



VENTURA COUNTY TRANSPORTATION COMMISSION

Transit Operators Advisory Committee (TRANSCOM)

VCTC Large Conference Room

751 East Daily Drive, Suite 420, Camarillo, CA

Wednesday, November 13, 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 FISCAL YEAR 2024/25 PROGRAM OF PROJECTS

Recommended Action

- *Approve the Program of Projects (POP) for federal transit operating, planning and capital assistance for Fiscal Year (FY) 2024/25.*

Responsible Staff: Heather Miller

ITEM 7 PARATRANSIT INTEGRATION ANALYSIS

Recommended Action

- *Receive and discuss.*

Responsible Staff: Aubrey Smith

ITEM 8 ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

Recommended Action:

- *Receive and file.*

Responsible Staff: Dolores Lopez

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.

- ITEM 9** **FUTURE AGENDA ITEMS**
Recommended Action:
- *For discussion.*
- Responsible Staff: Claire Grasty**

- ITEM 10** **ADJOURN TO WEDNESDAY, DECEMBER 11, 2024, AT 1:30 P.M., at**
GOLD COAST TRANSIT DISTRICT: 1901 AUTO CENTER DRIVE in OXNARD

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, CA
Wednesday, October 9, 2024
1:30 p.m.

MEETING MINUTES

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

- MEMBERS PRESENT:** Michelle Woomer, City of Moorpark (Chair)
Lydia Salas, City of Camarillo (Vice-chair)
Ben Gonzales City of Simi Valley
Tyler Nestved, City of Thousand Oaks
Cynthia Duque, Gold Coast Transit District
Matt Miller, VCTC Intercity
- MEMBERS ABSENT:** City of Fillmore
City of Oxnard
City of Ojai
City of Port Hueneme
City of Santa Paula
City of Ventura
County of Ventura
- EX OFFICIO PRESENT:** Lupita Monreal, Mobility Management Partners
Holly Galbreath, Ventura County Air Pollution Control District
(VCAPCD)
- EX OFFICIO ABSENT:** CSU Channel Islands
- VCTC STAFF PRESENT:** Martin Erickson, Executive Director
Claire Grasty, Transit Director
Peter DeHaan, Programming Director
Geiska Velasquez, Program Manager

ITEM 2 INTRODUCTION & ANNOUNCEMENT

Claire announced Rideshare Week. Tyler announced that the City of Thousand Oaks has approved the extension of the MV Transportation operations contract. Cynthia announced that Go Access has been brought in-house at GCTD. Dani Anderson, County of Ventura, shared that the Disability Summit was a success and will take place again in 2025. Alina announced that the City of Thousand Oaks' website and email address are now .gov. Geiska and Erin reminded committee members to meet internal deadlines for Quarterly Reports and ridership, respectively. Martin announced his attendance at APTA and Mobility 21 Conferences in Southern California.

ITEM 3 PUBLIC COMMENT - None

ITEM 4 AGENDA ADJUSTMENTS

The agenda was adjusted to take Item 8 before Item 6.

ITEM 5 MEETING MINUTES

The committee received the September meeting minutes.

ITEM 6 STREETLIGHT BIG DATA PRESENTATION

Isabelle Legare, SCAG, presented how to leverage big data analytics using StreetLight InSight including 1) defining big data analytics, 2) their big data platform, and 3) system access instructions. Andrew Kent, VCTC, presented two cases in which he has used the platform for VCTC's Freeway Service Provider (FSP) program and VCTC Intercity's Conejo Connection route analysis.

ITEM 7 FTA GENERAL DIRECTIVE 24-1: REQUIRED ACTION REGARDING ASSAULTS ON TRANSIT WORKERS

Claire updated the committee on the FTA issued General Directive to protect frontline transit workers from assaults and asked agencies to provide the required actions to Peter DeHaan by December 16, 2024.

