

FY 2024-25 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?

In 2014, the Commission established a definition for Unmet Transit Needs, with explicit examples to align with the Transportation Development Act (TDA) guidelines, which are more specific than the broader public perception. This definition includes a clear benchmark for "substantial" community support, with 15 requests needed for general public service and 10 for services aimed at the disabled community.

Building on this foundation, in 2023, the Commission refined the definition of Unmet Transit Need to bolster our dedication to advancing the UTN process, particularly for those in disadvantaged areas. By adopting the Median Household Income (MHI) standard for a low-income threshold, the Commission aims to not just maintain the 10 and 15 comment thresholds but to prioritize improvements that meet these criteria while giving special attention to requests from low-income areas that might fall below this threshold. Additionally, for comments that meet the 10 or 15 comment threshold but are considered "Unreasonable to Meet," the agency tasked will pledge to evaluate the proposed service and explore funding for a pilot. Furthermore, the timeline for assessing passenger per hour performance has been increased from 36 to 60 months, endorsing a more comprehensive approach to evaluating new service efficacy over an extended period.

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
Equity	The proposed service will not cause reductions in existing transit services that have an equal or higher priority	Measures: Vehicle revenue service hours and revenue service miles. Criteria: Transit vehicle service hours and miles will not be reduced on existing routes to fund the proposed service
Timing	The proposed service is in response to an existing rather than future transit need	Criteria: Proposed service is in response to an existing rather than future transit need; based on public input
Feasibility	The proposed service can be provided with the existing fleet or under contract to a private provider	Measure: 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?
Feasibility	There are adequate roadways to safely accommodate transit vehicles	Measure & Criteria: Route inspection to determine adequacy of infrastructure to accommodate transit vehicles and passengers.
Cost Effectiveness	The proposed service will not unduly affect the operator's ability to maintain the required passenger fare ratio for its system as a whole	Measure: Total estimate annual passenger fare revenue divided by total annual operating cost (the entire service including the proposed service) Criteria: Fare revenue/ operating cost cannot fall below the operator's required passenger fare ratio.
Cost Effectiveness	The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A	Measures and criteria described below.
Service Effectiveness	Estimated passengers per hour for the proposed service will not be less than the system-wide average after five years.	Measure: Passengers per hour. Criteria: 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 60 months of service.

**The fact that an identified transit need cannot be fully met based on available resources shall not be the sole reason for finding that a transit need is not reasonable to meet. Comparing unmet transit needs with the needs for streets and roads is not allowable in determining transit needs that are reasonable to meet.*

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. In addition a seasonal service to Zuma Beach is provided in the Summer.

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 and Los Angeles counties. VCTC Intercity currently operates six fixed lines that provide inter-city service between,

Woodland Hills, 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 eight round-trip weekday trains through Ventura County and two round-trip Saturday and Sunday trains. Additionally, through the codeshare program an additional five round-trip trains are available to Metrolink ticket holders. 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 2024-2025 Unmet Transit Needs process was held between December 15, 2023 and February 15, 2024 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 community meetings, virtual community meeting and a public hearing.

A total of 468 comments were received for the Fiscal Year 2024-2025 Unmet Transit Needs process which is significantly more than in the previous Fiscal Year 2023-2024 period. This year, 218 surveys were submitted, significantly higher than in previous years. Additional comments were received through a combination of email, phone, community meetings, and social media, 273 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 468 comments through the online survey, social media posts, email, phone calls, 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 operations (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 evaluation did not identify any requests surpassing the 15-comment threshold. However, it's significant to note that a collective effort by various individuals resulted in numerous requests (Appendix D). Most of the requested locations are presently covered by transit services (Appendix D). Among these locations, two in Thousand Oaks lack service: the East County jail on Olsen and the National Park Service's Satwiwa off Lynn, each receiving nine (9) comments. Service between Fillmore and Moorpark garnered six (6) comments, service between Fillmore and Santa Clarita received four (4) comments. A number of requests for additional stops at the Tech Park in Goleta, and despite falling short of the comment threshold, these responses demonstrate a noteworthy level of interest from the public for service at the locations.

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. To address this continued demand, VCTC staff applied for and was awarded a grant for Congestion Mitigation and Air Quality (CMAQ). 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 with proposed stops at the Moorpark Marketplace, Moorpark College, and Moorpark Metrolink Station. 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. The service is planned to begin this summer.

Although service to Santa Clarita is not technically an Unmet Transit Need as the request is for service outside of Ventura 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.

The most frequent comments that did not meet the 15-comment threshold or 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.
- Improvements to VCTC Intercity service including added stops at the Goleta Tech Park on Hollister.
- Varying improvements to the Gold Coast Transit District service.
- More frequent services and better connectivity between towns Fillmore, Santa Paula, Camarillo.
- The request for services to specific destinations like Ventura Pier, Camarillo Outlets, and various educational institutions indicates a need for targeted route planning.
- Many comments indicate a need for extended service hours on weekends and late evenings into the night to accommodate leisure activities and non-traditional work schedules.
- There is a call for seasonal service to beaches and regular service to medical buildings, highlighting the need for transit services to adapt to seasonal demands and critical service areas.
- Several comments suggest a demand for microtransit services to cater to less frequent or specific trip requirements, indicating a gap in the current fixed-route offerings.

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 them 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. The comments highlight a community in need of transit services that are more frequent, reliable, accessible, and responsive to their varied daily schedules and destinations. Among these, the demand for extended service hours into late evenings and weekends is prominent, reflecting a shift towards using transit for leisure activities and accommodating non-traditional work schedules. Additionally, there is a notable call for the introduction of microtransit services, which could offer tailored, on-demand transit solutions for less frequent or specific trip requirements, bridging the gap in current fixed-route offerings.

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 and they are critical for transit planning efforts. VCTC and the County’s transit operators thank the public for their participation in this process.

Appendix A

PASSENGER FARE RATIOS

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

Urban Service	Rural Service	Recommended Action
New Service Performance Criteria: End of Twelve Months		
Less than 6%	Less than 3%	Provider may discontinue service
6% or more	3% or more	Provider will continue service, with modifications if needed
New Service Performance Criteria: End of Twenty-four Months		
Less than 10%	Less than 5%	Provider may discontinue service
10% or more	5% or more	Provider will continue service, with modifications if needed
New Service Performance Criteria: End of Sixty Months **		
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 54 months to develop a preliminary determination regarding the discontinuation of proposed services*

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Add Sunday service on all Ventura County routes to be able to get around for shopping and recreation.	Service Hours	All
The Camarillo Boys and Girls Club would benefit from increased service, previously CAT system used to provide convenient pickups at schools and drop-offs at the club.	Expanded Service	Camarillo Area Transit
Service improvements on routes and frequency in Camarillo with a fixed route service. There should be a route to medical buildings, shopping centers and entertainment areas. It is too cumbersome to call and make an appointment with CAT and sometimes they are not able to accommodate.	Expanded Service	Camarillo Area Transit
Service improvements in Camarillo by adding better fixed route service that have more routes and frequent times for shopping and supermarket trips that do not need to be scheduled in advance.	Expanded Service	Camarillo Area Transit
Service from Carmen Drive to Camarillo Ranch to arrive by 8am for work daily. It's very hard to ride in Camarillo, CAT fixed route is very short.	Expanded Service	Camarillo Area Transit
Service operating on the weekends would be helpful. Currently service on weekends stops too early.	Expanded Service	Camarillo Area Transit
Service out of Thousand Oaks HS to Grant Brimhall Library Sundays every hour between 12pm - 8pm to be able to visit the library and study	Expanded Service	Thousand Oaks Transit
More service times and expanded routes throughout the day in Thousand Oaks. Having more stops along current routes. I have to roll from the mall stop, 2 miles with no sidewalk, along a fast moving traffic highway access road to my clinic. Please enhance your service to include all of us with disabilities. Liz Campos	Expanded Service	Thousand Oaks Transit

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
General government: East County Jail 2101 E Olsen Rd, Thousand Oaks, CA 91360 8am-5pm 7 days (current stop is 3 miles away at Olsen & Mountclef. East County route passes 0.7 mi away)*	Expanded Service	Thousand Oaks Transit
Service between 885 Calle Pinata in Thousand Oaks to Trader Joes on Avenida de los Arboles daily arriving by 10am for shopping. Bus doesn't come by frequent enough (Thousand Oaks) for it to be useful for more frequent use.	Extended Service	Thousand Oaks Transit
Service between 885 Calle Pinata in Thousand Oaks to Thousand Oaks Library throughout the day during library hours. Bus doesn't come by frequent enough (Thousand Oaks) for it to be useful for more frequent use.	Extended Service	Thousand Oaks Transit
Thousand Oaks needs more frequent service overall, there should be times and locations other than the Thousand Oaks transit Center and include Sunday service.	Frequency	Thousand Oaks Transit
Dial A Ride service between Ventura to Thousand Oaks to get to appointments, government center, and shopping throughout the day. You have discontinued the intercity Dial A Ride between Ventura, Oxnard, Camarillo and Thousand Oaks. I live in T.O. and used that service a lot before covid. I am a senior and the transfer times do not match, takes 2 hours or more to get into Ventura from here.	Expanded Service	Thousand Oaks Transit/ CAT/ACCESS
Service to the following locations in Fillmore daily or make a micro transit to accommodate trips. Minimal service to these areas should be three stops per day to all the below locations: 250 Central Ave., Fillmore, 93015 Office hours and to end of city council meetings (Fillmore) Clinicas.org 355 Central Avenue Fillmore, CA 93015	Expanded Service	Valley Express

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Service between KOA to Santa Paula for grocery shopping and government business starting at 10am. There needs to be service to the KOA behind Steckel Park. There are a number of older long term residents, there that would utilize the services to go shopping, and make appointments in town.	Expanded Service	Valley Express
Service between Fillmore to Moorpark Metrolink Station arriving by 8:25am to connect to Metrolink for work daily.	Expanded Service	Valley Express/VCTC
Service from Fillmore to Moorpark. Would like a stop at Target	Expanded Service	Valley Express/VCTC
Service between Fillmore to Moorpark Metrolink station to connect with the train for travel .	Expanded Service	Valley Express/VCTC
Service between Fillmore to Moorpark for school daily for classes at the college.	New Service	Valley Express/VCTC
Better and shorter travel times between Ventura and Oxnard (especially if having to do a transfer at PV Mall). The VCTC bus should be able to use an HOV lane on Highway 101 rather than sit in traffic.	Comment	VCTC
Nighttime schedule, connection to nearby cities on a single bus without transfers, and little help in customer service, for example with guidance on how to use the transport and how to make bus changes and their schedules.	Comment	VCTC
Seasonal Service to beaches out of Fillmore. Summer service at Pier or Pierpont	Expanded Service	VCTC
Service from Fillmore to Simi Valley arriving by 7am for work daily.	Expanded Service	VCTC
Service between Fillmore to the beaches daily throughout the day. Which the bus didn't take hours for my daughter to get to Moorpark college from Fillmore	Expanded Service	VCTC

