



VENTURA COUNTY TRANSPORTATION COMMISSION
Transit Operators Advisory Committee (TRANSCOM)
VCTC Large Conference Room
751 East Daily Drive, Suite 420, Camarillo, CA
Wednesday, June 10, 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 DRAFT DEMAND-RESPONSE INTEGRATION PLAN (DRIP)

Recommended Action:

- Approve the Draft Demand-Response Integration Plan (DRIP), with direction to VCTC staff to address and incorporate TRANSCOM feedback, as appropriate, in the version submitted to the Commission for consideration and final approval.
- Approve the following Commission action recommendation language:
 - Approve the Customer Experience Plan and authorize the Executive Director to release a Request for Proposals (RFP) to procure an Implementation Support Consultant to support implementation of the CEP recommendations, with the scope of work developed in consultation with TRANSCOM.

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.

- Receive and file the Integration Concept Plan and, following implementation of the CEP recommendations, direct staff to return to TRANSCOM and the Commission to determine whether further integration through implementation of the Integration Concept Plan is necessary.
- **Responsible Staff: Claire Grasty, Director of Public Transit and Aubrey Smith, Program Manager-Regional Transit Planning**

ITEM 7 ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

Recommended Action:

- Receive and file.

Responsible Staff: Dolores Lopez, Regional Transit Planner

ITEM 8 FUTURE AGENDA ITEMS

- Fare Agreements

Responsible Staff: Claire Grasty, Director of Public Transit

ITEM 9 ADJOURN TO WEDNESDAY, JULY 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, Camarillo, CA
Wednesday, May 13, 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
Michelle Woomer, City of Moorpark
Ben Gonzales, City of Simi Valley
Matt Miller, VCTC Intercity

MEMBERS ABSENT: City of Fillmore
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
Aubrey Smith, Program Manager
Dolores Lopez, Transit Planner
Erin Kenneally, Transit Planner
Heather Miller, Program Manager
Hayden Balsys, VCTC Intern

1. CALL TO ORDER - Chair, Sergio Albarran, called the meeting to order at 1:33 p.m.

2. INTRODUCTIONS & ANNOUNCEMENTS

Ben Gonzales announced that Simi Valley recently took delivery of six electric buses that should be in service in a few months and are currently working with a consultant for a charging location.

Claire Grasty announced that this weekend is the Strawberry Festival. Alternative modes of transportation are available as well as increased Metrolink service to the Fairgrounds and booster buses.

Tyler Nestved announced that Grahame Watts is officially retired, organizational updates to be determined.

Heather Miller announced that she is requesting a five-year financial plan with anticipated funding for operations of transit service which is a requirement of SB125 funds. This is due at the end of June and an email request will be sent to operators along with a template.

Dolores Lopez announced that May is bike month and has shared the toolkits with operators. Anyone that pledges to ride during the month of May can be entered to win prizes, gift cards or a bike.

Sergio Albarran announced that the City of Ventura is having a bike to work day with a pitstop at Surfer's Point on Thursday.

3. PUBLIC COMMENT - None

4. AGENDA ADJUSTMENTS - None

5. MEETING MINUTES – The committee received the April 8, 2026, meeting minutes.

6. FISCAL YEAR (FY) 2026/27 TRANSPORTATION DEVELOPMENT ACT (TDA) UNMET TRANSIT NEEDS (UTN) FINDINGS.

Dolores Lopez provided information regarding the required annual Unmet Transit Needs Assessment that was completed and reviewed the adopted criteria, public input process and analysis. The recommendation is that there are no Unmet Transit Needs that are reasonable to meet and requests approval of the Fiscal Year 2026/2027 Unmet Transit Needs Findings.

ACTION:

Motion by Tyler Nestved to approve the Fiscal Year 2026/2027 Unmet Transit Needs Findings, seconded by Lydia Salas.

Motion approved unanimously.

7. TRANSPORTATION DEVELOPMENT ACT (TDA) TRIENNIAL AUDIT REPORT (FINAL)

Dolores Lopez introduced Kathy Chambers with Moore and Associates who gave an overview of the summary of Final Audit Findings and Recommendations which was provided to the Committee. Kathy provided information on next steps and final report that will be provided to the Commission in June.

8. DRAFT DEMAND-RESPONSE INTEGRATION PLAN (DRIP)

Andrea Breault with AMMA Transit Planning gave a PowerPoint presentation on the customer service plan, branding, and uniformity recommendations. She reviewed the Customer Experience plan and Demand Response Integration Concept Report which is the framework for integrating Ventura County's nine Demand Response and Paratransit programs along with reviewing regional service model examples.

Claire Grasty provided an update to the Committee of the draft Demand Response Integration Plan (DRIP) and thanked the Committee for comments on the Customer Experience Plan (CEP). This draft plan for the CEP and concept plan will go to the Commission in July and will go for final approval in September.

