



AGENDA

TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

AND

JOINT MEETING REGARDING ITEM #5

WITH THE

**VCTC HUMAN SERVICE AND TRANSPORTATION SERVICE COORDINATION
AD HOC COMMITTEE**

Thursday, December 11, 2014, 1:30 P.M.

**Camarillo City Hall, Administrative Conference Room
601 Carmen Drive, Camarillo, CA**

- | | |
|----------------|--|
| Item #1 | CALL TO ORDER |
| Item #2 | INTRODUCTIONS AND ANNOUNCEMENTS |
| Item #3 | PUBLIC COMMENTS |
| Item #4 | NOVEMBER 6, 2014 MEETING MINUTES – PG. 3 <ul style="list-style-type: none">• Approve the November 6, 2014 meeting minutes. |
| Item #5 | PROGRAM OF PROJECTS FOR FTA SECTION 5307 (JOBS ACCESS AND REVERSE COMMUTE) AND SECTION 5310 – PG. 6 <ul style="list-style-type: none">• Adopt the list of JARC and Section 5310 projects and Program of Projects. |
| Item #6 | REVIEW OF COUNTYWIDE TRANSIT MARKETING AND RIDESHARING PROGRAMS – PG. 10 <ul style="list-style-type: none">• Receive and file information on Countywide Transit Marketing and Ridesharing Programs. |
| Item #7 | DRAFT GUIDELINES FOR FEDERAL AMERICANS WITH DISABILITIES ACT (ADA) TRANSIT COMPLIANCE – PG. 16 <ul style="list-style-type: none">• Discuss draft Federal Transit Administration ADA circular. |
| Item #8 | ADA CERTIFICATION AND MILEAGE REIMBURSEMENT PROGRAM UPDATE – PG. 18 <ul style="list-style-type: none">• Receive and file the monthly ADA Certification Services Reports and Mileage Reimbursement Program update. |

Item #9

THE FUTURE OF THE GOVENTURA SMARTCARD – PG. 20

- Discussion regarding the future of the GoVentura Smartcard.

Item #10

ADJOURNMENT

**MINUTES OF THE
VENTURA COUNTY TRANSPORTATION COMMISSION (VCTC)
TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)**

November 6, 2014

Item #1 Call to Order

Acting Chairperson David Fleisch of Ventura County (alternate) called the meeting to order at 1:32 p.m. The following people were present (an asterisk represents voting Member Agencies):

Roc Pulido	Camarillo*	Claire Johnson-Winegar	Gold Coast Transit District*
Shaun Kroes	Moorpark*	Margaret Heath	Gold Coast Transit District
Jason Lott	Port Hueneme*	Cesar Hernandez	Santa Paula*
Chris Latham	Simi Valley	John Webster	Simi Valley*
Alex Portier	Thousand Oaks	Mike Houser	Thousand Oaks*
Ben Cacatian	VCAPQD (ex-officio)*	David Fleisch	Ventura County*
Mike Culver	MMP, Inc.	Nicole Cavalino	MMP, Inc.
Aaron Bonfilio	VCTC	Amy Ahdi	VCTC
Kara Elam	VCTC	Peter De Haan	VCTC
Vic Kamhi	VCTC	Treena Gonzalez	VCTC

Item #2 Introductions and Announcements

Mike Houser of Thousand Oaks introduced Alex Portier, Transit Planner for the City of Thousand Oaks. Vic Kamhi of VCTC mentioned the recently published Federal circular proposing Disadvantaged Business Enterprises (DBE) guidance. Claire Johnson-Winegar of Gold Coast Transit District said their Short Range Transit Plan survey is online and they have applied for a bus stop improvement plan funding through Caltrans' Sustainable Community grant. Shaun Kroes of Moorpark mentioned bids for their CNG bus procurement have been received and are under review. Peter De Haan of VCTC noted that voters in Alameda and Monterey Counties approved sales tax measures for transit. Aaron Bonfilio of VCTC mentioned the upcoming Passenger Assistance Safety and Sensitivity (PASS) training and handed out brief description of the program.

Item #3 Public Comments

No public comments were made.

