



Gold Coast Transit District Title VI Civil Rights Program

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Gold Coast Transit District (GCTD)
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1 INTRODUCTION TO TITLE VI PROGRAM

This update to the Gold Coast Transit District (GCTD) Title VI program was developed pursuant to the revised procedures described in Federal Transit Administration (FTA) Circular 4702.1B, dated October 1, 2012. The previous program was submitted to FTA on July 15, 2019. The purpose of the update is to provide information to enable FTA to determine GCTD is in compliance with the U.S. Department of Transportation (DOT) Title VI regulations (49 CFR Part 21). The update also includes information about GCTD's language assistance measures to assure equal access for Limited English Proficient persons in the GCTD service area.

2 ACTIVE LAWSUITS OR COMPLAINTS

Since the last report submittal on July 15, 2019, there has been one public transportation-related Title VI or civil rights investigation. The complain originally was submitted to the Ventura County Transportation Commission and then forwarded to GCTD due to our services in the area where the complainant lived. The complaint was not explicitly a Title VI or Civil Rights complaint but the complainant's language used triggered an investigation. The original complaint (identifying information removed) and the results of the investigation are attached in Appendix 8. There were no Title VI related lawsuits filed against GCTD during this period.

3 PENDING APPLICATIONS FOR FINANCIAL ASSISTANCE

GCTD is a recipient of federal funding under Section 5307 of the FTA Act of 1964, as amended. Currently, GCTD has no FTA grant applications pending. However, GCTD has been partially apportioned FFY2022 Section 5307 funds for Operating Assistance, Capital Cost of Contracting for Paratransit Service and Preventative Maintenance. GCTD has also been granted CMAQ funds for the replacement of nine CNG 40-foot low-floor buses. Applications for these two apportionments have not been started yet and therefore have not been assign a temporary application number.

4 MINORITY REPRESENTATION IN DECISION-MAKING BODIES

Gold Coast Transit District is governed by a Board of Directors. Each of GCTD's five member jurisdictions (Oxnard, Ventura, Ojai, Port Hueneme and the County of Ventura) appoints one elected official from its governing body to serve on the Board of Directors and a second to serve as an alternate member. This enables representation of the individual geographical areas on the GCTD Board. Appointments are generally based on the council/board member with the greatest interest in transit and not based on minority status. Currently, the Board consists of zero minorities.

Additionally, GCTD's bylaws provide each board member with one (1) vote, except that a board member appointed within a jurisdiction whose population is 100,000 or more shall have a vote whose value and effect is equal to 2.0 votes on only the following: annual budget, midyear budget changes and amendments; and capital expenditures of five million dollars (\$5,000,000) or more.

The GCTD Board of Directors directed the formation of a Technical Advisory Committee (TAC) in 1982 to serve in an advisory capacity to the Board. The Committee's mission is to provide advisory assistance and recommendations to the GCTD Board and staff on technical and policy issues affecting the interests of member jurisdictions, and to serve as a communication liaison among jurisdictions and GCTD. The TAC is comprised of staff members from each of GCTD's five member jurisdictions who are appointed by the City Managers and the County of Ventura Public Works Director. The Ventura County Transportation Commission (VCTC) Executive Director designates staff to serve in an ex-officio capacity for the purpose of providing information on state and federal funding requirements and options, transportation and transit planning and other issues. GCTD Planning staff provides staff assistance to the TAC. Two of the six GCTD TAC members currently serving are a minority and two of the six members is female.

GCTD Minority Representation on Decision Making Bodies

Non-Elected Committees	Number of Members	Minority	Non-Minority
Board of Directors	5*	1	3
Technical Advisory Committee (TAC)	6	2	4
*One member of the Board of Directors did not report.			

5 FTA CIVIL RIGHTS & DOT TITLE VI ASSURANCES

In accordance with 49 CFR Section 21.7(a), every GCTD FTA grant application for financial assistance shall be accompanied by an assurance that GCTD will operate in compliance with DOT's Title VI regulations. This requirement shall be fulfilled when GCTD submits its annual certifications and assurances to FTA.

6 TITLE VI NOTICE TO THE PUBLIC ASSURANCE

GCTD is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended.

GCTD's Title VI notice to the public is posted in English and Spanish at the following locations:

- Public lobby of the GCTD Administration offices located at 1901 Auto Center Drive Oxnard, CA 93036-7966
- Public Window Display at the GCTD Administration offices located at 1901 Auto Center Drive Oxnard, CA 93036-7966

- Public window display at the GCTD Customer Service offices located at the Oxnard Transit Center, 201 E Fourth Street, Oxnard, CA 93030
- Public notices board at the Ventura Transit Center, 3400 Telegraph Road, Ventura, CA 93003
- GCTD website: <https://www.gctd.org/contact/title-vi-civil-rights/>
- All fixed-route and paratransit (ACCESS) vehicles
- GCTD Bus Book



Title VI – Civil Rights Notice to the Public

Gold Coast Transit District (GCTD) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Gold Coast Transit District.

- **No person or group of persons will be discriminated against with regard to fares, routing, scheduling, or quality of transportation service that GCTD furnishes, on the basis of race, color, or national origin.**
- **Frequency of service, age and quality of vehicles assigned to routes, quality of bus stops and location of routes will not be determined on the basis of race, color or national origin.**

In addition, GCTD recognizes both California and federal laws which protect your civil rights. The California Legislature has adopted statutes to address discrimination in the private as well as the public sector. California and federal law should be examined together. People who believe that they have experienced discrimination or have been denied other rights may file a complaint with [California's Department of Fair Employment and Housing \(DFEH\)](#).

