

FY 16-17 Transit Needs Assessment

Ventura County
Transportation Commission



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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

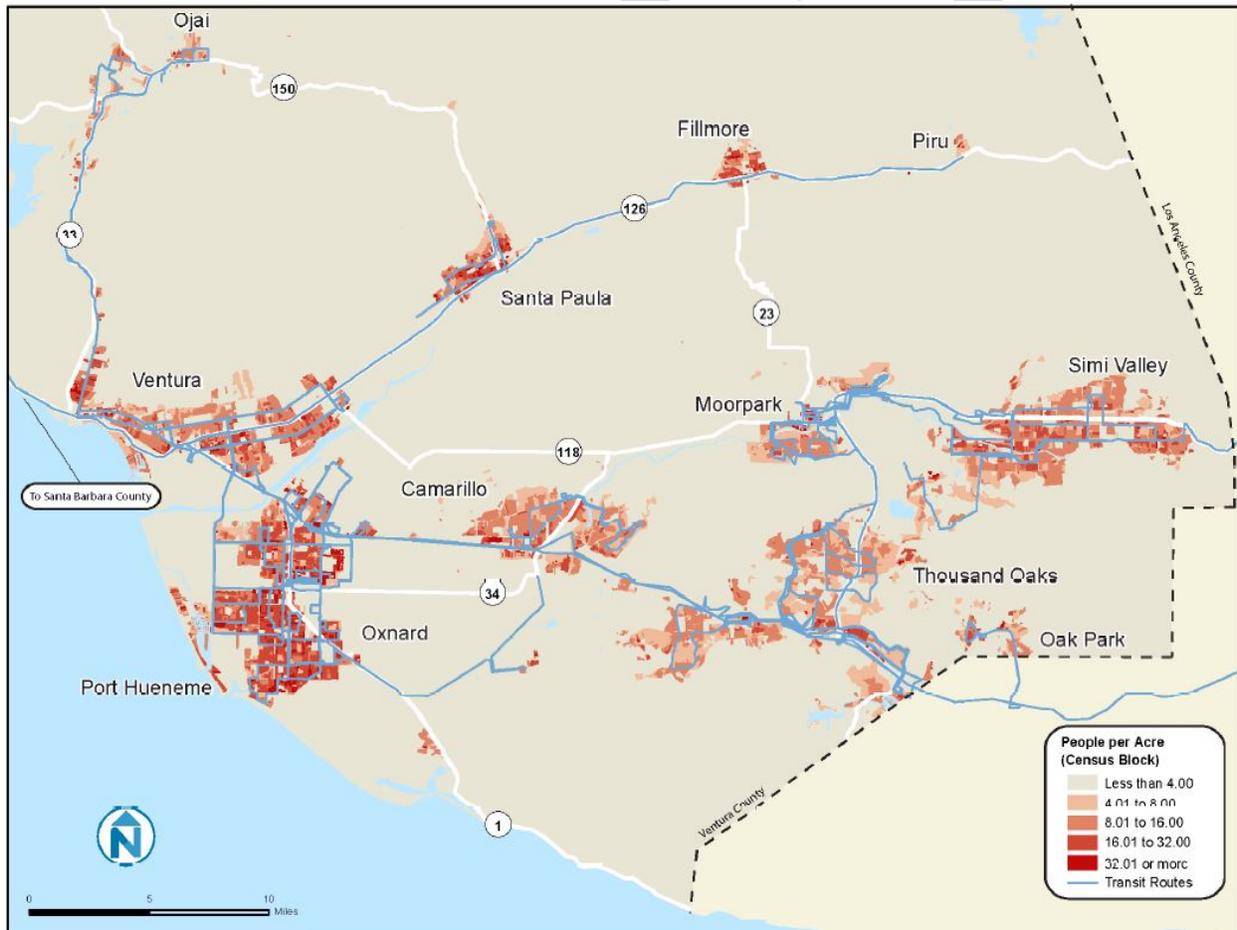
Per the Public Utilities Code Section 99401.5, an annual assessment is required to determine the size and distribution of groups likely to be transit-dependent or transit disadvantaged. Transit dependency is generally defined as dependency upon public or private transportation services by persons that 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.

