

# FY 19-20 Transit Needs Assessment

Ventura County  
Transportation Commission



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

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

## **Chapter 2: What is the Unmet Transit Needs Process?**

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

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

Each year, pursuant to Senate Bill 203, VCTC staff facilitates an annual transit needs assessment to determine if there are any areas in the County where populations of less than 100,000 are not served by public transit to meet their daily transportation needs. The areas in Ventura County with populations under the aforementioned threshold include City of Camarillo, City of Moorpark, City of Fillmore, and City of Santa Paula. Additionally, on June 11, 2018, legislation allowed Thousand Oaks to spend TDA fund on streets and roads and they therefore now participate in the process as well. To complete this process, VCTC adopts definitions of an “unmet transit need” and “reasonable to meet” criteria to determine if service requests collected during this process can be met by local transit operators or not.

### **What is an Unmet Transit Need?**

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

**UNMET TRANSIT NEED**

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

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

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

**An Unmet Transit Need Includes:**

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

**An Unmet Transit Need Excludes:**

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

**What is “Reasonable to Meet”?**

Once a service request is received and has broad-based support (meeting the 15 or 10 comment threshold), it is further evaluated to determine how feasible it is for the transit operator to expand service. Figure 1 illustrates the criteria adopted by the Commission to evaluate the feasibility of requests to expand or significantly change service.

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

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

## Chapter 3: Description of TDA-Funded Transit Providers Serving Populations Less than 100,000 and Thousand Oaks

### VCTC Intercity Transit

The Ventura County Transportation Commission operates VCTC Intercity, an inter-city bus network that operates primarily within Ventura County, with service also extending into Santa Barbara and Los Angeles Counties. VCTC Intercity currently operates eight fixed routes that provide inter-city service between Los Angeles, Thousand Oaks, Simi Valley, Moorpark, Camarillo, Oxnard, California State

University Channel Islands (CSUCI), Piru, Fillmore, Santa Paula, Ventura, Carpinteria, Santa Barbara, and Goleta.

### **Valley Express Transit**

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

Valley Express also provides demand-response service for the general public anywhere in the Valley Express service area and intercity trips are available via transfer. Valley Express service is managed and administered by VCTC.

### **Moorpark City Transit**

Moorpark City Transit operates two fixed routes with service Monday through Friday. The routes are within the city and run approximately every hour. Moorpark City Transit also provides senior DAR and ADA paratransit service Monday through Friday. The City of Moorpark contracts with Thousand Oaks to provide DAR services.

### **Camarillo Area Transit**

Camarillo Area Transit (CAT) operates one fixed route and one trolley within the City of Camarillo. The fixed route runs hourly Monday through Friday and the trolley runs seven days a week with service every half an hour. CAT also offers general public DAR service every day of the week, but it does not include school trips.

### **Thousand Oaks Transit**

Thousand Oaks Transit (TOT) operates four fixed routes with service Monday through Saturday. The routes are within the city and run approximately every hour to an hour and ten minutes. TOT also provides senior DAR and ADA paratransit service seven days a week.

### **Metrolink Commuter Rail**

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

## **Chapter 4: Public Input**

For FY 19-20, the public comment period for the annual process was held from December 17, 2018 – February 11, 2019, though any comments received throughout the year (before the public comment period) were included.



VCTC collected public input online, over the phone and in person. VCTC hosted an online survey where nearly 100 surveys were collected. A social media campaign was conducted that reached over 25,000 people. A number of comments were also received through Facebook, email/website and over the phone. VCTC conducted five community meetings (in Moorpark, Camarillo, Santa Paula, Thousand Oaks and Fillmore) and held a public hearing, which also garnered a number of comments. Articles and/or public notices were printed in the VC Star, Acorn and Vida.

A summary of the public feedback collected about transit needs is discussed in following chapter.

Following the public hearing, the Citizens Transportation Advisory Committee and Social Services Transportation Advisory Committee (CTAC/SSTAC) reviewed the public feedback and draft findings during their regular March meeting and was brought for approval during the April meeting. As the one request that met the 15 comment threshold was determine to not be reasonable to meet, CTAC/SSTAC approved the recommendation of no Unmet Transit Needs that are reasonable to meet.

