



Item #10

September 7, 2018

MEMO TO: VENTURA COUNTY TRANSPORTATION COMMISSION

FROM: AARON B. BONFILIO, PROGRAM MANAGER

SUBJECT: VCTC INTERCITY FARE PRICING PUBLIC HEARING

RECOMMENDATION:

- Receive and file Public Comment Report regarding Draft Fare Change Proposal and Timeline.
- Open public hearing and receive testimony regarding Draft Fare Change Proposal and Timeline.

DISCUSSION:

At the July 2018 Commission meeting, the Commission received a presentation which detailed the VCTC Intercity fare structure, historic and current farebox revenue trends and the set of proposed changes to the current fare structure with an associated timeline of events. The Commission approved proceeding with a Draft Fare Change Proposal and Timeline. As part of the VCTC public participation process regarding significant service reductions or fare changes, public comment shall be solicited and reviewed by the Commission, prior to taking further related actions.

Following the meeting, the process was initiated to solicit public input regarding the Draft Fare Change Proposal and Timeline. These activities included issuance of legal notices published the first week of August in both the VC Star and the La Vida newspapers. Additionally, a press release was disseminated to media outlets, “eblasts” were sent to the network of registered VCTC Intercity bus riders and interested parties, such as social service agencies, and feedback was requested through social media, posted notices onboard buses, at major bus stops, and terminals and transfer points.

Through these notices the public was informed of and encouraged to contact VCTC via a number of different ways, including an online survey, by phone to the VCTC call-center, online via email, traditional written mail, or by attending the Public Hearing at the September 7, 2018 Commission meeting. While a public hearing is not technically required by the Commission, this voluntary “hearing” provides and final opportunity for the public should there be any additional comment or “testimony” regarding the Draft Fare Change Proposal and Timeline prior to the next Commission scheduled for October 2018.

Provided as a separate attachment is the *Public Comment Report*. This includes the feedback received thus far (August 1 – August 29, 2018), as well as an overview of the process and proposal. Any comments received after August 29, 2018 will be provided at the September 7, 2018 VCTC Meeting.

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Ventura County Transportation Commission
September 7, 2018
Item #10

VCTC INTERCITY TRANSIT SERVICE
DRAFT FARE CHANGE PROPOSAL AND TIMELINE
PUBLIC COMMENT REPORT – PUBLIC HEARING TESTIMONY
September 7, 2018

Summary

VCTC held a public hearing at the September 7, 2018 Commission meeting for members of the public to provide formal comments regarding the Draft Fare Change Proposal and Timeline.

The following comments were received by the Commission:

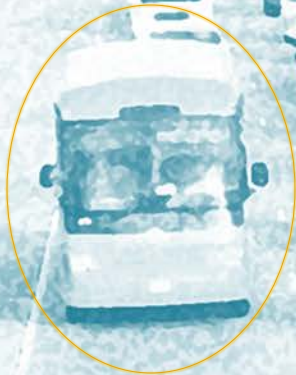
Jaqueline Star, *The fare increase proposal increases single use fares by more than 25% of the current rate. This is not fair to Senior Citizens.*

Sandra Aldana reviewed all surveys and data.

It is hard to tell if passengers will continue riding because they have no other alternative. VCTC should see if additional feedback could be provided by respondents as to whether they own a car or have alternatives means.

A majority of paratransit users take the regular (VCTC) bus because it is less expensive. She is concerned about underserved populations who are already struggling and what this price increase means to the disability/paratransit community.

VCTC Intercity *fare pricing* *public comment*



Background

- ✓ May 2018: Title VI Survey re fare increase scenarios
- ✓ July 2018: Reviewed proposal and approved requesting formal public comment
- ✓ Aug 2018: Formal public comment period, Aug. 1 – Aug. 31
- **Sept 2018: Receive report of formal comments & hold Public Hearing**
- ☐ Oct 2018: Action on fare increase proposal
- ☐ *Jan 2019: Proposed implementation - Phase 1*
- ☐ *Jan 2020: Proposed implementation – Phase 2*

Intra-county fare proposal ("Zone 1")

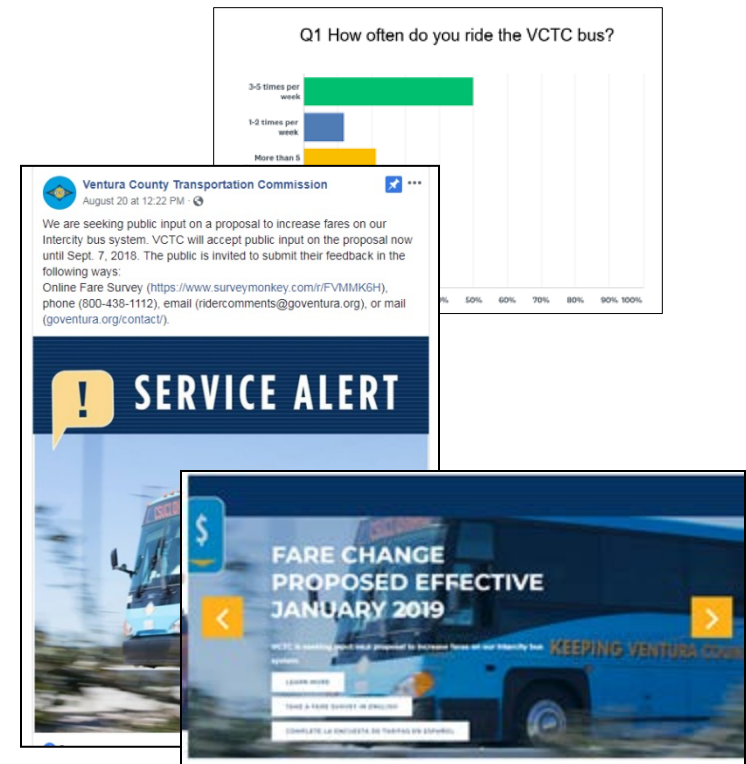
	<u>Current</u> (Eff. 2011)	<u>Phase 1</u> January 2019	<u>Phase 2</u> January 2020
	<u>Cash Fare</u>	<u>Cash Fare</u>	<u>Cash Fare</u>
Full	\$1.25	\$1.50	\$1.75
Reduced	\$0.60	\$0.75	\$0.80
	<u>10-Ride Ticket</u>	<u>10-Ride Ticket</u>	<u>10-Ride Ticket</u>
Full	\$11.00	\$13.00	\$15.00
Reduced	\$5.50	\$6.50	\$7.00
	<u>31-Day Pass</u>	<u>31-Day Pass</u>	<u>31-Day Pass</u>
Full	\$50.00	\$50.00 (no change)	\$50.00 (no change)
Reduced	\$25.00	\$25.00 (no change)	\$25.00 (no change)
		<u>5-Day Pass (NEW)</u>	<u>5-Day Pass</u>
		\$10.00	\$10.00 (no change)
		\$5.00	\$5.00 (no change)

Intercounty fare proposal ("Zone 2")

	<u>Cash Fare</u>	<u>Cash Fare</u>	<u>Cash Fare</u>
Full	\$3.00	\$3.50	\$4.00
Reduced	\$1.50	\$1.75	\$2.00
	<u>10-Ride Ticket</u>	<u>10-Ride Ticket</u>	<u>10-Ride Ticket</u>
Full	\$27.00	\$32.00	\$36.00
Reduced	\$13.50	\$16.00	\$18.00
	<u>31-Day Pass</u>	<u>31-Day Pass</u>	<u>31-Day Pass</u>
Full	\$105.00	\$115.00	\$130.00
Reduced	\$52.00	\$55.00	\$65.00

Broad Outreach

- ✓ **Postings all across transit system:**
 - ✓ *On-board at farebox, Bus stops, Sales outlet, website, social sites*
- ✓ **Press release – local & regional radio, TV & print media**
 - ✓ *stories in Star, Acorn(s), VCReporter*
- ✓ **Social Media and e-blasts: over 5,600 users**
 - ✓ *Twitter, Facebook, Instagram*
- ✓ **Legal Notice – Star and La Vida**
- **Formal Comments accepted - Online, mail, web survey, in-person, over phone, and at Public Hearing**



Summary of Responses

- Detailed comments provided in Public Comment Report attached to your agenda.
- Received fifty-two (52) formal comments.
- Two (2) comments submitted in Spanish.

