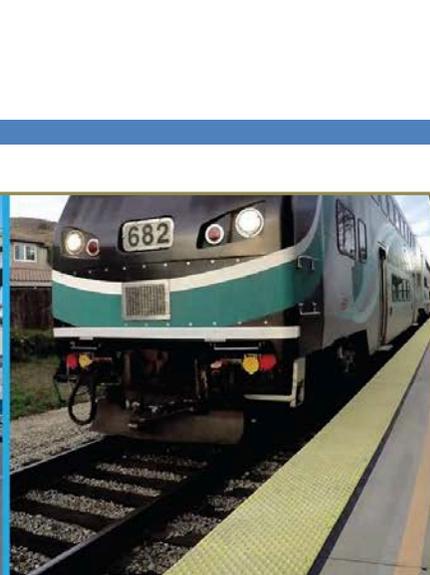


FY 17-18 Transit Needs Assessment

Ventura County
Transportation Commission



Contents

List of Figures and Appendices.....	2
Figures.....	2
Appendices.....	2
Chapter 1: Introduction – What is the Ventura County Transportation Commission?	3
Chapter 2: What is the Unmet Transit Needs Process?.....	3
What is an Unmet Transit Need?.....	3
.....	4
What is “Reasonable to Meet”?	4
Chapter 3: Assessment of Population Characteristics	5
Population Density.....	6
Vehicle Access	6
Transit Demand Demographic: Age	7
Transit Demand Demographic: Income	9
Chapter 4: Description of TDA-Funded Transit Providers Serving Populations Less than 100,000.....	10
VCTC Intercity Transit	10
Valley Express Transit	11
Moorpark City Transit	11
Camarillo Area Transit.....	12
Metrolink Commuter Rail	12
Chapter 5: Service Expansions & Demonstration Projects	12
Valley Express	13
VCTC Oxnard-Camarillo Route – Demonstration Service	13
Moorpark City Transit	13
Camarillo Area Transit.....	14
Chapter 6: Public Input	14
Chapter 7: Transportation Needs Assessment & Findings	14
Unmet Transit Needs Analysis	14
Reasonable to Meet Analysis	17
Conclusion.....	19

Figures

Figure 1 – Reasonable to Meet Criteria	4
Figure 2 - Population Density in Ventura County	6
Figure 3 - Zero Vehicle Households in Ventura County	7
Figure 4 - Senior Demographic in Ventura County	8
Figure 5 - Young Adult Demographic in Ventura County	9
Figure 6 - Transit Propensity Index by Income Level	10

Appendices

Appendix A – Passenger Fare Ratio Standards for New Transit Services in Ventura County
Appendix B – Unmet Transit Needs Survey Instruments for FY 16-17
Appendix C – Public Comments Received for FY 16-17

Chapter 1: Introduction – What is the Ventura County Transportation Commission?

The Ventura County Transportation Commission (VCTC) is the State-designated regional transportation planning agency (RTPA) for Ventura County. In this role, VCTC is responsible for overseeing how federal and state monies for transportation are spent and VCTC is responsible for developing various transportation plans that identify the region’s mobility options and priorities. VCTC is also the State-designated County Transportation Commission, carrying the responsibility of designating how local sales taxes are used for transportation. In addition, VCTC provides intercity bus service throughout the County and VCTC Intercity Transit is the second largest transit operator in the County after the Gold Coast Transit District (GCTD).

Chapter 2: What is the Unmet Transit Needs Process?

The California State Transportation Development Act (TDA), which was passed in 1971, provides a major source of funding for local transit, bicycle/pedestrian and street projects. The legislation, as amended, authorizes the Ventura County Transportation Commission (VCTC) to administer the local TDA process and oversee regulatory and fiscal compliance.

The California TDA provides two major sources of annual funding for public transportation—the Local Transportation Fund (LTF) and the State Transit Assistance fund (STA). The Ventura County Transportation Commission, as the RTPA for the Ventura region, administers the TDA within the region, allocating TDA funds to eligible claimants (the cities, the County, and transit operators) within its jurisdiction.

Each year, VCTC staff facilitates an annual transit needs assessment to determine if there are any areas in the County where populations of less than 100,000 are not served by public transit to meet their daily transportation needs. The areas in Ventura County with populations under the aforementioned threshold include City of Camarillo, City of Moorpark, City of Fillmore, and City of Santa Paula. To complete this process, VCTC adopts definitions of an “unmet transit need” and “reasonable to meet” criteria to determine if service requests collected during this process can be met by local transit operators or not.

What is an Unmet Transit Need?

The Commission approved a definition of unmet transit needs in 2014 which was expanded to give specific examples of what are or are not transit needs under the TDA, which is admittedly a narrower definition than might be assumed by the general public. Also, the definition quantifies what the threshold is for “substantial” community support, (i.e., 15 requests from the general public and/or 10 requests for service for transit-challenged persons). The Definition is as follows:

UNMET TRANSIT NEED

Public transportation services identified by the public with sufficient broad-based community support that have not been funded or implemented.

Unmet transit needs identified in a government-approved plan that meet the definition of an unmet transit need.

Sufficient broad-based community support means that persons who will likely use the service on a routine basis demonstrate support: at least 15 requests for general public service and 10 requests for disabled service.

An Unmet Transit Need Includes:

- *Public transit services not currently provided to reach employment, medical assistance, shop for food or clothing, to obtain social services such as health care, county welfare programs and education programs. Service must be needed by and benefit the general public.*
- *Service expansions including new routes, significant modifications to existing routes, and major increases in service hours and frequency*

An Unmet Transit Need Excludes:

- *Operational changes such as minor route changes, bus stop changes, or changes in schedule*
- *Requests for extended hours or days of service*
- *Service for groups or individuals that is not needed by or will not benefit the general public*
- *Comments about vehicles, facilities, driver performance and transit organizational structure*
- *Requests for better coordination*
- *Requests for reduced fares and changes to fare restrictions*
- *Improvements funded or scheduled for implementation in the following year*
- *Future transportation needs*
- *Duplication or replacement of existing service*

What is “Reasonable to Meet”?

Once a service request is received, it is further evaluated to determine how feasible it is for the transit operator to expand service. Figure 1 illustrates the criteria that was adopted by the Commission to evaluate the feasibility of requests to expand or significantly change service.

Figure 1 – Reasonable to Meet Criteria

Outcome	Definitions	Measures & Criteria
Equity	The proposed service will not cause reductions in existing transit services that have an equal or higher priority	Measures: Vehicle revenue service hours and revenue service miles. Criteria: Transit vehicle service hours and miles will not be reduced on existing routes to fund the proposed service

Outcome	Definitions	Measures & Criteria
Timing	The proposed service is in response to an existing rather than future transit need	Criteria: Same as definition that proposed service is in response to an existing rather than future transit need; based on public input
Feasibility	The proposed service can be provided with the existing fleet or under contract to a private provider	Measure: Vehicle spare ratio: Transit system must be able to maintain FTA’s spare ratio requirement of 20% (buses in peak service divided by the total bus fleet cannot fall below 20%). If less than 20%, can additional buses be obtained (purchased or leased) or can service be provided under contract to a private provider?
Feasibility	There are adequate roadways to safely accommodate transit vehicles	Measure & Criteria: Route inspection to determine adequacy of infrastructure to accommodate transit vehicles and passengers.
Cost Effectiveness	The proposed service will not unduly affect the operator’s ability to maintain the required passenger fare ratio for its system as a whole	Measure: Total estimate annual passenger fare revenue divided by total annual operating cost (the entire service including the proposed service) Criteria: fare revenue/operating cost cannot fall below the operator’s required passenger fare ratio.
Cost Effectiveness	The proposed service will meet the scheduled passenger fare ratio standards described in Appendix A	Measures and criteria in Appendix A.
Service Effectiveness	Estimated passengers per hour for the proposed service will not be less than the system-wide average after three years.	Measure: Passengers per hour. Criteria: Projected passengers per hour for the proposed service is not less than 70% of the system-wide average (without the proposed service) at the end of 12 month of service, 85% at the end of 24 months of service, and 100% at the end of 36 months of service.

