



THURSDAY, March 14, 2013, 1:30 P.M.  
Camarillo City Hall  
Camarillo

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

- Item #1 CALL TO ORDER**
- Item #2 INTRODUCTIONS AND ANNOUNCEMENTS**
- Item #3 PUBLIC COMMENTS**
- Item #4 TRANSCOM MEETING SUMMARY JANUARY 10, 2013 - PG. 2**
- Item #5 REPORT ON TRANSCOM MEETING FEBUARY 14, 2013 – PG.5**  
Receive report on the February 14 Meeting. There was no quorum.
- Item #6 FISCAL YEAR (FY) 2012/13 PROPOSITION 1B TRANSIT SECURITY GRANT PROGRAM FUND AVAILABILITY – PG.8**  
Discuss the upcoming cycle of Proposition 1B Transit Security Grants and recommend the process to the Commission.
- Item #7 DISCUSSION OF EXTENSION OF AMERICANS WITH DISABILITIES ACT (ADA) CERTIFICATION CONTRACT – PG.10**  
Recommend the Commission approve a one-year extension of the contract with Mobility Management Partners, Inc., for ADA certification services, at a cost not to exceed \$105,130.
- Item #8 LIMITED ENGLISH PROFICIENCY PLAN – PG.12**  
Recommend the Commission approve the attached Limited English Proficiency Plan to comply with Federal Transit Administration requirements for VCTC.
- Item #9 MOBILITY MANAGEMENT PARTNERS, INC. GRANT REQUEST FOR THE COUNTYWIDE MOBILITY PROJECT – PG.29**  
Consider a recommendation to the Commission regarding the Mobility Management Partners, Inc. grant request for the Countywide Mobility Project.
- Item #10 ADA CERTIFICATION UPDATE – PG.30**  
Receive the monthly report on the ADA certification process.
- Item #11 ADJOURN**



**Item #4**

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

**THURSDAY, JANUARY 10, 2013, 1:30 P.M.**

**and**

**PARATRANSIT AD HOC COMMITTEE (for Item #10)  
Camarillo City Hall  
Camarillo**

**Meeting Summary**

**Item #1**

**CALL TO ORDER**

Chair Houser called the meeting to order at 1:34 pm.

**Item #2**

**INTRODUCTIONS AND ANNOUNCEMENTS**

The Committee members introduced themselves. Ben Cacatian discussed the Transportation Control Measure (TCM) process and the impact that the process is currently having on FTIP projects in the South Coast Air Quality basing. Funding is being held up for projects in the SCAG FTIP over the TCM substitution process.

Helene Buchman gave a brief status of the Gold Coast Transit (GCT) activities toward creation of a transit district. She invited all TRANSCOM members to a special meeting of the GCT Board on January 23.

Shaun Kroes gave a status of the East County transit efforts, noting than materials are being transmitted from the “technical” staff level to the management levels, specifically concepts regarding the MOA and operational plan.

It was also noted that Shaun would be taking some time off to help care for his newly born son.

Mike Houser reported that, based on pending approval of a CMAQ demonstration grant, he was expecting to take a recommendation to the Thousand Oaks City Council Saturday service (8 am until 8 pm), with a target date of April 4.... assuming FTA approval of the grant.

**Item #3**

**PUBLIC COMMENTS**

None

**Item #4**

**MEETING SUMMARY THURSDAY, DECEMBER 13, 2012**

Vic Kamhi noted that Shaun had been absent at the December 13 meeting, and that the comments about the Moorpark system attributed to him were actually made by Mike Houser. With that correction, TRANSCOM approved the meeting summary of the December 13, 2012 TRANSCOM meeting summary on a motion by Roc Pulido, seconded by Shaun Kroes.

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- Item #5** **ELECTION OF OFFICERS**  
TRANSCOM unanimously decided to re-elect the same officer for the coming year. Unopposed, Mike Houser was reelected Chair, and Helene Buchman Vice-Chair.
- Item #6** **SECTION 5310 AND 5307 FUNDING FOR SECOND YEAR OF AREA AGENCY ON AGING PROJECTS**  
Stephanie Young, VCTC, reported on the second year of funding FTA Section 5310 and 5307 grants to the Area Agency on Aging. Stephanie described the grants and the carry over. Susan White-Wood provided additional information about the success of both the Medi-ride and Transportation Assistance for Working Seniors programs. The staff recommendation was approved on a motion by Kathy Connell, seconded by Roc Pulido.
- Item #7** **ADJOURN**  
The Chair adjourned the meeting at 2:40 pm.



TRANSFORM

DATE Jan 10, 2013



**Item #5**

**THURSDAY, February 14, 2013, 1:30 P.M.  
Camarillo City Hall  
Camarillo**

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

**Meeting Summary**

**Item #1**

**CALL TO ORDER**

Acting Chair Grahame Watts called the meeting to order at 1:44 pm. There was no quorum. Mr. Watts noted that both the Chair and Vice-Chair were absent, as was the previous chair, and that the Chair had requested he serve for this meeting. There were no objections.

**Item #2**

**INTRODUCTIONS AND ANNOUNCEMENTS**

The Committee members introduced themselves. Vic Kamhi announced that Myra Montejano was leaving VCTC and going to work at MMP. Vic also reported on new Federal Department of Transportation environmental (NEPA) guidance which lowers barriers for some transportation projects.

Susan White distributed a brochure in both Spanish and English regarding an Area Agency on Aging program.

Chuck Perkins reported on a follow-up program by Jeff from the FBI. Chuck thought the program was useful and encouraged others to take advantage of it.

Steve Brown reported on GCT staff involvement in the Ventura County Leadership program. He also discussed interior bus ads.

**Item #3**

**PUBLIC COMMENTS**

None

**Item #4**

**MEETING SUMMARY THURSDAY, JANUARY 10, 2013**

No action was taken due to lack of quorum.

**Item #5**

**FISCAL YEAR (FY) 2012/13 PROPOSITION 1B TRANSIT SECURITY GRANT PROGRAM FUND AVAILABILITY**

While there was no quorum, Darren Kettle invited discussion about the future demand and direction of the program.

**Item #6**

**DISCUSSION REGARDING VCTC INTERCITY BUS ROUTES FARES FOR SERVICE ATTENDENTS**

The TRANSCOM members present supported the staff recommendation as a low cost service improvement.

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**Item #7**

**ADA CERTIFICATION UPDATE**

Mike Culver reported on the processing. Margaret Heath asked about when travel training availability was offered to public contacting MMP. A discussion of the process followed.

Mike Culver also noted that in Los Angeles County, LA ACCESS was scaling back to provide service only within  $\frac{3}{4}$  mile of bus routes – the minimum allowed under the ADA.

Mike also noted that since it was known that several interested TRANSCOM members were going to be absent, he was delaying his presentation regarding the MMP grant/service proposal.