## **Chapter 5: Transportation Needs Assessment & Findings**

### **Unmet Transit Needs Analysis**

Throughout the year and during the public comment period, VCTC received about 200 comments through emails, letters, and phone calls in addition to the surveys and public comments that were submitted at the transportation forums. Many of the comments received were general comments/complaints about existing bus service, or operational in nature (ex. need for additional frequency or later service, route modifications, additional bus stops, etc). Comments of this nature and ones regarding service areas that are not applicable to the Unmet Transit Needs process were not considered but were forwarded to the appropriate transit operator for a response.

Comments regarding an expressed demand for new service in the applicable cities were screened to determine if the request for service met the definition of an unmet need using the Commission's adopted criteria. Only one request met or exceed the 15-comment threshold for fixed route service; service to Santa Clarita. Most comments requested service from Fillmore to Santa Clarita, while some requested the service start in Ventura. However, since this is a regional service traveling a significant distance, this request is not reasonable to meet as the service cannot be provided with the existing fleet and would require additional buses. This service is a regional need and while Santa Paula and Fillmore may have LTF funds not being spent on transit, this route would serve more than those two cities and would require funding above what is allocated to them, potentially highlighting a structural issue with TDA law and the Unmet Needs process. VCTC will begin the process to plan for the future implementation of this route by working with partners such as Fillmore, Santa Paula, Santa Clarita and the Gold Coast Transit District to plan for the implementation of this route, including applying for grant funding for the additional buses required and for operations of the route.

No requests met the 10-comment threshold for dial-a-ride service and therefore were not further screened to determine if the need was reasonable to meet.

All comments are essential to improving public transit in Ventura County. Comments that had decent support and have been brought up over the years are taken into consideration for future planning

purposes. While not at a level to be defined as an Unmet Transit Need, the most frequent comments received were in the following areas:

- Connectivity between Fillmore – Moorpark
- Additional service on the East West Connector
- Weekend or additional Metrolink service
- Later or extended service on the Highway 126 route

Demand expressed for some of these service expansions has been limited and in this case staff is recommending continued monitoring of the ridership demand before pursuing extensive analysis of cost-effectiveness. There has been repetitive demand expressed over the last few years regarding service to, from Fillmore-Moorpark, therefore staff recommends that this service in particular be analyzed for feasibility in the future.

The most frequent comments that are not applicable to the Unmet Transit Needs process but are nonetheless valuable for the operators are the following:

- More frequency and extended service on the Coastal Express
- More frequency on numerous routes and services
- Later service
- Improved service to LA county
- Bus stop improvements

All comments submitted are included in Appendix I, which has all comments received that could potentially be considered an Unmet Transit Need if support is increased and Appendix II which includes all other comments received through the process.

## Conclusion

There were a number of comments received that VCTC evaluated under the definition of an Unmet Transit Need in terms of public service not provided or service that currently exists but would require significant route or frequency expansion. Only the request for service to Santa Clarita met the 15-comment threshold but is not reasonable to meet as it cannot be accommodated with the existing fleet. Additionally, it is a regional service, requiring funding above what the cities of Fillmore and Santa Paula are not spending on transit. VCTC will work with local and regional partners to begin the planning for service provision of this service.

All comments received through this process were forwarded to the operators, who take it into consideration for future planning purposes. VCTC and the operators continue to coordinate to work towards improved transit service including connectivity and transferability for cross-county travel.