Next Steps

- Sept 2018: Hold Public Hearing and receive and file formal comments
- ☐ Oct 2018: Commission considers item related to adoption of fare changes
- ☐ *Oct to Dec 2018: Rider outreach / update materials*
- ☐ *January 2019: Phase 1 Implementation*
- ☐ *January 2020: Phase 2 Implementation*

VCTC INTERCITY TRANSIT SERVICE
DRAFT FARE CHANGE PROPOSAL AND TIMELINE
PUBLIC COMMENT REPORT
September 1, 2018

Summary

The following report contains the public comments received by VCTC regarding the *Draft Fare Change Proposal and Timeline*, during the **period of August 1, 2018 through August 29, 2018**.

Background:

As presented at the July 2018 Commission meeting, the **Draft Fare Change Proposal and Timeline** (Proposal) modifies the current VCTC fare structure over two “phases.” The first phase of changes take effect January 2019 and the second phase of changes take effect in one year, January 2020.

The following charts reflect the Proposal. As noted, a new fare product, a short-term “5-Day Pass” (good for unlimited rides over 5 days) was proposed as part of the first phase of changes.

<u>Zone 1: Intra-county</u>	<u>Current</u>	<u>Phase 1</u> <i>January 2019</i>	<u>Phase 2</u> <i>January 2020</i>
Single Trip - Cash Fare			
- Full	\$1.25	\$1.50	\$1.75
- Reduced (Sr./Disab.)	\$0.60	\$0.75	\$0.80
10-Ride Ticket			
- Full	\$11.00	\$13.00	\$15.00
- Reduced (Sr./Disab.)	\$5.50	\$6.50	\$7.00
31-Day Pass			
- Full	\$50.00	\$50.00 (no change)	\$50.00 (no change)
- Reduced (Sr./Disab.)	\$25.00	\$25.00 (no change)	\$25.00 (no change)
5-Day Pass			
		NEW	
- Full	n/a	\$10.00	\$10.00 (no change)
- Reduced (Sr./Disab.)	n/a	\$5.00	\$5.00 (no change)
Zone 2: Intercounty			
	<u>Current</u>	<u>Phase 1</u> <i>January 2019</i>	<u>Phase 2</u> <i>January 2020</i>
Single Trip - Cash Fare			
- Full	\$3.00	\$3.50	\$4.00
- Reduced (Sr./Disab.)	\$1.50	\$1.75	\$2.00
10-Ride Ticket			
- Full	\$27.00	\$32.00	\$36.00
- Reduced (Sr./Disab.)	\$13.50	\$16.00	\$18.00
31-Day Pass			
- Full	\$105.00	\$115.00	\$130.00
- Reduced (Sr./Disab.)	\$52.00	\$55.00	\$65.00

Notices of the Draft Fare Change Proposal and Timeline were publicized and noticed in the following ways:

- ✓ Legal Notice in Newspapers (VC Star and LA Vida)
- ✓ News Release distributed to local and regional media
- ✓ Onboard VCTC Buses
- ✓ At VCTC bus stops, major transfer points, transit centers and terminals
- ✓ VCTC “Goventura.org” website and via the newly designed “Rider Alerts”.
- ✓ E-blasts to registered riders and agency contacts
- ✓ Social Media postings
- ✓ At the VCTC Regional Transit Information Center Sales Counter

Public comment was collected by VCTC through a variety of mediums, including:

- ✓ Via Email (ridercomments@goventura.org)
- ✓ VCTC web form (<https://www.goventura.org/contact/>)
- ✓ Via Social Media (Facebook, Twitter, Instagram)
- ✓ Written mail (VCTC Transit Offices, 950 County Square Dr. 207, Ventura CA, 93003)
- ✓ By Telephone via the Call-center (toll free, 800-438-1112)
- ✓ Via Bilingual Online web Survey (“Survey Monkey”)
- (Upcoming) In-person at the September 7, 2018, Commission Meeting, (Camarillo City Hall, Camarillo, CA 93010).

Public Comment Received

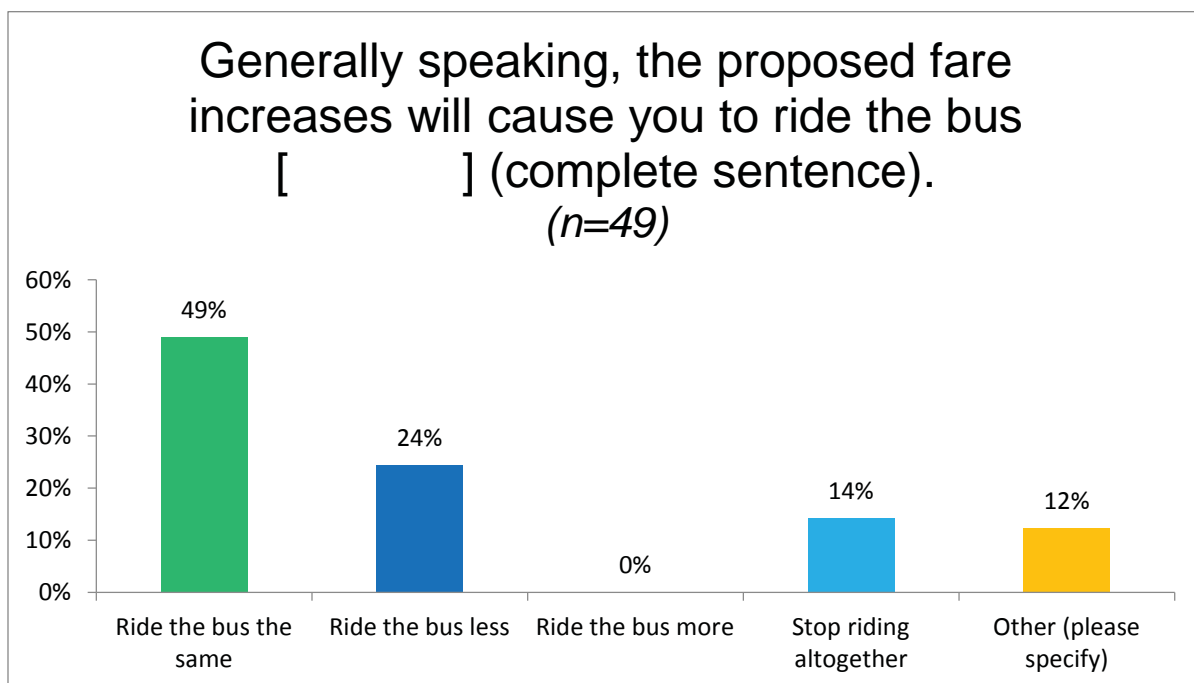
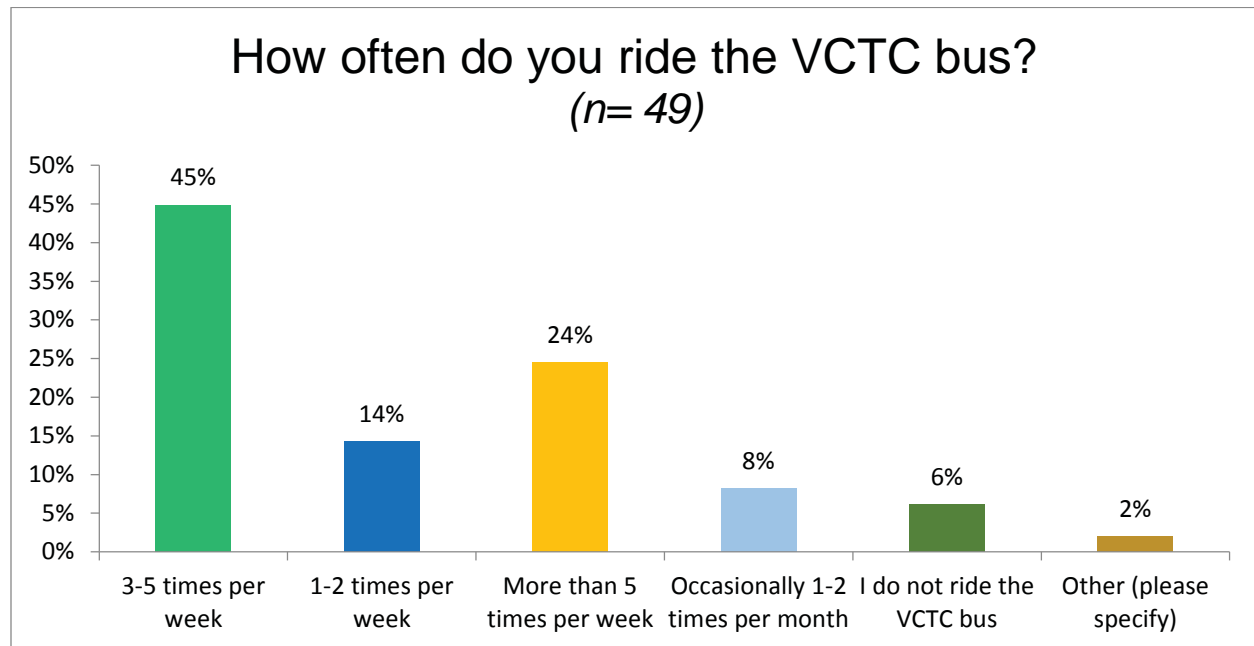
In sum, fifty-one (51) people provided VCTC comments during August 1, 2018 to August 29, 2018 time-frame. All of the responses came 100% entirely via the online bilingual web survey. Of the survey respondents, two (2) answered the survey in Spanish, the rest—49 responses—were completed in English.

