

# FY 2025-26 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 funds on streets and roads and therefore they 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
<b>Equity</b>	The proposed service will not cause reductions in existing transit services that have an equal or higher priority	<b>Measures:</b> Vehicle revenue service hours and revenue service miles. <b>Criteria:</b> Transit vehicle service hours and miles will not be reduced on existing routes to fund the proposed service
<b>Timing</b>	The proposed service is in response to an existing rather than future transit need	<b>Criteria:</b> <b>Proposed</b> service is in response to an existing rather than future transit need; based on public input
<b>Feasibility</b>	The proposed service can be provided with the existing fleet or under contract to a private provider	<b>Measure:</b> Vehicle spare ratio: Transit system must be able to maintain FTA's spare ratio requirement of 20% (buses in peak service divided by the total bus fleet cannot fall below 20%). If less than 20%, can additional buses be obtained (purchased or leased) or can service be provided under contract to a private provider?
<b>Feasibility</b>	There are adequate roadways to safely accommodate transit vehicles	<b>Measure &amp; Criteria:</b> Route inspection to determine adequacy of infrastructure to accommodate transit vehicles and passengers.
<b>Cost Effectiveness</b>	The proposed service will not unduly affect the operator's ability to maintain the required passenger fare ratio for its system as a whole	<b>Measure:</b> Total estimate annual passenger fare revenue divided by total annual operating cost (the entire service including the proposed service) <b>Criteria:</b> Fare revenue/ operating cost cannot fall below the operator's required passenger fare ratio.
<b>Cost Effectiveness</b>	The proposed service will meet the scheduled passenger fare ratio standards described in Attachment A	<b>Measures and criteria</b> described below.
<b>Service Effectiveness</b>	Estimated passengers per hour for the proposed service will not be less than the system-wide average after five years.	<b>Measure:</b> Passengers per hour. <b>Criteria:</b> Projected passengers per hour for the proposed service is not less than 70% of the system-wide average (without the proposed service) at the end of 12 month of service, 85% at the end of 24 months of service, and 100% at the end of 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, a route connecting the community of Piru with the city of Fillmore, and another connecting the cities of Fillmore and Moorpark. 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, Piru 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 routes that provide intercity 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 ten round-trip weekday trains from Los Angeles Union Station to Moorpark, three of which extend to East Ventura, and two round-trip Saturday and Sunday trains between Union Station and East Ventura. 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 2025-2026 Unmet Transit Needs process was held between December 15, 2024 and February 15, 2025 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 142 comments were received, primarily through surveys (108). Additional comments came via email (19), community meetings (11), letters (2), social media (1), and phone (1). Individual respondents often provided multiple comments within a single submission.

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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 142 comments through the online survey, social media posts, email, phone calls, letters, and public comments that were received at the community meetings and Public Hearing. Many of the comments received were about general increases in service and service hours, 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 majority of transit improvement requests received this year emphasize enhancing connectivity between transit lines and operators, as well as increasing service frequency across Ventura County. These comments consistently identify the need for better intra-county transit connections and solutions, reflecting growing community interest in reliable, accessible, and frequent local transportation.

A particularly notable trend this year is the increased volume of requests for expanded Sunday and evening service. Community members across multiple cities—including Thousand Oaks, Camarillo, Ventura, and Simi Valley—identified the absence of Sunday service and limited evening options as significant barriers to accessing work, religious services, shopping centers, community meetings, and leisure destinations. These requests signal that weekend and evening mobility, previously considered less critical, has become a vital component of public transit.

Requests for transit connections to Santa Barbara, Goleta, and Carpinteria highlight a significant commuter interest in enhanced rail connectivity from Ventura County. Comments emphasized the need for restored pre-pandemic service levels, improved schedules tailored to work-related commuting, and expanded frequency of rail and fixed route bus services through Ventura. Although these services extend beyond Ventura County and thus do not qualify formally as unmet transit needs, their frequent mention underscores persistent regional commuting patterns and the community's strong desire for improved intercounty transportation solutions. VCTC staff continues to explore potential collaborative solutions with neighboring transit agencies, subject to further evaluation regarding fleet capacity, operational funding, labor availability, and route feasibility. Recently, Metrolink implemented a new schedule based on a pulse system with recurring departure/arrival times to enhance network connectivity to local bus services.

