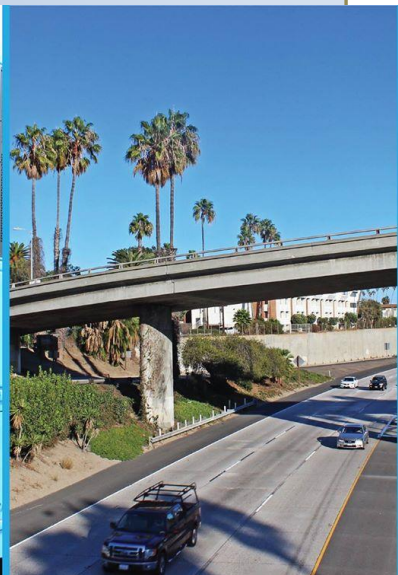


# FY 21-22 Transit Needs Assessment

Ventura County  
Transportation Commission



## Contents

List of Appendices.....	1
Chapter 1: What is the Ventura County Transportation Commission? .....	2
Chapter 2: What is the Unmet Transit Needs Process? .....	3
What is an Unmet Transit Need? .....	4
What is ‘Reasonable to Meet’? .....	5
Chapter 3: Description of TDA-Funded Transit Providers Serving Populations Less than 100,000 and Thousand Oaks.....	6
Camarillo Area Transit .....	6
Moorpark City Transit .....	6
Thousand Oaks Transit .....	6
Valley Express Bus & Dial-A-Ride .....	6
VCTC Intercity.....	6
Metrolink Commuter Rail .....	7
Chapter 4: Public Input .....	8
Chapter 5: Transportation Needs Assessment & Findings.....	9
Unmet Transit Needs Analysis .....	9
Conclusion.....	10

## Appendices

- Appendix A – Passenger Fare Ratio Standards for New Transit Services in Ventura County
- Appendix B – Public Comments Received for FY 21-22 – Unmet Transit Needs
- Appendix C – Public Comments Received for FY 21-22 – All Other Comments

## **Chapter 1: 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 is responsible for developing 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 Ventura County and VCTC Intercity is the second largest transit operator in the county after the Gold Coast Transit District (GCTD).

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## **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). As the RTPA for the Ventura region, VCTC 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 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.

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## 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.

**Figure 1 – 'Reasonable to Meet' Criteria**

Outcome	Definitions	Measures & Criteria
<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>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 and 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 A	<b>Measures and criteria:</b> See Appendix A.
<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**

### **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.

### **Moorpark City Transit**

Moorpark City Transit (MCT) 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.

### **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. Thousand Oaks Transit also provides senior Dial-A-Ride and ADA paratransit service seven days a week.

### **Valley Express Bus & Dial-A-Ride**

Valley Express Bus & Dial-A-Ride serves the communities of Santa Paula, Fillmore, Piru and the unincorporated areas that make up the Heritage Valley. Fixed-route service consists of two community circulators, within the cities of Santa Paula and Fillmore, and a shuttle service connecting the community of Piru with the city of Fillmore. Prior to the Covid-19 pandemic, the Valley Express operated an additional tripper service. This service was suspended when local schools transitioned to a Distance Learning platform and will be reinstated as the need arises. The Valley Express Bus & Dial-A-Ride service was implemented in March 2015 with service modifications taking effect January 2016. Each route is scheduled to make timed connections with the VCTC Intercity Highway 126 line (Routes 60-62).

General Public Dial-A-Ride service is available within Fillmore, Santa Paula, Piru, and other unincorporated areas of the Heritage Valley. Seniors and ADA certified riders may use Dial-A-Ride to travel between Fillmore, Santa Paula, and Saticoy.

### **VCTC Intercity**

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 five fixed lines that provide inter-city service between Los Angeles, Thousand Oaks, Simi Valley, Moorpark, Camarillo, Oxnard, California State University Channel Islands (CSUCI), Fillmore, Santa Paula, Ventura, Carpinteria, Santa Barbara, and Goleta.

### **Metrolink Commuter Rail**

Prior to the Covid-19 pandemic, Metrolink operated 16 weekday trains through Ventura County. However, the line is currently operating twelve trains on weekdays with two trains anticipated to begin running on Saturdays in June 2021. 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.

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## Chapter 4: Public Input

The public comment period for the Fiscal Year 2021-2022 Unmet Transit Needs process was held between December 11, 2020 and February 12, 2021 with comments received prior to December 11<sup>th</sup> being included in this report.