**Item #8**

**ADJOURN**



TRANSCOM

DATE Feb 14, 2013

NAME	
Andrew Mikkelson	
<b>Ben Cacatian</b>	<u>Ben Cacatian</u>
<b>City of Fillmore (Bert Rapp)</b>	<u>Bert Rapp</u>
<b>Chuck Perkins</b>	<u>Chuck</u>
Darren Kettle	<u>DK</u>
Dave Fleish	
Debra Solomon	
Drew Lurie	
Elizabeth Amador	
<b>Fernando Castro</b>	
<b>Andy Santamaria</b>	
Gina Summey	
Gloria Sotelo	
Grahame Watts	<u>G Watts</u>
<b>Helene Buchman</b>	
<b>Jeff Hereford</b>	
Joanna Capelle	
John Quinn	
<b>Kathy Connell</b>	<u>KC</u>
Kerry Forsythe	
Kimberly Gayle	
Linda Wright	
<b>Martin Erickson</b>	
Mary Travis	
Matt Gleason	
<b>Ron Calkins</b>	
<b>Mike Houser</b>	<u>CH</u>
Myra Montejano	
Peter DeHaan	
<b>Roc Pulido</b>	<u>Roc Pulido</u>
<b>Shaun Kroes</b>	<u>Shaun Kroes</u>
Steve Brown	<u>Steve Brown</u>
Steve Rosenberg	
Tom Mericle	
Vic Kamhi	
Charles Sandlin	<u>Charles Sandlin</u>
Jacqui Cervantez Roberts	
Syed Shdab	
Stephanie Young	<u>SY</u>
Ray Porras	<u>Ray Porras</u>
Danny Haws	<u>DL</u>
Fabian Gallardo	
James Hinkamp	<u>JH</u>
Jim Moore	
Leticia Leon	
Mike Culver	<u>MC</u>
Paula Johnson (the ARC)	
Susan White Wood(AAA)	<u>Susan White Wood</u>
Sue Tatangelo (CHCD)	
Maria Tello (VCBH)	
Jesus Galvan (CHCD)	
Jan Richards (Help)	
Ann Springer	
Sue Tatangelo	
Maria Tello	
<u>Margaret Heath</u> <u>Margaret Heath</u>	



**Item #6**

**March 14, 2013**

**TO:** TRANSIT OPERATORS COMMITTEE  
**FROM:** STEPHANIE YOUNG, PROGRAM ANALYST  
**SUBJECT:** FISCAL YEAR (FY) 2012/13 PROPOSITION 1B TRANSIT SECURITY GRANT PROGRAM FUND AVAILABILITY

**RECOMMENDATION:**

- Approve schedule for transit operators to submit Proposition 1B Transit Security fund proposals to VCTC by April 5, 2013.

**BACKGROUND:**

The State has appropriated \$60 million in Proposition 1B Transit Safety, Security & Disaster Response bond funds for FY 2012/13, distributed by formula to regional transportation agencies and transit operators. Based on the formula the Ventura County Transportation Commission (VCTC) can receive \$709,972, which is available for eligible transit capital projects within Ventura County, subject to available bond financing. VCTC will accept proposals from agencies stating which project(s) they would like to nominate for use of Proposition 1B Security funds. A description of the project, project benefits, and funding amount requested will be sufficient for this stage of the approval process. These proposals will be due April 5, 2013, to Stephanie Young at VCTC, 950 County Square Drive, Suite 207, Ventura, CA 93003 or emailed to [syoung@goventura.org](mailto:syoung@goventura.org).

The following projects are eligible for this program:

1. Capital projects that provide increased protection against a security or safety threat, including, but not limited to the following:
  - a) Construction or renovation projects that are designed to enhance security;
  - b) Explosive device mitigation and remediation equipment;
  - c) Chemical, biological, radiological and nuclear explosives search, rescue or response equipment;
  - d) Interoperable communications equipment;
  - e) Physical security enhancement equipment;
  - f) Installation of fencing, barriers, gates or related security enhancements; and
  - g) Other security and safety related projects approved by the California Emergency Management Agency (Cal EMA).

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2. Capital expenditures to increase the capacity of transit operators to develop disaster response transportation systems that can move people, goods, and emergency personnel and equipment in the aftermath of a disaster impairing the mobility of goods, people, and equipment.

The Proposition 1B Transit Safety, Security & Disaster Response Fund program is administered by Cal EMA. Bus transit operators selected by VCTC for funding will receive funds directly from Cal EMA, while funds for Metrolink must be passed through VCTC. The Cal EMA guidelines for these grants can be found at <http://www.calema.ca.gov/EMS-HS-HazMat/Pages/Proposition-1B-Grant.aspx>.

Shown below is the schedule for the FY 2012/13 funding cycle:

1. **February 14:** VCTC issues fund availability notice to TRANSCOM.
2. **April 5:** Commission approves schedule for fund proposal submittal.
3. **April 5:** Project proposals due in VCTC's office.
4. **April 11:** Draft recommendation considered by TRANSCOM
5. **May:** Project selection by Commission.

Projects selected by the board will be submitted to Cal EMA. VCTC will then assist sponsors with submittal of Investment Justifications and will work with sponsors to prepare final applications. Once funds are received, sponsors will be required to submit Performance Reports to VCTC semi-annually. Please direct any questions to Stephanie Young at (805) 642-1591, extension 108, or [syoung@goventura.org](mailto:syoung@goventura.org).



**Item #7**

March 14, 2013

**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 a one-year extension of the contract with Mobility Management Partners, Inc., for ADA certification services, at a cost not to exceed \$105,130.

**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 expires on June 30, 2013, with provision for two one-year extensions. The contract contains gradually increasing annual maximum payments, with the maximum payment for Fiscal Year (FY) 2012/13 being \$101,010, and the maximum for the optional FY 2013/14 extension being \$105,130.

**DISCUSSION:**

VCTC staff is well satisfied with MMP's work in carrying out certifications for Ventura County. Although the staff at MMP has had significant turnover since the contract started, the current staff appears to be just as qualified, if not more qualified, than the original staff. As TTAC is aware, there have been earlier problems with the large backlog of applications, particularly due to doctors' offices not completing the required forms, but MMP has taken action to reduce the backlog through aggressive follow up with the doctors. Although VCTC has received occasional complaints from applicants, the number of complaints (less than one per month) is very low given the number of applicants, and all of the complaints have been related to issues beyond MMP's control, primarily difficulties with obtaining completion of the required form from the physician.

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Although the price of \$105,130 for the one-year extension of MMP was obtained through a competitive procurement, staff has obtained cost information from L.A. Access Services as a check on the reasonableness of the price in MMP's contract. Since MMP performs approximately 700 certifications and recertifications per year, the proposed cost would average about \$700 per certification or recertification. The L.A. Access Services contract price structure is very different from VCTC's, due to there being a large monthly fixed payment, but assuming the number of certifications and recertifications in L.A. County is proportional to the relative population sizes of the two counties, staff has calculated that the average cost per certification / recertification for L.A. County is about \$250. Thus, the cost of the MMP one-year extension appears to remain reasonable.