The Fillmore–Moorpark bus route was historically among the most frequently requested improvements identified through the Unmet Transit Needs process, and this need was successfully addressed in August

2024 with the launch of a direct route provided jointly by VCTC and Valley Express. This new route significantly enhanced regional connectivity and fulfilled longstanding community requests. Comments regarding the Fillmore–Moorpark corridor primarily reflect community interest in improving connectivity, particularly for school-related travel, safety concerns due to road conditions, and potential enhancements through additional stops. While these comments do not individually meet the threshold to qualify as an unmet transit need, they consistently highlight a persistent public desire for improved transit connections in this area. Continued attention to these requests could support future planning and operational improvements aimed at enhancing overall regional mobility.

Requests for transit connections to Santa Clarita and Antelope Valley continue to appear regularly, reflecting sustained community interest in regional connectivity. Comments specifically highlight a demand for direct transit routes from Piru to Santa Clarita/Valencia for employment and shopping purposes, as well as improved service along Highway 126 connecting Fillmore, Piru, and Santa Clarita/Valencia. While these requests are outside Ventura County and thus not formally classified as unmet transit needs, the recurring nature indicates strong community interest. 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, significant route costs, sufficient labor and route configuration are issues to be addressed as part of the planning process for this service.

Transit access to regional airports continues to be a consistent area of interest in the Unmet Transit Needs process. This year's comments included requests for direct or improved service to LAX, Santa Barbara Airport, and the Oxnard Airport Terminal, with trip origins primarily in Ventura, Ojai, and surrounding communities. Riders emphasized the need for dependable, all-day options that align with airport shuttle schedules or flight times. While these comments do not meet the threshold to qualify as an unmet transit need due to their destinations lying outside Ventura County, they reflect a long-standing community request.

The most frequent comments this year are as follows:

- Expanded service to multiple Los Angeles County locations, including increased Metrolink and Pacific Surfliner service into Ventura County and Santa Barbara.
- Requests for expanded transit service within and between Ventura, Camarillo, Oxnard, Moorpark, and Thousand Oaks, emphasizing a strong need for improved intra-county connectivity.
- Varying improvements to the Gold Coast Transit District service.
- Many comments indicate a need for extended service, specifically Sunday and evening services to accommodate leisure, shopping, religious services, non-traditional work schedules and general community activities across several routes.
- Persistent requests for improved frequency and better coordination of services across local transit operators to enhance transfer reliability and overall transit efficiency.
- Ongoing community interest in improved airport connections to LAX, Santa Barbara Airport, and Oxnard Airport, emphasizing the importance of first mile/last-mile transit options for long-distance travel.

- The Fillmore–Moorpark route, launched in August 2024, addressed one of the most historically requested needs; current comments still reflect interest in improved connectivity, school access, and additional stops.
- Continued requests for service between Piru and Santa Clarita/Antelope Valley highlight strong regional interest.

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 Sunday service is prominent, reflecting a shift towards using transit for leisure activities and accommodating non-traditional work schedules.

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.

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

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

*\*\*A review will take place after 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
1 Service requested for Sunday service in Thousand Oaks to allow access to shopping and church. There is currently no service at all on Sundays.	Service Hours	Thousand Oaks Transit
2 Service requested between Rancho Camulos in Piru and Central Park in Piru / Lake Piru for recreational access throughout the day.	Expanded Service	VCTC
3 Service requested for later CAT service during concerts (summer, November, December), and DAR (Dial-A-Ride) extension to accommodate event attendees and hosts.	Service Hours	Camarillo Area Transit
4 Service requested for more frequent service between Ventura College and Moorpark College for school-related travel arriving by 7:00 a.m.	Frequency	VCTC
5 Service requested between Camarillo and downtown Ventura (Pier) daily at 10:00 a.m. for personal travel. Current service only operates on Saturdays.	Expanded Service	VCTC
6 Service requested for more bus trips between Simi Valley Mall and Moorpark College in the morning and afternoon for students.	Frequency	VCTC
7 Service requested for Sunday service in Thousand Oaks Mall to Camarillo Outlets to allow access to shopping . There is currently no service at all on Sundays.	Service Hours	VCTC
8 Service requested for a later bus from Ventura to Fillmore, departing around 10:00 p.m., for returning home from late work shifts daily.	Service Hours	VCTC
9 Service request for service from Ventura to Oaks Mall in thousand Oaks on Sundays	Service Hours	VCTC
10 Service requested to extend Route 77's final weekday evening trip from Ventura Transit Center at 7:10 p.m. to depart at 9:00 p.m. to allow return travel to Simi Valley, and then continue to Camarillo arriving by 10:00 p.m.	Service Hours	VCTC
11 Service requested for Route 50 on Sundays throughout the day.	Service Hours	VCTC
12 Service requested for additional bus stops near the intersection of Spring Rd. and New Los Angeles Ave. There are no stops on the eastbound or southbound sides, and the two existing stops on the other sides are too far apart. Rider states this has been a persistent issue for over a year and impacts accessibility to a nearby business district.	Expanded Service	VCTC
13 Service requested for more routes from Piru to locations including Thousand Oaks, Camarillo, and SCV for various activities including work, shopping, and recreation.	Expanded Service	Valley Express/VCTC/CAT/Antelope Valley Transit