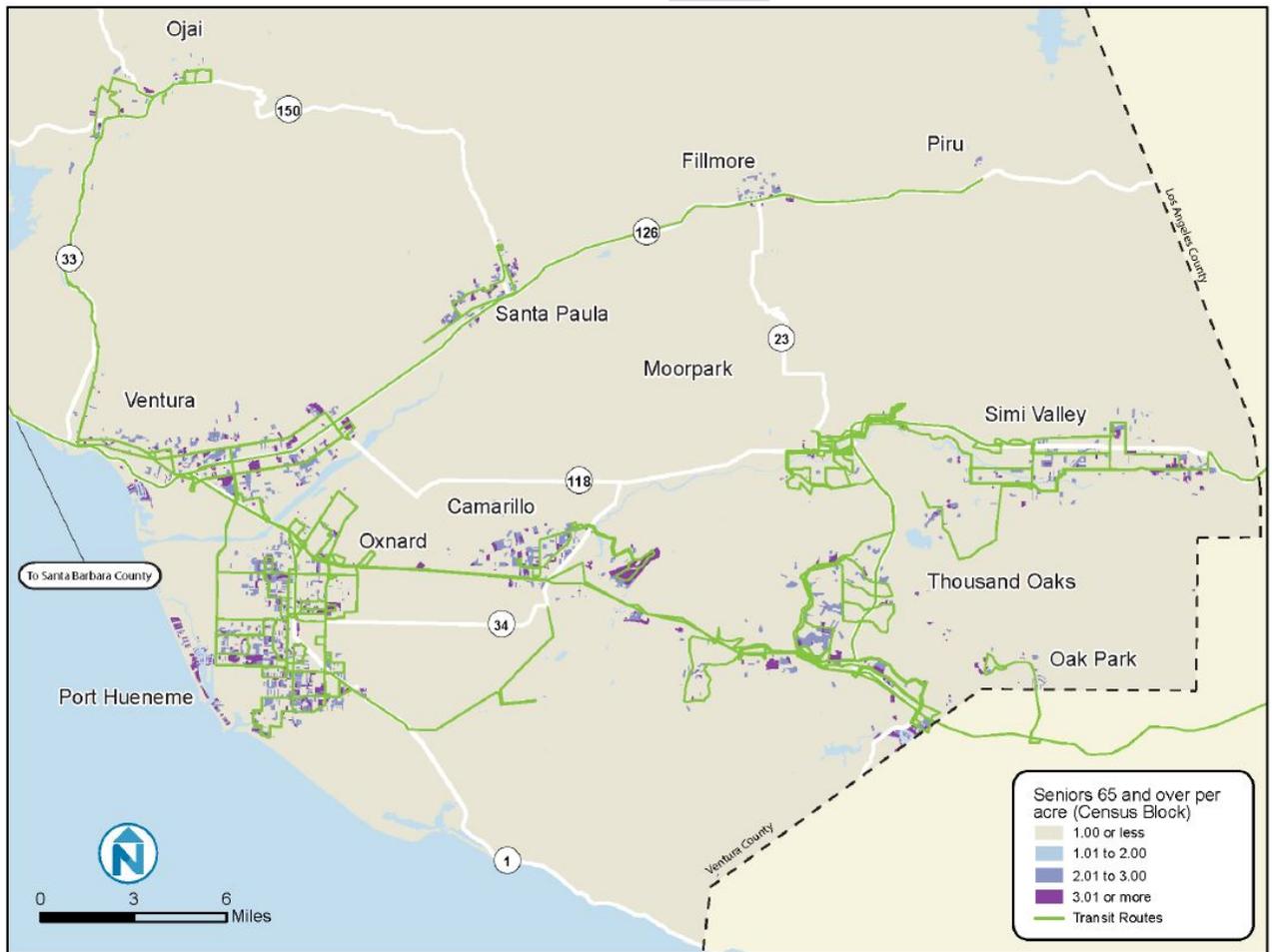


Figure 4 - Senior Demographic in Ventura County



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 seven 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. 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) 15-16 Unmet Needs report found the current level of existing transportation services in the County to be baseline service and to therefore represent an Unmet Need, with the caveat that the following new, expanded, or demonstration services would require continued monitoring.

Valley Express – New Service

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 Jan 2016, the Valley Express service has 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 ridership for all modes from service implementation through Dec 2015 was 109,846, a 24% decrease in ridership compared to the same period under the Dial-A-Ride only service. An initial drop in ridership was anticipated with the service transition and it is expected that the system will regain and even exceed prior ridership levels as the fixed route service becomes established. VCTC will continue to monitor this service.

VCTC Highway 126 Route - Piru Demonstration

Prior to the implementation of the new Valley Express service, and also in response to the Heritage Valley Transit Study’s findings, the County, in partnership with VCTC, opted to implement a Piru Demonstration service effective February 2014. This service expanded the pre-existing Piru Service on the VCTC Intercity Highway 126 Route (which consisted of just two evening trips) by adding five morning, Westbound trips and three, evening Eastbound trips for an additional 3.35 service hours per weekday. General Public Dial-A-Ride continued to serve the area, as well. Ridership during the Piru Demonstration period service was low, averaging approximately 10 riders per day. The demonstration ended in February 2015 and the expanded service was discontinued.

Piru is currently served by the Valley Express Piru Fixed Route service, as well as the general public Dial-A-Ride. The fixed route service began in March 2015 and has been well received, averaging 2,450 trips per month during the 2015-2016 fiscal year and was recently expanded to include weekend service, effective January, 2016.

Moorpark City Transit – Expanded Service

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 includes: 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.

Per Moorpark City Transit’s annual transit reports, ridership for all three transit demonstration services in FY 14-15 was 6,306 trips, an increase of 21.22% over FY 13-14. The farebox ratio for FY 13-14 was 3.54% and for FY 14-15 was 4.03%. Although the initial demonstration period will be ending, the expanded services are currently scheduled to be funded through FY 16-17. Due to the low farebox recovery ratio, it may not be cost effective for Moorpark City Transit to continue the demonstration services. VCTC will continue to monitor this service through FY 17.

Gold Coast Transit – New Route 22

Effective July 2015, Gold Coast Transit implemented a new fixed route, Route 22, to provide a faster, more direct route between Oxnard and East Ventura. Route 22 is a 3-year CMAQ demonstration project and serves the Wells Center, the Juvenile Justice Center, Rio Mesa High School, the Rose Shopping Center, St. John’s Hospital, and Nyeland Acres. Between July 2016 and January 2016, there were 23,162 trips that have been made on the Route, averaging approximately 3,750 riders per month. Because year over year data is unavailable for this fiscal year, VCTC will continue to monitor this service.

Ojai Trolley – Casitas Summer Service

During the summer months, Ojai Trolley operates a route serving Lake Casitas on Saturdays only. This route is a special, seasonal service and not considered a baseline service. A free fare was implemented in August 2013, and performance on the route has been stagnant since that time. Route operations were previously funded through a route guarantee provided by the Casitas Municipal Water District. Funding has been discontinued, and the service will not operate for Summer 2016.

Camarillo Area Transit – New & Expanded Services

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. Ridership on the DAR services increased 10.8% from 94,036 in FY 13-14 to 104,199 riders in FY 14-15.

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. Year over year data was unavailable for this report; however, during the first sixteen months of service (for the period from October 2014 – January 2016) there were 82,744 trips reported, averaging 5,172 monthly riders. At this time there are no plans to discontinue the new or expanded services in Camarillo. VCTC will continue to monitor this service.

Thousand Oaks Transit – New & Expanded Services

Service Expansion Projects: Thousand Oaks Transit expanded the weekday and weekend service hours on their Senior Dial-A-Ride Program beginning August 2011. In addition, the fixed route service hours were also expanded to include later evening hours on the weekdays. The 3-year demonstration period closed in 2015 - service was considered a success and has been continued.

Thousand Oaks launched Saturday fixed route services effective August, 2013. While year-over-year data is not available for this service, ridership has been steady with 13,938 riders for the period from August 2013 - June 2014, 13,881 riders for FY 14-15 and an anticipated 13,200 riders for FY 15-16 (based on projections).

Summer Beach Bus: During the Summer months, Thousand Oaks Transit also operates a special, seasonal route from Thousand Oaks to Zuma Beach which began in Summer of 2013. The service has been well received and was expanded to provide Monday-Friday service (49 days of service) in FY 14-15 up from 40 days of service the year prior and 29 days of service the first year of operation. Simultaneously, average daily ridership has grown significantly, up to 163 riders for FY 14-15 compared to 128 daily riders in FY 13-14, and 93 daily riders for the first year of service. This service has been

successful and there are no plans to discontinue the service at this time.

Metrolink Commuter Shuttle: Thousand Oaks Transit also provides a shuttle service to the Metrolink Moorpark Station from the Thousand Oaks Transportation Center, The Oaks Shopping Center, and California Lutheran University. The service began in July, 2013 and is funded in part by an FTA grant. The shuttle operates during peak weekday commute hours and is scheduled to provide timed connections with Metrolink trains providing service between the Moorpark Station and Los Angeles Union Station. Ridership has been steady with 2,566 riders in FY 13-14, 2,455 riders in FY 14-15 and an expected 2,800 riders for FY 15-16 (based on projections).

CONNECT City-to-City, East County Transit Alliance

The East County Transit Alliance made up of the cities of Moorpark, Simi Valley, Thousand Oaks, and the County of Ventura has created a new service: CONNECT City-to-City, offering ADA and Senior Intercity Dial-A-Ride Service. Implemented in Aug of 2015, the new service allows ADA-certified and Senior (65+) passengers to make intercity trips more seamlessly by eliminating the need to transfer between operators in East Ventura County and by establishing a single reservation center, and uniform fares and service hours. The service also allows for connections to Gold Coast Transit ACCESS and LA Access.