Item #8

March 14, 2012

**MEMO TO:** TRANSIT OPERATORS COMMITTEE  
**FROM:** PETER DE HAAN, PROGRAMMING DIRECTOR  
**SUBJECT:** LIMITED ENGLISH PROFICIENCY PLAN

**RECOMMENDATION:**

- Recommend the Commission approve the attached Limited English Proficiency Plan.

**BACKGROUND:**

In the past few years FTA has issued detailed guidance for implementation of federal Limited English Proficiency (LEP) planning requirements, based on US DOT LEP guidance (70 FR 74087). Accordingly, VCTC staff in 2011 prepared the attached LEP plan. However, this plan has never been formally adopted by VCTC.

**DISCUSSION:**

The VCTC LEP plan evaluates the need for provision of service to non-English speakers, using the required four-factor analysis as described. The analysis looks at countywide data to determine that Spanish is the only language necessary to address in VCTC's LEP. To address the Spanish-speaking population, VCTC commits to providing Spanish language-brochures, translation of various documents, provisions of translators at public meetings, Spanish-language Title VI notifications, Spanish language ADA interviews if requested, and Spanish-language telephone staff in the dial-a-ride trip reservation center and the transit information center.

FTA's new Title VI Guidance (FTA Circular 4702.1B) requires that each subrecipient also adopt an LEP. VCTC staff believes that most of its subrecipients can meet this requirement by taking a formal action to adopt VCTC's LEP plan. The primary exception would be subrecipients which serve a limited client base, in which case these organizations are likely to have their own analysis documenting their clients' non-English speaking language need. It is anticipated that such subrecipients can meet this requirement by adopting a modified version of VCTC's LEP, substituting their own client language documentation.

November 2, 2011

Subject: Plan for Special Language Services to Limited English Proficient Populations

#### Background

Presidential Executive Order 13166 states that people who speak limited English should have meaningful access to federally conducted and federally funded programs and activities. It requires that all federal agencies identify any need for services to those with limited English proficiency, and develop and implement a system to provide those services so all persons can have meaningful access to services. Chapter IV part 4 of this the Federal Transit Administration's (FTA) Title VI regulations reiterates the requirement to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and suggests that FTA recipients and subrecipients develop a language implementation plan consistent with the provisions of Section VII of the DOT LEP guidance.

Guidance prepared by the FTA, recommends a four factor analysis to develop a Limited English Proficiency (LEP) and language assistance plan. The Factors are:

1. Determine the numbers and proportion of LEP persons served or encounter in the eligible service population.
2. Assess, as accurately as possible, the frequency with which the agency has or should have contact with LEP individuals from different language groups seeking assistance.
3. Identify the importance to LEP persons of the agency's programs, activities, and services.
4. Identify the costs to the agency to weigh the demand for language assistance against the agency's current and projected financial and personnel resources. This analysis should help the agency determine if the language services it currently provides are cost effective and should also help agencies plan future investments that will provide the most needed assistance to the greatest number of LEP persons within the limits of agency resources.

VCTC, both as a planning and programming agency, and as a transit provider receiving federal funds is subject to this requirement. VCTC has long recognized that there is a significant percentage of the population it serves through its transit programs who are limited English speakers, primarily Spanish speakers, and has provided both staff in its transit information center who are proficient in both Spanish and English.

The VCTC LEP plan identifies the various services and proposes some new procedures in a Draft Plan for Special Language Services to Limited English Proficient (LEP) Populations.

# **VCTC Plan for Special Language Services to Limited English Proficient (LEP) Populations**

October 21, 2011

Final LEP also available in Spanish language

Ventura County Transportation Commission  
Attn: Victor Kamhi  
950 County Square Dr.  
Suite 270  
Ventura, CA 93003

## ATTACHMENT A

### **VCTC Plan for Special Language Services to Limited English Proficient (LEP) Populations**

#### **Introduction**

Individuals who have a limited ability to read, write, speak or understand English are limited English proficient, or "LEP." In compliance with regulations from the U.S. Department of Transportation, and to avoid discrimination against LEP persons on the grounds of national origin, VCTC will take reasonable steps to ensure that all persons have meaningful access to its programs, services, and information, free of charge.

An LEP Plan starts with an assessment to identify LEP individuals who need assistance. Implementation includes the development of language assistance measures, staff training, notification measures to LEP individuals, and monitoring of the plan.

As the regional transportation planning agency, the Service Authority for Freeway Emergencies (SAFE), the Congestion Management Agency (CMA), the Airport Land Use Commission (APLUC), and the operator of the VISTA bus services for Ventura County, VCTC's service area includes a population of some over 800,000 persons residing in over 1,845 square miles of land. The county's make up ranges from urban and suburban cities to rural towns and farming communities, and varies significantly between the East and West portions of the county. The population is quite diverse, with 40.3 percent of the county of Hispanic or Latino origin (U.S. Census Bureau Quick Facts). The majority of the county's population, 68.7 percent are reported by the census bureau as being "white", while 6.7 percent are reported as being Asian.

#### **Determination of Need**

In order to prepare this plan, VCTC undertook the U.S. Department of Transportation's four-factor LEP analysis, which considers the following:

1. The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population
2. The frequency with which LEP persons come in contact with VCTC programs, activities or services
3. The Importance to LEP Persons of VCTC's Program, Activities and Services
4. The resources available to VCTC and overall cost to provide LEP assistance.

##### **Factor 1: Number and proportion of LEP persons served or encountered**

For planning purposes, VCTC looked at both the American Community Survey data and the state schools data. The state schools data is a 100% survey done annually, and for that reason, is very useful for planning. Its shortcomings are that it misses households and individuals without school age children, double counts households with two or more children in the schools, and in some cases misses households where the school children are fluent in English, but other members of the household are not. Even with that shortcoming, it is more reliable than survey data, especially for information about minority/immigrant populations.

The American Community Survey provides an additional source of data for people who speak English "less than very well" as Limited English Proficient persons. Table 1 shows the languages spoken at home, by ability to speak English, for persons five years of age and older, with number. Looking at the county totals based on data from the California State Superintendent of Schools annual census of students (Appendix 1), the most frequently spoken languages other than English is Spanish. Using the data from the State Schools, none of the other Asian and Pacific islander language speaking groups (Filipino (Pilipino or Tagalog), Vietnamese, Mandarin (Putonghua), Korean , Cantonese, Russian, Hindi,

Japanese, Punjabi) individually represent more than a half a percent of the county population, and the remainder (Thai, Khmer (Cambodian), Lao, Indonesian, Samoan, Tongan, Hmong, Taiwanese, Chaozhou (Chiuchow), Burmese, Toishanese, Marshallese, Mien (Yao)) individually represent less than 0.05 percent. The data shows that providing language assistance in Spanish would give that population access to information and services in their language spoken at home, and that there is a significant potential for information in Spanish. There are no other specific languages spoken by more than a half a percent of the county population.