14	Service requested for late-night service for riders working past midnight daily in transit in Ventura County.	Service Hours	All
15	Service requested for more direct routes from Ventura to LAX and Santa Barbara airports.	New Service	VCTC/Metro

## Public Comments Received for FY24-25 - All Other Comments

Comment	Specific Type	Service Area
1 Service requested for more frequent arrivals and departures, late-night options, and broader availability of public transit options in Camarillo daily.	Frequency	Camarillo Area Transit
2 Service requested for Camarillo Area Transit route to start earlier at 8:30 am at CVS Santa Rosa, arriving at Community Center by 9:00 am for work.	Service Hours	Camarillo Area Transit
3 Request to extend service hours at Leisure Village. Rider appreciates the service but would like more availability.	Service Hours	Camarillo Area Transit
4 Service requested for Bus Route 2 arrival earlier than 8:10 a.m., which is too late for students who start 8 am class through out the week.	Expanded Service	Moorpark Transit
5 Service requested for a fixed route running straight through Cochran Street in Simi Valley to improve frequency. Current Simi Valley Transit service is too infrequent, requiring riders to seek alternative transportation options.	Frequency	Simi Valley Transit
6 Service requested between Simi Valley and Ojai for regular weekday travel, throughout the day	New Service	VCTC
7 Service requested between Simi Valley and Underwood Farms in Moorpark for travel daily travel throughout the day	Expanded Service	VCTC
8 Service requested for more easily accessible buses in Simi Valley throughout the day. Current routes and bus stop locations are inadequate, limiting access for activities such as social visits, events, volunteering, and classes	Expanded Service	Simi Valley Transit
9 Service requested for closer bus stop locations near Archwood Lane in Simi Valley.	Expanded Service	Simi Valley Transit
10 Service requested for adjusted bus schedules in Simi Valley to better match school schedules. Move it back along LA there is nothing on Alamo. And make it so we don't need to take two buses to get from one end to the other. It shouldn't take an hour and 10 minutes to get from East Simi to Walmart. It's a 10 minute drive.	Service Hours	Simi Valley Transit
11 Service requested for better coordination between Simi Valley Transit Line 10 and the new Valley Express Fillmore service. Rider has successfully used the connection but only when the timing aligns. Suggests exploring ways to improve reliability of transfers.	Expanded Service	Simi Valley Transit



## Public Comments Received for FY24-25 - All Other Comments

	Comment	Specific Type	Service Area
12	Service requested for improved reliability and customer service on Thousand Oaks routes 41, 42, and 50. Issues include buses skipping designated stops, drivers being distracted, inconsistent fare information, and drivers leaving stops prematurely, especially at The Oaks Mall transfer location during evenings.	Operations	Thousand Oaks Transit
13	Service requested for better synchronization between fixed-route bus schedules in Thousand Oaks and Metrolink train arrivals daily.	Service Hours	Thousand Oaks Transit
14	Service requested between Ojai and Sheraton Hotel on Harbor Blvd (Ventura Harbor) in Ventura daily from 6:00 a.m. to 9:00 p.m. for LAX Airport Shuttle pickup.	Expanded Service	Gold Coast Transit District
15	Service requested for Bus #10 to run later into the evening for access between Ventura and Port Hueneme. Current trip requires three transfers, which is inefficient.	Expanded Service	Gold Coast Transit District
16	Service requested to reduce long wait times and ensure on-time arrivals. Existing delays affect daily trips for work, medical, and social purposes.	Operations	Gold Coast Transit District
17	Service requested for direct service from Saticoy/Wells Center to The Collection and Esplanade daily throughout the day. Current route requires 3 buses and takes over 2 hours. Riders need access to shopping, employment, and social services.	Expanded Service	Gold Coast Transit District
18	Service requested for a direct connection between Saticoy and Ventura Adult & Continuing Education (VACE) for educational travel arriving by 9am.	Expanded Service	Gold Coast Transit District
19	Service requested for more routes along Harbor Blvd and to adult schools in Oxnard (VACE) arriving by 8am. Current service is limited and does not meet work and school needs.	Expanded Service	Gold Coast Transit District
20	Service requested for more frequent and later buses in Ventura at 835 E Main St, Ventura, current bus service is too infrequent and ends too early to be usable, even for a short one-mile trip.	Frequency	Gold Coast Transit District
21	Service requested from Ventura Westside to Ventura Auto Center for vehicle maintenance purposes during daytime hours.	Expanded Service	Gold Coast Transit District
22	Service requested for an eastbound drop-off location at Channel Islands Blvd and Ukiah intersection in Oxnard, as there is currently no service making it impossible to return by bus.	New Service	Gold Coast Transit District
23	Service requested between Saticoy and The Collection in Oxnard at 3:00 PM to facilitate shopping trips.	Expanded Service	Gold Coast Transit District