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Service to the Ventura Pier from Fillmore on Weekdays throughout the day for shopping and leisure	Expanded Service	VCTC
Service between Camarillo Catalina Heights military housing to point Mugu naval base arriving by 7am daily for work	Expanded Service	VCTC
Service between Camarillo Metrolink Station and point Mugu navy base to arrive by 8:45am for work on weekdays.	Expanded Service	VCTC
Improved bus service to and from train stations, particularly on the Ventura line, is essential. As a weekly commuter from Moorpark to Burbank airport, I consistently rely on alternative transportation methods due to limited bus options.	Expanded Service	VCTC
Add a stop in Oxnard on the route 50, a stop at rice avenue or rose avenue would be beneficial.	Expanded Service	VCTC
Add more stops on Route 50 in Oxnard. Include a stop at Rice and have a stop at Gonzales & solar (there are 2 Gold Coast bus routes 15 & 19). Then bus 50 can keep going down Gonzales and make a right on Rose and have another stop on Rose & Gonzales (major intersection for Oxnard). I live in Thousand Oaks, but my office is in Oxnard (2000 Outlet Center Dr. Oxnard, CA). Oxnard (one of the largest cities in the county) only has 1 stop while Camarillo gets 4 stops. If bus 50 had more stops in Oxnard then I would ride it more frequently. I use it currently for work.	Expanded Service	VCTC

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
<p>Study a summer seasonal “Beaches” route. Bring people from hotter areas of the county to cooler parts. Routes between Ojai and Camarillo with stops at Ventura Amtrak, Ventura Pier, San Buenaventura Beach, Harbor Cove Beach, McGrath State Beach (if it ever reopens), olokoy Beach Park, Channel Islands Harbor, Fisherman’s Wharf, Naval Base Ventura County, Hueneme Beach Park, CSUCI, Camarillo Amtrak. Additional routes to/from East county cities “Highway 101/23” (Simi, Moorpark and T.O.)and “Highway 126” (Piru, Fillmore, Santa Paula) to beaches on the west county.</p>	Expanded Service	VCTC
<p>Expedient service between Fillmore to Moorpark arriving by 8:30am for work daily and returning after 4pm</p>	Operations	VCTC
<p>The limited operating hours on the Highway 126 route weekends pose significant challenges for residents seeking employment, as many job opportunities require weekend availability. It’s short-sighted to assume that everyone can adhere to a traditional weekday 9-5 schedule. Moreover, for those reliant on public transportation like myself, the restricted weekend service severely limits social participation. Please consider expanding bus service availability on weekends to better serve the needs of the community and provide equity.</p>	Service Hours	VCTC
<p>Add later evening service on bus (number 50) departing after 9pm from the Camarillo Metrolink station weekdays for returning home after school at CSUCI. I have classes in the evening, So I need bus to get back home at 9p.m.</p>	Service Hours	VCTC

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Service between CSUCI and the Metrolink station arriving by 10 pm to go home after work. and the ones we do have stop so early that I can't use them to commute to and from work.	Service Hours	VCTC
From: 2544 Barry Street, Camarillo To: 3950 Madison Street Purpose: Return home from Wednesday night meditation at the temple. Challenge: Temple ends at 8:30 p.m. and the last bus departs at 7:31 p.m. (VCTC Route 50)If I could get home from these locations in the evening, I could add more trips.	Service Hours	VCTC
Service between Camarillo to Ventura on Sunday between 9am-5pm for leisure	Service Hours	VCTC
Aligning the bus schedule better at the Moorpark Station train timetable would help commuters.	Service Hours	VCTC
Service between Ventura to Camarillo arriving by 9pm for entertainment and getting back home. I'd like to visit the Ventura downtown, and take transit home to Camarillo.	Service Hours	VCTC
We need VCTC bus 50 to run on Sundays as well and extend more	Service Hours	VCTC
Service between Woodland Hills to Thousand Oaks arriving by 9pm for returning home from work.	Service Hours	VCTC
Service improvement to get between Moorpark, Simi, Camarillo and Fillmore.		VCTC
*Identical comment replicated and submitted by nine different individuals.		

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Appendix C - Public Comments Received for FY24-25 - All Other Comments		
Comment	Specific Type	Service Area
Service between Fillmore to Ventura Adult and Continuing Education (VACE) throughout the day in weekdays for class.	Expanded Service	VCTC/Gold Coast
Service between Fillmore and a Metrolink station daily throughout the day for connecting to the train. Getting to metro link/Amtrak from Fillmore is complicated. Limited service means coming and going to outside the area and coming back frequently means staying overnight.	Expanded Service	Valley Express/VCTC
Service between Fillmore to Ojai arriving at 10am to travel for leisure daily	Expanded Service	VCTC
Service from Fillmore to Camarillo Outlets and Oaks Mall	Expanded Service	VCTC
Service from Fillmore straight to Oxnard	Expanded Service	VCTC
Service directly from Oxnard to Fillmore. I have a hard time locating the times and schedules for the current services.	Expanded Service	VCTC
Service between Santa Paula/Fillmore to Santa Clarita throughout the day for work and shopping.	Expanded Service	VCTC
Service between Fillmore/ to Santa Clarita.	Expanded Service	VCTC
Service from Fillmore to Santa Clarita	Expanded Service	VCTC
More frequent routes between cities like Fillmore, Santa Paula, Camarillo, etc.	Frequency	VCTC
Service between Fillmore to Valencia throughout the day for leisure daily	Expanded Service	VCTC
Better service between Fillmore and Ventura, Camarillo, Oxnard, and Moorpark	Operations	VCTC
Conducting a study on fixed-route service in the new Springville and Village at the Park areas would be beneficial.	Expanded Service	Camarillo Area Transit

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
<p>Service to the following locations in Camarillo daily or make a micro transit to accommodate trips. Minimal service to these areas should be three stops per day to all the below locations: City Hall 601 Carmen Dr. # 6034, Camarillo CA 93010 Office hours and to end of city council meetings 100 S Las Posas for private bus to / from LAX Santa Maria General government: * Child support services, 5171 Verdugo Way, Camarillo, CA 93012-8603 Hospitals * St. John's Hospital Camarillo 2309 Antonio Ave., Camarillo Clinicas.org 730 Paseo Camarillo, Camarillo, CA 93010 Airports * Camarillo 555 Airport Way, Camarillo to get to / from Burbank Airport (to Union station for FlyAway to / from LAX) Train stations * Camarillo - 30 S Lewis Rd, Camarillo, CA 93010 to get to / from Burbank Airport (to Union station for FlyAway to / from LAX)</p>	Expanded Service	Camarillo Area Transit
Service between Ralphs on Las Posas in Camarillo to Camarillo Library and nearby areas throughout the day daily.	Expanded Service	Camarillo Area Transit
I wish I can see the times the trolley is actually coming, the website doesn't work anymore and or even a accurately, I cannot travel pass the train tracks .	Operations	Camarillo Area Transit
Service in Camarillo and eastward, there's pretty much zero public transit routes for at night, which means that pretty much every single time I go out to anywhere at night it has to be highly planned.	Service Hours	Camarillo Area Transit
Need to have trashcans/bathrooms at Leisure Village stop	Comment	Camarillo Area Transit
Service at Leisure Village needs to be promoted	Comment	Camarillo Area Transit
Would like to see security at high-use times at stops for safety	Comment	Camarillo Area Transit
Need to have trash can at Mission Oaks stops	Comment	Camarillo Area Transit
Service expansion into the night needs to be a priority, currently stops too early.	Expanded Service	Camarillo Area Transit

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Service between 275 W Ventura Blvd and CSUCI arriving by 8pm to go grocery shopping daily.	Extended Service	Camarillo Area Transit
Stored Value on UMO aboard the Camarillo Trolley is not working	Fares	Camarillo Area Transit
Fixed-route services operating in looped routes are experiencing deviations from their schedules, often resulting in drop-offs directly at passengers' homes.	Operations	Camarillo Area Transit
Local buses have trouble keeping to scheduled times	Service Hours	Camarillo Area Transit
Service between Metrolink Station to anywhere in Camarillo after train drops me off for leisure trip. The trolley is fine for getting around Ventura Blvd., but the CAT is only useful if you're a resident from Leisure Village. There needs to be a network of buses that arrive and depart from the Metrolink Station.	Service Hours	Camarillo Area Transit
Service between South of Las Posas and West of Santa Rosa area throughout the day.	Service Hours	Camarillo Area Transit
Service between Camarillo Leisure Village to Ventura arriving by 6pm for leisure and dinner plans and returning home after 10pm. I'm experiencing night blindness and need flexible transportation in the evening so I can be social.	Extended Service	Camarillo Area Transit
Service to the following locations in Moorpark daily or make a micro transit to accommodate trips. Minimal service to these areas should be three stops per day to all the below locations: City Hall 799 Moorpark Ave., Moorpark, CA 93021 Office hours and to end of city council meetings Colleges: Moorpark Clinicas.org 4279 Tierra Rejada Road Moorpark, CA 9302 Train stations * Moorpark 300 E High St, Moorpark, CA 93021	Expanded Service	Moorpark City Transit

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Better frequency and longer hours on the Moorpark bus daily. The MCT busses just don't run long enough after school for me to use it and still be able to get back home in the bus, nor does it run on weekends when I would love to be able to ride it to get to church or meet up with friends. Simply put, not enough frequency or long enough operating hours.	Service Hours	Moorpark City Transit
Service between Emroy Ave in Simi Valley to Chatsworth daily arriving by 6am for work and returning home. I wished the returned of previous route simi valley bus # 10, Los Angeles Ave instead of Cochran.	Expanded Service	Simi Valley Transit
Service in Simi Valley North/South lacking and need better service.	Expanded Service	Simi Valley Transit
Service from Alamo/Erringer to Los Angeles Ave throughout the day	Expanded Service	Simi Valley Transit
Service Increase along Sycamore, Alamo, Erringer throughout the day	Expanded Service	Simi Valley Transit
Service on the Royal West end of Simi is lacking	Expanded Service	Simi Valley Transit
Service on Saturday on Route 10	Expanded Service	Simi Valley Transit
Service in Simi Valley needs to have more bus times and routes available	Expanded Service	Simi Valley Transit