Aubrey Smith indicated that they are looking for feedback within the next month and then will bring it back to Transcom to discuss and share the Commission language. Approval will be only for the implementation of the CEP and will make it explicit that integration is not automatic. There were questions by the Committee concerning transfers, increased demand and also a request that the recommendation clearly state the risks.

9. ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

Dolores Lopez provided the monthly ADA Certification Services Program report.

10. FUTURE AGENDA ITEMS

- Fare Agreements
- TIES Outreach Sub-Committee
- Future planned service improvements
- DRIP

11. ADJOURNED AT 2:35 P.M. - Next scheduled meeting is Wednesday, June 10, 2026, at 1:30 p.m. in the VCTC Large Conference Room at 751 East Daily Drive #420 Camarillo, CA.



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Item 6

June 10, 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) UPDATE

RECOMMENDATION:

- Approve the Draft Demand-Response Integration Plan (DRIP), with direction to VCTC staff to address and incorporate TRANSCOM feedback, as appropriate, in the version submitted to the Commission for consideration and final approval.
- Approve the following Commission action recommendation language:
 - Approve the Customer Experience Plan and authorize the Executive Director to release a Request for Proposals (RFP) to procure an Implementation Support Consultant to support implementation of the CEP recommendations, with the scope of work developed in consultation with TRANSCOM.
 - Receive and file the Integration Concept Plan and, following implementation of the CEP recommendations, direct staff to return to TRANSCOM and the Commission to determine whether further integration through implementation of the Integration Concept Plan is necessary.

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:

VCTC has been working with local transit operators and partner agencies to improve transit coordination, efficiency, and rider experience countywide. This work is grounded in the Transit Integration and Efficiency Study (TIES), launched in 2021 to identify opportunities to better coordinate Ventura County’s transit services while managing long-term costs.

TIES included stakeholder outreach, technical analysis, rider and stakeholder surveys, and presentations to local jurisdictions. The study reviewed fixed-route and demand-response services, governance, operations, fares, and customer policies, and identified opportunities to improve efficiency, reduce fragmentation, and strengthen the rider experience while balancing regional coordination and local control.

Consistent with TIES findings, VCTC and several operators began implementing RideCo, a dynamic scheduling and dispatch platform intended to improve trip scheduling, reduce duplication, support better data collection, and improve service reliability. Other efforts have included operator working groups, data sharing, performance monitoring, and exploration of more consistent service standards. Together, these actions reflect a phased approach to improving service quality, regional connectivity, and fiscal sustainability.

As part of this effort and alongside the Ventura County Short Range Transit Plan, VCTC initiated the Demand-Response Integration Plan (DRIP) to evaluate how local providers can make ADA paratransit service more seamless, efficient, and cost-effective. Because each operator currently manages its own service, countywide travel can be difficult when trips cross service boundaries. The DRIP examines opportunities to:

- 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 guide future decisions by VCTC and local operators. VCTC will continue refining the draft with agency partners and the community to identify the most effective path forward.

Progress Over the Last 15 Years – Foundational Regional Coordination

Formation of the East County Transit Alliance (ECTA):

ECTA was one of Ventura County’s earliest cross-jurisdictional demand-response efforts. Through an interagency agreement, east county jurisdictions created a shared model for intercity dial-a-ride and ADA paratransit trips, allowing riders to travel across city boundaries with greater continuity while preserving local participation.

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

Camarillo pursued direct ADA and senior dial-a-ride service to east county destinations rather than fully participating in ECTA cost sharing, reducing transfers while maintaining local control. Camarillo and GCTD also coordinated service procedures to support more seamless regional trips for eligible riders.

Implementation of RideCo for Demand-Response Services:

Building on TIES, VCTC and local operators began implementing RideCo as a shared scheduling and dispatch platform to support same-day scheduling, better vehicle use, and more consistent data across agencies.

Policy Alignment Driven by RideCo Implementation and Operator Experience:

RideCo implementation has also helped operators identify and address policy differences affecting riders and operations, including scheduling, pick-up windows, no-shows, cancellations, dwell time, reservations, and transfers. This coordination has supported incremental policy alignment and greater consistency across agencies.

DISCUSSION:

Since receiving operator comments in July and August 2025, staff have worked with consultants AMMA and Fehr & Peers, briefed Commissioners, and met with operator staff to identify areas of alignment, near-term implementation opportunities, and actions that would most improve the rider experience.

Based on operator feedback, the report now phases in improvements, beginning with customer-facing changes that can be implemented within the existing operator and agency structure. The attached Demand-Response Customer Experience Plan is the first component of the broader DRIP and focuses on near-term actions.