The Online Bilingual Web Survey

Through the use of online service, *Survey Monkey*, a bilingual survey was prepared and hosted in both English and Spanish. VCTC has used this service previously, such as during the Annual Unmet Needs Transit Process.

In total, the survey was 10 questions long. Specifically, two questions were developed to provide statistical data regarding VCTC system usage and overall impact of the proposal (see below). The remaining questions collected open-ended feedback regarding each of the proposed increases or changes. All individual survey responses are enclosed as an appendix to this report.

Survey Responses



#1

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Wednesday, August 01, 2018 6:37:16 PM
Last Modified: Wednesday, August 01, 2018 6:45:42 PM
Time Spent: 00:08:25
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?I do not ride the VCTC
bus

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Recommend moving to a zero fare system, following, for example, the Park City Utah model. If there's no charge for using roads in the spirit of equity the bus service should be free. You can find a way to do that...I trust your management skills.

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

This, in a word, is nuts. Lower the fares.

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Lower the fares and increase the ridership.

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

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APPENDIX

VCTC - SEPT 2018

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 231-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 231-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Stop riding
altogether

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Makes things simple. Don't add complexity to the fares. You want riders who don't want to figure out how to ride the bus.

Q9 Any other comments?

Lower fares and simplify. You need electric busses with ten minute headway. Focus on that goal.

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#2

VCTC - October 5, 2018
Item #12, Attachment C

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APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Wednesday, August 01, 2018 7:52:40 PM
Last Modified: Wednesday, August 01, 2018 7:55:24 PM
Time Spent: 00:02:44
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80
Respondent skipped this question

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Respondent skipped this question

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Respondent skipped this question

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

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Respondent skipped this question

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Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#3

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Wednesday, August 01, 2018 9:07:21 PM
Last Modified: Wednesday, August 01, 2018 9:11:38 PM
Time Spent: 00:04:17
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

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 Respondent skipped this question

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I believe it's fair.

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Seems fair

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Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#4

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Wednesday, August 01, 2018 11:05:00 PM
Last Modified: Wednesday, August 01, 2018 11:09:37 PM
Time Spent: 00:04:36
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **1-2 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80
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Not excited but I understand cost must go up. How long will the 2020 price stand ??

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00
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Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Interested

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#5

VCTC - October 5, 2018
Item #12, Attachment C

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APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Wednesday, August 01, 2018 11:34:41 PM
Last Modified: Wednesday, August 01, 2018 11:40:31 PM
Time Spent: 00:05:50
IP Address: [REDACTED]

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bus

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

I think that the price increase should reflect in the quality of service which should include additional routes and destinations within the county.

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

I think that the price increase should reflect in the quality of service which should include additional routes and destinations within the county.

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

I think that the price increase should reflect in the quality of service which should include additional routes and destinations within the county.

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

I think that the price increase should reflect in the quality of service which should include additional routes and destinations within the county.

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

I think that the price increase should reflect in the quality of service which should include additional routes and destinations within the county.

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence). Other (please specify): depends on the improvement

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

I do not think it will affect my bus ridership if I cannot go to the destinations I would like to go to.

Q9 Any other comments?

I think that the price increase should reflect in the quality of service which should include additional routes and destinations within the county.

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name anonymous

#6

VCTC - October 5, 2018
Item #12, Attachment C

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APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Thursday, August 02, 2018 7:55:29 AM
Last Modified: Thursday, August 02, 2018 8:02:47 AM
Time Spent: 00:07:18
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80
Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00
Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00
Respondent skipped this question

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

I would ride less often.

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VCTC - SEPT 2018

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 231-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 231-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus less

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#7

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Thursday, August 02, 2018 8:18:36 AM
Last Modified: Thursday, August 02, 2018 8:27:08 AM
Time Spent: 00:08:32
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? 1-2 times per week

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Buses take EXACT change. It is already tough to find 3 \$1.00 bills when you need to get the bus home but making adding change to it is adding a whole new level that will make it difficult to have exact change. Most people do not carry around change.

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

This is not a bad increase. I would like to request that the option to buy these tickets online be created. I work in SB and in order to buy these tickets now, my husband has to work from home because you can only get them in person during normal business hours.

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VCTC - SEPT 2018

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Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

Email Address

#8

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Item #12, Attachment C

ITEM #10 - ATTACHMENT A

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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Thursday, August 02, 2018 3:26:50 PM
Last Modified: Thursday, August 02, 2018 3:29:51 PM
Time Spent: 00:03:01
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80
 Respondent skipped this question

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 Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00
 Respondent skipped this question

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Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#9

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Friday, August 03, 2018 2:41:52 PM
Last Modified: Friday, August 03, 2018 2:47:00 PM
Time Spent: 00:05:08
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80
Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

This increase in fares will cause me to stop riding the bus as frequently. Right now I am cost neutral with the gas to drive to work. I ride for the convenience of being able to relax on the bus. The increase in fares will cause me to stop riding. Ridership is dropping because of poor management of the routes. Increasing fares are going to cause more people to stop riding.

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00
Respondent skipped this question

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This will cost me an additional \$450 per year. I will no longer be a bus rider if this goes through.

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VCTC - SEPT 2018

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 231-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 231-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Respondent skipped this question

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#10

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Friday, August 03, 2018 3:03:05 PM
Last Modified: Friday, August 03, 2018 3:07:14 PM
Time Spent: 00:04:09
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?

More than 5 times per week

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

It will make it harder to pay

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

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Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 231-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 231-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#11

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Friday, August 03, 2018 2:31:43 PM
Last Modified: Friday, August 03, 2018 3:10:53 PM
Time Spent: 00:39:10
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **1-2 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

I wouldn't mind the increase to \$1.50. Would make paying for the VCTC Bus the same as other operators in Ventura County. The increase to \$1.75 would make me more hesitant to take VCTC Buses. I would most likely stick to riding Gold Coast Transit At \$1.50 a ride. I'd recommend VCTC using smaller conventional 40' transit buses with commuter seating to lower operational costs. It doesn't make sense running those large 45' motorcoaches On Routes With Low ridership. Plus those smaller buses are cheaper to buy and have the space for standing room when the bus reaches capacity.

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Raising the fare to \$3.50 would be a bit of an inconvenience, as I would have to make sure I have change because VCTC buses don't give fare credit like Gold Coast Transit. The raise to \$4 would make commuting a bit more expensive for me, but wouldn't deter me from taking VCTC Buses

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

I don't really use 10 ride passes, as I usually purchase the monthly passes, but the phase 2 fare hike makes me less likely to purchase one. The point of purchasing a multi ride pass is to save money, but the cost of 10 rides on the pass feels nearly identical to paying the normal fare with cash.

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VCTC - SEPT 2018

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Generally don't use 10 ride passes, as I usually get the zone 1 monthly pass and pay the difference onboard the Bus. The price hike would make me less likely to buy a zone 2 multi ride pass.