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
<p>*Service to the following locations throughout their operating hours in Simi Valley daily or make a micro transit to accommodate trips. Minimal service to these areas should be three stops per day to all the below locations: Employment centers : * Job Center, 2900 N. Madera Rd., Simi Valley, CA 93065 (current stop 2 miles away)</p> <p>City Hall 2929 Tapo Canyon Rd., Simi Valley, CA 93063 Office hours and to end of city council meetings</p> <p>Hospitals * Adventist Health Simi Valley- Simi Valley (Formerly Simi Valley Hospital) Clinicas.org 4370 Eve Road Simi Valley, CA 93063</p> <p>Clinicas.org 1424 Madera Road Simi Valley, CA 93065</p> <p>Other major health:* Free Clinic of Simi Valley, 2003 Royal Avenue, Simi Valley, CA 93065</p> <p>Public Libraries: * Reagan Library (current stop is 3 miles away at Madera & Royal, Simi Valley)</p> <p>Train stations * Simi Valley 5050 E Los Angeles Ave, Simi Valley, CA 93063</p>	Expanded Service	Simi Valley Transit
<p>Service between Wood Ranch in Simi Valley to Ventura arriving between 10-11am during the week for recreational trips. Currently there are no Simi valley transit buses servicing the wood ranch part of Simi valley. If there was one available, I would use it to connect to the rest of Simi and be able to access the trains at Moorpark and Simi valley stations</p>	Expanded Service	Simi Valley Transit
<p>Service between Heywood/Erringer to Wood ranch throughout the day for visiting with friends and family. The buses and trains don't run frequently enough, and they don't go everywhere we need to go.</p>	Expanded Service	Simi Valley Transit
<p>Service between Chatsworth to Simi Valley arriving by 2:30pm throughout the day for visiting with friends and family.</p>	Expanded Service	Simi Valley Transit
<p>Need a Micro transit Route in Simi Valley like in Moorpark.</p>		Simi Valley Transit

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Transportation to and from senior living in Wood Ranch in Simi Valley	Expanded Service	Simi Valley Transit
Service from Wood Ranch in Simi Valley to Kaiser Permanente on Alamo St. in Simi Valley. Service in general to connect to other lines out of Wood Ranch. Currently no Metrolink bus stops in west Simi Wood Ranch area.	Expanded Service	Simi Valley Transit
Service between Los Angeles and Alscot Ave to Simi Valley High School arriving by 8:15am for school on weekdays and return trips after 3pm to get home. Transport at school hours and route does not go to shopping areas conveniently	Extended Service	Simi Valley Transit
Service between Newbury Park and Cal Lutheran arriving at 8:30 am daily for work and returning home after 5:30pm	Expanded Service	Thousand Oaks
TO Transit, the routes that exist don't seem well-planned to minimize transfers. Almost anywhere in the city I'd like to go, I'll have to transfer, and because of route frequencies, it makes a 15 minute drive turn into a 50 minute trip that requires a transfer at the mall.	Frequency	Thousand Oaks
A micro transit bus, on-demand that goes to commercial areas and shopping in TO. For example from the Oaks Mall to the Westlake Promenade via TO Blvd.	Expanded Service	Thousand Oaks
Would love transit within in the Conejo Valley.	Extended Service	Thousand Oaks Transit
Need more routes and stops in Newbury Park throughout the day. There are so few bus stops in Newbury Park and even fewer bus routes making it REALLY inconvenient and impossible to get others on board if they have a car.	Expanded Service	Thousand Oaks Transit

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Service to the following locations in Newbury Park daily or make a micro transit to accommodate trips. Minimal service to these areas should be three stops per day to all the below locations: Clinicas.org 1000 Newbury Road #150 Newbury Park CA 91320 Parks: National Park Service, Satwiwa, off Lynn & Via Goleta, Newbury Park N 34.1504 W & -118.9613, 9-5 Sa+Su (current stop is 2 miles away at Lynn & Knollwood)	Expanded Service	Thousand Oaks Transit
Service between Knollwood Dr. in Newbury Park to Thousand Oaks Library arriving by 12 pm	Expanded Service	Thousand Oaks Transit
Thousand Oaks line 43, that route should have an eastbound and westbound bus stop at Thousand Oaks Transit Center instead of eastbound only bus stop so that people don't have to get confused when trying to get on line 43 for the next hour or so to get around.	Expanded Service	Thousand Oaks Transit
Service between Camarillo to Thousand Oaks Medical Facility. Throughout the day for medical appointment on weekdays, It is difficult to go from Camarillo to Thousand Oaks medical facilities and mall. Thousand Oaks transit does not have enough routes and times available.	Frequency	Thousand Oaks Transit
Service between Westlake to Oaks Mall arriving by 8am to get to work daily.	Service Hours	Thousand Oaks Transit
*Service to the following locations in Thousand Oaks daily or make a micro transit to accommodate trips. Minimal service to these areas should be three stops per day to all the below locations: City Hall 2100 Thousand Oaks Blvd., T.O., CA 91362 Office hours and to end of city council meetings in TO Colleges: CLU Hospitals * Los Robles Hospital & Medical Center Other major health:* Conejo Free Clinic, 80 E Hillcrest Dr. #102, Thousand Oaks, CA 91360	Expanded Service	Thousand Oaks Transit

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
There is very limited bus service around here, there needs to be more emphasis on public transit rather than personal vehicles.	Extended Service	Thousand Oaks Transit
A trolley or microbus type transportation from various points in Thousand Oaks to restaurants and bars on TO Blvd and in Westlake.	New Service	Thousand Oaks Transit
Service between Kanan and Smoketree to Avenida de Los Arboles arriving by 11am for shopping at Oakbrook Plaza.	Expanded Service	Thousand Oaks Transit
Oak Park needs more public transportation, beyond the Kanan Shuttle (which is great by the way). Could the county work to bring TO Transit into and out of Oak Park into places like Westlake and Thousand Oaks?	Expanded Service	Thousand Oaks Transit
Service between Kanan and Lindoro to Westlake Blvd and TO Blvd arriving by 12pm for shopping	Expanded Service	Thousand Oaks Transit
Thousand Oaks to restaurants and bars on TO Blvd and in Westlake.	Expanded Service	Thousand Oaks Transit
Reinstate service between Gisler Ave in Oxnard to C Street Transfer Center on route 9 for travel daily. It was removed around the pandemic and I personally know a lot of locals were affected by this route being removed.	Expanded Service	Gold Coast Transit District
Service between River Park to Train Station in Oxnard by 3pm to take the train out of the county daily.	Expanded Service	Gold Coast Transit District
Service between Victoria and Wooley to COSTCO throughout the day for shopping daily. Service between Victoria/Wooley to the Collection throughout the day and late evening hours for shopping and entertainment. Extremely inefficient routes on Gold Coast Transit, no routes to make Metrolink morning trains into downtown, SLOW trains into downtown	Extended Service	Gold Coast Transit District
Service between beach to Hueneme Road for recreational purposes and sightseeing daily.	Expanded Service	Gold Coast Transit District
Service between The Collection in Oxnard to Yolanda's in Oxnard at the Seabridge shopping Center throughout the day, daily.	Expanded Service	Gold Coast Transit District

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Service between western portion of Channel Islands Harbor, or any Oxnard beaches, including Silver strand.	Extended Service	Gold Coast Transit District
Service between Wagon Wheel rd. and 144 Rainbow Drive in Oxnard for recreational trips throughout the day every day that doesn't take over 2 hours. There needs to be a bus stop on Dodge and pleasant valley. Ventura blue bus should be able to stop at Wagon Wheel and spur going to esplanade and wagon wheel.	Service Hours	Gold Coast Transit District
More flexible availability for the late-night rides program . Predicting the end time of my city council meetings is difficult. If I don't schedule a ride before the meeting, which typically starts around 3 pm, I'm unable to secure transportation home between 11 pm and 1 am.	Expanded Service	Gold Coast Transit District
Frequent Service between The Collection in Oxnard to the shopping center in Ventura on Victoria and Ralston for shopping throughout the day , daily. If it was more accessible and combined with a good bicycle roads infrastructure I would definitely use it! So far, I only use my bicycle around town as my transportation and the train for longer rides!	Expanded Service	Gold Coast Transit District
Service between The Collection in Oxnard to Brophy Bros in Ventura Harbor throughout the day daily.	Expanded Service	Gold Coast Transit District
Service between Oxnard Station to Ventura Harbor arriving by noon for leisure trips.	Extended Service	Gold Coast Transit District
More drivers on GCTD	Operations	Gold Coast Transit District
Service more frequently from Oxnard (Riverpark) to Ventura County Government Center for work arriving by 8:30am. Current service is too impractical.	Service Hours	Gold Coast Transit District
Service between Oak View to Rose Avenue in Oxnard by 8am daily for work and more frequency in the 16.	Frequency	Gold Coast Transit District

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
<p>*Service to the following locations in Ojai daily or make a micro transit to accommodate trips. Minimal service to these areas should be three stops per day to all the below locations: 401 S Ventura St., Ojai CA 93023 Office hours and to end of city council meetings Hospitals * Ojai Valley Community Hospital - Ojai, California Clinicas.org 1200 Maricopa Hwy Ojai, CA 93023 Parks:* US Forest Service, Wheeler Gorge Visitor Center, 17017 Maricopa Highway, Ojai, CA 93023, 9-3 Sa+Su with stop at Cozy Dell Trailhead, 15150 Maricopa Hwy, Ojai, CA 93023 (current stop in Ojai is 3 miles away from Cozy Dell, 8 miles from visitor center)</p>	Expanded Service	Gold Coast Transit District
<p>There is no bench on Hemlock in Santa Clara bus stops both sides. There are several bus stops on Santa Clara that do not have benches. I have problems with my knee n ankle...walking to the bus stops is hard enough then when I get there, there is no bench to sit on.</p>	Comment	Gold Coast Transit District
<p>Usually, the bus drivers do not wait at the bus stop at the designated time according to the schedule; many times, they pass by minutes earlier or it could even be seconds, and this can greatly affect the people who depend on this service. Moreover, often they see you when you're about to cross the street and it's obvious that you will take the bus because you signal to them, and most ignore you and simply leave. I find this to be a lack of respect and a failure to fulfill their job duties</p>	Operations	Gold Coast Transit District
<p>Early morning Service for work. A service similar to the late night safe ride would be ideal. I have to get to work around 7AM and there is just no buses at that time and I would really like to take the bus.</p>	Service Hours	Gold Coast Transit District
<p>Service between Port Hueneme to Oak View during the day for volunteer work.</p>	Extended Service	Gold Coast Transit District