ITEM 8 PROJECT SELECTION FOR THE FY24 COMBINED CALL FOR PROJECTS FOR FTA SECTION 5310 LARGE URBANIZED AREA FUNDS, SECTION 5307 JARC FUNDS, AND ACCESS FOR ALL FUNDS

ACTION

Nestved moved, seconded by Woomer, that the committee approve:

- **programming \$1,361,564 in Federal Transit Administration (FTA) Section 5310 Large Urbanized Area funds (Seniors and Disabled),**
- **\$716,321 in FTA Section 5307 Jobs Access/Reverse Commute (JARC) funds and FTA Section 5307 funds in the amount of \$178,051 utilizing unused FTA 5307 attributable to JARC, and**
- **\$173,311 in CA Public Utilities Commission (CPUC) Access for All Funding as described in the funding recommendations table in Attachment A.**

The motion passed unanimously.

ITEM 9 UPDATE ON COUNTYWIDE RADIO PROJECT

Claire stated SB 125 funds have been received and that the Countywide Radio Project will begin once agreements have been signed. The operators shared their appreciation for the project and discussed the remaining agency operators joining the Transit Mutual Assistance Compact (TransMAC).

ITEM 10 VCTC INTERCITY OPEN-LOOP FARE COLLECTION UPDATE

Matt Miller provided the committee with an update on 1) the VCTC Intercity open loop fare collection procurement process, 2) the benefits of using vendors from the Cal ITP contracts, 3) requested information related to desires for improved fare payment options on DAR vehicles, and 4) the challenges of unbanked riders.

ITEM 11 OJAI TROLLEY DRIVER TRAINING (REQUESTED BY OJAI CTAC MEMBER)
Claire shared that the Ojai Trolley would benefit from driver training. Cynthia Duque stated that Ojai has been invited to participate in their training sessions but has not yet taken them up on the offer.

ITEM 12 ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE
Lupita Montreal, MMP, provided the committee with the September certification services report.

ITEM 13 FUTURE AGENDA ITEMS

- Countywide Dial-A-Ride Fare Collection Capabilities (December)
- Paratransit Integration Analysis (November)
- MCT on the Go Presentation (December)
- Countywide Fare Collection Plan Updates
- Transportation Emergency Preparedness Program (TEPP) Implementation
- Transit Grant Project Status Report Tracking (as needed)

ITEM 14 ADJOURNMENT
Chair Woomer adjourned the meeting at 3:14 p.m.



[This page intentionally left blank.]



November 13, 2024

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE (TRANSCOM)
FROM: HEATHER MILLER, PROGRAM MANAGER
SUBJECT: APPROVE FISCAL YEAR 2024/25 PROGRAM OF PROJECTS

RECOMMENDATION:

- Approve the Program of Projects (POP) for federal transit operating, planning and capital assistance for Fiscal Year (FY) 2024/25 (Attachment A.)

BACKGROUND:

The Federal Transit Administration (FTA) requires that the public be provided an opportunity to review transit projects proposed to be funded with federal dollars. As the designated recipient of federal transit funds, each year, the VCTC is required to hold a public hearing and adopt a Program of Projects (POP) which lists projects to be funded with federal funds in each of the four urban areas in Ventura County. Thus, VCTC prepares the POP using separate programs for the Oxnard/Ventura, Thousand Oaks/Moorpark, Simi Valley, and Camarillo urbanized areas, as defined by the U.S. Census Bureau.

VCTC staff provided Ventura County transit operators with tables showing the calculation of estimated revenues and expenses for the four urbanized areas. Under VCTC's adopted policy, the estimated amount to be generated under the FTA formula by each transit operator's service provides the target amount for that operator's program. For agencies providing local bus service, the programming target includes the amount generated under the formula for the jurisdiction's population, after subtracting out a share of costs for Countywide Planning activities. The transit operators were then to provide proposed programs based on the amounts of funds shown in the tables as being available for each operator.

Notably, there have been two significant changes in the data used to calculate federal apportionments. First, the calculations are now using 2010 Census Data rather than 2000. Second, the calculation is once again using the most recently approved NTD data, rather than 2019 data that was used for several years to mitigate post-COVID service fluctuations.