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Wouldn't affect me, as I never purchase zone 2 monthly passes. The reason being is that I rarely travel outside Ventura County, but I do occasionally at least twice a month. Instead I usually purchase a zone 1 monthly pass and pay the difference onboard the VCTC Bus.

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Other (please specify):

I would ride the bus the same, but try to commute with different agencies, such as Gold Coast Transit, To reach the same destinations that VCTC covers

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

I would definitely ride more often with this pass. 5 days of unlimited travel within Ventura County for only \$10?!? That's great!!! That translates to \$2 per day of unlimited travel. Much cheaper than a day pass for other transit agencies, such as Gold Coast Transit, which is \$4.

Q9 Any other comments?

After taking the survey, I now know that higher operational costs are the main reason for the fare hikes. I would recommend the use of conventional 40' transit buses with seats similar to those on current VCTC motorcoaches. The use of these conventional buses would reduce operating costs, as they use less fuel and need less repairs. These new buses would also be more maneuverable on narrow streets and offer more standing room than current motorcoaches can. New Flyer, NovaBus, Gillig, and ElDorado are manufacturers that offer conventional 40' diesel buses with commuter configurations. San Luis Obispo RTA and Kern Transit are also operators of countywide intercity bus service, similar to VCTC, that use these conventional vehicles.

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#12

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Friday, August 03, 2018 2:39:17 PM
Last Modified: Friday, August 03, 2018 3:21:30 PM
Time Spent: 00:42:12
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?

More than 5 times per week

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

A twenty five cent increase is manageable. Phase 2 is the same as the metro buses and would increase my daily trips to \$13.75 as I take three ventura buses and two metro per day. I would be spending over an hour's wages per day just to make it there and back.

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

ITEM #10 - ATTACHMENT A

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VCTC - SEPT 2018

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

This would be extremely helpful once zone 2 prices kick in to save me money daily.

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#13

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Friday, August 03, 2018 6:07:53 PM
Last Modified: Friday, August 03, 2018 6:13:21 PM
Time Spent: 00:05:27
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80
 Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00
 Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00
 Respondent skipped this question

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VCTC - SEPT 2018

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

Will this increase have bearing on the bus schedule? With increase I would like to see better service.

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#14

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Friday, August 03, 2018 6:44:43 PM
Last Modified: Friday, August 03, 2018 6:54:14 PM
Time Spent: 00:09:30
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?

More than 5 times per week

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

I understand that because wages go up everything else does too. But maybe it's just the way it's put. The 31 day fare zone two is currently \$105. Proposed to jump \$10 more for next year then \$15 the following year. Would it be a big change. Yes a bit. My fear is this is the price is going up two years in a row is it going to go up every year? are the prices going to go up and then find out that buses have been reduced?

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

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Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

I feel the price may just be going up to close together

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

It jumps up \$10 for phase one and then \$15 for phase two. Will the year after be increased by \$20?

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence). **Ride the bus less**

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

I use zone two. So this really wouldn't benefit me in anyway. But would love to see something similar for zone two

Q9 Any other comments?

No

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below. **Respondent skipped this question**

#15

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Friday, August 03, 2018 7:46:44 PM
Last Modified: Friday, August 03, 2018 8:02:47 PM
Time Spent: 00:16:02
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80
Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00
Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00
Respondent skipped this question

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

The discount is the same dollar amount compared to full fare, and thus a lower percentage.

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VCTC - SEPT 2018

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 231-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 231-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

I only ride zone 2

Q9 Any other comments?

More places or ways to purchase passes would be helpful.

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#16

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Friday, August 03, 2018 10:44:52 PM
Last Modified: Friday, August 03, 2018 10:51:49 PM
Time Spent: 00:06:56
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80
 Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00
 Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00
 Respondent skipped this question

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VCTC - SEPT 2018

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Stop riding altogether

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Can you use it on Goldcoast transect all the services such next Goldcoast will charge 4 dollars to ride

Q9 Any other comments?

Help get better bus service and new service provider like mtd that runs longer

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#17

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Saturday, August 04, 2018 10:07:21 AM
Last Modified: Saturday, August 04, 2018 10:13:35 AM
Time Spent: 00:06:13
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?

Occasionally 1-2 times per month

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

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Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

The proposed fare changes seem reasonable to me especially since they have not increased since 2011.

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#18

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Saturday, August 04, 2018 10:50:56 AM
Last Modified: Saturday, August 04, 2018 10:53:18 AM
Time Spent: 00:02:22
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **More than 5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80 **Respondent skipped this question**

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00 **Respondent skipped this question**

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00 **Respondent skipped this question**

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Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#19

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Saturday, August 04, 2018 12:17:03 PM
Last Modified: Saturday, August 04, 2018 12:34:04 PM
Time Spent: 00:17:00
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?**More than 5 times per
week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

It would be a tad difficult to manage but it seems reasonable that they increase the price. So long as the bus drivers also see an increase.

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

I have a very small budget. But I would be okay with it if bus drivers saw an increase, too.

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Again I get SSI. So even small changes on the reduced fares impact be. Though it s doable. I would agree with it so long as bus drivers saw benefits.

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

This one would impact me more than the other price changes. I go to school in SB and I have SSI only

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Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

The reduced one is in theory reasonable. But would still put a dent in my finances

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence). **Ride the bus less**

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Would the days have to be consecutive?

Q9 Any other comments?

It would be nice to help out with the cost of maintaining busses, increasing wage for bus drivers but not increasing pay for people who like the Ventura transportation commission board already are well off.

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#20

VCTC - October 5, 2018
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ITEM #10 - ATTACHMENT A

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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Saturday, August 04, 2018 6:17:50 PM
Last Modified: Saturday, August 04, 2018 6:24:33 PM
Time Spent: 00:06:42
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.)PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE\$1.50 to \$1.75PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80
Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.)PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50PHASE 2: ZONE 2 FULL FARE\$3.50 to \$4.00PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00
Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1:10-RIDE TICKET Reduced Price from \$5.50 to \$6.50PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00
Respondent skipped this question

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.)PHASE 1:10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2:10-RIDE TICKET Full Price from \$32.00 to \$36.00PHASE 1:10-RIDE TICKET Reduced Price from \$13.50 to \$16.00PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

From \$27 to \$32 is reasonable.

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VCTC - SEPT 2018

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 231-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 231-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#21

VCTC - October 5, 2018
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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Sunday, August 05, 2018 10:45:15 AM
Last Modified: Sunday, August 05, 2018 10:52:26 AM
Time Spent: 00:07:10
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

s125

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

s2.00

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

s5.50

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

S 27.00

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Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

\$52.00

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence). Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

\$10.00

Q9 Any other comments?

None

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#22

VCTC - October 5, 2018
Item #12, Attachment C

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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Sunday, August 05, 2018 6:11:04 PM
Last Modified: Sunday, August 05, 2018 6:15:03 PM
Time Spent: 00:03:58
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80
Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00
Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00
Respondent skipped this question

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Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Will likely buy train pass.

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#23

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Sunday, August 05, 2018 9:11:45 PM
Last Modified: Sunday, August 05, 2018 9:18:25 PM
Time Spent: 00:06:39
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?3-5 times per
week

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Do not raise price.

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Do not increase.

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

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Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 231-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 231-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus
less

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

I would ride bus more.

Q9 Any other comments?

Have student discounts please. Thank you.

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#24

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Sunday, August 05, 2018 10:42:48 PM
Last Modified: Sunday, August 05, 2018 10:47:56 PM
Time Spent: 00:05:08
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?

Occasionally 1-2 times per month

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

This fare increase will not impact me greatly. A raise in 26-50 cents is workable for me.

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

I rarely ride buses outside Ventura County.

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

No impact

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

No impact

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Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

No impact

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence). Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

This is an excellent idea! I could use this pass to ride buses for one week if need be. Compared to gas prices, fares on individual buses, and shared ride service (e.g., Lyft, Uber), this is a bargain! It could also be used by visitors and be marketed to tourists for alternative transportation while visiting the area.

Q9 Any other comments?

None

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below. Respondent skipped this question

#25

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Monday, August 06, 2018 10:22:59 AM
Last Modified: Monday, August 06, 2018 10:31:45 AM
Time Spent: 00:08:46
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?

