

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 FREEE! | 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 Villasenor | 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 |