The 2024/25 POP (Attachment A) therefore identifies the programs provided by the transit operators and their associated costs including both the federal share and local contribution. Additionally, the POP includes transit related Congested Mitigation and Air Quality Improvement (CMAQ) and Congestion Reduction Program (CRP) funded projects from the 2024 SCAG call-for-projects anticipated to be obligated in FY 2024/25. In addition, the first year of Section 5310 Senior/Disabled and Section 5307/JARC funded projects selected in the 2024 call-for-projects are also included in this year's POP.

The POP is based on estimates for FY 2024/25 federal transit funding; should the adopted FY 2025 Federal transportation budget be lower than these estimates, it will be necessary to make changes to the Program of Projects.

With TRANSCOM approval, VCTC Staff will present the 2024/25 POP to the VCTC for a Public Hearing and approval at the December 6, 2024 meeting.

Program of Projects

The Ventura County Transportation Commission (VCTC) will hold a public hearing on the Program of Projects (POP) for the Oxnard, Thousand Oaks, Camarillo and Simi Valley Urbanized Areas (UAs) for projects to be funded with Federal Transit Administration funds in the 2024/25 Fiscal Year (FY 2025). The funds available in FY 2025 are estimated to be \$567,000 in Section 5310 funds and \$26,153,000 in other funds for the Oxnard UA, \$288,000 in Section 5310 funds and \$10,412,000 in other funds for the Thousand Oaks UA, \$2,570,000 for the Camarillo UA, and \$4,153,000 for the Simi Valley UA, based on anticipated FY 2025 funds, prior year carry-over funds, and federal discretionary funds. The public hearing will be held at 9:00 a.m. on Friday, December 6, 2024 at the City of Camarillo Library, 4101 Las Posas Road, in Camarillo. The POP is available for public inspection at 751 E. Daily Drive, Suite 420, Camarillo CA 93010, and online at <https://www.govventura.org/work-with-vctc/grant-opportunities/>. Unless a subsequent list is published, this list will become the final Program of Projects for inclusion in the Southern California Association of Governments' Federal Transportation Improvement Program.

