, data-driven cost-sharing funding model with participating colleges beginning in Academic Year 2027–28. The program is not intended to change the customer experience for eligible students but rather to improve long-term program sustainability and transparency.

VCcollegepass will be offered through a mobile application and a physical tap card. While both formats will be available, VCTC is strongly encouraging use of the mobile application wherever feasible. Participating colleges will be responsible for distributing physical cards to students as applicable. To support initial implementation, VCTC has purchased approximately 5,000 physical tap cards using funding from the SCAG REAP 2.0 grant program. VCTC will also maintain a dedicated VCcollegepass webpage that includes college-specific information to support students and reduce confusion, with tailored guidance for each participating campus

### Phased Rollout

VCcollegepass will be implemented using a phased rollout approach. Initial implementation will include Westmont College and Santa Barbara City College (tent. March 2026), followed soon thereafter by Ventura College, Moorpark College, Oxnard College, and the Ventura County Adult Education Consortium. VCTC has already met with all applicable colleges to discuss program requirements, timelines, and expectations. Operators will be provided with advance notice and clear communication regarding the official launch dates for each college as those dates are finalized. California Lutheran University (CLU) has communicated that it is not interested in continuing participation in the College Ride Program. As a result, it is anticipated that CLU will not participate beginning in Fall 2026.

### Transition from Flash Pass

During the transition period, colleges that have not yet launched VCcollegepass will continue to use the existing flash pass. Operators should continue to honor flash passes for eligible students until the applicable college officially transitions to VCcollegepass. Because colleges will not go live simultaneously, there will be an interim period during which operators will encounter a mix of VCcollegepass taps and flash passes across different institutions. VCTC recognizes that this adjustment period may require additional attention from operators and frontline staff.

VCTC will maintain flexibility throughout implementation in order to reduce confusion and ensure that no eligible rider is denied a trip. While VCTC's goal is to fully phase out

the flash pass by the beginning of Fall 2026, this timeline is dependent upon successful implementation at Ventura College, Oxnard College, and Moorpark College.

### Financial and Operational Impacts

At this time, there are no anticipated financial or operational impacts to transit operators associated with the implementation of VCcollegepass. VCTC is not proposing any changes to fare media acceptance requirements, service levels, or reimbursement processes beyond those already in place. While operators should anticipate an adjustment period due to the phased rollout and mixed use of fare media, no permanent operational changes are expected.

Data will be used to develop an equitable cost-sharing funding model with participating colleges beginning in Academic Year 2027–28. Until that time, VCTC will continue to utilize LCTOP funds and remaining SB 125 funds to fill funding gaps. VCTC is not proposing any additional reductions to operator reimbursement rates beyond the current 75 percent reimbursement level.

### Data Sharing and Reporting

VCTC will provide VCcollegepass ridership data to participating colleges, transit operators, and to the Commission. This information will be incorporated into VCTC's quarterly KPI performance reports to support transparency, program evaluation, and informed decision-making.

### Next Steps

VCcollegepass implementation will require ongoing coordination and refinement as processes are adjusted over time. VCTC welcomes constructive feedback and input from operators throughout the rollout period to help identify issues, improve procedures, and ensure a consistent and positive experience for eligible student riders. Operators should continue honoring flash passes where applicable, prepare for phased VCcollegepass launches by college, and monitor forthcoming communications from VCTC that will provide specific launch dates and operational guidance. Questions or feedback regarding VCcollegepass implementation may be directed to VCTC staff.



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Item 10

March 11, 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 February ADA Paratransit Certification Services Reports from MMP for review at this TRANSCOM meeting.

February 2026								
		Feb.	Jan.	Dec	Nov	Oct	Sept	
<b>Call Center</b>	Inbound ADA Calls	328	343	320	356	510	393	
	Outbound ADA calls	111	156	118	69	29	73	
	Average hold time (in seconds)	0.44	0.54	0.23	0	0.01	0.06	
	Outbound Area Transmittals	5	1	3	2	2	1	
	Inbound Area Transmittals	9	13	25	6	17	13	
RideCo launched August 1, 2025								
Riders requesting service outside of Ventura County								
Riders requesting service into Ventura County								
<b>Applications Received</b>	Recertification	38	67	42	50	47	51	
	New Applications	48	38	29	54	62	67	
Total applications received: 86								
Online Applications Received: 0 (0%)								
<b>Applications Received by Service Area</b>	Camarillo Area	5	9	5	12	12	13	
	Gold Coast Area	44	46	35	47	57	54	
	Valley Express Area	3	5	3	2	3	9	
	Moorpark Area	2	5	1	3	4	2	
	Simi Valley Area	20	15	11	18	17	20	
	Thousand Oaks	12	25	16	22	16	20	
	Out of County	0	0	0	0	0	0	
	<b>Applications by Language</b>							
<b>Completed Determinations by Evaluation Type</b>	In-Person Interviews with Physical Assessment	1	0	2	2	0	2	
	In-Person Interviews with Physical and Cognitive	0	4	1	3	3	1	
	Special Circumstance (no Interview)	25	25	24	47	37	35	
	Over 85+ (no interview)	1	3	6	7	12	7	
	Interviews: Phone 10, In-Person with no assessment 2	12	6	11	14	15	9	
	Short-term Certification (60 days)	0	0	0	0	0	0	
	Recertifications	34	60	30	37	44	38	
	Completed Determinations	<b>73</b>	<b>98</b>	<b>75</b>	<b>110</b>	<b>111</b>	<b>92</b>	
<b>Evaluations by Age and Determination Type</b>								
<b>Costs</b>	Cost per Determination	\$319.89	\$238.29	\$321.17	\$212.29	\$210.37	\$253.83	
	<b>Delays in Processing (Cumulative)</b>	Due to Incomplete application by client	5	3	2	5	3	0
		Pending Professional Evaluation (PE)	11	6	8	10	18	8
		Applications that failed to meet 21 day rule	0	0	0	0	0	0
Applicants awaiting interviews		5	0	5	2	7	3	
<b>Assessments</b>	<b>Assessment Categories</b>		Total					
	Physical Assessment		1					
	Cognitive Assessment combined with Phy		0					
	Interview only with No Assessment (In-person)		2					
	No Shows for Interview (In-Person)		2					
	Total In-Person Interviews that were Cancelled		0					
<b>Determinations by Eligibility Type</b>							<b>Total</b>	<b>%</b>
Unconditional (including S.C., Over 85+ , Phone interviews)							<b>70</b>	<b>96%</b>
Conditional							<b>0</b>	<b>0%</b>
Temporary							<b>3</b>	<b>4%</b>
Denial							<b>0</b>	<b>0%</b>
Short Term (including Emergency)							<b>0</b>	<b>0%</b>
<b>In-person Interviews by Eligibility and Assessment Type</b>								