

Appendix B – Public Comments Received for FY 18-19 – All Other Comment

Name	Comment	Specific Category	Type	Service Area
Catholic Charities	Would like vouchers offered for low income, seniors, disabled, homeless and veterans. Would like an Uber monthly pass offered. Would also like temporary passes for people with illnesses.	fares	Bus	CAT, VCTC
Catholic Charities	Would like dispatchers to be more educated on services and those served. Thinks drivers are great. Would like better coordination with drivers regarding drop off locations and a better way to communicate to passengers bus has arrived.	operations	DAR	CAT
Wendy Mayea	Need routes, information and collaboration with multiple agencies to transport homeless and foster children to schools in Simi Valley from Colonia (Oxnard) and RAIN (Camarillo)	service expansion	Bus	CAT, GCTD, VCTC
Rose	Thinks publication and promotion of meetings can be improved and passes should be provided to meetings. Also thinks promoting existing service, especially of CAT, should be enhanced, especially for youth and commuters	information	bus	CAT, VCTC
Lori Moore	Would like better information on services in Camarillo	information	Bus	CAT
rebecca	Would like better on-time performance for dial-a-ride	operations	DAR	CAT
	Would like voucher's to senior facilities, rate guides and information on how to ride.	information	bus	MCT, VCTC
Jenn Craven	Would like better first mile, last mile connections in Thousand Oaks. Would also like more midday frequency on Conejo Connection	frequency, walkability	Bus	TOT, VCTC
James Drake	Would like bidirectional service and improved connections on TOT	service expansion	Bus	TOT
Rebecca McCann	Would like better service in Thousand Oaks	service expansion	Bus	TOT
Linda Mullenfeld	Would like door-to-door service between Simi and Thousand Oaks	operations	DAR	ECTA

Audrey Fayloga	Would like bathrooms at the Camarillo Metrolink station or the transfer point to be moved to accommodate this	amenities	Bus	ECTA, GCTD, VCTC
Sandra I. Aldana	Has problems when transferring between ECTA and GCTD, especially with wait times. Wants to also make sure all comments collected during Unmet Needs process are considered and would like to help include minority groups. Also suggested dial-a-ride service to Kaiser. Additionally, likes East-West Connector but would like more frequency	operations, service expansion and hours	DAR	ECTA, GCTD, VCTC
Justin Tsang	Feels the fares for dial-a-ride is very high when using multiple providers. Would also like later weekend service on the Highway 101 route.	fares, service expansion	DAR, bus	ECTA, GCTD, VCTC
Bunny Avila	Would like lower fares on DAR, especially for travel between providers, the cost is really expensive for someone on a fixed income. Also feels it is a burden to have to call the day before for reservations.	fares, operations	DAR	GCTD
Cathi Nye	Would like better on-time performance for dial-a-ride and decreased travel time	operations	DAR	GCTD
Anonymous	Would like service from Victoria & Channel Islands Blvd (bus stop), including an area to park and a route that runs to the harbor	operations	Bus	GCTD
Amber Lundeen	Would like additional frequency to Route 16, especially to accommodate wheelchairs when two are already on board	frequency	Bus	GCTD
Anonymous	Would like additional frequency to Route 16	frequency	Bus	GCTD
Tim Nafziger	Would like bus service to west side of Oak View	service expansion	Bus	GCTD
Kristofer Young	Would like additional service between Ventura and Ojai	service expansion	Bus	GCTD
Anonymous	More public transit options, cleaner buses, safer buses, more bike racks, easier stroller storage. Would also like service from Oak View to	service expansion, amenities	Bus	GCTD

	Ventura Harbor and the Pier			
Anonymous	Would like more frequency and later service to and from the Ojai Valley, especially on weekends. Would like better service from Ojai to Camarillo and Saticoy	service expansion and hours	Bus	GCTD
Brendan Borgstedte	Would like later service on Route 16	service hours	Bus	GCTD
Danielle	Would like later service on Route 17 to accommodate night classes	service hours	Bus	GCTD
Sharmila Murthy	Would like more service on the weekends from the east end of Ventura to VTC	service hours	Bus	GCTD
Renee Ramirez	Would like Route 10 or 11 to go to Kimball Park	service expansion	Bus	GCTD
Jake	Would like express service between Oxnard and Ventura and more frequency in general	frequency, service expansion	Bus	GCTD
Anonymous	Would like more express routes that help decrease travel time	service expansion	Bus	GCTD, VCTC
Claudia Armann	Would like express service between Oxnard and Ventura	service expansion	Bus	GCTD
Bettye Torres-Saleh	Would like service from Foothill & Victoria to downtown Ventura and to Kaiser (either on Hill St. or one on Market)	service expansion	Bus	GCTD
Anonymous	Would like service from Kimball Rd. to the Kaiser specialist facility and the Ventura Metrolink facility	service expansion	Bus	GCTD
Chad Davidson	Service from Main St to Market St	service expansion	Bus	GCTD
Michael Thomas	Would like the Harbor Beaches Dial-a-ride service to be brought back.	service expansion	Bus	GCTD
john heser	Would like service from downtown Ventura and downtown Santa Barbara to Government Center area on weekends till midnight	service hours	Bus	GCTD, VCTC
Charlotte Keller	Would like more frequency on the weekends for VCTC services. Would also like service to Golf n Stuff	frequency	Bus	GCTD, VCTC
Mark	Would like on-time performance to be improved and easier to understand timetables.	operations, information	Bus	GCTD, VCTC
Justin Tsang	Would like more weekday frequency on Coastal Express from Oxnard/Ventura. Would also like stop annunciators on buses.	frequency, amenities	Bus	GCTD, VCTC