Occasionally 1-2 times per month

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

minimal effect on me

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

minor effect

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

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Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

Thank you for providing this bus service. I love the Coastal Express from Ventura to Santa Barbara because it's cheaper for me to ride with VCTC than drive. (I volunteer at the Ventura Visitors Center and recommend it to Ventura visitors frequently--instead of driving). I would like to see the weekend buses (especially Friday and Saturday) leave Santa Barbara and Ventura later in the evening so that people can go to these places for dinner and a movie (or dancing, a concert, etc) on the bus and be able to stay until 9 pm or later. Especially for concerts and the Ventura County Fair.

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#26

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Monday, August 06, 2018 9:32:47 PM
Last Modified: Monday, August 06, 2018 9:37:30 PM
Time Spent: 00:04:43
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?

Other (please
specify):
1-2 times per
year

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

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VCTC - SEPT 2018

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, August 07, 2018 7:49:23 AM
Last Modified: Tuesday, August 07, 2018 8:21:41 AM
Time Spent: 00:32:17
IP Address: [REDACTED]

Page 1: Comentarios publicos de las tarifas propuestas al servicio de VCTC Intercity

Q1 ¿Que tan seguido viaja en autobus de VCTC?

How often do you ride the VCTC bus?

Mas de 5 veces por
semana

More than 5 times
per week.

Q2 Por favor presente sus comentarios acerca de las fasetas de incremento en EFECTIVO para la ZONA 1, como le impactara a usted como viajero. (Si usted no sera impactado, pase esta pregunta.)FASE 1: ZONA 1 Precio Regular \$1.25 a \$1.50FASE 2: ZONA 2 Precio Regular \$1.50 a \$1.75FASE 1: ZONA 1 Precio Reducido \$.60 a \$.75FASE 2: ZONA 1 Precio Reducido \$.75 a \$.80

Respondent skipped this question

Q3 Por favor presente sus comentarios acerca de las fasetas de incremento en EFECTIVO para la ZONA 2, como le impactara a usted como viajero. (Si usted no sera impactado, pase esta pregunta.)FASE 1: ZONA 2 Precio Regular \$3.00 a \$3.50FASE 2: ZONA 2 Precio Regular \$3.50 a \$4.00FASE 1: ZONA 1 Precio Reducido \$1.50 a \$1.75FASE 2: ZONA 1 Precio Reducido \$1.75 a \$2.00

Respondent skipped this question

Q4 Por favor presente sus comentarios acerca de las fasetas de incremento en EFECTIVO para la Tarjeta de 10 Viajes ZONA 1, como le impactara a usted como viajero. (Si usted no sera impactado, pase esta pregunta.)FASE 1: Tarjeta de 10 Viajes Precio Regular de \$11.00 a \$13.00FASE 2: Tarjeta de 10 Viajes Precio Regular de \$13.00 a \$15.00FASE 1: Tarjeta de 10 Viajes Precio Reducido de \$5.50 a \$6.50FASE 2: Tarjeta de 10 Viajes Precio Reducido de \$6.50 a \$7.00

Respondent skipped this question

Q5 Please submit your comments regarding this twophased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.)PHASE 1:10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2:10-RIDE TICKET Full Price from \$32.00 to \$36.00PHASE 1:10-RIDE TICKET Reduced Price from \$13.50 to \$16.00PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Q5 Por favor presente sus comentarios acerca de las fasetas de incremento en EFECTIVO para la Tarjeta de 10 Viajes ZONA 2, como le impactara a usted como viajero. (Si usted no sera impactado, pase esta pregunta.)FASE 1: Tarjeta de 10 Viajes Precio Regular de \$27.00 a \$32.00FASE 2: Tarjeta de 10 Viajes Precio Regular de \$32.00 a \$36.00FASE 1: Tarjeta de 10 Viajes Precio Reducido de \$13.50 a \$16.00FASE 2: Tarjeta de 10 Viajes Precio Reducido de \$16.00 a \$18.00

The truth, I would like the price to stay just the way it is. \$0.50 more per trip would affect me financially at the end of the month.

La verdad me gustaria que el precio se quedara como esta. .50 mas por viaje afectaria mi economia al final del mes.

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Q6 Por favor presente sus comentarios acerca de las fasetas de incremento en EFECTIVO para LOS PASES de 31 DIAS ZONA 2, como le impactara a usted como viajero. (Si usted no sera impactado, pase esta pregunta.)FASE 1: Pase de 31 Dias (ZONA 2) Precio Regular de \$105.00 a \$115.00FASE 2: Pase de 31 Dias (ZONA 2) Precio Regular de \$115.00 a \$130.00FASE 1: Pase de 31 Dias (ZONA 2) Precio Reducido de \$52.00 a \$55.00FASE 2: Pase de 31 Dias (ZONA 2) Precio Reducido de \$55.00 a \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Q7 Generalmente hablando, la propuesta del incremento de tarifas le va a causar a usted que viaje en autobus _____ (complete la horacion).

Viajare en autobus menos

Ride the bus less.

Q8 Por ultimo, VCTC esta considerando introducir un NUEVO pase inlimitado, pase de "5 Dias" de viajes para la ZONA 1 solamente. El precio seria de \$10.00 (precio regular) o \$5.00 (precio reducido) y seria valido por viajes inlimitados por 5 dias. Por favor presente sus comentarios acerca de este NUEVO pase, como por ejemplo si usted viajaria mas en autobus si este pase estuviera disponible.

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you

no uso zona 1

I do not use Zone 1.

Q9 ¿Algun otro comentario?

Respondent skipped this question

Q10 Gracias por tomar de su tiempo para llenar esta encuesta. Si a usted le gustaria registrarse para alertas futuras de VCTC favor de proveer su correo electronico abajo.

Nombre:



#27

VCTC - October 5, 2018
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COMPLETE

Collector: VCTC Fares (Web Link)
Started: Tuesday, August 07, 2018 4:14:22 PM
Last Modified: Tuesday, August 07, 2018 4:18:46 PM
Time Spent: 00:04:24
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?

More than 5 times per week

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

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Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

It would make me more likely to use the train instead, since this increase would reduce the cost difference that is currently compensating for the fact that the train is faster and more comfortable.

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus
less

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Might be good for tourists but I'd never have a reason to use it myself.

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#28

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Wednesday, August 08, 2018 6:09:39 AM
Last Modified: Wednesday, August 08, 2018 6:17:09 AM
Time Spent: 00:07:29
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?3-5 times per
week

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

You should offer AAA or County of Santa Barbara discounts.

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

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Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

You should offer AAA or County of Santa Barbara discounts.

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence). Ride the bus less

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Why only zone 1?

Q9 Any other comments?

How can fares raise and we the tax payer pass bills to keep fares low. Is it because of new bus company?

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#29

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Wednesday, August 08, 2018 1:41:38 PM
Last Modified: Wednesday, August 08, 2018 1:47:06 PM
Time Spent: 00:05:28
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80
Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

taking longer time to board since cash customers need to have coins and bills.

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00
Respondent skipped this question

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

as long as 10% discount for ride tickets, I'm ok with it.

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Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 231-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 231-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

I don't use zone 1 so it won't impact me.

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#30

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Friday, August 10, 2018 8:16:40 AM
Last Modified: Friday, August 10, 2018 8:23:10 AM
Time Spent: 00:06:30
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?

3-5 times per week

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

\$36 more a month. That will require a review of the possibility I will need to discontinue riding the bus.

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Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 231-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 231-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Other (please specify):
Ride the bus less or possibly stop

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Not applicable to me

Q9 Any other comments?

Replace the 30 day pass with a discounted three pack of ten day passes. No one wants to use the 30 day pass because if it gets lost or destroyed two days in your out a lot of money.

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#31

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Friday, August 10, 2018 12:15:21 PM
Last Modified: Friday, August 10, 2018 12:30:24 PM
Time Spent: 00:15:02
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?

Respondent skipped this question

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Other (please specify):
cost me \$3.50 a week no increases

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

\$3.50 a week or \$ 5.00 i live on a fixed income, as well i would guess alot of riders are.