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



**Appendix I – Public Comments Received for FY 19-20 – Unmet Transit Needs**

<b>Comment</b>	<b>Name</b>	<b>Specific Type</b>	<b>City/Area</b>	<b>Service Area</b>
Service from Fillmore to Santa Clarita		service expansion	Fillmore	VCTC
Service from Fillmore to Santa Clarita	Renay Pavich	service expansion	Fillmore	VCTC
Service from Fillmore to Santa Clarita	Mago Zamora	service expansion	Fillmore	VCTC
Service from Ventura to Santa Clarita	Rose Gemini	service expansion	Heritage Valley	VCTC
Service from Fillmore to Santa Clarita	Floyd Fernandez	service expansion	Fillmore	VCTC
Service from Fillmore to Santa Clarita		service expansion	Fillmore	VCTC
Service from Fillmore to Santa Clarita		service expansion	Fillmore	VCTC
Service from Fillmore to Santa Clarita		service expansion	Fillmore	VCTC
Service from Fillmore to Santa Clarita		service expansion	Fillmore	VCTC
Service from Fillmore to Santa Clarita		service expansion	Fillmore	VCTC
Service from Fillmore to Santa Clarita		service expansion	Fillmore	VCTC
Service from Fillmore to Santa Clarita	Manuel Minjares	service expansion	Fillmore	VCTC
Fillmore to Valencia at 8AM	Priscilla	service expansion	Fillmore	VCTC
Ventura to Santa Clarita (Piru to Val Verde Park)	Yifan Lei	service expansion	Heritage Valley	VCTC
Ventura to Six Flags	Juan De Haro		Heritage Valley	VCTC
Santa Clarita to Rancho Camulos 10-3	Maria Christopher	service expansion	Fillmore	VCTC
Fillmore to LA	Paul Benavidez	service expansion	Fillmore	VCTC
Would like direct service to LA from Fillmore - bus and rail		service expansion	Fillmore	VCTC
Would like commuter service to LA from Fillmore		service expansion	Fillmore	VCTC
Service from Fillmore to Moorpark	Irma Martinez	service expansion	Moorpark/Fillmore	Valley Express
Fillmore to Moorpark College at 8AM	Priscilla	service expansion	Moorpark/Fillmore	Valley Express

Service from Fillmore to Moorpark	Stela Lopez	service expansion	Moorpark/Fillmore	Valley Express
Service from Fillmore to Moorpark	Manuel Minjares	service expansion	Moorpark/Fillmore	Valley Express
Service from Fillmore to Moorpark		service expansion	Moorpark/Fillmore	Valley Express
Service from Fillmore to Moorpark		service expansion	Moorpark/Fillmore	Valley Express
Service from Fillmore to Moorpark		service expansion	Moorpark/Fillmore	Valley Express
Service from Fillmore to Moorpark		service expansion	Moorpark/Fillmore	Valley Express
Faster service from Fillmore to Moorpark		service expansion	Moorpark/Fillmore	VCTC
Earlier service going east on East West Connector - Ventura to meet job start times in Moorpark	Hollee King	service hours	Camarillo/Moorpark	VCTC
Earlier service going east on East West Connector - Camarillo to Moorpark College for 8 am classes	Debbie Speth	service hours	Camarillo/Moorpark	VCTC
Earlier service going east on East West Connector - Camarillo to Moorpark College for 8 am classes	Mariah	service hours	Camarillo/Moorpark	VCTC
Earlier service going east on East West Connector and more frequency - Camarillo to Moorpark College for 8:30 am classes	Rulla Hernandez	service hours	Camarillo/Moorpark	VCTC
Camarillo Midtown to Moorpark College at 7:30 AM and back at 1:30 PM; additional time choices on East West Connector.	Rulla Hernandez	service hours/frequency	Camarillo/Moorpark	VCTC
Seven day service on East West Connector	Samuel Phillip Class	service hours		VCTC
East County cities to West County cities at 7 PM and return trip	Robbie Hidalgo	service hours		VCTC
More service to Piru and for extend last 126 trip to Piru		service hours	Piru	VCTC
Would like later westbound 126 service		service hours		VCTC
Would like later westbound 126 service		service hours		VCTC