**TABLE 1**  
**Ventura County, California Selected Social Characteristics in the United States: 2005-2009**  
**American Community Survey 5-Year Estimates**

Selected Social Characteristics	Estimate	Margin of Error	Percent	Margin of Error
<b>LANGUAGE SPOKEN AT HOME</b>				
<b>Population 5 years and over</b>	<b>733,031</b>	<b>+/-79</b>	<b>733,031</b>	<b>(X)</b>
English only	469,662	+/-3,463	64.1%	+/-0.5
Language other than English	263,369	+/-3,437	35.9%	+/-0.5
Speak English less than "very well"	118,178	+/-2,978	16.1%	+/-0.4
Spanish	206,541	+/-2,814	28.2%	+/-0.4
Speak English less than "very well"	100,187	+/-2,784	13.7%	+/-0.4
Other Indo-European languages	21,816	+/-1,402	3.0%	+/-0.2
Speak English less than "very well"	3,720	+/-494	0.5%	+/-0.1
Asian and Pacific Islander languages	31,129	+/-1,020	4.2%	+/-0.1
Speak English less than "very well"	12,998	+/-826	1.8%	+/-0.1
Other languages	3,883	+/-711	0.5%	+/-0.1
Speak English less than "very well"	1,273	+/-476	0.2%	+/-0.1

#### **Factor 2: Frequency of LEP populations' contact with programs, activities, services.**

VCTC's prior experience with limited English proficient persons has been virtually entirely with Spanish speakers. During the past decade, VCTC has only printed a limited amount of materials regarding the Commission or its programs, other than transit schedules, smartcard brochures, rideshare program information (including farmworker Vanpool and Guaranteed Ride Home), and unmet Transit Needs announcements – almost of which has been provided in both English and Spanish. In 2000 and 2005 the VCTC printed an ADA/Senior Guide, available in both English and Spanish; however, the demand for that material in Spanish was minimal – and a new edition is not planned. Calls into the VCTC transit information center are predominately in English, with calls in Spanish making up less than 20 percent of the total number.

Although the annual and bi-annual VISTA riders' surveys have been printed in both English and Spanish, VCTC has not tracked the language of the response, nor the ethnic background of the riders. In 2009, as part of a Title VI analysis regarding a potential intercounty fare increase, VCTC did collect information regarding demographic characteristics of the riders, which the survey in English on one side, and Spanish on the other. The data is included in Appendix 2 for the Coastal Express, and Appendix 3 for the Conejo Connection. While 58% of the Coastal weekday riders and 68% of the weekend riders identified themselves as "minorities", only 15% of the weekday riders and 18% of the weekend riders filled out the surveys in Spanish. On the Conejo Connection, while 52% of the riders identified themselves as "minorities", none filled out the survey in Spanish.

VCTC has had a translator available at all Commission meetings, however, one has not been requested in the past decade. The Spanish translator has been used for a number of the VCTC Unmet Transit Hearing Board meetings. VCTC will continue its practice of having a Spanish translator available if requested 3 days (72 hours) before the meeting, at all Board and Unmet Transit Hearing Board meetings. VCTC has also distributed all transit surveys in both Spanish and English.

### **Use of transit services by LEP populations**

Countywide, data about mode of travel for LEP populations is available through the U.S. Census Bureau's 2010 American Community Survey 1-Year Estimates. The following table shows the total number of workers 16 years and over, and the mode of travel by ability to speak English and specifically to speak English "less than very well". As the table shows, the total number of workers 16 years and over was 380,895 (a little more than 46% of the total county population). Countywide, public transit was the worktrip mode of travel for 5,426 persons. Countywide, the total daily transit ridership is between 8,000 and 9,000 persons per day; however, that number includes persons not in the workforce, students and those under 16, and retirees. The data indicates that countywide for all transit systems, including VISTA, about 1,000 individuals use transit, speaks Spanish and speak English "Less than very well". Only 87 individuals use transit, speaks a language other than Spanish and speaks English "less than very well".

Significantly greater numbers of Ventura County workers 16 years and over who carpool speak English "less than very well". Countywide, carpools were the mode of travel for 51,856 persons. Those numbers do not include persons not in the workforce, students and those under 16, and retirees. The data indicates that countywide for all workers, about 21,533 individuals carpool, speaks Spanish and speak English "less than very well". 1,403 individuals use who use carpools to go to work speaks a language other than Spanish and speaks English "less than very well".

**TABLE 2**  
**2010 American Community Survey 1-Year Estimates**  
**TABLE B08113: MEANS OF TRANSPORTATION TO WORK BY LANGUAGE SPOKEN AT HOME AND ABILITY TO SPEAK ENGLISH - Universe: Workers 16 years and over**

Ventura County, California

<b>Total:</b>	380,895
Speak only English	236,664
Speak Spanish:	112,897
Speak English "very well"	51,543
Speak English less than "very well"	61,354
Speak other languages:	31,334
Speak English "very well"	22,941
Speak English less than "very well"	8,393
<b>Public transportation (excluding taxicab):</b>	5,426
Speak only English	3,085
Speak Spanish:	1,985
Speak English "very well"	970
Speak English less than "very well"	1,015
Speak other languages:	356
Speak English "very well"	269
Speak English less than "very well"	87
<b>Car, truck, or van - carpooled:</b>	51,856
Speak only English	17,356
Speak Spanish:	29,004
Speak English "very well"	7,471
Speak English less than "very well"	21,533

Speak other languages:	5,496
Speak English "very well"	4,093
Speak English less than "very well"	1,403

### **Factor 3: Importance to LEP population of programs, services, activities.**

Regarding the importance to LEP persons of VCTC's programs, activities and services, in general, the programs that have the most effect and importance to the LEP population are the delivery of transportation services. VCTC programs, which are provided in both English and Spanish, include transit information and regional (GOVENTURA smartcard) pass sales, regional ridesharing, motorist-aid call boxes, and certification of persons with disabilities (ADA Certification). VCTC provides all of the services in both English and Spanish.

VCTC also serves as the county's transportation planning and programming agency, and while translation services have been available at most public meetings, there has not been any use or requests for translation services other than at the unmet transit needs hearing process. In its first "community" level transit plan, for the Heritage Valley, materials and survey activities are using both English and Spanish equally.

### **Factor 4: Resources available to VCTC and overall cost to provide LEP assistance.**

Providing translation services to allow LEP populations to participate by obtaining information about VCTC services has been a core activity at VCTC since its creation. It is worth noting, however, that there has not been a significant demand from LEP residents to participate in the policy-oriented discussions at VCTC until recently. VCTC has reached out to the LEP population through attendance at planning workshops sponsored by CAUSE (Central Coast Alliance United for A Sustainable Economy), which has helped to access LEP persons and bring them into the VCTC planning process.