Chapter 3: Assessment of Population Characteristics

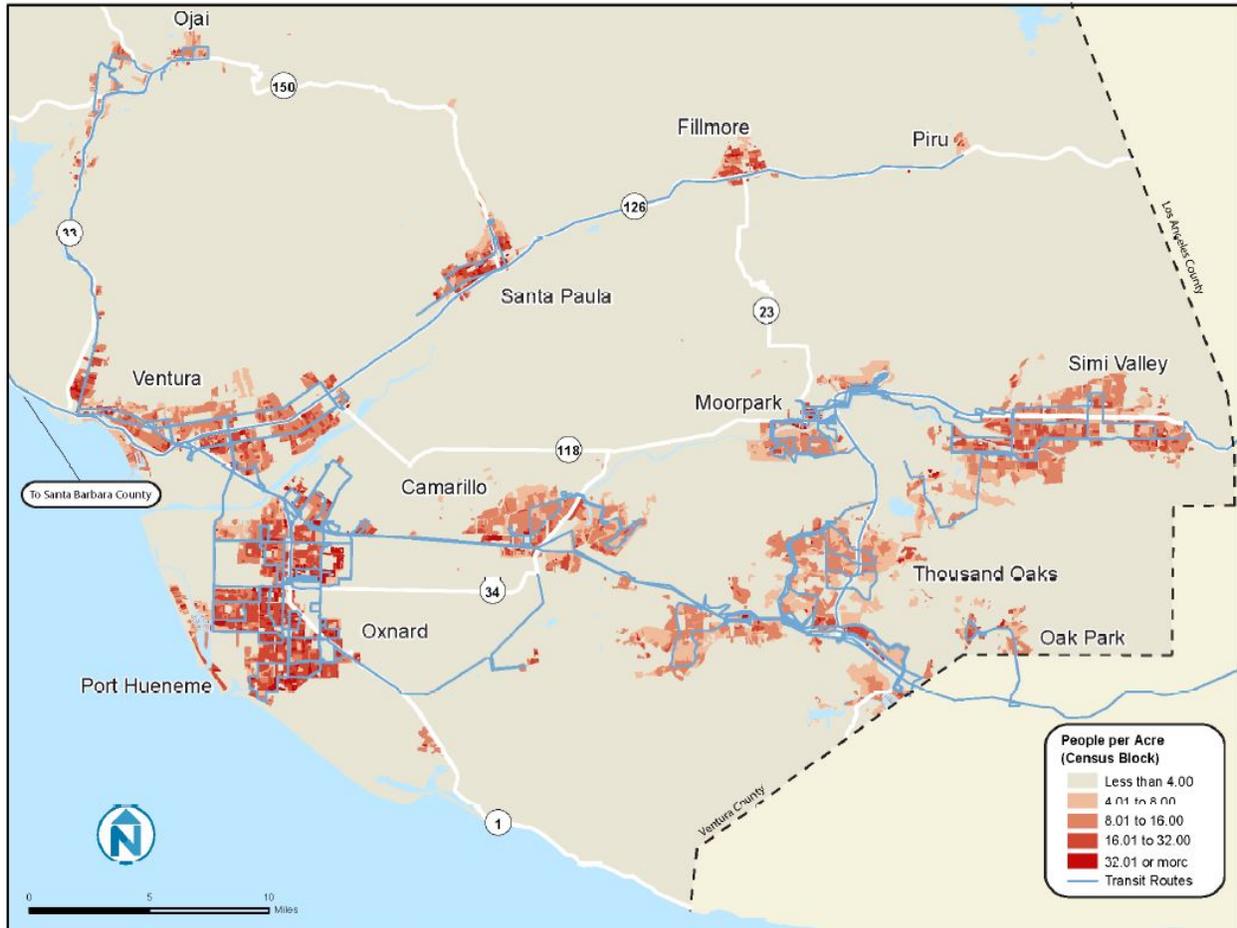
Per the Public Utilities Code Section 99401.5, an annual assessment is required to determine the size and distribution of groups likely to be transit-dependent or transit disadvantaged. Transit dependency is generally defined as dependency upon public or private transportation services by persons that are either unable to operate a vehicle, or do not have access to a vehicle. The elderly, youth, persons with disabilities and low-income households are more likely to be transit-dependent than the general population. For the purposes of this document elderly are considered to be individuals age 65 years old and older and persons of limited means are considered to be those with incomes below the poverty threshold as defined by the federal government. This section focuses on demographic and socio-

economic characteristics that affect transit usage in Ventura County.

Population Density

The distribution and density of population is among the most important factors influencing the viability of transit service because nearly all transit trips require walking to/from the bus on at least one end of the trip. Higher density communities have more people within walking distance of common corridors that might support transit. Together with employment density, population density will determine the success of transit more than any other factor. Data from the 2010 U.S. Census has been mapped at the block level to illustrate the distribution of population throughout Ventura County (Figure 2). Key population density findings include:

- Areas of high population density within Ventura County include South Oxnard, Central Oxnard, Northeast Oxnard, Westside Ventura, and Santa Paula.
- Areas of moderate population density include East Ventura, Fillmore, West Camarillo, Simi Valley, Central Moorpark, and along the Thousand Oaks Blvd corridor.



Source: US Census, Ventura County, & ESRI

Figure 2 - Population Density in Ventura County

Vehicle Access

For self-evident reasons, individuals without access to a vehicle represent a particularly strong market for transit. Identifying households without access to a vehicle helps in identifying areas that are likely to

have a significant number of transit-dependent riders.

Data from the U.S. Census' American Community Survey 5-Year Estimates 2008-2012 was used to identify households who do not have regular access to a vehicle. The geographic unit of analysis for this data is the census block group. The following findings are apparent in Figure 3. Locations with the highest concentrations of households that do not have access to an automobile include South Oxnard, Central Oxnard, Santa Paula, West Camarillo, and West Simi Valley.



Figure 3 - Zero Vehicle Households in Ventura County

Transit Demand Demographic: Age

Older adults (those 65 years and older) are more likely to use transit than the general population because they are more likely to have chosen to stop driving or can no longer drive. Data from the U.S. 2010 Census was used to map individuals aged 65+ by census block. Figure 4 shows the geographic distribution of these older adults throughout Ventura County. A number of findings are apparent:

- Leisure Village in East Camarillo, Channel Islands Beach, Via Marina, and Marina West have the highest concentrations of senior citizens within Ventura County.
- High concentrations exist in neighborhoods elsewhere in the county but are less contiguous.

The young adult population (students and non-students) are a growing transit market as attitudes towards taking transit change and fewer young adults own a vehicle. Data from the U.S. 2010 Census was used to map individuals aged 10 to 17 (youths) by census block. Figure 5 shows the geographic

distribution of young adults throughout Ventura County. A number of findings are apparent:

- High concentrations of college age residents can be found throughout Oxnard as well as near college and university campuses, including California Lutheran University in Thousand Oaks, Ventura College, and Oxnard College.
- While California State University-Channel Islands is a growing campus, most students are commuters due to its remote location and limited on-campus housing.

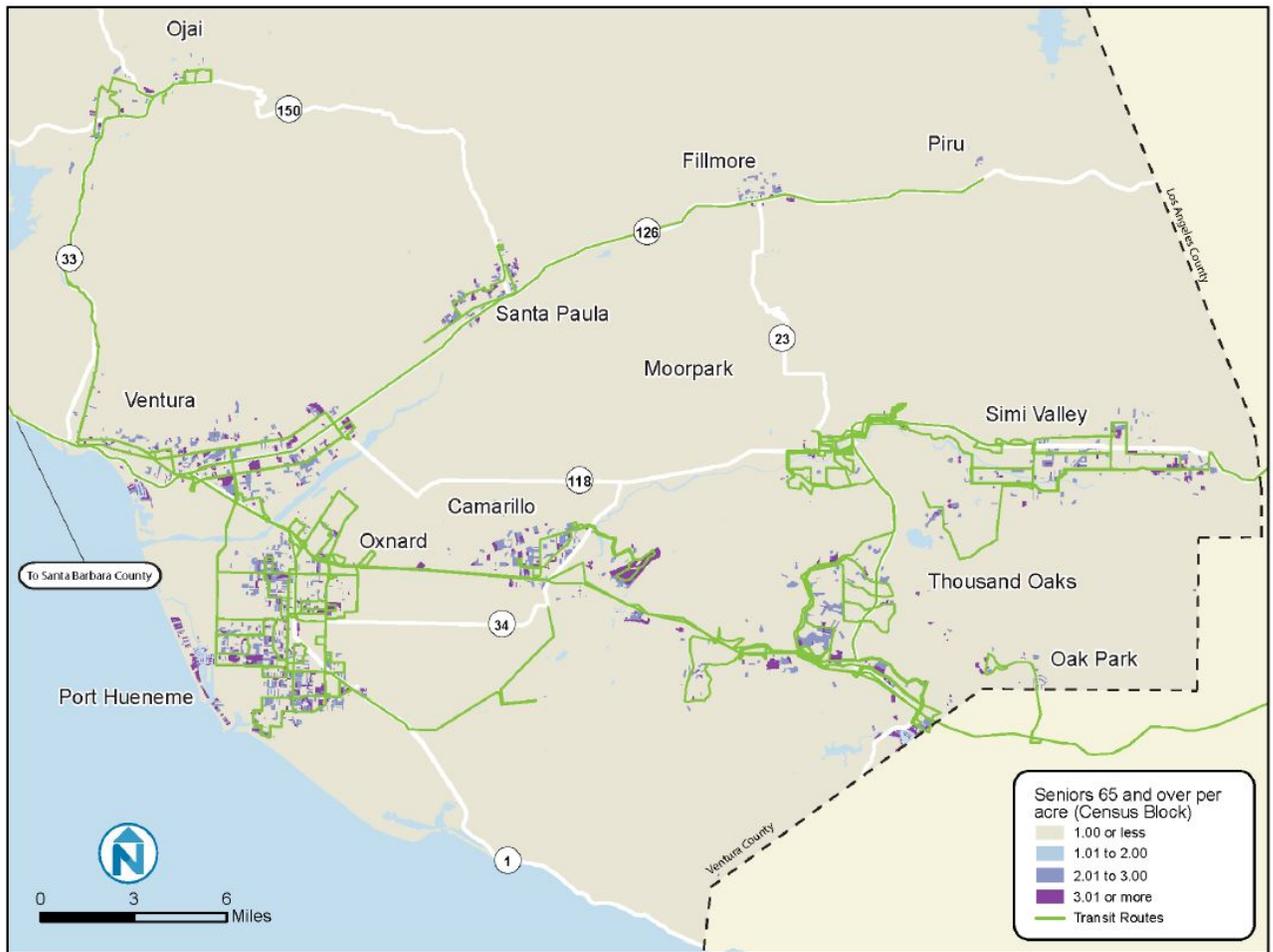


Figure 4 - Senior Demographic in Ventura County



Figure 5 - Young Adult Demographic in Ventura County

Transit Demand Demographic: Income

Poverty status data from the U.S. 2010 Census was used to define and identify low income individuals. Because disposable income is largely a factor of household size and household income, the U.S. Census considers household income and the number of members in the household in classifying a household's poverty status. The distribution of individuals with low incomes (those living in a household considered in poverty by the Census), is shown in Figure 6.

The data is from the U.S. Census' American Community Survey 5-Year Estimates 2008-2012 at the census block group unit of analysis. A number of findings are apparent:

- Areas with high concentrations of households living below poverty levels include Central Oxnard, South Oxnard, Westside Ventura, and Santa Paula.
- Additional areas with a moderate number of low income households include El Rio, Central Camarillo, Central Moorpark, and several neighborhoods in Simi Valley.



