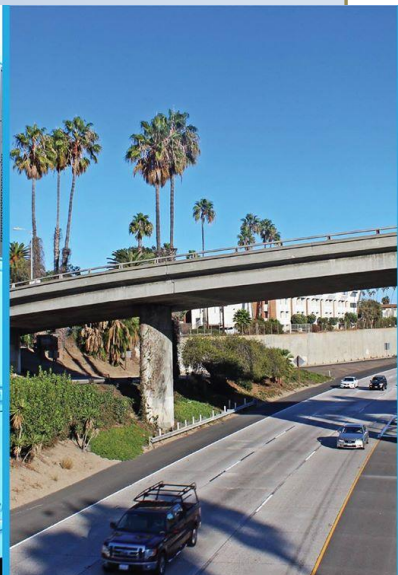


# FY 23-24 Transit Needs Assessment

Ventura County  
Transportation Commission



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## **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), 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 for general public service and/or 10 requests for service for disabled service). 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**

<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>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 Included in the Unmet Needs Process**

VCTC Intercity service does not utilize TDA Article 8 funds for non-transit purposes; however, service requests for the regional service it provides are included in the process. The Gold Coast Transit District (GCTD), City of Ojai and the City of Simi Valley do not utilize or claim TDA Article 8 funds for non-transit purposes and their service is not subject to the Unmet Transit Needs process.

### **Camarillo Area Transit**

Camarillo Area Transit (CAT) operates two fixed routes. One route runs seven days a week approximately every thirty minutes. The second route runs five days a week approximately every hour. The routes are within the city and run approximately 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. In addition, MCT provides senior DAR and ADA paratransit service Monday through Friday. The City of Moorpark contracts with Thousand Oaks to provide DAR services. MCT also operates an on demand microtransit program available Monday through Friday.

### **Thousand Oaks Transit**

Thousand Oaks Transit (TOT) operates five fixed routes, with service Monday through Saturday. The routes are within the city and run approximately every hour with some variations on Route 44. 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. The Valley Express Bus & Dial-A-Ride service was implemented in March 2015 with service modifications taking effect in 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 intercity bus network that operates primarily within Ventura County, with service also extending into Santa Barbara. VCTC Intercity currently operates six fixed lines that provide inter-city service between, 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**

Metrolink is now operating 20 weekday trains through Ventura County (prior to the pandemic, it operated 16 weekday trains) and one round-trip Saturday train. 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 six stations including Ventura Downtown/Beach, 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 2023-2024 Unmet Transit Needs process was held between December 12, 2022 and February 4, 2023 with all comments collected throughout the year also 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. VCTC hosted three county-wide virtual community meetings and a virtual public hearings.

A total of 194 comments were received for the Fiscal Year 2023-2024 Unmet Transit Needs process which is more than in the previous Fiscal Year 2022-2023 period. This year, 34 surveys were submitted which is less than previous years. However, through a combination of email, phone, community meetings, social media and the Comprehensive Transportation Plan (CTP), 124 individual respondents provided comments.

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## Chapter 5: Transit Needs Assessment & Findings

### Unmet Transit Needs Analysis

Throughout the year and during the public comment period, VCTC received a total of 194 comments through the online survey, social media posts, email, phone calls, CTP, and as public comments that were received at the virtual community meetings and Public Hearing. Many of the comments received were about general increases in service, general comments/complaints about existing bus service, city planning, or transit 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.

While the assessment did not find any requests that met the 15-comment threshold, it is notable that service between Fillmore and Moorpark garnered 11 comments, service between Fillmore and Santa Clarita received six comments, restored service to Woodland Hills received four comments, and a petition for a bus stop in Camarillo at Sage services was also submitted. Despite falling short of the comment threshold, these responses demonstrate a noteworthy level of interest from the public for service. Service to Woodland Hills is expected to be restored in Summer 2023 if there is enough staff to support it. Restoring pre-pandemic VCTC Intercity service levels has been the priority for the service and efforts to increase service will be considered once service has been restored.

Although service to Santa Clarita is not technically an Unmet Transit Need as the request is for service into LA County, VCTC staff has continued to plan for a scenario to bring the service forward as a potential partnership with Santa Clarita Transit. This has been a top requested service improvement over the last several years. Fleet capacity and needs, route costs, sufficient labor and route configuration are issues to be addressed as part of the planning process for this service.