For a detailed analysis of the legal rights of disabled individuals, please refer to [California's Office of the Attorney General](#).

More information on the Gold Coast Transit District civil rights program, and the procedures to file a complaint, can be obtained by calling 805-483-3959, online at www.gctd.org, or in person at our administrative office located at 1901 Auto Center Drive Oxnard, CA 93036.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the FTA Region 9 Office of Civil Rights San Francisco Federal Building 90, 7th Street, Suite 15-300 San Francisco, CA 94103. Telephone: (202) 731-9652, or (202) 713-0097

If information is needed in another language, contact 805-483-3959.

Si necesita información en otro idioma, comuníquese al 805-483-3959.



Title VI – Civil Rights Complaint Procedures

HOW TO FILE A COMPLAINT

Any person who believes that he or she has, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, national origin by GCTD may file a Title VI complaint with GCTD. The complaint should be submitted by the complainant and/or his/her designee as soon as possible but must be filed within 180 days of the date of the alleged discrimination. For information on how to file a complaint, including obtaining a copy of GCTD's "[Title VI Complaint Form](#)" contact GCTD by calling 805-483-3959, visiting the Title VI page on the website at www.gctd.org, or in person at GCTD's Administrative Office located at 1901 Auto Center Drive Oxnard, CA 93036-7966.

The "Title VI Complaint Form" is not mandatory to file a complaint. GCTD will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

In addition to the Title VI complaint process at GCTD, a complainant may file a Title VI complaint with the [Federal Transit Administration \(FTA\), Office of Civil Rights](#), at the following address: FTA Region 9 Office of Civil Rights San Francisco Federal Building 90, 7th Street, Suite 15-300 San Francisco, CA 94103. Telephone: (202) 731-9652, or (202) 713-0097. The FTA's complaint procedure is contained in the FTA Circular C4702.1B.

HOW FEDERAL TITLE VI COMPLAINTS ARE PROCESSED BY GCTD

All complaints alleging discrimination based on race, color, national origin in a transit service or benefit provided by GCTD will be investigated promptly. GCTD will acknowledge in writing the receipt of the complaint within ten (10) working days. Based upon the receipt of all information required, the investigation will be completed with ninety (90) days of receipt. If additional information is required, GCTD will submit a written request to the complainant asking for additional information. Receipt of additional relevant information can expand the timing of the complaint resolution.

The GCTD General Manager will determine if the complaint will be administratively closed or if a final written response is needed. If a final written response is needed, GCTD will send the response to the complainant. The written response will notify the complainant that there were violations, and that effort is underway to correct them or that the file will be closed because the investigation did not uncover any violations.

The complainant also will be advised of their right to appeal the response to federal and state authorities as appropriate. The individual's right to a prompt and equitable resolution of a complaint will not be impaired by their pursuit of other remedies. The use of this grievance process is not a prerequisite to the pursuit of other remedies.



Aviso de Derechos Civiles del Título VI al Público

Gold Coast Transit District (GCTD) está comprometido a garantizar que ninguna persona sea excluida de la participación, ni negar a ninguna persona las ventajas de sus servicios a base de raza, color o de su origen nacional según lo protegido por Título VI del acto de las derechos civiles de 1964 de la enmienda prevista:

- **No se discriminará a ninguna persona o grupo de personas con respeto a precios, las rutas, la previsión, o la calidad del servicio del transporte que GCTD suministra, en base de raza, color, o de su origen nacional.**
- **La frecuencia del servicio, edad y calidad de los vehículos asignados a las rutas, la calidad de las paradas de autobús y de la localización de rutas no será determinada en base de raza, color o de origen nacional.**

Además, GCTD reconoce las leyes de California y las leyes federales que protegen sus derechos civiles. La legislatura de California ha adoptado estatutos para abordar la discriminación en el sector privado y público. Las leyes federales y de California deben examinarse juntas. Cualquier persona que crea haber sido sujeto a la discriminación o se les ha negado otros derechos pueden presentar una queja con [California's Department of Fair Employment and Housing \(DFEH\)](#).

Para un análisis detallado de los derechos legales de las personas discapacitadas, consulte la [Oficina del Procurador General de California](#).

Puede obtener más información sobre el programa de derechos civiles de Gold Coast Transit District y los procedimientos para presentar una queja llamando al 805-483-3959, en línea en www.gctd.org, o en persona en nuestra oficina administrativa ubicada en 1901 Auto Center Drive Oxnard, CA 93036.

Un demandante puede presentar una queja directamente ante la Administración Federal de Tránsito presentando una queja ante la Oficina de Derechos Civiles de la Región 9, San Francisco Federal Building 90, 7th Street, Suite 15-300 San Francisco, CA 94103. Teléfono: (202) 731 -9652 o (202) 713-0097

Si necesita información en otro idioma, comuníquese al 805-483-3959.