FY 2024/25 Federal Transit Program of Projects

| | Total Cost | Federal Share | Local Share & Other |
|--|---------------------|----------------------|------------------------|
| OXNARD/VENTURA URBANIZED AREA | | | |
| Gold Coast Transit | | | |
| <u>Operating Assistance</u> | | | |
| Operating Assistance (FY 25/26) | \$ 3,500,000 | \$ 1,750,000 | \$ 1,750,000 |
| Late Night Safe Rides (JARC) | \$ 716,322 | \$ 358,161 | \$ 358,161 |
| GCTD On Demand Paratransit to Camarillo | \$ 175,852 | \$ 87,926 | \$ 87,926 |
| Total Operating | \$ 4,392,174 | \$ 2,196,087 | \$ 2,196,087 |
| <u>Capital Assistance</u> | | | |
| Going Green Hydrogen Fuel Transition (CRP) | \$ 2,823,902 | \$ 2,500,000 | \$ 323,902 |
| Rte 23 Ventura Road Demonstration Route (CMAQ) | \$ 1,468,429 | \$ 1,300,000 | \$ 168,429 |
| Preventive Maintenance (FY 25/26) | \$ 2,621,230 | \$ 2,096,984 | \$ 524,246 |
| Operations and Maintenance Facility | \$ 742,086 | \$ 593,669 | \$ 148,417 |
| Debt Service | | | |
| Operations and Maintenance Facility | \$ 802,730 | \$ 642,184 | \$ 160,546 |
| Debt Service (5339) | | | |
| ADA Paratransit Service (FY 25/26) | \$ 1,000,000 | \$ 800,000 | \$ 200,000 |
| Total Capital | \$ 9,458,377 | \$ 7,932,837 | \$ 1,525,540 |
| Total Gold Coast | \$13,850,551 | \$ 10,128,924 | \$ 3,721,627 |
| Ventura County Transportation Commission | | | |
| <u>Operating Assistance</u> | | | |
| VCTC Intercity Operating Assistance (FY 25/26) | \$ 3,560,010 | \$ 1,780,005 | \$ 1,780,005 |
| Total Operating | \$ 3,560,010 | \$ 1,780,005 | \$ 1,780,005 |
| <u>Planning Assistance</u> | | | |
| Bus Service Planning (FY 24/25) | \$ 501,450 | \$ 401,160 | \$ 100,290 |
| Regional Transit Information Center (FY 24/25) | \$ 531,250 | \$ 425,000 | \$ 106,250 |
| Countywide Transit Outreach (FY 24/25) (CMAQ Funds) | \$ 83,000 | \$ 83,000 | \$ - |
| Countywide Transit Outreach (FY 25/26) (CMAQ Funds) | \$ 724,000 | \$ 724,000 | \$ - |
| Total Planning | \$ 1,839,700 | \$ 1,633,160 | \$ 206,540 |
| <u>Capital Assistance</u> | | | |
| Fare Collection/APC Data Management | \$ 456,250 | \$ 365,000 | \$ 91,250 |
| Fare/APC/AVL Equipment | \$ 437,500 | \$ 350,000 | \$ 87,500 |
| VCTC Intercity Rehab / Facility Lease (5339) | \$ 196,932 | \$ 196,932 | \$ - |
| Metrolink Preventive Maintenance (FY 25/26) | \$ 2,769,378 | \$ 2,769,378 | \$ - |
| Metrolink Capital Rehab (FY 25/26) (5337) | \$ 7,976,715 | \$ 7,976,715 | \$ - |
| Total Capital | \$11,836,775 | \$ 11,658,025 | \$ 178,750 |
| Total VCTC | \$17,236,485 | \$ 15,071,190 | \$ 2,165,295 |
| Valley Express | | | |
| <u>Operating Assistance</u> | | | |
| Operating Assistance (FY 25/26) | \$ 1,142,672 | \$ 571,336 | \$ 571,336 |
| Total Operating | \$ 1,142,672 | \$ 571,336 | \$ 571,336 |
| <u>Capital Assistance</u> | | | |
| Preventive Maintenance (FY 25/26) | \$ 476,114 | \$ 380,891 | \$ 95,223 |
| Total Capital | \$ 476,114 | \$ 380,891 | \$ 95,223 |
| Total Valley Express | \$ 1,618,786 | \$ 952,227 | \$ 666,559 |
| TOTAL | \$32,705,821 | \$ 26,152,341 | \$ 6,553,480 |

