



**VENTURA COUNTY TRANSPORTATION COMMISSION
Transit Operators Advisory Committee (TRANSCOM)
VCTC Large Conference Room
751 East Daily Drive, Suite 420, Camarillo, CA
Wednesday, July 8, 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 FY 2026/27 STATE OF GOOD REPAIR PROGRAM-PROJECT SUBMITTALS

Recommended Action:

- Information and discussion.

Responsible Staff: Heather Miller, Program Manager

ITEM 7 DRAFT DEMAND-RESPONSE INTEGRATION PLAN (DRIP)

Recommended Action:

- Approve the draft Customer Experience Plan (CEP).
- Receive and file the draft Integration Concept Plan (ICP) and direct staff, following implementation of the CEP recommendations, to return to TRANSCOM and the Commission to assess progress

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.

and determine whether additional integration strategies identified in the ICP should be considered for future implementation.

- Approve the following Commission board agenda item recommendation language:
 - Approve the Customer Experience Plan (CEP).
 - Authorize the Executive Director to release a Request for Proposals (RFP) for an Implementation Support Consultant to assist with advancing CEP recommendations, with the scope of work to be developed in coordination with TRANSCOM.
 - Receive and file the Integration Concept Plan (ICP) and direct staff, following implementation of the CEP recommendations, to return to TRANSCOM and the Commission to assess progress and determine whether additional strategies identified in the ICP should be considered for future implementation.

Responsible Staff: Claire Grasty, Director of Public Transit and Aubrey Smith, Program Manager-Regional Transit Planning

ITEM 8 ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

Recommended Action:

- Receive and file.

Responsible Staff: Dolores Lopez, Regional Transit Planner

ITEM 9 FUTURE AGENDA ITEMS

- Fare Agreements

Responsible Staff: Claire Grasty, Director of Public Transit

ITEM 10 ADJOURN TO WEDNESDAY, SEPTEMBER 9, 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, June 10, 2026
1:30 p.m.**

MEETING MINUTES

MEMBERS PRESENT: Austin Novstrup, GCTD (Vice Chair)
Cynthia Duque, GCTD
Lydia Salas, City of Camarillo
Michelle Woomer, City of Moorpark
Ben Gonzales, City of Simi Valley
Tyler Nestved, City of Thousand Oaks
Matt Miller, VCTC Intercity

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

EX OFFICIO ABSENT: VC Air Pollution Control District
CSU Channel Islands

VCTC STAFF PRESENT: Martin Erickson, Executive Director
Claire Grasty, Director of Public Transit
Darrin Pescka, 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 1:31 p.m.

2. INTRODUCTIONS & ANNOUNCEMENTS

Lydia Salas announced that Camarillo successfully submitted two grant applications for TIRCP Cycle 8, one for bus expansion and the other for an electric bus station.

Ben Gonzales announced that Simi Valley is finalizing inspection of six electric fixed route buses, transit center will go to planning commission soon and then will go out to bid for final designs from TIRCP grant.

Martin Erickson informed the Committee that the VCTC budget was passed.

Darrin Peschka announced that the Commission approved a new three-year contract with Celtis, with extension options. VCTC is preparing for the new fiscal year and plans to incorporate related work through this group, including the Transit Outreach Subcommittee, to discuss challenges and identify ways to make the transit environment easier for riders to navigate. A survey will be sent to task force members soon to gather additional information.

3. PUBLIC COMMENT - None

4. AGENDA ADJUSTMENTS - None

5. MEETING MINUTES - The committee received the May 13, 2026, meeting minutes.

6. DRAFT DEMAND-RESPONSE INTEGRATION PLAN (DRIP)

Aubrey Smith thanked operators for taking the time to review and comment on the draft Demand Response Integration Plan (DRIP) and noted that some revisions were made and are included in the PowerPoint. Aubrey discussed the DRIP noting that there are two components, the Customer Experience Plan (CEP) and Integration Concept Plan (ICP). He reviewed key considerations, proposed timelines and the proposed language on the PowerPoint noting that the client rep scope will need to be developed and structured via Transcom. Aubrey requested discussion from operators to give feedback to refine the plan and clarify the language for the commission.

Operators expressed support for a single call center number, and commented on the cost of integration, the need for financial analysis, potential cost savings and efficiencies, the cost and risks of a pilot program, long-term funding, and the proposed client representative role.