Figure 6 - Transit Propensity Index by Income Level

Chapter 4: Description of TDA-Funded Transit Providers Serving Populations Less than 100,000

VCTC Intercity Transit

The Ventura County Transportation Commission operates VCTC Intercity, an inter-city bus network that operates primarily within Ventura County, with service also extending into Santa Barbara and Los Angeles Counties. VCTC Intercity currently operates eight fixed routes that provide inter-city service between Los Angeles, Thousand Oaks, Simi Valley, Moorpark, Camarillo, Oxnard, California State University Channel Islands (CSUCI), Piru, Fillmore, Santa Paula, Ventura, Carpinteria, Santa Barbara, and Goleta. Major transfer points include:

- **Oxnard Transit Center.** Located in downtown Oxnard, with connections to 12 Gold Coast routes; VCTC Intercity routes 101 and Conejo Connection; Harbor & Beaches Dial-A-Ride; Amtrak; and Greyhound.
- **Ventura Transfer Center.** Located in the Pacific View Mall parking lot, with connections to five Gold Coast routes and VCTC Intercity routes 101, 126, Coastal Express.
- **“C” Street Transfer Center.** Located next to the Centerpoint Mall in south Oxnard, with connections to six Gold Coast routes and VCTC Intercity route CSUCI Oxnard.

- **Ventura County Government Center.** Bounded by Highway 126, Hill Road, Telephone Road, and Victoria Avenue, with connections to three Gold Coast routes and VCTC Intercity routes 101, 126, and Coastal Express.
- **Camarillo Metrolink Station.** Served by VCTC Intercity routes 101, Conejo Connection, and CSUCI Camarillo, with connections to Metrolink and Camarillo Dial-A-Ride services.
- **CSUCI.** Located between Camarillo and Oxnard, served by VCTC Intercity routes CSUCI Oxnard and CSUCI Camarillo.
- **Thousand Oaks Transit Center.** Located just south of the Moorpark Freeway/Ventura Freeway junction, with connections to three Thousand Oaks routes; the Metrolink Commuter Shuttle; VCTC Intercity routes 101, Conejo Connection, and East County; LADOT routes 422 and 423 (with service to Downtown L.A., and MTA Route 161 (with service to the Warner Center Transit Hub).
- **Oaks Mall.** Located in The Oaks Shopping Center parking lot, with connections to all four Thousand Oaks routes, the Metrolink Commuter Shuttle, and VCTC Intercity routes 101, Conejo Connection, and East County.
- **Moorpark Station.** Served by Moorpark City Transit, Metrolink, Amtrak, VCTC Intercity East County route, and the Metrolink Commuter Shuttle (providing service between Moorpark and Thousand Oaks).
- **Santa Paula K-Mart and Santa Paula City Hall.** There are two transfer points in the City of Santa Paula served by Valley Express Transit and VCTC Intercity Transit Route 126.
- **Fillmore Bus Terminal.** Served by Valley Express Transit and VCTC Intercity Transit Route 126.

Along with the transfer centers mentioned above, other destinations served include the University of California Santa Barbara, Cottage Hospital (Santa Barbara), Conejo Industrial Park, Ventura College, Ventura County Medical Center, Warner Center in Los Angeles County, and Oxnard College.

Valley Express Transit

Valley Express Transit serves the City of Santa Paula, City of Fillmore, and the unincorporated area of Piru. Valley Express consists of two community circulators, within the cities of Santa Paula and Fillmore, as well as a shuttle service connecting the community of Piru with the city of Fillmore. During the school year, Valley Express also operates additional tripper service. The Valley Express fixed route service was implemented in March 2015 with service modifications implemented in January 2016. Each route is scheduled to make timed connections with VCTC Intercity Route 126.

Valley Express provides demand-response service for ADA-certified and Senior (65+) riders as well as General Public Dial-A-Ride (DAR) service within Santa Paula, Fillmore, Piru, and unincorporated areas of Ventura County. Valley Express Dial-A-Ride replaces the former VCTC Dial-A-Ride service. General Public trip requests are only honored if the trip begins and/or ends more than one quarter (1/4) mile away from any Valley Express bus stop and are available on a first come, first served basis. ADA-certified passengers and Seniors may reserve a ride anywhere in the Valley Express service area and intercity trips are available via transfer. Valley Express service is managed and administered by VCTC.

Moorpark City Transit

Moorpark City Transit operates two fixed routes Monday through Friday from 5 a.m. to 8 p.m., with one route on Saturday operating between 8 a.m. and 5 p.m. Service runs approximately every hour. The service area is within the City of Moorpark. At the Moorpark Metrolink Station, riders can connect to

Metrolink, Amtrak, VCTC Intercity East County route, and the Metrolink Commuter Shuttle (providing service between Moorpark and Thousand Oaks). Other destinations served include Moorpark College (with connections to VCTC Intercity East County route), City Hall, Moorpark Town Center, Moorpark Marketplace, Moorpark Plaza, Moorpark Village Center, and Mission Bell Plaza.

Moorpark City Transit provides Intracity Senior DAR and ADA Paratransit service Monday through Friday, 5:00 am to 8:00 pm and 8:00 am to 5:00 pm Saturday and Sunday. The City also provides Intercity ADA Paratransit service Monday through Friday 6:00 am to 6:00 pm to the cities of Simi Valley, Thousand Oaks, Camarillo, Oak Park and Westlake Village, with transfers to LA Access and Gold Coast Access. Intercity ADA Paratransit service is provided on Saturday and Sunday to the cities of Thousand Oaks, Oak Park and Westlake Village. The City of Moorpark contracts with Thousand Oaks to provide DAR services.

Camarillo Area Transit

Camarillo Area Transit (CAT) operates one fixed route and one trolley within the City of Camarillo. The fixed route runs Monday through Friday, with hourly service from 8 a.m. to 4:30 p.m. The trolley runs seven days a week from 10 a.m. to 6 p.m., with extended Friday and Saturday service until 10 p.m. At the Camarillo Metrolink station, riders can connect to Metrolink, along with VCTC Intercity routes 101, Conejo Connection, and CSUCI Camarillo. Other destinations served include Pleasant Valley Hospital, the Community Center, Ponderosa Plaza, Village Square, Mission Oaks Plaza, and Santa Rosa Plaza.

Camarillo Area Transit offers General Public DAR service on weekdays from 6 a.m. to 9 p.m., on Saturdays from 8 a.m. to 9 p.m., and on Sundays from 8 a.m. to 5 p.m. Service is available to all members of the public, but does not include school trips.

Metrolink Commuter Rail

Metrolink operates 16 weekday trains through Ventura County. Although Metrolink is a regional commuter rail service provider serving the five-county Southern California region including Ventura County, VCTC is a member agency which contributes TDA LTF funding to operate the Ventura County line. The Ventura County Line serves five stations including East Ventura, Oxnard, Camarillo, Moorpark, and Simi Valley; plus seven stations in Los Angeles county. Requests for expanded Metrolink service were included in this analysis because of its service to cities with populations of less than 100,000.

Chapter 5: Service Expansions & Demonstration Projects

The VCTC fiscal year (FY) 16-17 Unmet Needs report found that requests for expanded rail and fixed route bus service to Los Angeles County (Woodland Hills, San Fernando Valley, West Los Angeles) were unreasonable to meet due to prohibitive costs and/or lack of fleet resources. In addition, the previous report found that transit options do exist for most rail, fixed route, and paratransit trip requests albeit they involve transferring to the LA Metro system. For populations with specialized needs, VCTC will continue to work with regional transportation providers in pursuit of expanding mobility options through the strategies identified in the 2017 Coordinated Human Services Transportation Plan.

In general, transit ridership demand in Ventura County has experienced a decline since the previous Unmet Transit Needs report. Declining ridership throughout the County is concurrent with regional and nationwide trends. Since mid-2015, a number of events may have impacted regional commute trends and travel patterns in Ventura County:

- There has been an uptick in statewide vehicle miles traveled, potentially indicating a shift from transit to driving
- Freeway improvement projects at the US 101/State Route 23, I-5/State Route 118, and US 101/I-405 interchanges have improved traffic flow for Ventura/San Fernando Valley commuters wishing to drive over taking transit
- Gas prices in the Ventura county region have decreased by an average of \$0.32/gallon over a 15 month period
- Uber and Lyft have reported increases in app downloads, driver-sign ups, and ridership over the past year, however as of March 2017 they have not made their proprietary data publically available yet.

These events may have contributed to the declining ridership trends that transit operators have experienced over the past year and a half. As a result, there have been no new service expansions or very limited major service changes, or demonstration projects among the transit operators in the Fillmore, Santa Paula, Camarillo, and Moorpark communities.

Valley Express

The launch of Valley Express service in March 2015 began just months prior to when the FY 15-16 Unmet Transit Needs report was issued. Prior to March 2015, the only local transit in this service area was a demand-responsive general public Dial-A-Ride service. In March 2015, in response to the findings of the 2012 “Heritage Valley Transit Study,” new local fixed route bus service was implemented with the purpose of better serving the growing demand for public transportation in the area within the existing operating budgets and funding constraints. Effective January 2016, the Valley Express service expanded unrestricted Dial-A-Ride access (previously available to ADA-certified individuals only) to Seniors (65+) which is consistent with the other Dial-A-Ride operators in the county. Valley Express also modified service to include tripper service targeted to youth riders based on the ridership demand around school bell schedules. Year over year ridership and performance for Valley Express service is listed below. Pursuant to PUC 99268.8, farebox ratio performance is not subject to incur penalty until FY 18-19 when the initial 3-year startup period will have surpassed.

VCTC Oxnard-Camarillo Route – Demonstration Service

During FY 15-16, VCTC received state cap and trade grant funding to temporarily demonstrate fixed route service between South Oxnard and the Camarillo Metrolink Station, with specific focus on serving the Camarillo Premium Outlets. The need for service was identified during the FY 14-15 Unmet Transit Needs Assessment and the VCTC Short Range Transit Plan. Demonstration service began in October 2016 and the grant funding provides the operational costs for two years. The primary purpose of the service is to connect South Oxnard area residents to employment destinations at the Camarillo Outlets. During the time of this analysis for FY 17-18, VCTC Intercity is pursuing a host of systemwide service changes, and interlining the Oxnard-Camarillo Route with the Camarillo-CSUCI Route is anticipated to improve frequency and performance of both of these routes.

Moorpark City Transit

In August 2013, the City of Moorpark began a 3-year demonstration project funded by Congestion Mitigation and Air Quality (CMAQ) funds. The demonstration service included expanded weekday service hours and the addition of Saturday service on the Fixed Route, expanded weekday hours and the

addition of weekend service on the Intracity Senior/ADA Dial-A-Ride, and the addition of weekend service for the Intercity Senior/ADA Dial-A-Ride.