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
A bus route from East Ventura to Kaiser on Market Street that would allow for travel within 45 minutes, even if it involves up to two transfers. . Currently, the closest bus route is the 11, but then you have to walk about 20 minutes on Market St. That part of Market Street is not pedestrian friendly.	Expanded Service	Gold Coast Transit District
There needs to be fixed-route service to the VA Clinic in Ventura. Maybe Gold Coast could run a loop from the government center and the VTC to the clinic. Disabled veterans are often homeless with no family or social support system and suffer from PTSD.	Expanded Service	Gold Coast Transit District
Service between Ventura Keys Harbor area to downtown Ventura throughout the day daily for shopping and entertainment. There is no public transit serving the Ventura Keys.	Expanded Service	Gold Coast Transit District
Service between Pierpont and Ventura Keys areas. This is particularly detrimental since the primary route between these areas is a narrow sidewalk along an eight lane bridge across the 101 freeway. Cars won, pedestrians such as students are left out of the planning. This is the route between housing and schools. Only safe means is driving.	Expanded Service	Gold Coast Transit District
Service between Ventura Keys to the mall in Ventura for shopping daily, throughout the day.	Expanded Service	Gold Coast Transit District
Service between East Ventura to Downtown Ventura for shopping daily throughout the day	Extended Service	Gold Coast Transit District
Service between Pacific View Mall to Pierpont arriving by 3pm daily for leisure travel.	Extended Service	Gold Coast Transit District
Service from Telegraph and Victoria going North at 5:15am for commuting to work	Expanded Service	Gold Coast Transit District
Service in Pierpont and Ventura marina areas need to connect to downtown. These areas also need daily services to support Cabrillo MS and local high school students get to school; this would contribute to also reducing heavy street congestion from parent drop off cars. Please consider returning public buses to the beach areas.	Extended Service	Gold Coast Transit District

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Service to the Ventura County fairgrounds daily throughout the day.	Extended Service	Gold Coast Transit District
Service between Ventura Station to Ventura Harbor throughout the day daily for leisure trips.	Extended Service	Gold Coast Transit District
Service between Downtown Ventura and Pierpont throughout the day, daily for leisure travel.	Extended Service	Gold Coast Transit District
Service between Ventura keys to Ventura High School before school and after school to get home	Extended Service	Gold Coast Transit District
Service between 901 Saticoy, Ventura To: 3950 Madison Street Purpose: Return home from Monday and Thursday night meditations at the temple Challenge: Temple ends at 8:30 p.m. and the last bus departs at 7:59 p.m. (GCTD Route 11) . If I could get home from these locations in the evening, I could add more trips.	Service Hours	Gold Coast Transit District
Service to Ventura Metrolink train station before the first trips in the morning at 7:30 AM to go to LA union station.	Service Hours	Gold Coast Transit District
Service between Telegraph and Crocker to Main St and Telephone in the morning daily for shopping. Why should it take more than an hour to get from the east side of Ventura to Downtown (and vice-Versa)? Why can't this basic route-from the east side to Downtown-be coordinated? I've filled out this survey every year, but nothing changes.	Operations	Gold Coast Transit District
Service between Telephone and Saticoy Ave to Kaiser on Market Street arriving late morning to afternoon for doctor appointments	Expanded Service	Gold Coast Transit District
Schedules need to be accurate to what is printed. Drivers show up late to stops and don't follow schedule. Notifications need to be more accessible to users if there is a change in route or time.	Comment	Gold Coast Transit District

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
*Service to the following locations in Ojai daily or make a micro transit to accommodate trips. Minimal service to these areas should be three stops per day to all the below locations: 401 S Ventura St., Ojai CA 93023 Office hours and to end of city council meetings Hospitals * Ojai Valley Community Hospital - Ojai, California Clinicas.org 1200 Maricopa Hwy Ojai, CA 93023 Parks:* US Forest Service, Wheeler Gorge Visitor Center, 17017 Maricopa Highway, Ojai, CA 93023, 9-3 Sa+Su with stop at Cozy Dell Trailhead, 15150 Maricopa Hwy, Ojai, CA 93023 (current stop in Ojai is 3 miles away from Cozy Dell, 8 miles from visitor center)	Expanded Service	Gold Coast Transit District
Service between Oxnard to Ojai arriving by 11 am for shopping and concerts daily.	Expanded Service	Gold Coast Transit District
Improve service along Thompson Blvd in Ventura daily. There should be service every 1/2 hour to serve the growing need of downtown Ventura.	Service Hours	Gold Coast Transit District
buss always late not on time	Operations	Gold Coast Transit District
Trolley service via contract for event planners.	Extended Service	Gold Coast Transit District
Too few buses. Takes forever to get anywhere. Bus stops are too far apart.	Frequency	Gold Coast Transit District
Need more frequent service	Service Hours	Gold Coast Transit District
Service between Ventura to Ojai arriving by 8am to run errands, shopping, and leisure daily.	Service Hours	Gold Coast Transit District
Service from midtown Ventura to Ojai daily throughout the day.	Extended Service	Gold Coast Transit District
Service between Ojai and Ventura arriving by 7:30 am for work daily. I would like to get from Ojai to mid-town Ventura in less than one hour.	Service Hours	Gold Coast Transit District
Service between Ventura Fairgrounds to Oxnard Station to take the train for travel daily.	Expanded Service	Gold Coast Transit District

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
<p>Service between Center and Ventura Ave (Ventura) to Hemlock and Santa Clara St (Oxnard) arriving by 8am to volunteer and pick up grandson. Unable to schedule Doctors appts. Between 8-11 am because the bus at center n Vta Ave St. Between 7-9 am...has too many high school students...have to wait for 3rd bus then driver has to make one of the students give up their seat. Can't get on between 2:30-3:pm because of the middle school students going to vta Ave.</p>	Expanded Service	Gold Coast Transit District
<p>*Service to the following locations in Ventura daily or make a micro transit to accommodate trips. Minimal service to these areas should be three stops per day to all the below locations: City Hall 501 Poli St. Office hours and to end of city council meetings General government:* 800 S. Victoria Ave, Ventura, 93003 County Government Center to end of board meetings, as well as office hours. General government:* 800 S Victoria, Ventura, CA 93003 Pretrial Detention Facility 8:30-11:30am, 1:30-4:30pm, 7-9pm (We,Th,Sa,Su Ventura) General government:* Grand Jury, 646 County Square Drive, Ventura, CA 93003 Colleges: Ventura Hospitals * 147 N. Brent - Community Memorial Hospital of San Buenaventura Hospitals * 300 Hillmont - Ventura County Medical Center Other major health:* Behavioral Health, 300 North Hillmont Avenue, Ventura, CA 93003 Other major health:* Kaiser 4949 Market St Ventura Clinicas.org 200 South Wells Road Ventura, CA 93004 Other major health:* Veterans Administration Clinic , 5250 Ralston Street, Ventura, CA 93003-7318</p>	Expanded Service	Gold Coast Transit District

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
<p>*Service to the following locations in Oxnard daily or make a micro transit to accommodate trips. Minimal service to these areas should be three stops per day to all the below locations: Employment centers: * Job Center, 2901 N. Ventura Road, Oxnard, CA 93036-1150 (Oxnard) General government:* Juvenile: 4333 Vineyard Avenue, Oxnard, CA 93036, 7:30am-5:30pm M-F (current stop is 1 mile away at Vineyard & Simon) Colleges: CSUCI Hospitals * St. John's Regional Medical Center Clinicas.org 2600 E. Vineyard Avenue Oxnard, CA 93036 Clinicas.org 1100 W. Gonzales Rd. Oxnard 93036 Clinicas.org 801 Cooper Road Oxnard, CA 93030-5445 Clinicas.org 450 Clara Street Oxnard, CA 93033 Clinicas.org 650 Meta Street Oxnard, CA 93030 Clinicas.org 4400 Olds Road Oxnard, CA 93033 Clinicas.org 2100 Statham Blvd. Oxnard CA 93033 Other major health:* S Oxnard Public Health Clinic, 2500 "C" St., Suite B-1, Oxnard, CA 93033 Other major health:* N Oxnard Public Health</p>	Expanded Service	Gold Coast Transit District
Service to more recreational places - Lake Piru, Lake Casitas	Expanded Service	Valley Express
Service between Santa Paula to Saticoy	Expanded Service	Valley Express
Service in Fillmore between Fillmore skate park (River St./ C Street to the main bus stop on Santa Clara/Central) daily throughout the day to be able to easily transfer out to other bus lines. It's very hard for me to get to the bus stop in Fillmore.	Expanded Service	Valley Express

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Service to the following locations in Santa Paula daily or make a micro transit to accommodate trips. Minimal service to these areas should be three stops per day to all the below locations: City Hall 970 E. Ventura St., SP, 93060 Office hours and to end of city council meetings General government:* 600 Todd Rd S, Santa Paula, CA 93060, 7-10am 1-5pm We,Th,Sa,Su Hospitals * Santa Paula Hospital 825 N. 10th St.	Expanded Service	Valley Express
Service between train stations in Ventura County to Little Tokyo daily.	Expanded Service	Metrolink
Service between Chatsworth train station to Oxnard train station arriving by 7:50am daily to commute for work. Despite living near a Metrolink link train station in LA County and working near the Oxnard transit Center, I'm unable to commute via train because there is not train option arriving in Oxnard before 8 a.m.	Expanded Service	Metrolink
Rail service to the Conejo valley throughout the day on a daily basis.	Rail	Metrolink
Service between Oxnard to Burbank arriving by 10am for traveling on the train. The trains don't come frequently enough to be useful	Expanded Service	Metrolink
Commute from Simi Valley to Oxnard to work from 8 am - 6 pm during the week. Cannot take the train due to timing that is not beneficial (arrives much too early or too late and leaves too late after work ends)	Expanded Service	Metrolink
Service between Los Angeles and Ventura arriving by 12pm daily for leisure and family visits. More frequent regional rail!	Frequency	Metrolink
Service between Simi Valley to Union station arriving by 10am for travel	Expanded Service	Metrolink
Service between Ventura to Union Station arriving by 10am for leisure and entertainment. Returning home after 2pm,3pm and 4pm. There are too few Metro Link trains into LA.	Service Hours	Metrolink