## Public Comments Received for FY24-25 - All Other Comments

	Comment	Specific Type	Service Area
24	Service requested for more direct intercity travel within Ventura. Current Gold Coast routes take too long for short trips between neighborhoods.	Frequency	Gold Coast Transit District
25	Service requested to expand coverage to Ventura Harbor area. Rider expresses appreciation for existing Amtrak, Metrolink, Vista, and Gold Coast services in Oxnard/Ventura but finds Ventura Harbor inaccessible.	New Service	Gold Coast Transit District
26	Service requested for coordination and possible extension of Gold Coast Line 11 to Santa Paula to allow better connection with the Valley Express Fillmore-Moorpark Route. Rider notes gaps in VCTC Line 60 service and that Gold Coast's Line 10 and 11 are shown in transit apps but not close enough to downtown Santa Paula. Improving these connections would support regional connectivity and increase ridership.	Expanded Service	Gold Coast Transit District
27	Service requested for a new bus stop near 2145 Harbor Blvd at the corner of Harbor Blvd and Monmouth Way in Ventura to support access to the NHF Recuperative Care Program. The facility serves unhoused individuals discharged from hospitals who often face difficulty reaching public transit. The closest existing stop is on Thompson near Seaward, which is too far for many patients with limited mobility or medical recovery needs.	Expanded Service	Gold Coast Transit District
28	Service requested for more routes between Fillmore and Moorpark College for school-related travel arriving by 7:00 a.m. daily	Frequency	Valley Express
29	Service requested for more reliable on-time performance. Current Valley Express routes are consistently late, affecting daily trips for work, school, and appointments.	Operations	Valley Express
30	Service requested for more frequent Valley Express Dial-A-Ride and fixed-route service to accommodate daily trips for shopping, medical appointments, school, and social activities.	Frequency	Valley Express
31	Service requested for Fillmore to Moorpark route to avoid traveling over Grimes Summit due to safety and construction concerns. Rider suggests exploring alternate routing options due to visible roadwork near the rock quarry that may indicate road widening	Operations	Valley Express

## Public Comments Received for FY24-25 - All Other Comments

	Comment	Specific Type	Service Area
32	Service requested for a new Valley Express shuttle route serving major shopping centers and connecting with other transit services, particularly in areas like Moorpark and Camarillo. Suggestion includes modeling after services like Ojai's Roadrunner Shuttle.	New Service	Valley Express
33	Service requested for Moorpark-Fillmore route to include an additional stop near the Moorpark Civic Center area.	Expanded Service	Valley Express
34	Service requested for a circulator route in Santa Paula running near the bike path. Rider believes this would be more beneficial than the current DAR service.	New Service	Valley Express
35	Service requested is a funded, single-occupant on-demand ride that is door-to-door for trips from home to retail locations for shopping, and medical trips throughout the day, once a week in Thousand Oaks.	Expanded Service	Thousand Oaks Transit
36	Service requested for Dial A Ride trips between Oxnard and Santa Paula for visits with family, including school and shopping trips	Expanded Service	GCTD/Valley Express
37	Service requested to improve ADA Dial-A-Ride travel times through out the county, but specifically for trips between Thousand Oaks and Santa Paula for attending community meetings during daytime and evening hours. Current ADA service takes too long to cross the county.	Operations	All
38	Continued and improved service requested for daily Dial-A-Ride in Santa Paula, Valley Express and GCTD trips for work, medical appointments, and school from 1030 Stonegate Rd, Santa Paula into Oxnard	Operations	Valley Express/GCTD
39	Service requested for improved reliability of ADA Dial-A-Ride service in Thousand Oaks. Rider reports frequent late arrivals, impacting the ability to reliably attend medical appointments.	Operations	Thousand Oaks Transit/ECTA
40	Service indicated as adequate currently, but additional Dial-A-Ride options anticipated to meet increased personal mobility needs for senior riders.	Expanded Service	All
41	Service requested for more affordable and accessible transportation from Moorpark to doctor appointments in Thousand Oaks, especially to Los Robles Hospital. Rider is a senior with a disabled spouse and notes difficulties with current \$6 fare per trip and inconsistent availability. Requests a low-cost and dependable option tailored for seniors and those with medical needs.	Fares	ECTA