FY 2024/25 Federal Transit Program of Projects

| | Total Cost | Federal Share | Local Share & Other |
|---|---------------------|----------------------|------------------------|
| THOUSAND OAKS/MOORPARK URBANIZED AREA | | | |
| Ventura County Transportation Commission | | | |
| <u>Planning Assistance</u> | | | |
| Transit Planning and Prioritization (FY 24/25) | \$ 837,909 | \$ 670,327 | \$ 167,582 |
| Bus Service Planning (FY 24/25) | \$ 186,050 | \$ 148,840 | \$ 37,210 |
| Total Planning | \$ 1,023,959 | \$ 819,167 | \$ 204,792 |
| <u>Capital Assistance</u> | | | |
| VCTC Intercity Preventive Maintenance | \$ 576,754 | \$ 461,403 | \$ 115,351 |
| VCTC Intercity Rehab / Facility Lease (5339) | \$ 102,646 | \$ 82,117 | \$ - |
| Metrolink Preventive Maintenance (FY 25/26) | \$ 1,017,465 | \$ 1,017,465 | \$ - |
| Metrolink Capital Rehab (FY 25/26) (5337) | \$ 2,856,757 | \$ 2,856,757 | \$ - |
| Metrolink Prev Maintenance (FY 25/26) (5337) | \$ 2,713,157 | \$ 2,713,157 | \$ - |
| Total Capital | \$ 7,266,779 | \$ 7,130,899 | \$ 115,351 |
| Total VCTC | \$ 8,290,738 | \$ 7,950,066 | \$ 320,143 |
| City of Thousand Oaks | | | |
| <u>Operating Assistance</u> | | | |
| Operating Assistance | \$ 1,964,368 | \$ 982,184 | \$ 982,184 |
| Total Operating | \$ 1,964,368 | \$ 982,184 | \$ 982,184 |
| <u>Capital Assistance</u> | | | |
| Replacement Bus Wash (5339) | \$ 131,875 | \$ 105,500 | \$ 26,375 |
| EV Charging Infrastructure | | | |
| Microgrid Battery Backup for EV Infrastructure (CRP, (STBG) | \$ 1,154,818 | \$ 1,022,360 | \$ 132,458 |
| | \$ 45,182 | \$ 40,000 | \$ 5,182 |
| Total Capital | \$ 1,331,875 | \$ 1,167,860 | \$ 164,015 |
| Total Thousand Oaks | \$ 3,296,243 | \$ 2,150,044 | \$ 1,146,199 |
| City of Moorpark | | | |
| <u>Operating Assistance</u> | | | |
| Operating Assistance | \$ 180,000 | \$ 90,000 | \$ 90,000 |
| Pilot On-Demand Rideshare Program | \$ 382,580 | \$ 191,290 | \$ 191,290 |
| Total Operating | \$ 562,580 | \$ 281,290 | \$ 281,290 |
| <u>Capital Assistance</u> | | | |
| DAR Capital Contract Cost (5339) | \$ 37,709 | \$ 30,167 | \$ 7,542 |
| Total Capital | \$ 37,709 | \$ 30,157 | \$ 7,542 |
| Total Moorpark | \$ 600,289 | \$ 311,447 | \$ 288,832 |
| TOTAL | \$12,187,270 | \$ 10,411,557 | \$ 1,755,173 |
| CAMARILLO URBANIZED AREA | | | |
| Ventura County Transportation Commission | | | |
| <u>Planning Assistance</u> | | | |
| Transit Planning and Prioritization (FY 24/25) | \$ 399,988 | \$ 319,990 | \$ 79,998 |
| Total VCTC | \$ 399,988 | \$ 319,990 | \$ 79,998 |
| City of Camarillo | | | |
| <u>Planning Assistance</u> | | | |
| Transit Planning | \$ 20,000 | \$ 80,000 | \$ 20,000 |
| Total Planning | \$ 20,000 | \$ 80,000 | \$ 20,000 |
| <u>Operating Assistance</u> | | | |
| Operating Assistance (FY 25/26) | \$ 1,712,952 | \$ 856,476 | \$ 856,476 |
| Metrolink Station Maintenance Operations (FY25/26) | \$ 70,000 | \$ 35,000 | \$ 35,000 |
| Total Operating | \$ 1,782,952 | \$ 891,476 | \$ 891,476 |
| <u>Capital Assistance</u> | | | |
| ADA Paratransit Service (FY 25/26) | \$ 372,979 | \$ 298,383 | \$ 74,596 |
| Bus Preventive Maintenance (FY 25/26) | \$ 1,224,269 | \$ 979,415 | \$ 244,854 |
| Total Capital | \$ 1,597,248 | \$ 1,277,798 | \$ 319,450 |
| Total Camarillo | \$ 3,400,200 | \$ 2,249,274 | \$ 1,230,926 |
| TOTAL | \$ 3,800,187 | \$ 2,569,264 | \$ 1,310,923 |

