



VENTURA COUNTY TRANSPORTATION COMMISSION
Transit Operators Advisory Committee (TRANSCOM)
VCTC Large Conference Room
751 East Daily Drive, Suite 420, Camarillo, CA
Wednesday, May 13, 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 FISCAL YEAR (FY) 2026/27 TRANSPORTATION DEVELOPMENT ACT (TDA) UNMET TRANSIT NEEDS (UTN) FINDINGS.**
Recommended Action:
• Approve the Fiscal Year 2026/2027 Unmet Transit Needs Findings.
Responsible Staff: Dolores Lopez, Regional Transit Planner
- ITEM 7 TRANSPORTATION DEVELOPMENT ACT (TDA) TRIENNIAL AUDIT REPORT (FINAL)**
Recommended Action:
• Receive and file.
Responsible Staff: Dolores Lopez, Regional Transit Planner

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 DRAFT DEMAND-RESPONSE INTEGRATION PLAN (DRIP)**
Recommended Action:
 - Receive and file the Draft Demand-Response Integration Plan (DRIP)**Responsible Staff: Claire Grasty, Director of Public Transit and Aubrey Smith, Program Manager-Regional Transit Planning**

- ITEM 9 ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE**
Recommended Action:
 - Receive and file.**Responsible Staff: Dolores Lopez, Regional Transit Planner**

- ITEM 10 FUTURE AGENDA ITEMS**
 - Fare Agreements**Responsible Staff: Claire Grasty, Director of Public Transit**

- ITEM 11 ADJOURN TO WEDNESDAY, JUNE 10, 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, Camarillo, CA
Wednesday, April 8, 2026
1:30 p.m.

MEETING MINUTES

MEMBERS PRESENT: Sergio Albarran, City of Ventura (Chair)
Austin Novstrup, GCTD (Vice Chair)
Lydia Salas, City of Camarillo
Shaun Kroes, City of Camarillo
Michelle Woomer, City of Moorpark
Ben Gonzales, City of Simi Valley
Tyler Nestved, City of Thousand Oaks
Claire Grasty, VCTC Intercity

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

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

EX OFFICIO ABSENT: CSU Channel Islands

VCTC STAFF PRESENT: Lupe Acero, Director of Finance
Darrin Peschka, Program Manager
Aubrey Smith, Program Manager
Dolores Lopez, Transit Planner
Erin Kenneally, Transit Planner
Heather Miller, Program Manager
Geiska Velasquez, Program Manager
Thao Le, Program Manager
Hayden Balsys, VCTC Intern

1. CALL TO ORDER

Chair, Sergio Albarran, called the meeting to order at 1:31 p.m.

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2. INTRODUCTIONS & ANNOUNCEMENTS

Michelle Woomer announced that Moorpark is starting construction next month on a new bus shelter.

Ben Gonzales stated that Simi Valley's EV design and project management consultant project will begin soon.

Lydia Salas announced that a bus shelter was installed at the Camarillo Library stop and they are working on improvements to the Paseo Camarillo shelter.

Claire Grasty informed the committee that the marketing/outreach sub-committee member can be any representative from the agencies and will reach out for that information. Regarding World Cup and Olympics, more information will be sent out and would also like an update if agencies are going to increase service.

Erin Kenealley announced that she will be out on leave for a month.

Heather Miller informed the committee that FTA apportionments were announced last week and will be working with subrecipients to get them in early.

Aubrey Smith announced that Earth Day is April 22nd and will send out the toolkits.

3. PUBLIC COMMENT - None

4. AGENDA ADJUSTMENTS - Request to move item number 8 before number 6.

5. MEETING MINUTES –

The Committee received the March 11, 2026, meeting minutes.

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

Claire Grasty provided additional information on the SB125 interest item to support the free fare program and provided a table of each agency's interest balance. VCTC Finance Department was present to answer questions and stated that it would be shown as a credit against the invoices and can work through the details with agency finance departments. Claire stated that Aubrey has done significant work with the colleges, is working to get more data, and the end goal is that they ultimately pay for this program in the future.