Chapter 6: Public Input

VCTC held three interactive transportation forums to collect public feedback on transit needs. For these forums, VCTC developed a transit survey as the primary tool for collecting feedback through online and hard copy distribution as seen in Appendix B. This year, the interactive transportation forums were designed as information sessions to serve two purposes: 1) collect the necessary public feedback to evaluate and complete the annual transit needs assessment, and 2) collect public feedback in addition to transit about transportation issues in response to a public education campaign about the state of transportation funding in Ventura County. VCTC received public comments about transit in addition to - non-motorized and county sales tax issues. Non-transit related comments that were received were not used to inform the transit needs assessment. A formal public hearing was held on February 8, 2016 in the City of Camarillo with a voluntary hearing board of Ventura County Transportation Commissioners. 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) reviewed the public feedback and draft findings during their regular April meeting. Observations from the SSTAC noted that this year's Unmet Transit Needs cycle did not receive as many public comments as in previous years. This was likely due to legislative changes in the application of TDA funding in Ventura County (SB 716 Williams and SB 203 Pavley) where only four jurisdictions are affected by the Unmet Transit Needs process in order to claim Article 8 funding. The SSTAC/CTAC approved the findings that there are no unmet transit needs that are reasonable to meet at this time.

Chapter 7: Transportation Needs Assessment & Findings

Unmet Transit Needs Analysis

The Unmet Transit Needs public comment period was open between January 16, 2016 and February 19, 2016. Between the public hearing and end of the public comment period, VCTC received 135 unique comments through emails, letters, and phone calls in addition to the surveys and public comments that were submitted at the transportation forums. VCTC received some additional public comments unrelated to transit regarding non-motorized or general transportation funding issues. Non-transit comments were not used in the evaluation of unmet transit needs.

VCTC received less testimony at the public hearing than the previous year, and only one testimonial was specific to Dial-A-Ride transit while the remainder of testimonial was specific to bicycling. Testimonial about bicycling were not considered unmet transit needs, however they were recorded as legitimate concerns and/or comments and were directed toward the appropriate departments at VCTC for further consideration.

Comments 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.

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.

Comments on 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:

- OTC - Harbor areas
- Esplanade – Harbor areas
- Hueneme - Victoria/Channel Islands
- Oak View - Port Hueneme
- Train service to LAX
- Simi -Thousand Oaks (CLU)
- Moorpark San Fernando Valley (118 corridor)
- Simi Valley - LA (118 corridor)
- Ventura - LA (101 corridor)
- Camarillo-LA (101 corridor)
- Fillmore - LA (126 corridor)
- Oxnard - Lompoc

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

- Weekend Simi Valley service
- AM/afternoon Moorpark - Ventura
- Weekend Simi Valley - Ventura
- Ventura - Newbury Park
- AM Ventura – Thousand Oaks/Westlake
- Ventura-East Ventura train service
- Fillmore – Moorpark
- Fillmore – Simi Valley
- Evening southbound Metrolink service
- Weekend Metrolink service
- Evening Southbound train service

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
OTC to Harbor areas Esplanade –Harbor areas	Direct service between the Oxnard Transit Center and the Harbor/Beaches areas is currently limited to general purpose dial-a-ride service only within the city limits of Oxnard and Port Hueneme. VCTC recognizes that this service is undergoing changes at the time of drafting this report, and that the request for service serves a regional purpose. Therefore, this service is currently being met and VCTC has forwarded these comments to the City of Oxnard and Gold Coast Transit for review.
Hueneme - Victoria/Channel Islands	GCT Routes 5 and 21 provide direct service between the OTC and the Channel Islands Harbor via (Channel Islands Blvd and Victoria Avenue.) This is not considered an unmet need, however this comment has been forwarded to GCTD staff for review.

Service Request	Finding
Oak View - Port Hueneme	GCT provides service to Oak View from Port Hueneme on both ACCESS and fixed-route. From Port Hueneme a passenger can take the Rt 1 NB to the Centerpoint Mall or Ventura Rd, then transfer Rt 21 NB, to Rt 16 NB at the Pacific View Mall, which serves Oak View. This is not considered an unmet need, however this comment has been forwarded to GCT staff for review.
Train service to LAX	Transit service to LAX is currently provided by Metrolink and Amtrak by way of transferring at LA Union Station. Direct train service between LA Union Station and LAX is outside of the Ventura County service area and is not considered reasonable to meet. This request is not considered an unmet transit need at this time.
Weekend Metrolink service	Currently weekend train service through Ventura County is provided by Amtrak. Metrolink weekend service can not be provided at this time due to lack of adequate operating revenues. This service request is not considered reasonable to meet and is not considered an unmet transit need at this time.
Simi Valley -Thousand Oaks (CLU)	Service is currently provided between Simi Valley and Thousand Oaks however direct service to CLU is outside of the VCTC service area. This comment has been forwarded to the City of Simi Valley and City of Thousand Oaks for review.
Evening Southbound train service	Currently Train #118 provides southbound train service departing out of Moorpark Station at 4:57pm. Additional evening service could not be provided due to constraints on the existing fleet and operational cost effectiveness. Therefore this service request is not reasonable to meet and not considered an unmet transit need at this time.
Moorpark – San FernandoValley/Granada Hills (118 corridor)	Currently service exists between Moorpark and Granada Hills by way of transferring at Chatsworth station to the LA Metro bus service area. Regarding direct bus service, at this time due to operational constraints on bus fleet size, spare ratio, and operational cost effectiveness it would not be feasible to expand VCTC Intercity service to Granada Hills, therefore this service request is not reasonable to meet.
Simi Valley – LA/Van Nuys (118 corridor)	Currently daily rail service provides access between Simi Valley and Van Nuys station. Regarding direct bus service, at this time due to operational constraints on bus fleet size, spare ratio, and operational cost effectiveness it would not be feasible to expand VCTC Intercity service to Van Nuys, therefore this service request is not reasonable to meet and this request is not considered an unmet transit need at this time.

