



**VENTURA COUNTY TRANSPORTATION
COMMISSION**
Transit Operators Advisory Committee (TRANSCOM)
VCTC Large Conference Room
751 East Daily Drive, Suite 420
Wednesday, December 11, 2024
1:30 p.m.

SPECIAL MEETING

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 REGIONAL RADIO PROJECT**
Recommended Action
• *For discussion*
Responsible Staff: Claire Grasty
- ITEM 7 FARE PAYMENT OPTION FOR DIAL-A-RIDE SERVICES**
Recommended Action
• *Receive and discuss.*
Responsible Staff: Matt Miller

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 8** **TRANSPORTATION EMERGENCY PREPAREDNESS PROGRAM | MOUNTAIN FIRE**
Recommended Action
• *For discussion*
Responsible Staff: Claire Grasty
- ITEM 9** **ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE**
Recommended Action:
• *Receive and file.*
Responsible Staff: Dolores Lopez
- ITEM 10** **FUTURE AGENDA ITEMS**
Recommended Action:
• *For discussion.*
Responsible Staff: Claire Grasty
- ITEM 11** **ADJOURN TO WEDNESDAY, JANUARY 8, 2025 AT 1:30 P.M.,** at the VCTC offices at
751 East Daily Drive #420, Camarillo

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**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)
Shaun Kroes, City of Camarillo (Vice-chair)
Ben Gonzales City of Simi Valley
Tyler Nestved, City of Thousand Oaks
Sergio Albarran, City of Ventura
Austin Novstrup, 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
County of Ventura
- EX OFFICIO PRESENT:** Lupita Monreal, Mobility Management Partners (MMP)
Holly Galbreath, Ventura County Air Pollution Control District (VCAPCD)
- EX OFFICIO ABSENT:** CSU Channel Islands
- VCTC STAFF PRESENT:** Claire Grasty, Transit Director
Matt Miller, Transit Operations Manager
Heather Miller, Program Manager

- ITEM 1 CALL TO ORDER**
Chair Woomer called the meeting to order at 1:30 p.m.
- ITEM 2 INTRODUCTIONS & ANNOUNCEMENT**
The City of Moorpark has relocated to 323 Science Drive in Moorpark. The threshold for notifying the FTA after selling a federally funded asset has been raised to \$10,000.
- 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 October meeting minutes.

ITEM 6 FISCAL YEAR 2024/25 PROGRAM OF PROJECTS**ACTION**

Kroes moved, seconded by Nestved, that the committee approve the Program of Projects (POP) for federal transit operating, planning and capital assistance for Fiscal Year 2024/25. The motion passed unanimously.

ITEM 7 PARATRANSIT INTEGRATION ANALYSIS

The committee received a presentation on countywide demand response service integration including 1) the project background, 2) assessment activities, 3) potential for service/administrative/policy improvements, 4) benefits to the services provided, 5) elements of a demand response brokerage, 6) relevant best practices, and 7) proposed transition timeline.

The committee discussed 1) highlighting actions that cannot take place without integration and actions currently taking place without integration, 2) perceived lack of benefits for GCTD riders, 3) integration versus consolidation, 4) effects on the user experience with/out integration, and 5) financial cost/benefit for the agencies.

ITEM 8 ADA CERTIFICATION SERVICES PROGRAM MONTHLY UPDATE

Claire Grasty provided the committee with the October certification services report.

ITEM 9 FUTURE AGENDA ITEMS

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

ITEM 10 ADJOURNMENT

Chair Woomer adjourned the meeting at 2:50 p.m.



Item 9

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.