VCTC staff confirmed the request of TRANSCOM is to approve the CEP and receive and file of the ICP which are separated to address operator concerns related to full integration while advancing passenger-facing goals and being responsive to Commission direction. The ICP is going to Commission as a draft in July and as a receive and file item in July.

ACTION:

Motion by Austin Novstrup, seconded by Tyler Nestved, to bring the final draft of the Customer Experience Plan (CEP), with feedback incorporated, back to TRANSCOM before approval.

Motion approved unanimously.

ACTION:

Motion by Austin Novstrup, seconded by Ben Gonzales, to finalize the Integration Concept Plan (ICP) and provide TRANSCOM an opportunity to review prior to approval.

Motion approved unanimously.

ACTION:

Motion by Tyler Nestved, seconded by Lydia Salas, to defer approval of the Commission language to July, after receiving the final draft of the Customer Experience Plan (CEP) and Integration Concept Plan (ICP).

Motion approved unanimously.

7. ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

Dolores Lopez provided the monthly ADA Certification Services Program report.

8. FUTURE AGENDA ITEMS

- DRIP
- Fare Agreements
- 5310 Call for Projects
- Review of formula funds

9. ADJOURNED AT 3:04 P.M.

Next scheduled meeting is Wednesday, July 8, 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

July 8, 2026

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

FROM: HEATHER MILLER, PROGRAM MANAGER

SUBJECT: FY 2026/27 STATE OF GOOD REPAIR PROGRAM – PROJECT SUBMITTALS

RECOMMENDATION:

- Information and Discussion

BACKGROUND:

The State of Good Repair (SGR) Program is a noncompetitive, formula-based program included under The Road Repair and Accountability Act of 2017, Senate Bill (SB) 1. Funds are deposited into the State Transit Assistance (STA) account and then distributed to regional transportation agencies using the STA Program formula, with half of the SGR funds being allocated according to population (PUC 99313) and half of the SGR funds allocated according to transit operator revenues (PUC 99314). The goal of the SGR Program is to provide funding for capital assistance in rehabilitating, modernizing, and maintaining the state's existing local transit systems in a state of good repair.

A preliminary estimate of funding allocations for the FY 2026/27 SGR program was released by the State Controller's Office on January 31, 2026. The following table provides the fund estimates for Transit Operators in Ventura County:

A final estimate of available allocations is anticipated to be released in August 2026. In the past, the August estimate has not varied significantly from the January estimate, therefore VCTC is providing the January estimate as the funding basis for the planning of potential projects. Transit operators will be notified of the August estimate should it vary from the January estimate as soon as those amounts are available.

Table 1. State of Good Repair January Fund Estimates for FY 2026/2027

Agency	SGR PUC 99314 Fund Estimate	SGR PUC 99313 Fund Estimate
City of Camarillo	\$ 9,274	
Gold Coast Transit District	\$ 52,756	
City of Moorpark	\$ 3,704	
City of Simi Valley	\$ 14,415	
City of Thousand Oaks	\$ 5,232	
SCRRA (Metrolink)	\$ 156,769	
Ventura County Transportation Commission		\$ 1,476,640
Total	\$ 242,150	\$ 1,476,640
TOTAL (99314 & 99313)		\$ 1,718,790

INFORMATION AND DISCUSSION

The SGR Program is a transit capital program that maintains the public transit system in a state of good repair. The program encourages eligible recipients to promote “fix-it-first” transit capital projects that reduce greenhouse gases and help achieve the state’s environmental goals.

Each fiscal year, regional entities (RTPAs), working in conjunction with their local transit operators, are required to compile and forward to Caltrans a list of projects proposed to be funded with the year’s apportionment of SGR funds. VCTC, as the designated regional entity, is required to review the proposed projects to ensure they meet the SGR eligibility criteria and to then submit a VCTC Board Resolution to Caltrans that includes all Ventura County projects. Projects’ eligibility criteria include:

- whether the project has been approved by the Transit Operator’s board and/or the project is included in an adopted document such as the short-range transit plan;
- whether the project is appropriate for the overall transit plan designed for the region; and
- whether the total estimated amount of SGR funds to be made available to the transit operator agrees with the August estimate letter issued by the California State Controller’s Office.

The SGR Resolution listing all of Ventura County’s FY 2026/27 SGR projects is scheduled for approval at the September Commission meeting. In order for adequate review of projects prior to Commission approval, VCTC is requesting **Transit Operators submit their project lists to VCTC by Friday, August 14, 2026**. Project submittals must include:

- Project scope and description (include asset type);
- Project overall funding plan;
- Project schedule; and
- Estimated useful life of the project (asset).