Additionally, a petition for a new bus stop in Camarillo was received by SAGE services, who provides services to people with developmental disabilities. The service stop requested is deemed to not be operationally feasible with VCTC Intercity Service and not considered a UTN because it is a bus stop. VCTC met with SAGE staff and discussed other options for service to the area which included the availability of paratransit service and CAT service. This petition is helpful, though it is hard to gauge how many of the signees would utilize the service.

Service between Fillmore and Moorpark is routinely one of the most requested services VCTC receives through the Unmet Transit Needs process and fully within Ventura County, including this year where it was the most requested comment received during the public participation process. To address this

continued demand, VCTC staff applied for and was awarded a grant for Congestion Mitigation and Air Quality (CMAQ). The initial planning stages for service have begun to the approximate 15 mile (each direction) identified service area. The proposed route will provide service to an area that has been unserved, resulting in a substantial reduction in travel time. The new service will run daily, on average, passengers can expect to save nearly two hours on a one-way trip. This improvement will greatly benefit current transit riders, and is expected to attract new passengers as well. It is expected that service will begin in the Spring 2024.

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, including increased Metrolink and Pacific Surfliner service into Ventura County and Santa Barbara.
- Varying improvements to the VCTC Intercity service
- Varying improvements to the Gold Coast Transit District 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 several 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 Transit 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.

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 FY23-24 - Unmet Transit Needs**

Comment	Specific Type	Service Area
Service between Fillmore to Moorpark Metrolink to meet up with the current train schedules	Expanded Service	VCTC/Valley Express
Service between Fillmore to Moorpark Metrolink to meet up with the current train schedules	Expanded Service	VCTC/Valley Express
Service between Fillmore to Moorpark Metrolink to meet up with the current train schedules	Expanded Service	VCTC/Valley Express
Service from Moorpark to Fillmore on the weekdays	Expanded Service	VCTC/Valley Express
Service from Moorpark to Fillmore on the weekdays	Expanded Service	VCTC/Valley Express
Service from Moorpark to Fillmore on the weekdays	Expanded Service	VCTC/Valley Express
Service between Fillmore and Moorpark College to attend classes. A small public engagement event meeting with students/staff at One Step in Fillmore biggest request was a connection to Moorpark College. I talked to them about how it would be difficult to walk or bike from Fillmore to Moorpark College. They said they have would like to take public transportation there as many of them don't have cars but public transportation can take 3 hours vs driving is 25 minutes. I told them about the VCTC Comprehseive study, a few of them said they have participated in surveys and used the online tool that was up previously regarding desired routes.	Expanded Service	VCTC/Valley Express
Service from Fillmore to moorpark in general, but specifically to Moorpark train station to meet up with the current train schedule.	Expanded Service	VCTC/Valley Express
Service from Santa Paula/Fillmore to Moorpark during the day	Expanded Service	VCTC/Valley Express
Service from Fillmore to Simi Valley during the day for various activities.	Expanded Service	VCTC/Valley Express
Service from Fillmore to Thousand Oaks via Moorpark	Expanded Service	VCTC/Valley Express
Service between Fillmore/Piru to Santa Clarita	Expanded Service	VCTC
Service between Fillmore/Piru to Santa Clarita	Expanded Service	VCTC
Service between Fillmore/Piru to Santa Clarita	Expanded Service	VCTC
Service from Fillmore to Santa Clarita/Valencia during the day for various activities.	Expanded Service	VCTC
Service from Fillmore to Santa Clarita in the mornings and evenings for work and	Expanded Service	VCTC
Service from Ventura Transit Center to Santa Clarita/Newhall anytime between 5am-11PM	Expanded Service	VCTC
A bus route to be added to the general area of Del Norte Rd and Central Ave in Camarillo, CA. SAGE servers persons with developmental and intellectual disabilities throughout Ventura County and a big part of their goals if mobility training via public transit to teach and expand independence. Between persons served and staff within SAGE, we have close to a 1000 people who could utilize the bus system. Having a bus stop local to our place of business allows persons served to attend person centered activities, skill building opportunities, and expands their independence with public transportation.	Expanded Service	CAT
Need a long term plan for service to visit SAGE in Camarillo to serve community members with intellectual and developmental disabilities (I/DD) trying to get to regional program services. Including the needs of those with I/DD on your next needs assessment.	Expanded Service	CAT
Service from Fillmore to the Antelope Valley	Expanded Service	VCTC
Service from Fillmore to Val Verde during the the mornings and evenings for work and school.	Expanded Service	VCTC
Service from Thousand Oaks Mall to Thousand Oaks Arts Plaza on Sunday to get to work.	Expanded Service	TOT
Service to Ventura Metrolink Station during commuter hours	Expanded Service	VCTC
Restore the Conejo Connection Service to Woodland Hills from Camarillo. I used to ride the VCTC bus back and forth between Camarillo and Warner Center almost every day.	Expanded Service	VCTC
Better connections to Metrolink stations from Fillmore, there is an existing bus line that can get to Ventura but it takes a really long time.	Expanded Service	VCTC
Service from Oxnard Transportation Center to San Fernando Valley (Woodland Hills) during day hours for shopping and tourism.	Expanded Service	VCTC