Título VI – Procedimientos De Quejas De Derechos Civiles

COMO PRESENTAR UNA QUEJA FEDERAL DEL TITULO VI

Cualquier persona que crea que él o ella tiene, individualmente, o como miembro de cualquier clase de personas, ha sido sujeto a la discriminación en base de raza, color, u origen nacional por parte de GCTD puede presentar una queja del Título VI. La queja debe ser presentada por el denunciante o su designado cuanto antes, pero se debe presentar en el plazo de 180 días de la fecha del acto de la discriminación alegada. Para más información sobre como presentar una queja, incluyendo como obtener el "[Formulario de Reclamación del Título VI](#)" hable al 805-483-3959, visite el sitio web de GCTD en www.gctd.org en la página del Título VI o visite la Oficina Administrativa de GCTD en 1901 Auto Center Drive Oxnard, CA 93036-7966.

El "Formulario de Reclamación del Título VI" se puede usar para detallar el reclamo, pero no es obligatorio. GCTD proporcionará asistencia adecuada a los reclamantes que tienen una capacidad limitada para comunicarse en inglés.

Adicionalmente, un demandante puede presentar una queja directamente ante la Administración Federal de Tránsito presentando una queja ante la Oficina de Derechos Civiles de la Región 9, San Francisco Federal Building 90, 7th Street, Suite 15-300 San Francisco, CA 94103. Teléfono: (202) 731 -9652 o (202) 713-0097. El procedimiento de queja está contenido en la Circular C4702.1B

COMO PROCESA GCTD LAS QUEJAS FEDERALES DEL TÍTULO VI

Todas las quejas que alegan la discriminación basada en la raza, el color o el origen nacional en un servicio de tránsito o beneficio provisto por GCTD serán investigadas de inmediato. GCTD acusará recibo de la queja por escrito dentro de diez (10) días hábiles. Al recibir la información requerida, la investigación normalmente se completará con noventa (90) días de recibo. En algunos casos, GCTD puede presentar una solicitud por escrito al denunciante para proporcionar información adicional. El recibo de la información relevante adicional puede ampliar el tiempo de la resolución de la queja.

El Director General de GCTD determinará si la queja puede ser cerrada administrativamente o si se necesita una respuesta final por escrito. Si se necesita una respuesta final por escrito, GCTD enviará la respuesta al denunciante. La respuesta escrita notificará al denunciante que hubo violaciones y esfuerzos están en curso para corregirlos o que el archivo será cerrado porque la investigación no descubrió ninguna violación.

El denunciante también será informado de su derecho a apelar la respuesta a las autoridades federales y estatales, según correspondan. El derecho del individuo a una resolución pronta y equitativa de una queja se verá afectado por su búsqueda de otros remedios. El uso de este proceso de reclamo no es un requisito previo para la búsqueda de otros remedios.

7 SUBRECIPIENTS

GCTD does not have subrecipients that receive FTA funding through GCTD.

8 MEANINGFUL ACCESS TO LEP PERSONS

Federal regulations require transit operators to take reasonable steps to ensure that Limited English Proficient (LEP) persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English. GCTD provides Spanish language assistance at all public participation activities to assure meaningful access.

GCTD shall ensure meaningful access to benefits, services, information, and other important portions of operations and activities for individuals who are limited-English proficient (LEP). In order to ensure meaningful access to programs and activities, GCTD utilized the Four Factor Analysis described in FTA Circular 4702.1B to determine the specific language services that are appropriate to provide. The analysis was utilized to develop the LEP Plan and is included as Appendix 1. Additionally, since the GCTD service area has such a large concentration of Spanish speakers, all outreach materials GCTD distributes are bilingual.

9 PUBLIC PARTICIPATION PLAN

GCTD's Public Participation Plan (PPP) includes a wide range of public participation methods staff uses to provide information, invite participation and/or seek input from the community. The PPP also includes examples of how GCTD has continually demonstrated population-appropriate outreach methods for the various types of changes it makes. GCTD's PPP can be found attached in Appendix 4.

Please note that due to the COVID-19 outbreak that occurred in March 2020, GCTD's ability to conduct in-person outreach was severely restricted. GCTD adapted by using on-board surveys and Facebook live events to conduct outreach to the community. The recordings of all online outreach events were posted so that if passengers were unable to attend the live event to ask questions, they could watch later and submit questions then.

Below is a summary of specific outreach efforts made since the last Title VI Program submission:

- **January 13, 2022** – Bi-Lingual Service change outreach through Facebook live event on agency Facebook website. Recording posted for additional viewing.
- **July 23, 2021** – Bi-lingual Service Change outreach (in-person) Downtown Oxnard at the busiest bus stop of the transit system, 4th 7 B St., Oxnard.
- **June 17, 2021** - Bi-Lingual Service change outreach through Facebook live event on agency Facebook website. Recording posted for additional viewing.
- **June 3, 2021 – December 1, 2021** - Bi-lingual onboard passenger survey
- **December 17, 2020** - Bi-Lingual Service change outreach through Facebook live event on agency Facebook website. Recording posted for additional viewing.

- **July 23, 2020** - Bi-Lingual Service change outreach through Facebook live event on agency Facebook website. Recording posted for additional viewing.
- **August 24, 2020 – September 30, 2020** – Bi-lingual origin & destination survey
- **June 3, 2020 – July 20,2020** – Bi-lingual onboard passenger survey
- **January 28, 2020** – Service Change outreach throughout service area.
- **October 25, 2019** – Service change outreach, collected input on route concepts and new services.
- **September 18, 2019** – Rose Park Neighborhood Council, Oxnard - Service change outreach, general transit information, bus stop amenities
- **Ongoing** – Annual Budget Public Hearings

10 APPROVAL OF TITLE VI PLAN BY GOVERNING BODY

In accordance with 49 CFR Section 21.9 (b), GCTD documents their compliance with DOT's Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA. This documentation must include approval of the Title VI Program by the recipient's Board of Directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA.