Item #4 October 9, 2014 Meeting Minutes - Action

Mike Houser made a motion to approve the October 9, 2014 meeting minutes. The motion was seconded by Shaun Kroes. A voice vote was taken and passed, with only Acting Chairperson David Fleisch abstaining.

Item #5 2015 Meeting Schedule – Action

Mike Houser made a motion to approve the 2015 TRANSCOM meeting schedule. The motion was seconded by Claire Johnson-Winegar and passed unanimously.

Item #6 Medi-cal Reimbursement Presentation – Receive and File

Margaret Heath provided an oral presentation of Medi-cal reimbursement processes, including information on Non-Emergency Non-Medical Transportation (NENMT) situations listed under Activity D within the Medi-cal Administrative Activities (MAA) program and on the Local Government Authority (LGA) the Operator seeks reimbursement through.

Item #7 CMAQ Mini Call-For-Projects Task Force Representative – Action

Mike Houser made a motion to nominate Shaun Kroes as the second TRANSCOM member to sit on the CMAQ Mini-Call Task Force. The motion was seconded by Claire Johnson-Winegar and passed unanimously.

Item #8 ADA Certification RFP – Discussion

Peter De Haan presented this item. Discussion was had on the upcoming Request for Proposals (RFP) for ADA Certification Services. Staff invited TRANSCOM members to a meeting held at VCTC to discuss the RFP. Staff hopes to present the RFP to the Commission at its December meeting.

Item #9 Short Range Transit Plan Update: Draft Vehicle Replacement Needs – Receive and File

Vic Kamhi presented this item; no action was required or requested of TRANSCOM. Discussion was had on the Draft Vehicle Replacement Schedule. Staff will email TRANSCOM Members an editable version of the Vehicle Replacement Schedule and requested that each TRANSCOM Member provide their respective corrective requests via email to Amy Ahdi by November 14.

Item #10 Amendment to the TRANSCOM Bylaws – Action

Mike Houser made a motion to approve, for recommendation to the Commission, the amendment to the TRANSCOM Bylaws. Roc Pulido of Camarillo seconded the motion, which passed unanimously.

Item #11 ADA Certification and Mileage Reimbursement Program Update – Receive and File

Mike Culver of Mobility Management Partners, Inc. (MMP) presented this item. The July, August, September and October ADA Certifications Services Reports were distributed to the group. Nicole Cavalino of MMP provided an oral presentation of the Mileage Reimbursement Program that provides Ventura County residents ages 60 years or older a method of reimbursing a volunteer who provides them pre-approved rides.

Item #12 Adjourn

Chairperson David Fleisch of Ventura County moved to (alternate) adjourn the meeting at 3:18 p.m. A voice vote was taken and the motion passed unanimously.



TRANSCOM

DATE: Thursday, November 6, 2014

PLEASE SIGN IN:

Aaron Bonfilio
Amy Andi
Ben Cacatian
Bill Golubits
Claudia Heath Brian Yanoz
Cameron Yee
Charles Sandin
Chuck McQuary
Chris Latham
Claire Johnson-Winegar
Danny Haws
Darren Kettle
David Fleisch
Debra Solomon
Drew Lurie
Ellen Talbo
Elizabeth Amador
Fernando Castro
Gloria Sotelo
Grahame Watts
Greg Grant
Jaime Fontes
Jan Richards
Jason Lott
Jeff Hereford
Joanna Capelle
John Webster
John Quinn
Vic Kamhi
Jim Moore
Jim White
Kara Elam
Kathy Connell
Linda Wright

Aaron Bonfilio
Ben Cacatian
Bill Golubits
Claudia Heath
Danny Haws
Debra Solomon
Ellen Talbo
Elizabeth Amador
Fernando Castro
Gloria Sotelo
Grahame Watts
Greg Grant
Jaime Fontes
Jan Richards
Jason Lott
Jeff Hereford
Joanna Capelle
John Webster
John Quinn
Vic Kamhi
Jim Moore
Jim White
Kara Elam
Kathy Connell
Linda Wright