## Public Comments Received for FY24-25 - All Other Comments

	Comment	Specific Type	Service Area
42	Service requested for improvements to the Metrolink Ventura County Line, including increased service frequency and upgrades to support regional rail connectivity.	Expanded Service	Metrolink
43	Service requested between Ventura Rail Station and Santa Barbara Airport for work-related travel arriving by 6:30 a.m. daily	Rail	Metrolink
44	Service requested for a commuter Metrolink train arriving in Goleta by 7:00 a.m. and returning at 5:00 p.m. for daily work travel.	Rail	Metrolink
45	Service requested to restore pre-pandemic Metrolink pricing and schedule for Ventura to Goleta commute. Current service does not support working commuters.	Rail	Metrolink/LOSSAN`
46	Service requested for rail service between Ventura and Carpinteria arriving between 7:00 a.m. and 8:00 a.m. for work-related travel.	Rail	Metrolink
47	Service requested for more rail connections through downtown Ventura heading southbound and increased frequency of rail service to Santa Barbara	Rail	Metrolink /LOSSAN
48	Service requested for more affordable train trips from Ventura to Santa Barbara for leisure and cultural activities.	Fares	Metrolink/LOSSAN`
49	Service requested for weekend rail service connecting Ventura Fairgrounds directly to LAX for occasional business and personal travel.	Rail	Metrolink
50	Service requested for additional mid-day rail services between Ventura and Los Angeles, specifically requesting Ventura to Los Angeles around 10:30 a.m., and returning from Los Angeles to Ventura around 3:00 p.m. for recreational activities.	Rail	Metrolink
51	Service request for more frequent train stops at Camarillo Amtrak station to facilitate occasional shopping and attendance at social events	Rail	Metrolink/LOSSAN`
52	Service requested for more frequent rail service throughout the day in Ventura County for daily trips	Frequency	Metrolink
53	Service requested more rail service specifically from LAX to Ventura county daily	General Comment	Metrolink
54	Service requested for earlier train service to Santa Barbara before 7 am.	Service Hours	Metrolink
55	Service requested for increased Metrolink rail from Camarillo to Los Angeles frequency to every 30 minutes during peak commuter hours daily.	Frequency	Metrolink

## Public Comments Received for FY24-25 - All Other Comments

	Comment	Specific Type	Service Area
56	Service requested for extended VCTC Metrolink rail service between Moorpark and Chatsworth, enabling full-length Ventura County Line connectivity. Also include midday connections in Moorpark station.	Service Hours	Metrolink
57	Service requested additional rail options in Ventura County anticipated to meet increased personal mobility needs for senior riders recreational travel.	Expanded Service	Metrolink /LOSSAN
58	Service requested for late-night transportation options from Los Angeles to Oxnard after midnight using rail to allow return travel following concerts and sporting events. Preferred departure time is 12:00 a.m.	Service Hours	Metrolink
59	Service requested for late-night return options for Camarillo residents attending evening events in Los Angeles (e.g., concerts, games). Current options are too limited, particularly for evening return trips.	Service Hours	Metrolink
60	Service requested for shuttle service from Simi Valley Mall to the Ventura County Fairgrounds and Beaches daily for regular travel.	Extended Service	VCTC
61	Service requested for more buses traveling to and from Camarillo daily for work, shopping, and medical purposes.	Extended Service	VCTC
62	I have issues with VCTC Wi-Fi it does not always work well on the Coastal Express. `	Comment	VCTC
63	Service requested for more express commuter options between Ventura and the Goleta business complex area. Many riders commute to SB/Goleta from Ventura/Oxnard for work.	Extended Service	VCTC
64	Service requested for a later bus than 7:30 p.m. from Santa Barbara to Ventura for evening commuter return trips. Current service lacks late options.	Service Hours	VCTC
65	Service requested for additional southbound VCTC buses from Cabrillo/East Beach Santa Barbara to Ventura around 5:45 p.m. Current options (4:50 p.m. and 7:00 p.m.) are limited, affecting commuters at the end of a typical workday.	Extended Service	VCTC
66	Service requested for later evening buses from Government Center, Ventura to Santa Barbara for attending cultural events around 11:00 a.m.	Extended Service	VCTC
67	Service requested for more early morning and late evening transportation options between Camarillo and Downtown Ventura for both work and social activities. As well as later trips to Ventura College	Service Hours	VCTC
68	Service requested for VCTC bus pickup at Santa Clara and Oak at either 5:00 or 5:30 pm daily .	Service Hours	VCTC