Jason Allen	Would like a schedule adjustment to Highway 101 schedule	operations	Bus	VCTC
Lina Budiardjono	Would like the later Coastal Express route to go to the Collection again	operations	Bus	VCTC
E.J.S.	Would like a schedule adjustment to Coastal Express schedule	operations	Bus	VCTC
Linda sickels	Would like on-time performance for DAR to be improved	operations	DAR	GCTD
Anonymous	Would like Coastal Express service leaving Goleta, getting to Ventura at 4:30	operations	Bus	VCTC
Craig Kawaguchi	I liked the old way where we had connections to other VCTC bus routes, specifically the ones that go to Santa Barbara and Goleta.	operations	Bus	VCTC
Katherine Gray	Would like Coastal Express schedule adjustment to meet Cottage Hospital shifts	operations	Bus	VCTC
Tina Hernandez	Would like Coastal Express schedules to go back as they were before with more frequency	operations, frequency	Bus	VCTC
Rose Elfman	Would like improved on-time performance on Coastal Express and gets frustrated that wifi doesn't often work	operations, amenities	Bus	VCTC
Ronald	Would like expanded Saturday Coastal Express service to Santa Barbara	service hours	Bus	VCTC
Anonymous	Would like earlier service on Coastal Express	service hours	Bus	VCTC
Cristina Sparks	Would like additional service on Coastal Express	additional service	Bus	VCTC
Priyali Kardak	Would like more service on Coastal Express, especially to Oxnard (later in morning and evening). Current train service is inconvenient.	service hours	Train, bus	VCTC
Jonathan Gush	Would like later Coastal Express service to serve later shifts	service hours	Bus	VCTC
Kelvin Dodd	Would like Coastal Express to provide service back to Carpinteria from Goleta in evening			
Leticia Esqueda	Would like more connecting buses between Coastal Express and GCTD, especially on weekends and potentially making St. John's hospital a new transfer area	frequency	Bus	VCTC
Donna Frase	Would like more return times from	frequency	Bus	VCTC

	Santa Barbara (Coastal Express)			
Anonymous	Would like restroom options along Coastal Express route. Also, the wifi doesn't often work	amenities	Amenities	VCTC
Nina Danza	Would like more bike space on Coastal Express buses	amenities	Bus	VCTC
Jose Rodriguez	Would like a schedule adjustment on the East County route	connections, route changes	Train, bus	VCTC
Pilipina Knows	Would like a schedule adjustment on the East County route	schedule adjustment	bus	VCTC
Michele Two-Coats	Would like additional midday frequency on the Conejo Connection route	frequency	Bus	VCTC
DENNIS EUGENE KRYZER	Would like travel time from Warner Center to VTC to be reduced	operations	Bus	VCTC
Jennifer tapia	Would like hourly service and improved on-time performance for the Highway 101 route	operations, frequency	Bus	VCTC
Michael Thomas	Would like a Conejo Connection bus stop by Las Posas and Camarillo Outlets	transfer	Bus Stop	VCTC
Anonymous	Would like more frequency for VCTC services and better on-time performance	operations, frequency	Bus	VCTC
Anonymous	Would like more coverage and frequency and better on-time performance	operations, service expansion	Bus	VCTC
Gary	Would like Sunday service, later service, more frequency, and increased coordination. Would also like decreased travel time between Calabasas and Newbury park	service expansion and hours	Bus	VCTC
Anonymous	Would like more frequency during the week	frequency	Bus	general
Suza Francina	Would like 15 minute frequency and to be able to bring dogs on board	frequency, amenities	Bus	
Anonymous	Would like service after 9 pm and on Sundays	service hours	Bus	VCTC
Rena Pezzuto	Would like the bus to run after 9 pm	service hours	Bus	general
Jenn Zimmerman	Would like better bus service between Cal Lutheran University from Ventura/Oxnard/Camarillo	service expansion	Bus	VCTC
Tracy Bartholomew	Would like more affordable commute options from Ventura to Cal Lutheran University in Thousand	fares, service expansion	Bus	VCTC