Service Request	Finding
Ventura – LA/Sherman Oaks (101 corridor)	Currently service exists between Ventura and Sherman Oaks by way of transferring at the Warner Center to the LA Metro bus service area. Regarding direct bus service, at this time due to operational constraints on bus fleet size, spare ratio, and operational cost effectiveness it would not be feasible to expand VCTC Intercity service to Sherman Oaks, therefore this service request is not reasonable to meet and it is not considered an unmet transit need at this time.
Camarillo-LA (101 corridor)	Additional rail service beyond the existing Amtrak and Metrolink service between Camarillo and Los Angeles is not feasible due to constraints on existing train schedule slots, fleet size, and cost effectiveness. Therefore, at this time the service request is unreasonable to meet and this request is not considered an unmet transit need at this time.
Fillmore – LA/Santa Clarita (126 corridor)	Currently there is no route provided by VCTC that serves Santa Clarita/Valencia. At this time due to operational constraints on fleet size, spare ratio, and operational cost effectiveness it would not be feasible to expand VCTC Intercity service, therefore this service request is not reasonable to meet and is not considered an unmet transit need at this time.
Oxnard - Lompoc	Currently there is no route provided by VCTC that serves service areas north of Goleta, however the Santa Barbara to Lompoc/Solvang areas are currently served by the Santa Barbara Clean Air Express. At this time due to operational constraints on fleet size, spare ratio, and operational costs it would not be feasible to expand VCTC Intercity service to Lompoc, therefore this service request is not reasonable to meet it is and not considered an unmet transit need at this time.
Weekend Simi Valley	Currently Simi Valley Transit operates on Saturdays only. Although the City of Simi Valley is not an eligible recipient of TDA Article 8 funding, VCTC recognizes that the request for service serves a regional purpose and this comment has been forwarded to Simi Valley Transit for review.
AM/afternoon Moorpark - Ventura	Currently service between Moorpark and Ventura exists by way of transferring in Thousand Oaks. Future plans to implement direct East-West county service have been identified in the VCTC Short Range Transit Plan. Therefore, this request is not considered an unmet transit need at this time.
Weekend Simi Valley - Ventura	Currently Saturday service between Simi Valley and Ventura exists by way of transferring in Thousand Oaks. Future plans to implement direct East-West county service have been identified in the VCTC Short Range Transit Plan. Therefore, this request is not considered an unmet transit need at this time.

Service Request	Finding
Ventura - Newbury Park	Currently service is provided between the Pacific View Mall to the Newbury Park/ThousandOaks/Westlake corridor. Route 101 service originating from Downtown Ventura may be feasible within the reasonable to meet criteria however there were less than 15 requests for this service so it is not being considered an unmet need at this time. VCTC will continue to monitor requests and feasibility of originating routes out of Downtown Ventura throughout the year.
AM Ventura - TO/Westlake	Currently service is provided between the Pacific View Mall to the Newbury Park/ThousandOaks/Westlake corridor. Route 101 service originating from Downtown Ventura may be feasible within the reasonable to meet criteria however there were less than 15 requests for this service so it is not being considered an unmet need at this time. VCTC will continue to monitor requests and feasibility of originating routes out of Downtown Ventura throughout the year.
Ventura Amtrak-East Ventura train service	Due to the Amtrak Ventura Station being located outside of the Metrolink service area, and the demand for current service at the East Ventura Station is not high enough to warrant an extension, the service request is not reasonable to meet and this request is not considered an unmet transit need at this time.

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 continues to coordinate with LA Metro and Metrolink to work towards improved connectivity and transferability for cross-county travel.

General connectivity between Simi Valley to Ventura, or Simi Valley to Thousand Oaks/Westlake Village was a generally observed trend among the comments received, even though specific requests for this service corridor did not reach the 15-comment threshold. VCTC identified service modifications in the 2014 Short Range Transit Plan (SRTP) that are currently planned for implementation during the 16-17 fiscal year including:

- A new VCTC Intercity Oxnard-Camarillo Route – this route will connect the Oxnard Transit Center directly to large employment and shopping centers in the City of Camarillo. It will also enhance connectivity for CSUCI students destined to downtown Oxnard or Camarillo.
- A new VCTC Intercity East-West Connector Route – this route will connect East and West Ventura County with a one-seat ride between Simi Valley and Ventura. VCTC will continue to monitor the East County route, particularly the connectivity between Simi Valley and Thousand Oaks/Westlake Village.

- Rescheduling VCTC Intercity Routes and assigning route numbers

The Gold Coast Transit District (GCTD) does not utilize or claim TDA Article 8 funds and it is not subject to the Unmet Transit Needs process. However, GCTD receives comments about its service through this process and GCTD staff takes all feedback received into consideration for future planning purposes. All comments VCTC records through this process that relate to the GCTD service area 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.

DRAFT

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.



2016 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 ARide
- 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?

Si

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)

Appendix C – Public Comments Received for FY 16-17

NAME	DATE	CITY	COMMENT(S)	CATEGORY	AREA / AGENCY
Ian Nicholson	2/8/2016	Camarillo	For intracity trips, Dial-A-Ride is great, like a budget Uber. I think more could be done to publicize it. It's not like fixed-route, fixed schedule transit so I think people are unfamiliar with how to use it, including myself. More marketing and publicity could be great.	Existing Service/Agency Coordination	CAT
Benjamin Unseth	1/25/2016	Camarillo	Wants service from Camarillo Station to CVS Mall on Santa Rosa Rd. (NE Camarillo) at 3:20pm for school trips.	Service Expansion	CAT
Tammy Glenn	2/4/2016	Camarillo	On behalf of the hundreds of seniors served by CAREGIVERS in Ventura County, we respectfully request that seniors not be forced to transfer in order to cross the City of Camarillo border. Seniors can't get in or out of Camarillo without having to transfer. Furthermore, this is the only community that is subjected to the ADA certification process for the same reason. It is a tremendous burden on this frail population. Not only is it a tragic physical burden on seniors, particularly those with health issues, but it is an emotional and spiritual atrocity that lacks compassion and empathy by those who have imposed this restriction. I know from talking with the transit operators that there is a fair and amicable way to approach this.	Agency coordination	CAT
Anonymous	1/27/2016	Camarillo	Transit pass should work with Dial-A-Ride.	Agency Coordination	CAT / VCTC
Everard Ashworth	1/22/2016	Ventura	Wants service during commute hours from Ventura to Las Posas. -- I take mass transport at every city I commute to for work. I had a monthly pass when i lived in other urban/city centers (NYC, Washington DC, London). I find it ironic that I cannot bicycle nor take regularly scheduled bus/mass transit in my home city. I recognize that this is a significant commitment of resources, but think that AB32 funding/CEC and other federal/state initiatives should be explored with vigor to see how we can significantly improve our mass transit if not now, then in the next 3-8 years.	Service Frequency Request /Existing Service	CAT/VCTC
Anonymous	1/27/2016	Camarillo	Wants mid-morning (10am) service from Carmen Plaza to Ventura College.	Service Frequency Request	CAT/VCTC
Patty Richardson	2/22/2016	Ventura	At the VTC (Ventura Transit Center) the bathrooms are filthy and really need cleaned - it's a shame.	Amenities	City of Ventura
Divina Yung	2/22/2016	Ventura	Buses needed more in Ventura and benches with coverings.	Amenities	City of Ventura
Sandy P.	2/22/2016	Ventura	Bathrooms at the Ventura Transportation Center need cleaned.	Amenities	City of Ventura