ACTION: Motion by Austin Novstrup, seconded by Tyler Nestved, to approve the request for operator approval to utilize Senate Bill (SB) 125 interest earnings for Ventura County's Free Fare Program (FFP). Motion approved unanimously.

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.

7. TRANSPORTATION DEVELOPMENT ACT (TDA) TRIENNIAL AUDIT REPORT

Dolores Lopez introduced Kathy with Moore and Associates who provided information on the Transportation Development Act (TDA) Triennial Audit Report and reviewed the countywide trends, summary and draft audit findings. Dolores asked agencies to reach out if interested in a follow-up meeting to discuss the recommendations or findings.

8. DEMAND RESPONSE INTEGRATION PLAN UPDATE AND DRAFT

Aubrey Smith introduced Andrea Breault from Fehr & Peers who provided a PowerPoint update of the Demand Response Integration Plan (DRIP) draft. Highlights included guiding principles, service and cost models through regional trip making, the role of Transcom and the client representative customer service improvement plan. Aubrey stated that the components are separated based on operator and Commissioner requests. Claire thanked agencies for their comments and noted that, after meeting with Commissioners, will hold off on integration to focus on passenger-facing items first as the highest priority. Questions and concerns from some of the agencies were discussed concerning integration cost projection and how they can remain efficient.

9. SOUTHERN CALIFORNIA ASSOCIATION OF GOVERNMENTS PROGRAMMING PROCEDURES

Geiska Velasquez gave a verbal update on Southern California Association of Governments (SCAG) Programming procedures. The main update is that any changes, problems or new items should go to VCTC first and that the ultimate decision is with SCAG.

10. ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

Dolores Lopez provided the monthly ADA Certification Services Program report.

11. FUTURE AGENDA ITEMS

- Unmet Transit Needs
- DRIP/Technical Analysis

12. ADJOURNED at 3:01 P.M.

Next scheduled meeting is Wednesday, May 13, 2026, AT 1:30 p.m. in the VCTC Large Conference Room at 751 East Daily Drive #420 in Camarillo.



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Item 6

May 13, 2026

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

**FROM: DOLORES LOPEZ, TRANSIT PLANNER
AUBREY SMITH, REGIONAL TRANSIT PLANNING PROGRAM
MANAGER**

**SUBJECT: FISCAL YEAR (FY) 2026/27 TRANSPORTATION DEVELOPMENT ACT
(TDA) UNMET TRANSIT NEEDS (UTN) FINDINGS**

RECOMMENDATION:

- Approve the Fiscal Year 2026/2027 Unmet Transit Needs Findings.

DISCUSSION:

As part of the annually required Unmet Transit Needs Findings, the Citizen's Transportation Advisory Committee/Social Service Transportation Advisory Committee (CTAC/SSTAC) is required to review and comment on the recommendations proposed to be presented to the Commission. The UTN Assessment is attached.

Pursuant to Senate Bill 203, the cities of Santa Paula, Fillmore, Moorpark, and Camarillo are subject to the UTN process. Additionally, on June 11, 2018, legislation allowed Thousand Oaks to spend TDA funds on streets and roads and they therefore now participate in the process as well. VCTC Intercity service does not utilize Article 8 funds for non-transit purposes; however, service requests for the regional service it provides are included in the process. The Gold Coast Transit District (GCTD), City of

Ojai and the City of Simi Valley do not utilize or claim TDA Article 8 funds for non-transit purposes and their service is not subject to the UTN process.

Adopted Criteria

In order for a request to be considered an Unmet Transit Need, it must receive at least 15-comment threshold for fixed route or the 10-comment threshold for dial-a-ride service and fall into one of the following categories:

- Public transit services not currently provided to reach employment, medical assistance, shop for food or clothing, to obtain social services such as health care, county welfare programs and education programs.
- Service must be needed by and benefit the general public.
- Service expansions including new routes, significant modifications to existing routes, or major increases in service hours and frequency

If they fulfill the above criteria, the need must also be determined to be reasonable to meet (see attachment).