FY 2024/25 Federal Transit Program of Projects

| | Total Cost | Federal Share | Local Share & Other |
|--|---------------------|---------------------|------------------------|
| SIMI VALLEY URBANIZED AREA | | | |
| Ventura County Transportation Commission | | | |
| <u>Planning Assistance</u> | | | |
| Transit Planning and Prioritization (FY 24/25) | \$ 718,354 | \$ 574,683 | \$ 143,671 |
| Total VCTC | \$ 718,354 | \$ 574,683 | \$ 143,671 |
| City of Simi Valley | | | |
| <u>Operating Assistance</u> | | | |
| Operating Assistance | \$ 5,418,784 | \$ 2,709,392 | \$ 2,709,392 |
| Total Operating | \$ 5,418,784 | \$ 2,709,392 | \$ 2,709,392 |
| <u>Capital Assistance</u> | | | |
| Non Fixed-Route ADA Paratransit Capital | \$ 456,121 | \$ 364,897 | \$ 91,224 |
| Replace HVAC for Transit Maintenance Facility Server Room (5339) | \$ 50,000 | \$ 40,000 | \$ 10,000 |
| Bus Engine /Transmission Rebuilds for Buses (5339) | \$ 200,000 | \$ 160,000 | \$ 40,000 |
| New Farebox Replacement (5339) | \$ 129,986 | \$ 103,989 | \$ 25,997 |
| Driver Break Room Remodel (5339) | \$ 40,000 | \$ 32,000 | \$ 8,000 |
| Electric Bus Portable Battery Chargers (CRP) | \$ 189,766 | \$ 168,000 | \$ 21,766 |
| Total Capital | \$ 1,065,874 | \$ 868,886 | \$ 175,222 |
| Total Simi Valley | \$ 6,484,658 | \$ 3,578,278 | \$ 2,884,614 |
| TOTAL | \$ 7,203,011 | \$ 4,152,961 | \$ 3,028,284 |
| FY 23/24 SECTION 5310 PROGRAM OF PROJECTS | | | |
| | Total Cost | Federal Share | Local Share & Other |
| OXNARD/VENTURA URBANIZED AREA | | | |
| <u>Planning Assistance</u> | | | |
| Program Administration | \$ 45,967 | \$ 45,967 | \$ - |
| <u>Operating Assistance</u> | | | |
| GCTD Improve On Demand Paratransit GCTD to Camarillo | \$ 186,710 | \$ 93,355 | \$ 93,355 |
| Help Of Ojai Operating Assistance | \$ 73,216 | \$ 36,608 | \$ 36,608 |
| Caregivers Transportation for Low Income Seniors | \$ 34,278 | \$ 34,278 | \$ - |
| Catholic Charities of LA, Inc.- Ventura County Oasis Volunteer Driver Program | \$ 20,000 | \$ 20,000 | \$ - |
| Area Agency on Aging MediRide Program | \$ 203,432 | \$ 101,716 | \$ - |
| <u>Capital Assistance</u> | | | |
| Help of Ojai Replacement Wheelchair Accessible Van | \$ 92,668 | \$ 74,134 | \$ 18,534 |
| GCTD Flexible Services Fleet Vehicle Replacement | \$ 200,000 | \$ 160,000 | \$ 40,000 |
| TOTAL | \$ 856,271 | \$ 566,058 | \$ 188,497 |
| THOUSAND OAKS/MOORPARK URBANIZED AREA | | | |
| <u>Planning Assistance</u> | | | |
| Program Administration | \$ 28,712 | \$ 28,712 | \$ - |
| <u>Operating Assistance</u> | | | |
| Caregivers Transportation for Low Income Seniors | \$ 60,722 | \$ 60,722 | \$ - |
| <u>Capital Assistance</u> | | | |
| City of Thousand Oaks EV DAR Vans | \$ 247,106 | \$ 197,685 | \$ 49,421 |
| TOTAL | \$ 336,540 | \$ 287,119 | \$ 49,421 |



[This page intentionally left blank.]



Item 8

DATE: NOVEMBER 13, 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.

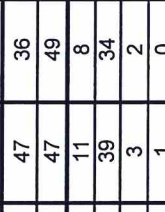
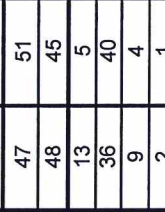
Attached are the ADA Paratransit Certification Services Reports from MMP for review at this TRANSCOM meeting.