**Appendix B - Public Comments Received for FY23-24 - Unmet Transit Needs**

Service between Oxnard Transit Center to Woodland Hills during commuter hours arriving at 6am and returning home at 4pm. Reinstate Conejo Connection.	Expanded Service	VCTC
Service from Fillmore to Ventura Metrolink Station arriving at 7:10am and a return trip in the afternoon after 6pm to travel to and from school.	Expanded Service	VCTC
Service between Thousand Oaks and Burbank at anytime throughout the day	Expanded Service	VCTC
Very satisfied with the service. Reinstate service from Thousand Oaks to Woodland Hills	Expanded Service	VCTC
Use the TAP card in Ventura County to provide better interoperability with LA County services and Metrolink, while reducing the costs of maintaining a proprietary transit payment system.	Comment	VCTC
Bus Rapid Transit build out and operation should be prioritized to give people a quick and easy way to navigate our major corridors.	Expanded Service	VCTC
Service from Ventura County to the Point Mugu naval air base at least once or twice a day for active-duty personnel to get around the county. The #2 largest employer in the county should have public transit access.	Expanded Service	VCTC
Service to the Ventura Harbor throughout the day for recreational use at multiple locations throughout the Harbor area.	Comment	VCTC
Service from Ventura to Malibu through the PCH throughout the day.	Expanded Service	VCTC
Service is great. I have used it a couple of times for fun. I would use it more if it traveled farther than Warner Center, like to UCLA or DTLA.	Expanded Service	VCTC

**Appendix C - Public Comments Received for FY23-24 - All Other Comments**

Comment	Specific Type	Service Area
Service in Camarillo should have a Dial A Ride that is easier to use and schedule. An app would be ideal instead of the call center that is currently used. I had to buy a car recently after moving to Camarillo because it was difficult to schedule a ride. What use is a dial-a-ride service that is often unavailable.	Operations	CAT
Fixed Route service in Camarillo with more frequency and improved coverage of the city	Expanded Service	CAT
Need a short term plan for transportation for the lack of public transportation to SAGE. My sons will not be able to drive and due to their disability and will rely on public transportation. Currently the only transportation that works for them is HopSkipDrive, a very expensive ride share service. Public transportation is complicated, time intensive, and requires substantial walking	Operations	CAT
A fee waiver for Dial A Ride in Camarillo for people served by local regional center. Currently Dial A Ride is cost prohibitive. People that are served by the regional center live in abject poverty. Using 10% of your budget on one outing is unacceptable. I have two children with I/DD served by our local regional center. Regional centers do not provide funding for community-based transportation..	Fares	CAT
Service in Camarillo using fixed route with ample times for travel throughout the city that does not require me to use Dial A Ride and plan ahead.	Frequency	CAT
Service in Camarillo to intergrate better with Oxnard/Ventura to reduce travel times	Expanded Service	CAT-VCTC
Service between Camarillo Outlets to Camarillo Hospital on weekends for shopping	Service Hours	CAT
Service in Camarillo with connectivity on fixed route	Expanded Service	CAT
Camarillo needs a bus service. The DAR service doesn't work well for seniors anymore.	Comment	CAT
Service for an express from downtown Ventura that runs down Thompson, takes a left onto telephone, a right on Victoria, gets on the 101 south, on and off at Vineyard and stops in front of the Walmart on Rose Ave. now, just from Victoria and Telephone. You could stop at only major lights or have the express get on the 101 south at Telephone. The first proposal better connects Ventura to Oxnard and would help facilitate greater ridership and cut down on congestion and climate change	Expanded Service	Gold Coast
Service between Oxnard and Camarillo. Gold Coast Transit service should be extended with a few lines into Camarillo. This would make sense from a geographic perspective. Camarillo can then cut back its clunky and half-useless dial-a-ride for ADA and seniors only. They might even be able to improve it with a smaller base. The rest of us will enjoy regular 30, 45, or 60 minute service along fixed routes some of which go to Ventura and Oxnard.	Expanded Service	GCT
Service between Pacific View Mall to Ventura harbor	Expanded Service	Gold Coast
Service between Saticoy to Oxnard esplanade. Current connecting routes require taking two buses about 1-1 1/2 hrs to get to Oxnard. The new development on wells that could also benifit Oxnard grom a more direct route.	Expanded Service	Gold Coast
Combine Ojai trolley into Gold Coast.	Operations	Gold Coast
Service in the Ventura keys and Pierpont. Very unsettling that there is not bus service in the keys and pierpont area. Please look into it. Lisa Mechanick	Expanded Service	Gold Coast
A new bus stop on Victoria Avenue closer to Telegraph. Ideally, it would be at the corner of Woodland and Victoria. I live at SO-FI Apartments and ride the bus almost daily. Coming from say, Telephone Road, I have to get off at Victoria and Telegraph, cross very congested Telegraph, then Victoria itself. Coming from the Transit Center, I still have to cross Victoria. I am 86 and sold my car two years ago. Several times, I've almost been hit	Expanded Service	Gold Coast