Margaret Heath
Maria Tello
Martin Erickson
Matt Gleason
Mike Calver
Mike Houser
Mike Powers
Paula Johnson
Peter De Haan
Ray Evans
Ray Porras
Rigo Landeros
Jacqui Cervantez-Roberts
James Gomez
Roc Pulido
Ron Colkins
Syed Shdab
Shaun Kroes
Stephanie Young
Steve Brown
Steve Rosenberg
Susan White
Sue Tatangelo
Tom Fox
Tom Mericle
Treena Gonzalez
Vanessa Rauschenberger
Nicole Cardozo
Alma Padiar

Margaret Heath
Maria Tello
Martin Erickson
Matt Gleason
Mike Calver
Mike Houser
Mike Powers
Paula Johnson
Peter De Haan
Ray Evans
Ray Porras
Rigo Landeros
Jacqui Cervantez-Roberts
James Gomez
Roc Pulido
Ron Colkins
Syed Shdab
Shaun Kroes
Stephanie Young
Steve Brown
Steve Rosenberg
Susan White
Sue Tatangelo
Tom Fox
Tom Mericle
Treena Gonzalez
Vanessa Rauschenberger
Nicole Cardozo
Alma Padiar



Item #5

December 11, 2014

**MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE
VCTC HUMAN SERVICE AND TRANSPORTATION SERVICE COORDINATION
AD HOC COMMITTEE**

FROM: STEPHANIE YOUNG, PROGRAM ANALYST

**SUBJECT: PROGRAM OF PROJECTS FOR FTA SECTION 5307 (JOBS ACCESS AND
REVERSE COMMUTE) AND SECTION 5310**

RECOMMENDATION:

- Adopt the attached list of JARC and Section 5310 projects (ATTACHMENT A) and Program of Projects (ATTACHMENT B).

BACKGROUND:

At the October 3, 2014 meeting, the Commission authorized a call for projects for FTA Section 5307 (Jobs Access and Reverse Commute) and Section 5310 (Seniors and Disabled) Grant funds. The following table shows the total amounts of each funding type available for FY 14/15 and FY 15/16. Section 5310 allows 10% of the apportionment for administration, and this amount has been subtracted from the 5310 amounts below.

	<u>FTA 5307 JARC</u>	<u>FTA 5310</u>
Oxnard/Ventura	\$220,500	\$493,364
FY 13/14 Carryover	\$0	\$153,963
TOTAL	\$220,500	\$647,327
T.O./Moorpark	\$129,500	\$289,424
FY 13/14 Carryover	\$0	\$147,809
TOTAL	\$129,500	\$437,233

VCTC received applications totaling \$1,156,755 for the large urban areas. Based on the estimates above, there is sufficient funding for all of these projects. A listing of project applications received can be found in ATTACHMENT A. The attachment also shows the staff recommendation for project funding. The Program of Projects for FY 2014/15 can be found in ATTACHMENT B.

At the June 6, 2014 meeting, the VCTC set aside a portion of FTA 5307 funds for Jobs Access and Reverse Commute purposes administered by social service agencies only. The City of Thousand Oaks applied for \$25,000 of these funds for the Summer Beach Bus project. Because there is sufficient funding in the Thousand Oaks urbanized area, staff is recommending approval of this project. There was also enough 5310 in both large urban areas to allow project sponsors to provide a reduced funding match if they requested it in their application.

As the Committee will note, there is a \$180,000 unused balance of the funds set aside for JARC, so these funds will be returned to the general 5307 apportionments.

Ventura Transit Systems (VTS) applied for \$220,000 for the purchase of six accessible taxicabs to provide transportation when dial-a-ride and fixed route transportation is unavailable. VTS received funding for a similar project in a previous call for projects. Staff is recommending approval of this project contingent on VTS providing more information on the use of their previous 5310-purchased vehicles.

Caltrans is currently conducting a call for projects for small urban Section 5310 projects with applications due to VCTC on December 1st. VCTC received the Conejo Valley Senior Concerns Transportation Project application on this deadline. It will be scored by staff and forwarded to Caltrans to compete in the statewide small urban call for projects. Staff will bring this project back to TRANSCOM for approval of project scores.