The initial demonstration period will ended in 2016 and the expanded services were scheduled to be funded through the end of 2017. Ridership for all three transit demonstration services during the demonstration period did not achieve farebox performance goals and the demonstration services ended in 2016.

Camarillo Area Transit

Beginning May 2013, Camarillo Area Transit (CAT) modified its General Public Dial-A-Ride service to include an expansion of weekday and weekend service hours. In addition, the Camarillo Trolley was implemented October 2014 to provide service between the Old Town Camarillo business district and the Camarillo Outlets as a free service to the public. At this time there are no plans to discontinue the new or expanded services in Camarillo.

Chapter 6: Public Input

During the 16-17 fiscal year, VCTC was in the process of updating its Coordinated Human Services Transportation Plan as well as evaluating service quality on the Valley Express system. Public outreach was conducted through workshops, focus groups, online surveys, on-board surveys, and a station survey at the Ventura Transit Center resulting in numerous comments about transit service or requests for service throughout the County. In addition, three public hearings were held in Camarillo, Fillmore, and Santa Paula. A summary of the public feedback collected about transit needs is discussed in following chapter. All transit-related comments received are provided in **Appendix C**.

Following the public hearing, the Social Services Transportation Advisory Committee (SSTAC) and Citizens Transportation Advisory Committee (CTAC) will review the public feedback and draft findings during their regular April meeting. **<Placeholder for feedback from the SSTAC/CTAC from the April 2017 meeting>**

Chapter 7: Transportation Needs Assessment & Findings

Unmet Transit Needs Analysis

The Unmet Transit Needs public comment period was open between January 7, 2017 and March 20, 2017. Between the public hearing and end of the public comment period, VCTC received 189 comments through emails, letters, and phone calls in addition to the surveys and public comments that were submitted at the transportation forums. Many of the comments received were general comments/complaints about existing bus service, or operational in nature (ex. need expressed for bus shelters, lighting, bus driver behavior, etc). Comments of this nature were filtered out of the process to distinguish those that specifically requested new service, or rather an unmet need. Complaints and comments regarding shelters, infrastructure, existing service were forwarded to the appropriate transit operator for an appropriate response.

Comments regarding an expressed demand for new service were screened under a two-fold process. First, comments were screened to determine if the request for service met the definition of an unmet need. Second, if a comment met the definition it was further screened to determine if the need was reasonable to meet. Staff screened each comment to determine if it met the definition of an unmet need even though the number of comments on any one issue did not meet or exceed the 15-comment threshold for fixed route service or 10-comment threshold for dial-a-ride service.

Drawing on the Commission's adopted definition of an unmet transit need, comments were screened to determine if they fit the definition of an unmet transit need. The following requests for service were considered fitting of the definition of an unmet need in terms of public service not provided or service that currently exists but would require significant route or frequency expansion. To determine if these service requests could be further considered an actual unmet transit need, they would be further screened to determine how reasonable it would be for the transit operator to meet the service request.

Other requests for service were received that would require significant changes to service hours or frequency, and were considered fitting of the definition of an unmet transit need. To determine if these service requests could be further considered an actual unmet transit need, they would be further screened to determine how reasonable it would be for the transit operator to meet the service request.

Comments on public transit services not currently provided to reach basic human social needs:
employment, medical assistance, shop for food or clothing, to obtain social services such as health care, county welfare programs and education programs:

- Service between Fillmore/Simi Valley Town Center. Service between Fillmore and Simi Valley in General, and access to the Metrolink stations in Moorpark/Simi
- Service between Fillmore/Moorpark and Fillmore/Santa Clarita
- Fillmore to Santa Clarita service to provide access to jobs for teenagers who want to work at Six Flags/Valencia/Santa Clarita
- Public transportation from Fillmore to Moorpark for access to jobs, recreation, schools (both middle, high and Moorpark College), services and shopping.
- Service from Camarillo Library to Camarillo Village Square. More trolley stops around Camarillo
- Service between Camarillo Library and Camarillo Roxy Theater/Las Posas shopping area. Provide a Camarillo Trolley stop at the Camarillo Library.
- Trolley service between Camarillo Library and Camarillo Village Square
- Eliminate the transfer point in Camarillo and provide direct service in/out of Camarillo for Seniors
- Service from Mission Oaks/Camarillo to St. Johns Hospital in Oxnard
- Camarillo service between Carmen Drive/Camarillo Library along Las Posas
- Express service to Metrolink stations. Open up the path to taking mass transit to the airport in a relatively easy fashion - LAX, Burbank, and SB Airports
- A route from Thousand Oaks to Santa Barbara without having to transfer, or fewer stops. Even if it is a few days a week instead of daily that would be an improvement - currently drives or takes Amtrak
- AM/PM peak hour service between Moorpark and VC Govt. Center
- Wants AM/PM peak hour service between Pt. Magu/Newbury Park
- AM and mid-day service between Port Hueneme/Pt. Magu

Comments on service expansions including new routes, significant modifications to existing routes, and major increases in service hours and frequency:

- Sunday service between Simi Valley and Moorpark.
- Transportation from Fillmore to Moorpark High School
- Transportation from Fillmore to Moorpark schools
- Transportation from Fillmore to Chaparral Middle School in Moorpark.
- Service to Moorpark College from Fillmore
- Route from Fillmore to Moorpark in the afternoon or evening
- Public transportation from Fillmore to Moorpark for access to schools (including Moorpark College), jobs and access to the Metrolink Station. Specifically wants a bus to the Civic Center to facilitate transfers with Moorpark City Transit.
- Route in front of the Camarillo Airport Business Park
- Service from Camarillo Library to Camarillo Village Square – More trolley stops around Camarillo
- Service between Camarillo Library and Camarillo Roxy Theater/Las Posas shopping area - Camarillo Trolley stop at the Camarillo Library.
- Trolley service between Camarillo Library and Camarillo Village Square
- Service from Mission Oaks/Camarillo to St. Johns Hospital in Oxnard
- Camarillo service between Carmen Drive/Camarillo Library along Las Posas
- AM peak hour service from Camarillo (Carmen Plaza) to/from St. Johns Hospital in Oxnard
- Service between Fillmore and Camarillo
- Transit access to/from East Area 1 in Santa Paula
- Service between Camarillo/Pt. Magu
- Evening/late evening trips between Ventura & Santa Barbara.
- Service between Newbury Park/Pt. Magu
- Wants evening service between Oxnard Shores/Downtown Ventura
- There's a large amount of individuals who have voiced their interested in a bus route from Camarillo to the Naval Bases during working hours. It would greatly relieve congestion along Hueneme road and Las Posas as well as possibly Rice.
- Morning service from Santa Paula to Thousand Oaks and Santa Paula to Metrolink
- Service between the Ventura Transit Center and the Valencia Mall and Piru/Fillmore to Six Flags
- Direct service between Ventura and CSUCI.
- Service between Ventura/Calabasas.
- Transit to Valencia.
- There should be a pass that is good for all VCTC transportation

Reasonable to Meet Analysis

Requests for service that fit the definition of an unmet transit were further screened to determine if the need would be reasonable to meet for transit operators within their existing fleet capacity and/or operating and capital resources. Using the Reasonable to Meet criteria in Table 1, a summary of whether the requested services are found reasonable to meet are described below.

Service Request	Finding
<p>Service between Fillmore and Simi Valley Town Center</p>	<p>The infrastructure condition of State Route 23 currently does not allow adequate and safe turn radii for Simi Valley Transit vehicles or VCTC Intercity vehicles to facilitate fixed route service. Valley Express service could consider evaluating operations along the SR 23 corridor however currently the Valley Express fleet does not possess enough vehicles to run the service and maintain required vehicle spare ratio. Based on limited support expressed for this service it is not considered reasonable to meet in FY 17-18.</p>
<p>Service between Fillmore and Moorpark</p> <ul style="list-style-type: none"> - Fillmore to Moorpark High School/Chaparral Middle School - Fillmore to Moorpark College 	<p>As a public transit entity, federal law currently prohibits public transit operators from providing school bus service exclusively for the transportation of students and school personnel in competition with school bus operators. For that reason, VCTC could not consider requests for direct transit service to/from the unified district schools in Moorpark. When school bus service isn't available to/from a desired school, the school districts are encouraged to work with their constituents to work toward the best funding solutions for improved school bus service.</p> <p>Regarding general public transit/paratransit service between Fillmore and Moorpark, the Valley Express fleet and Moorpark City Transit fleet does not possess enough vehicles to run the service and maintain required vehicle spare ratios. For this reason, it is not considered reasonable to meet for FY 17-18.</p> <p>However, the demand that has been expressed for this service warrants additional analysis to determine if future service will meet cost-effectiveness and service-effectiveness criteria. It is recommended that Valley Express Transit and Moorpark City Transit coordinate service analysis along this corridor to determine if the service would be reasonable to meet in future fiscal years.</p>