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Later evening service needed from Goleta to LA Union Station 7 days/week. Currently, there is no return Amtrak/Metrolink service after a UCSB evening basketball game. One's only option is to take an expensive Uber.	Service Hours	Metrolink/LOSSAN
Service between Oxnard to Los Angeles Union Station to arrive by 10 am daily for work.	Expanded Service	Metrolink
Service between Ventura and Burbank in the evening and early morning for leisure trips daily. The times are not convenient. I would love to take the train more between BUR and Venture but flights and train schedules don't mesh.	Service Hours	Metrolink
Local train from Fillmore to Ventura. Track and some stations there, need an expensive train.	Extended Service	Metrolink
Service between Ventura Government Center to Camarillo Outlets arriving by 9am for shopping daily	Service Hours	Metrolink
Service between Ventura to Santa Barbara Airport daily throughout the day. I am unable to take Amtrak to get to Santa Barbara and back RELIABLY or to the SB airport.	Extended Service	Amtrak
Train service between Ventura and Santa Barbara for commuting purposes. I live in Ventura and work in Santa Barbara Cottage Hospital. There was a commuter train that would get me to SB early and the regular train could get me home in the afternoon which was discontinued during COVID. I have been driving and carpooling most of the time since. My husband works 3 days a week in Isla Vista. There is no easy commute on the freeway. No matter the bus, rideshare, carpool or private vehicle- they are all on the same problematic route. The only reasonable way to avoid the freeway is to take the train. Please bring back the train at commuting hours. Please bring the train back to support the workers who must commute for housing purposes.	Expanded Service	Metrolink
Rail service between East Ventura to Santa Barbara weekdays for work	Extended Service	Metrolink

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Service between Ventura and Goleta arriving by 6:30am for work and returning after 7pm. No longer offering the commuter train to Goleta/SB in the early morning.	Extended Service	Metrolink
Better frequency on Metrolink it only runs to LA from Ventura in the morning and back in the evenings and the times are optimized for getting to work in LA.	Frequency	Metrolink
Frequent intercounty train service between Ventura County and Los Angeles	Frequency	Metrolink
Service improvements between Ventura Fairgrounds to Union Station arriving by 5pm for Dodger games and return service after game end, a 12:01am- 1am train leaving union station. I would love to use Metrolink instead of the 101 to attend a Dodgers game, for example, but the times are simply not reasonable	Service Hours	Metrolink
Service between Ventura Metrolink Station to La Union Station arriving by 7am for leisure. A bus that can get to the metro train station before the first trips in the morning at 7:30 AM to go to LA union station.	Service Hours	Metrolink
Service between Ventura and LA outside of commuting hours and opposite traffic direction.	Service Hours	Metrolink
Better service between East-West County connections readily available by rail throughout the day.	Extended Service	Metrolink
Service from Camarillo to Goleta arrive by 5:30 am for work daily. Awkward pick up and drop off times. Too few express routes for buses. Too few rail options	Expanded Service	VCTC
Service between Camarillo to Goleta cottage hospital arriving by 7am for work and a return trip after 7pm daily. Camarillo to Goleta and a return trip for hospital providers (times do not work currently).	Service Hours	VCTC
Service between Camarillo to Goleta valley cottage hospital arriving by 6:45 am and returning by 7pm 12 hour shifts. to be at GVCH for an 0700 shift leaving GVCH at 1930 going to Camarillo	Service Hours	VCTC
Service between Camarillo Outlets to the Oxnard Collection for shopping throughout the day on weekdays and weekends.	Expanded Service	VCTC

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Service between Camarillo to the Social Security office in Oxnard arriving by 10am and to the Rose shopping center for shopping.	Expanded Service	VCTC
Service between Camarillo to Santa Paula arriving by 11am for volunteer work daily.	Expanded Service	VCTC
Service between Camarillo to Simi Valley between 9am-5pm for business	Extended Service	VCTC
Service between Cochran/Galena to Camarillo Metrolink Station arriving by 6:45pm to get home after school. My son take the #77 bus and there are these 2 or 3 hour gaps in service. He goes to CSUCI and if he gets out at 3pm, there is no 77 bus until 5:50pm. There is also a time in the morning when there is a 3 hour gap, 7:12am and the next bus is at 10:22am.	Service Hours	VCTC
Service between Village at the Park in Camarillo to Conejo Community Park in Thousand Oaks beginning at 12pm and returning as late as 7pm frequently through the day, daily. Insufficient frequency/hours of operation, stops not near destinations, and travel times are orders of magnitude worse than private vehicle.	Expanded Service	VCTC
Service between Camarillo to Ventura Medical Facilities and shopping throughout the day for medical appointment on weekdays and weekends.	Expanded Service	VCTC
Service between Camarillo to Downtown Ventura throughout the day for leisure daily.	Expanded Service	VCTC
Service between Village at the Park in Camarillo to Ventura Amtrak Station Ventura Fairgrounds in the late evening until 12am frequently for entertainment daily.	Expanded Service	VCTC
Service between Camarillo to Ventura arriving by 6pm and 8pm daily for counseling groups and Veteran Counseling	Service Hours	VCTC

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
I live in Santa Barbara County, Carpinteria, and would like to take the Coastal Express to Goleta for work daily. However, the line does not reach my place of employment. It ends at Los Carneros, a couple of miles short of my employer located in the Tech Park @ Hollister (7416 Hollister Avenue, Goleta, CA 93117). Those couple of miles add 30+ minutes of walking (in each direction) to an already long commute.	Expanded Service	VCTC
Service between Cottage Hospital to Ventura after 7:30 pm for a return trip home after work daily.	Service Hours	VCTC
Service between Los Angeles to Oxnard arriving by 9:30am for shopping trips daily throughout the day returning after 4:30pm	Expanded Service	VCTC
Service between Moorpark Amtrak station to Thousand oaks Mall and residential areas daily.	Expanded Service	VCTC
The headway between busses is too long and should be shorter especially during rush hour. It is hard to take the VCTC afternoon busses because they are allowed to pass through even when they get to a stop early. I cannot fully rely on the afternoon bus because I don't know if one will be there after I get off work and would have to wait for a bus closer to 6:30 or later.	Comment	VCTC
Increase in the frequency of the Coastal Express stops to enable more convenient travel from East Ventura to Santa Barbara.	Expanded Service	VCTC
I live in Ventura County and take the Coastal Express to Goleta for work daily. However, the line does not reach my place of employment. It ends at Los Carneros, which is a couple of miles short of my place of employment at Oxford Instruments Asylum Research located in the Tech Park @ Hollister (7416 Hollister Avenue, Goleta, CA 93117) which adds 30+ minutes of walking to my commute.	Expanded Service	VCTC

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
<p>We are located in the Tech Park @ Hollister - our employees commuting from the south have repeatedly raised concerns that the Coastal Express service line ends at Los Carneros and does not reach us. We rely on services like the Coastal Express to help our employees make it to work daily, and without an expansion of service, we will face increased difficulty recruiting and retaining employees from Ventura County. There is an existing stop right out front at Hollister/Palo Alto, which MTD (Line 25) and Clean Air Express utilize with a quick turnaround back onto the 101 at Winchester. Companies in the Tech Park @ Hollister and neighboring business park (7402-7418 Hollister) who would benefit from this service expansion: Oxford Instruments Asylum Research, Redwire Space, Curvature, L3Harris, Cottage Health, InTouch Health, Moog.</p>	Expanded Service	VCTC
<p>I suggest adding another bus stop on Hollister Street and Palo Alto. This is important for the safety of my coworkers and me, as well as to prevent accidents. Our shifts start at 6:00 am when it's still dark outside, posing a risk to pedestrians. Currently, I rely on my scooter for transportation and have already been in an accident. This change will greatly benefit everyone in the community.</p>	Expanded Service	VCTC
<p>I live in Ventura County and would like to take the Coastal Express to Goleta for work daily. However, the line does not reach my place of employment. It ends at Los Carneros, a couple of miles short of my employer located in the Tech Park @ Hollister (7418 Hollister Avenue, Goleta, CA 93117). Those couple of miles add 30+ minutes of walking (in each direction) to an already long commute.</p>	Expanded Service	VCTC

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
I live in Ventura County and would like to take the Coastal Express to Goleta for work daily. However, the line does not reach my place of employment. It ends at Los Carneros, a couple of miles short of my employer located in the Tech Park @ Hollister (7418 Hollister Avenue, Goleta, CA 93117). Those couple of miles add 30+ minutes of walking (in each direction) to an already long commute.	Expanded Service	VCTC
Service between Camarillo and Santa Barbara on the weekends for work. Not every transportation goes to Camarillo and the CAT ride appts only picks up to elderly not of all ages.	Expanded Service	VCTC
Service between Santa Barbara to Ventura arriving by 5pm to return home.	Extended Service	VCTC
Improve frequency on the VCTC Coastal Express (times are spaced too far apart to get to Santa Barbara)	Frequency	VCTC
Improve connections between the route 50 and the route 80 and on time performance. The weekday 50 bus is supposed to arrive to the VTC at 359pm but rarely does. The 80 leaves at 3:58pm, it would be great if the 80 could depart after the 50bus so people can make that connection. Otherwise you have to wait for the 5:45pm 80bus.	Operations	VCTC
More frequent service on the Coastal express stop with added stops at the Transit Center in Santa Barbara daily. There is an 80 minute gap between southbound buses in the evening. The options are very limited for employees. Also, not all Coastal Express buses stop at the transit center. I frequently hear passengers' dismay that they cannot easily connect to other routes. People tend to assume that Inter City buses would stop at a common hub to allow easy transfer and a (relatively) seamless journey across the county.	Operations	VCTC
Add an express bus out of Santa Barbara between 4 and 5 p.m.	Service Hours	VCTC
Service improvements on weekends to/from Santa Barbara on VCTC are not enough or have too much gaps in between.	Service Hours	VCTC