Fillmore to Ventura at 8-9PM and direct service to Downtown Ventura	Joey	service hours		VCTC
Would like more morning service to Ventura from Fillmore		service hours	Fillmore	VCTC
Fillmore to Ventura for medical appts		service expansion	Fillmore	VCTC
Fillmore to downtown Ventura	Stela Lopez	service hours	Fillmore	VCTC
Ventura to Rancho Camulos 10-3; access to Highway 126/Heritage Valley tourism corridor.	Maria Christopher	service expansion	Fillmore	VCTC
More routes that go to places like Ojai, Camarillo from Fillmore	Priscilla	service expansion	Fillmore	VCTC
Piru to Govt Center		service expansion	Piru	VCTC
Piru to Fillmore		frequency	Piru	VCTC
All-Day Fixed Route Service in Fillmore (incl. later hours and more frequency)	Juan De Haro	service hours	Fillmore	Valley Express
Casner/Mountain View to Rio Vista Elementary	Jazmin McDowell	service expansion	Fillmore	Valley Express
Wish more buses came in Piru, every half hour at least, wait is too long.		frequency	Piru	Valley Express
All-Day Fixed Route Service in Santa Paula (incl. later hours and more frequency)	Juan De Haro	service hours		Valley Express
Mel Vincent Park (Cam) to Carpinteria	Gopal Chakravarthy	service expansion	Camarillo	VCTC
Service from Camarillo to Goleta that are earlier to match commute times	Julio Tellez	service hours	Camarillo	VCTC
Cottage Hospital to Paseo Camarillo 5 to 6 PM; return trip at 8 AM.	Jesy Johnson	service hours	Camarillo	VCTC
All-Day Fixed Route Service in Camarillo (incl. later hours and more frequency)	Juan De Haro	service hours	Camarillo	CAT
Service from Somis to Vista Real (near Cam airport)		service expansion	Camarillo	CAT, VCTC
Camarillo Metrolink to Carmen Plaza-Camarillo City Hall at 6 PM	Bryan	service hours	Camarillo	VCTC
Camarillo Metrolink to the Collection	Bryan	frequency	Camarillo	VCTC

Mission Oaks (Camarillo) to Ventura Pier on Friday and other destinations outside Camarillo	Spencer Richey	service expansion	Camarillo	VCTC
Ventura to Camarillo	Pat DeBattista	service hours	Camarillo	VCTC
St Johns Hospital in Oxnard to Camarillo Airport at 7AM		service expansion	Camarillo	VCTC
Camarillo to Ventura Fairgrounds on weekends		service expansion	Camarillo	VCTC
Downtown Ventura or Mall to CSUCI in AM	Kate Faulkner	service expansion	Camarillo	VCTC
Request last bus from CSUCI to C St. Transfer Ctr also serve OTC and potentially north Oxnard and Ventura		service expansion	Camarillo	VCTC
Would like Oxnard/Camarillo/CSUCI to run later		service hours	Camarillo	VCTC
More service from CSUCI to Ventura, TO and to old town Camarillo		service expansion	Camarillo	VCTC
Service from CSUCI to Thousand Oaks Community Center to meet commute times	Sandra Martínez	service expansion	Camarillo/Thousand Oaks	VCTC
Earlier service from Camarillo to Woodland Hills and more afternoon times (7 am & 3:30 pm)	Joe Mendoza	service hours	Camarillo	VCTC
Would like an additional afternoon Conejo Connection trips west/northbound that leaves earlier (a little after 3:30) and a stop at the Oaks and at Topanga & Ventura Blvd going northbound in the morning.	Andrew Schranze	service hours	Thousand Oaks	VCTC
Would like an earlier afternoon Conejo Connection northbound trip from Warner Center		service hours	Thousand Oaks	VCTC
Grid bus service in TO and better service on Hillcrest and in the hills	Sandra Weston	operations	Thousand Oaks	TOT
Service from Cal-Gisler neighborhood to Oaks Mall (300 E Birch St)	Silvia	service expansion	Thousand Oaks	VCTC
Thousand Oaks to Oxnard/Port Hueneme (VA appt)	Jazzy	service expansion	Thousand Oaks	VCTC