Agencies must submit a signed cover letter on the agency’s letterhead to VCTC indicating that the project has been approved by the Transit Operator’s board and/or

that the project is included in an adopted document such as the short-range transit plan (include a link to the publication). According to SGR guidelines, previously submitted projects are eligible to receive additional SGR funds with a four-year allowable accrual of funds. Recipients must begin expending funds by the fourth year and fully expend the funds within the following four years.

Following Commission approval, VCTC staff will submit the SGR Resolution to Caltrans. Caltrans will provide the State Controller's Office with a list of eligible recipients and funding amounts. VCTC will receive the funds from the State Controller's Office and distribute to the Transit Operators on a quarterly basis beginning in November 2026. **Transit Operators are required to enter their approved projects into the CalSMART database by September 1** and thereafter track project expenditures and submit project progress/expenditure reports annually.



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Item #7

July 8, 2026

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: AUBREY SMITH, PROGRAM MANAGER – REGIONAL TRANSIT PLANNING
CLAIRE GRASTY, DIRECTOR OF PUBLIC TRANSIT
SUBJECT: DRAFT DEMAND-RESPONSE INTEGRATION PLAN (DRIP)

RECOMMENDATION:

- Approve the draft Customer Experience Plan (CEP).
- Receive and file the draft Integration Concept Plan (ICP) and direct staff, following implementation of the CEP recommendations, to return to TRANSCOM and the Commission to assess progress and determine whether additional integration strategies identified in the ICP should be considered for future implementation.
- Approve the following Commission board agenda item recommendation language:
 - Approve the Customer Experience Plan (CEP)
 - Authorize the Executive Director to release a Request for Proposals (RFP) for an Implementation Support Consultant to assist with advancing CEP recommendations, with the scope of work to be developed in coordination with TRANSCOM.
 - Receive and file the Integration Concept Plan (ICP) and direct staff, following implementation of the CEP recommendations, to return to

TRANSCOM and the Commission to assess progress and determine whether additional strategies identified in the ICP should be considered for future implementation.

BACKGROUND:

Over the past several years, the Ventura County Transportation Commission (VCTC), local transit operators, and partner agencies have advanced efforts to improve transit service delivery, efficiency, and coordination. The 2023 Transit Integration and Efficiency Study (TIES), developed at the direction of the Commission, identified opportunities to strengthen regional coordination, improve the rider experience, and manage long-term operating costs.

TIES reviewed fixed-route and demand-response services, governance, operations, fares, and customer service policies across Ventura County's transit systems. Its findings included opportunities for enhanced coordination, potential service and governance consolidation, and improved sustainability of ADA paratransit and dial-a-ride services.

As a parallel effort to the Ventura County Short Range Transit Plan, and at the direction of the Commission, VCTC initiated the Demand Response Integration Plan (DRIP) to explore how local providers can make ADA paratransit service more seamless, efficient, and cost-effective. Because each operator manages its own system, countywide travel can be challenging, particularly for trips crossing city or service boundaries. The DRIP examines how greater coordination 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 comprised of two documents, the Customer Experience Plan (CEP) that focuses on near-term, customer-facing actions and the Integration Concept Plan (ICP) is provided as a high-level reference document to support future discussion if the operators and the Commission elect to consider additional integration. The overall DRIP is intended to provide a foundation for decision-makers and local operators to consider how best to move 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, establishing a shared model for intercity dial-a-ride and ADA paratransit trips across east county jurisdictions. With the City of Thousand Oaks serving as fiscal agent

and operator, ECTA has advanced coordinated service delivery while preserving local participation.

Premium Direct Connect Service to Camarillo-Gold Coast Service

Gold Coast Transit District (GCTD) and Camarillo Area Transit (CAT) offer Premium Direct Connect Service that allows eligible passengers to bypass transfers, eliminating wait times and vehicle-switching anxiety for a flat \$8.00 one-way premium fare.

Implementation of RideCo and Policy Alignment for Demand-Response Services:

VCTC and almost all local operators have implemented RideCo, a shared scheduling and dispatch platform intended to support same-day scheduling, improve vehicle utilization, strengthen data consistency, and identify policy issues affecting riders and operations. Through operator working meetings and implementation calls, agencies have addressed issues such as scheduling, pick-up times, no-shows, reservations, dwell time, and transfer coordination, helping advance incremental policy alignment and more consistent shared standards.