ATTACHMENT A

Recommendations by Funding Source						
Agency	Project Description	FY 14/15			FY 15/16	
		5310 Large Urban	Urban (Caltrans)	JARC	5310 Large Urban	JARC
Ventura Transit Systems	Purchase Six Accessible Taxicabs	\$ 220,000				
Thousand Oaks and Moorpark	Senior DAR Intercity between TO and Moorpark				\$ 40,000	
Thousand Oaks	Free Rides for Senior DAR and ADA Cardholders	\$ 20,000				
Thousand Oaks and Moorpark	Group Travel Training				\$ 10,000	
Conejo Valley Senior Concerns	Simi Valley Senior Transportation		\$ 11,114			
VC Area Agency on Aging	MediRide (2 years)	\$ 144,710			\$ 144,710	
Mobility Management Partners	VenCAR Travel Training and Mileage Reimbursement				\$ 407,335	
Ventura County Human Services Agency	RAIN Work Reliability Transportation (2 years)			\$ 60,000		\$ 60,000
Thousand Oaks	Summer Beach Bus			\$ 25,000		
CalVans	Vanpool Operating Assistance			\$ 25,000		
		\$ 384,710	\$ 11,114	\$ 110,000	\$ 602,045	\$ 60,000

Program of Projects						
The Ventura County Transportation Commission (VCTC) will hold a public hearing on the Program of Projects (POP) for the Oxnard and Thousand Oaks Urbanized Areas (UAs) for projects to be funded with Federal Transit Administration Enhanced Mobility for Seniors and Individuals with Disabilities (5310) and Jobs Access Reverse Commute (JARC) funds in the 2014/15 Fiscal Year (FY 2015). The funds available in FY 2015 for 5310 are estimated to be \$428,054 for the Oxnard UA and \$308,600 for the Thousand Oaks UA. The JARC funds available in FY 2015 are estimated to be \$220,500 in the Oxnard UA and \$129,500 in the Thousand Oaks UA. The estimates are based on anticipated FY 2015 funds and prior year carry-over funds. The public hearing will be held at 9:00 a.m. on Friday, January 9, 2015, in the Camarillo City Council Chamber, 601 Carmen Drive, in Camarillo. The POP is available for public inspection at 950 County Square Drive, Suite 207, Ventura, CA 93003. Unless a subsequent notice is published, this project list will become the final Program of Projects for inclusion in the Southern California Association of Governments Regional Transportation Improvement Program.						
FY 2014/15 Section 5310/JARC Program of Projects						
					Total Cost	Federal Share Local Share & Other
OXNARD/VENTURA URBANIZED AREA						
Enhanced Mobility for Seniors and Individuals with Disabilities						
<u>Planning Assistance</u>						
	Program Administration				\$ 27,409	\$ 27,409 \$ -
					\$ 27,409	\$ 27,409 \$ -
<u>Operating Assistance</u>						
	County Area Agency on Aging Mediride				\$ 150,206	\$ 99,266 \$ 50,940
					\$ 150,206	\$ 99,266 \$ 50,940
<u>Capital Assistance</u>						
	Ventura Transit Systems Accessible Taxicabs				\$ 173,880	\$ 138,600 \$ 35,280
	Mobility Management Partners Carry-over				\$ 35,000	\$ 35,000 \$ -
	From Previous POP				\$ 208,880	\$ 173,600 \$ 35,280
					\$ 386,495	\$ 300,275 \$ 86,220
	Total Enhanced Mobility					
Jobs Access Reverse Commute						
<u>Operating Assistance</u>						
	CalVans Vanpool				\$ 31,500	\$ 15,750 \$ 15,750
	County Human Services Agency Work				\$ 75,600	\$ 37,800 \$ 37,800
	Reliability Transport				\$ 107,100	\$ 53,550 \$ 53,550
					\$ 107,100	\$ 53,550 \$ 53,550
	Total JARC					
THOUSAND OAKS/MOORPARK URBANIZED AREA						
Enhanced Mobility for Seniors and Individuals with Disabilities						
<u>Planning Assistance</u>						
	Program Administration				\$ 16,079	\$ 16,079 \$ -
					\$ 16,079	\$ 16,079 \$ -
<u>Operating Assistance</u>						
	County Area Agency on Aging Mediride				\$ 68,764	\$ 45,444 \$ 23,320
					\$ 68,764	\$ 45,444 \$ 23,320
<u>Capital Assistance</u>						
	Ventura Transit Systems Accessible Taxicabs				\$ 102,120	\$ 81,400 \$ 20,720
					\$ 102,120	\$ 81,400 \$ 20,720
	Total Enhanced Mobility				\$ 186,963	\$ 142,923 \$ 44,040
Jobs Access Reverse Commute						
<u>Operating Assistance</u>						
	CalVans Vanpool				\$ 18,500	\$ 9,250 \$ 9,250
	County Human Services Agency Work				\$ 44,400	\$ 22,200 \$ 22,200
	Reliability Transport				\$ 62,900	\$ 31,450 \$ 31,450
<u>Capital Assistance</u>						
	T.O. Summer Beach Bus				\$ 50,000	\$ 25,000 \$ 25,000
					\$ 50,000	\$ 25,000 \$ 25,000
	Total JARC				\$ 112,900	\$ 56,450 \$ 56,450