CLU to Camarillo Metrolink Station at 5:40 to catch train to Goleta.	Will Gaffga	service expansion	Thousand Oaks	VCTC
Oxnard to Simi or Thousand Oaks at 12PM and on the weekends	Vicente	service expansion	Thousand Oaks	VCTC
More afternoon/evening service from/to Thousand Oaks and Ventura College.	CS	frequency	Thousand Oaks	VCTC
Thousand Oaks to Oxnard & Ventura Beach	Jazzy	service expansion	Thousand Oaks	VCTC
Service from Cal Lutheran to Moorpark Train Station and improve bus/train connection times for routes that serve Moorpark Metrolink	Grant Bagne	service expansion	Thousand Oaks/Moorpark	VCTC/Metro link
Oaks Mall or Janss Mall to Westlake Village		service expansion	Thousand Oaks	VCTC/Thousand Oaks
Better transit service between TO and Reagan Library and Simi bus to Reagan Library should run on weekends.	Jayne Messier	service expansion	Thousand Oaks/Simi	TOT
MCT route that goes to Simi (Tierra Rejada & LA Ave)	Justin Tsang	service expansion	Moorpark/Simi	MCT/VCTC
Extend Simi Route C to Moorpark	Andrew Schranze	service expansion	Moorpark/Simi	MCT/VCTC
East County and Central County cities to Beach cities in day/evening/night	Robbie Hidalgo	service expansion		VCTC
Ventura to Pt Mugu Naval Base; Ventura to Ojai	Tyson	service expansion	Ventura	VCTC/GCTD
Service from Evergreen & J St to Point Mugu	Raph Mongelli	service expansion	Port Hueneme	VCTC/GCTD
Want more buses and less wait (more frequency)		service hours	All	
More frequent and later service	Cloud Hamilton	service hours/frequency	All	
More service on weekends and generally in Thousand Oaks and from Thousand Oaks, Westlake Village, Newbury Park, to LA.		service expansion	Thousand Oaks	VCTC/Thousand Oaks
Improved transit frequencies and span of service	Robbie Hidalgo	service hours	All	
Desire for late buses after 7-8PM		service hours	Thousand Oaks	VCTC/Thousand Oaks

Later service on all major routes leaving at 11 PM (all VCTC routes), better connections for late night buses	Darren Yang	service hours	VCTC	VCTC
More bus service at night for students, example 101/Conejo NB at night	Bryan	service hours	Camarillo	VCTC
Would like transit on Sundays and after 7 or 8 PM on weekdays. Decreased travel time. Better coordination between VCTC and TOT	Jessica Dorsey	service hours	Thousand Oaks	VCTC/TOT
Would like evening and Sunday service		service hours		
Bus service on holidays		service hours	All	
Expanded hours on fixed route and especially DAR	Jayne Messier	service hours	Thousand Oaks	TOT
Want ECTA service on the weekends	Justin Tsang	service hours	East County	ECTA
ADA weekend service from Moorpark to Thousand Oaks		service expansion	East County	ECTA
Weekend Metrolink service	Flora K	service hours		Metrolink
Weekend Metrolink service		service hours		Metrolink
Weekend Metrolink service	Helen Sugar	service hours		Metrolink
Weekend Metrolink service	Robin Faith Aguiar	service hours		Metrolink
Weekend Metrolink service	Anna Duer	service hours		Metrolink
Montalvo to LA on weekends		service hours		Metrolink
Burbank to Camarillo at 5 or 2:10. Extend Metrolink trips from Moorpark	Jennifer Craven	service hours	Camarillo	Metrolink
Simi Valley Metrolink to LA on weekends.	Nancy Rojas	service hours		Metrolink
Oxnard/Camarillo Stations at 6:30 to Burbank/Glendale at 7:45; more transit options in and out of the San Fernando and San Gabriel Valley early morning and evening.	Erica Martin	service hours		Metrolink
Northridge to Camarillo before 5PM; Simi to Camarillo at 4.	Patrice Wheeler	service hours	Camarillo	Metrolink
More frequent and cheaper Metrolink service to decrease 101 congestion	James Martin	service expansion		Metrolink



Moorpark to Burbank Airport		service hours/frequency	Moorpark	Metrolink
East Ventura Station to LA Union Station	Jessica Kelley	service hours/frequency		Metrolink
Oxnard Metrolink to LA/Burbank Airport		service hours/frequency		Metrolink
Train from San Diego area to Simi Valley area is not affordable for commutes and times are not adequate		service hours		Amtrak
Cheaper and more convenient travel to LAX an SB (bus or train)		service expansion	All	VCTC/Metro Ink
Camarillo to LAX or Burbank Airport.	Joi Hiraishi	service expansion	Camarillo	Metrolink
Would like service to LAX		service expansion	Thousand Oaks	VCTC
Public transit to LAX/western LA.	Kate Faulkner	service expansion		VCTC
More express routes, especially to LA County	Juan De Haro	service expansion		VCTC
Thousand Oaks to West LA.	Jazzy	service expansion	Thousand Oaks	VCTC
LA area (West Hollywood) to Oaks Mall or Janss Mall between 9 PM and 1 AM		service expansion	Thousand Oaks	VCTC
Thousand Oaks to Los Olivos/Solvang and Santa Barbara to SB	Elizabeth Berry	service expansion	Thousand Oaks	VCTC
Santa Paula to Ojai or Santa Barbara	Randall Mendoza	service expansion	Santa Paula	VCTC
Santa Paula to Ventura/LA/SB/Ojai	Jamie Hartford	service expansion	Santa Paula	VCTC