DISCUSSION:

After hearing transit operator feedback, staff refined the draft DRIP to recommend a phased approach to implementation and broke separated the DRIP into the two documents, the CEP and ICP. Ultimately, staff will seek approval of the CEP to move forward to advance passenger facing demand-response priorities, with the ICP being a receive and file document providing information and to be used in the future if so chosen by the Commission and the transit operators.

This approach prioritizes near-term, passenger-facing improvements that can be advanced within the existing operator and agency structure, without transitioning to a single paratransit agency. All recommendations rely on increased coordination and there are no recommendations of integration or changes to governance.

Both the Draft CEP and ICP have been updated to reflect feedback received at the TRANSCOM meetings held over the past several months. Revisions focused on softening language related to integration to better reflect a collaborative, multi-agency approach, while incorporating more neutral framing throughout. Additional clarifications were made to address areas of confusion, and select sections were restructured to improve overall flow and readability. This draft represents a good-faith effort to incorporate stakeholder input.

Customer Experience Plan

The Demand-Response CEP outlines a collaborative, incremental countywide strategy to improve customer experience across dial-a-ride, ADA paratransit, and on-demand services while preserving local operations and maintaining ADA and FTA compliance.

Building on coordination among VCTC and local operators, the Plan focuses on near-term, low-risk improvements. Key recommended action items include the following:

- Countywide ADA Eligibility Certification (already in place)
- Dynamic Scheduling (already in place)
- One Mobile Application
- One Phone Number
- Service Branding
- Uniform policy and policy alignment
- Regional Service Model Evaluation (One-Pilot Seat rides throughout the county)

The Plan also recommends procuring a Client Representative (Implementation Support Consultant) to support implementation from a neutral, third-party perspective. Drawing on experience helping other transit agencies advance similar initiatives, this role would facilitate coordination among VCTC and local operators; support informed discussion and decision-making; and help minimize staff workload at each agency by managing implementation support, follow-up, and performance tracking. Collectively, these actions are intended to improve rider clarity and accessibility, support reducing barriers to regional trip making, and provide data to inform future decisions.

Demand-Response Integration Concept Plan

The ICP is provided as a high-level reference document to support future discussion if the operators and the Commission elect to consider additional integration. 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 potential concepts that could support greater coordination over time. The ICP does not require or direct any specific action, but instead serves as a reference to help inform future conversations and decision-making should additional integration be pursued.

The ICP does not recommend immediate consolidation or any required transition to a single agency, but instead describes incremental, voluntary steps that could be considered to support regional coordination, including:

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

The ICP also evaluates integration scenarios modeled through RideCo and identifies potential efficiency gains, while recognizing that this analysis reflects a point-in-time snapshot of current operating conditions and is subject to limitations. Because service conditions, costs, policies, and operating assumptions change over time, additional

detailed analysis would be needed if TRANSCOM and the Commission elect to revisit further integration in the future. The ICP also provides governance and funding considerations to help inform any future discussion of additional integration.

While the customer-facing items outlined in the CEP are the near- and medium-term actions that could be implemented if approved by the Commission and agreed to by the operators, the ICP serves as a complementary reference document. It responds to the Commission's direction to study demand-response integration and provides high-level information that may help inform future discussion should additional integration be considered.

Next Steps

VCTC and the operators would not reevaluate the potential for additional integration until all recommended action items contained in the CEP were fully implemented and in effect for at least one year. During that period, each action item would be evaluated using applicable performance metrics. Following that one-year implementation period, VCTC and the operators would assess whether the passenger-facing improvements are sufficient or whether additional integration should be considered. Any recommendation to advance beyond these initial actions would first be brought to TRANSCOM for review and would require subsequent approval by the VCTC Commission.

Staff will refine the document based on any additional feedback received and prepare the final Plan for Commission consideration at its September meeting. Staff intend to seek Commission approval of the CEP only. The ICP would be submitted as a receive-and-file-only item and would not commit VCTC or the local operators to implement the ICP. If approved, the DRIP will serve as a guiding document for improving customer experience and paratransit operations throughout the County.

Attachments:

Attachment A – Draft Demand-Response – Customer Experience Plan

Attachment B – Draft Demand-Response – Integration Concept Report



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Item 8

July 8, 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 June ADA Paratransit Certification Services Reports from MMP for review at this TRANSCOM meeting.