## Public Comments Received for FY24-25 - All Other Comments

	Comment	Specific Type	Service Area
69	Service requested between Saticoy and Camarillo at 9:00 AM for daily commuting purposes.	Expanded Service	VCTC
70	Service requested to convert current flag stops into regular fixed stops on all routes.	Operations	VCTC
71	Service requested between Oxnard and Thousand Oaks with a duration of travel of approximately 30 minutes daily for work purposes.	Frequency	VCTC
72	Service requested for an additional southbound bus departing at 6:40 p.m. from Anacapa St and Anapamu St in Santa Barbara to Ventura Transit Center to fill the current schedule gap between 5:44 p.m. and 7:33 p.m.	Service Hours	VCTC
73	Service requested for schedule consistency on Routes 97 and 99 during school breaks. Currently, service is reduced even when schools are just on break, not fully out.	Operations	VCTC
74	Service requested to improve Thousand Oaks–Oxnard–Ventura route by streamlining the Camarillo segment (e.g., using opposite side of Carmen Plaza to avoid delays) and extending selected midday trips and peak-hour express service to Warner Center, with stops at Camarillo Metrolink and Thousand Oaks Transit Center only.	Operations	VCTC
75	Service requested to retain East County (70-74x) Thousand Oaks–Moorpark route with key stop at Thousand Oaks Library and proposed additional stop at Olsen Rd for improved connections to Simi Valley.	Operations	VCTC
76	Service requested for the Cross County Limited (77) route to retain the Simi Valley Town Center stop, include an on-call stop at the Reagan Library, add a possible stop at SR-23, and route past Cal Lutheran and Los Robles Medical Center on the way to The Oaks Mall.	Operations	VCTC
77	Service requested for the Cross County Limited Route (77) to be scheduled so that, along with the Thousand Oaks–Oxnard–Ventura route, it provides 30-minute service between Camarillo and Ventura.	Frequency	VCTC
78	Service requested for all-day Ventura–Santa Barbara service, including a stop in Carpinteria. Suggests first Santa Barbara-bound and selected evening buses start/end in Camarillo to connect with the last bus from Ventura to Thousand Oaks. Also suggests a peak-hour express from Camarillo–Oxnard–Ventura–Goleta.	Frequency	VCTC

## Public Comments Received for FY24-25 - All Other Comments

	Comment	Specific Type	Service Area
79	Service requested for earlier and better-timed trips to accommodate 8:00 a.m. classes at Moorpark College. Rider noted that the first bus arrives at Metrolink at 6:08 a.m., missing the train by 12 minutes, while the second arrives at 7:18 a.m., which connects to a 7:34 a.m. train but causes tardiness to work.	Service Hours	VCTC
80	Service requested for a zone near Costco and Walmart in Simi Valley for riders on fixed incomes. Rider explains that existing stops are not accessible for budget-conscious shoppers, and there is currently no stop in one direction. Returning trips require transferring at Moorpark College or Metrolink, which is inconvenient.	Expanded Service	VCTC
81	Service requested for an additional VISTA bus departing from the Moorpark Metrolink Station to head west toward Camarillo and Oxnard. Several Metrolink trains (e.g., Train 109 at 1:57 p.m. and Train 113 at 4:02 p.m.) terminate in Moorpark, leaving riders waiting over an hour for westbound connections.	Service Hours	VCTC
82	General support indicated for current VCTC Intercity service levels. No specific service improvements requested.	Comment	All
83	Opposition to increased public transit funding; preference expressed for freeway widening without adding carpool lanes throughout Ventura County, as diamond lanes reportedly do not adequately relieve congestion.	General Infrastructure	All
84	Infrastructure improvement requested for dedicated bus lanes to improve travel time and service reliability.	General Infrastructure	All
85	Infrastructure improvement requested on Lewis Road north of Camarillo Metrolink Station toward Somis, including lighting and sidewalks.	General Infrastructure	
86	Request to publish Youth Ride Free/College Ride (YRF/CR) program stats to better evaluate long-term impact.	Operations	VCTC
87	Suggestion for collaboration with law enforcement to promote transit use, especially as DUI prevention.	Operations	VCTC
88	Suggestion to place QR codes for UTN survey at transit centers to increase participation.	Operations	VCTC
89	Service requested for a direct route between Ventura and UCLA for students and workers, to improve access to Westwood where housing is unaffordable.	New Service	VCTC/Metro