For VCTC's programs that more directly serve Ventura County residents, measures have been incorporated to provide access for LEP populations (see Table 2). In some cases, however, the cost to implement multiple-language programs is significant and not currently funded. For example, the cost for VCTC to create and maintain a Spanish language version of its website is beyond existing resources, but VCTC does post transit information, such as riders' alerts, on the website in both English and Spanish.

### **Language Assistance Measures**

VCTC will continue to use a number of techniques or practices to provide meaningful, early and continuous opportunities for all interested County residents to participate in the dialogue that informs key decisions, regardless of language barriers. This is done in a number of ways, including:

#### **General Measures or Practices (ongoing and continuing)**

- Review prior experiences with LEP populations to determine the types of language services that are needed.
- Robust use of "visualization" techniques, including maps, charts and photographs to illustrate trends, choices being debated, etc.
- Translate to Spanish as a matter of routine selected printed materials for specific traveler services provided by VCTC (VISTA transit services, GOVENTURA Smartcard, Call Boxes, ADA certification and services, transit meeting notices).
- Work to involve in VCTC's activities non-profit groups that advocate on behalf of persons with limited English proficiency.

- Include, as appropriate, limited-English speaking populations in random-digit telephone surveys or transit rider surveys by having bilingual staff available to conduct the survey.
- Translation of vital documents - including certain news releases, brochures, fact sheets and portions of the Heritage Valley transit plan.
- Ensure competency of translators; have translators available, if requested 3 days (72 hours) before the meeting at meetings as requested. Contract with a language translation firm for on-call assistance translating documents as needed.

### **Local Community Media**

- Work with Spanish language media outlets to place articles about VCTC's work or announce participation opportunities.
- Purchase display ads in Spanish language community newspapers to announce public meetings for Unmet Transit Needs meetings.

### **Staff Training**

Routine Accommodations:

VCTC works to instill its staff with an awareness of and sensitivity to the needs of LEP residents.

### **Notification to LEP or Low Literacy Persons**

The public must be informed of their rights under Title VI. This is or will be done in a number of ways:

- Notification in English and Spanish on VCTC's website (currently being done).
- Documents or flyers that describe VISTA's services, translated into Spanish, will be available the VCTC office and at meetings when appropriate (service changes, fare changes, etc.).
- Routine use of Spanish language on printed or electronic announcements for any changes to the VCTC operated transit system, and public workshops on key planning efforts that alert interested individuals on how to request translation services.

### **Monitoring and Updating of the LEP Plan**

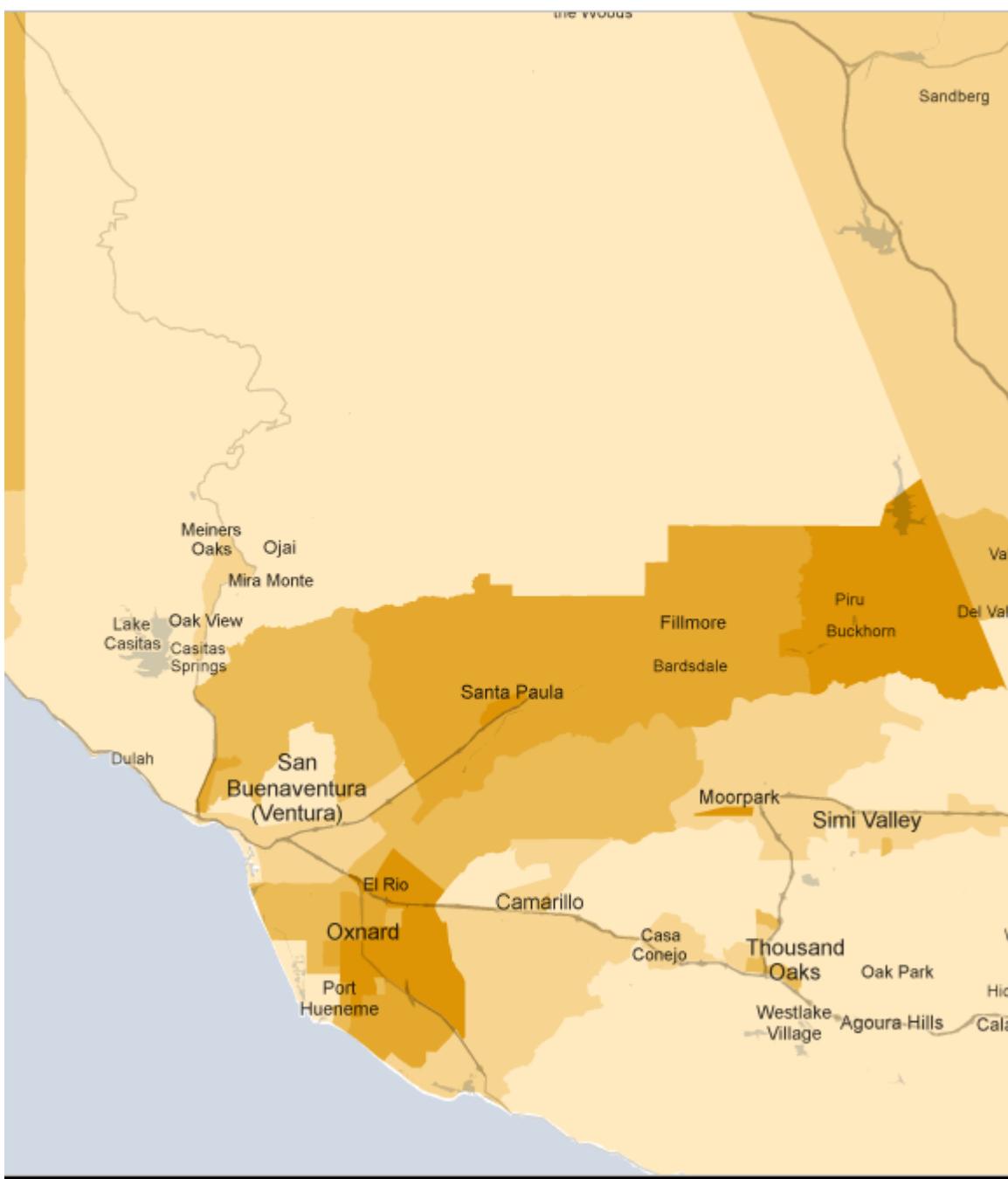
VCTC will monitor requests for translations and adjust practices to meet demand while maintaining a basic level of access by LEP populations to key programs and documents. Some of VCTC's customer-service oriented programs - including the 511 traveler information program are exploring the costs and feasibility of providing increased access to their programs in Spanish. VCTC's LEP Plan will be updated periodically as needed to reflect significant changes.

