



AGENDA

TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

Thursday, February 13, 2014, 1:30 p.m.

Camarillo City Hall, Administrative Conference Room

601 Carmen Drive, Camarillo, CA

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| Item #1 | CALL TO ORDER |
| Item #2 | INTRODUCTIONS AND ANNOUNCEMENTS |
| Item #3 | PUBLIC COMMENTS |
| Item #4 | APPROVAL OF JANUARY 9, 2014 MEETING MINUTES – PG. 2
That TRANSCOM approve the meeting minutes of the January 9, 2014 TRANSCOM meeting. |
| Item #5 | 2014 TRANSCOM SCHEDULE – PG. 5
That TRANSCOM approve the 2014 Meeting Schedule, with meetings continuing to be held at 1:30 p.m. on the second Thursday of every month at Camarillo City Hall. |
| Item #6 | EXTENSION OF AMERICANS WITH DISABILITIES ACT (ADA)
CERTIFICATION CONTRACT – PG. 6
That TRANSCOM recommend the Commission approve an amendment to the contract with Mobility Management Partners, Inc., for ADA certification services, increasing the Fiscal Year (FY) 2013/14 ceiling from \$128,320 to \$132,458, and extending the contract by one year through Fiscal Year 2014/15 with a contract ceiling of \$133,452. |
| Item #7 | ADA CERTIFICATION UPDATE – PG. 8
That TRANSCOM receive the monthly report on ADA certification processes and review draft Procedure from MMP, Inc. on how to expedite temporary ADA certification processes. |
| Item #8 | ADJOURN |

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

January 9, 2014

Item # 1 Call to Order

Chairperson Mike Houser called the meeting to order at 1:35 p.m.

Item # 2 Introductions and Announcements

Kathy Connell of Ventura County advised the Kanan Shuttle is likely remaining free and a new schedule will be available February 3. Martin Erickson of Oxnard mentioned that two electric charging stations were installed at the Oxnard Transportation Center. Vanessa Rauschenberger of Gold Coast Transit advised phase two of GFI fare box transition is complete, old passes can be exchanged but will no longer be accepted. Jason Lott of Port Hueneme announced his indefinite filling in for their Public Works Director. Charles Sandlin from Roadrunner Management Services advised an electric bus will be running on California State University of Channel Islands route for two weeks, starting January 19. Vic Kamhi of VCTC announced new employees Treena Gonzalez, Amy Ahdi, Kara Elam, and noted the upcoming Unmet Transit Needs (UTN) Training Workshops, Listening Sessions and Public Hearing. Mike Houser of Thousand Oaks announced the following:

- The UTN session in Thousand Oaks (February 5) will be televised live and put on YouTube.
- A RFP for Thousand Oaks transit services will be published the second week in February.
- The new fare boxes for Thousand Oaks will be implemented on March 3.
- The East County Transit Alliance (ECTA) meets on January 23.
- LA Metro 161 service line is in Thousand Oaks on Saturdays and can take riders into Los Angeles.
- Thousand Oaks bus parking and fueling station will be open next week.

Item # 3 Public Comments

None

Item # 4 Election of Officers

Shaun Kroes of Moorpark made the motion to nominate Kathy Connell of Ventura County as 2014 Committee Chair. Martin Erickson of Oxnard seconded the motion and it passed unanimously. Roc Pulido of Camarillo made the motion to nominate Chuck Perkins of Simi Valley as 2014 Vice Chair. Mike Houser of Thousand Oaks seconded the motion and it passed unanimously.

Item # 5 Approval of November 14, 2013 Minutes

There was no quorum for the November 2013 meeting. TRANSCOM, with no corrections or additions, accepted the minutes for November 14, 2013 meeting. There were no minutes taken for approval for December 2013, as this meeting was cancelled.

Item # 6 ADA Certification Update

Mike Culver of MMP provided status reports for October, November, and December, and advised that Marcos Salgado of MMP will transition into ADA Coordinator. Mike Houser of Thousand Oaks advised of a current ADA Certification Appeal Hearing scheduled for a Thousand Oaks resident. Shaun Kroes of Moorpark asked if the temporary ADA certification process can be expedited, with card issuance immediate for applicants who need a medical procedure that would render them temporarily disabled.