In December of 2023, the Commission refined the definition of Unmet Transit Need to bolster our dedication to advancing the UTN process, particularly for those in disadvantaged areas. By adopting the Median Household Income (MHI) standard for a low-income threshold, the Commission aims to not just maintain the 10 and 15 comment thresholds but to prioritize improvements that meet these criteria while giving special attention to requests from low-income areas that might fall below this threshold. Additionally, for comments that meet the 10 or 15 comment threshold but are considered "Unreasonable to Meet", the agency tasked will pledge to evaluate the proposed service and explore funding for a pilot. Furthermore, the timeline for assessing passenger per hour performance was increased from 36 to 60 months, endorsing a more comprehensive approach to evaluating new service efficacy over an extended period.

Public Input Process

The public comment period for the Fiscal Year 2026-2027 UTN process was held between December 15, 2025 and February 15, 2026 with comments received throughout the year, but outside of the public comment period included in the analysis.

Each year, VCTC uses a variety of channels to promote and solicit public comments for the UTN process including an online survey, social media advertising, eblasts, community meetings, and the GOVCbus app. Public notices were also printed in the Ventura County Star and VIDA News.

A total of 166 comments were received, primarily through surveys (135). Additional comments came via community meetings (11), email (8), social media (7) and phone (5). Individual respondents provided multiple comments within a single submission.

This year's total of 166 comments reflects continued and stable community engagement in the UTN process. Survey participation grew from 108 responses last year to 135 this year, reflecting increasing public awareness of and interest in the UTN process. Comments were received through a variety of channels including the online survey, community meetings, email, social media, and phone, reflecting broad community participation across multiple outreach methods. Additionally, VCTC's countywide Bus Stop Assessment, conducted in Fall 2025, gathered input from 430 riders across Ventura County on stop amenities and conditions. While that feedback was not included in this assessment as it did not meet the UTN criteria, it further reinforces the community's strong interest in improved transit infrastructure and service reliability.

Analysis

Staff assessed each comment received based on the criteria; no requests met the 15-comment threshold for fixed route or the 10-comment threshold for dial-a-ride service and therefore were not further screened to determine if the need was reasonable to meet.

Public feedback garnered through the current year's analysis demonstrated strong interest in expanding service hours, enhancing connectivity between transit lines and operators, and increasing service frequency throughout Ventura County. These comments consistently highlighted the community's desire for more connected, accessible, and frequent local transportation options.

One of the most notable trends in this year's feedback was the continued high volume of requests for expanded Sunday and evening service, representing the single largest comment category with 52 responses. Respondents from cities such as Thousand Oaks, Camarillo, Ventura, Simi Valley, and Oxnard expressed that the lack of service during these times presents a significant barrier to accessing employment, religious services, shopping, civic meetings, and recreational activities. Though there were 52 comments in this general category, no one particular request for increased service in a certain location had more than 15 comments.

Comments also emphasized the need for improved regional connections to Santa Barbara, Goleta, and Carpinteria, with a particular focus on restoring pre-pandemic rail schedules. While this is not considered an unmet need as it is for service that travels outside the county, staff have been working diligently with our rail partners and the Santa Barbara County Association of Governments (SBCAG) to implement a train that supports commute times traveling from Ventura to Santa Barbara County in the mornings. The new daily Amtrak Pacific Surfliner expanded service pilot launched on May 4, 2026, directly addressing one of the most persistently requested improvements identified through this process over multiple years.

The Fillmore to Moorpark route launched in August 2024 through a joint effort by VCTC and Valley Express, has demonstrated strong ridership growth in its first full year of

operation, with ongoing community feedback reflecting continued interest in further service enhancements.

Requests for new service between Fillmore, Piru, and Santa Clarita continue to appear in public input, focusing on direct connections to Santa Clarita and Valencia for employment, medical, school, and shopping purposes. VCTC has been working with Santa Clarita Transit to bring this service forward and are partnering with them and a developer on including this in a grant request

Although these requests fell short of the required 15-comment threshold to be considered UTN, they indicate significant and sustained public demand. VCTC staff will continue to collaborate with partner agencies to explore potential service additions, aiming to address identified gaps and enhance overall transit accessibility.