### Appendix C - Public Comments Received for FY23-24 - All Other Comments

I am appreciative of the bus service In Ventura. The fact that I can ride free is such a boon; almost every day, I take it to shop, visit friends, or keep appointments. To top it off, the drivers are virtually all courteous, helpful, and welcoming. The access Van is wonderfully convenient, too, of course. Thank you!	Comment	Gold Coast
I greatly appreciate the bus and Access Van service and use it almost daily—for free because I'm over 75. This is a great help to me and I certainly have no complaints.	Comment	Gold Coast
Service in Pierpont area of Ventura. A bus stops along the route for daughter to take to Ventura High School. Sidewalks are so narrow. There are no bus stops along the route, and daughter needs to walk up Seaward from Harbor to Main St. in the AM, and then back down again in the PM.	Expanded Service	Gold Coast
It would be wonderful if a stop on Victoria, midway between Telephone and Telegraph could be added. I realize it's a very busy area, so maybe it's not possible, but please consider. Thank you.	Expanded Service	Gold Coast
A bus stop in the Pierpont area for students to get to Ventura High School without having to be on the dangerous road. There was a traffic accident there where a student walking to school on Seaward was killed (Mar 2020?) because the sidewalks are so narrow. There are no bus stops along the route, my daughter needs to walk up Seaward from Harbor to Main St. in the AM, and then back down again in the PM.	Expanded Service	Gold Coast
I use GCT route 19 to attend dr appointments at Magnolia clinic. This route has longer wait times, the other routes run well. I use transit everyday I don't know how to drive and it is more economical. Thank you for good service.	Operations	Gold Coast
Service from Ventura to the VA Clinic for medical appointments	Expanded Service	Gold Coast
Service from Oxnard Transit Center to Downtown Ojai Park & Ride anytime between 6AM-11PM to attend school and recreational activities	Expanded Service	Gold Coast
Service from the Ventura Transit Center to Foothills during the day for recreational activities. Adding a stop on Victoria between Telephone/Telegraph	Expanded Service	Gold Coast
Safety Concern on bus stop off of Highway 33 in Castias Springs. Last bus stop on Nye Rd. Ramp exit is dangerous due to location and puts me up against the weeds a brush/fence too close.	Comment	Gold Coast
Express Service between Oxnard Transit Center and Downtown Ojai. Stops at the Esplanade, Ventura Transit Center, Downtown Ventura, Casitas Springs, Oak View, and Mira Monte	Expanded Service	Gold Coast
Service from Ventura (Harbor Blvd) to Naval Base in Port Hueneme arriving at 7am for work	Expanded Service	Gold Coast
Service to Santa Paula Branch Trail Weekend Service	Expanded Service	VCTC/Valley Express
Expanded hours on Intercity and local routes.	Frequency	VCTC/Valley Express
Add service to Rio Vista School in Fillmore stop closer to 2:30. Kids get out at 2:25, not 3:00.	Service Hours	Valley Express
Service from Santa Paula High School to Sant Clara Valley Boys and Girls Club after school starting at 4:00pm and later. Currently youth are walking to the site in the rain, traffic, and loose dogs because there is no service.	Service Hours	Valley Express
Service from Santa Paula High School and Isabel Middle School to Sant Clara Valley Boys and Girls Club starting at 2:50pm and later. Currently youth are walking to the site in the rain, traffic, and loose dogs because there is no service.	Service Hours	Valley Express
Service in Santa Paula to make routes with less loops and better bidirectional service	Expanded Service	Valley Express
A new bus stop close to Tri-Counties Regional Center Office at 970 W. Ventura Street in Fillmore on the McDonald's side for disabled students.	Expanded Service	Valley Express
Service in Villa Arroyo in Moorpark with more frequency during the day.	Frequency	MCT
Service from Villa del Arroyo in Moorpark to Thousand Oaks Community Center arriving at 8am to do volunteer work.	Expanded Service	MCT
Service from Thousand Oaks to Burbank at anytime	Expanded Service	TOT