Each year, VCTC uses a variety of channels to promote and solicit public comment for the Unmet Transit Needs process including an online survey, social media advertising, eblasts, community meetings, and the GOVCbus app. Public notices were also printed in the Ventura County Star and VIDA News.

This year, sixty-eight surveys were received which is comparable to previous years<sup>1</sup>. VCTC hosted two county-wide virtual community meetings and a virtual public hearing where almost a dozen comments were received. Additional comments were received via email. Overall, 126 respondents provided 166 comments.

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<sup>1</sup> The FY21 response rate was .17% and the response rate for FY22 was .20% when comparing the number of surveys completed with the monthly ridership for the months of December and January.

## Chapter 5: Transit Needs Assessment & Findings

### Unmet Transit Needs Analysis

Throughout the year and during the public comment period, VCTC received 166 comments through the online survey, social media posts, email, and as public comments that were received at the virtual community meetings and Public Hearing. Many of the comments received were general comments/complaints about existing bus service, or operational in nature (ex., 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.

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 Transit Need using the Commission's adopted criteria. None of the requests met the 15-comment threshold for fixed route or the 10-comment threshold for dial-a-ride service and therefore were not further screened to determine if the need was reasonable to meet.

The 20-21 Unmet Needs process had two requests that met the 15-comment threshold; service to Santa Clarita from Fillmore and Santa Paula, and service between Fillmore and Moorpark. Service to Santa Clarita is not technically an Unmet Need as the request is for service into LA County. However, as this has been the most requested service improvement over the last several years, VCTC staff has endeavored to plan for a scenario to bring the service forward as a potential partnership with Santa Clarita Transit and the cities in the Heritage Valley. Fleet capacity and needs, route costs and route configuration are issues to be addressed as part of the planning process.

Additionally, there has been repeat demand expressed for several years regarding connectivity between the cities of Fillmore and Moorpark, including this year where it was the most frequent comment received during the public participation process. As with service to Santa Clarita, issues of fleet capacity and needs, route costs and route configuration will need to be addressed as part of the planning process. Planning for these service improvements has been superseded by responding to the COVID-19 pandemic that has resulted in significant service reductions and uncertain funding for transit. VCTC has been focused on providing transit safely and effectively for essential trips for individuals who continue to rely on public transit. As transit agencies work to recover from the reduced ridership and revenue brought on by COVID-19, the priority is to reinstate service. VCTC staff intends to restart planning efforts for these routes after reduced transit service has been reinstated and the funding picture is clearer.

The most frequent comments that are not applicable to the Unmet Transit Needs process this year but are valuable for the operators are as follows:

- Expanded service to multiple Los Angeles County locations.
- Expanded service and increased service hours into Santa Barbara county.
- The reinstatement of pre-Coronavirus routes that were suspended.
- Countywide Sunday Service

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

purposes. All comments submitted are included in Appendices B and C. Appendix B includes all comments received that could potentially be considered an Unmet Transit Need if support is increased and Appendix C 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. This year, no requests met the 15-comment threshold, therefore there are no Unmet Needs.

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, especially regarding service to Santa Clarita and between Fillmore and Moorpark.

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

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

Urban Service	Rural Service	Recommended Action
<b>New Service Performance Criteria: End of Twelve Months</b>		
Less than 6%	Less than 3%	Provider may discontinue service.
6% or more	3% or more	Provider will continue service, with modifications if needed.
<b>New Service Performance Criteria: End of Twenty-four Months</b>		
Less than 10%	Less than 5%	Provider may discontinue service.
10% or more	5% or more	Provider will continue service, with modifications if needed.
<b>New Service Performance Criteria: End of Thirty-Six Months **</b>		
Less than 15%	Less than 7%	Provider may discontinue service.
15% to 19%	7% to 9%	Provider may consider modifying and continue service.
20% or more	10% or more	Provider will continue service, with modifications if needed.