Mike Culver said MMP has to collect a Physician's note (verification) to proceed to issue any type of ADA certification and the process can be expedited if that information is submitted with the ADA application. Mike Culver of MMP will discuss with Peter De Haan of VCTC, generate a draft procedure and present to TRANSCOM at the February 13, 2013 meeting.

Item # 7 GFI Farebox Implementation and Phase Out of GoVentura SmartCard

This item is a discussion item; no action was recommended or requested of TRANSCOM. Gloria Sotelo of VCTC presented this item. The tentative date for implementation of the GFI system is June 28, 2014, followed by sixty to ninety days to transition out SmartCard. E-purse and advanced monthly sales will be discontinued. Vic Kamhi of VCTC advised of the following issues:

- Camarillo Area Transit (CAT) and Fillmore Area Transit Company (FATCO) have current operating systems that will not be compatible with the GFI Farebox system, once it is implemented.
- Installation of the GFI Fareboxes on VISTA buses is on hold, until new Operator is confirmed.

Smartcard devices and software are obsolete. The "Friendly Neighbor" bus pass is being considered as the method of sharing fare data with municipalities and operators, as there will no longer be a county-wide card after the phase out of the Smartcard. After further discussion, TRANSCOM expressed that VCTC should manage the municipalities and operators GFI compatibility and contracts. Vic Kamhi of VCTC will take Committees comments back to Senior Staff for further discussion, with an update provided to TRANSCOM at February or March meeting.

Item # 8 Replacement of Automatic Passenger Counters (APC)

This item is a discussion item; no action was recommended or requested of TRANSCOM. Gloria Sotelo of VCTC presented this item. Both GCT and Thousand Oaks have committed to purchasing an APC, which will be independent of the GFI fareboxes, which provided data that is easier to access and compile. Shaun Kroes of Moorpark feels this should be awarded via a regional contract and reiterated that VCTC should be the managing agency tasked with looking out for regional interests.

Item # 9 Potential Replacement of Trapeze Para Transit Dispatch System

This item is a discussion item; no action was recommended or requested of TRANSCOM. Vic Kamhi of VCTC presented this item. June 30, 2015 is the expiration of Trapeze software contract. Currently, Trapeze can't justify the cost of their product by that offered by competitors, which consist of four vendors offering comparable software. Margaret Heath advised that GCT has put Trapeze on notice and that GCT will be publishing an RFP sometime before Fall 2014, for this software service in the near future. VCTC and GCT will partner in generating the scope of this RFP. Margaret Heath of GCT said she will email TRANSCOM to collect all ideal needs of a potential bidder for this contract, so they can consider those needs when they generate RFP scope, further noting that Operators who are interested in system should look at the scope.

Item # 10 Adjourn

Chairperson Kathy Connell adjourned the meeting at 3:04 p.m.



TRANSCOM

DATE: Thursday, Jan. 9th, 2014

PLEASE SIGN IN:

Aaron Bonfillo		Leticia Leon	
Andrew Mikkelsen		Linda Wright	
Jason Lott		Luly Lopez	
Andy Santamaria		Margaret Heath	
Ann Springer		Maria Tello	
Ben Cacatian		Martin Erickson	
Bill Golubies		Mary Travis	
Brian Yanet		Matt Gleason	
Cameron Yee		Mike Culver	
Charles Sandin		Mike Houser	
Chuck McQuary		Mike Powers	
Chuck Perkins		Paula Johnson	
Danny Haws		Peter De Hean	
Darren Kettle		Ray Evans	
David Fleisch		Ray Porras	
Debra Solomon		Rigo Landeros	
Drew Lurie		Jacqui Cervantez-Roberts	
Elizabeth Amador		Roc Pulido	
Fabian Galiardo		Ron Calkins	
Fernando Castro		Syed Sndab	
Gina Summey		Shaun Kroes	
Gloria Sotelo		Stephanie Young	
Grahame Watts		Steve Brown	
Greg Grant		Steve Rosenberg	
Helene Buchman		Susan White	
Jaime Fontes		Sue Tatangelo	
Jan Richards		Tom Fox	
Jason Lott		Tom Mericle	
Jeff Herford		Vanessa Rauschenberger	
Jesus Galvan		Moore	
Joanna Capelle		M. Heath	
John Quinn		Nitin Rai	
Vic Kamhi		Amy Alon	
Jim Moore		Treana Gonzalez	
Jim White		Ron Throatt	
Kara Elam			
Kathy Connell			
Kerry Forsythe			
John Webster			