### Appendix C - Public Comments Received for FY23-24 - All Other Comments

Service from the Canoga station to Thousand Oaks Transit through out the day for recreational activities.	New Service	TOT
Combine Kanan shuttle to Thousand Oaks.	Operations	TOT
Service between Lang Ranch (northeast T.O.) to the Promenade (southeast T.O.) in a streamlined route that is more direct and efficient on time	Expanded Service	TOT
Metrolink tickets are confusing/hard to buy	Comment	Metrolink
Increase the current frequency and connectivity to local transit of the rail in Ventura County during the week for students of CSUCI and employees (weekends would be beneficial for leisure as well).	Frequency	Metrolink
Extend service Southbound on Metrolink into Camarillo during the day and not just during peak commute times for students and employees to connect to campus. Last semester we had around 3K parking permits sold. Our transit ridership is also improving, we saw an increase last semester from 400 to 600 student ID's being activated for use on the VC bus system, showing that our community is willing to take transit when good options are offered to them	Frequency	Metrolink
Additional times on Metrolink from LA Union Station to Moorpark on Sunday. Currently have to take train to Santa Clarita to take a later train (5:25pm) back from LA because latest train to Moorpark leaves LA at 3:13pm.	Frequency	Metrolink
The entire train route from LA Union Station to Ventura should be double track to facilitate regular (once every hour) service in both directions between Simi, Moorpark, Somis, Camarillo, Oxnard, and Ventura.	Expanded Service	Metrolink/LOSSAN
More frequent trains.	Frequency	Metrolink
Service between Moorpark College to Chatsworth Metrolink later in the evening. There is no way to get there after 5:47PM with Public Transportation. Best time is 6:15PM @ Moorpark College to get to Chatsworth around 6:50PM.	Frequency	Metrolink
Resume the commuter train from Santa Barbara to Ventura. Before the pandemic there was an early commuter train but now the earliest northbound train arrives a little before 10am which is too late for most workers who commute. This train would greatly help us commuting northbound, especially with the construction to the 101.	Operations	LOSSAN
Service with from Ventura to Santa Barbara during commuting hours morning 8:30am and return from Santa Barbara to Ventura at 5:15pm using Amtrak/Metrolink.	Expanded Service	Metrolink/LOSSAN
More frequent Service using the train from Los Angeles to Camarillo in order to travel to CSUCI. The schedule is geared towards LA super commuters, which makes it difficult for students to work into their daily commute, even if they live along the route. Would love to see better frequencies like the ones seen on other ML routes. A schedule better aligned with the 97 VCTC bus route to encourage transit ridership where a super majority drive to campus.	Frequency	Metrolink
Service from Ventura to Santa Barbara in the morning for work to arrive between 6am to 7pm. Service back from Santa Barbara to Ventura at 3:45pm and 4:45pm using Amtrak/Metrolink service	Expanded Service	Metrolink/LOSSAN
Service between Ventura to Santa Clarita on the Santa Paula Branch Line for Regional Rail Service. Double Tracking and new track would be required and run under Metrolink	Expanded Service	Metrolink
Service from Camarillo to Goleta arriving between 5:30am-6am and returning between 4:00pm and 5:30pm using Amtrak/Metrolink	Expanded Service	Metrolink/LOSSAN
Metrolink need increased capacity and connectivity	Comment	Metrolink
Service in Ventura County/Camarillo into LAX for travel. With Santa Barbara serving LAX with the Santa Barbara Airbus it is quite a disappointment to not have a similar option from Ventura County. Metrolink is a very circuitous way to LAX and as scheduled and takes 2 hours and 30 minutes from Camarillo which is about an hour and 30 minutes more (both assume no traffic). With the unreliability of Uber and the demise of many van shuttle services I would hope the county could at least link in via Van Nuys or operate their own service or partner with Santa Barbara.	Expanded Service	VCTC
Service from Thousand Oaks to LAX at anytime.	Comment	VCTC
Service between Thousand Oaks and LAX at anytime throughout the day	Expanded Service	VCTC