## Public Comments Received for FY24-25 - All Other Comments

	Comment	Specific Type	Service Area
90	Service requested for expanded routes from Thousand Oaks to Pasadena and additional destinations within West Los Angeles County on weekdays, evenings, and later service on Saturday nights, to attend social events.	Extended Service	Thousand Oaks/Metro
91	Service requested for daily commute from LA/Ventura County Line (Neptune's Net) to 300 Esplanade Dr, Oxnard, arriving by 8:30 a.m. and returning at 7pm for work. Daily	New Service	GCTDVCTC/Metro
92	Request for accurate and consistent schedules on both Google Maps and the VCTC website, specifically noted inconsistencies for Route 90-99 Eastbound buses around midday, citing delays and inaccuracies affecting reliability	Operations	VCTC
93	Service requested for a direct transit route from Piru to Valencia, CA, arriving by 5:00 am for work and shopping.	New Service	Valley Express/VCTC/Metro
94	Service requested between Ventura and Santa Monica at approximately 9:00 AM to accommodate daily commuting needs.	New Service	VCTC/Metro
95	Service requested to include more amenities for individuals experiencing back pain or discomfort, such as massage-equipped seats, air purification, lunches, and snacks on transit vehicles.	Operations	All
96	Request to expand the Emergency Guaranteed Ride Home Program to include non-workers (e.g., emergencies unrelated to employment)	Extended Service	All
97	Service requested between the Highway 126 corridor to the Metrolink station in Santa Clarita, with a stop at the Rancho Camulos National Historic Landmark in Piru	New Service	Antelope Valley Transit/VCTC
98	Service requested along Route 126, extending to Santa Clarita via Fillmore and Piru.	New Service	Antelope Valley Transit/VCTC
99	Concern raised about the lack of transit connections from Camarillo to future high-speed rail stations in Los Angeles. Current Metrolink service perceived as inadequate to meet this future demand. Opposes to adding additional lanes and would like to see investment into rail	Comment	All
100	Service requested for more frequent fixed-route service throughout Ventura County. Current service is unreliable with only one bus per hour		All
101	Service requests funds be redirected from highway expansion to a countywide Bus Rapid Transit system.	Operations	All
102	Service requested from Thousand Oaks to Kaiser in Woodland hills during the week arriving between 9am-11am for medical appointments.	Expanded Service	VCTC/Metro



Public Comments Received for FY24-25 - All Other Comments

	Comment	Specific Type	Service Area
103	Service requested for improved coordination across multiple transit operators including CAT, MCT, SVT, and TOT to reduce transfers and simplify trips for daily travel.	Operations	All
104	Service requested for more reliable bus schedules and improved wait times across Gold Coast Transit, VCTC Intercity and Metro 161 for work, medical, and school-related travel.	Operations	
105	Service requested for more nighttime buses and direct service to industrial parks and Amazon warehouses. Buses are not currently available 24/7, and workers with nontraditional hours cannot access jobs reliably.	Service Hours	All
106	Service requested for trips from Leisure Village (41033 Village 41, Camarillo) to medical centers at 2200 E Gonzales Rd and 2103 E Gonzales Rd in Oxnard, and 4949 Market St in Ventura for healthcare appointments.	Expanded Service	CAT/GCTD/VCTC
107	Service requested for a direct route between Gonzales Rd in Oxnard and Rancho Campana High School (Mar Vista Dr, Camarillo) for education-related travel, arriving by 8:00 a.m. There is currently no transportation to this area, requiring multiple transfers and long walks.	New Service	CAT/GCTD/VCTC
108	Service requested direct transit between Rose Avenue/Walmart Shopping Center in Oxnard and Camarillo Hospital for medical appointments, arriving by 7:45 a.m. There is no direct transit connection for this essential trip.	New Service	CAT/GCTD/VCTC
109	Service requested for a direct route between Gonzales Road in Oxnard and Rancho Campana High School (Mar Vista Drive, Camarillo) for school-related travel, arriving by 8:00 a.m. Current options require transferring and walking a long distance, making it difficult for high school students to attend on time.	New Service	CAT/GCTD/VCTC
110	Service requested between Rose Avenue/Walmart Shopping Center in Oxnard and Camarillo Hospital for medical-related travel, arriving by 7:30 a.m. There is no direct connection, and existing service options require multiple transfers.	New Service	CAT/GCTD/VCTC
111	Service requested from Ventura Westside to Santa Barbara Airport in the afternoon hours for work-related trips.		VCTC/SBMTD
112	Service requested for inexpensive, accessible transit options from Santa Paula to Los Angeles for medical appointments.	Fares	Valley Express/Metro