The meeting minutes documenting the Board's approval of GCTD's 2022 Title VI update from the April 6, 2022 board meeting are attached in Appendix 5.

11 FIXED ROUTE PROVIDER REQUIREMENTS

GCTD operates fewer than 50 fixed route vehicles during peak service, therefore GCTD's Title VI program is not required to include a demographic analysis, analysis of travel pattern data, or the results of the monitoring program of service standards and policies. However, GCTD regularly monitors these aspects of its service, and conducts regular surveys of passengers to ensure service equity. GCTD completed passenger surveys in July 2020 and December 2021. The results of these surveys can be found in Appendix 2. Additionally, GCTD plans to expand service over time and as it approaches 50 peak vehicles, staff is prepared for expanded outreach and reporting requirements. GCTD is prepared to conduct equity analyses when modifying service by 20% and will continue to follow the PPP and GCTD's Goals, Objectives and Standards for Fixed-Route Service. Additionally, GCTD has invested in transit planning software that provides information on population, jobs, poverty, minority population, car free households, limited English speakers and senior, youth and disabled populations in GCTD's service area. This software also includes Title VI analysis tools that will further aid planning staff in ensuring service equity as we expand our service.

Services - GCTD provides fixed-route service and complementary paratransit service as mandated under the Americans with Disabilities Act of 1990.

GCTD Facilities – GCTD's administration, operations and maintenance facility is located at 1901 Auto Center Drive, Oxnard, CA 93036 and is accessible by GCTD's Route 15. The Customer Service Center is located in Downtown Oxnard at the Oxnard Transit Center. The Customer Service Center is located in a high demand transit area, providing easy

access for the application and distribution of Reduced Fare (Senior/Disabled) ID Cards, 75+ Free Fare ID Cards, Fare Media including Multi-Ride (15-ride) tickets, Day and 31-Day passes for each fare category, as well as route and schedule information. Additionally, due to the ubiquity of smart phone technology GCTD offers a mobile ticketing option with the opportunity to buy single ride and multi ride passes for Adult, Youth and Reduced Fare types. The mobile ticketing option is also available to Paratransit users.

GCTD Fares - Passenger fares for GCTD are as follows:

CASH FARE

Adult (<i>Through age 64</i>)	\$1.50
Youth (<i>Through age 18 with school I.D. or proof of age</i>)	\$1.50
Reduced Fare Senior (<i>65 to 74 with proof of age</i>).....	75¢
Reduced Fare Disabled (<i>with disability identification</i>)	75¢
Reduced Fare Medicare (<i>with Medicare card</i>)	75¢
Reduced Fare Veteran (<i>with V.A. identification</i>)	75¢
Senior 75+ (<i>with GCTD 75+ ID card</i>)	Free
Child (<i>Under 45 inches tall</i>) - when accompanied by paid fare.....	Free
Transfers (<i>with initial fare</i>)	Free

TICKETS & PASSES DAY PASS

Adult/Youth	\$4.00
Reduced Fare (Senior/Disabled/Medicare).....	\$2.00

15-RIDE TICKET

Adult	\$20.00
Youth.....	\$15.00
Reduced Fare (Senior/Disabled/Medicare).....	\$10.00

31-DAY PASS

Adult	\$50.00
Youth.....	\$40.00
Reduced Fare (Senior/Disabled/Medicare).....	\$25.00

Service Standards and Policies - On March 1, 2000 the Gold Coast Transit District Board of Directors adopted agency Goals, Objectives and Standards for Fixed-Route Service, these have been updated in 2009 and 2014 and are presented in Appendix 3. Their purpose is to provide an operationally-oriented set of standards that are easily measured.

There are several transit service standards and policies considered by FTA to be significant to monitor a public transit system's compliance with Title VI: Vehicle Load, Vehicle Headway, On- time Performance, Service Availability, Transit Amenities Distribution and Vehicle Assignment. Their applicability to GCTD service together with minimum service standards are identified, as follows, for each indicator.

Vehicle Load: Vehicle load, or load factor, is a ratio of the number of seats on a vehicle to the number of passengers. Load factor is an indicator of the extent of probable

overcrowding or the need for additional vehicles. It is also a means to determine whether the level of service on a particular route at a particular time is adequate to assure a level of service deemed appropriate for the transit system. The load factor is calculated by dividing the highest passenger load count by the total seat capacity provided in the bus.

Applicability to GCTD Service: Vehicle loads are closely monitored for all routes to determine if additional vehicles are needed to avoid overcrowding and to identify routes which may have an excessive amount of coach runs assigned to them.

Minimum standard: Maximum load factor should not exceed 1:1.5 based on seated capacity. The most recent system-wide load profile using data from the period of July 25, 2021 – January 22, 2022 (Table 1) determined that all routes experience an average daily maximum load factor of 1:1.79 or less. All routes therefore fall within the acceptable range adopted by the GCTD Board of Directors. The average load factor in the system is .40. Staff utilizes automatic passenger counters to collect ridership data and assess ridership demand throughout the system and throughout the day. GCTD's automatic passenger counters have been approved by the FTA for NTD reporting and are checked for accuracy weekly and are maintained by GCTD staff.