**Appendix C - Public Comments Received for FY23-24 - All Other Comments**

Service from Thousand Oaks to local airports for seniors using a shuttle	Comment	VCTC-Metrolink
Bus stop visibilty needs to improve - Signage and Shelter help	Expanded Service	VCTC
Bus stop visibilty needs to improve - Signage and Shelter help	Comment	VCTC
Improved signage at bus stops to be able to tell easily and clearly bus stops and times	Expanded Service	VCTC
Shelters with benches at all stops to make traveling with groceries easier.	Comment	VCTC-Metrolink
More bike racks at stops	Bike	All
Improved bike Lanes on Los Posas with protection from the vehicles traveling on road.	Comment	CAT
Last Mile Service - ebike or escooter rentals	Comment	All
Separate Bike, Car, and Pedestrian Lanes	Road Planning	CAT
Curb ramps on sidewalks are too steep	General Comment	CAT
We should discourage single occupancy vehicle use	Comment	All
New shade trees for streets with roots that grow down so that the sidewalks do not become dangerous with stumps	General Comment	CAT
New shade trees for streets with roots that grow down so that the sidewalks do not become dangerous with stumps	General Comment	CAT
Dedicated bike lanes on the Camarillo Metrolink overpass for pedestrian and bike safety.	Comment	VCTC
Improvement on bike lane safety from vehicles throughout the county	Comment	VCTC
Signage for Metrolink station with times for buses/trains	Comment	VCTC
Make Camarillo Pedestrian Friendly - Old Town	General Comment	CAT
Make Downtown Oxnard pedestrian friendly, rezone it. There should be an area like the one on Main st. in Ventura. Which allows people to stroll through	General Comment	GCTD
Need to redirect vehicle traffic to roads	General Comment	VCTC
Too Many Parking Lots. Make them into parks and bike lanes.	General Comment	All
Need to improve storm drains	General Comment	CAT
Include intentional outreach.	Comment	All
Create a bike sharing service.	Comment	VCTC
Taxi Stands at major destinations.	Comment	All
Ensure different transit agencies do not duplicate service.	Comment	All
More marketing on transit.	Comment	All
Improve on time preformance on all bus routes, constantly late to school. Times are unreliable	Comment	VCTC
There should be one timetable and one ticket system county-wide. End the strict separation of services with different ticketing and scheduling.	Comment	All
Senior Citizen fare should be free/subsidized. A grant should be pursued to fund free senior citizen fares. The younger population may have more funds available to them from parents/caregivers and may be more able to find jobs than the senior population. This would do a lot to overcome mobility challenges seniors have in the County.	Fares	All
Improve on the outreach and visibility of the current service to reach the public better	Comment	All
Schedules are confusing, make them easier to understand	Comment	VCTC
Car infrastructure funds should be diverted to other things	General Comment	All
Roads to Somis Nut House are gravelly, they should be fixed	General Comment	VCTC
Designing and Building Streets for Pedestrians and Bikes	General Comment	All
Sidewalks need to be cleaned when streets are cleaned	General Comment	All
Need Safer bike lanes. Please create grade seperated bike lanes	General Comment	All
Extend the college Ride Promotion to include Cal State Northridge.	Fares	VCTC
On my part the service is great. I want to thank everyone working in transportation	Comment	All
Excellent service. I just get scared when people get on that talk to themselves and look mentally unstable.	Comment	All
No service requests because I have have my own car.	General Comment	All
Great Service	Comment	All