Nov-24

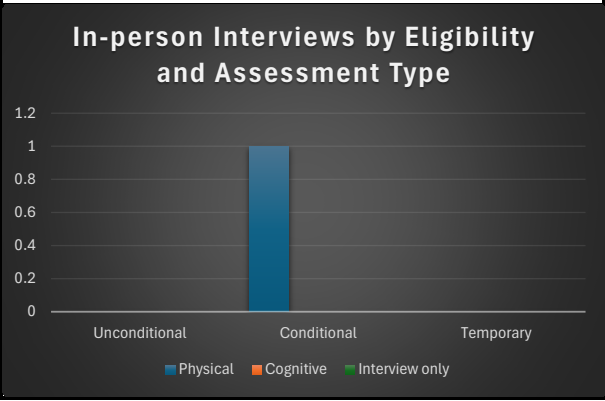
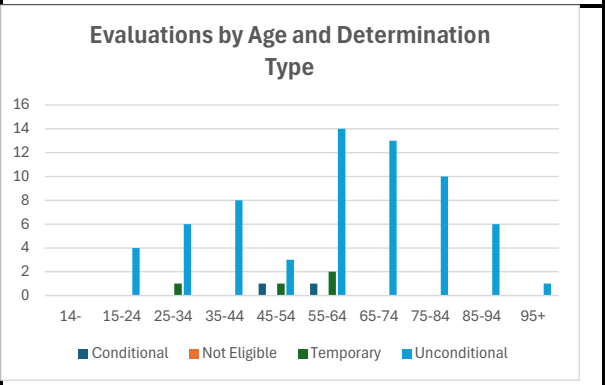
		Nov	Oct	Sep	Aug	Jul	Jun
Call Center	Inbound ADA Calls	352	419	393	400	447	389
	Outbound ADA calls	168	205	296	377	434	453
	Average hold time (in seconds)	0.47	2.35	0.83	2.05	2.24	0.82
	Outbound Area Transmittals	2	6	3	6	5	2
	Inbound Area Transmittals	7	11	8	7	12	11
Applications Received	Recertification	43	47	36	47	51	76
	New Applications	34	47	49	48	45	48
Applications Received by Service Area	Camarillo Area	7	11	8	13	5	13
	Gold Coast Area	39	39	34	36	40	52
	Valley Express Area	2	3	2	9	4	3
	Moorpark Area	3	1	0	2	1	2
	Simi Valley Area	10	24	14	21	27	29
	Thousand Oaks	16	15	24	11	17	22
	Out of County	0	1	3	3	2	3
Completed Determinations by Evaluation Type	Complete, with Functional Evaluation	1	2	0	0	0	0
	Complete, Interview w/o Functional Evaluation	0	3	0	1	0	0
	Complete, Special Circumstance (no Interview)	2	7	2	3	1	7
	Complete, Over 85+	4	5	6	3	6	4
	Complete, Phone Interview	33	31	31	33	24	31
	Complete, Short-term Certification (60 days)	0	1	0	0	0	0
	Complete, Recertifications	31	33	31	43	44	68
	Completed Determinations	71	82	70	83	75	110
Cost per Determination	\$330.93	\$286.54	\$164.47	\$195.17	\$176.23	\$248.33	
Delays in Processing (Cumulative)	Due to Incomplete application by client	2	5	6	6	17	8
	Pending Professional Evaluation (PE)	15	14	11	9	14	12
	Applications that failed to meet 21 day rule	0	0	0	0	0	0
	Applicants awaiting interviews	5	3	3	1	0	1
Assessments	Assessment Categories			Total	CAM	SIMI	TO
	With Physical Assessment			1	1	0	0
	With Cognitive Assessment			0	0	0	0
	Interview only (at assessment sites)			0	0	0	0
	No Shows for Interview (Phone-3 In-Person-1)			4	0	1	0
	Total In-Person Interviews Scheduled (but cancelled)			0	0	0	0
Total Number of Appointment Days			2	1	1	0	
Determinations by Eligibility						Total	%
Unconditional (including S.C., Over 85+ , Phone interviews)						65	91%
Conditional						2	3%
Temporary						4	6%
Denials						0	0%
Short Term (including Emergency)						0	0%

Riders requesting service outside of Ventura County

Riders requesting service into Ventura County

Total applications received: 77

Online Applications Received: 0 (0%)



Applications Received -November

GCT	Nov	Oct	Sep	Aug
Casitas Springs	0	0	1	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	1	2	1	3
Oak View	0	0	0	0
Oxnard	18	17	24	18
Saticoy	0	0	0	0
Port Hueneme	2	3	3	3
Ventura	18	17	5	12
Valley Express	Nov	Oct	Sep	Aug
Fillmore	0	3	2	2
Piru	1	0	0	1
Santa Paula	1	0	0	6
Thousand Oaks DAR	Nov	Oct	Sep	Aug
Agoura	2	0	0	0
Agoura Hills	0	0	0	0
Newbury Park	5	3	3	2
Oak Park	0	1	3	1
Thousand Oaks	9	10	11	7
Westlake Village	0	1	7	1
Simi Valley DAR	Nov	Oct	Sep	Aug
Simi Valley	10	24	14	21
Camarillo	Nov	Oct	Sep	Aug
Camarillo	7	11	7	13
Somis	0	0	1	0
Moorpark DAR	Nov	Oct	Sep	Aug
Moorpark	3	1	0	2
Other	Nov	Oct	Sep	Aug
	0	1	3	3

MX Admin Report (November)

	Call Count			Queue Size	Answered	Abandoned	Redirected	Disconnected	To VoiceMail	Hold Time			Service Level
	In	Out	Total	Max	Total	Total	Total	Total	Total	Min	Max	Avg	
Grand Total	352	168	520	2	308	12	32	0	32	0	48	0.47	65.34%
Sunday	4	0	4	0	3	0	1	0	1	0	0	0.00	0.00%
Monday	60	18	78	1	52	0	8	0	8	0	15	0.39	71.67%
Tuesday	75	85	160	1	73	2	0	0	0	0	48	0.74	76.00%
Wednesday	65	34	99	1	60	2	3	0	3	0	6	0.17	70.77%
Thursday	57	24	81	1	52	3	2	0	2	0	33	0.62	71.93%
Friday	75	7	82	2	59	5	11	0	11	0	13	0.37	57.33%
Saturday	16	0	16	0	9	0	7	0	7	0	0	0.00	0.00%