Service Request	Finding
<p>Service between Ventura County – Santa Clarita/Valencia</p> <ul style="list-style-type: none"> - Fillmore to Santa Clarita - Ventura Transit Center to Valencia 	<p>Currently the Valley Express fleet and VCTC Intercity fleet does not possess enough vehicles to run the service and maintain required vehicle spare ratios. For this reason, the service is not considered reasonable to meet for FY 17-18.</p> <p>However, the demand that has been expressed for this service has been consistently moderate over the last two fiscal years. VCTC/Valley Express staff will continue to pursue additional analysis to determine if future service in FY 18-19 would meet cost-effectiveness and service-effectiveness criteria.</p>
<p>Camarillo Area Transit Service:</p> <ul style="list-style-type: none"> - Camarillo Library to Camarillo Village Square on Las Posas/Carmen Dr. - Camarillo Library and Camarillo Roxy Theater/Las Posas shopping area - Eliminate the transfer point in Camarillo and provide direct service in/out of Camarillo for Seniors - Mission Oaks/Camarillo to St. John’s Hospital in Oxnard - Camarillo (Carmen Plaza) to/from St. John’s Hospital in Oxnard 	<p>Camarillo Area Transit service east of Arneill Road is limited to the existing service along the fixed route loop serving Ponderosa Plaza, the Post Office, and the Community Center. The demand expressed for the expansion of fixed route service east of Carmen Drive has been limited however it is recognized that service is a necessary for residents that live east of Carmen Drive needing to access the Gold Coast/Camarillo transfer point in East Camarillo. It is recommended that VCTC and Camarillo Area Transit coordinate service analysis to determine if the service expansion would be reasonable to meet in future fiscal years.</p> <p>The elimination of the transfer point in East Camarillo would not impact cost-effectiveness and it is reasonable to meet.</p> <p>Camarillo Area Transit is currently pursuing grant funds to demonstrate paratransit service between Camarillo and St. John’s Hospital. If funds are not received it is recommended that VCTC and Camarillo Area Transit coordinate service analysis to determine if the service would be reasonable to meet in future fiscal years.</p>
<p>Service between Fillmore and Camarillo</p>	<p>Currently the Valley Express fleet and VCTC Intercity fleet does not possess enough vehicles to run the service and maintain required vehicle spare ratios. Demand expressed for this route has been limited. For these reasons, the service is not considered reasonable to meet for FY 17-18.</p>
<p>Transit access to/from East Area 1 in Santa Paula</p>	<p>Land Use Policies and Objectives in the East Area 1 master development plan include considerations for transit access and transit connectivity between the development area and existing transit routes. Valley Express will continue to monitor the demand expressed for service after the residential development occurs.</p>

Service Request	Finding
Pt. Magu Service <ul style="list-style-type: none"> - Camarillo/Pt. Magu - Newbury Park/Pt. Magu - Simi Valley/Pt. Magu 	Public access to Pt. Magu requires military or otherwise secured clearance and for this reason service expansion not feasible. However, VCTC will continue to monitor the degree of demand expressed for this route and explore coordination with County Veteran’s Services for active and non-active military users.
Express service to Metrolink stations	Currently VCTC is evaluating service operations on the Highway 101/Conejo Connection and the East County routes. Proposed service changes would provide AM express service to Moorpark Station and coordinate AM and PM meet times at Oxnard and Camarillo Stations. This request is reasonable to meet.
Direct route from Thousand Oaks to Santa Barbara without having to transfer, or fewer stops	Demand expressed for this expansion has been limited. Upon further review of vehicle revenue service hours and revenue service miles, this proposal does not meet the criteria for maintaining existing service equity of other routes, therefore it is not reasonable to meet.
Direct service between Ventura and CSUCI	Demand expressed for this expansion has been limited and not reasonable to meet for FY 17-18 based on cost-effectiveness criteria. VCTC will continue to monitor the degree of demand expressed for this route and coordinate with Gold Coast Transit as necessary.
Service between Ventura and Calabasas	Demand expressed for this expansion has been limited and not reasonable to meet for FY 17-18 based on cost-effectiveness criteria. VCTC will continue to monitor the degree of demand expressed for this route and coordinate with Kanan Shuttle/City of Agoura Hills as necessary.
Sunday service between Simi Valley and Moorpark	Demand expressed for this service has been limited. Based on the performance of Moorpark City Transit weekend demonstration service between 2013-2016, maintaining weekend service would not be reasonable to meet based on cost-effectiveness criteria.
Morning service from Santa Paula to Thousand Oaks and Santa Paula to Metrolink	Demand expressed for this expansion has been limited and not reasonable to meet for FY 17-18 based on a lack of available fleet and cost-effectiveness criteria. VCTC/Valley Express will continue to monitor the degree of demand expressed for this route and coordinate with Thousand Oaks Transit or other providers as necessary.
A countywide transit pass	VCTC will explore this proposal in FY 17-18 as it is reasonable to meet.

Conclusion

There were a number of comments received that VCTC evaluated under the definition of an unmet need in terms of public service not provided or service that currently exists but would require significant route or frequency expansion. However, the service requests received did not meet the criteria for sufficient broad-based community support (at least 15 requests for general public service and 10 requests for

disabled service) and were not found to be reasonable to meet. Due to operational constraints on bus fleet size, spare ratio, and operational cost effectiveness it would not be feasible to expand VCTC Intercity service beyond the current service boundaries. VCTC and Valley Express continue to coordinate with the City of Camarillo, City of Moorpark, LA Metro, Metrolink, Santa Barbara County Association of Governments, and the other transit providers to work towards improved connectivity and transferability for cross-county travel.

The Gold Coast Transit District (GCTD), City of Ojai, City of Simi Valley, and the City of Thousand Oaks do not utilize or claim TDA Article 8 funds for non-transit purposes and their service is not subject to the Unmet Transit Needs process. However, these transit providers receive comments about their service through this process and staff takes all feedback received into consideration for future planning purposes. All comments VCTC records through this process that relate to these service areas are forwarded to their staff for review.

Although the comments received may not meet the “unmet needs” and “reasonable to meet definitions,” VCTC and other transit operators in Ventura County, take these comments and all public input received into consideration in their regional transit planning efforts. VCTC and the County’s transit operators thank the public for their participation in this process.

Appendix A – Passenger Fare Ratio Standards for New Transit Services in Ventura County

It is desirable for all proposed transit services in urban areas to achieve a 20% passenger fare ratio by the end of the third year of operation. A passenger fare ratio of 10% is desired for special services (i.e. elderly and disabled) and rural area services. (1) More detailed passenger fare ratio standards, which will be used to evaluate services as they are proposed and implemented, are described below. Transit serving both urban and rural areas, per state law, may obtain an “intermediate” passenger fare ratio.

END OF TWELVE MONTHS

Performance Level		
Urban Service	Rural Service	Recommended Action
Less than 6%	Less than 3%	Provider may discontinue service
6% or more	3% or more	Provider will continue service, with modifications if needed

END OF TWENTY-FOUR MONTHS

Performance Level		
Urban Service	Rural Service	Recommended Action
Less than 10%	Less than 5%	Provider may discontinue service
10% or more	5% or more	Provider will continue service, with modifications if needed

END OF THIRTY-SIX MONTHS (2)

Performance Level		
Urban Service	Rural Service	Recommended Action
Less than 15%	Less than 7%	Provider may discontinue service
15-20%	7- 10%	Provider may consider modifying and continue Service
20% or more	10% or more	Provider will continue service, with modifications if needed

(1) Per statute the VCTC may establish a lower fare for community transit (dial-a-ride) services.

(2) A review will take place after 30 months to develop a preliminary determination regarding the discontinuation of proposed services.



2018 Unmet Transit Needs Survey

1. Please provide your contact information, so VCTC can respond to your comments. If you complete the survey anonymously, your comments will be included in the public record, but you will not receive a response from VCTC staff.

Name

Address

City/Town

* 2. What is your home zip code?

3. Do you use public transportation?

Yes

No

4. How often do you take transit?

Daily

Weekly

A few times a month

A few times a year

Never

5. Please check the public transportation providers you most commonly use or would consider using in the near future (select all that apply):

- Gold Coast Transit
- VCTC Intercity Transit (formerly VISTA)
- Thousand Oaks Transit
- Metrolink
- Moorpark City Transit
- Simi Valley Transit
- Ojai Trolley
- Help of Ojai
- Camarillo Area Transit
- Valley Express
- Kanan Shuttle
- Oxnard Harbor Beaches Dial A Ride
- Metro (Route 161)
- LA DOT Express (Route 422)
- Amtrak
- Uber/Lyft
- A different provider not on this list

6. Do you use?

- Regular fixed-route transit
- Dial A Ride
- Both

7. Please check the activities for which you use public transportation (select all that apply):

- Work
- Shopping
- Medical Appointment
- School
- Social Activities
- Seasonal Activities (ex. going to the fair, holiday parades/events)

8. Are there places in Ventura County you want to access but cannot, either because there is no route or there is no service during a particular time of the day?

Yes

No

What trips would you like to make using transit that you cannot make now?

9. First choice trip:

Starting point:

Destination:

Time of day:

Purpose of trip:

10. Second choice trip:

Starting point:

Destination:

Time of day:

Purpose of trip:

11. Do you have transit needs that are not being met?

12. Do you use a weekly or monthly transit pass?

Yes

No

13. How do you most commonly access information about transit schedules, routes, bus stop locations, fare prices, etc:

- Paper schedules/ride guide books
- Calling the ticket office
- Mobile apps
- Internet sites
- At the stop/station

14. What mobile apps or internet sites do you most commonly use to get trip-planning information?

15. Age (Optional)

16. Email address (Optional)



Encuesta sobre las necesidades insatisfechas del transporte público

1. Por favor provea su información de contacto, para que VCTC pueda responder a sus comentarios. Si usted completa la encuesta en forma anónima, sus comentarios serán incluidos en el registro público, pero no recibirán una respuesta del personal de VCTC.

Nombre

Domicilio

Ciudad/Pueblo

* 2. ¿Cuál es el código postal de su hogar?

3. ¿Usa usted el transporte público?

Sí

No

4. ¿Qué tan frecuentemente usa el transporte público?

Diariamente

Semanalmente

Unas cuantas veces al mes

Unas cuantas veces al año

Nunca

5. Por favor marque a los proveedores de transporte público que usted usa más comúnmente o que consideraría usar en el futuro cercano (seleccione a todos los que sean aplicables):

- Gold Coast Transit
- VCTC Intercity Transit (antes llamado VISTA)
- Thousand Oaks Transit
- Metrolink
- Moorpark City Transit
- Simi Valley
- Transit Ojai Trolley
- Help of Ojai
- Camarillo Area Transit
- Valley Express
- Kanan Shuttle
- Oxnard Harbor Beaches Dial A Ride
- Metro (Ruta 161)
- LA DOT Express (Ruta 422)
- Amtrak
- Uber/Lyft
- A un proveedor distinto que no está en esta lista

6. ¿Usted usa?

- Transporte regular de ruta fija
- Dial A Ride
- Ambos

7. Por favor marque las actividades para las cuales usted usa al transporte público (seleccione todas las que sean aplicables):

- Trabajo
- Compras
- Citas Médicas
- Escuela
- Actividades Sociales
- Actividades de Temporada (ejem.: para ir a la feria, desfiles/eventos de los días festivos)

8. ¿Hay lugares en el Condado Ventura a los cuales desea ir pero no puede, ya sea porque no hay una ruta o porque no hay servicio durante una hora del día en particular?