Table 2: VCTC Programs, Activities, Services and LEP Persons

Program, Activity, Service	LEP Component
VCTC planning and funding activities	<ul style="list-style-type: none"> <li>• VCTC is conducting its outreach and survey activities for the Heritage Valley Transit Study in both English and Spanish.</li> <li>• Flyers for major community workshops and similar meetings include instructions on how to request translation services.</li> <li>• VCTC's has staff available to translate to/from Spanish at all commission meetings.</li> </ul>
Motorist-aid call boxes	<ul style="list-style-type: none"> <li>• Instructions on call boxes in English and Spanish; English- and Spanish-speaking dispatchers are available at all times through the toll-free dispatch center; for other languages, dispatchers connect speakers to a translations service for assistance (available at all times).</li> </ul>

VISTA Transit Service	<ul style="list-style-type: none"> <li>Both the VISTA intercity transit and the VISTA Dial-a-Ride transit dispatch centers (intercity and DAR) are staff by persons fluent in both English and Spanish</li> <li>While not required (because dispatch assistance is available by radio), over 70% of the Dial-a-ride (DAR) drivers are fluent in both English and Spanish and all DAR are fluent enough in Spanish to communicate for pickups/directions. Those drivers who are not fluent in both languages know if there is still an issue dispatchers can converse of the radios with patrons. Approximately 80 % of the VISTA intercity bus service drivers are fluent in both Spanish and English. When possible, drivers fluent in both languages are recruited.</li> <li>All riders alerts posted at bus stops, placed on buses as seat drops, and posted on the VCTC website regarding VISTA operations are provided in both English and Spanish.</li> </ul>
County local transit and VISTA Information	<ul style="list-style-type: none"> <li>The VCTC call center, which provides transit information and takes complaints, M-F from 7 a.m. to 6 p.m. is staffed by persons fluent in both English and Spanish.</li> <li>VISTA bi-annual rider surveys are distributed in both English and Spanish.</li> </ul>
GOVENTURA Smartcard support and literature	<ul style="list-style-type: none"> <li>The current smartcard brochure is only available in English, when revised in 2012 VCTC will also print a Spanish version.</li> <li>Website is in English with short program overviews in both Spanish.</li> <li>Customer service center's live support can connect with a translation service.</li> <li>Card readers themselves are English-only due to limited capacity and a small display screen.</li> </ul>
VISTA Webpage	<ul style="list-style-type: none"> <li>The VISTA webpage is currently only available in English. VCTC posts notices regarding VISTA transit services and related activities, such as the annual Unmet Transit Needs hearings and process, in Spanish and English on the website.</li> </ul>
Unmet Transit Needs Hearings	<ul style="list-style-type: none"> <li>VCTC provides a Spanish translator at all Unmet Transit Needs hearings.</li> <li>Public Notices, and newspaper ads are printed in both English and Spanish. Newspaper ads in Spanish are printed in the county's most widely circulated Spanish language paper.</li> </ul>
ADA Certification	<ul style="list-style-type: none"> <li>All materials are available in both Spanish and English</li> <li>All interviews are conducted in either Spanish or English, at the applicants' choice.</li> </ul>
Rideshare Program	<ul style="list-style-type: none"> <li>Rideshare week materials- Pledge cards and poster available in Spanish and English</li> <li>Guaranteed ride home brochure and vouchers available in Spanish and English</li> <li>Rideguides are currently available in English, VCTC is part of a Southern California regional effort , to develop Rideguides in Spanish.</li> </ul>

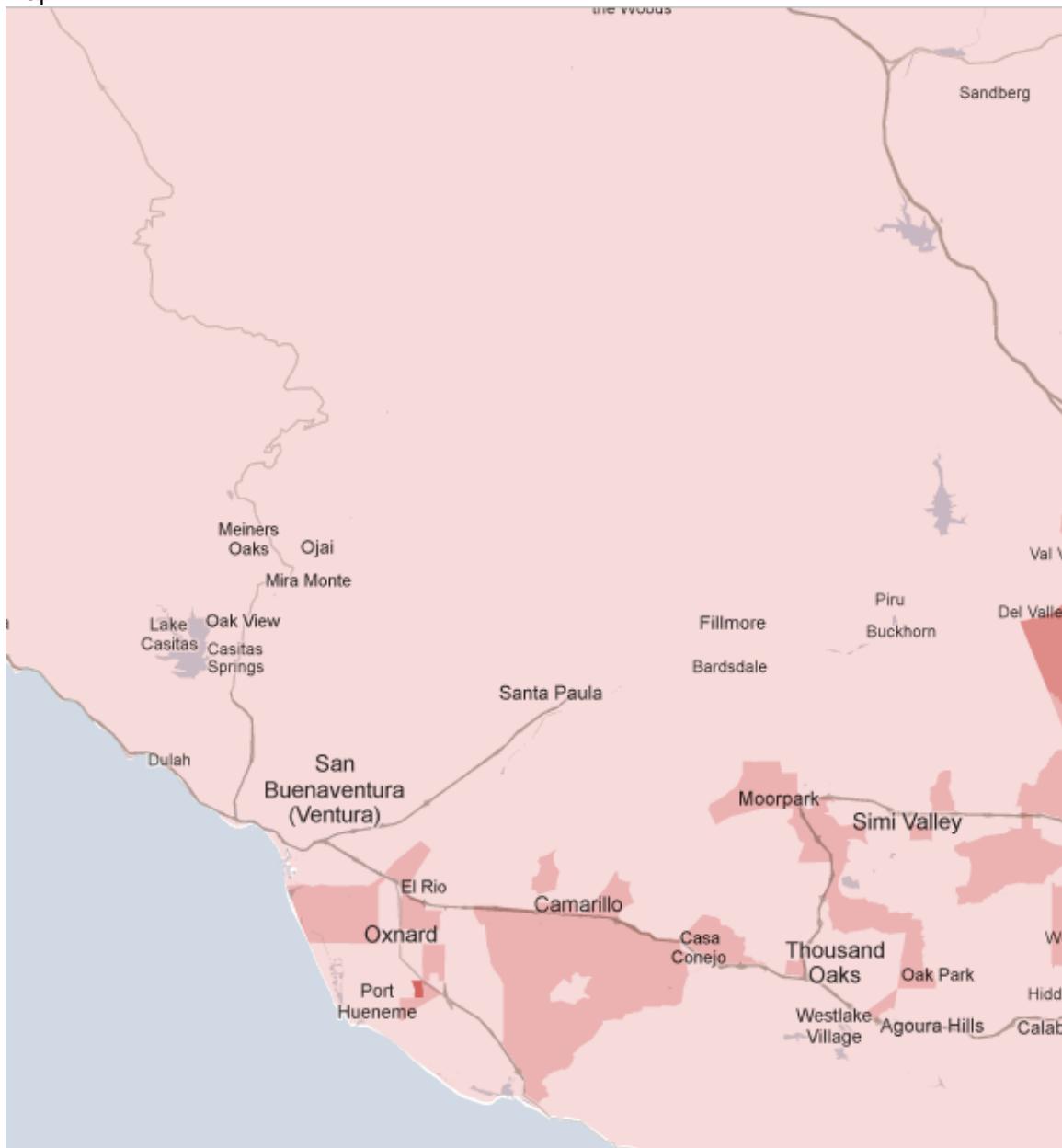
Map 1  
New York Times 2010 US Census mapping page