Item # 5

February 13, 2014

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

FROM: VIC KAMHI, DIRECTOR OF BUS TRANSIT

SUBJECT: 2014 MEETING SCHEDULE

RECOMMENDATION:

- Approve 2014 Meeting Schedule with meetings continuing to be held at 1:30 p.m. on the second Thursday of every month at Camarillo City Hall.

DISCUSSION:

The following is the proposed 2014 Meeting Schedule for the Committee's consideration. This schedule will continue the practice of meeting the second Thursday of the month:

January 9
February 13
March 13
April 10
May 8
June 12
July 10
August 14
September 11
October 9
November 13
December 11



Item #6

February 13, 2014

MEMO TO: TRANSIT OPERATORS COMMITTEE
FROM: PETER DE HAAN, PROGRAMMING DIRECTOR
SUBJECT: EXTENSION OF AMERICANS WITH DISABILITIES ACT (ADA) CERTIFICATION CONTRACT

RECOMMENDATION:

- Recommend the Commission approve an amendment to the contract with Mobility Management Partners, Inc., for ADA certification services, increasing the Fiscal Year (FY) 2013/14 ceiling from \$128,320 to \$132,458, and extending the contract by one year through Fiscal Year 2014/15 with a contract ceiling of \$133,452.

BACKGROUND:

The ADA mandates that each public entity operating a fixed-route transit system provide complementary paratransit service to individuals whose functional disabilities prevent use of accessible fixed-route bus systems. Each public transit agency is required to establish a certification process for determining ADA paratransit eligibility for complementary paratransit service. In Ventura County, the local transit operators have agreed that VCTC should operate a uniform ADA certification program covering the entire county. For many years this function was carried out by Commission staff, but in September, 2009, the Commission approved a contract with Mobility Management Partners, Inc. (MMP) to provide the certification service. This contract expired on June 30, 2013, with provision for two one-year extensions, with the Commission having approved the first extension to June 30, 2014. The payments under the contract are determined by the number of applicants evaluated, subject to an annual maximum payment which for FY 2013/14 is \$128,320, which provides for the certification of slightly over 800 applicants.

As of December 31st, MMP had completed 368 evaluations, but based on the applications currently submitted and inquiries for information it appears likely that there will be an unusual surge of evaluations over the next few months that could result in a fiscal year total as high as 850.

DISCUSSION:

VCTC staff is well satisfied with MMP's work in carrying out certifications for Ventura County, and therefore recommends that the second and final extension be approved. Furthermore, staff recommends that this proposed amendment to extend the contract also address the potential shortfall during the current year to ensure that all submitted applications can be evaluated without delay. Therefore, the

proposed contract amendment increases the maximum payment for the current year by \$4,138, to \$132,458, while providing a maximum payment of \$133,452 for the upcoming fiscal year

Last year at the time of the first contract extension, staff obtained cost information from L.A. Access Services indicating that the average evaluation cost for L.A. County is about \$250, assuming the number of evaluations relative to the total the county population is the same as in Ventura County. Conservatively assuming that MMP performs 750 evaluations per year, the average cost per evaluation is about \$180. Thus, MMP contract appears to remain cost effective.



Item #7

February 13, 2014

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE

FROM: PETER DE HAAN, PROGRAMMING DIRECTOR

SUBJECT: ADA CERTIFICATION UPDATE

RECOMMENDATION:

- Consider temporary certification guidelines.

DISCUSSION:

Attached for the Committee's review is the monthly report on ADA Certifications.

At the last meeting the Committee requested that it review a draft of guidelines that could be followed to allow an expedited process for processing temporary certification requests. MMP staff has provided the Committee with draft guidelines to address this issue.