The most common comments that are not considered UTN this year are related to expanded service to Los Angeles County and Santa Barbara County locations and airports, rail service improvements, VCTC Intercity service improvements, and Gold Coast Transit District service improvements. Recent service changes also reflect efforts to address some of these concerns. Coastal Express service was expanded to include service to Santa Barbara Airport as part of a schedule change implemented in November. Additionally, Coastal Express schedule adjustments were implemented in February 2026, with additional adjustments implemented last month. The comments highlight a community in need of transit services that are more frequent, reliable, accessible, and responsive to varied daily schedules and destinations. Among these, the demand for extended evening hours and Sunday service remains prominent, reflecting continued growth in transit use for leisure activities and accommodating non-traditional work schedules. All comments received are essential for future planning in Ventura County and comments with meaningful support that have been raised over multiple years are taken into consideration for future planning purposes.

RECOMMENDATION

At this time, staff is recommending that there are no Unmet Transit Needs that are reasonable to meet. Staff will present the recommendation to the Commission in May for approval and determination that Transportation Development Act funds can be allocated for streets and roads purposes in cities fewer than 100,000 persons and Thousand Oaks.



Item 7

May 13, 2026

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

**FROM: DOLORES LOPEZ, TRANSIT PLANNER
AUBREY SMITH, REGIONAL TRANSIT PLANNING PROGRAM
MANAGER**

**SUBJECT: APPROVAL OF STATE REQUIRED TRANSPORTATION
DEVELOPMENT ACT (TDA) TRIENNIAL PERFORMANCE AUDITS
FOR VENTURA COUNTY TDA RECIPIENTS**

RECOMMENDATION:

- Receive and file the State required Transportation Development Act (TDA) triennial performance audits of TDA recipients in Ventura County.
- Approve submittal of triennial performance audits to Caltrans.

DISCUSSION:

Every three years, the State requires that VCTC, in its role as the County Transportation Commission and Transportation Planning Agency (RPTA) for Ventura County, undergo a performance audit to certify that agencies claiming Local Transportation Funds (LTF) are fully complying with the TDA legislative intent and regulations. Operators that receive funding under Article 4 of the TDA are required to have a performance audit. Between fiscal years (FY) 2017 and 2019, this includes the County of Ventura, Gold Coast Transit District (GCTD), Ojai Trolley, Simi Valley Transit, Thousand Oaks Transit, and Valley Express (in the cities of Fillmore, and Santa Paula).

While claimants that receive funding only under Article 4.5 and/or Article 8 are not statutorily required to have a performance audit, this cycle VCTC chose to continue

conducting performance audits of all operators that are allocated funding under the TDA¹ to enable a comprehensive and objective review that serves the benefit of both the RPTA and the transit providers. This includes Camarillo Area Transit, Moorpark City Transit, and VCTC Intercity services. Doing so also contributes to and facilitates VCTC's preparation of its required annual SB 203 Report of transit operator's performance countywide.

In September 2025, VCTC released a Request for Proposal (RFP) for a consultant to perform the TDA audits for VCTC claimants (including non-Article 4 claimants). In January 2026 VCTC awarded the contract to Moore & Associates to complete the Triennial Performance audits.

Public Utilities Code (PUC) Section 99246(d) states that the performance audit of an operator providing public transportation services shall include, but is not limited to, a verification of the performance indicators defined in PUC Section 99247. These performance indicators include:

- Operating cost per passenger
- Operating cost per vehicle service hour
- Passengers per vehicle service hour
- Passengers per vehicle service mile
- Vehicle service hours per employee

At the April 8, 2026 TRANSCOM meeting, operators reviewed the draft findings and recommendations and were provided with the opportunity to ask questions of the auditor. The audits were subsequently finalized, and the final audits are reflective of operator and VCTC comments and revisions.