Q9 Any other comments?

we need you to be on time and clean and friendly

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#32

VCTC - October 5, 2018
Item #12, Attachment C

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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Friday, August 10, 2018 2:30:25 PM
Last Modified: Friday, August 10, 2018 2:31:20 PM
Time Spent: 00:00:55
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80
Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00
Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00
Respondent skipped this question

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VCTC - SEPT 2018

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Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Respondent skipped this question

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#33

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

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COMPLETE

Collector: VCTC Fares (Web Link)
Started: Friday, August 10, 2018 4:13:19 PM
Last Modified: Friday, August 10, 2018 4:18:09 PM
Time Spent: 00:04:50
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80
Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Would have huge impact. Hope the 10 ride pass still avail. \$40 a month more!

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00
Respondent skipped this question

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Big increase.

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Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 231-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 231-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

I hope you get better busses if this goes into place!

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, August 10, 2018 4:46:48 PM
Last Modified: Friday, August 10, 2018 4:49:56 PM
Time Spent: 00:03:08
IP Address: [REDACTED]

Page 1: Comentarios publicos de las tarifas propuestas al servicio de VCTC Intercity

Q1 ¿Que tan seguido viaja en autobus de VCTC?

Mas de 5 veces por
semana

More than 5 times per week.

How often do you ride the VCTC bus?

Q2 Por favor presente sus comentarios acerca de las fasetas de incremento en EFECTIVO para la ZONA 1, como le impactara a usted como viajero. (Si usted no sera impactado, pase esta pregunta.)FASE 1: ZONA 1 Precio Regular \$1.25 a \$1.50FASE 2: ZONA 2 Precio Regular \$1.50 a \$1.75FASE 1: ZONA 1 Precio Reducido \$.60 a \$.75FASE 2: ZONA 1 Precio Reducido \$.75 a \$.80

Respondent skipped this question

Q3 Por favor presente sus comentarios acerca de las fasetas de incremento en EFECTIVO para la ZONA 2, como le impactara a usted como viajero. (Si usted no sera impactado, pase esta pregunta.)FASE 1: ZONA 2 Precio Regular \$3.00 a \$3.50FASE 2: ZONA 2 Precio Regular \$3.50 a \$4.00FASE 1: ZONA 1 Precio Reducido \$1.50 a \$1.75FASE 2: ZONA 1 Precio Reducido \$1.75 a \$2.00

Respondent skipped this question

Q4 Por favor presente sus comentarios acerca de las fasetas de incremento en EFECTIVO para la Tarjeta de 10 Viajes ZONA 1, como le impactara a usted como viajero. (Si usted no sera impactado, pase esta pregunta.)FASE 1: Tarjeta de 10 Viajes Precio Regular de \$11.00 a \$13.00FASE 2: Tarjeta de 10 Viajes Precio Regular de \$13.00 a \$15.00FASE 1: Tarjeta de 10 Viajes Precio Reducido de \$5.50 a \$6.50FASE 2: Tarjeta de 10 Viajes Precio Reducido de \$6.50 a \$7.00

Respondent skipped this question

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VCTC - SEPT 2018

Q5 Por favor presente sus comentarios acerca de las fasetas de incremento en EFECTIVO para la Tarjeta de 10 Viajes ZONA 2, como le impactara a usted como viajero. (Si usted no sera impactado, pase esta pregunta.)FASE 1: Tarjeta de 10 Viajes Precio Regular de \$27.00 a \$32.00FASE 2: Tarjeta de 10 Viajes Precio Regular de \$32.00 a \$36.00FASE 1: Tarjeta de 10 Viajes Precio Reducido de \$13.50 a \$16.00FASE 2: Tarjeta de 10 Viajes Precio Reducido de \$16.00 a \$18.00

Respondent skipped this question

Q6 Por favor presente sus comentarios acerca de las fasetas de incremento en EFECTIVO para LOS PASES de 31 DIAS ZONA 2, como le impactara a usted como viajero. (Si usted no sera impactado, pase esta pregunta.)FASE 1: Pase de 31 Dias (ZONA 2) Precio Regular de \$105.00 a \$115.00FASE 2: Pase de 31 Dias (ZONA 2) Precio Regular de \$115.00 a \$130.00FASE 1: Pase de 31 Dias (ZONA 2) Precio Reducido de \$52.00 a \$55.00FASE 2: Pase de 31 Dias (ZONA) Precio Reducido de \$55.00 a \$65.00

Respondent skipped this question

Q7 Generalmente hablando, la propuesta del incremento de tarifas le va a causar a usted que viaje en autobus _____ (complete la horacion).

Respondent skipped this question

Q8 Por ultimo, VCTC esta considerando introducir un NUEVO pase inlimitado, pase de "5 Dias" de viajes para la ZONA 1 solamente. El precio seria de \$10.00 (precio regular) o \$5.00 (precio reducido) y seria valido por viajes inlimitados por 5 dias. Por favor presente sus comentarios acerca de este NUEVO pase, como por ejemplo si usted viajaria mas en autobus si este pase estuviera disponible.

Respondent skipped this question

Q9 ¿Algun otro comentario?

Q9 Any other comments?

\$1.50 me párese bien

\$1.50 seems fine with me.

Q10 Gracias por tomar de su tiempo para llenar esta encuesta. Si a usted le gustaria registrarse para alertas futuras de VCTC favor de proveer su correo electronico abajo.

Nombre:

Correo Electronico:

#34

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Item #12, Attachment C

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COMPLETE

Collector: VCTC Fares (Web Link)
Started: Friday, August 10, 2018 10:29:59 PM
Last Modified: Friday, August 10, 2018 10:33:22 PM
Time Spent: 00:03:22
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?

I do not ride the VCTC
bus

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Why would you increase fares when no one rides the buses?

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

The buses are always empty!

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

How are you increasing prices on non existent riders?

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

The most people I've ever seen on a bus is 2. Imagine that, 2 people on a huge bus. What is the ridership rate?

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Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Get smaller buses? How much money was wasted on all the big blue buses? I assume VCTC operates at a loss.

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence). Other (please specify):
who even rides these buses?

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

n/a

Q9 Any other comments?

n/a

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below. Respondent skipped this question

#35

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COMPLETE

Collector: VCTC Fares (Web Link)
Started: Monday, August 13, 2018 4:22:35 PM
Last Modified: Monday, August 13, 2018 4:42:26 PM
Time Spent: 00:19:51
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?

Respondent skipped this question

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Respondent skipped this question

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Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

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Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#36

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

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COMPLETE

Collector: VCTC Fares (Web Link)
Started: Tuesday, August 14, 2018 6:44:08 AM
Last Modified: Tuesday, August 14, 2018 7:00:49 AM
Time Spent: 00:16:41
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80 **Respondent skipped this question**

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

I have been taking the bus since 2012. At that time MTD had services too at \$4 which is what you're proposing. They stopped running. People preferred VCTC buses because of its competitiveness in pricing. Now being the sole service provider between VC and SB you plan to increase it 4%. That's twice as much as a common 2% for cost of living. You can't do this to us. It will be hard to try to add a \$2 to the fair. Why don't you just leave it like it is. You are a non profit. As a tax payer and others alike we voted in favor of the measure for public transportation. You are getting federal dollars to sustain yourselves. Alternatively you can write grants to cover the gap of revenues vs expenditures. Don't take it out on your loyal customers. Who have trusted you and are very grateful for the services. We take the bus so it won't impact the environment. It's economical. And to avoid driving in traffic. Most of us cannot afford having to spend more. I can't afford it. I prefer to walk 1 mile to work after the bus stop so that I can make a living then to drive to work. Please. On behalf of my fellow riders. I urge you to consider alternatives. Or to not increase it by double the amount of a common 2% cost of living. We already have to deal with utilities and rent increasing every year. I can't handle another increase.

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00 **Respondent skipped this question**

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Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Stop riding altogether

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Don't use this service. I use zone 2.

Q9 Any other comments?

Please. Consider alternatives. Do not punish your customers for sticking with you.

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#37

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Thursday, August 16, 2018 12:24:10 PM
Last Modified: Thursday, August 16, 2018 12:29:45 PM
Time Spent: 00:05:35
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80
Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

I think it's a big increase, especially for the full fare price.

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00
Respondent skipped this question

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

I believe it's a lot for only 10 rides.

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VCTC - SEPT 2018

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 231-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 231-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus
less

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

I think I would ride the bus more if this became available, due to the unlimited rides.