Oct-24

| | Oct | Sep | Aug | Jul | Jun | May |
|---|----------|----------|----------|----------|----------|----------|
| Call Center | | | | | | |
| Inbound ADA Calls | 419 | 393 | 400 | 447 | 389 | 413 |
| Outbound ADA calls | 205 | 296 | 377 | 434 | 453 | 267 |
| Average hold time (in seconds) | 2.35 | 0.83 | 2.05 | 2.24 | 0.82 | 1.01 |
| Outbound Area Transmittals | 6 | 3 | 6 | 5 | 2 | 4 |
| Inbound Area Transmittals | 11 | 8 | 7 | 12 | 11 | 9 |
| Recertification | 47 | 36 | 47 | 51 | 76 | 72 |
| New Applications | 47 | 49 | 48 | 45 | 48 | 56 |
| Camarillo Area | 11 | 8 | 13 | 5 | 13 | 13 |
| Gold Coast Area | 39 | 34 | 36 | 40 | 52 | 48 |
| Valley Express Area | 3 | 2 | 9 | 4 | 3 | 8 |
| Moorpark Area | 1 | 0 | 2 | 1 | 2 | 1 |
| Simi Valley Area | 24 | 14 | 21 | 27 | 29 | 29 |
| Thousand Oaks | 15 | 24 | 11 | 17 | 22 | 27 |
| Out of County | 1 | 3 | 3 | 2 | 3 | 2 |
| Complete, with Functional Evaluation | 2 | 0 | 0 | 0 | 0 | 0 |
| Complete, Interview w/o Functional Evaluation | 3 | 0 | 1 | 0 | 0 | 0 |
| Complete, Special Circumstance (no Interview) | 7 | 2 | 3 | 1 | 7 | 8 |
| Complete, Over 85+ | 5 | 6 | 3 | 6 | 4 | 5 |
| Complete, Phone Interview | 31 | 31 | 33 | 24 | 31 | 44 |
| Complete, Short-term Certification (60 days) | 1 | 0 | 0 | 0 | 0 | 0 |
| Complete, Recertifications | 33 | 31 | 43 | 44 | 68 | 65 |
| Completed Determinations | 82 | 70 | 83 | 75 | 110 | 122 |
| Cost per Determination | \$286.54 | \$164.47 | \$195.17 | \$176.23 | \$248.33 | \$223.91 |
| Due to Incomplete application by client | 5 | 6 | 6 | 17 | 8 | 16 |
| Pending Professional Evaluation (PE) | 14 | 11 | 9 | 14 | 12 | 20 |
| Applications that failed to meet 21 day rule | 0 | 0 | 0 | 0 | 0 | 0 |
| Applicants awaiting phone interviews | 3 | 3 | 1 | 0 | 1 | 2 |

| | Total | CAM | ARC-VT | TO |
|--|-------|-----|--------|-----|
| Assessment Categories | | | | |
| With Physical Assessment | 2 | 0 | 2 | 0 |
| With Cognitive Assessment | 3 | 2 | 0 | 1 |
| Interview only (at assessment sites) | 0 | 0 | 0 | 0 |
| No Shows for Interview | 1 | 0 | 0 | 1 |
| Total In-Person Interviews Scheduled (but cancelled) | 1 | 1 | 0 | 1 |
| Total Number of Appointment Days | 6 | 0 | 0 | 0 |
| Determinations by Eligibility | | | | |
| Unconditional (including S.C., Over 85+, Phone interviews) | 75 | | | 92% |
| Conditional | 6 | | | 7% |
| Temporary | 0 | | | 0% |
| Denials | 0 | | | 0% |
| Short Term (including Emergency) | 1 | | | 1% |