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

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

## Appendix B – Public Comments Received for FY 21-22 – Unmet Transit Needs

Comment	From	Specific Type	Service Area	UTN?
Unable to get a reservation with Camarillo Area Transit to the Farmer's Market on Saturdays.	Robin Hall	Complaint	CAT	Yes
Adolfo/Rancho Calleguas to Arneil/Ponderosa (within 2-hours of wanting to depart)	Michal B.	Service Hours	CAT	Yes
Adolfo/Rancho Calleguas to Camarillo Library (within 2-hours of wanting to depart)	Michal B.	Service Hours	CAT	Yes
Adolfo/Rancho Calleguas to E. Daily Drive (within 2-hours of wanting to depart)	Michal B.	Service Hours	CAT	Yes
To/From Carmen Drive and Fairway Drive	Adrian Rojas	Expanded Service	CAT	Yes
It would be great to have a stop at the Springville Senior Apartments.	Karen Sykes Aurthur	Operations	CAT	Yes
Kannan shuttle with more frequency and stop near Willow Elementary school	Anonymous	Frequency	Kanan Shuttle	Yes
Sequoia Ave to St. Rose of Lima Church (Pride/Royal) by 9:00 a.m. on Sundays	Monique OBeirne	Service Hours	SVT	Yes
Yes. Service on Sundays. And private Dial-A-Ride service to/from infusion centers.	Monique OBeirne	Service Hours	SVT	Yes
Westham Circle to Cinepolis Cinemas by 1:00 p.m.	Chris Collins	Frequency	TOT	Yes
To/From El Rio and Las Brisas to Newbury Park High by 8:00 a.m.	Eloda Linehan	Expanded Service	TOT	Yes
The thousand oaks transit times are not convenient. It would be more helpful to those of us who count on it to get to and from work, if it started earlier (like 5am) and ended a little later (like 7pm). It would also be more helpful if they ran more often versus once every hour or once every other hour. Specifically the 40, which goes up to the Dos Vientos community center. It would be nice if this bus came more often and started earlier. I live near the community center and work at Amgen, would be nice not to have to waste so much money on lyft/uber in the mornings and be able to take the bus instead.	Krisa	Service Hours	TOT	Yes
Santa Paula to Ventura Harbor at Noon	Maria Munoz	Expanded Service	VCTC	Yes
Direct Route From Newbury Park to Ventura Government Center	Sandra Saldana	Expanded Service	VCTC	Yes
To/From Fillmore and Santa Clarita by 8:00 a.m.	Anonymous	Inter-County	VCTC	Yes
Need service from Santa Paula to Venture	Charlene Combs	Existing Service	VCTC	Yes
Thousand Oaks to Ventura	Michael Weingarden	Existing Service	VCTC	Yes
East Ventura to Heritage Valley	Nina	Existing Service	VCTC	Yes
From Fillmore to Moorpark by 8:00 a.m.	Anonymous	Expanded Service	VCTC	Yes
From Fillmore to Moorpark by 8:00 a.m.	Anonymous	Expanded Service	VCTC	Yes
To/From Fillmore and Moorpark	Christina Villasenor	Expanded Service	VCTC	Yes
To/From Fillmore and Moorpark	Destiney Saint Pierre	Expanded Service	VCTC	Yes
To/From Fillmore and Moorpark	Harrell Moore	Expanded Service	VCTC	Yes
To/From Fillmore and Moorpark	Jennifer Hernandez-Munoz	Expanded Service	VCTC	Yes
To/From Fillmore and Moorpark (between 5:00 a.m. and 10:00 p.m.)	Juan De Haro	Expanded Service	VCTC	Yes
To/From Fillmore and Moorpark	Luana Barajas	Expanded Service	VCTC	Yes
To/From Fillmore and Santa Clarita	María	Expanded Service	VCTC	Yes
To/From Fillmore and Santa Clarita	Jennifer Hernandez-Munoz	Inter-County	VCTC	Yes
From Thousand Oaks to Big Sycamore Canyon Trail (Pt. Mugu State Park) twice daily	Nick Roberts	Inter-County	VCTC	Yes
Camarillo Metrolink to Ventura Transit Center by 8:00 p.m.	Denise Woods	Service Hours	VCTC	Yes*
I cannot take the bus from Camarillo to Ventura after 6:30 p.m.	Denise Woods	Service Hours	VCTC	Yes*
Oxnard College to Camarillo Metrolink by 9:00 p.m.	Anonymous	Service Hours	VCTC	Yes*
From Thousand oaks Transportation center To Camarillo by 6:50 a.m.	Michael Madrid	Service Hours	VCTC	Yes*
Later evening service on Highway 126 and Highway 101 routes.	Juan De Haro	Service Hours	VCTC	Yes*
Fillmore to Oxnard by 8:00 a.m.	Anonymous	Expanded Service	VCTC	Yes
Fillmore to Camarillo by 8:00 a.m.	Anonymous	Service Hours	VCTC	Yes
From Esplanade Mall to Oaks Mall by 1:00 p.m. on Sundays	Anonymous	Service Hours	VCTC	Yes
Instate the 101 corridor route on Sundays please.	Vicente Torres	Service Hours	VCTC	Yes

