VENTURA COUNTY TRANSPORTATION COMMISSION
Transit Operators Advisory Committee (**TRANSCOM**)
VCTC Large Conference Room
751 East Daily Drive, Suite 420
Camarillo, CA
Wednesday, July 10, 2024
1:30 p.m.

AGENDA

(Action may be taken on any item listed on the agenda)

ITEM 1   **CALL TO ORDER**

ITEM 2   **INTRODUCTIONS & ANNOUNCEMENT**

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: Jeni Eddington

ITEM 6   **ZERO EMISSION BUS (ZEB) COLLABORATION**
Recommended Action:

- *For information and discussion.*

Responsible Staff: Claire Grasty

ITEM 7   **ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE**
Recommended Action:

- *Receive and file.*

Responsible Staff: Dolores Lopez

ITEM 8   **VERBAL UPDATE ON FREE FARE PROGRAMS**
Recommended Action:

- *For discussion.*

Responsible Staff: Aubrey Smith

ITEM 9   **SOUTHERN CALIFORNIA ASSOCIATION OF GOVERNMENTS (SCAG) AWARDS FOR CONGESTION MITIGATION AND AIR QUALITY (CMAQ)/ CARBON REDUCTION PROGRAM (CRP) / SURFACE TRANSPORTATION PROGRAM (STP) FUNDS**
Recommended Action:

- *Receive and file.*

Responsible Staff: Geiska Velasquez

ITEM 10   **FUTURE AGENDA ITEMS**

ITEM 11   **ADJOURNMENT**

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.

VENTURA COUNTY TRANSPORTATION COMMISSION
Transit Operators Advisory Committee (**TRANSCOM**)
VCTC Large Conference Room
751 East Daily Drive, Suite 420
Camarillo, California
Wednesday, June 12, 2024
1:30 p.m.

MEETING MINUTES

Item 5

MEMBERS PRESENT:	Michelle Woomer, City of Moorpark (Chair)
	Lydia Salas, City of Camarillo (Vice-chair)
	Ben Gonzales City of Simi Valley
	Alina Chalas, City of Thousand Oaks
	Sergio Albarran, City of Ventura
	Susanna Arroyo, County of Ventura
	Austin Novstrup, Gold Coast Transit District (GCTD)
	Matt Miller, VCTC Intercity
MEMBERS ABSENT:	City of Fillmore
	City of Oxnard
	City of Ojai
	City of Port Hueneme
	City of Santa Paula
EX OFFICIO PRESENT:	CSU Channel Islands
	Ventura County Air Pollution Control District (VCAPCD)
VCTC STAFF PRESENT:	Heather Miller, Program Manager
	Aubrey Smith, Program Manager

ITEM 1   **CALL TO ORDER**
Chair Woomer called the meeting to order at 1:30 p.m.

ITEM 2   **INTRODUCTIONS & ANNOUNCEMENT**
Chair Woomer announced MCT on the Go Saturday service to begin. Matt Miller announced the purchase of vehicles and software for the Valley Express Bus & Dial a Ride Service and DAR software, respectively. TOT beach bus begins June 17, 2024. Austin Novstrup announced a service change and fare increase. Ben Gonzales announced the passing of the Triennial Review. Aubrey Smith announced the reduction in reimbursement rates from 100% to 75% and requested end of year invoicing.

ITEM 3   **PUBLIC COMMENT** – None.

ITEM 4   **AGENDA ADJUSTMENTS** – None.

ITEM 5　　　**MEETING MINUTES**

　　　　　　　　ACTION
　　　　　　　　　　Albarran moved, seconded by Salas, that the committee approve the May
　　　　　　　　　　2024 meeting minutes. The motion passed unanimously.

ITEM 6　　　**ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE**
　　　　　　　　The committee received the ADA certification services program monthly update for filing.

ITEM 7　　　**VCTC OUTREACH UPDATE**
　　　　　　　　Darrin Peschka updated the committee on VCTC's outreach program including, 1) outreach
　　　　　　　　initiatives, 2) countywide fare collection, 3) emergency transportation services, and 4) upcoming
　　　　　　　　programs and events.

ITEM 8　　　**FISCAL YEAR 2024/25 STATE OF GOOD REPAIR PROGRAM – PROJECT SUBMITTALS**
　　　　　　　　Heather Miller provided the background, funding estimates, and deadline to apply for FY24-25
　　　　　　　　SGR Program funds.

　　　　　　　　The committee discussed donating their allocated funds to other local agencies to keep the
　　　　　　　　money in the county.

ITEM 9　　　**FUTURE AGENDA ITEMS**
- TransTrack Presentation (July)
- College Ride and Youth Ride Free Pilot Programs Ridership Report (July)
- MCT on the Go Presentation (Sept/Oct)
- Countywide Fare Collection Plan Updates
- Transportation Emergency Preparedness Program (TEPP) Implementation (as needed)
- Transit Grant Project Status Report Tracking (as needed)

ITEM 10　　　**ADJOURNMENT**
　　　　　　　　Chair Woomer adjourned the meeting at 2:01 p.m.

DATE: July 10, 2024

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)

FROM: DOLORES LOPEZ, REGIONAL TRANSIT PLANNER

SUBJECT: ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE
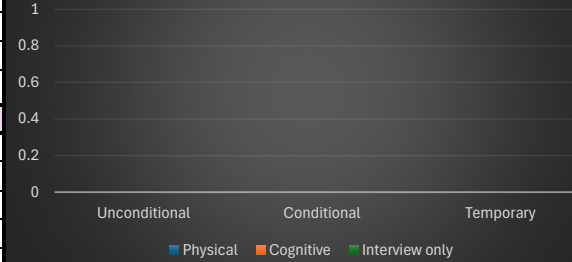

RECOMMENDATION:

- 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 are the ADA Paratransit Certification Services Reports from MMP for review at the TRANSCOM meeting.

