



TRANSIT OPERATORS ADA ADHOC COMMITTEE MEETING

**Monday, December 12, 2016, 10:30 a.m.
Ventura County Transportation Commission
950 County Square Drive, Ventura, CA
Conference Room**

MEETING MINUTES

MEMBERS PRESENT: Shaun Kroes, City of Moorpark
Robin Walker, City of Simi Valley
Margaret Heath, Gold Coast Transit District
Tyler Nestved, City of Camarillo
Tricia Avila, Mobility Management Partners
Treena Gonzales, County of Ventura

MEMBERS ABSENT: City of Thousand Oaks

VCTC STAFF PRESENT: Martin Erickson, Intercity Bus
Aaron Bonfilio, Valley Express
Peter De Haan, Programming Director

- ITEM 1 CALL TO ORDER**
Mr. De Haan called the meeting to order at 10:31 a.m.
- ITEM 2 INTRODUCTIONS & ANNOUNCEMENT**
- ITEM 3 PUBLIC COMMENTS**
None.
- ITEM 4 AGENDA ADJUSTMENTS**
None.

ITEM 5 MONTHLY ADA CERTIFICATION REPORT AND UPDATE

Ms. Avila, Mobility Management Partners, said that the number of monthly certifications has been lower than usual but is typical for November, December, and January. She said that numbers for incomplete applications are steady despite staff efforts to provide assistance the applicants. She said that applications that are pending professional evaluation on the applicants end are steady as well. She said that there were two denials in the previous month.

DISCUSSION

Mr. Kroes, City of Moorpark, asked if there has been an increase or decrease since the application has been updated to allow for referrals from a health professional versus a physician.

Ms. Gonzalez, County of Ventura, asked if low numbers for the Spanish population is the status quo and if the Spanish language population is targeted.

Ms. Heath, Gold Coast Transit District, recommended that Ms. Avila to share the Standard Operating Procedures with new Committee members and suggested that another category be added to the report in order to catch the applications that are incomplete. She also suggested that applicants be required to apply using only the new application to support a consistent application process.

Mr. De Haan, VCTC, stated that Mobility Management Partners' most recent contract began in July 2015. The previous contract had presumed that applicants would meet with staff in person regardless of whether or not it was necessary. The new contract has moved away from in-person meetings.

Mr. Bonfilio asked if there's a trend between in-person applications related to the location of the applicant and the interview site, which will be answered at a future meeting.

The Committee discussed the current assessment location for Camarillo, Thousand Oaks, and Moorpark applicants and the need to secure an assessment location for applicants living in the Heritage Valley.

The Committee discussed the use of the word "denied" when an application is inactive. She said that if an applicant cannot fill out an application on their own, MMP will fill it out for the application over the phone but a wet signature is required.

Ms. Avila responded that the number of applications has not changed now that health professionals can make referrals but it has reduced the time necessary to process an application. She also responded that the ADA option is not marketed to anyone as was previously agreed upon by the transit operators. She stated that she would like to update the report with a larger font and include data that the transit operators felt was useful.

Ms. Avila discussed the recertification process and the photo process. She stated that applicants that were not in the system still required a photo and needed to meet with staff to have a photo taken. She said that some applicants do not have a health professional to certify their disability and can provide historical medical records as back-up to their application. She said that there was 6-week wait time for applicants to get interviewed but this time was reduced once recertifications

were no longer required to be interviewed. She discussed the challenges related to the new and old applications since various agencies are still providing old applications and applicants are not being asked to resubmit a new application. She said that in the interest of streamlining the recertification process, MMP would like to allow for an off-line one-page recertification application, which the Committee supported.

ITEM 6 PROPOSED METHODS FOR FULL FUNCTIONAL EVALUATIONS

The Committee discussed scaling down the evaluations in order to provide a consistent evaluation process throughout the county. The Committee agreed to evaluate the applicants on a timed walk for crossing streets and a minimum distance to walk, and to remove the assessment related to staircases since buses can use their wheelchair lifts to assist those that cannot climb stairs.

Ms. Heath requested data related to inaccessible bus stops so that transit operators could determine which bus stops require improvements.

Mr. Bonfilio said that he would speak to the Cities of Fillmore and Santa Paul to secure an interview location in the Heritage Valley.

ITEM 7 FUTURE AGENDA ITEMS

ITEM 8 SCHEDULE NEXT MEETING

The Committee agreed to meet again in mid-January 2017.

ITEM 9 ADJOURNMENT

The meeting was adjourned at 11:56 a.m.