Item #6

December 11, 2014

**MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE
TRANSPORTATION TECHNICAL ADVISORY COMMITTEE**

FROM: PETER DE HAAN, PROGRAMMING DIRECTOR

**SUBJECT: REVIEW OF COUNTYWIDE TRANSIT MARKETING AND RIDESHARING
PROGRAMS**

RECOMMENDATION:

- Receive and file.

BACKGROUND:

For many years VCTC has managed coordinated countywide programs to market transit and provide regional ridesharing services including marketing and carpool matching. Originally, the Regional Ridesharing program was funded through the call for projects with Congestion Mitigation and Air Quality (CMAQ) funds while the Transit Marketing program was funded off-the-top of the Federal Transit Administration Section 5307 funds. In recent years to conserve Section 5307 funds the Transit Marketing was also funded with CMAQ. This year when the CMAQ call for projects guidelines were presented to TRANSCOM and TTAC, staff recommended that be taken off-the-top without a requirement for submittal of an application or project scoring, based on the many years of consistent funding for these projects as a high priority. The Committees accepted this recommendation with the direction that staff return with information on the expenditure level and effectiveness of these programs.

DISCUSSION:

Attached for the Committees' review is information on the accomplishments of the two programs. The funding has consistently been set at set at \$443,000 per year for Regional Ridesharing and \$500,000 per year for Transit Marketing. There is no local match required for either program. The following are the actual expenditures over the past two fiscal years:

	<u>FY 12/13</u>	<u>FY 13/14</u>
Regional Ridesharing Expenditures:	\$308,779	\$407,399
Transit Marketing Expenditures:	\$355,575	\$403,332

It is important to note that maintenance of the commitment to ridesharing plays an important role in Ventura County's compliance with federal transportation conformity requirements, as well as the state sustainable communities mandate and Ventura County Air Pollution Control District Rule 211.

Rideshare Program Accomplishments

Overview

In order to maintain/improve non-Single Occupant Vehicle mode share in Ventura County, VCTC offers several alternatives to drive alone commuting through the Commuter Services program. Carpool matching is available to anyone commuting in Ventura County via a shared ridematching database operated with Los Angeles and Orange County transportation commissions. Geographically the database covers worksites in those three counties and seven additional counties on the home end. Each of the three participating commissions is responsible for maintaining their portion of the data which is allocated by employer location. Carpool/vanpool matching is offered through employers as part of their compliance with local Air Quality regulations and to the general public in response to marketing/outreach efforts. Due to the July 2014 transition of database and contract administrative services from Riverside County Transportation Commission to the Los Angeles Metro, VCTC now contracts with Los Angeles Metro for delivery of rideshare matching database management services.