#### Hispanic population

- Less than 20%
- 20-40%
- 40-60%
- 60-80%
- 80-100%

Map 2



**Asian population**

- Less than 10%
- 10-20%
- 20-30%
- 30-40%
- More than 40%

Map 3



**Largest racial and ethnic groups in 2010**

- White
- Black
- Hispanic
- Asian
- Native American
- Multiracial
- Other



## Appendix 1

### English Learner (EL) students (*formerly known as Limited-English-Proficient or LEP*)

This report lists the number and percent of total enrollment for EL students. EL students are those students for whom there is a report of a primary language other than English on the state-approved *Home Language Survey* and who, on the basis of the state approved oral language (grades K-12) assessment procedures and including literacy (grades 3-12 only), have been determined to lack the clearly defined English language skills of listening comprehension, speaking, reading, and writing necessary to succeed in the school's regular instructional programs.

Ventura County  
Language Group Data - Countywide  
for 2009 - 10  
County Enrollment: 141,325

Languages	Enrollment	Number of English Learner	Number of Fluent English Proficient	Total Number of English Learner and Fluent English Proficient	Overall Percent
Spanish		30,772	15,244	46,016	32.56%
Other non-English languages		277	450	727	0.51%
Filipino (Pilipino or Tagalog)		256	341	597	0.42%
Vietnamese		199	361	560	0.40%
Mandarin (Putonghua)		109	295	404	0.29%
Korean		116	231	347	0.25%
Farsi (Persian)		82	209	291	0.21%
Arabic		135	153	288	0.20%
Mixteco		267	5	272	0.19%
Cantonese		22	164	186	0.13%
Hebrew		28	121	149	0.11%
Russian		42	96	138	0.10%
Hindi		30	107	137	0.10%
Japanese		50	87	137	0.10%
Punjabi		34	86	120	0.08%
German		31	69	100	0.07%
Gujarati		26	73	99	0.07%
Armenian		21	53	74	0.05%
Urdu		21	53	74	0.05%
French		20	51	71	0.05%
Thai		19	31	50	0.04%
Portuguese		11	28	39	0.03%
Khmer (Cambodian)		13	25	38	0.03%
Italian		10	18	28	0.02%

Pashto		11	16	27	0.02%
Dutch		5	21	26	0.02%
Hungarian		3	21	24	0.02%
Lao		7	16	23	0.02%
Albanian		10	11	21	0.01%
Rumanian		4	16	20	0.01%
Indonesian		3	15	18	0.01%
Samoan		9	9	18	0.01%
Polish		5	12	17	0.01%
Turkish		5	8	13	0.01%
Serbo-Croatian (Bosnian, Croatian, Serbian)		8	4	12	0.01%
Bengali		3	9	12	0.01%
Greek		1	10	11	0.01%
Cebuano (Visayan)		5	5	10	0.01%
Ilocano		6	3	9	0.01%
Ukrainian		3	4	7	0.00%
Unknown		2	4	6	0.00%
Tongan		5	1	6	0.00%
Hmong		3	3	6	0.00%
Taiwanese		3	2	5	0.00%
Chaozhou (Chiuchow)		1	3	4	0.00%
Burmese			3	3	0.00%
Toishanese		1	2	3	0.00%
Marshallese		1	1	2	0.00%
Mien (Yao)		1		1	0.00%
Ventura County Total	141,325	32,696	18,550	51,246	36.26%
California State Total	6,190,425	1,468,235	1,155,026	2,623,261	42.38%

Note: The collection of the 2009-10 English Learner (EL) related data were scheduled for transition to the California Longitudinal Pupil Achievement Data System (CALPADS). However, due to implementation delays, the following adjustments were made in the collection of these data: (1) EL and Fluent-English proficient (FEP) student counts by language, by grade were collected through CALPADS as of October 6, 2009 (instead of March 1, 2010); and (2) School-level EL totals and EL counts by instructional settings and services, counts of reclassified ELs, waivers, and counts of teachers providing services were collected through the Language Census as of March 1, 2010. Therefore, the total EL counts derived from the October 2009 collection will not match total EL counts from the March 2010 collection.

Rank/Language Name	Total	% of Total
1 Spanish	30,772	94.1
2 Other non-English languages	277	0.8
3 Mixteco	267	0.8
4 Filipino (Pilipino or Tagalog)	256	0.8
5 Vietnamese	199	0.6
6 Arabic	135	0.4
7 Korean	116	0.4
8 Mandarin (Putonghua)	109	0.3
9 Farsi (Persian)	82	0.3
10 Japanese	50	0.2
11 Russian	42	0.1
12 Punjabi	34	0.1
13 German	31	0.1
14 Hindi	30	0.1
15 Hebrew	28	0.1
16 Gujarati	26	0.1
17 Cantonese	22	0.1
18 Urdu	21	0.1
19 Armenian	21	0.1
20 French	20	0.1
21 Thai	19	0.1
22 Khmer (Cambodian)	13	0.0
23 Portuguese	11	0.0
24 Pashto	11	0.0
25 Italian	10	0.0
26 Albanian	10	0.0
27 Samoan	9	0.0
28 Serbo-Croatian (Bosnian, Croatian, Serbian)	8	0.0
29 Lao	7	0.0
30 Ilocano	6	0.0
31 Cebuano (Visayan)	5	0.0
32 Tongan	5	0.0
33 Polish	5	0.0
34 Dutch	5	0.0
35 Turkish	5	0.0