**Appendix C - Public Comments Received for FY23-24 - All Other Comments**

Increase outreach to colleges, local community and neighborhood groups, and participate in more events where community members gather.	Comment	All
Publicity for Public Events - I suggest community brochures	Comment	All
uber/Lyft subsidy programs to have something in the short term if the regular bus route does not work for travel	Comment	VCTC
Create a peak hour shuttle services or carpool systems	Comment	VCTC
Have fewer stops on the Highway 101 route 50 schedule, perhaps only one stop per city to make the trip from Ventura to Thousand Oaks quicker.	Operations	VCTC
VCTC a pleasure to ride, and even though I used them recently for jury duty they are far too infrequent to be of use on a permanent basis. A few of the lines offer service late into the evening (even more should do so). Increase frequency of service of VCTC buses better connections with other systems—at least every 60 minutes	Frequency	VCTC
Add a bus stop (MTD bus stop# 454) in Carpinteria tech park for all VCTC coastal express buses which runs in the route Southbound from Santa Barbara .	Operations	VCTC
Express Service between Ventura and Camarillo to get to work	Expanded Service	VCTC
Express Service between Ventura and Camarillo to get to work	Expanded Service	VCTC
Service between Camarillo to Thousand Oaks for extracurricular activities throughout the day/evening. Adding other stops than the Oaks Mall and TO Transit Center	Expanded Service	VCTC
Service from Cottage Hospital going Southbound to Ventura that leaves @ 07:30pm or 07:35pm for work. I work at Cottage Hospital but most of the 12 hour day shifts end @ 07:30pm. The last bus that leaves Cottage Hospital is at 07:15. I have many coworkers who live in OX and commute to SB during these hours that would take the later bus if the current time was moved from 07:15pm to 07:30pm. Or 07:35pm.	Service Hours	VCTC
Resume service at Mission & De La Vina at 9:15 am for classes at the Braille Institute that have resumed. Our classes start at 10am, currently bus drops off at 10:15am. I would appreciate it and all other students from Ventura. Thank you for your consideration.	Service Hours	VCTC
Service from cottage hospital at 7:35pm because I work there and commute. The bus would help me out. I know it would help a few of my coworkers out, too. Thanks.	Service Hours	VCTC
Add a bus that leaves Cottage Hospital at 07:35pm to get home after work. Unfortunately, my work schedule makes it difficult for me to make it to the 7:15pm. This will greatly help me and I know others that will also benefit.	Service Hours	VCTC
Service from Fillmore on the weekends at a earlier time, and a later one returning to Fillmore at night on the 126.	Service Hours	VCTC
Service to Todd Road Jail in Santa Paula. Can add a stop to the current 126 VCTC route	Expand Service	VCTC
Service between Moorpark College and Galena Ave and Cochran Bus Stop to close the large gap between 10:27am and 1:42pm. Suggestion that the 70 that arrives to Moorpark College at 1:13PM go an extra 3 miles to Galena Ave Bus stop.	Frequency	VCTC
Reinstate the 6:40 AM bus from the Ventura Government Center to Santa Barbara. I work for the Santa Barbara County Public Health Department (8am to 5pm) and have been taking the Vista bus from the Government Center in Ventura to the SB County Complex for the past 7 years. The new schedule has eliminated the 6:40 stop at the Gov. Center, and has been replaced with a new 6:40 stop at the Ventura Transit Center.	Service Hours	VCTC
Add a stop at the Ventura transit Center for the bus that departs the SB County Complex (5:15). Currently bus does not stop at the Ventura Transit Center, just the Gov. Center, leaving me stranded at the Gov. Center with my car at the Transit Center from having to drive over in the AM. I'm requesting that you reinstate the 6:40 stop at the Gov. Center so that I can continue to take the bus to and from work from the Gov. Center. I'm writing to you on behalf of myself, and others that work for the County of Santa Barbara and the City of Goleta that have the same issue.	Service Hours	VCTC