Vehicle Headway: Vehicle headway is the measurement of the time interval between two vehicles traveling in the same direction on the same route. The frequency of service is a general indication of the level of service provided along a route and a factor in the calculation of the amount of travel time expended by a passenger to reach his/her destination. It is generally expressed for peak and off-peak service as an increment of time.

Applicability to GCTD Service: GCTD provides transit service levels relative to the needs of each area. Many LEP and high poverty areas like neighborhoods in Central, South and East Oxnard and neighborhoods in Northwest Ventura rely on public transportation and these high demand areas receive greater service frequency. Weekday headways vary on the routes that serve these areas but are as low as 20 minutes and as high as 45 minutes. The Oxnard/Port Hueneme route and Oxnard/Ventura/Main Street route, the two highest ridership routes, have a frequency at every 20-30 minutes. Areas with less transit demand, predominately suburban areas of east Ventura and Ojai receive less frequent service with headways averaging 60 minutes. Weekend headways are less frequent than on weekdays due to lower demand. Please refer to Table 1 for an overview of route headways.

Minimum standard: Based on VCTC's Short Range Transit Plan and GCTD's Fixed-Route Service Planning Guidelines and Evaluation Policy, routes are classified as intercity, frequent local, local or circulator routes. Minimum frequency targets are 20 minute peak and 30 minute off-peak for frequent local routes, 30 minute peak and 60 minute off-peak for local routes and 30 minute peak and 60 minute off-peak for circulator routes. GCTD's aims to have clockface headways to match morning and evening commute patterns on intercity routes. GCTD has not been able to achieve these desirable levels of service while maintaining its current levels of service on all routes in its service area due to fleet size and funding limitations. Though GCTD does not currently meet these standards for many of its routes, headways have increased over time when resources

have increased.

On-Time Performance: On-time performance is a measure of runs completed as scheduled and is generally calculated based on when a bus arrives or departs from each scheduled timepoint along each route.

Applicability to GCTD Service: Utilizing the NTD approved automatic passenger counters, GCTD measures on-time performance based on the departure time leaving scheduled timepoints, with departure times of one minute early and five minutes late considered acceptable.

Minimum standard: GCTD's goal is 90% on-time and its current on-time performance is 88%. Though this is below standard, it is a tremendous improvement since GCTD's last Title VI update. Table 3 below contains on-time performance by month for 2020-21 and year to date 2021-22

Service Availability: Transit access is a measure of the distance a person must travel to gain access to transit service. When measured in time intervals, it is a component of the calculation of travel time. Transit access is a general measure of the distribution of routes within a transit district. The standards or policies covering this area apply to existing services as well as proposed changes in levels of service.

Applicability to GCTD Service: GCTD generally has a high penetration of the residential and business areas with its few routes. In many of the minority census tracts, the population is low income and does not have other means of transportation available to them. The majority of fixed-route mileage is located in the minority census tracts.

Minimum standard: A route shall be located within $\frac{1}{4}$ mile of any area determined to have transit needs that would provide a minimum productivity of 20 passengers per hour on trunk routes and 15 passengers per hour on local routes. Bus stops should be spaced every $\frac{1}{4}$ (0.25 miles). In rural areas spacing may be $\frac{1}{2}$ mile apart (0.5 miles). Service should be expanded to areas currently not served only if the service can meet and maintain specific productivity and efficiency standards established prior to implementation.

Distribution of Transit Amenities: Transit amenities refer to items of comfort and convenience available to the general riding public such as bus shelters, benches, trash cans, etc. Policies or standards in this area address how these amenities are distributed within a transit system. The manner in which such amenities/facilities are distributed determines whether transit users have equal access to these.

Applicability to GCTD Service: The responsibility for installation and maintenance of street furniture (benches and shelters) has been retained by each individual jurisdiction in the GCTD service area. GCTD neither owns nor controls the placement of these items. However, GCTD does offer recommendations on the placement of benches in locations where they are most needed, specifically through its Bus Stop Guidelines (please see table below from the GCTD Bus Stop Guidelines). The GCTD member agencies have

worked toward increased and improved amenities at bus stops in their jurisdictions. Due to the favorable weather in Ventura County, shelters have only been utilized on a limited basis in most jurisdictions, while benches are predominately used to enhance bus stops. GCTD also maintains a database with bus stop locations and amenities and is able to provide this information to jurisdictions upon request.

The Oxnard Transit Center (OTC) located in downtown Oxnard is a multi-modal center and provides an island that accommodates ten GCTD buses. The bus island features a canopy the length of the island, several benches, a real-time arrival sign, a refreshment vending machine and informational window containing GCTD route maps, fare information and telephone numbers for information. The GCTD Customer Service Center is located at the OTC and is open 8:00 a.m. – 6:00 p.m., Monday through Friday. At the Customer Service Center, passengers are able to purchase fare media, obtain reduced and free identification cards, as well as route and schedule information.

Within the OTC are public restrooms and a snack shop which are available to GCTD passengers. The OTC also serves VCTC and Greyhound intercity bus services and Metrolink and Amtrak intercity train services. The Ventura Transit Center (VTC), located near the Pacific View Mall in Ventura, consists of a bus island with public restrooms, drinking fountain, telephone, a real-time arrival sign, benches and a shelter. The VTC serves both GCTD and VCTC Intercity service buses.