- Si
- No

Qué viajes desearía usted hacer usando el transporte público que actualmente no puede hacer?

9. Viaje de primera opción:

Punto de inicio:

Destino:

Hora del día:

Propósito del viaje:

10. Viaje de segunda opción:

Punto de inicio:

Destino:

Hora del día:

Propósito del viaje:

11. ¿Tiene usted necesidades de transporte público que no están siendo satisfechas?

12. ¿Usa usted un pase semanal o mensual de transporte público?

Sí

No

13. ¿Cómo accesa usted más comúnmente la información sobre los horarios, las rutas, las ubicaciones de las paradas de autobús, los precios de las tarifas, etc. del transporte público?

Horarios en papel/Libros guía de viajes

Llamando a la oficina de boletos

Aplicaciones móviles (Mobile apps)

Sitios de Internet

En la parada/estación

14. ¿Qué aplicaciones móviles (mobile apps) o sitios de Internet usa usted más comúnmente para obtener información para planear su viaje?

15. Edad (Opcional)

16. Domicilio electrónico/Email (Opcional)



VENTURA COUNTY COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN, 2016 REVISION

Rider Intercept Survey

Help improve public transit throughout Ventura County! Please complete the survey below:

1. Which transit services did you use in the past month?

- | | |
|---|--|
| <input type="checkbox"/> VCTC Intercity <i>list routes</i> _____

<input type="checkbox"/> Gold Coast Transit <i>list routes</i> _____

<input type="checkbox"/> Valley Express Bus
<input type="checkbox"/> Thousand Oaks Transit | <input type="checkbox"/> Simi Valley Transit
<input type="checkbox"/> Ojai Trolley
<input type="checkbox"/> Moorpark Transit
<input type="checkbox"/> CONNECT
<input type="checkbox"/> Camarillo Area Transit
<input type="checkbox"/> Other transportation services (Lyft, Taxi, Uber, etc.) _____ |
|---|--|

2. For what trip purposes do you ride public transit buses: (Check all that apply)

- Commuting to/from work
 School/College
 Medical/ health appointments
 Shopping
 Recreation
 Social services
 Visit friends/family
 Special events
 Other _____

3. Do you face the following transportation challenges?	Often	Sometimes	Rarely or not at all
Transportation to specific places : <i>(please list)</i>			
Transportation at specific times : <i>(please list)</i>			
Difficulty with transfers between transit routes and systems			
Long trips within Ventura County			
Trips to other counties : <i>(please list)</i>			
Cost of bus fare			
Trip planning and trip information			
A bus stop is needed at: <i>(please list)</i>			
Other: <i>(please list)</i>			

4. Your ZIP Code _____

5. How old are you? 17 and younger 18-64 65 and over

6. Which best describes you (check one only):

- Employed full-time Employed Part-time or seasonally Not employed Student
 Retired

7. Which best describes you:

- I have no access to a car I have access to a car and use for some trips.
 I have access to a car and use for all trips.

8. Do you have a cell phone? Yes No

If yes, is it a smart phone with Internet access? Yes No

9. How do you get information about bus services? (Check all that apply)

- Bus Book Websites Bus Stops Facebook Family & friends Employers
 Twitter Cell phone applications Other

10. Do you use a mobility device? (Wheelchair, scooter, walker, cane, etc.)

- Yes No

11. What transportation improvement will help you or your family members the most? (Please be as specific as possible.)

Thank you for adding your voice to the Ventura County Coordinated Public Transit – Human Services Transportation Plan, 2016 Revision!

Please return the completed form to the surveyor.



Valley Express, in partnership with the communities of the Heritage Valley, is currently evaluating its public transit services operating in the region. Please take a moment to complete this survey as your opinion can help shape future transit service for the Valley.

Customer Survey 2017

All completed surveys will be entered into a random drawing for two \$25 VISA gift cards. Thank you for your participation. If you prefer to complete the survey online, visit: www.ValleyExpressRiderSurvey.com

1. What is the purpose of your trip today? (check only one)

- Work
- School
- Shopping
- Healthcare
- Social/recreation
- Personal business
- Other (specify) _____

2. Please select the most appropriate answer for each statement.

	Strongly Agree	Agree	Disagree	Strongly Disagree
Generally speaking, I am satisfied with Valley Express bus service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The schedule meets my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel safe while waiting for the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus drivers are generally courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The bus is generally clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus stops are generally clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is enough information at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to find and purchase bus passes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. How often do you ride Valley Express?

- Less than once a month
- 1-2 times a month
- 1-3 times per week
- 4 or more times per week

4. What is your home community?

- Santa Paula
- Fillmore
- Piru
- Bardsdale
- Other (specify): _____

5. How did you pay your fare today?

- Cash
- Monthly Pass
- Super Pass

6. What type of fare did you use today?

- Adult
- Youth
- Senior
- Disabled

7. If it became necessary to raise Valley Express fares in order to keep the current level of service, how much more per trip would you be willing to pay?

- 25 cents
- 50 cents
- 75 cents
- One dollar
- I would not be willing to pay more

8. If Valley Express were not available how would you make this trip? (check only one)

- Walk/bicycle
- Personal vehicle
- Family/friend
- Taxi/Uber/Lyft
- Social service agency/church
- Carpool/vanpool
- Other (specify): _____

9. How many people live in your household?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9 or more

10. What is your age?

- Under 18 years
- 18 - 24 years
- 25 - 34 years
- 35 - 44 years
- 45 - 64 years
- 65 years or older
- Decline to respond

11. What is your annual household income?

- Less than \$15,000
- \$15,001 - \$34,999
- \$35,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 or greater
- Decline to respond

12. What is your race/ethnicity? (check all that apply)

- Hispanic/Latino
- White
- Asian
- Black/African American
- American Indian/Alaskan Native
- Native Hawaiian/Pacific Islander
- Decline to respond
- Other (specify): _____

13. What language(s) are spoken in your home? (check all that apply)

- English
- Spanish
- Other (specify): _____

14. How well do you speak English?

- Very well
- Less than very well
- Not at all
- Decline to respond

15. How would you prefer to receive information about Valley Express? (check all that apply)

- Online (valleyexpressbus.org)
- Text
- Email
- Onboard the bus
- Radio
- TV
- Word of mouth
- Print advertisements
- Facebook
- Twitter (@hvvalleyexpress)
- Other social media (specify): _____
- Other (specify): _____

16. Additional Comments

Thank you for your time!

If you would like to be entered into a drawing for a \$25 VISA gift card, please provide your name and phone number below.

Name _____

Phone _____



Valley Express, en colaboración con las comunidades del Heritage Valley, están evaluando actualmente sus servicios de transporte público que operan en la región. Por favor tome un momento para llenar esta encuesta, su opinión puede ayudar a dar forma a los servicios futuros de transporte en el valle.

Encuesta del Cliente 2017

Todas las encuestas completas serán entradas en un sorteo para ganar una de dos tarjetas de regalo VISA de \$25. Gracias por su participación. Si prefiere, puede completar esta encuesta en línea en: www.ValleyExpressRiderSurvey.com

1. ¿Cuál es el propósito de su viaje hoy? (seleccione sólo una)

- Trabajo Social/recreación
 Escuela Negocios personales
 Ir de compras Otro (especifique)
 Atención médica _____

2. Por favor seleccione la respuesta más adecuada para cada declaración.

	Muy de acuerdo	De acuerdo	No de acuerdo	Muy en desacuerdo
En general, estoy satisfecho con el servicio de autobús de Valley Express	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
El programa cumple con mis necesidades	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Me siento seguro mientras espero al autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Los conductores de autobús son generalmente cortés	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
El autobús esta generalmente limpio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Las paradas de autobús están generalmente limpias	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hay suficiente información en las paradas de autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Es fácil de encontrar y comprar pases para el autobús	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. ¿Con qué frecuencia viaja en Valley Express?

- Menos de una vez al mes 1-3 veces a la semana
 1-2 veces al mes 4 o más veces a la semana

4. ¿Cuál es su comunidad?

- Santa Paula Bardsdale
 Fillmore Otro (especifique):
 Piru _____

5. ¿Cómo pagó su tarifa de hoy?

- Efectivo Pase mensual Super Pass

6. ¿Qué tipo de tarifa utilizo hoy?

- Adulto Mayor de edad
 Joven Discapacitado

7. Si fuera necesario elevar las tarifas de Valley Express para mantener el nivel actual de servicio, ¿cuánto más por viaje estaría dispuesto a pagar?

- 25 centavos Un dólar
 50 centavos No estoy dispuesto a pagar más
 75 centavos

8. Si no estuviera Valley Express ¿cómo haría usted este viaje? (seleccione sólo una)

- A pie/bicicleta Agencia de servicios sociales /iglesia
 Vehículo personal Carpool/vanpool
 Familia/o amigo Otro (especifique):
 Taxi/Uber/Lyft _____

9. ¿Cuántas personas viven en su casa?

- 1 4 7
 2 5 8
 3 6 9 o más

10. ¿Cuál es su edad?

- Menor de 18 45 - 64 años
 18 - 24 años 65 años o mayor
 25 - 34 años Negar a responder
 35 - 44 años

11. ¿Cuál es su ingreso anual?

- Menos de \$15,000 \$50,000 - \$74,999
 \$15,001 - \$34,999 \$75,000 o más
 \$35,000 - \$49,999 Negar a responder

12. ¿Cuál es su raza/etnia? (seleccione todos los que apliquen)

- Hispano/Latino Nativo Hawaiano/Isleño del Pacífico
 Blanco/Caucásico Negar a responder
 Asiático Otro (especifique):
 Negro/Africano Americano _____
 Indio Americano/Nativo de Alaska

13. ¿Qué idioma(s) se habla en su hogar? (seleccione todos los que apliquen)

- Inglés Español Otro (especifique): _____

14. ¿Qué tan bien habla el inglés?