## Appendix C – Public Comments Received for FY 21-22 – All Other Comments

Comment	From	Specific Type	Service Area	UTN?
Make sure that it's clean and safe	Anonymous	Complaint	All Operators	No
Service is too infrequent, requires too many transfers, or is too slow to compete with a car in Ventura County. I love the stops that have "next bus" info!!! I don't know if that is available in an app for local transit. If not, I think it would be a great addition.	Kate Faulkner	Complaint	All Operators	No
When due to COVID # of passengers are restricted resulting in too frequent situations where I'm told to take the next bus, often even having to wait hours which doesn't work in time sensitive situations such as getting to work and appointments on time.	Kevin Brian Janeway	Complaint	All Operators	No
Drivers arguing with passenger re: his disability card.	Steven Sutler	Complaint	All Operators	No
May we have more service	Socorro Lanuza	Expanded Service	All Operators	No
Put smaller buses on the road and move larger vehicles to big cities.	Martha Villavicencio	General Comment	All Operators	No
I think you guys should have microwaves in your buses and a lil liquor store to buy alcohol and other things... Also alot of school kids go on the bus so it would be nice to have some kind of tutor on board or a lil skate park at the back of the bus with refreshments....just a few of my ideas cause the trips are kind of long thank you	Robert Ramirez	General Comment	All Operators	No
I wish the routes were straight through the principale streets and not go around so many streets.	Luis Ortega	Operations	All Operators	No
It seems to me that buses are too big for a small city and always go less d 10 passengers should put a smaller and bigger pass them to big cities asked for opinion no one gets angry as usually happens	Monique OBeirne	Operations	All Operators	No
Need Sunday service in Ventura County	Sigrid bremer	Service Hours	All Operators	No
From Downtown Ventura to Downtown Oxnard by 7:00 a.m.	James Bean	Rail	Amtrak	No
Train options are too limited - why no weekend options for Metrolink into LA or Santa Barbara??	Anonymous	Rail	Amtrak - Metrolink	No
Yes. Train tickets need to be FREE!	Jacob Novickas	Rail	Amtrak - Metrolink	No
unable to access dial a ride between Ventura and Oxnard	Anonymous	Complaint	GCTD	No
Bus drivers are inconsistent. Some enforce masks, others don't. Some let on people with leaky bags of recycling, while others wont let little old ladies on the bus without folding up their shopping carts. Some open the windows during travel, especially if capacity has been reached. Some let no more than 12 on the bus, while others...especially on the 6 and 16 have the busses loaded to as many as 20. Like I said, no consistency. It's hard for people to know and follow the rules if everyone has their own set.	Dawn Wilder	Complaint	GCTD	No
From Centerpoint Mall to Pacific View Mall by 1:00 p.m. on weekends	Anonymous	Existing Service	GCTD	No
From Oxnard to Channel Island Harbor in the afternoon and on weekends.	Anonymous	Expanded Service	GCTD	No
Rice and Latigo to CMH	Anonymous	Expanded Service	GCTD	No
Collection to Beach/Pier by 11:00 a.m.	lucy Cartagena	Expanded Service	GCTD	No