NAME	DATE	CITY	COMMENT(S)	CATEGORY	AREA / AGENCY
Shirley McGinnis	2/22/2016	Port Hueneme	Bathrooms at the Ventura Transportation Center are unsanitary and need cleaned.	Amenities	City of Ventura
May Smith	2/22/2016	Port Hueneme	Monitoring of the restrooms at the Ventura Transportation Center is needed as restrooms need cleaning.	Amenities	City of Ventura
King David	2/22/2016	Port Hueneme	Bathrooms need cleaned.	Amenities	City of Ventura
Pim	2/22/2016	not provided	Restrooms at the VTC (Ventura Transit Center) need cleaned.	Amenities	City of Ventura
Guadalupe Camacho	2/22/2016	Oxnard	Restrooms at the Ventura Transit Center need cleaned more regularly.	Amenities	City of Ventura
Jake Clark	2/22/2016	Port Hueneme	Ventura Transit Center needs increased security and bathrooms need cleaned.	Amenities	City of Ventura
Brandy Collins	2/22/2016	Port Hueneme	Bathrooms need cleaned - should have hourly checks.	Amenities	City of Ventura
Maria Fernandez	2/22/2016	Oxnard	The restrooms need to be cleaned.	Amenities	City of Ventura
Timothy Herber	2/22/2016	Oxnard	I've been a passenger for 36 years. The bathrooms at the VTC (Ventura Transit Center) need cleaned badly.	Amenities	City of Ventura
Robert Smith	2/22/2016	Oxnard	At the VTC (Ventura Transit Center) we need the restrooms to be cleaned up.	Amenities	City of Ventura
Anonymous	2/22/2016	Oxnard	We need the restrooms at the VTC (Ventura Transit Center) to be cleaned hourly.	Amenities	City of Ventura
Johnnie T.	2/22/2016	Oxnard	Wants more buses to popular routes	Existing Service/General	GCTD
April Benson	2/22/2016	Oxnard	Wants longer bus hours for Oxnard & Ventura.	Existing Service/Service Frequency Request	GCTD
Ronald F.	2/22/2016	Oxnard	Better Parkwest route times.	Service Frequency Request	GCTD
Anonymous	1/27/2016	Oxnard	Wants A.M. service from Downtown Oxnard to beach and harbor areas. -- More direct and frequent routes would be helpful.	Service Expansion/Service Frequency	GCTD

NAME	DATE	CITY	COMMENT(S)	CATEGORY	AREA / AGENCY
Norma Cunningham	1/27/2016	Oxnard	Wants commute hour service from Silverstrand Beach to the Topa Towers on Esplanade Dr. & wants service throughout the day from Silverstrand Beach to Shopping Plazas (Vons, Ralphs, or Trader Joe's). -- I'd like the option to use public transit to and from work.	Service Expansion/Service Frequency	GCTD
Eileen Tracy	1/29/2016	Port Hueneme	Wants afternoon service from Hueneme Bay to Victoria/Channel Islands Blvd. -- Port Hueneme is a public transportation desert.	Service Frequency Request	GCTD
Jason	2/5/2016	Oak View	Wants work commute service from Oak View to Port Hueneme arriving at 6am and returning at 4:30pm. Wants midday service (10am-1pm) from Port Hueneme to The Collection / River Park. -- I stopped using transit because of infrequency, late starts, cannot get to where I need to be on time, and unsafe bus stops because of no crosswalks at bus stops.	Service Expansion/Service Frequency	GCTD
Karla Franco	2/22/2016	Oxnard	Wants more bus stops on Ventura Rd.	Existing Service	GCTD
Everard Ashworth	1/22/2016	Ventura	Wants service every 20 min from midtown Ventura to Downtown Ventura.	Service Frequency Request	GCTD
June & Benay Kuhad	2/22/2016	Oxnard	Add more hours to the Parkwest Route	Service Frequency Request	GCTD
Gary Sandoval	2/22/2016	Ventura	Better connections are needed all over. Buses leave too soon to make connections, especially the Parkwest bus.	Service Frequency Request	GCTD
Guadalupe Camacho	2/22/2016	Oxnard	Wants more frequent bus service on Route 21.	Service Frequency Request	GCTD
Tracey Philips	2/22/2016	Oxnard	Parkwest bus service needs to be extended until at least 8:45pm. I work at Amtrak and I get off at 8:00pm.	Service Frequency Request	GCTD
Tamera Williams	2/22/2016	Oxnard	I'm a Metro bus commuter and it does not mesh well with the Parkwest Route. I'm always stranded. Please add longer run times for Parkwest.	Service Frequency Request	GCTD
Lynne Mai	2/22/2016	Port Hueneme	Commuting from the Metro, I need a Parkwest bus after 8:15pm. Also better bathrooms.	Service Frequency Request	GCTD
Luis Jimenez Reyes	2/22/2016	Oxnard	Wants longer service hours on the Parkwest route.	Service Frequency Request	GCTD
April Guzman	2/22/2016	Oxnard	There should be a later Parkwest bus out of OTC (Oxnard Transportation Center) to afford ridership for passengers getting off the last train at 9:00pm.	Service Frequency Request	GCTD
Anonymous	1/27/2016	Oxnard	Wants service from Oxnard Pacific mobile home park to Oxnard College	Service Expansion/Existing Service	GCTD

NAME	DATE	CITY	COMMENT(S)	CATEGORY	AREA / AGENCY
James Ouster	2/22/2016	Oxnard	Parkwest route needs more buses.	Service Frequency/ Operations	GCTD
Angelica Martinez	2/22/2016	Oxnard	Wants a bench at the bus stop on San Gorgonio.	Amenities	GCTD/City of Oxnard
Anna Flores	2/22/2016	Oxnard	We need more bus benches with canopy tops. The elements are too harsh for senior citizens.	Amenities	GCTD/City of Oxnard
Johnnie T.	2/22/2016	Oxnard	Wants better lighting in areas like Bard & J Street	Amenities	GCTD/City of Oxnard/PH
BB Lopez	2/22/2016	Oxnard	Better lighting needed at Bard & J St.	Amenities	GCTD/City of Oxnard/PH
Brenda Taylor	2/22/2016	Oxnard	Lighting at the Bard & J St. stop is non-existent and it is unsafe - more lighting is needed.	Amenities	GCTD/City of Oxnard/PH
Marisela Ruiz	2/22/2016	Oxnard	Bus stop at Bard & J St. is too dark and needs lighting.	Amenities	GCTD/City of Oxnard/PH
Kathleen Martin	2/22/2016	Port Hueneme	Better lighting needed at J St. and Bard	Amenities	GCTD/City of Oxnard/PH
Sarah Lester	2/22/2016	Port Hueneme	Wants benches at the J St. & Bard stop as well as lighting.	Amenities	GCTD/City of Oxnard/PH
Robert P. Lowenehank	2/22/2016	Oxnard	Lighting needed at South J St. & Bard St. It is hard to cross the street especially coming late at night from work.	Amenities	GCTD/City of Oxnard/PH
Jae G.	2/22/2016	Port Hueneme	Wants better lighting at Bard & J St.	Amenities	GCTD/City of Oxnard/PH
Jack O'Neill	2/22/2016	Ventura	Over-crowded buses coming from Ventura to Oxnard.	Existing Service	GCTD/VCTC
Tom Miller	2/22/2016	Port Hueneme	Buses are late.	Operational - OTP	General
Trevor Allen	2/19/2016	Simi Valley	Please look into Proterra Catalyst Platform or the New Flyer Xcelsior Electric Buses, which will provide more inexpensive operation, less emission, and a decrease in demand for Compressed Natural Gas more commonly extracted by hydraulic fracking.	Operations	General
Kevin Clerici	1/22/2016	Ventura	I wish the Metrolink connected with the downtown Ventura train platform, rather than end at the east Ventura station.	Service Expansion/ Operations	Metrolink/ VCTC
Matthew Saint	1/27/2016	Camarillo	I'd love to use trains more often, but the costs are often too high for an irregular user with a family. We recently used Metrolink and loved the experience but the price felt a little too high(especially with low oil prices.)	Existing Service/ Operations	Metrolink/ VCTC