- Muy bien Para nada
 No muy bien Negar a responder

15. ¿Cómo prefiere recibir información sobre Valley Express? (seleccione todos que apliquen)

- En línea (valleyexpressbus.org) Anuncios imprimidos
 Texto Facebook
 Correo electrónico Twitter (@hvvalleyexpress)
 Abordo del autobús Otros medios de comunicación social (especifique): _____
 Radio Otro (especifique): _____
 Televisión
 De boca en boca _____

16. Comentarios adicionales:

¡Gracias por su tiempo!

Si desea entrar en un sorteo para ganar una tarjeta de regalo VISA de \$25, por favor proporcione su nombre y número de teléfono a continuación.

Nombre _____

Teléfono _____

VE COMMUNITY SURVEY QUESTIONS

Section 1

1. **In the last 90 days, have you ridden the Valley Express bus service?**
 - Yes -> Proceed to section 2
 - No -> Proceed to section 3

Section 2 – Transit riders

2. **Which Valley Express service(s) have you used?**
 - Fixed-route
 - Senior/disabled Dial-A-Ride
 - General Public Dial-A-Ride
3. **How would you rate your overall satisfaction with the Valley Express service?**
 - Very satisfied
 - Somewhat satisfied
 - Somewhat dissatisfied
 - Very dissatisfied

Section 3 - Non-Riders

4. **Which statement best describes your awareness of the Valley Express bus service? (select one)**
 - I was not aware of the service before today.
 - I am aware of the service but don't know much about it.
 - I know about the service but have never ridden.
 - I know about the service and have ridden in the past.
5. **What is your general perception of Valley Express? (select all statements with which you agree)**
 - Valley Express is a valued service in our community.
 - Valley Express makes a difference for people who don't have any other form of transportation.
 - Valley Express should be expanded to serve more people.
 - Valley Express should only serve seniors and persons with disabilities.
 - Valley Express is not a good use of public money.
6. **What is the primary reason you do not use the Valley Express bus service? (select one)**
 - I don't know how to use it
 - Service doesn't start early enough in the morning (how early? _____)
 - Service doesn't run late enough in the evening (how late? _____)
 - Bus stop too far away
 - Doesn't go where I need to travel (where? _____)
 - Takes too long (i.e., time on bus)
 - Cost is too high
 - Dial-A-Ride reservation process is too complicated
 - Prefer to drive own vehicle
 - Other (specify): _____

Section 4 - Travel Habits

7. What is your most frequent travel purpose in the Heritage Valley? (select one)

- Work
- School
- Shopping
- Recreation/Personal Business
- Health/Social Services
- Other (specify): _____

8. Which community is your most common destination? (select one)

- Santa Paula
- Piru
- Fillmore
- Bardsdale
- Ojai
- Santa Clarita
- Other (specify): _____

9. What is your primary means of transportation? (select one)

- Walk/bicycle
- Personal vehicle
- Public transit
- Family/friend
- Taxi/Uber/Lyft
- Social service agency/church
- Carpool/vanpool
- Other (specify): _____

10. During what times of day are you MOST likely to travel? (select all that apply)

	WEEKDAY	WEEKEND
Early morning (Before 7 a.m.)	<input type="checkbox"/>	<input type="checkbox"/>
Morning commute (to work/school 7-10 a.m.)	<input type="checkbox"/>	<input type="checkbox"/>
Midday (10 a.m. – 2 p.m.)	<input type="checkbox"/>	<input type="checkbox"/>
Afternoon/early evening commute (from work/school 2-6 p.m.)	<input type="checkbox"/>	<input type="checkbox"/>
Evening (After 6 p.m.)	<input type="checkbox"/>	<input type="checkbox"/>

Section 5 - Tell Us About Yourself

11. What is your home community?

- Santa Paula
- Fillmore
- Piru
- Bardsdale
- Other (specify): _____

a. What is your home zip code? _____

12. Which of the following describes you best (check all that apply)?

- Employed full-time
- Employed part-time
- Student
- Homemaker
- Retired
- Not currently employed
- Decline to respond

13. If you are currently employed, please indicate your work zip code: _____ (if not employed, leave blank)

14. Do you have a valid driver license?

- Yes
- No

15. How many adults live in your household?

- 1
- 2
- 3
- 4 or more

16. How many working vehicles do you have available to your household?

- None
- 1
- 2
- 3
- 4 or more

17. What is your age?

- 19 or younger
- 20 to 29 years
- 30 to 39 years
- 40 to 49 years
- 50 to 59 years
- 60 years and older
- Decline to respond

18. Please indicate which languages are spoken in your home (select all that apply).

- English
- Spanish
- Other (specify): _____

19. What is your primary means of transportation?

- Walk/bicycle
- Personal vehicle
- Public transit
- Family/friend
- Taxi/Uber/Lyft
- Social service agency/church
- Carpool/vanpool
- Other (specify): _____

20. How do you prefer to receive community information?

- Online (city website)
- Text
- Email
- Radio
- TV
- Print advertisements
- Word of mouth
- Facebook
- Twitter
- Other social media (specify): _____
- Other (specify): _____

Appendix C – Unmet Needs Comments Received for FY 17-18

Name	Date	City	Are there Unmet Needs	Comment	Does Service Currently Exist?	Category	Service Area
Rachel Rodriguez	12/1/2016	Camarillo		Wants a bus stop/route in front of the Camarillo Airport Business Park	No	Service Expansion	Camarillo
Addison Hernandez		Camarillo	Yes	Wants service from Camarillo Library to Camarillo Village Square. I need more trolley stops around Camarillo	No	Service Expansion/Operations	Camarillo
Madison Hernandez		Camarillo	Yes	Wants service between Camarillo Library and Camarillo Roxy Theater/Las Posas shopping area. I would like there to be a Camarillo Trolley stop at the Camarillo Library please.	No	Service Expansion/Operations	Camarillo
Veronica Rauschenberger		Camarillo	Yes	Wants trolley service between Camarillo Library and Camarillo Village Square	No	Service Expansion/Operations	Camarillo
		Camarillo	Yes	Wants service from Mission Oaks/Camarillo to St. Johns Hospital in Oxnard	No	Service Expansion	Camarillo
Maria M Hernandez		Camarillo	No	Wants Camarillo service between Carmen Drive/Camarillo Library along Las Posas	No	Service Expansion/Operations	Camarillo
Ronald Brand		Camarillo	Yes	Wants AM peak hour service from Camarillo (Carmen Plaza) to/from St. Johns Hospital in Oxnard	No	Service Expansion	Camarillo/GCT
Karol Spaccaralli	8/18/2016	Bell Canyon/Unincorp		Wants dial-a-ride transportation to/from Bell Canyon to Simi Valley	no		County/ECTA/Thousand Oaks
Online Survey	Winter 2016	n/a		Wants morning commute service from Woodland Hills to Downtown Oxnard	No	Service Expansion	LA Metro/VCTC
Matthew		West Hills	Yes	Yes. Morning commute to work trip	No	Service Expansion	LA

Name	Date	City	Are there Unmet Needs	Comment	Does Service Currently Exist?	Category	Service Area
Miller				from Woodland Hills to Downtown Oxnard			Metro/VC TC
			Yes	Wants Sunday service between Simi Valley and Moorpark.	No	Service Hours	Simi Valley Transit/Moorpark
Dylan		Simi Valley	Yes	Wants Sunday service between Simi Valley and Thousand Oaks and to the Metrolink stations	No	Service Hours	Simi Valley Transit/ECTA
Anne Cruickshank	Feb-17	Simi Valley		There is no public transportation for people who live in Simi Valley, Ca to go for medical appointments, surgeries etc to Kaiser, Woodland Hills. The only way patients can get to Kaiser, Woodland Hills is by driving themselves, having someone drive them or paying extremely expensive cab charges. Many people who are sick should not have the stress of driving when they are sick. The stress of having to find someone who will be able to drive them to Kaiser, Woodland Hills again causes a great deal of worry especially for Senior Citizens. Not everyone has family or friends who can assist in driving patients to Kaiser, and on some occasions patients are reluctant to go to get treatment - which can again cause extreme stress and sadly can only make their illness worse. I myself have had my own frustrations in getting to Kaiser,	No	Service Expansion	Simi Valley/LA Metro/LA Access/VC TC

Name	Date	City	Are there Unmet Needs	Comment	Does Service Currently Exist?	Category	Service Area
				once having to spend \$110.00 to go from my house in Simi Valley to Woodland Hills, and a number of other charges over the past two years. I also heard from a dear friend of mine living in Simi Valley, just last week having to pay \$80.00 one way to Kaiser, Woodland Hills, Ca. from Simi Valley. I am absolutely shocked that in this day and age especially when Simi Valley, Ca is a very busy community that no public transportation is available for patients trying to get to Kaiser, Woodland Hills, CA for their medical needs.			
Richard Rudman		Santa Paula	Yes	Wants 24/7 service in Santa Paula and throughout the County. (1) Santa Paula's new Harvest community (AKA East Area 1) was not planned to incorporate a major bus, rail, taxi, Uber/Lyft, Rideshare, parking and airport transportation hub. This is a very serious deficiency considering the stress that private vehicles going to and from 1500 additional homes will place on Rt. 126 Telegraph Road, and Santa Paula Street. (2) The Fillmore and Western right of way is a seriously underused resource for recreational travel and should be supported with this goal in mind.	No	Service Hours	Valley Express

Name	Date	City	Are there Unmet Needs	Comment	Does Service Currently Exist?	Category	Service Area
Sheryl Hamlin		Santa Paula	Yes	Bus schedules too irregular for use. No way to get to LAX. I would use if schedules better. It is unfathomable East Area 1 was approved without transit such as Metro link or a train stop. 1500 homes with cars will make 126 unuseable. Ventura transit planning is too auto-centric which is why your retrograde sales tax failed. Too many transit systems should be integrated into one.	No	Service Expansion	Valley Express
Richard Redmond	20-Mar-17	Santa Paula		East Area 1 was not planned to incorporate transit	No	Service Expansion	Valley Express
Andreana DeMoss	7/25/16	Fillmore		Wants transportation from Fillmore to Moorpark High School	no	Service Expansion	Valley Express/Moorpark
Erika Arana	7/11/16	Fillmore		Wants transportation from Fillmore to Moorpark schools	no	Service Expansion	Valley Express/Moorpark