Oxnard Transit Center (OTC) to Beach/Pier by 1:00 p.m.	lucy Cartagena	Expanded Service	GCTD	No
From Ventura to Ventura pier/Harbor Blvd/Ventura Harbor midday/weekends	Marvin Lei	Expanded Service	GCTD	No
Miss the 21 coming every 30 minutes	Anonymous	Frequency	GCTD	No
I work early two days out of the week and it's impossible for me to get to work on time with the current bus schedule. I have to use Uber to get to work on those days which causes financial hardship. Additionally, since the bus routes were cut back in November, it takes far longer to get home. It takes me an hour and a half to get home via bus when it's only a 20 minute drive via car. This is due to fewer busses running per hour as well as the fact that there are not many busses running in the Port Hueneme area.	Lisa	Frequency	GCTD	No
Install bus stop on Victoria between Telegraph and Telephone.	Rosemary Molloy	Operations	GCTD	No
Saratoga and Telephone to CMH by 5:00 a.m.	Anonymous	Service Hours	GCTD	No
From Downtown Ventura to Downtown Oxnard by 7:00 a.m.	James Bean	Service Hours	GCTD	No
DAR to LA for Medical	Steven Sutler	Inter-County	GCTD - ECTA - LA ACCESS	No
Yea ask your drivers to watch the road i have been cut off a few times Thompson Bl and by the ventura mall	Steven J Martin	Complaint	GCTD - VCTC	No
East Ventura to Oxnard	Nina	Existing Service	GCTD - VCTC	No
From Oxnard to Ventura Harbor in the afternoon and on weekends	Anonymous	Expanded Service	GCTD - VCTC	No
Saticoy to Oxnard	Celia	Expanded Service	GCTD - VCTC	No
Oxnard to Ventura Transit Center at 9:00 a.m.	Dawn Wilder	Service Hours	GCTD - VCTC	No
From Ventura/Saticoy to Collection/north Oxnard midday and weekends	Marvin Lei	Service Hours	GCTD - VCTC	No
Simi Valley to Universal Studios (Hollywood) by 10:00 a.m.	sigrid bremer	Expanded Service	Metrolink	No
More trains to Burbank Airport	June English	Rail	Metrolink	No
East Ventura to Los Angeles on the weekends outside of the Amtrak schedule	Mark Mendelsohn	Rail	Metrolink	No
The transit service from western Ventura county to LA county during midday and weekends is basically nonexistent. Would be nice if metrolink operates during the weekends or if VCTC can operate busses to at least North Hollywood during midday/weekends to connect with LA Metro subways. The current transit service between western and eastern Ventura county is also very sporadic, with HWY 101 buses only operating once in two hours midday and no service on Sundays.	Marvin Lei	Expanded Service	Metrolink - VCTC	No
Carpinteria to Santa Barbara before and after business hours.	Butterfli O'Shea	Service Hours	MTD	No
Can service in Simi Valley?	Argelia Calles	Existing Service	SVT	No
The problem with Valley Express is that they have a lack of drivers constantly and those who have, use them to cover also the fixed route, when they are making fixed route (which almost no one uses because the schedules are very spaced and in the afternoon they do not have), No Dial-Ride service. Many times you call one to ask for service, they tell us they have nothing and it turns out that the drivers are standing waiting in the shopping center in vons or in front of the City Hall because they are not given any passengers	Anonymous	Complaint	Valley Express	No