**Appendix II – Public Comments Received for FY 19-20 – All Other Comments**

<b>Comment</b>	<b>Name</b>	<b>Specific Type</b>	<b>City/Area</b>	<b>Service Area</b>
Later SB to Ventura service on weekends	Kerby Zozula	service hours		VCTC
Wants 101 service on Sunday and more connecting times to Coastal	Leticia Esqueda	service hours	VCTC	VCTC
Service from OTC to Santa Barbara, especially on weekends	Jason Colbert	service hours	Oxnard	VCTC
More frequency on Coastal Express weekends (like before)	Jessica Beebe	frequency	Ventura	VCTC
More buses to Santa Barbara		frequency	Ventura	VCTC
More buses to Santa Barbara	Jennifer Dobbie	frequency	Ventura	VCTC
Want more Coastal Express buses from Santa Barbara to Ventura that stop at the Ventura Transit Center between 5 - 7 PM	Joseph Price	frequency	Ventura	VCTC
Oxnard to UCSB at 9 AM.		service hours	Oxnard	VCTC
Oxnard to SB County Complex at 6AM; County Complex to Oxnard at 8 PM.	Tracey Martinez	service hours	Oxnard	VCTC
Oak St, Ventura to Bath St, Santa Barbra at 6:37; Cottage Hospital to Ventura Transit Center at 6 PM.		service hours	Ventura	VCTC
Govt Center to SB at noon; SB to Govt at 4:30	Brian Morris	service hours	Ventura	VCTC
UCSB to Ventura Govt Center at 2 PM	Cristina Sparks	service hours	Ventura	VCTC
Add run during midday service gap on Coastal Express	Yifan Lei	service hours		VCTC
Conejo Connection modified to better connect w Orange Line	Isreal Martin	operations	VCTC	VCTC
Better connections between East West Connector and Metrolink and also Simi Valley Transit at Simi Civic Center.	Yifan Lei	operations		VCTC
Better coordination between GCT & VCTC w/CSUCI later night routes		operations		VCTC
Consider moving last trip to CSUCI to C St. earlier		operations		VCTC
More stops in Thousand Oaks/Westlake	Elizabeth Berry	operations	Thousand Oaks	VCTC/TOT

Oxnard to Simi or TO at 12PM; Collection to C ST Trans Center at 11PM	Vicente		Oxnard	VCTC/GCTD
Request service from Oxnard to PCH parks/beaches	Leticia Esqueda	service expansion	Oxnard	VCTC
Request travel from Ventura to Carpenteria and Harbor Blvd/Seaward to Ventura Train station		service expansion	Ventura	VCTC
Oxnard to Santa Monica	Juan De Haro	service expansion	Oxnard	VCTC
Simi Valley to Agoura at 8 AM	Maqueda Linn-Hooks	service expansion	Simi Valley	VCTC
Oxnard to UCLA at 9 AM		service expansion	Oxnard	VCTC
Oxnard to Solvang route	Nikki Valenzuela	service expansion	Oxnard	VCTC
Better VCTC on-time performance		operations		VCTC
Some VCTC drivers do not correctly drive the route		operations		VCTC
Sometimes VCTC drivers don't know the stops		operations	VCTC	VCTC
Would like free bus service for UCSB students	Precious Garcia	fares	VCTC	VCTC
No bus fare increases	Andrew Elias Shamoo	fares	VCTC	VCTC
Opposed to VCTC fare increases, especially Zone 2 (hard to break even), recommends more zones		fares		VCTC
Would like trash cans on VCTC buses		other		VCTC
Would like wifi to work more consistently		other		VCTC
Access to power outlets on long trips.	Kelvin Hau	operations	VCTC	VCTC
Request a manned/security booth at the Ventura Train Station		operations	Ventura	VCTC
Would like restrooms open on VCTC buses		operations		VCTC
Open bathrooms on VCTC buses	Robert Kale	other	VCTC	VCTC
Want Unmet Needs meetings in Oxnard		information	Oxnard	VCTC
Want Unmet Needs meetings in west county		information		VCTC