Employer Services promotes all aspects of Transportation Demand Management to employers in Ventura County, highlighting benefits such as reduced traffic congestion, air pollution and parking demand in addition to reducing commuting costs for their employees. Services provided include processing surveys from Ventura County employers, generating biennial Average Vehicle Ridership (AVR) reports for Ventura County Air Pollution Control District's Rule 211 compliance and producing RideGuides and RideSmart Tips for the purpose of providing commuters rideshare opportunities. The RideGuide is a voluntary user specific piece that generates personalized matching information based on three primary parameters- home location, work location and shift time. The RideGuide also provides information on the Guaranteed Ride Home program, Employee Transportation Coordinator contact information, incentives and amenities available from the employer, transit scheduling, Park & Ride lot locations and vanpool opportunities. RideGuides are available in either hardcopy or electronic formats. Electronic RideGuides, also referred to as eRideGuides, are generated for any commuter who provides a viable email address at time of registration. RideSmart Tips is a more generic piece that details the GRH program, ETC contact information and County Park & Ride lots.

The Guaranteed Ride Home program is available to any registered employee that works in the County of Ventura. GRH trips of 20 miles or less are generally done by taxi, trips over 20 miles by rental car.

Staff monitors and supports the California Vanpool Authority (CalVans) Vanpool Program by active participation as a member of the CalVans Technical Advisory Committee.

Carpooling remains the second most popular commute option in Ventura County.

Estimated Benefits

	FY 12/13	FY 13/14
Database		
Commuters on file	31,023	30,082
Commuters active for matching	6,029	5,532
Company worksites on file	337	300
Estimated Avg. Home to work distance	16.43	13.36
AVR reports generated	60	37
Matching Transactions		
Number of carpool matches attempted:		
Public (web)	1,670	1,542
Staff	1,197	817
Total carpool matches attempted	2,867	2359
Number receiving at least one match	2,126	1,734
Average age of matching record (days)	169	190
Average number of matches/RideGuide	8	10
Avg. distance home/work	14.5	18.1
RideSmart Tips generated	10,725	9,151
Incoming Call Volume	-	96
Guaranteed Ride Home Program Usage		
Rental Car Trips	35	25
Taxi Rides	34	27
Total	69	52
Estimated Program Benefits		
Reduction in Vehicles Miles of Travel	2,795,526	2,531,410
Reduction in Commuting Costs	\$1,509,331	\$1,366,866
Reduction in carbon monoxide (tons)	41.21	26.23
Reduction in volatile organic compounds (tons)	5.31	2.87
Reduction in Oxides of Nitrogen (tons)	6.28	1.93

VCTC Marketing and Community Outreach FY 2012/13 Accomplishments

Marketing and Outreach efforts in Fiscal Year 2012/2013 focused heavily on the unexpected transition in contractors for the VISTA Bus System. In Mid-June we prepared for a possible disruption in service and went to great efforts to keep passengers informed of developments as they happened. Fortunately, a contract with a local provider was signed to continue the service, however there were equipment changes, temporary loss of the GoVentura Smart Card system and wi-fi, and a host of other issues of concern to our riders.

Much of the summer was spent on communications during the transition and arrangements for temporary “fixes” until the complete restoration of the service. A 10 ride card and paper monthly pass were developed while the Smart Card system was being transferred to the new buses. Bilingual seat drops were published regularly to keep riders informed of service updates. The website was updated as news became available and in a remarkably short time all the buses had VISTA logos and GoVentura Smartcard and wi-fi were restored.

While working on the VISTA challenge we still managed to accomplish our other planned marketing activities. As in previous years, VCTC hosted a booth at the Ventura County Fair in August. An estimated 5000 visitors stopped by the booth. A special August newsletter was published for the fair and the timing of the event provided an additional opportunity to provide VISTA service information.

In Fiscal Year 2012/2013 the Teen Council assisted in the creation of a Student Rider Guide which describes how to ride a bus and includes a list of all schools and points of interest frequented by young people. The project was submitted to the American Public Transit Association (APTA) for an AdWheel Award and was awarded First Prize for it's category. Members also participated in Earth Day events, the County Fair and the Metrolink Toy Train. Currently the Teen Council is working on it's latest project, a video to promote public transit.