This item is to receive and file the TDA performance audits and approve the submission of the audits to Caltrans. The attached Summary of Findings and Recommendations from Moore & Associates provides an overview of the TDA performance audits completed, and recommendations going forward. Each individual performance audit is also posted on the VCTC website, www.goventura.org

Attachment: Summary of Findings and Recommendations from Moore & Associates

Ventura County Transportation Commission

Summary of Final Audit Findings

Transcom | May 13, 2026

Summary of Final Audit Findings and Recommendations

Operator	Compliance Findings	Recommendations
City of Camarillo	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Consider providing training for Dial-A-Ride users on how to make reservations and payment using the RideCo app. Continue to work with VCTC and Umo to ensure the VCbuspass readers are operational and the City is receiving all applicable fare revenues.
City of Moorpark	<ul style="list-style-type: none"> State Controller Reports for FY 2022/23 and FY 2023/24 were submitted after the established deadline. The FY 2024/25 report was submitted on time. 	<ul style="list-style-type: none"> Consider adding a dedicated city-wide grants position (such as a grants manager or grants analyst) that could also support transit grants. Work with VCTC to implement the recommendations of the County-wide Short Range Transit Plan in a manner that both effectively addresses the mobility needs within Moorpark and ensures connectivity with the region as a whole.
City of Ojai	<ul style="list-style-type: none"> The State Controller Report (Transit Operator Financial Transactions Report) was submitted two weeks late in FY 2022/23, and on-time submittal for the remaining two years of the audit period could not be confirmed. Use of the TDA definition of Full-time Equivalent (FTE) Employee for reporting to the State Controller could not be confirmed for any year of the audit period. The City did not provide justification for increases greater than 15 percent in its Transit operating budget for any year of the audit period. LTF revenues were not reported correctly on the State Controller Report (Transit Operator Financial Transactions Report). Instead of being reported as LTF under State Government Funds (Row R32), they were reported under General Revenues of the Local Government (Row R28). In addition, no federal funds were reported on the State Controller Report, though they were reported to the National Transit Database. Without this data reported correctly, it was impossible to determine whether the City was eligible to receive all of the TDA funding it received. 	<ul style="list-style-type: none"> Transit staff should work with the Finance department to ensure State Controller Reports are submitted prior to the established deadline. Transit staff should work with the Finance department to ensure the TDA definition of Full-time Equivalent (FTE) Employee is being used for reporting to the State Controller. The City needs to document increases to its transit operating budget greater than 15 percent as part of its TDA claim. Transit staff should work with the Finance department to ensure all financial data is reported correctly within the State Controller Report. The City and/or VCTC should work with the TDA fiscal auditor to ensure the farebox recovery ratio is calculated correctly. Transit staff must more accurately document performance data internally to ensure transparency and traceability of the sources used in external reporting was sourced from.

Ventura County Transportation Commission

Summary of Final Audit Findings

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Operator	Compliance Findings	Recommendations
City of Simi Valley	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • The City should continue its efforts to fully staff its driver workforce.
City of Thousand Oaks	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • None
County of Ventura	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • If the County continues to operate the Kanan Shuttle fare-free, it will be necessary to identify sufficient partner contributions to be counted as fares should farebox recovery ratio be restored as a primary metric for eligibility. • The County should explore its options regarding transition to zero-emissions vehicles.
East County Transit Alliance	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • None
Gold Coast Transit District	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Continue to work with the GCTD Board to identify an alternative zero-emission vehicle transition plan.
Valley Express	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Continue efforts regarding plans for the zero-emission vehicle transition since the current leased facility cannot accommodate the future transition.
VCTC Intercity Bus	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Continue to work with the operations contractor so that the workforce is fully and sufficiently staffed.
VCTC (RTPA)	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Submit a formal letter to Caltrans accompanying the RTPA audit and certifying completion of the operator audits, and ensure that letter is maintained for the next Triennial Performance Audit.



May 13, 2026

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

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

SUBJECT: DRAFT DEMAND-RESPONSE INTEGRATION PLAN (DRIP)

RECOMMENDATION:

- Receive and file the Draft Demand-Response Integration Plan (DRIP)

STRATEGIC COMMITMENT:

This report aligns with the VCTC Strategic Plan commitments of:

Goal B: Transportation Services

- B12. Support improved transit and transportation services for those with disabilities.
- B16. Enhance outreach to senior population.
- B24. Promote transit ridership recovery to assist the State in meeting its air quality goals, promoting public transit ridership recovery and increasing mobility choices.

Goal C: Partnerships

- C6. Utilize TRANSCOM in a more robust way as a Productivity Committee to better coordinate services regionally.