Minimum standard: GCTD provides the local jurisdictions with suggestions on which bus stops warrant which type of amenity. Please see the table below from GCTD's Bus Stop Guidelines detailing recommendations for amenities at bus stops.

Bus Stop Classification and Recommended Amenities			
Amenities	Class I 21 + daily boardings	Class II 9 to 20 daily boardings	Class III < 10 daily boardings
Pole with Bus Stop Sign and Route Number	Required at all stops		
Red Curb or No Parking Restriction	Provide		
Lighting	Provide		
Seating	Provide*	Provide	Recommended
Waste Receptacles	Provide	Provide	Optional
Shelter	Provide*	Recommended	Optional
Bike Rack	Optional	Optional	Optional

*Stops with 50 or more daily boardings may require more than one shelter and bench.

Vehicle Assignment: Vehicle assignment refers to the process by which transit vehicles are assigned to routes throughout the system due to variations among vehicles, types of service offered, timing of vehicle assignments and other factors.

Applicability to GCTD Service: Buses are assigned to routes daily, utilizing the newest

buses regularly. Buses are rotated among all routes.

GCTD is a relatively small transit agency with a fleet of 61 buses (plus three in contingency) and a peak requirement of 49 buses. A CNG fleet requires spare ratio to provide the service while adhering to the maintenance schedule. In contrast to its small size, it serves a large 91 square mile area with a population of approximately 350,000.

GCTD's fleet consists of the following:

<u>Number of Buses</u>	<u>Year</u>	<u>Model</u>	<u>Fuel Type</u>
9	2006	New Flyer (40' low floor)	CNG
3	2006	New Flyer (40' low floor)	CNG
		Contingency Buses	
14	2006	New Flyer (40' low floor) L9 Engine Repowers	CNG
9	2008	NABI (35' low floor)	CNG
8	2009	NABI (35' low floor)	CNG
8	2015	Gillig (40' low floor)	CNG
5	2016	Gillig (40' low floor)	CNG
5	2019	Gillig (40' low floor)	CNG
3	2021	Gillig (40' low floor)	CNG
61 Buses for revenue service			
Three (3) buses are in a contingency fleet			
64 Buses Total			

Minimum standard: Vehicles shall be assigned solely on the load requirements and length of service day for a specific route to maximize fleet utilization. Vehicles should be replaced on a schedule consistent with FTA lifecycle guidelines. Preventive Maintenance Inspections (PMI) shall be conducted on schedule and consistent with the manufacturers' recommendations. All vehicle interiors are cleaned daily and, to conserve water, exteriors are cleaned once a week or as needed. There shall be no mechanical defects in equipment when placed into revenue service.

TABLE 1
VEHICLE LOAD FACTORS

(Maximum load factor should not exceed 1:1.5 based on seated capacity)

Route	Number of Buses	Average Daily Riders	Number of Trips	Peak Load Factor (max load/seats)
Route 1A / 1B Oxnard - Port Hueneme	4	1,042	49	.68
Route 2 Downtown Oxnard - Colonia	4	141	20	.36
Route 3 J St - Naval Base – Centerpoint Mall	4	279	19	.3
Route 4A North Oxnard – Ventura Rd	1	313	20	.34
Route 4B North Oxnard – St. John' s Hospital	2	314	38	.52
Route 5 Hemlock - Seabridge	1	165	19	.23
Route 6 Oxnard – Ventura – Main St	10	1,738	69	.79
Route 7 Oxnard College – Centerpoint Mall	1	152	17	.19
Route 8 Oxnard College - OTC	4	193	35	.23
Route 10 Pacific View Mall – Telegraph -Saticoy	4	130	30	.36
Route 11 Pacific View Mall – Telegraph – Wells Center	3	426	56	.36
Route 15 Esplanade – El Rio – St. John's Hospital	2	117	25	.20
Route 16 Downtown Ojai – Pacific View Mall	4	551	32	.63
Route 17 Esplanade – Oxnard College	3	248	48	.25
Route 18A, 18C, 18E, 18F, 18G School Trippers	8	154	15	
Route 19 OTC – 5th – Airport – Gonzales Rd	1	173	14	.58
Route 21 Centerpoint Mall – VTC – Victoria Ave	4	551	56	.58
Route 23 Oxnard College – NBVC - Esplanade	3	283	46	.22