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Service between SBMTD transit center to Ventura Government Center arriving by 10:30pm after work. I live in Ventura work in Santa Barbara till 10pm there is no service to get me home	Service Hours	VCTC
Umo Card is a great option for fare payments	Comment	VCTC
Sometimes a driver will refuse to secure my chair saying "the person before you didn't need it". If I can get help from a passenger to attach the tie-downs, I am safe, otherwise I am riding in fear of grave injury.	Comment	VCTC
Great service for people who do not drive, it is easy and affordable	Comment	VCTC
Great service with kind and courteous drivers	Comment	VCTC
No transit needs for me. I wish 50 passenger vans would stop running routes. When there are only 1-5 people on a bus daily it seems excessive.	Comment	VCTC
Service between Moorpark, Camarillo, Santa Clarita for students and work opportunities.	Expanded Service	VCTC
I would like to get direct service from Fillmore to Oxnard without changing busses.	Expanded Service	VCTC
Service between Oak park to Santa Barbara for work throughout the day daily	Expanded Service	VCTC
Service between Ojai to Santa Barbara Admin Building on Anapu arriving by 7:30am for work on weekdays. Would like to have a VCTC bus that leaves from Ojai since I have to drive from Ojai to get to the Main St/Peking St pick up to go to Santa Barbara Courthouse.	Expanded Service	VCTC
Service from Ojai to Santa Barbara Cottage Hospital arriving by 8am for work daily. The Hospital has a trial of a commuter bus but it is only for 12 hour employees and I, like many others, work Monday to Friday 8-1630	Extended Service	VCTC
Service between Santa Monica/Ocean Ave Park to Ojai arriving by 12pm for leisure and entertainment.	Extended Service	VCTC
Service between River Park to Camarillo arriving by 3pm for training classes daily.	Expanded Service	VCTC

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Service between South Oxnard to Mission Oaks for Dr appointments at different times through the day on the weekdays.	Expanded Service	VCTC
Increase frequency for the 50 southbound and that the drivers would be more punctual	Frequency	VCTC
Service from Oxnard/Montalvo/Ventura to Los Angeles throughout the day for shopping and entertainment purposes on the weekend.	Expanded Service	VCTC
Service between Oxnard Santa Monica/Malibu, popular beaches/hiking trails daily for recreational use.	Expanded Service	VCTC
Service between Oxnard to Metro bus line 134 in trancas canyon, Malibu in the morning to be able to connect to LAX airport via transfer to the Santa Monica bus #3 weekdays. This would enable me to access entire LA. metro system and LAX via metro rail in Santa Monica.	New Service	VCTC
Expanding service to the City of Oxnard on the cross-county express route so it connects to Moorpark College would be beneficial to the VCCCD students	Expanded Service	VCTC
Service between South Oxnard to Newbury Park arriving by 8am. Fast way for commuting from Oxnard to Thousand Oaks for work.	Extended Service	VCTC
Service frequency improvement between malls in Oxnard and Thousand Oaks. Busses are so infrequent	Frequency	VCTC
Service between Thousand Oaks to Oxnard arriving 7am during the week for work and returning from Oxnard to Thousand Oaks at 6pm.	Service Hours	VCTC
Service between South Oxnard to Farmers Markets in Thousand Oaks to arrive by 12pm on the weekends.	Expanded Service	VCTC
It would be immensely helpful to students in the VCCCD district if there were a direct bus route between Oxnard and Ventura College. Students need to take classes at both locations sometimes.	Expanded Service	VCTC

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Service between Oxnard to Ventura arriving by 8pm for recreational use daily and returning after 12am. Insufficient frequency. No good transport options outside of commuting times. Unsafe, unlit, and inconvenient bus stop. Travel times in accurate	Service Hours	VCTC
Service between Oxnard Transit Center to Woodland Hills arriving by 7am and returning after 5pm for work daily .	Service Hours	VCTC
All day service directly to the Ventura County Hospital throughout the day on the Highway 126 route.	Expanded Service	VCTC
Service between Santa Paula to Santa Barbara in the afternoons for leisure daily	Expanded Service	VCTC
Service Expansion on the Hwy 101 bus from Thousand Oaks Transit Center to LA County stopping at Warner Center and ending at Canoga Station with the Metro G Line connection.	Expanded Service	VCTC
Add a new bus stop on the Highway 126 route at the beginning of Santa Paula behind del taco and the car wash S. Hallock Dr. at the intersection that goes to the new homes	Expanded Service	VCTC
Improve to make connections from Santa Paula to CSUCI for school on weekdays. More frequent times would allow shorter connections or adding a stop in Ventura on the CSUCI route.	Expanded Service	VCTC
Increase service on Highway 126 and Highway 101 to allow for better transfers during the week. I commute to CSU Channel Islands from and to Santa Paula, and since some bus schedules are hourly it is difficult to get to my destination in under 3 hours. If the buses at least were scheduled twice an hour I could get home an hour or more earlier.	Frequency	VCTC
Service between Oxnard or Ventura to Cal State Northridge arriving by 9am for school.	Expanded Service	VCTC
Service between Simi Valley Civic Center to Moorpark during the day for work daily.	Expanded Service	VCTC
Service between Simi Valley to Moorpark arriving by 6pm for shopping		VCTC

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Service between Simi Valley Civic Center to Thousand Oaks during the day for work daily.	Expanded Service	VCTC
Service between Simi Valley to Thousand Oaks arriving by 5pm for visiting with family/friends	Service Hours	VCTC
Service between Newbury Park to Porter Ranch arriving by 10am for shopping daily.	Expanded Service	VCTC
Service between Oak park to LAX throughout the day for travel daily	Expanded Service	VCTC
Bring back the discussion for re-starting and renovating the old train from Santa Clarita through Piru, Fillmore, Santa Paula and Ventura.		VCTC
Better connections between Newbury Park to Woodland Hills, a 30 minute drive, it will take three transfers (two on TO transit) for a grand total of 2 hours and 20 minutes. From NP to Ventura, a similar 30 minute drive, would require three transfers again and a 2 hour 54 minute ride.	Expanded Service	VCTC
Better connections from NP to Ventura, 30 minute drive, would require three transfers and a 2 hour 54 minute ride.	Expanded Service	VCTC
Service between Thousand Oaks and LAX/Burbank Airports daily for travel in the mornings	Extended Service	VCTC
Service between Thousand Oaks to Moorpark College arriving by 6pm for school.	Service Hours	VCTC
Service from Thousand Oaks to Oxnard arriving by 8am for work during the week. Bus isn't running frequently enough to be convenient.	Service Hours	VCTC
Service from Thousand Oaks to Ventura on Saturdays for leisure trips.	Service Hours	VCTC
Service between Thousand Oaks to Ventura arriving by 8pm for recreational use daily and returning after 12am. Insufficient frequency. No good transport options outside of commuting times. Unsafe, unlit, and inconvenient bus stop. Travel times in accurate	Service Hours	VCTC

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Service options to get to Burbank Airport for Ventura County residents should be a priority, county needs more options.	Expanded Service	VCTC
Service options to get to LAX Airport for Ventura County residents should be a priority, county needs more options.	Expanded Service	VCTC
Service options to get to Santa Barbara Airport for Ventura County residents should be a priority, county needs more options.	Expanded Service	VCTC
You can catch the 55X bus at 11:30 from VTC, but the \$4 fare to go as far as the Camarillo Metrolink has had many people upset. To address this we could introduce two buses on the 55X/55 route, one going northbound and the other southbound. They could have their own schedules, separate from the 50 route, and run loops all day. This way, we could accommodate both passengers wanting an Express to LA and passengers to travel within County.	Expanded Service	VCTC
Service between Pacific View Mall to Camarillo Metrolink Station arriving by 7:45am for work daily and returning by 5:45pm.	Service Hours	VCTC
Service between Ventura City Hall, to Carpinteria polo grounds throughout the day and night to attend public meetings. I would prefer a dial-a-ride service to connect the two cities. I am an elected official without a vehicle. Rolling a wheelchair home in the middle of the night can be dangerous.	Expanded Service	VCTC
Service between Ventura/ El Segundo arriving by 7am for work daily. Ventura county transit isn't effective or efficient for my needs. It takes too long and there needs to be more transit between major transit locations.	Extended Service	VCTC
Service later in the evening from Ventura to Goleta.	Service Hours	VCTC

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Service between Santa Clara St in Ventura to Hollister and Palo Alto in Goleta arriving by 6:45 am during the week and returning home after 7pm. I Would like you add a stop in Goleta. The bus 85 should stop by Hollister and Palo Alto Dr. I take the bus every morning and afternoon from Monday thru Friday.	Service Hours	VCTC
Service between Seaward in Ventura to LAX to arrive by 7am daily.	Expanded Service	VCTC
Service between Ventura to Los Angeles daily throughout the day for entertainment.	Extended Service	VCTC
Service between Ventura to Los Angeles Pantages theatre or The Greek daily during theatre hours. I am unable to take transit like Metrolink to LA for events on the evenings of weekends.	Extended Service	VCTC
Service between downtown Ventura and Los Angeles arriving by 2pm for leisure	Extended Service	VCTC
Better service from Ventura county into LA county as many health care providers (like Kaiser) exclusively provide some services in LA county (Woodland Hills area).	Extended Service	VCTC
Service to LAX from Ventura County; i.e. nothing direct so travel times are very high.	Extended Service	VCTC
Door thru Door Dial A Ride in the city of Thousand Oaks, would be nice to have for general public.	Expanded Service	Thousand Oaks Transit
TO Dial A ride schedule hours doesn't align with LA ACCESS Paratransit schedule hours.	Service Hours	Thousand Oaks Transit
Dial A Ride Service between Wood Ranch Simi Valley to Oxnard for medical appointments that is on time and reliable. I am 75 and I need private dial a ride options when showing up on time to the doctor is crucial	Service Hours	VCTC/ECTA

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
<p>My two developmental delayed children can technically get around but functionally it's useless. A twelve minute drive from Simi to Moorpark or Westlake's can take two hours on dial a ride then if they got there on time the return can take the same two hours. Frequently the buses arrive an hour before or after the scheduled time. When using the fixed route the buses frequently don't stop at the right stops either because the stop has changed or the drivers simply ignore the pull request to stop. Nor are they able to utilize it regularly for normal things like going to court, or Ventura medical center as they time the buses leave either at the beginning or end of the day make the trip unfeasible for them to ride the bus and get the services they might need and make the return.</p>	Service Hours	ECTA/TOT/SVT/MPT
<p>Service to the state beaches via ECTA dial a ride.</p>	Extended Service	ECTA
<p>Dial A Ride service between Oxnard to Los Angeles. Would like dial a ride provided by the county for a good price</p>	Dial A Ride	VCTC
<p>Service from the East County to the beach and the pier arriving by 10 am for leisure daily.</p>	Extended Service	ECTA
<p>There is currently no paratransit service available between Ventura and Santa Barbara, so I am compelled to use the Vista bus. If I am able to board at VTC the drivers demand I sit in the seat next to the lift door, leaving the other accessible seat empty. Often, along the route, there will be a wheelchair user waiting and the driver will insist the spaces are taken, even though the one across the aisle from me is empty.</p>	Comment	VCTC