Jun-24								
		June	May	Apr	Mar	Feb	Jan	As of 3/17/2020, MMP closed their Camarillo office and began working remotely due to COVID-19 restrictions.
Call Center	Inbound ADA Calls	389	413	386	381	357	394	
	Outbound ADA calls	453	267	445	529	509	398	
	Average hold time (in seconds)	0.82	1.01	1.24	1.5	1.34	0.08	
	Outbound Area Transmittals	2	4	6	0	5	5	Riders requesting service outside of Ventura County
	Inbound Area Transmittals	11	9	2	4	6	12	Riders requesting service into Ventura County
Applications Received	Recertification	76	72	59	65	57	71	Total applications received: 124
	New Applications	48	56	64	62	44	41	Online Applications Received: 0 (0%)
Applications Received by Service Area	Camarillo Area	13	13	11	15	10	13	**Applications by Language**
	Gold Coast Area	52	48	67	50	46	46	
	Valley Express Area	3	8	1	3	3	8	
	Moorpark Area	2	1	6	8	2	3	
	Simi Valley Area	29	29	22	24	17	24	
	Thousand Oaks	22	27	16	25	21	18	
	Out of County	3	2	0	4	2	0	
Completed Determinations by Evaluation Type	Complete, with Functional Evaluation	0	0	0	0	0	0	**Evaluations by Age and Determination Type**
	Complete, Interview w/o Functional Evaluation	0	0	0	0	0	0	
	Complete, Special Circumstance (no Interview)	7	8	10	9	9	8	
	Complete, Over 85+	4	5	5	11	3	4	
	Complete, Phone Interview	31	44	43	33	30	32	
	Complete, Short-term Certification (60 days)	0	0	0	0	0	0	
	Complete, Recertifications	68	65	56	64	52	60	
	Completed Determinations	**110**	**122**	114	117	94	104	
	Cost per Determination	$248.33	$223.91	$239.62	$233.47	$290.60	$262.66	
Delays in Processing (Cumulative)	Due to Incomplete application by client	17	8	16	13	11	3	
	Pending Professional Evaluation (PE)	14	12	20	21	10	13	
	Applications that failed to meet 21 day rule	0	0	0	0	0	0	
	Applicants awaiting phone interviews	0	1	2	4	2	0	

	Assessment Catagories			**Total**	**CAM**	**VCTC**	**SIMI**
Assessments	With Physical Assessment			0	0	0	0
	With Cognitive Assessment			0	0	0	0
	Interview only (at assessment sites)			0	0	0	0
	No Shows for Phone Interview			2	0	0	0
	Total In-Person Interviews Scheduled			0	0	0	0
	Total Number of Appointment Days			0	0	0	0

In-person Interviews by Eligibility and Assessment Type

Determinations by Eligibility	**Total**	**%**
Unconditional (including S.C., Over 85+ , Phone interviews)	90	82%
Conditional	4	4%
Temporary	16	15%
Denials	0	0%
Short Term (including Emergency)	0	0%

Applications Received -June				
GCT	**Jun**	May	Apr	Mar
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	4	2	0	3
Oak View	0	0	1	1
Oxnard	18	26	35	24
Saticoy	0	0	0	0
Port Hueneme	7	5	0	1
Ventura	23	15	31	21
Valley Express	**Jun**	May	Apr	Mar
Fillmore	0	3	1	1
Piru	0	0	0	0
Santa Paula	3	5	0	2
Thousand Oaks DAR	**Jun**	May	Apr	Mar
Agoura	0	1	0	0
Agoura Hills	2	2	2	0
Newbury Park	5	1	6	5
Oak Park	1	1	1	2
Thousand Oaks	14	19	6	15
Westlake Village	0	3	1	3
Simi Valley DAR	**Jun**	May	Apr	Mar
Simi Valley	29	29	22	24
Camarillo	**Jun**	May	Apr	Mar
Camarillo	13	13	11	13
Somis	0	0	0	2
Moorpark DAR	**Jun**	May	Apr	Mar
Moorpark	2	1	6	8
Other	**Jun**	May	Apr	Mar
West Hills, Sun Valley, Santa Barbara	3	2	0	4

Monthly Queue Call Report (June)

	Call Count	Queue Size	Answered	Abandoned	Redirected	Disconnected	Call Count			Hold Time			To VoiceMail	Service Level
	Total In	Max	Total	Total	Total	Total	In	Out	Total	Min	Max	Avg		
Grand Total	389	2	317	7	65	0	389	453	842	0	147	0.82	65	76.09%
Sunday	3	0	0	0	3	0	3	0	3	0	0	0.00	3	0.00%
Monday	107	2	89	3	15	0	107	229	336	0	147	1.12	15	78.50%
Tuesday	98	2	79	2	17	0	98	94	192	0	44	0.59	17	71.43%
Wednesday	68	1	46	0	22	0	68	29	97	0	4	0.10	22	61.76%
Thursday	67	1	63	2	2	0	67	37	104	0	91	1.11	2	92.54%
Friday	41	1	38	0	3	0	41	64	105	0	49	0.63	3	87.80%
Saturday	5	0	2	0	3	0	5	0	5	0	0	0.00	3	40.00%