Staff presented the draft Customer Experience Plan to the Commission on May 1, 2026, incorporated operator feedback, and distributed the Integration Concept Plan Report to operators on May 6, 2026, with comments anticipated in early June.

Demand-Response Customer Experience Plan

The Demand-Response Customer Experience Plan outlines a phased countywide strategy to improve dial-a-ride, ADA paratransit, and on-demand service while preserving local operations and maintaining ADA and FTA compliance. It focuses on practical, low-risk improvements that build on existing coordination, including RideCo and a unified ADA eligibility approach.

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 an independent Client Representative to help coordinate implementation, support TRANSCOM, and track performance. These actions are intended to improve rider clarity, accessibility, and regional trip-making while informing future decisions about deeper integration.

After these customer-facing improvements have been in place for one year, VCTC and the operators will reassess whether additional integration is needed. Each action will also be evaluated using applicable performance measures.

Demand-Response Integration Concept Report

The Demand-Response Integration Concept Report outlines a framework for improving rider experience, operational efficiency, and long-term financial sustainability across Ventura County's demand-response programs. Building on prior Commission direction, it summarizes existing conditions, key challenges, and how phased coordination, shared technology, and more consistent service standards could address them.

The report does not recommend immediate consolidation. Instead, it outlines incremental, voluntary steps to improve regional coordination, including:

- Call center consolidation
- Standardized service policies

- Unified trip-scheduling platform
- Equitable cost-allocation models.

It also reviews modeled integration scenarios, potential efficiency gains, and governance and funding considerations to inform future Commission direction. Together, the report identifies near-term opportunities and future decision points if broader integration is pursued.

Next Steps

The Customer Experience Plan identifies the short- and medium-term actions that would be implemented if approved by the Commission and supported by operators, while the Concept Report documents future integration options and a roadmap for deeper coordination if pursued. If adopted, the DRIP will guide improvements to customer experience and paratransit operations countywide.

Staff plans to bring both the draft CEP and Integration Concept Plan Report to 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



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Item 7

June 10, 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 May ADA Paratransit Certification Services Reports from MMP for review at this TRANSCOM meeting.

May 2026								
		May	April	Mar.	Feb.	Jan.	Dec	
Call Center	Inbound ADA Calls	282	404	469	328	343	320	RideCo launched August 1, 2025
	Outbound ADA calls	176	285	168	111	156	118	
	Average hold time (in seconds)	0.00	0.60	1.06	0.44	0.54	0.23	
	Outbound Area Transmittals	2	3	4	5	1	3	
	Inbound Area Transmittals	13	11	14	9	13	25	
Applications Received	Recertification	65	70	77	38	67	42	Riders requesting service outside of Ventura County
	New Applications	49	51	58	48	38	29	Riders requesting service into Ventura County
Applications Received by Service Area	Camarillo Area	11	12	14	5	9	5	Applications by Language
	Gold Coast Area	51	59	54	44	46	35	
	Valley Express Area	2	3	4	3	5	3	
	Moorpark Area	9	1	2	2	5	1	
	Simi Valley Area	15	24	26	20	15	11	
	Thousand Oaks	26	22	33	12	25	16	
	Out of County	0	0	2	0	0	0	
Completed Determinations by Evaluation Type	In-Person Interviews with Physical Assessment	0	2	2	1	0	2	Evaluations by Age and Determination Type
	In-Person Interviews with Cognitive	6	7	7	0	4	1	
	Special Circumstance (no Interview)	24	33	41	25	25	24	
	Over 85+ (no interview)	6	7	4	1	3	6	
	Interviews: Phone: 11, In-Person with no assessment: 1	12	17	7	12	6	11	
	In-Person interviews with Physical/Cognitive Ass.	0	1	0	0	0	0	
	Recertifications	58	53	62	34	60	30	
	Completed Determinations	106	120	123	73	98	75	
Cost per Determination	\$220.30	\$194.60	\$189.85	\$319.89	\$238.29	\$321.17		
Delays in Processing (Cumulative)	Due to Incomplete application by client	6	7	5	3	2	2	In-person Interviews by Eligibility and Assessment Type
	Pending Professional Evaluation (PE)	6	6	11	6	8	8	
	Applications that failed to meet 21 day rule	0	0	0	0	0	0	
	Applicants awaiting interviews	8	9	5	0	5	5	
Assessments	Assessment Categories	Total						
	Physical Assessment	0						
	Cognitive Assessment	6						
	Combination of Physical & Cognitive Assessment	0						
	Interview only with No Assessment (In-person)	1						
	No Shows for Interview (In-Person)	2						
	Total In-Person Interviews that were Cancelled	2						
Determinations by Eligibility Type							Total	%
Unconditional (including S.C., Over 85+ , Phone interviews)							100	94%
Conditional							2	2%
Temporary							4	4%
Denial							0	0%
Short Term (including Emergency)							0	0%