Name	Date	City	Are there Unmet Needs	Comment	Does Service Currently Exist?	Category	Service Area
Patricia Negrete	8/8/16	Fillmore		Wants transportation from Fillmore to Chaparral Middle School in Moorpark.	no	Service Expansion	Valley Express/Moorpark
Online Survey	Winter 2016	n/a		I would like to go to Moorpark College but there is no bus route from Fillmore to Moorpark	No	Service Expansion	Valley Express/Moorpark
Gaylynn Brien		Fillmore	Yes	Route from Fillmore to Moorpark in the afternoon or evening	No	Service Expansion	Valley Express/Moorpark
Norma Magana	7/1/16	Fillmore		Wants public transportation from Fillmore to Moorpark for access to jobs, recreation, schools (both middle, high and Moorpark College), services and shopping.	No	Service Expansion	Valley Express/Moorpark
Norma Magana	7/1/16	Fillmore		Wants public transportation from Fillmore to Santa Clarita for access to jobs (including to Magic Mountain), recreation, schools (both middle, high and College of the Canyons), services and shopping.	no	Service Expansion	Valley Express/Moorpark
Maria Villa	7/19/16	Piru		Wants public transportation from Fillmore to Moorpark for access to schools (including Moorpark College), jobs and access to the Metrolink Station. Specifically wants a bus to the Civic Center to facilitate	no	Service Expansion	Valley Express/Moorpark

Name	Date	City	Are there Unmet Needs	Comment	Does Service Currently Exist?	Category	Service Area
				transfers with Moorpark City Transit.			
dilan		piru	Yes	I would like to go to Moorpark college, but there is no bus route from Fillmore to Moorpark. Also, nothing between Fillmore/Camarillo	No	Service Expansion	Valley Express/Moorpark/Camarillo
Ron Lewis		Fillmore	Yes	Wants service between Fillmore/Simi Valley Town Center. Cannot use what we don't have... access to Simi Valley on a timely basis, also to Metrolink in Moorpark.	No	Service Expansion	Valley Express/Simi Valley Transit
dee		santa paula	Yes	Wants morning service from Santa Paula to Thousand Oaks and Santa Paula to Metrolink - also the fare is too expensive	No	Service Expansion/Frequency	Valley Express/VCTC
Online Survey	Winter 2016	n/a		Wants transit to Valencia	No	Service Expansion	Valley Express/VCTC
Kate English		Santa Paula	Yes	Wants service between Fillmore/Moorpark and Fillmore/Santa Clarita	No	Service Expansion	Valley Express/VCTC
Lynn Edmonds		Fillmore	Yes	Wants Fillmore to Santa Clarita service	No	Service Expansion	Valley Express/VCTC
Survey Responder	Fall 2016	No		Need better connections into Los Angeles County, including Valencia	No	Service Expansion	VCTC

Name	Date	City	Are there Unmet Needs	Comment	Does Service Currently Exist?	Category	Service Area
Online Survey	Winter 2016	n/a		Wants Express service to Metrolink stations. Open up the path to taking mass transit to the airport in a relatively easy fashion - LAX, Burbank, and SB Airports	No	Frequency	VCTC
Priyali Kardak	Mar-17	Thousand Oaks		Wants direct route from Thousand Oaks to Santa Barbara without having to transfer, or fewer stops. Even if it is a few days a week instead of daily that would be an improvement - currently drives or takes Amtrak	No	Operational	VCTC
			Yes	Wants service between Camarillo/Pt. Magu from 6am to 6pm	No	Service Expansion	VCTC
Jeremy Walters		Ventura	No	Wants evening/late evening trips between Ventura & Santa Barbara.	No	Service Hours	VCTC
Surapong Somkaew		Newbury Park	Yes	Wants service between Newbury Park/Pt. Magu	No	Service Expansion	VCTC
			Yes	Wants AM peak hour service between Camarillo/Pt. Magu and late afternoon service between Pt. Magu/Camarillo	No	Service Expansion	VCTC
Paul LoVerme		Moorpark	Yes	Wants AM/PM peak hour service between Moorpark and VC Govt. Center	No	Service Expansion	VCTC
Patrick		Camarillo	Yes	Wants AM/PM peak hour service between Camarillo and Pt. Magu	No	Service Expansion	VCTC
navneet		Point Mugu	Yes	Wants mid-day service between Pt. Magu/Camarillo Outlets and Simi Valley/Camarillo	No	Service Expansion	VCTC
			Yes	Wants AM/PM peak hour service between Pt. Magu/Newbury Park	No	Service Expansion	VCTC

Name	Date	City	Are there Unmet Needs	Comment	Does Service Currently Exist?	Category	Service Area
Angel Marquez		Port Hueneme	Yes	Wants AM and mid-day service between Port Hueneme/Pt. Magu	No	Service Expansion	VCTC
Jake Poston		Port Hueneme	Yes	Wants AM/PM peak hour service between Port Hueneme/Pt. Magu and Port Hueneme/Camarillo Springs	No	Service Expansion	VCTC
John Ma		Newbury Park	Yes	Wants service between CSUCI/Pt. Magu	No	Service Expansion	VCTC
Thomas Haugh		Oxnard	Yes	Wants evening service between Oxnard Shores/Downtown Ventura	No	Service Expansion	VCTC
Darcy Dewar		Camarillo	Yes	Wants evening service between Camarillo/Pt. Magu	No	Service Expansion	VCTC
Samuel Soria		Camarillo	Yes	Wants AM/PM peak hour service between Camarillo and Pt. Magu	No	Service Expansion	VCTC
Michael McConnehey		Camarillo	Yes	Wants AM/PM peak hour service between Camarillo and Pt. Magu	No	Service Expansion	VCTC
William Chase		Simi Valley	Yes	Wants AM/PM prak hour service between Simi Valley and Pt. Magu	No	Service Expansion	VCTC
Areli Lopez		Camarillo	Yes	Wants AM/PM peak hour service between Camarillo and Pt. Magu	No	Service Expansion	VCTC
Kimberly Schrock		Camarillo	Yes	There's a large amount of individuals who have voiced their interested in a bus route from Camarillo to the Naval Bases during working hours. It would greatly relieve congestion along Hueneme road and Las Posas as well as possibly Rice. Furthermore, when I have worked with college students in the past, many were concerned there was no direct access route from Ventura to the CSUCI campus.	No	Service Expansion	VCTC
			Yes	Wants service between the Ventura	No	Service Expansion	VCTC

Name	Date	City	Are there Unmet Needs	Comment	Does Service Currently Exist?	Category	Service Area
				Transit Center and the Valencia Mall and Piru/Fillmore to Six Flags			
Kris		Ventura	Yes	Wants direct service between Ventura and CSUCI. I believe you can make the trip from Ventura to CSUCI to little more efficient and shorter. As of now it takes about two hours and three different bus transfers...! That's including VISTA bus! A lot of time wasted out of the day especially when you're trying to go to work and school. Can't really do both in one day when 4 hours out of day is travel to school and back home...!	No	Service Expansion	VCTC
		Ventura	Yes	Wants service between Ventura/Calabasas.	No	Service Expansion	VCTC
				Transit to Valencia. This survey is skewed to get the answers you want. There are many other things you should be improving that aren't options here.	No	Service Expansion	VCTC
Survey Responder	Fall 2016	n/a		There should be a standard pass that is good for all VCTC transportation	No	Operational	VCTC/All
Geri Muller		Ventura	Yes	Wants service from Govt Center to Gonzales/Rice Ave. I use to take VISTA in to Santa Barbara 3 - 4 times a week and loved it. Now that I'm working in Oxnard I would still like to be able to take VISTA (sorry, can't remember the new name) to my current job instead of driving myself	No	Service Expansion	VCTC/GCT

Name	Date	City	Are there Unmet Needs	Comment	Does Service Currently Exist?	Category	Service Area
				each day.			
Caroline Doll		Ventura	Yes	Wants AM and PM service from CSUCI to Foothill Road in Ventura	No	Service Expansion	VCTC/GCT
			Yes	Wants service from Wells Center to CSUCI and back.	No	Service Expansion	VCTC/GCT
Survey Responder	Fall 2016	n/a		Need transit to Santa Monica and Malibu	No	Service Expansion	VCTC/Gold Coast
Alonso Alejandro Peraza		Thousand Oaks	Yes	Wants direct service between Ventura/Canoga Park & Ride and Thousand Oaks/Canoga Park & Ride. Metro. Route 161 and L.A. DOT Express // Route 422. They Start at 9:00 A.M. All People "Start" ,, School or Work at 08:00 A.M. We Need a Buss ,, that leaves at 6:00 A.M. or 7:00 A.M. There is No "Buss" in Ventura County the leaves to the "Valley" (Los Angeles County) till 09:00 A.M. or 9:30 Due to Traffic and Car Accidents. There is "A lot" of People that "Car Pool" in Thousand Oaks and in the City of Ventura. To the "Valley" for Work and School ,,because of this.	No	Service Expansion	VCTC/LA Metro
Online Survey	Winter 2016	n/a		It would be awesome to have a train go to TO. Moorpark and Simi are still too far to walk or bike from to TO from the train station. Would also LOVE better/more bike paths through the city and countryside.	No	Service Expansion	VCTC/Metrolink

Name	Date	City	Are there Unmet Needs	Comment	Does Service Currently Exist?	Category	Service Area
				The Ventura-Ojai rails trai is awesome. Please build more bike paths			
Chris Collier		Camarillo	Yes	Wants mid-day service between Camarillo and Los Angeles. 3 weeks ago lost use of my knee for a while and can't drive. I've been using trains and Uber to get places. Train timing is a serious issue. Can't get between cities easily and it's tough in busses w the crutches.	No	Service Expansion/Freque ncy	VCTC/Met rolink
Andrea		Ventura	Yes	Wants train service between Ventura/Thousand Oaks. It would be awesome to have a train go to TO. Moorepark and Simi are still too far to walk or bike from to TO from the train station. Would also LOVE better/more bike paths through city and countryside. The ventura-ojai rails trails is awesome!! Please build more bike paths.	No	Service Expansion	VCTC/Met rolink