Comment	From	Specific Type	Service Area	UTN?
Would be nice if Valley Express considered existing laws and other road users when they decide to park in the places most convenient to them without any consideration for others. But that won't happen	George Shaw	Complaint	Valley Express	No
A good start would be for drivers with passengers to actually stop at train tracks on 126.	Karl Ott	Complaint	Valley Express - VCTC	No
Do not allow people to sleep at the bus stop in Fillmore.	Teresa Zamora	Complaint	Valley Express - VCTC	No
The northbound Conejo Connection was often late at commute time, such that I gave it up and resumed driving.	Mark Mendelsohn	Complaint	VCTC	No
Hello thank you very good service in the future would be well a place to park and be able to travel on the bus to work and return to collect our car without problems and so also reduce pollution and traffic thanks happy new year	Anonymous	Existing Service	VCTC	No
Carpinteria to Ventura by 9:00 a.m.	Butterfli O'Shea	Existing Service	VCTC	No
Need to go to the Valley in Topanga, Woodland Hills for Doctors Appointment	Estela Castillo	Existing Service	VCTC	No
From Thousand Oaks to Ventura, Simi Valley, Moorpark between 8:00 a.m. and 5:00 p.m.	Gladys Beteta	Existing Service	VCTC	No
From Thousand Oaks to Santa Barbara County between 8:00 a.m. and 5:00 p.m.	Gladys Beteta	Existing Service	VCTC	No
Thousand Oaks to Santa Barbara	Michael Weingarden	Existing Service	VCTC	No
Ventura to Camarillo	Pat DeBattista	Existing Service	VCTC	No
Simi Valley to Beaches (Oxnard/Ventura) in the afternoon	Anonymous	Expanded Service	VCTC	No
Conejo Valley to Ventura/Santa Barbara on weekend mornings	Anonymous	Expanded Service	VCTC	No
Carpinteria to Ojai by 9:00 a.m.	Butterfli O'Shea	Expanded Service	VCTC	No
I live in Wood Ranch section of Simi. I'm a senior citizen. It's easier for me to take transportation to the SFV then to go from Simi Valley to Thousand Oaks. Nothing goes directly from Wood Ranch to Simi Malls. The walking paths, crosswalks, etc. in Wood Ranch are dangerous to use, so it's difficult to get to bus stops.	Jay Bloom	Expanded Service	VCTC	No
To/From Fillmore and Santa Clarita by 10:00	Luana Barajas	Expanded Service	VCTC	No
The service is excellent, it would be better if there was service until Los Angeles LAX I give you a good rating 100 %	Luisangel Cabrera	Expanded Service	VCTC	No
From the Warner Center to Ventura (Reinstate Conejo Connection)	Michael Dimaya	Expanded Service	VCTC	No
East Ventura to Ventura Beaches	Nina	Expanded Service	VCTC	No
Simi Valley to Beaches by 10:00 a.m.	Sigrid bremer	Expanded Service	VCTC	No
Simi Valley to Los Angeles by 11:00 a.m.	Sigrid bremer	Expanded Service	VCTC	No
Simi Valley to Santa Barbara by Noon	Sigrid bremer	Expanded Service	VCTC	No
To/From Wagon Wheel and UCLA School of Dentistry	Steven Sutler	Expanded Service	VCTC	No
To/From Malibu to Oxnard (Esplanade Drive) by 9:00 a.m./5:00 p.m.	Wm Kiefer	Expanded Service	VCTC	No
Does VCTC coordinate with other agencies to create a cohesive transportation system – General Plans, Short Range Transit Plans, etc.	Anonymous	General Comment	VCTC	No
I need to be able to track bus times at each stop.	Butterfli Oh	General Comment	VCTC	No
Are you considering electrification yet?	Sam Anderson	General Comment	VCTC	No
Simi Valley to Downtown LA	Anonymous	Inter-County	VCTC	No
Simi Valley to Malibu Beaches in the afternoon	Anonymous	Inter-County	VCTC	No
Conejo Valley to Downtown LA in the afternoon/evening	Anonymous	Inter-County	VCTC	No
Ventura Transit Center to Malibu Center/Point Dume	Bill Houston	Inter-County	VCTC	No
To/From Fillmore and Santa Clarita	Christina Villaseñor	Inter-County	VCTC	No
New Commuter Route Between Ventura Transit Center And Downtown Los Angeles, With Stops At Oxnard Espalade, Camarillo Station, and TO Transit Center.	Juan De Haro	Inter-County	VCTC	No
Ventura Transit Center to McBean Regional Transit Center (Santa Clarita) between 6:00 a.m. and 11:00 p.m.	Juan De Haro	Inter-County	VCTC	No
Thousand Oaks to Los Angeles County (Dodger Stadium, The Grove, Santa Monica 3rd Street, Venice, Culver City, Huntington Library, LA Zoo, Griffith Park, Universal Studios, Pantages, theater district, art district, etc.)	Michael Weingarden	Inter-County	VCTC	No
Can you go to ojai to Santa Barbara	Nara Rodriguez Rodriguez	Inter-County	VCTC	No
Add a stop at Patterson/Hollister (Goleta Cottage Hospital)	Samantha Ciriacks	Operations	VCTC	No
Wagon Wheel bus stop.	Steven Sutler	Operations	VCTC	No
Downtown Ventura to Goleta (West of Stork/Glen Annie) by 6:00 a.m.	Virgilio Cordero	Service Hours	VCTC	No
We are ready if you can put back coastal express 3:08pm bus Goleta to Ventura government center, Thanks.	wilfredo cruz	Service Hours	VCTC	No
Need more bike lanes throughout town	Anonymous	Bike	Ventura County	No
Bike ways without vehicular traffic	Jon Dettmering	Bike	Ventura County	No
Bike path on Henderson Rd. ends near Saticoy area. I would love to see the bike path be continuous.	Nadine Piche	Bike	Ventura County	No
DISCONNECTION and no Class 1 or Class IV bike transportation from East Ventura ESPECIALLY west to Ventura Harbor and beaches. Inadequate protected bike lanes from East Ventura to all other area destinations, such as Collection, Oxnard College, Port Hueneme, Santa Paula and Fillmore. HIGHLY DESIRE A FULL LENGTH CLASS 1 lane on north and south banks of the Santa Clara River from at LEAST Hwy 118 to the beach.	Nina	Bike	Ventura County	No