Better on time performance of Fillmore Route	Luisana Hernandez	operations	Fillmore	Valley Express
Want Valley Express schedule to better accommodate Fillmore High School start time		operations		Valley Express
Wants Valley Express DAR to be more coordinated		operations		Valley Express
Would like better on-time performance on Piru route		operations		Valley Express
Sometimes the school time Piru route gets overcrowded and then makes people late		operations		Valley Express
Want bus stop at Tierra Rejada & Mountain Trail St	Justin Tsang	bus stops	Moorpark	MCT
Would like flag or regular stop at LA Ave & Moorpark Ave (near El Pollo Corona Grill)		bus stops		MCT
Would like Moorpark City Transit to get people places faster		operations		MCT
Sometimes ADA passengers get passed up		DAR		TOT
Would like TOT to change bus routes to either be colors or numbers only	Andrew Schranze	operations	Thousand Oaks	TOT
Would like TOT bus stops to be closer together/better spaced and have more of them	Andrew Schranze	operations	Thousand Oaks	TOT
TO routes do not go where people are trying to go		operations		TOT
Decreased travel time. Better coordination between VCTC and TOT.	Jessica Dorsey	operations		VCTC/TOT
Bristol/Hill to VCMC.	Jessica Kelley	frequency	Ventura	GCTD
St Johns Hospital and the Collection to the Courthouse at 8 AM.		service expansion	Oxnard	GCTD
Collection to downtown Oxnard after 9PM	Christopher Tull	service expansion	Oxnard	GCTD
Riverpark to Ventura Harbor; Riverpark to Oxnard State Beach	Paul Schnebelen	service expansion	Oxnard	GCTD
Foothill and Victoria to downtown Ventura or the collection/Oxnard.	Anon 21	service expansion	Ventura	GCTD
C St & Ninth St to Ventura Ave at noon	Richard Gump	service expansion	Oxnard	GCTD

Service from Evergreen & J St to Oxnard	Raph Mongelli	service expansion	Port Hueneme	GCTD
Service on Eastman St in Ventura	Dan Shapiro	service expansion	Ventura	GCTD
Ventura High to Ventura Adult and Continuing Ed at 3PM	Lorelle Dawes	service expansion	Ventura	GCTD
Home to new Kaiser facility on Market & Ventura Metrolink Station	Barrie	service expansion	Ventura	GCTD
Telegraph Rd to Ventura Fairgrounds in the AM; Telegraph Rd to Oxnard.	Marie	service expansion	Ventura	GCTD
Pacific View Mall to Ventura Marina and Pierpont neighborhood	mark Velasquez	service expansion	Ventura	GCTD
Victoria/Telephone to Ventura Harbor at noon; downtown Ventura to east end Ventura late at night.	Craig Deane	service expansion	Ventura	GCTD
Victoria Ave to Ventura Harbor Village	Rory L. Aronsky	service expansion	Ventura	GCTD
Channel Islands HS to Ventura Botanical Gardens	Flora K	service expansion	Ventura	GCTD
Victoria Ave to Rose Avenue in Oxnard	Rory L. Aronsky	service hours	Ventura	GCTD
Montalvo to Ventura on weekend evenings.		service hours	Ventura	GCTD
Ojai park n ride to Ventura Thompson St; more weekend and later service.	Breeanna	service hours	Ojai	GCTD
I would appreciate late evening buses from Ventura to Ojai.	Kristofer Young	service hours	Ojai	GCTD
Ojai to Lake Casitas at 9AM; Live Oaks Acres to Ventura (train station) at 6AM.	Sophie Loire	service expansion		Ojai Trolley/GCTD
Service in East Ojai	Nicholas Oatway	service expansion	Ojai	Ojai Trolley/GCTD
Want to be able to make reservations on ACCESS more than a day before	Bunny Avila	operations	GCTD	GCTD
Better routes in Oxnard	Liz White	operations	Oxnard	GCTD
Request for GCTD add stop in Oxnard nearer Kaiser offices	Spencer Richey	bus stops	Oxnard	GCTD
Using ACCESS is difficult, especially for due to the wait times		DAR		GCTD
Hard to get transportation to some of the Ventura counties, including VA appointments	Jazzy	operations		VCTC/GCTD