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#38

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Friday, August 17, 2018 9:57:25 AM
Last Modified: Friday, August 17, 2018 10:04:40 AM
Time Spent: 00:07:15
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

it is a real inconvenience for me, being that I ride phase 2. Thats a rather big increase

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

it is a real inconvenience for me, being that I ride phase 2. Thats a rather big increase

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

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VCTC - SEPT 2018

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it is a real inconvenience for me, being that I ride phase 2. That's a rather big increase. I do purchase the 31 day pass zone.

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).
Stop riding altogether

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

I ride zone 2. Why is there not a pass for zone 2?

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#39

VCTC - October 5, 2018
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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Sunday, August 19, 2018 5:27:44 PM
Last Modified: Sunday, August 19, 2018 5:30:33 PM
Time Spent: 00:02:48
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80
Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00
Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00
Respondent skipped this question

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VCTC - SEPT 2018

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Since it will be unlimited its a good idea

Q9 Any other comments?

I agree that its increasing only 25 cents so I think it is still a good cost

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#40

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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Sunday, August 19, 2018 7:29:06 PM
Last Modified: Sunday, August 19, 2018 7:30:40 PM
Time Spent: 00:01:33
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?

More than 5 times per week

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

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Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Stop riding altogether

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

prefer reduce

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#41

VCTC - October 5, 2018
Item #12, Attachment C

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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Monday, August 20, 2018 7:39:30 AM
Last Modified: Monday, August 20, 2018 7:45:19 AM
Time Spent: 00:05:49
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?**More than 5 times per
week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Phase 1 increase is fine. It is respectable. Phase 2 should be a last resort. Only implement phase 2 after the data deems it absolutely needed.

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

See answer to number 2

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

The increase is too large for full price tickets. I think it should be held constant due to many riders needing low cost transportation.

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Too large of increases on full price.

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Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Phase 2 has too large of increases.

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).
Ride the bus less

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

I would be interested in having this product as it would continue to allow me to get to and from work while keeping costs low.

Q9 Any other comments?

Get the online system working to buy tickets.

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.
Respondent skipped this question

#42

VCTC - October 5, 2018
Item #12, Attachment C

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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Tuesday, August 21, 2018 7:06:48 AM
Last Modified: Tuesday, August 21, 2018 7:21:24 AM
Time Spent: 00:14:35
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **1-2 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

It won't affect me. I do know that a lot of people are struggling an any price increase is crippling. Hopefully there are other funding sources that can be found. Best

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Wow, this is my commuter bus to SB. People of all income levels are working our of the area, many without reimbursement. This may have a bif impact on those with lower income levels.

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Adds up. Seek outside fundjng. Thx

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Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

You guys deserve the funding. We appreciate the great service. As a commuter, it makes my life better. Discounts for lower income workers would help

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence). Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

No impact. I commute to SB.

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

Thanks for the oppoto share.

Email Address



#43

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Item #12, Attachment C

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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Tuesday, August 21, 2018 1:20:53 PM
Last Modified: Tuesday, August 21, 2018 1:23:31 PM
Time Spent: 00:02:38
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **More than 5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Do not change it! There are people who struggle with paying the current price

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

It is stupid

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

It is stupid

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

It is stupid to change ir

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Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

It is already expensive

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence). **Ride the bus less**

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

That would be fine

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#44

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Wednesday, August 22, 2018 2:32:44 PM
Last Modified: Wednesday, August 22, 2018 2:59:41 PM
Time Spent: 00:26:56
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **1-2 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Ride less.

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Ride less.

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

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VCTC - SEPT 2018

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 231-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 231-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus
less

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

I would use pass as needed.

Q9 Any other comments?

Please coordinate the 126 highway bus schedule with the Oxnard Gold Coast bus schedule at Wells road and the Santa Paula Valley bus schedule at Peck Rd. The bus schedules vary off by a few minutes apart in order to catch them in time or miss them. Thank you.

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#45

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Thursday, August 23, 2018 9:16:40 PM
Last Modified: Thursday, August 23, 2018 9:18:59 PM
Time Spent: 00:02:19
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?**More than 5 times per
week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

No raises please

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

No

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

No

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

No

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Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

No

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence). **Stop riding altogether**

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available. **Respondent skipped this question**

Q9 Any other comments? **Respondent skipped this question**

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below. **Respondent skipped this question**

#46

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Friday, August 24, 2018 3:35:48 AM
Last Modified: Friday, August 24, 2018 3:41:00 AM
Time Spent: 00:05:12
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?3-5 times per
week

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Not much difference.

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Doesn't effect me

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Fair raise.

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

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Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Price is ok

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence). Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Very good idea! I ride during the week not every week but when I do it's constantly which I would benefit from the 5 day pass

Q9 Any other comments?

East to west connections need to be more on time. Always running late. Last buses should also run thru to ventura

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#47

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Friday, August 24, 2018 9:00:15 AM
Last Modified: Friday, August 24, 2018 9:02:27 AM
Time Spent: 00:02:11
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **1-2 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80
Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00
Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00
Respondent skipped this question

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VCTC - SEPT 2018

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

I shall buy one if it is made available

Q9 Any other comments?

Need more marketing to increase ridership

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#48

ITEM #10 - ATTACHMENT A

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VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Friday, August 24, 2018 4:29:04 PM
Last Modified: Friday, August 24, 2018 4:31:52 PM
Time Spent: 00:02:47
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?

Occasionally 1-2 times per month

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

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Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Other (please specify):
Ride the train more often

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#49

VCTC - October 5, 2018
Item #12, Attachment C

ITEM #10 - ATTACHMENT A

APPENDIX

VCTC - SEPT 2018

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Monday, August 27, 2018 10:06:57 AM
Last Modified: Monday, August 27, 2018 10:30:05 AM
Time Spent: 00:23:07
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **1-2 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

I'm a full time student currently experiencing financial hardship

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Please do not increase the bus fares. As it is I have trouble somedays coming up with the current bus fare just to get to school. I'm sure there are other passengers in similar situations.

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

This would make quite an impact on The student and disabled community.

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Oh wow this is quite a significant increase for non working, full -time students and am sure also on the disabled as our allowance is very limited to what we receive a month

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Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

To high of an increase please!!

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence). **Stop riding altogether**

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

No comment

Q9 Any other comments?

Please don't increase the bus fares it's a struggle as it is just to find recyclables to cash in for bus fare especially for commuters in my shoes with limited/no incomes.

If fares do increase its only fair bus operators get a wage increase for all their continuous hard work and keeping passengers safe and getting us to our destinations in a timely fashion

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below. **Respondent skipped this question**

#50

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Friday, August 31, 2018 11:17:58 PM
Last Modified: Friday, August 31, 2018 11:58:20 PM
Time Spent: 00:40:21
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?

Other (please specify):

I don't ride the bus currently. I have before when I was college student and when I have needed to even when not attending college sometimes. I have taken the bus as someone who is also a former resident of the county of Ventura as well as a former resident of the state.

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

How it will affect me if it is raised is in quite a few ways. One way it will affect me as well as other people is that it will end becoming just as expensive to a certain point as well as paying for 3 dollars a gallon or spending just as much, or even sometimes spending even more when combined with higher than you would on gasoline alone for those trying to save money on gas and even if it means only driving on occasion. Let's if someone only fills up the car once a month or even only every month and a half. Yes depending on how often you take the bus and especially how many days a week do you attend classes at your college or whatever school you attend. I have been in that situation before if not the only one regarding this gas bill with filling up my car. See it makes ABSOLUTELY NO SENSE AT ALL! I repeat it DOES NOT MAKE ANY SENSE AT ALL to raise the bus fair price up when the price of gas is especially expensive (over \$3.00 gallon) right now to \$1.50 considering you ride it twice a day and you end paying 3.00 in day and it all adds up the more you ride the bus. Another way it has the ability to affect me and other people is when you raise that price from 1.25 to 1.50 is especially considering how expensive it is to live in California and all the high taxes as well as the higher the price can end up causing financial hardships not only for myself but other people. If the person is not even disabled where they would have a reduced fare price otherwise is especially the financial burden and hardship it would end up creating.

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

If I really took the bus to Santa Barbara and I actually never have ridden to Santa Barbara riding the bus. Same as the last question. I would say it could be just as much a hardship for me or even worse. So yes again same as above or worse.