NAME	DATE	CITY	COMMENT(S)	CATEGORY	AREA / AGENCY
Susan White Wood	2/4/2016	Ventura	Wants to travel to and from airports. -- Wants service from Montalvo Station to LAX and wants evening service from Montalvo Station to Burbank.	Service Expansion/ Existing Service	Metrolink/ VCTC
Crystal Lui	2/4/2016	Oxnard	Wants more frequent railway transportation from Oxnard to the near counties.	Service Frequency	Metrolink/ VCTC
Nancy Rojas-Elwell	1/5/2016	unknown	Wants weekend service to Downtown LA on the Ventura County Metrolink Line.	Weekend train service	Metrolink/ VCTC
Debra Barringer	1/22/2016	Ventura	Wants weekend Metrolink service from Ventura to Los Angeles.	Weekend train service	Metrolink/ VCTC
Drew Story	2/4/2016	Ventura	This is also part of the problem - what's our transit "center"? Fortunately, I don't have a commute for work - I ride my bike. However, I would like to see more mass transit options for all of us. Trains on the weekend in particular.	Weekend train service	Metrolink/ VCTC
Moorpark Forum	1/25/2016	Simi Valley	Wants transit between East Simi to Westlake Village - the evening trains only run west, no east train service to get to Westlake Village	Evening train service	Metrolink/ VCTC
Leslie Keil	10/26/2015	Simi Valley	Wants the Metrolink train schedule put back to either a later time or add an additional train between 3:15 and 4:33. -- I do not know how much longer I can leave my job early and "run" to meet trains. I am so terribly disappointed in Metrolink, and feel like I am at the mercy of the system. After the nearly 22 years of riding the train, the schedule has always worked out fine. This is absolutely heartbreaking that I don't know how I'm going to continue to get to work.	Service Frequency Request	Metrolink/ VCTC
Moorpark Forum	1/25/2016	Simi Valley	Buses often don't have bike racks available	Amenities	NA
Moorpark Forum	1/25/2016	Simi Valley	Transit between East Simi to Westlake Village - bus connections are tight or too long making the trip time too long	Operational	NA
Mary Harris	2/4/2016	Thousand Oaks	All buses and Dial-A-Ride should run later hours - at least until 9pm so that if people have to work late they can get home, especially coming from LA back to Ventura County. Also, for people like myself being in a power wheelchair and anyone else who is disabled we want to be able to get out and go places like anyone else. -- We need to get people out of their cars and force them into transit so we can get our freeways unclogged of traffic problems. We need to let people know that public transit is the way to go - it's priority #1. -- We need to push for a 1/2 cent sales tax for transit for 2016.	Agency coordination/ service hour request	NA

NAME	DATE	CITY	COMMENT(S)	CATEGORY	AREA / AGENCY
Anonymous	2/12/2016	Simi Valley	Suggestion: Consider partnering with LA County's Metro system. The research and development is done. It meets most public transport users' needs.	Agency Coordination	NA
Myra Medina	2/16/2016	Newbury Park	I am the supervisor at a medical therapy unit and our clients have difficulty using public transportation to get to appointments because of the length of time it takes.	Existing Service	NA
Anonymous	2/16/2016	Ventura	For work: Transportation is a huge problem for our clientele to access medical appointments in the county. Accessible bus stops to Public Health California Children's Services Medical Therapy Program locations. Plus current system takes several hours for clients to use.	Agency Coordination	NA
Melida Castro	2/22/2016	none provided	Wants roofs where benches are so the passengers could be protected from the sun and the rain.	Amenities	NA
Matt Wehrman	2/22/2016	Oxnard	Wants bus service connecting the entire county, bike racks that hold more bicycles, and video information & entertainment.	Agency Coordination/ Amenities	NA
Luisa Gutierrez	2/22/2016	Oxnard	The bus should be kept an agreeable temperature and the air conditioning should be used when necessary.	Amenities	NA
Wendi Lerma	2/22/2016	Ventura	Wants better bus connections to other buses.	Agency Coordination	NA
Sandra Hill	2/22/2016	Ventura	Wants cleaner bus interiors.	Amenities	NA
Lucky Smith	2/22/2016	Oxnard	Wants seat belts on the buses - especially for the safety of children riding.	Amenities	NA
Angel Medina	2/22/2016	Oxnard	Wants more bus stops.	Existing Service/ Operations	NA
Nicol Green	2/22/2016	Ventura	Can you please fix the times the bus runs? I have class at 9:30am but the only option is going at 6am and that's way too early.	Existing Service/ Service Frequency Request	NA
Ashley Foster	2/22/2016	Oxnard	Please allow food on the bus.	Amenities	NA
Irina Woods	2/22/2016	Port Hueneme	Fix the schedule times.	Existing Service	NA
Taylor Lee	2/22/2016	Ventura	Buses need to be on time.	Operational - OTP	NA
Joanna Smith	2/22/2016	Oxnard	Wants there to be music on the buses, especially at night.	Amenities	NA