BACKGROUND:

Over the past several years, the Ventura County Transportation Commission (VCTC), in coordination with local transit operators and partner agencies, has undertaken a series of efforts to evaluate and improve the delivery, efficiency, and integration of public transit services throughout Ventura County. Central to this work is the Transit Integration and Efficiency Study (TIES), a countywide study initiated in 2021 at the direction of the VCTC Commission to assess opportunities to enhance coordination among the region's multiple transit providers while improving rider experience and managing long-term operating costs.

The TIES process included extensive stakeholder engagement and technical analysis, including individual Commissioner interviews, Operator Working Group meetings, completion of an Existing Conditions Report, surveys of riders and stakeholders, meetings with city managers, and presentations to city councils. The study evaluated fixed-route and demand-response services, governance structures, operational practices, and fare and customer service policies across Ventura County's transit systems. At subsequent Commission meetings, staff presented updates on key findings and alternatives developed through TIES. These alternatives ranged from enhanced coordination among operators to varying degrees of service and governance consolidation, with a particular focus on improving the efficiency and sustainability of demand-response services, including ADA paratransit and dial-a-ride programs. Commission discussions emphasized the need to balance regional coordination with local control, while addressing rising unit costs, service fragmentation, and inconsistent rider experiences.

In parallel with the policy and governance analysis conducted through TIES, VCTC and several transit operators began implementing near-term, operational improvements aligned with the study's findings. A key effort has been the phased implementation of RideCo, a dynamic scheduling and dispatch platform for demand-response services. RideCo is intended to improve trip scheduling efficiency, reduce duplication across jurisdictional boundaries, support better data collection, and enhance the rider experience through more reliable and flexible service delivery. These implementation efforts are consistent with TIES recommendations to leverage technology and shared systems as foundational steps toward improved integration, regardless of long-term governance decisions.

Additional coordination and efficiency initiatives undertaken during this period have included continued operator collaboration through working groups, data sharing and performance monitoring, and exploration of service standardization opportunities related to eligibility, fares, and customer information. Collectively, these efforts represent an incremental, multi-year approach to advancing the goals identified in TIES, improving service quality, enhancing regional connectivity, and ensuring the fiscal sustainability of Ventura County's public transit network.

As a parallel effort to the Ventura County Short Range Transit Plan (SRTP), VCTC initiated the development of the Demand Response Integration Plan (DRIP) to explore how local transit providers can work together to make ADA paratransit service more seamless, efficient, and cost-effective. Paratransit provides essential transportation service for riders with disabilities, but today each local operator manages its own system. This can make countywide travel challenging, especially when trips cross city or service boundaries. The DRIP examines how bringing services together could:

- Enhance the rider experience with consistent policies and scheduling
- Improve trip coordination and regional connectivity
- Identify potential opportunities to achieve cost savings
- Support more unified data collection, reporting, and planning

The DRIP is intended to provide a foundation for decision-makers and local bus operators to consider how best to move forward. VCTC will continue to refine the draft DRIP with its' partners and the community to identify the most effective path to improve the rider experience.

Progress Over the Last 15 Years – Foundational Regional Coordination

Formation of the East County Transit Alliance (ECTA):

The creation of ECTA represents one of Ventura County's earliest efforts to provide cross-jurisdictional demand-response service. Through an interagency agreement among east county jurisdictions, ECTA established a shared operational model for intercity dial-a-ride and ADA paratransit trips, allowing riders to travel point to point across city boundaries without navigating multiple local systems. The City of Thousand Oaks serves as the fiscal agent and operator, demonstrating early consolidation of administrative and operational functions while preserving local participation.

Premium Direct Camarillo-Gold Coast Service and other Regional Connectivity Improvements:

The City of Camarillo elected not to fully participate in ECTA cost sharing but instead implemented direct ADA and senior dial-a-ride service for eligible Camarillo residents traveling to Simi Valley, Moorpark, and Thousand Oaks. This approach reduced the need for vehicle transfers and improved rider convenience while maintaining local operational control. Camarillo and GCTD established procedures allowing ADA-certified riders and seniors to travel deeper into the GCTD service area from Camarillo and vice versa for GCTD ADA certified riders and seniors, using coordinated dispatch and transfer points. While still requiring coordination, these measures represented incremental progress toward more seamless regional trips.