### Appendix C - Public Comments Received for FY23-24 - All Other Comments

A bus stop at Turnpike & Hollister Avenue in Goleta to serve the SB school district employees of San Marcos High School on the 6:16am #85-c bus from the Ventura Government Center. Presently Bus #85-C drops off at SB county complex (Honor Farm Road/Camino Del Remedio). The walk from this bus stop to San Marcos High School is far and very unsafe due to no sidewalks on Calle Real and having to cross a busy freeway bridge. The next bus stop after that is on Patterson Avenue. The bus enters the freeway at Turnpike only to exit on Patterson. If the bus continued straight on Turnpike instead of entering the freeway and stopped at Turnpike and Hollister (across the street from San Marcos High School) it would stay directly on the path to the Patterson bus stop. This particular 85C bus makes a stop at Carpinteria Tech Park (Via Real / Mark), no passengers get off or on. 18+ commuters	Expanded Service	VCTC
A bus stop closer to Turnpike & Hollister Intersection to ride on Bus #89 in the afternoon Southbound from Goleta to Oxnard). Currently, Bus #89 drives by San Marcos High School at around 4pm (on Hollister) and turns left at Turnpike on its way to the SB county complex bus stop (Honor Farm Road/Camino Del Remedio) so this bus would not drive off course either if a bus stop was added at Turnpike.	Expanded Service	VCTC
Service from Santa Paula to Oxnard	Expanded Service	VCTC
Service between Oxnard and CLU possibly adding to the route 50 schedule. Im going to be attending CLU and I live in Oxnard. Having a bus route that takes you directly to TO or CLU would be a pretty good idea.	Expanded Service	VCTC
Service between Carmen Plaza and Oxnard (Collection) arriving in the afternoon	Frequency	VCTC
Service from Ventura to Piru and back to access trails and recreational activities.	Expanded Service	VCTC
Service on the CSUCI route moved/added to the Oxnard Transit Center to connect better with other routes/modes of travel	Expanded Service	VCTC
Service from Oxnard Transportation Center to Thousand Oaks Mall for shopping	Expanded Service	VCTC
Service from Pacific View Mall in Ventura to Santa Barbara MTD to arrive Mid Day (12:00pm) to work	Frequency	VCTC
Service from Pacific View Mall in Ventura to Santa Barbara MTD with more frequency in the afternoon for recreational purposes	Frequency	VCTC
Service from Santa Barbara straight to the Government Center in Ventura without	Comment	VCTC
Service from Santa Paula to Ojai	Expanded Service	VCTC
Service on the VCTC Cross County Limited Line 77 to the Chatsworth Metrolink for better connections to LA County	Expanded Service	VCTC
Service from Ventura, Oxnard, Camarillo to Thousand Oaks to make connections	Expanded Service	VCTC
Bus Service between Thousand Oaks Transit Center and CSUCI via Lynn Rd/Potrero Rd	Expanded Service	VCTC
Service between Simi Valley and Thousand Oaks Transit Center via Madera Rd/Olsen Rd/Lynn Rd to be able to visit Presidential Library and Cal Lutheran University)	Expanded Service	VCTC
Service from Newbury Park to Moorpark College during the day for school	Expanded Service	VCTC
Service from Camarillo (2700 Ponderosa) to Simi Valley Super Walmart anytime for shopping	Expanded Service	VCTC
Service from Camarillo (2700 Ponderosa) to Moorpark Super Walmart anytime for shopping	Expanded Service	VCTC
Service from Camarillo (2700 Ponderosa) to Oxnard Beach	Expanded Service	VCTC
Service from Camarillo (2700 Ponderosa) to Ventura Beach	Expanded Service	VCTC
Service from 231 La Canada Ave in South Oxnard to Camarillo Public Library	Expanded Service	VCTC
Service between Chatsworth Metrolink to Moorpark College to Camarillo or Thousand Oaks	Expanded Service	VCTC
Increase the frequency Camarillo transit travels between trips, currently takes too long.	Frequency	CAT
Include in your transit plan for the future a rail line from ventura to santa clarita, CA	Expanded Service	Metrolink/LOSSAN
Service to Burbank Airport leaving from a Ventura County Metrolink station. The train will get you there, but not until 9 a.m. An earlier train available for Burbank or a "Fly Away" type of bus from the Metrolink station for Burbank.	Expanded Service	Metrolink

### Appendix C - Public Comments Received for FY23-24 - All Other Comments

Service to LAX Airport leaving from a Ventura County Metrolink station. A "Fly Away" type of bus from the Metrolink station for LAX.	Expanded Service	Metrolink
Increased amount of bike lockers throughout the county. Security for parked bicycles.	Comment	VCTC
Provide integrated and seamless travel connections between modes	Comment	All
Reduce transit travel times, making them more competitive with private auto travel	Frequency	All
Multimodal trip options to access key destinations. Future adaptive reuse and redevelopment.	Comment	VCTC
Consider incorporating 1-2 "express" routes on freeway, similar to what exists in Santa Barbara.	Comment	VCTC
Headways of no more than 1 hour for intercity services and 20 minutes for local services from 6am-10pm. In terms of coverage, ideally 75% of trips should be capable of being made with a combination of transit and 0.5 miles of walking.	Frequency	All
Ventura County is uniquely positioned to be a transit innovation hub given our size and location.	Comment	All
Expanding county and local bus service so that people have other options than driving.	Expanded Service	All
Protected/separated bike paths between every city in Ventura County, biking could be as fast as driving during rush hour.	Comment	VCTC
converting some Ventura County freeway lanes to bus-only and carpool-only lanes during rush hour.	Comment	VCTC
Creating freeways to toll lanes during rush hour. This is a proven way to reduce traffic.	Comment	VCTC
Transit in the county should be operated by one service provider. Should ban individual cities from running independent services. This will bring operational improvements, integrated transit coordination, and a better transit experience.	Comment	VCTC
Service from Piru to Ventura to make the trip a more direct route to get groceries, go to the doctor, dentist, etc. It currently takes 2 hours.	Expanded Service	VCTC