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Carl Farmer	2/22/2016	Oak View	Buses need to run later.	Service Frequency Request	NA
Dana Hall	2/22/2016	Ventura	Wants more frequent buses.	Service Frequency Request	NA
Mia Young	2/22/2016	Ventura	Wants food to be allowed on the bus.	Amenities	NA
Willie Lechuga Jr.	1/29/2016	Oxnard	Indicated there are places in Ventura County he wants to access but cannot, either because there is no route or there is no service during a particular time of day -- no additional details provided.	Existing Service - General	NA
Cheryl Roberson	1/29/2016	Oxnard	Indicated there are places in Ventura County she wants to access but cannot, either because there is no route or there is no service during a particular time of day -- no additional details provided.	Existing Service - General	NA
WGK	1/22/2016	Oxnard	Wants service from Oxnard to Los Angeles & Thousand Oaks to Los Angeles.	Service Expansion/ Operations	NA
Big Brothers Big Sisters of Ventura County	1/25/2016	Camarillo	On behalf of Big Brothers Big Sisters of Ventura County, it's often difficult to secure transportation for groups of children who can not afford transit otherwise. We want to encourage children in our program to use public transportation to make it a more sustainable means of getting around the county, but need program assistance in making that push (whether through donations or education or both).	Agency Coordination	NA
Linda Coburn	1/26/2016	Westlake Village	Wants commute hour service from Simi Valley Station to Westlake Village.	Service Frequency Request	NA
Lawrence Older	1/27/2016	Ventura	Wants afternoon and evening service between Ventura and Los Angeles. -- I would like a complete transit system, so I can get home from LA in the night, get to the store across town in the day, similar to Portland, Washington DC, Seattle, Santa Barbara, etc.	Evening train service	NA
Paula Johnson	1/27/2016	Ventura	I locate employment for individuals with intellectual and developmental disabilities. We have job placements but no way to get the individual from city to city.	Agency Coordination/ Existing Service	NA
Anonymous	1/27/2016	Ventura	Wants later evening service throughout the County	Service Frequency Request	NA
Deborah	1/27/2016	Camarillo	Wants more service from Camarillo to Los Angeles	Service Expansion/ Existing Service	NA

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Katrina Maksimuk	1/27/2016	Ventura	Wants service from Ventura to San Francisco & from Ventura to San Jose. -- I use Uber at least once a week. Train to SB once. Really like the Ventura trolley.	Agency coordination	NA - out of service area
Deanna	2/16/2016	Ventura	Wants service from Ventura to LAX.	Existing Service/Agency Coordination	NA - out of service area
Vicki Tripoli	1/25/2016	Moorpark	Wants service from Moorpark to Granada Hills.	Service Expansion/Operations	NA - out of service area
Anonymous	1/28/2016	Ventura	Wants mid-day/afternoon service from Ventura to UCLA and to Sherman Oaks for medical appointments.	Service Expansion/Existing Service	NA - out of service area
Crystal Lui	2/4/2016	Oxnard	Wants work commute service from Oxnard to Lompoc arriving at 7:30am and returning at 4:30pm.	Service Expansion	NA - out of service area
Jerry Martin	2/18/2016	Simi Valley	Wants Commuter service from Simi Valley to Van Nuys via the 118 to the 405: I do often see many people who go to the Van Nuys Amtrak Station wanting to travel to and from Simi Valley. I know we have Metrolink and Amtrak Services. But I know people do like having options for commuting. I know this might be a stretch for suggestions. But if it helps get people out of cars and trucks. Then it would be worth taking a look at.	Service Expansion/Existing Service	NA - out of service area
Frankie Rodriguez	2/26/2016	unknown	Wants bus service from Ventura County to the Valencia/Six Flags area.	Service Expansion	NA - out of service area
			Simi Valley has the worst bus schedule. Would take it more often, but takes too long and very confusing.	Existing Service / General	SVT
Matthew Lussier	2/12/2016	Simi Valley	Simi Valley needs bus service on Sundays even if it's limited.	Service Frequency Request	SVT
Trevor Allen	2/19/2016	Simi Valley	I would prefer if Simi Valley Transit (SVT) had more buses operating with a shorter wait between buses. Its to the point in which if I accidentally miss one, i'm late to wherever I need to go, since it's usually 20-30 minutes between buses. I would also prefer SVT buses running later at night because its can be frustrating to have to be on a bus around 6-7 for an end of the day cycle of that route. Please make sure SVT drivers are not leaving AHEAD of schedule. I've almost missed a few buses because the bus is past its stop 1-2 mins ahead of time. I'd rather a driver be late by 3 mins than early by 1 or 2, since their layover/rest stops push them back onto their schedule.	Service Frequency Request/OTP	SVT

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Danielle	2/12/2016	Simi Valley	The D bus would be beneficial to a lot of people on Saturday.	Service Expansion	SVT
Danielle	2/12/2016	Simi Valley	Wants Saturday service from Royal High School to Reagan Library.	Service Expansion	SVT
Danielle	2/12/2016	Simi Valley	Wants all day service from Royal High School to Simi Valley Town Center. - - Many people would use the bus later in the day. 9pm would be a good time to stop the buses.	Service Expansion	SVT
Anonymous	2/12/2016	Simi Valley	Wants 3pm service from Valley View Middle School to Alamo/Yosemite. -- My teen cannot ride the bus home from school.	Service Frequency	SVT
June Ewart	2/18/2016	Simi Valley	Wants afternoon service from 3150 School St. in Simi Valley to 131 W. Easy St. in Simi Valley.	Service Frequency	SVT
Jerry Martin	2/18/2016	Simi Valley	Wants Simi Valley Line D to be extended to the Thousand Oaks Transit Center and to have it serve Chatsworth Metrolink: One of the reasons to look at extending the D it would allow many people an opportunity from the LA Area to reach the Ronald Reagan Library if they could get a bus from Chatsworth.	Service Expansion	SVT
Jerry Martin	2/18/2016	Simi Valley	Wants Simi Valley Line C to be extended to Moorpark: It would allow more options for many who commute to and from CSUN. Many people who use Line C are commuting to and from CSUN or with the area of CSUN. So I like to see if there is a way to add service to make the connections.	Service Expansion	SVT
The Arc of Ventura County	2/29/2016	Simi Valley	Additional driver training so they are more courteous and sensitive to the needs of disabled passengers such as ourselves.	Operations	SVT
The Arc of Ventura County	2/29/2016	Simi Valley	We would like: A bus stop in front of the Arc of Ventura County location near the corner of Cochran and Stearns Streets in Simi Valley. A bus stop at the Costco in Simi Valley. Weather protection (covers) for the bus stops in Simi Valley that do not have them. Multiple benches at the existing bus stops at Arc facilities in Simi Valley including the Los Angeles and Sequoia Program.	Amenities	SVT
The Arc of Ventura County	2/29/2016	Simi Valley	We would like more buses in circulation in Simi Valley during the hours of 9am to 2pm.	Service Frequency	SVT
Michael Graham	1/26/2016	Simi Valley	Wants commute hour service from Simi Valley to CLU.	Service Frequency Request	SVT/TOT/ VCTC