Public Comments Received for FY24-25 - All Other Comments

	Comment	Specific Type	Service Area
113	Service requested for inexpensive, accessible transit options from Santa Paula to Santa Barbara for recreational and medical purposes.	Fares	All
114	Recommendation to introduce more small electric vans for employee shuttles. Encourages partnerships between county, state, and employers to provide work transportation from neighborhood pickup zones, reducing traffic and pollution.	Operations	All
115	Service requested to improve transfer coordination between the six bus lines that serve Moorpark. Rider suggests that VCTC work with Simi Valley Transit, Valley Express, Moorpark City Transit, and VCTC routes (70s and 77) to improve timing and bus stop layout to allow more seamless transfers. A centralized stop for all providers is recommended.	Operations	All
116	Service requested to improve north-south connectivity between Santa Paula, Fillmore, Moorpark, and Camarillo. Current routes support east-west travel, but limited options for north-south travel impact access for students and youth—particularly those in high school in Fillmore who need access to services or education in southern cities.	Operations	All
117	Service requested for more routes from Piru to Thousand Oaks, Camarillo, Santa Clarita Valley, Ventura, Oxnard, and more, for work-related travel.	Expanded Service	VCTC/Valley Express/AVT/GCTD
118	Service requested for Sunday transportation between 2244 Gloryette Ave, Simi Valley and Moorpark for religious services at 9:00 a.m. and medical appointments at 3:00 p.m.	Service Hours	VCTC/Simi Valley/Moorpark
119	Service requested for more frequent buses throughout the day and earlier and later and easier transfers from Wells Road to CSUCI and Metrolink in Camarillo. Current routing makes transfers difficult for school and work travel daily.	Frequency	VCTC/GCTD
120	Service requested for more frequent buses and simpler transfers between Wells Road in Ventura and CSU Channel Islands or the Metrolink station in Camarillo. Earlier service and better frequency are needed for school and work travel.	Frequency	VCTC/GCTD
121	Service requested for more bike rack space or updated racks at Thousand Oaks Transit and VCTC Intercity stops.	Comment	Thousand Oaks Transit

Public Comments Received for FY24-25 - All Other Comments

	Comment	Specific Type	Service Area
122	Service requested for infrastructure improvements to the Moorpark College bus stop. The current stop location is not well-suited for waiting passengers and lacks the capacity to safely and comfortably accommodate six bus routes that may stop around the same time. Rider requests evaluation of the site to address safety and functional issues.	General Infrastructure	Moorpark
123	Service requested for restroom access improvements at the Moorpark College bus stop, which serves as an endpoint for Simi Valley Transit and Valley Express. Riders and drivers with lengthy layovers, especially when transferring from Fillmore, often cannot conveniently access campus restrooms, which are a 10-minute walk from the stop. Suggestion to reevaluate the bus stop location to allow better restroom access during breaks.	General Infrastructure	Moorpark
124	Service requested between Ojai and Oxnard Airport Terminal daily from 6:00 a.m. to 9:00 p.m. to connect with LAX Airport Shuttle services.	Expanded Service	Gold Coast Transit District
125	Service requested for direct transportation between Camarillo and LAX.	New Service	VCTC/Metro
126	Service requested direct routes to LAX and SB airports from Ventura	New Service	VCTC/Metro
127	Request for a dedicated Ventura County bus service to LAX, with 3–4 round trips daily, competitive fares, and Conejo Valley pickup. Aimed at reducing car travel and congestion.	New Service	All