	Oaks on weekdays			
Annika Forester	Would like service from Ojai to Santa Barbara	service expansion	Bus	VCTC
Paul Biderman	Would like improved service to LA and Santa Barbara	service expansion	Bus	VCTC
Sarah Gordon	Would like improved service to San Fernando Valley	service expansion	Bus	VCTC
Anonymous	Would like service between the Oaks and Chatsworth Metrolink Station	service expansion	Bus	VCTC
Kate Faulkner	Would like service from Ventura to LAX	service expansion	bus	VCTC
Jon Dettmering	Would like service from Ventura to LAX	service expansion	bus	VCTC
	Would like easier bus service to CSUN	service expansion	Bus	VCTC
Juan De Haro	Better connections to LA County throughout the day instead of peak hours only would be appreciated including to the Santa Monica Expo line station. Would like later service hours and hourly service. Also suggests different types of buses to be used for different types of routes.	service expansion and hours	Bus	VCTC
Chad Davidson	Service from Ventura to Santa Monica	service expansion	Bus	VCTC
Anonymous	Would like better service later at night and more service to LA	later service, additional service	Train, bus	VCTC
Valerie White	Thinks more publicity-marketing needs to be done for transit	information	transit	
Jack Lee	Would like a rechargeable fare card, especially because VCTC transit information center closes at 6 pm	amenities	Bus	VCTC
Tina Hernandez	Would like a real time bus tracking app	amenities	Amenities	VCTC
Tina Hernandez	Would like to buy bus passes online.	amenities	Amenities	VCTC
Anonymous	Would like easier to understand intercity travel information	information	Bus	VCTC
Catholic Charities	Would like better promotion of meetings	information	Bus	VCTC
Deborah Qualls	Would have liked service to Carpinteria during mudslide	additional service	Bus	VCTC
Cynthia Collins	Would like more train frequency	frequency	Train	Metrolink

	(traveling from Ventura to Ontario)			
Chris Reiff	I would like more Metrolink options, namely more trains that travel to and from Ventura to Los Angeles.	frequency	Train	Metrolink
Dan Feger	Would like midday service on Metrolink. Also suggests the County should require that all new housing developments provide information on Metrolink and Amtrak for all prospective buyers, so that people who may want to move to Camarillo, Oxnard, Ventura and Simi know that they do have a convenient way to commute to downtown LA that is better than driving during rush hour.	service hours	Train	Metrolink
Susan White Wood	Would like more Metrolink frequency to take the train to the airport more often	frequency	Train	Metrolink
Alex Littaua	Metrolink needs to run afternoon/night trains into Los Angeles from the West County (Camarillo, Oxnard, Ventura) or alternatively, work with Amtrak to reduce and match Metrolink prices.	service hours	Train, bus	Metrolink
Brenda Caplinger	Train travel from Union Station to Oxnard Train Station after Dodger night games.	service hours	Train	Metrolink
Justin Tsang	Would like Metrolink service on weekends.	service hours	Train, bus	Metrolink
Elaine Freeman	Wants Metrolink service to continue and would like weekend service	service hours	Train	Metrolink
Marta	Would like to use Amtrak to Goleta but would like it to get there earlier in the day	service hours	Train	Amtrak
Daniel Saltee	Want other options besides bus to get to Santa Barbara	service expansion	Train	Amtrak
Celita Stone	Would like earlier trips via train to Santa Barbara	operations	Train	Amtrak
John Beall	Want more frequent trains between Oxnard and Santa Barbara	frequency	Train	Amtrak
Robert Coronado	Want more frequent trains between Oxnard and Santa Barbara	frequency	Train	Amtrak

Rose	Would like train service to be usable for regional commuting in Ventura County and commuter train service to Santa Barbara. Would also like better train frequency and on-time performance	service expansion	train	Amtrak, Metrolink
Celita Scott	Would like more service to Goleta, especially by train	service expansion	Train	Metrolink
June English	Would like VCTC to advocate for affordable fares for the Amtrak commuter service starting soon	fares	train	Amtrak
Nasrin Zoghbia	More affordable train transportation would be great for commuters. Safer parking. Also would like safer parking and allow people with bigger vehicles to get permits to park and take the bus.	fares	Train	general
Jeff Cowan	Would like a rail link between Ventura and Santa Clara valley	service expansion	Train, bus	VCTC
Jon Dettmering	Would like bicycle access routes from Ventura to Camarillo	bike routes	Bike	VCTC
Nina Danza	Would also like more bike, safer and cleaner bike lanes.	bike routes, amenities	bike, bus	VCTC
June English	Would like carpool lane rules to be enforced between Ventura and Santa Barbara	carpool enforcement	freeways	CHP
Rene de la O	Would like more freeway capacity	capacity increase	freeways	
Andrew Sych	Widen the 118 between Tapo Canyon and Moorpark to four lanes each way	capacity increase	freeways	
Kevin Corcoran	We need ramp metering on the freeway		freeways	