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Better advertising on The LADOT 423 route to/from Thousand Oaks to downtown Los Angeles. It is especially convenient to use to attend an evening game at Crypto.com arena (where parking runs \$40 and up), however one late night return bus should be available on game nights, as there is currently no way to get home after the game at 10pm. A billboard on or near the 101 freeway might be effective to promote this service?	Comment	Metro
Need protected bike lanes in the city of Ventura on Main connecting mid town to downtown. The existing bike lane is NOT safe. We need a pedestrian rail road crossing between Channel Drive and Vista Del Mar Dr.	Bike	VCTC/Gold Coast
Roadway improvements/widening on 101 from 23 to Ventura.	Comment	VCTC
No complete, protected bike paths along PCH connecting cities like Carpinteria and Ventura, or Santa Barbara and Ventura on a larger scale. Even with the segments of nice bike paths along PCH, it still forces you to go onto a busy road with speeding cars and nothing but paint for protecting, which is too scary and risky for most people, including me. Having a better network of bike lanes in downtown Ventura would enable and encourage me to visit more places and restaurants. Especially if there is ample bike parking	Bike	VCTC
Demystifying transit and info and reading schedules	General Comment	All
Adding secure bike lockers would greatly enhance convenience.	Comment	All
Expansion and improvement of bike networking would enhance our community's transportation infrastructure.	Bike	All
Engaging in school outreach programs to educate students about bus etiquette.	Comment	All
Encouraging county and city staff to utilize buses for better connectivity.	Comment	All
Implementing regular driver training sessions is essential for maintaining high standards of service.	Operations	All

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Fare Collection -fare capping -open loop - more places to purchase them	Fares	VCTC
Umo \$.72 charge	Fares	VCTC
Bus drivers shouldn't be able to take that long breaks every hour it's ridiculous people have to be places I've been late to school work it's not fair. The arrival times is also not good bus is usually late a lot as always.	Operations	Moorpark Transit/Simi Valley/Thousand Oaks
*Double bicycle capacity on buses from 2 to 4, by adding rack on rear as well as front, or bigger rack on front. * Note which routes carry bicycles	Bike	All
Need to get protected bike lanes/routes	Bike	All
Bicycle and pedestrian facilities leading to transit stops.	Bike	All
*Regain riders by clear protections from airborne transmission: Open windows, UV in air-handling systems, masks encouraged or required	Comment	All
*Ensure riders with walkers can get into vehicles, both dial a ride and fixed route	Comment	All
I would like you to link safe cycling pathways with the train stops.	Comment	All
I want a couple of train stops near a beach	Extended Service	All
Free fares for homeless	Fares	All
*Evaluate trip finder, display next to it ways around its limits, such as http://211ride.org (shift this from http to https for reliability). * Entering route in pieces if it cannot find whole route	Operations	VCTC
Not enough bus routes/services offered.	Comment	CAT/GCTD
Service between the cities in the county to connect to Moorpark College that will arrive at 8:15 and leave at 3:40 and 4:40 daily for classes.	Expanded Service	All
Clarifying the posted schedules at Leisure Village, current ones are confusing	Comment	Camarillo Area Transit/VCTC
Service between midtown Ventura to CSUCI arriving by 7am for work and returning home after 4:15 pm throughout the day. The bus service between Ventura and Camarillo takes far too long to be practical. I live in Ventura and work in Camarillo and would love to take the bus but it is at least 1.5 hours each way. There needs to be a faster option.	Frequency	VCTC/Gold Coast

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Better frequency in service in Moorpark and Thousand Oaks transit buses. Bus only comes once per hour. Where I live the bus only comes a few times per day compared to other bus stops.	Frequency	Moorpark City Transit/Thousand Oaks Transit
Need better connections to get service to the Metrolink Station to then get to CSUCI	Expanded Service	Camarillo Area Transit/VCTC
Service between Santa Paula to Los Angeles in the morning to visit museums and entertainment	Expanded Service	VCTC/Metrolink
Service between South J Street in Oxnard to Newbury Park 320 Las Brisas for church services and senior programs daily arriving by 10 am. I am currently still driving, but would like this option.	Expanded Service	VCTC/GCTD/TOT
When service is simply not available, VC transit agencies should coordinate with private transit companies such as FlixBus, Santa Barbara Airport bus, etc. to ensure early morning/late night service to/from Los Angeles and LAX.	Expanded Service	All
Service between Simi Valley, Thousand Oaks, and Moorpark is not sufficient for ease of use. These three cities are closely interconnected, yet have few transit connections between them. On top of that, the VCTC has very few stops in Simi Valley, which, when combined with the fact that the Simi Valley bus routes are lacking in sufficient capacity or regularity (needing to wait over an hour at times when you miss the bus) it can be very difficult to make the connection to the VCTC bus routes. The routes in Simi themselves are also quite lacking and need far more buses to be useful. The amount of time that you need to wait at a stop if you miss the bus is ridiculous, not even having 30 minute frequencies at times. There should be much better interconnected routes between Simi, TO, and Moorpark.	Operations	Simi Valley Transit/VCTC
Service between Thousand Oaks TC to Canoga Park by 10am for leisure daily throughout the day. Express trips to Canoga Park on weekends from thousand Oaks transit center .	Expanded Service	Thousand Oaks Transit/VCTC

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Service between Knollwood Dr. in Newbury Park to Camarillo Station, aiming for a 12pm arrival, is needed for residents traveling into LA County for leisure.	Expanded Service	Thousand Oaks/VCTC
Coordinate with cities for additional transportation lockers (bikes and scooter) or lockers to safely store belongings to comfortably enjoy a day at the beach. There are zero places to park bikes, scooters or skateboards at Hueneme Beach Park or nearby Moranda Park that would encourage alternative modes of transportation. Thanks, James Important	Comment	All
Service between Thousand Oaks TC to Downtown Los Angeles by 10am for leisure daily throughout the day. Lack of service in late hours coming from LA Downtown to Thousand Oaks on weekends	Expanded Service	Thousand Oaks Transit/VCTC
Service between Thousand Oaks HS to Moorpark College arriving by 7am for classes on weekdays.	Expanded Service	VCTC/Thousand Oaks
Good connections over the last five years on most of the lines	Comment	All
Service is not consistent with average extended Commutes	Comment	All
Public transit is not as safe for me as it could be, because there's no longer any in-vehicle (KN95+) mask requirements preventing transmission of COVID and other diseases.	Comment	All
Free fares for Veterans to ride public transportation	Fares	All
More affordable fares for seniors.	Fares	All
Service improvements to travel out of Thousand Oaks throughout Ventura County daily with higher frequency for going to school, running errands, shopping	Frequency	All
Better timed connections between the VCTC intercity bus and the local city buses.	Operations	ALL
Service expansion on bus routes in the County with more times and frequent service. Ventura county, does not have efficient transportation for those without cars to go to their doctor appointments, grocery stores, pharmacies, and other offices such as doctors' offices.	Expanded Service	All

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
More frequent intercity bus and train between LA, Ventura, and Santa Barbara	Frequency	VCTC/Metrolink
Service between Ventura to Malibu arriving by 7am to run errands, shopping, and leisure daily.	Expanded Service	VCTC
Direct service from VTC (Ventura) to The Collection at Riverpark (Oxnard)	Expanded Service	Gold Coast Transit/VCTC
Service to SBA (Santa Barbara Airport) throughout the day, especially since Southwest Airlines (SWA) recently started servicing this airport. As a comparative example, please see the Omni Trans' "ONT Connect" 380 bus from the Rancho Cucamonga Metrolink station to Ontario airport, which provides consistent connections throughout the day.	Expanded Service	VCTC/Santa Barbara Transit
Service between Westlake Village (Thousand Oaks portion) to Kaiser medial in Woodland Hills throughout the day for medical appointments on weekdays. Can walk short distances but needs wheelchair transport that doesn't require her feet to be on WC footrest as her knees don't bend. Services I've checked for her don't seem to cross the county line and/or cost too much (\$2.50 per mile?!).	Expanded Service	All
Additional service to LA from Ventura County throughout the day on weekdays	Expanded Service	VCTC
Better frequency of intra-county transportation. The VCTC buses at best run about once every hour which means you only use the service if you absolutely have to.	Frequency	VCTC
More busses, more bus routes, more bus stops in the county overall are needed! A special emphasis on providing more frequent times to train stations	Expanded Service	All
Service expanded to evening and night hours up 10pm on the Weekends. Later service would benefit seniors and students	Service Hours	All
More frequent buses	Frequency	GCTD/Ojai/VCTC
More frequent all day service for routes on GCTD and VCTC	Bike	GCTD/VCTC
There isn't enough buses for certain routes to take all day	Expanded Service	Gold Coast Transit/VCTC

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
Service that has routes between Ojai, Casitas, Santa Paula areas to Ventura. 6,000 seniors live in the area and most Dr. and Specialized Medical care is concentrated in Ventura. That requires more than one central pickup point as most live miles from the bus stops.	Expanded Service	VCTC
Would like to have more buses with restrooms onboard.	General Comment	VCTC
Adding later service from Ventura going east for people working late needing to get home daily. Majority of places have people work until 10 or eleven so at least one eleven bus can grarky help those working at second shift. A 9:30 is ok if You only going to the mall but not for workers	Service Hours	VCTC
Better connections to Metrolink stations		VCTC
Service from West LA to amenities in Ventura county to be more feasible like using a ferry or alternate travel. Right now taking a car from Santa Monica, where I often visit to use as a transit hub, takes FIVE TO SIX hours via Google maps. It takes three or four transfers with disconnected arrival and departure times and the time actually increases (!) during rush afternoons - which would be an ideal time of travel for families with young kids such as myself.	New Service	VCTC
Service between Ventura to Van Nuys arriving by 9am for childcare.	Extended Service	VCTC
Additional evening slots on Metrolink or Amtrak between Oxnard and Burbank, Oxnard and LA Union Station		Metrolink
Service between Oxnard (near Collection) to Camarillo (kids school, church, etc.) in decent amount of time arrive by 8:15 am and return to Oxnard by 4pm with various pickup points along las Posas.		VCTC
Service from Oxnard to Camarillo Del Norte area and public transportation in Camarillo daily throughout the day.	Expanded Service	Gold Coast/Camarillo
Direct service between North Oxnard (near the Collection) and Camarillo and Ventura stations for connections to the train daily.	Expanded Service	Gold Coast/VCTC
Service options in Oak Park during the week besides only having Kanan Shuttle.	Expanded Service	Thousand Oaks Transit/VCTC