Riders requesting service outside of Ventura County
 Riders requesting service into Ventura County
Total applications received: 94
 Online Applications Received: 0 (0%)



| Applications Received -October | | | | |
|---------------------------------------|------------|------------|------------|------------|
| GCT | Oct | Sep | Aug | Jul |
| Casitas Springs | 0 | 1 | 0 | 0 |
| Meiners Oaks | 0 | 0 | 0 | 0 |
| Miramonte | 0 | 0 | 0 | 0 |
| Ojai | 2 | 1 | 3 | 2 |
| Oak View | 0 | 0 | 0 | 0 |
| Oxnard | 17 | 24 | 18 | 18 |
| Saticoy | 0 | 0 | 0 | 0 |
| Port Hueneme | 3 | 3 | 3 | 3 |
| Ventura | 17 | 5 | 12 | 17 |
| Valley Express | Oct | Sep | Aug | Jul |
| Fillmore | 3 | 2 | 2 | 3 |
| Piru | 0 | 0 | 1 | 0 |
| Santa Paula | 0 | 0 | 6 | 1 |
| Thousand Oaks DAR | Oct | Sep | Aug | Jul |
| Agoura | 0 | 0 | 0 | 0 |
| Agoura Hills | 0 | 0 | 0 | 0 |
| Newbury Park | 3 | 3 | 2 | 4 |
| Oak Park | 1 | 3 | 1 | 0 |
| Thousand Oaks | 10 | 11 | 7 | 11 |
| Westlake Village | 1 | 7 | 1 | 2 |
| Simi Valley DAR | Oct | Sep | Aug | Jul |
| Simi Valley | 24 | 14 | 21 | 27 |
| Camarillo | Oct | Sep | Aug | Jul |
| Camarillo | 11 | 7 | 13 | 5 |
| Somis | 0 | 1 | 0 | 0 |
| Moorpark DAR | Oct | Sep | Aug | Jul |
| Moorpark | 1 | 0 | 2 | 1 |
| Other | Oct | Sep | Aug | Jul |
| Los Angeles | 1 | 3 | 3 | 2 |

MX Admin Report (October)

| | Call Count | | Queue Size | | Answered | | Abandoned | | Redirected | | Disconnected | | To VoiceMail | | Hold Time | | | Service Level |
|--------------------|------------|-----|------------|-------|----------|-------|-----------|-------|------------|-------|--------------|-----|--------------|------|-----------|-----|------|---------------|
| | In | Out | Max | Total | Total | Total | Total | Total | Total | Total | Total | Min | Max | Avg | Min | Max | Avg | |
| Grand Total | 419 | 205 | 2 | 624 | 353 | 9 | 57 | 0 | 57 | 0 | 57 | 0 | 187 | 2.35 | 0 | 187 | 2.35 | 75.66% |
| Monday | 74 | 82 | 2 | 156 | 70 | 1 | 3 | 0 | 3 | 0 | 3 | 0 | 19 | 0.26 | 0 | 19 | 0.26 | 82.43% |
| Tuesday | 80 | 23 | 1 | 103 | 65 | 0 | 15 | 0 | 15 | 0 | 15 | 0 | 187 | 5.38 | 0 | 187 | 5.38 | 72.50% |
| Wednesday | 99 | 64 | 2 | 163 | 80 | 2 | 17 | 0 | 17 | 0 | 17 | 0 | 179 | 2.42 | 0 | 179 | 2.42 | 68.69% |
| Thursday | 92 | 16 | 2 | 108 | 75 | 3 | 14 | 0 | 14 | 0 | 14 | 0 | 151 | 3.06 | 0 | 151 | 3.06 | 79.35% |
| Friday | 69 | 20 | 2 | 89 | 61 | 3 | 5 | 0 | 5 | 0 | 5 | 0 | 51 | 1.97 | 0 | 51 | 1.97 | 79.71% |
| Saturday | 5 | 0 | 0 | 5 | 2 | 0 | 3 | 0 | 3 | 0 | 3 | 0 | 0 | 0.00 | 0 | 0 | 0.00 | 40.00% |