Implementation of RideCo for Demand-Response Services:

Building on TIES findings, VCTC and local operators initiated implementation of RideCo, a shared dynamic scheduling and dispatch platform. RideCo supports same-day scheduling, improved vehicle utilization, and better data consistency across agencies, representing a tangible, near-term step toward operational integration without requiring immediate governance changes.

Policy Alignment Driven by RideCo Implementation and Operator Experience:

As RideCo has been implemented across participating operators, VCTC and local operators have used the platform as a practical tool to identify and address long-standing policy inconsistencies that affect both riders and operations. Through regular coordination, including recurring operator working meetings and RideCo implementation calls, agencies have surfaced real-world issues related to trip scheduling, negotiated pick-up times, no-show and late cancellation policies, dwell time expectations, reservations, and transfer coordination. These discussions, grounded in operational challenges have informed incremental policy alignment across agencies, particularly in areas where inconsistent rules created confusion for riders or limited the effectiveness of dynamic scheduling. RideCo has enabled agencies to see where differing policies directly impact on-time performance, productivity, and customer experience, creating momentum for greater consistency and enforcement of shared standards as a precursor to broader integration efforts.

DISCUSSION:

Since receiving comments back from all operators in July and August 2025, staff has worked with consultants AMMA and Fehr & Peers on path forward, met with the commissioners to update them and met with staff at the applicable operators. Staff has been working to identify areas where there is most alignment and agreement between operators and the Commission, areas that are easiest to accomplish and in particular, areas that will have the biggest impact on improvements to riders.

Based on feedback from the operators, the report has been modified to phase in improvements. This phased approach will focus on passenger facing items in the near term, which will be done within the existing operator and agency structure (without transitioning to a single paratransit agency). The attached draft Ventura County Demand-Response Customer Experience Plan, which is first component of the larger Demand Response Integration Plan, focuses on the following items in the near term.

Staff presented the draft CEP to the Commission on May 1, 2026, and in parallel incorporated and addressed feedback from operators, as reflected in the attached CEP. Staff also distributed the Integration Concept Plan Report to operators on May 6, 2026, and anticipates receiving feedback by early June.

Demand-Response Customer Experience Plan

The Demand Response Customer Experience Plan presents an incremental, countywide strategy to improve customer experience across dial-a-ride, ADA paratransit, and on-demand services while preserving local operations and ensuring ADA and FTA compliance. The Plan emphasizes near-term, low-risk improvements that build on existing coordination, including countywide use of RideCo and a unified ADA eligibility program.

Key recommendations include implementing customer-facing tools:

- Countywide ADA eligibility
- Embracing Dynamic Scheduling
- One Mobile Application
- One Phone Number
- Localized Dispatching
- Service Branding
- Uniform policy and policy alignment
- Regional Service Model Evaluation (one seat rides throughout the county)
- Contract Enforcement and Centralized Reporting
- Role of TRANSCOM
- Developing a Memorandum of Understanding

The Plan also recommends contracting with an independent Client Representative to lead implementation, support TRANSCOM in advancing action-oriented outcomes, coordinate activities, and track performance. Collectively, these actions are intended to improve rider clarity and accessibility, support regional trip making, and provide data to inform future decisions before any consideration of full-service consolidation.

Once all the aforementioned have been implemented and are in effect for one year, then the operators and VCTC will reevaluate whether there is a need to integrate into one agency or whether the implementation of the passenger-facing items is sufficient. Additionally, as these principles are enacted, they will each be evaluated based on applicable performance metrics.

Demand-Response Integration Concept Report

This Concept Report presents a conceptual framework for integrating Ventura County's nine demand-response and paratransit programs to improve rider experience, increase operational efficiency, and support long-term financial sustainability. Building on prior Commission direction from the Transit Integration and Efficiency Study (TIES), the plan

documents existing conditions, identifies challenges such as fragmented policies, rising costs, and declining productivity, and outlines how coordinated service standards, shared technology (RideCo), and phased integration could address these issues.