VCTC's electronic presence has been strengthened through the use of up to date website information, social media messaging, eblasts, phone apps and Quick Response (QR) codes. VCTC currently has approximately 400 facebook and twitter followers and the monthly newsletter, “On The Move” appears on our website and is distributed electronically to more than 1000 recipients.

An electronic RideGuide was created and is now available online. Other Rideshare efforts included the development of Ventura County Naval Base specific materials and the production of radio ads for Rideshare promotions, such as Rideshare Week, and KCLU sponsorships.

VCTC worked with Metrolink to offer coupons to attract new riders through direct mailing.

VCTC Marketing and Community Outreach FY 2013/14

Marketing and Outreach efforts in Fiscal Year 2013/2014 focused on increasing participation in VCTC's commuter service programs, in particular Rideshare week. The number of radio spots was increased in both English and Spanish and presentations were made to the various city councils in the county. A kickoff luncheon was held for representatives of employers throughout the county. The luncheon was entertaining and interactive and resulted in requests for VCTC to cosponsor similar events to be held at individual work sites.

Collateral materials for the Guaranteed Ride Home Program were redesigned and printed in English and Spanish and a comprehensive Commuter Services Manual was created as a guide for employers to use. An electronic version of the Student Rider Guide was also put into service on the website.

As in previous years, VCTC hosted a booth at the Ventura County Fair, as well as city and community earth day events, health fairs and employer events. In FY 2013/14 VCTC received 2 AdWheel Awards from the American Public Transit Association (APTA). Carbon Footprint Seed Packets, created as giveaways for Earth Day events, won a First Prize award and the Transportation Infographic, created as a promotional item for the County Fair, took Grand Prize.

In Fiscal Year 2013/2014 the Teen Council created a video to increase awareness of the bus systems in Ventura County and to promote the Student Rider Guide produced the previous year by the inaugural Teen Council. Members also participated in Earth Day events and the County Fair and helped with recruitment efforts for the Teen Council.



Item #7

December 11, 2014

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE
FROM: PETER DE HAAN, PROGRAMMING DIRECTOR
SUBJECT: DRAFT GUIDELINES FOR FEDERAL AMERICANS WITH DISABILITIES ACT (ADA) TRANSIT COMPLIANCE

RECOMMENDATION:

- Discuss draft Federal Transit Administration ADA circular.

BACKGROUND:

FTA has been developing a circular for the Americans with Disabilities Act, having previously released several draft chapters of the circular. On November 12th, FTA released for comment seven draft chapters out of what is to be a 12-chapter document, with comments due January 12th. The draft chapters are available on line at http://www.fta.dot.gov/legislation_law/12349_5607.html.

DISCUSSION:

Based on staff's quick review of the chapters, the following are some issue of interest:

- Requirements that all written and phone transit information be provided in accessible formats (chapters 6.6, 9.3.4).
- On-board monitoring requirement by staff (non-drivers) for fixed route and demand response service to ensure all requirements are met, including proper operation of automated stop announcement systems if utilized (chapters 2.5, 6.5.1, 6.5.2, 8.8). The requirement includes monitoring of driver rule compliance for service animals, oxygen tanks, and verbal stop announcements if requested, requiring the observer to stage a test or else ride long enough for these procedures to be observed.
- Provision that a bus with an inoperable lift may not leave a stop having a patron requesting the lift, until the bus operator can provide an authoritative answer regarding how soon an accessible vehicle will arrive (chapter 6.3.4).
- Stipulation that paratransit phone reservation calls must be recorded to assure compliance with ADA requirements (chapter 8.8.1).
- With regarding to FTA-funded vanpools, mandate to acquire sufficient accessible vans to ensure employees requiring such vans can added to the program in the same timeframe as others (chapter 7.4.3). (This requirement will apply to Thousand Oaks and CalVans.)

- Deadline that if an ADA eligibility interview is required, a date must be offered within a 7-10 calendar day window after receipt of the completed paper application material (chapter 9.3.5). (In practice this regulation will require that at least two interview dates per week be available for applicants in all areas of the county, including free transportation if requested.)
- Requirement to provide complementary service within one day of request to disabled visitors without ADA certification, on grounds that individuals with disabilities might not have applied in their home area, or may reside outside of a transit service area.