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1:10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1:10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2:10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1:10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1:31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2:31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1:31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2:31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Other (please specify):
 Ride the bus even less, not ride as much, or in some cases ride only when I need to or, barely ride, who knows.

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

Yes I'm against the price increase big time. I disagree so much with it and am absolutely against it because of some financial hardships that it could and does cause me as well if not for everyone but for some people as well. Totally makes no sense to raise it at all.

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#51

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Tuesday, September 04, 2018 2:15:45 PM
Last Modified: Tuesday, September 04, 2018 2:22:15 PM
Time Spent: 00:06:30
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.)PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE\$1.50 to \$1.75PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

I don't have a problem with the increase as long as you add additional morning busses to the East Moorpark College Route from Camarillo.

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.)PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50PHASE 2: ZONE 2 FULL FARE\$3.50 to \$4.00PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Again, I don't have a problem with the increase if you add additional AM time to the East bus going to Moorpark College from Camarillo

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1:10-RIDE TICKET Reduced Price from \$5.50 to \$6.50PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.)PHASE 1:10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2:10-RIDE TICKET Full Price from \$32.00 to \$36.00PHASE 1:10-RIDE TICKET Reduced Price from \$13.50 to \$16.00PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Same answer

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Same answer

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence). **Ride the bus more**

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

That will not impact me.

Q9 Any other comments?

Please add additional morning buses to the East going to Moorpark College from Camarillo. My class starts at 8:30 and the first bus out of Camarillo is at 8:55. Please.

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below. **Respondent skipped this question**

#52

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Tuesday, September 04, 2018 8:53:07 PM
Last Modified: Tuesday, September 04, 2018 8:58:04 PM
Time Spent: 00:04:56
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

The increase is reasonable. However, if you are going to ask riders to pay more for services, those services need to be RELIABLE and PROMPT. I am often left waiting for a bus that is 15-40 minutes late. Buses have just not shown up on more than one occasion. When this is the only mode of transportation for someone, these delays can mean losing pay at work, missing another connecting bus, and otherwise throwing off someone's day. We will be willing to pay more for services if there is a better way to ensure that those services are adequate and if there is a better mode to communicate with passengers when buses are going to be late or not show up.

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00 **Respondent skipped this question**

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00 **Respondent skipped this question**

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

I would likely buy this pass on a regular basis.

Q9 Any other comments?

-

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#53

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Wednesday, September 05, 2018 5:01:56 PM
Last Modified: Wednesday, September 05, 2018 5:11:00 PM
Time Spent: 00:09:04
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?

Occasionally 1-2 times per month

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

Please install credit card readers on buses or other mechanism for digital payment. I'm not a monthly user but would take the coastal express more often if I didn't need to have exact cash and change to ride.

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

N/A.

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

N/A

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Na

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence). Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

N/a

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#54

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Wednesday, September 05, 2018 5:57:32 PM
Last Modified: Wednesday, September 05, 2018 6:01:38 PM
Time Spent: 00:04:06
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **1-2 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80
Respondent skipped this question

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00
Respondent skipped this question

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00
Respondent skipped this question

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Ride the bus the same

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Pass sounds like a great deal. Would it be for 5 consecutive days?

Q9 Any other comments?

I'm surprised it doesn't cost any more to ride VCTC buses. I'm all for paying a bit more out of pocket for reliable and comfortable transportation.

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Respondent skipped this question

#55

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Wednesday, September 05, 2018 6:14:09 PM
Last Modified: Wednesday, September 05, 2018 6:22:31 PM
Time Spent: 00:08:22
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **3-5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

I think it's really unfair to raise rates. There's A lot of people that can barly afford it now. There's got to be government grants or something to keep from raising the fares.

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

This is outrageous.

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

Respondent skipped this question

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

Respondent skipped this question

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 231-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 231-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Respondent skipped this question

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).

Stop riding
altogether

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

Respondent skipped this question

Q9 Any other comments?

Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name



#56

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Wednesday, September 05, 2018 10:16:41 PM
Last Modified: Wednesday, September 05, 2018 10:21:38 PM
Time Spent: 00:04:57
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus? **More than 5 times per week**

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

It makes it harder for me to get to my school which is not covered by the pilot program and my grandma to get to her appointment

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

It makes it harder for me to get to my school which is not covered by the pilot program and my grandma to get to her appointment

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

It makes it harder for me to get to my school which is not covered by the pilot program and my grandma to get to her appointment

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

It makes it harder for me to get to my school which is not covered by the pilot program and my grandma to get to her appointment

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

It makes it harder for me to get to my school which is not covered by the pilot program and my grandma to get to her appointment

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).
Stop riding altogether

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

This would be awesome and help both me and my grandma out a lot

Q9 Any other comments?

No

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below.

Name

[REDACTED]

Email Address

[REDACTED]

#57

COMPLETE

Collector: VCTC Fares (Web Link)
Started: Thursday, September 06, 2018 11:25:15 AM
Last Modified: Thursday, September 06, 2018 11:35:19 AM
Time Spent: 00:10:03
IP Address: [REDACTED]

Page 1: VCTC FARE INCREASE PASSENGER SURVEY

Q1 How often do you ride the VCTC bus?

Occasionally 1-2 times per month

Q2 Please submit your comments regarding the two-phased increase to ZONE 1 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 1 FULL FARE \$1.25 to \$1.50 PHASE 2: ZONE 1 FULL FARE \$1.50 to \$1.75 PHASE 1: ZONE 1 REDUCED FARE \$.60 to \$.75 PHASE 2: ZONE 1 REDUCED FARE \$.75 to \$.80

Only small increases for senior fares should be considered.

Q3 Please submit your comments regarding the two-phased increase for the ZONE 2 CASH FARES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: ZONE 2 FULL FARE \$3.00 to \$3.50 PHASE 2: ZONE 2 FULL FARE \$3.50 to \$4.00 PHASE 1: ZONE 2 REDUCED FARE \$1.50 to \$1.75 PHASE 2: ZONE 2 REDUCED FARE \$1.75 to \$2.00

As a senior the higher the fares the less often I would be able to ride

Q4 Please submit your comments regarding the two-phased increase to ZONE 1 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$11.00 to \$13.00 PHASE 2: 10-RIDE TICKET Full Price from \$13.00 to \$15.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$5.50 to \$6.50 PHASE 2: 10-RIDE TICKET Reduced Price from \$6.50 to \$7.00

DO NOT make big increases to senior fares in order to have free fares for students Seniors are the least able to pay increased fares.

Q5 Please submit your comments regarding this two-phased increase to the ZONE 2 10-RIDE TICKETS, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 10-RIDE TICKET Full Price from \$27.00 to \$32.00 PHASE 2: 10-RIDE TICKET Full Price from \$32.00 to \$36.00 PHASE 1: 10-RIDE TICKET Reduced Price from \$13.50 to \$16.00 PHASE 2: 10-RIDE TICKET Reduced Price from \$16.00 to \$18.00

DO NOT make big fare increases for seniors as they are the least able to afford them

Q6 Please submit your comments regarding this two-phased increase to the ZONE 2 31-DAY PASSES, such as how it will impact you as a rider. (If it will not impact you, please skip the question.) PHASE 1: 31-DAY PASS (ZONE 2) Full Price from \$105.00 to \$115.00 PHASE 2: 31-DAY PASS (ZONE 2) Full Price from \$115.00 to \$130.00 PHASE 1: 31-DAY PASS (ZONE 2) Reduced Price from \$52.00 to \$55.00 PHASE 2: 31-DAY PASS (ZONE 2) Reduced Price from \$55.00 to \$65.00

Increases in fares for seniors hits those least able to have the money to ride the bus

Q7 Generally speaking, the proposed fare increases will cause you to ride the bus [] (complete sentence).
Ride the bus less

Q8 Lastly, VCTC is considering introducing a NEW unlimited ride "5-Day" pass for ZONE 1 routes only. The price will be \$10.00 (Full) or \$5.00 (Reduced) and be good for unlimited rides for five days. Please provide your comments about this new pass, such as if you would ride the bus more if the pass became available.

If this is done it would be good to promote it for tourists visiting Ventura county. Make it known through the various tourist ads.

Q9 Any other comments? Respondent skipped this question

Q10 Thank you for taking the survey. If you would like to register for future VCTC bus rider updates, please enter your email address below. Respondent skipped this question