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
<p>Service between Santa Paula and NBVC for work daily. The base is the largest employer in the county and public transportation could significantly reduce traffic congestion as well as exhaust/greenhouse gas. I understand it's difficult and complicated, but let's figure this out!</p>	Extended Service	GCTD/VCTC
<p>Service between Santa Monica to Topanga State Beach arriving by 3 pm for recreational use. The other example I have is taking transit from Santa Monica to Topanga State Beach Park. The trip takes about 40 minutes during the afternoon, but the trip time increases significantly during rush hour. It should be simpler and faster to take mass transit to the beach after hours. Even driving is dangerous due to parking next to high speed traffic with no barriers, no slowdowns, and few traffic lights. For example, crossing the street from Topanga Beach to Rosenthal's wine bar is VERY DANGEROUS. It's so dangerous that I often have to drive across the street, and even then it's dangerous. This is unacceptable for users of public amenities and paying customers to have to be afraid of going from the beach to a nearby business. Slow the traffic and prioritize transit for residents, not passage for those not stopping in the area. There are alternative routes for commuters. The pedestrian environment around Pac Coast Highway is dangerous. The speed is 45+ with vehicles regularly reaching highway speeds. Crossing the street is dangerous and very risky for an able bodied person and impossible for a senior.</p>	Extended Service	Metro

Public Comments Received for FY24-25 - Unmet Transit Needs		
Comment	Specific Type	Service Provider
I'd love to take my bicycle down to Ventura from Los Angeles. With the pedestrian-friendly changes on main street and the existing bike network, Ventura has the potential to be an innovator in Southern California and model what a city could be. I think a lot of people would ride their bikes with better infra and take transit if it was clean, fast, and safe. Making Ventura more people-friendly would improve the quality of life for so many folks. I'm sure Patagonia and other green orgs would love to help y'all imagine what Ventura could be. Start at main street and develop safe/fast/reliable transit and protected bike lanes that connect the city.	Bike	VCTC/Gold Coast
When will light rails be used in Ventura? The city is small enough to make this happen and it would ease traffic congestion and increase citizen's quality of life.	Expanded Service	VCTC
Need more bike Capacity? Would like to see E-bikes have similar policies as standard bikes.	Bike	All
Need shelters and benches at bus stops. Bus stops often don't have shelter and or seating areas	Comment	Gold Coast/VCTC
The Westbound Moorpark Metrolink stop lacks both shelter and seating. The location is also hard to find for commuters.	Comment	Moorpark City Transit
*Identical comment replicated and submitted by nine different individuals.		

Appendix D: Service Requests

All comments in the table below were duplicated and submitted by nine different individuals.

Camarillo

Destination Type	Address / Description	Notes
City Hall	601 Carmen Dr. # 6034 Camarillo CA 93010 Office hours and to end of city council meetings	Served by VCTC Intercity service. Route 50 and CAT DAR
	100 S Las Posas for private bus to/from LAX Santa Maria – Camarillo trolley stops nearby	
Child support services	5171 Verdugo Way	Served by VCTC Intercity and CAT DAR
Hospitals	St. John's Hospital Camarillo 2309 Antonio Ave.	Served by CAT fixed route
Clinicas.org	730 Paseo Camarillo Camarillo, CA 93010	Served by VCTC Intercity and CAT DAR
Airports	Camarillo 555 Airport Way To get to/from Burbank Airport -	Served by CAT DAR
Train stations	Camarillo - 30 S Lewis Rd To get to/from Burbank Airport	Served by VCTC Intercity and Camarillo trolley

Thousand Oaks

Destination Type	Address / Description	Notes
City Hall	2100 Thousand Oaks Blvd. Office hours to end of city council meetings	served by Thousand Oaks Transit and Metro Route 161
Government	* East County Jail 2101 E Olsen Rd	8am-5pm 7 days (current stop is 3 miles away)
Colleges	CLU	Served by TOT
Hospitals	Los Robles Hospital & Medical Center	Served by TOT
Medical	Conejo Free Clinic, 80 E Hillcrest Dr. #102	Served by TOT
Medical	Clinicas 1000 Newbury Road #150 Newbury Park	TOT stops .5 mile
Parks	National Park Service, Satwiwa, off Lynn & Via Goleta 9-5 Sa+Su (current stop is 2 miles away)	No service

Moorpark

Destination Type	Address / Description	Notes

Appendix D: Service Requests

City Hall	799 Moorpark Ave. Office hours to end of city council meetings	Served by Moorpark City Transit and VCTC Intercity
Colleges	Moorpark College	Served by Moorpark City Transit, Simi Valley Transit and VCTC Intercity
Medical	Clinicas.org 4279 Tierra Rejada Road	Served by Moorpark City Transit
Train stations	*Moorpark 300 E High St	Served by Moorpark City Transit and VCTC Intercity

Ventura

Destination Type	Address / Description	Notes
City Hall	501 Poli St.	Office hours to end of city council meetings
General government	*800 S. Victoria Ave, Ventura County Government Center to end of board meetings, as well as office hours.	
Pretrial Detention Facility	*800 S Victoria, 8:30-11:30am, 1:30-4:30pm, 7-9pm We,Th,Sa,Su	
Grand Jury	*646 County Square Drive	
Colleges	Ventura College	
Hospitals	*147 N. Brent - Community Memorial Hospital	
Medical	*Behavioral Health, 300 North Hillmont Avenue	
Medical	* Kaiser 4949 Market St Ventura	
Medical	Clinicas.org 200 South Wells Road Ventura, CA 93004	
Medical	* Veterans Administration Clinic , 5250 Ralston Street, Ventura, CA 93003-7318	
Medical	* One-stop Clinic Tuesday 10 am to 1 pm at 3147 Loma Vista Road, Ventura.	
Parks	* National Park Service, Channel Islands, 1901 Spinnaker Dr, Ventura, CA 93001, 8:30-5 every day (current stop is 4 miles away at Pacific View Mall)	

Appendix D: Service Requests

Train Station	* Ventura - Downtown / Beach, 39 E. Harbor Blvd., Ventura CA 93001	
Train Station	* Ventura - East, 6175 Ventura Blvd., Ventura CA 93003	
Airport	* 920 S Seaward for private bus to / from LAX Santa Maria	

Fillmore

Destination Type	Address / Description	Notes
City Hall	250 Central Ave. Fillmore, 93015 Office hours to end of city council meetings	Served by VCTC Intercity and Valley Express
Medical	Clinicas.org 355 Central Avenue Fillmore, CA 93015	Served by VCTC Intercity and Valley Express

Oxnard

Destination Type	Address / Description	Notes
Employment centers	*Job Center, 2901 N. Ventura Road, Oxnard, CA 93036-1150	
General government:	*Juvenile: 4333 Vineyard Avenue, Oxnard, CA 93036, 7:30am-5:30pm M-F(current stop is 1 mile away at Vineyard & Simon)	
Colleges	CSUCI Hospitals * St. John's Regional Medical Center	
Medical	Clinicas.org 2600 E. Vineyard Avenue Oxnard, CA 93036 Clinicas.org 1100 W. Gonzales Rd. Oxnard 93036 Clinicas.org 801 Cooper Road Oxnard, CA 93030-5445 Clinicas.org 450 Clara Street Oxnard, CA 93033 Clinicas.org 650 Meta StreetOxnard, CA 93030 Clinicas.org 4400 Olds Road Oxnard, CA 93033	
Medical	* S Oxnard Public Health Clinic, 2500 "C" St., Suite B-1, Oxnard, CA 93033	

Appendix D: Service Requests

Medical	* N Oxnard Public Health Clinic, 2240 E. Gonzales Rd., Suite 140, Oxnard, CA 93036	
Government	* Birth & death certificates, 2240 E. Gonzales Road, Oxnard, CA 93036	
Train Station	* 201 E 4th St, Oxnard, CA 93030	
Airport	* Oxnard airport 2889 W. 5 th St. Oxnard for private bus to / from LAX to get to / from Burbank Airport (to Union station for FlyAway to / from LAX)	
City Hall	300 W. 3rd St., Oxnard, CA 93030 Office hours and to end of city council meetings	

Ojai

Destination Type	Address / Description	Notes
City Hall	401 S Ventura St., Ojai CA 93023 Office hours and to end of city council meetings	
Hospitals	* Ojai Valley Community Hospital - Ojai, California	
Medical	Clinicas.org 1200 Maricopa Hwy Ojai, CA 93023	
Parks	* US Forest Service, Wheeler Gorge Visitor Center, 17017 Maricopa Highway, Ojai, CA 93023, 9-3 Sa+Su with stop at Cozy Dell Trailhead, 15150 Maricopa Hwy, Ojai, CA 93023 (current stop in Ojai is 3 miles away from Cozy Dell, 8 miles from	

Simi Valley

Destination Type	Address / Description	Notes
Employment centers	*Job Center, 2900 N. Madera Rd., Simi Valley, CA 93065	

Appendix D: Service Requests

City Hall	2929 Tapo Canyon Rd., Simi Valley, CA 93063 Office hours and to end of city council meetings	
Hospitals	*Adventist Health Simi Valley- Simi Valley (Formerly Simi Valley Hospital)	
Medical	Clinicas.org 4370 Eve Road Simi Valley, CA 93063	
Medical	1424 Madera Road Simi Valley, CA 93065	
Medical	*Free Clinic of Simi Valley, 2003 Royal Avenue, Simi Valley, CA 93065	
Public Libraries	*Reagan Library (current stop is 3 miles away at Madera & Royal, Simi Valley)	
Train stations	*Simi Valley 5050 E Los Angeles Ave, Simi Valley, CA 93063	

Other

Comment	Notes
Every point in Ventura should be able to reach the nearest of these at least part of the day, if round trip costs less than delivery fee	
Regain riders by clear protections from airborne transmission: Open windows, UV in air-handling systems, masks encouraged or required	
Double bicycle capacity on buses from 2 to 4, by adding rack on rear as well as front, or bigger rack on front * Note which routes carry bicycles	

Appendix D: Service Requests

<p>Evaluate trip finder, display next to it ways around its limits, such as http://211ride.org (shift this from http to https for reliability) *</p> <p>Entering route in pieces if it cannot find whole route</p>	
<p>Ensure riders with walkers can get into vehicles, both dial a ride and fixed route</p>	

* 1st choice is to cover all the following for all hours they're open.

* 2nd choice for any destinations which cannot be on fixed routes is to make them eligible for everyone on dial-a-ride, without restrictions on age or disability

* 3rd choice is to have at least three stops at each per day, as early and late as possible, and in mid-day.

If county or state highway department has list of other major traffic generators, they should be on this list