Item #8

December 11, 2014

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE

FROM: PETER DE HAAN, PROGRAMMING DIRECTOR

SUBJECT: ADA CERTIFICATION UPDATE

RECOMMENDATION:

- Receive and file monthly ADA Certification services report and Mileage Reimbursement Program update.

DISCUSSION:

Attached for TRANSCOM's review is the most recent report from Mobility Management Partners, Inc. (MMP) on ADA Certifications.

Recently, MMP received Section 5310 funding to expand its services to include the development and implementation of a pilot volunteer driver mileage reimbursement program in cooperation with the Area Agency on Aging and other agencies serving the needs of the county's senior population. At the October meeting, MMP provided an initial presentation to TRANSCOM on its mileage reimbursement program. TRANSCOM requested MMP provide monthly updates on the Program at subsequent meetings. MMP will provide an oral presentation on the mileage reimbursement program.

Item #8, ATTACHMENT

Monthly ADA Certification Services Report												
November-14												
Category	Item Measured	Nov	Oct	Sept	August	July	Jun	May	Summary			
Call Center	Inbound ADA Calls	891	1251	1258	1092	1346	1139	946	Total phone calls inbound/outbound: 977			
	Outbound ADA calls	86	353	211	330	336	379	268				
	Average hold time for ADA calls	2:75	5:36	6:17	2:55	5:06	6:46	6:09				
	Out of Area Transmittals	6	2	4	3	2	5	0				
Applications Received	Recertification Applications	21	31	43	28	43	45	26	Total applications received: 68 New: 67 Recertification: 21			
	New Applications	67	95	98	67	105	107	75				
	Completed with functional evaluation	21	31	32	32	30	26	24				
	Completed without functional evaluation	24	51	32	31	41	20	42				
Evaluations (In-person, Emergency and Recertifications)	Complete, Emergency Certification (60 days)	2	2	0	1	4	1	2	A Total of 62 Evaluations were completed during the month of November			
	Complete, Recertifications	15	20	24	14	23	15	6				
	Total Evaluations	62	104	86	76	98	60	71				
	Due to incomplete application by client	0	3	2	4	2	3	0				
Delays in Processing (Cumulative)	Pending physician's evaluation (PPE)	34	20	22	36	25	72	36	Total Delays in Processing due to incomplete applications or pending receipt of physician's evaluations: 34			
	Applications that failed to meet 21 day rule	0	0	0	0	0	0	0				
	Applicants awaiting in-person interviews	48	54	87	94	107	77	65				
	Total of applicants awaiting in-person interviews: 48											
Nov-14												
Assessments summary	Appointment date		OAC	T.O.	OAC	Smi	OAC	Moopark	T.O.	OAC	Other #5+	Smi
	Appointment location	Totals	11/5/2014	11/5/2014	11/6/2014	11/12/2014	11/13/2014	11/18/2014	11/19/2014	11/20/2014	11/24/2014	11/25/2014
	With Physical Assessment	13	2	1	2	3	0	2	0	1	0	2
	With Cognitive Assessment	8	0	0	1	1	1	1	2	1	0	1
	Field Assessment	24	3	5	1	1	2	1	4	3	1	3
	Recert/Photo/Field Assessment	0	0	0	0	0	0	0	0	0	0	0
	No Shows	16	2	1	3	2	4	1	2	2	0	1
	Total number of interviews scheduled	63	7	7	7	7	7	5	8	7	1	7
	Determination Types:		Total									
Unconditional		50	81%									
Conditional		7	12%									
Temporary		2	3%									
Denials		1	1%									
Emergency Certifications		2	3%									



Item #9

December 11, 2014

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE
FROM: VIC KAMHI, BUS TRANSIT DIRECTOR
SUBJECT: THE FUTURE OF THE GOVENTURA SMARTCARD

RECOMMENDATION:

- Discuss the future of the GoVentura Smartcard.

DISCUSSION:

The existing GoVentura Smartcard system is reaching the end of its useable life. The TRANSCOM, representing the transit operators in the County, needs to discuss the future of the GoVentura Smartcard.