**TABLE 2
FY 21-22 ROUTE SERVICE HOURS AND HEADWAYS**

Route	Monday - Friday		Mon-Fri Headways (minutes)	Saturday - Sunday		Sat-Sun Headways (minutes)
	1st trip starts	Last trip ends		1st trip starts	Last trip ends	
Route 1A / 1B Oxnard - PortHueneme	4:45 am	9:52 pm	20	6:05 am	9:54 pm	22
Route 2 Downtown Oxnard - Colonia	5:21 am	7:46 pm	44	5:21 am	7:46 pm	44
Route 3 J St - Naval Base – Centerpoint Mall	5:35 am	8:14 pm	45	5:35 am	8:14 pm	45
Route 4A North Oxnard – Ventura Rd	6:10 am	8:18 pm	44	6:10 am	8:12 pm	44
Route 4B North Oxnard – St. John' s Hospital	6:10 am	8:36 pm	23	6:10 am	8:31 pm	27
Route 5 Hemlock – Seabridge	6:50 am	8:15 pm	45	6:50 am	8:15 pm	45
Route 6 Oxnard – Ventura – Main St	4:50 am	10:11 pm	30	5:15 am	9:57 pm	30
Route 7 Oxnard College – Centerpoint Mall	6:50 am	7:41 pm	46	6:50 am	7:41 pm	46
Route 8 Oxnard College - OTC	6:35 am	7:56 pm	46	6:35 am	7:56 pm	46
Route 10 Pacific View Mall – Telegraph - Saticoy	6:10 am	9:02 pm	60	6:10 am	9:02 pm	60
Route 11 Pacific View Mall – Telegraph – Wells Center	6:00 am	9:12 pm	30	6:00 am	8:37 pm	42
Route 15 Esplanade – El Rio – St. John's Hospital	8:15 am	6:34 pm	48	8:15 am	6:23 pm	48
Route 16 Downtown Ojai – Pacific View Mall	5:15 am	8:50 pm	60	6:05 am	8:50 pm	60
Route 17 Esplanade – Oxnard College	6:21 am	9:10 pm	30	7:15 am	8:29 pm	60
Route 18A, 18C, 18E, 18F 18G School Trippers	See sched	See sched	N/A	No Weekend		
Route 19 OTC – 5 th – Airport – Gonzales Rd	6:00 am	7:55 pm	60	No Weekend		
Route 21 Centerpoint Mall – VTC – Victoria Ave	5:40 am	8:20 pm	30	6:15 am	8:28 pm	60
Route 23 Oxnard College – NBVC - Esplanade	6:40 am	8:48 pm	30	6:40 am	8:14 pm	60

**TABLE 3
ON-TIME PERFORMANCE**

On-Time is considered: less than 1 min early to 5 min late

	2021-22	2020-21
Jul	87%	90%
Aug	86%	90%
Sep	84%	89%
Oct	84%	89%
Nov	84%	89%
Dec	85%	89%
Jan	88%	88%
Feb	87%	89%
Mar	---	89%
Apr	---	89%
May	---	84%
Jun	---	86%
Year End	---	88%

APPENDIX 1

LEP NEEDS ASSESSMENT FOUR FACTOR ANALYSIS AND PLAN

FOUR FACTOR ANALYSIS AND LANGUAGE ASSISTANCE PLAN

Under the U.S. Department of Transportation's (US DOT) guidance, GCTD is required to take reasonable steps to ensure meaningful access to their programs and activities by Limited English Proficient (LEP) persons. The DOT defines an LEP person as someone "whom English is not their primary language and who have a limited ability to read, write, speak, or understand English." To address this requirement GCTD has conducted a four-factor analysis and identified appropriate LEP services. The US DOT provides that federally-funded recipient's obligation to accommodate LEP populations is determined by the following:

1. the number or proportion of LEP persons in the GCTD service that are eligible to be served;
2. the frequency LEP persons come in contact with GCTD services;
3. the nature and importance of GCTD services; and
4. the current resources that are available to the recipient.

Factor 1: The number or proportion of LEP persons in the GCTD service that are eligible to be served

GCTD conducted an analysis of the most recently available data from the American Community Survey (ACS). The data analysis estimates that of the total population within the GCTD service area who speaks a language other than English, 75,615 individuals speak English less than "very well" (i.e., speak English well, not well, or not at all) and are LEP persons. This constitutes 21.58% of GCTD's service area population, which is 350,450.

The Safe Harbor provision states that "if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations." (FTA C 4702.1B). Vital documents include Title VI complaint forms, ADA Civil Rights complaint forms, reduced fare edibility and applications.

GCTD has identified two LEP populations of 1,000 or more individuals who speak English less than "very well." In previous reporting years, GCTD identified Spanish-speaking LEP populations as meeting the threshold of requirements under the Safe Harbor provision. However, data from the most recent American Community Survey shows that the Tagalog LEP population is comprised of an estimated 2,772 individuals or 3.67% of the total LEP population within the GCTD service area. Still, the most prevalent non-English language in the GCTD service area is Spanish. The Spanish LEP population of 66,245 makes up 18.90% of the total GCTD service population and accounts for 87.61% of the total LEP population in the GCTD service area (Figure 1).

Language	LEP Population (speak English less than "very well")	% of Total Population	% of Total LEP Population
Spanish	66,245	18.90%	87.61%
French/Haitian/Cajun	34	0.01%	0.04%
German/other West Germanic languages	118	0.03%	0.16%
Russian/ Polish/ other Slavic languages	271	0.08%	0.36%
Other Indo-European languages	762	0.22%	1.01%
Korean	379	0.11%	0.50%
Chinese (including Mandarin, Cantonese)	598	0.17%	0.79%
Vietnamese	512	0.15%	0.68%
Tagalog (including Filipino)	2,772	0.79%	3.67%
Other Asian and Pacific Island languages	678	0.19%	0.90%
Arabic	600	0.17%	0.79%
Other and Unspecified languages	2,645	0.75%	3.50%
Total LEP Population (5 years and over) in GCTD Service Area	75,614	21.58%	100.00%
Total Population (5 years and over) in GCTD Service Area	350,450		

Figure 1. LEP Population Estimates for GCTD service areas. (ACS 5-Year Ventura County LEP Estimates for the Population 5 Years or Older, who speak English less than "very well").