NAME	DATE	CITY	COMMENT(S)	CATEGORY	AREA / AGENCY
Dale Harshberger	2/12/2016	Simi Valley	Wants service from Madera/Los Angeles Ave. to Moorpark College between 7am -10:30pm. Also wants service from Madera/Los Angeles Ave. to Ventura Court House between 6:30am - 5pm to attend jury duty. -- The Bus exits at the Moorpark College exit, but does not stop. (Makes a 7 mile loop without stopping) The only bus to Moorpark College starts 5 miles in the opposite direction. If I were to walk to that bus stop, I might as well walk the 5 miles to school instead.	Service Expansion/ Operations	SVT/VCTC
Medhat Beshai	2/12/2016	Simi Valley	Use smaller buses instead of the big bus as most buses look empty and to save on gas.	Amenities	SVT/VCTC
Sky Ross	2/16/2016	Thouansd Oaks	Wants service from the Oaks Mall in Thousand Oaks to St. John's Regional Medical Center arriving at 8am and returning at 3pm.	Service Frequency	TOT/VCTC
Chris Van Dran	2/7/2016	Camarillo	Wants daytime service from Camarillo to Ventura.	Existing Service/ Operations	VCTC
Debra Barringer	1/22/2016	Ventura	I rode Vista from Ventura to Carpenteria during 3 of its difficult years. The biggest reason this worked for me was having the pre-loaded Smartcard. There is no way I would have exact cash every day and the monthly pass didn't work financially. I hope you are planning to replace the electronic cards. I no longer commute but hope the new lane on Hwy 101 has made Vista more reliable in the evenings. I spent up to and over an hour waiting on some days. Fixing these simple things would increase ridership.	Agency Coordination	VCTC
Drew Story	2/4/2016	Ventura	Wants service from Ventura to Thousand Oaks or Westlake. Wants weekend service from Ventura to Santa Barbara.	Existing Service	VCTC
Chris Van Dran	2/7/2016	Camarillo	VCTC needs 1 bus service north, as have for south	Existing Service	VCTC
Robert Jefferson	2/8/2016	Oxnard	Indicated there are places in Ventura County he wants to access but cannot, either because there is no route or there is no serice during a particular time of day - no details provided. -- I would like to see an increase in investment for VCTC to increase routes and frequency. I never see a bus even 50% occupied; ofter 5 or less passengers. Spewing contaminants into the atmosphere. This fleet should convert to CNG to reduce carbon footprint as so many other countries have. That fleet (48 buses) currently use gasoline or diesel.	Existing Service	VCTC

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Vicki Tripoli	1/25/2016	Moorpark	Wants A.M. and midday service from Moorpark to Ventura for county meetings, jury duty, etc. -- I support self taxing for transportation; however, feel strongly that any money spent on single driver autos is a complete waste. Our population is beyond this and all funds should go to develop efficient mass transit.	Service Frequency Request	VCTC
Moorpark Forum	1/25/2016	Simi Valley	Wants transit between East Simi to Westlake Village	Service Expansion/ Operations	VCTC
Michael Graham	1/26/2016	Simi Valley	Wants weekend service from Simi Valley to Ventura.	Service Frequency Request	VCTC
Map Comment from Forum	1/26/2016	Santa Paula Forum	Wants service between Fillmore and Moorpark	Service Expansion/ Operations	VCTC
Paula Johnson	1/27/2016	Ventura	Wants commute hour service from Ventura to Newbury Park.	Service Frequency Request	VCTC
Ron Lewis	1/28/2016	Fillmore	Wants daytime service from Fillmore to Santa Clarita	Service Expansion	VCTC
William	1/28/2016	Ventura	Wants commute hour service (7am) from Downtown Ventura to Thousand Oaks/Westlake. -- The times that buses/trains run are somewhat inconvenient. They seem to run super early, and the return times are early/infrequent.	Service Frequency Request	VCTC
Anonymous	1/28/2016	Ventura	Wants mid-day/afternoon service from Ventura to Westlake Village	Service Frequency Request	VCTC
Ron Lewis	1/28/2016	Fillmore	Wants daytime service from Fillmore to: Simi Valley Town Center and Moorpark Station. -- We need direct service to Moorpark Metrolink Station so seniors can go into Los Angeles.	Service Expansion	VCTC
Eduardi Navarro Jr.	1/29/2016	Oxnard	Wants more service from Oxnard to Camarillo	Service Frequency Request	VCTC
Anonymous	2/16/2016	Simi Valley	Wants work commute service from Simi Valley to Camarillo arriving at 8am and returning at 6pm.	Existing Service	VCTC
Jennifer Lopez	2/22/2016	Oxnard	Wants work commute service from Oxnard to Fillmore arriving at 9am and returning at 5pm.	Service Expansion/ Service Frequency	VCTC

NAME	DATE	CITY	COMMENT(S)	CATEGORY	AREA / AGENCY
Map Comment from Forum	1/26/2016	Santa Paula Forum	Wants service from Piru to Santa Clarita to get to Magic Mountain, College of the Canyons, LA County	Service Expansion	VCTC
Shae	5/19/2015	unknown	Wants weekend Coastal Express service hours extended to 8:00 p.m. or 9:00 p.m., not 6:30 p.m.	Service Frequency Request	VCTC
Carolina Perez	8/25/2015	unknown	Wants a bus departure out of Fillmore/Santa Paula into Ventura around 1:00 p.m. on weekdays.	Existing Service	VCTC
Matt Glass	2/9/2016	Camarillo	Wants service later at night from Ventura to Camarillo. Wants Southbound service after 7:15pm Fri or 5:15pm Sat. -- I really find it hard to get home to Camarillo. Later buses - say 10:00pm? How about buses on Sunday? (Northbound) Buses on Sunday don't exist.	Service Frequency	VCTC
Jennifer Lopez	2/22/2016	Oxnard	Wants work commute service from Oxnard to Thousand Oaks arriving at 9am and returning at 5pm.	Service Frequency Request	VCTC
Tina McDonald	2/10/2016	unknown	RAIN Transitional Living Center (RAIN) provides a link from homelessness to sustainable income and housing. One identified critical barrier is the lack of transportation for homeless persons. Each year, an average of 60% of individuals and families served at RAIN do not have vehicles upon entry. There is a continued need to provide a safe, reliable, and sufficient service coverage with convenient schedules and reasonable journey times. This type of transport service will serve as a catalyst in the attainment of helping RAIN residents move from homelessness to sustainable permanent housing through sustained income and other self-sufficiency skills. With the assistance from VCTC in 2015-2016, RAIN provided transportation services to work, interviews and childcare for the homeless residents of RAIN who had no vehicles of their own. Eighty two adults attended skill development classes to assist with resume development, budgeting and more. The ability to provide transportation for the homeless individuals and families through partnership with VCTC has been instrumental in the residents reaching their goal of employment, increased income and permanent housing thus achieving RAIN's mission of ending homelessness these individuals and families.	Agency Coordination	VCTC
Karol Spaccarelli	2/12/2016	Bell Canyon	Needs service from home to grocery shopping and to Church. I can't get a ride from my house because no service on either side of the county line will cross over and pick me up/drop me off. The nearest bus stop is three miles away so I walk. I don't have the ability to go grocery shopping or to/from the hospital or to my volunteering position as a tutor.	Service Expansion/Existing Service/Agency Coordination	Ventura County