Better connections from Simi B route to Metrolink, shorter travel time on C route, later service on routes, especially from Metrolink station into town	Colleen Koeppel	operations	Simi	Simi
Better bus stop lighting		bus stops	All	All
Better accessibility of bus stops for visually impaired		bus stops	All	All
Would like ADA service to be door-thru-door		DAR	All	All
Better promotion of bus services		information	All	All
Improve public transit image	Jayne Messier		All	All
Promote bus service to special events	Jayne Messier	information	All	All
Better promotion of Travel Training and of bus services		information	All	All
Real time bus information	Brian Morris	information		
Real time bus arrival app	James Carey	information	All	All
More understandable bus schedules		information	All	All
Would like to book a ride directly on an App/Online		information	All	All
Better coordination between schedules	Jayne Messier	operations	All	All
Want easier transfers at stations		operations	All	All
Want better coordination among services		operations	All	All
More coordination among operators		operations		All
Santa Barbara college students should also be able to ride for free.	Gabrielle Paredes	fares	All	All
Free bus service (paid w taxes)		fares	All	All
Free bus passes for low income	Karen Borg	fares	All	All
Reduced fare for Medical recipients	Jim Goodwin	fares	All	All
Would like service to better accommodate travelling		operations	Fillmore	



Buses are too infrequent	Kristofer Young	frequency		
Takes too long to get from Cal Lutheran to Westlake Village. 1.5 hr.	Greg Monterrosa	operations	Thousand Oaks	
Transportation takes too long, add more shuttles or drivers.	Anon 8	operations		
Getting to LA and back in timely manner.	Randall Mendoza	operations		
Bus trips take too long, driving is faster.		operations		
Oxnard to San Diego at 10AM; Oxnard to San Fran.	Enrique Lucero	rail		Amtrak
Light rail from Newbury Park to Woodland Hills		service expansion	Thousand Oaks	
Light rail along 101 corridor	James Martin	service expansion		
Intercity light rail would be awesome	Tyson	service expansion		
Want light rail	Steven Phares	service expansion		
Ziplines and monorails on freeway medians		service expansion		
Free for Moorpark College students	Roselyn Winward	fares		All
Want dial-a-ride in Fillmore	Beatriz Hernandez	DAR	Fillmore	Valley Express
Want dial-a-ride in Fillmore	Linda Graves Anderson	DAR	Fillmore	Valley Express
Simi to Ventura Courthouse at 8AM for jury duty		operations		VCTC
Amgen to Simi Valley at 5PM	Maqueda Linn-Hooks	service hours	Thousand Oaks	VCTC
Moorpark to Ventura at 8AM	Michael Stewart	service hours		VCTC
More bike routes SP to Ojai & Ventura.	Jamie Hartford	bike		
"All Trail Heads"; not enough bike lanes.	Daniel Twedt	bike		
I would like increased safety for bicycle commuting.	Heidi Christensen	bike		
Bicyclists to be able to use stop signs as yields		bike	All	All

Dividers/reflectors at Old Telegraph & 126 by Fillmore		streets/cars	Fillmore	
Through lane on Moorpark Rd	Mindy Johnson Prowler	streets/cars	Thousand Oaks	
118 fwy needs to be expanded, more lanes		streets/cars		
Instead of spending money on public transit, spend it on relieving traffic on freeways.		streets/cars		
Want more roundabouts		streets/cars		
Want charging stations everywhere		streets/cars		

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

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

#### END OF TWELVE MONTHS

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

#### END OF TWENTY-FOUR MONTHS

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

#### END OF THIRTY-SIX MONTHS (2)

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

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

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