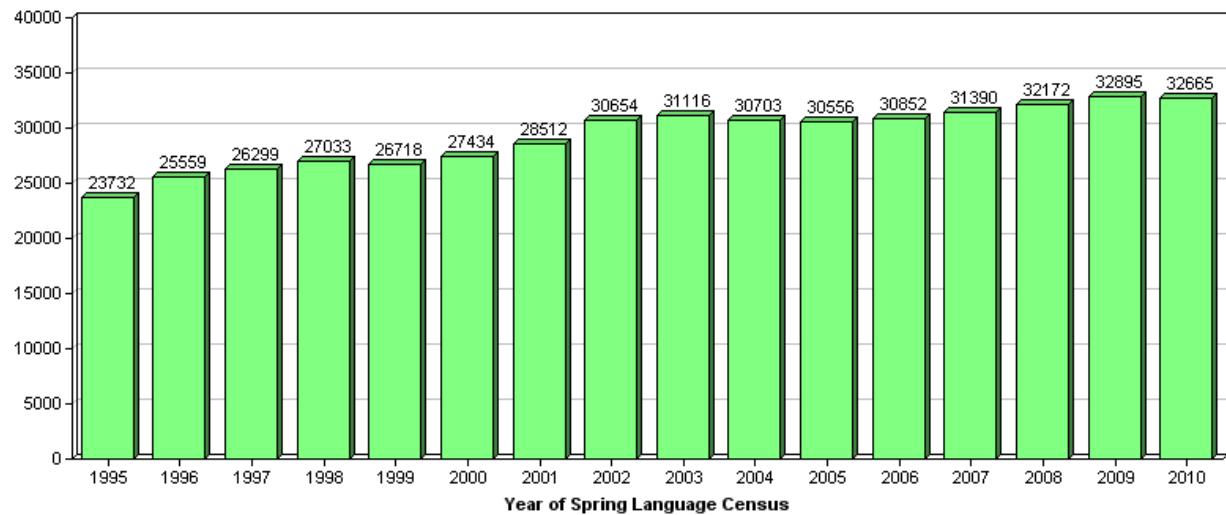
36 Rumanian	4	0.0
37 Ukrainian	3	0.0
38 Hungarian	3	0.0
39 Taiwanese	3	0.0
40 Bengali	3	0.0
41 Hmong	3	0.0
42 Indonesian	3	0.0
43 Unknown	2	0.0
44 Chaozhou (Chiuchow)	1	0.0
45 Greek	1	0.0
46 Toishanese	1	0.0
47 Marshallese	1	0.0
48 Mien (Yao)	1	0.0
EL Totals	32,696	100.0
% of Total	100.0	
<u>State EL Totals</u>	1,468,235	100.0
% of State Total	100.0	

Note: The collection of the 2009-10 English Learner (EL) related data were scheduled for transition to the California Longitudinal Pupil Achievement Data System (CALPADS). However, due to implementation delays, the following adjustments were made in the collection of these data: (1) EL and Fluent-English proficient (FEP) student counts by language, by grade were collected through CALPADS as of October 6, 2009 (instead of March 1, 2010); and (2) School-level EL totals and EL counts by instructional settings and services, counts of reclassified ELs, waivers, and counts of teachers providing services were collected through the Language Census as of March 1, 2010. Therefore, the total EL counts derived from the October 2009 collection will not match total EL counts from the March 2010 collection.



California Department of Education  
Educational Demographics Unit

Number of English Learners for Ventura County



<http://data1.cde.ca.gov/dataquest/SearchName.asp?rbTimeFrame=oneyear&rYear=2009-10&cCounty=56+VENTURA&Topic=LC&Level=County&submit1>



**Item #9**

March 14, 2013

**MEMO TO:** TRANSIT OPERATORS COMMITTEE  
**FROM:** PETER DE HAAN, PROGRAMMING DIRECTOR  
**SUBJECT:** MOBILITY MANAGEMENT PARTNERS, INC. GRANT REQUEST FOR THE COUNTYWIDE MOBILITY PROJECT

**RECOMMENDATION:**

- Consider a recommendation to the Commission regarding the Mobility Management Partners, Inc. grant request for the Countywide Mobility Project.

**BACKGROUND:**

At the December 13, 2012 meeting of TRANSCOM, VCTC staff presented an item recommending adoption of the FY 2012/13 project scores and Program of Projects for FTA Section 5307 JARC (Jobs-Access and Reverse Commute), Section 5310, and Sections 5316 5317 carryover funds. Mobility Management Partners (MMP) submitted an application under this grant cycle for a total of \$586,984 in funding to continue and expand the existing county-wide Mobility Management Project which currently provides travel training and community outreach to all areas of the County. The expanded program would include developing a volunteer driver program in cooperation with the Ventura County Area Agency on Aging, as well as establish a pilot one-stop mobility information and customer call center.

Staff's recommendation was to approve funding for the continuation of the travel training and outreach program with Large Urban carry-over Funds currently available in the amount of \$95,744 and to defer the remaining funding request of \$491,240 to future 5307 funding. Members of TRANSCOM asked MMP to return at a meeting in the near future and present a complete overview of the proposed project scope for the expanded services so that the committee could better evaluate the appropriateness of funding this program.

Mike Culver, MMP Director of Operations, will present an overview of the proposed expanded services. Materials will be distributed at the time of the presentation.



**Item #10**

**March 14, 2013**

**MEMO TO:** TRANSIT OPERATORS COMMITTEE  
**FROM:** PETER DE HAAN, PROGRAMMING DIRECTOR  
**SUBJECT:** ADA CERTIFICATION UPDATE

**RECOMMENDATION:**

- Receive the monthly report on the ADA certification process

**BACKGROUND:**

Mike Culver, MMP Director of Operations for the ADA Certification Program will present a report on ADA Certifications, including the most recent statistics.

The January 2013 report distributed at the February 14, 2013 TRANSCOM meeting is attached.

Monthly ADA Certification Services Report													
January 2013													
Category	Item Measured							Summary					
		Jan	Dec	Nov	Oct	Sep	Aug						
Call Center	ADA calls received this month	319	242	335	257	458	211	#NAME?					
	Initial contacts, not leading to application	4	2	4	7	2	2						
	Out of Area Transmittals	3	1	2	6	5	1	January 2013: 3, YTD: 25					
Applications Received	Recertification Applications	25	26	37	33	36	36	Total applications received this month = 91 New Applications = 73%; Recertifications = 27%					
	New Applications	66	41	50	71	87	66						
Interviews	Complete, with functional evaluation	33	28	38	30	36	40	A total of 58 interviews were scheduled. There were 14 No Shows/Cancellations (~24%)					
	Complete, without functional evaluation	13	14	17	21	17	15						
Recertifications	Number of renewals deemed complete	22	12	13	14	15	11						
Delays in Processing (Cumulative)	Due to incomplete application by client	110	96	110	114	103	92	310 total (110 + 200) Delays in Processing due to incomplete applications or pending receipt of physician's evaluations.					
	Pending physician's evaluation (PE)	200	165	142	129	175	109						
	Applications that failed to meet "21 day rule"	0	0	0	0	0	0						
January 2013 Assessments													
In-person Assessments	Appointment date	Totals	1/2	1/3	1/8	1/9	1/10	1/14	1/15	1/22	1/22	1/24	1/28
	Appointment location		CAM	OAC	SIMI	CAM	OAC	T.O.	OAC	SIMI	MRPRK	OAC	OAC
	With Physical Assessment	18	0	2	0	0	1	5	2	0	1	3	4
	With Cognitive Assessment	13	0	0	4	0	2	1	1	2	0	0	1
	Field Assessment	9	0	2	1	0	1	1	2	0	0	0	1
	Recert/Photo/Field Assessment	3	1	0	0	0	0	1	0	0	0	1	0
	Phone/Field Assessment	1	0	0	0	1	0	0	0	0	0	0	0
	No Shows	14	0	2	2	0	0	0	1	2	2	2	1
	Total number of interviews scheduled	58	1	6	7	1	4	8	6	4	3	6	8

Determination Types:	Total	%
Unconditional	53	80
Conditional	8	12
Temporary	5	8
Denials	0	0