Monthly ADA Certification Services Report												
December-13												
Category	Item Measured	Dec	Nov	Oct	Sept	August	July	June	Summary			
Call Center	Inbound ADA Calls	762	892	1086	1115	864	1015	N/A				
	Outbound ADA calls	250	279	342	284	367	410	N/A				
	Average hold time for ADA calls	10.12	6.69	10.55	9.01	6.42	5.43	N/A				
	Out of Area Transmittals	3	2	2	1	1	5	1				
Applications Received	Recertification Applications	7	17	19	20	26	25	40	Total applications received this month = 62			
	New Applications	55	58	91	79	67	62	50				
Interviews	Complete, with functional evaluation	19	25	38	42	32	49	42	New Applications = 89%; Recertifications = 11% A total of 38 interviews were scheduled.			
	Complete, without functional evaluation	12	16	22	17	16	16	23				
Recertifications	Number of renewals deemed complete	9	11	6	12	14	12	22	There were 7 No Shows/Cancellations (~18%)			
	Due to incomplete application by client	4	0	1	8	0	0	62				
Delays in Processing (Cumulative)	Pending physician's evaluation (PE)	3	31	28	30	30	45	20	7 total (4 + 3) Delays in Processing due to incomplete applications or pending receipt of physician's evaluations, applicants awaiting in person interviews.			
	Applicants awaiting in-person interviews	28	36	31	39	25	27	N/A				
	Applications that failed to meet "21 day rule"	0	0	0	0	0	0	0				
December 2013 Assessments												
In-person Assessments	Appointment date		12/09/13	12/10/13	12/12/13	12/16/13	12/17/13	12/19/13				
	Appointment location	Totals	T.O.	SIMI	OAC	T.O.	Moorpark	OAC				
	With Physical Assessment	14	2	3	2	2	1	4				
	With Cognitive Assessment	5	1	0	1	1	0	2				
	Field Assessment	12	2	2	4	2	0	2				
	Recert/Photo/Field Assessment	0	0	0	0	0	0	0				
	Recert/Phone/Field Assessment	0	0	0	0	0	0	0				
	No Shows	7	2	0	1	3	1	0				
	Total number of interviews scheduled	38	7	5	8	8	2	8				

Determination Types:	Total	%
Unconditional	27	68%
Conditional	8	20%
Temporary	3	8%
Denials	0	0%

EMERGENCY ADA CARD PROCEDURES

1) An individual calls and requests application for Emergency ADA ID card because of upcoming surgery or other immediate need.

- Send (email) out instruction sheet with application, explaining they will need to fill out application and include a Doctor's note with the following requirements:

- ◆ Application completed and signed
- ◆ Letter from Doctor including:
 - Name of doctor
 - Contact phone number
 - Signature
 - Office stamp or written on office letterhead
 - Date of surgery
 - Type of surgery
 - Projected Recovery date

2) Upon receipt of the above completed documentation, an Emergency ADA ID card (no photo) will be issued for the time frame indicated on the Doctor's note. Emergency ID numbers will start with the letter "E" and follow with five digits, the first one being the number of the city they reside in:

E5xxxx Thousand Oaks

E4xxxx Simi Valley

E8xxxx Ventura

E7xxxx Oxnard

E6xxxx Port Hueneme

E3xxxx Camarillo

E9xxxx Unincorporated areas

3) A "participant profile" will be sent to the appropriate transit company, reflecting the Emergency status, including ID#, all applicant information, and the expiration date. If the applicant needs to extend their recovery period, they will not need to fill out a new application, but will need to submit a new Doctor's note including all of the information listed above.

TEMPORARY ADA CARD PROCEDURES

A request for a Temporary ID card must go through the same procedures as a regular ADA application. Temporary determinations are based on the applicant taking part in an in-person interview and any applicable tests that may be required.

1) The assignment of a Temporary ID number(with photo) will start with the letter “T” and follow with five digits, the first one being the number of the city they reside in:

T5xxxx Thousand Oaks

T4xxxx Simi Valley

T8xxxx Ventura

T7xxxx Oxnard

T6xxxx Port Hueneme

T3xxxx Camarillo

T9xxxx Unincorporated areas

2) A “participant profile” will be sent to the appropriate transit company, reflecting the Temporary status, including ID#, all applicant information, and the expiration date. If the applicant needs to extend their recovery period, they will not need to fill out a new application, but will need to submit a new Doctor’s note including all of the information listed above.