The Concept Report does not recommend immediate consolidation, but instead describes incremental, voluntary steps to advance regional coordination, including:

- Call center consolidation
- Standardized service policies
- Unified trip-scheduling platform
- Equitable cost-allocation models.

It also evaluates integration scenarios modeled through RideCo, identifies potential efficiency gains, and provides governance and funding considerations to inform future Commission direction should deeper integration be pursued. This Concept Report provides a clear roadmap of near-term integration opportunities and decision points to support future Commission direction on the scope and pace of countywide demand-response integration.

While the goals and tasks outlined in the Customer Experience Plan are what would be enacted in the short and medium term if adopted by the Commission and agreed upon by the operators, the Concept Report provides valuable information, is responsive to the Commission direction of the study of demand-response integration and provides a roadmap to full integration if ultimately pursued. Upon approval/adoption, the DRIP will serve as a guiding document for improving the customer experience and paratransit operations throughout the County. Staff plan to bring both the draft CEP and the Integration Concept Plan Report at the July 10th Commission meeting and then to the September 4th meeting for consideration and approval/adoption.

FISCAL IMPACT:

This item does not have a fiscal impact.

ATTACHMENTS:

Attachment A – Draft Demand-Response Integration Plan – Customer Experience Plan

Attachment B – Draft Demand-Response Integration Plan – Integration Concept Report



Item 9

May 13, 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 April ADA Paratransit Certification Services Reports from MMP for review at this TRANSCOM meeting.

April 2026

		April	Mar.	Feb.	Jan.	Dec	Nov
Call Center	Inbound ADA Calls	404	469	328	343	320	356
	Outbound ADA calls	285	168	111	156	118	69
	Average hold time (in seconds)	0.60	1.06	0.44	0.54	0.23	0
	Outbound Area Transmittals	3	4	5	1	3	2
	Inbound Area Transmittals	11	14	9	13	25	6
Applications Received	Recertification	70	77	38	67	42	50
	New Applications	51	58	48	38	29	54
Applications Received by Service Area	Camarillo Area	12	14	5	9	5	12
	Gold Coast Area	59	54	44	46	35	47
	Valley Express Area	3	4	3	5	3	2
	Moorpark Area	1	2	2	5	1	3
	Simi Valley Area	24	26	20	15	11	18
	Thousand Oaks	22	33	12	25	16	22
	Out of County	0	2	0	0	0	0
Completed Determinations by Evaluation Type	In-Person Interviews with Physical Assessment	2	2	1	0	2	2
	In-Person Interviews with Cognitive	7	7	0	4	1	3
	Special Circumstance (no Interview)	33	41	25	25	24	47
	Over 85+ (no interview)	7	4	1	3	6	7
	Interviews: Phone: 12, In-Person with no assessment: 5	17	7	12	6	11	14
	In-Person interviews with Physical/Cognitive Ass.	1	0	0	0	0	0
	Recertifications	53	62	34	60	30	37
Completed Determinations	120	123	73	98	75	110	
Cost per Determination	\$194.60	\$189.85	\$319.89	\$238.29	\$321.17	\$212.29	
Delays in Processing (Cumulative)	Due to Incomplete application by client	8	7	5	3	2	5
	Pending Professional Evaluation (PE)	8	6	11	6	8	10
	Applications that failed to meet 21 day rule	0	0	0	0	0	0
	Applicants awaiting interviews	8	9	5	0	5	2
Assessments	Assessment Categories	Total					
	Physical Assessment	2					
	Cognitive Assessment	7					
	Combination of Physical & Cognitive Assessment	1					
	Interview only with No Assessment (In-person)	5					
	No Shows for Interview (In-Person)	2					
Total In-Person Interviews that were Cancelled	3						
Determinations by Eligibility Type						Total	%
Unconditional (including S.C., Over 85+ , Phone interviews)						112	93%
Conditional						1	1%
Temporary						7	6%
Denial						0	0%
Short Term (including Emergency)						0	0%

RideCo launched August 1, 2025

Riders requesting service outside of Ventura County

Riders requesting service into Ventura County

Total applications received: 121

Online Applications Received: 0 (0%)