Using data from ACS, GCTD estimated eligible LEP populations in the GCTD service area within each of GCTD's represented jurisdictions, including: the cities of Oxnard, Ventura, Port Hueneme and Ojai, and the Ventura County areas serviced by GCTD. While Spanish is the primary language of the LEP populations across all five jurisdictions, in Oxnard, the largest city in Ventura County, Tagalog LEP persons make up over 4% of the total LEP population in the GCTD service area (Figure 2).

In addition to census data, GCTD reviewed data from the California Department of Education (CDE) to quantify the number of "English learner" students in school districts within GCTD's service area. In California, Assembly Bill (AB) 680 requires the California Department of Education (CDE) to notify districts of their schools where languages other than English are spoken by 15 percent or more of the student body and for which translations of parental notifications are needed, pursuant to Education Code (EC) Section 48985. These statistics are based upon information districts themselves provide to the CDE.

Languages	Oxnard	Port Hueneme	Ventura	Ojai	County of Ventura
Spanish	49,658	3,118	10,533	1,154	4,292
French/Haitian/Cajun	17	0	17	12	0
German/other West Germanic languages	13	0	97	0	8
Russian/ Polish/ other Slavic languages	151	22	48	0	50
Other Indo-European languages	421	11	319	36	7
Korean	199	0	180	16	0
Chinese (including Mandarin, Cantonese)	432	0	149	36	11
Vietnamese	330	54	118	0	10
Tagalog (including Filipino)	2,293	62	315	49	42
Other Asian and Pacific Island languages	428	60	179	0	0
Arabic	38	41	521	0	11
Other and Unspecified languages	2,314	45	225	18	217
% Total of Spanish-speaking LEP Population in GCTD Service Area	88.21%	91.36%	82.93%	87.36%	92.34%
% Total of Tagalog-speaking LEP Population in GCTD Service Area	4.07%	1.82%	2.48%	3.71%	0.90%

Figure 2. LEP Population Estimates by Jurisdiction for GCTD service areas (ACS, 5-Year Ventura County LEP Estimates for the Population 5 Years or Older, who speak English less than “very well”).

GCTD categorized English Learner data from the CDE for each district by the top three languages spoken: Spanish, Mixteco and Tagalog. For the purposes of this analysis, all other languages (specified or unspecified) were grouped into one category (“Other”). GCTD identified that 91.38% of English Learners speak Spanish and 0.75% speak Tagalog (Figure 3). An additional 4.17% speak Mixteco in GCTD’s service area. Mixteco is a term identifying a small population of indigenous people from the Mexican states of Oaxaca, Guerrero, and Michoacán (Source: <https://mixteco.org/>). While Mixteco makes up a higher percentage of English Learners than Tagalog, it does not meet the FTA Safe Harbor threshold through readily available census data.

School District	Spanish	Mixteco	Tagalog (incl. Filipino)	Other	Total
Ventura County	24,335	938	201	1,280	26,754
Hueneme Elementary	2,889	256	30	22	3,197
Rio Elementary	1,829	121	19	37	2,006
Ocean View	1,111	38	14	3	1,166
Oxnard	6,595	355	29	76	7,055
Oxnard Union High	2,237	181	37	72	2,527
Ventura Unified	2,329	7	12	182	2,530
Ojai Unified	185	0	0	7	192
Total English Learners by Language	41,510	1,896	342	1,679	45,427
% of Total English Learners by Language	91.38%	4.17%	0.75%	3.70%	

Figure 3. Spoken Languages of English Learners by School Districts within GCTD Service Area (California Department of Education).

Factor 2: The frequency LEP persons come in contact with GCTD services

All contacts with GCTD are made through its administrative offices, its customer service offices and GCTD ACCESS offices located in Oxnard, CA. GCTD and GCTD ACCESS serve LEP persons daily via its fixed route and paratransit services.

GCTD serves a high Spanish-speaking population. All of GCTD’s Customer Service Representatives have Spanish native or bilingual fluency and respond to numerous questions, both verbally and in writing, to Spanish-speaking passengers.

Although analysis in Factor 1 identified Tagalog LEP populations as meeting the Safe Harbor threshold, observational data suggests that this population, while an eligible LEP group, may not be coming in contact with GCTD services. In oral interviews with each Customer Service Representative, the participant was asked if in the last three years, they recalled an instance where they came in contact with a passenger who required language assistance services in Tagalog. Each Customer Service Representative member could not recall any instance. Furthermore, each Customer Service Representative added that they could not recall any instance during their tenure in working for GCTD’s customer service center. Collectively, GCTD customer service representatives have over 25 years of experience.

To monitor emerging LEP populations, GCTD will survey customer service staff and bus operators on their experience concerning any contacts with LEP persons during the previous year.

Factor 3: The nature and importance of GCTD services

GCTD is Ventura County's largest provider of public transit. In 2021, GCTD accounted for 76% of total ridership in Ventura County (Source: *Ventura Countywide Ridership 2021, Ventura County Transportation Commission*). GCTD's transit services are important to its Spanish-speaking LEP population and its general rider pool. Results from GCTD's 2021 Passenger Survey show that over 70% of GCTD riders frequently use GCTD services (3-5 days a week or more) for essential trips (Figure 4). Additionally, the majority of GCTD riders are transit dependent because they lack access to a vehicle or do not have a license (Figure 5). Therefore, the ability to access GCTD services is vital as it provides riders with a primary mode of transportation.

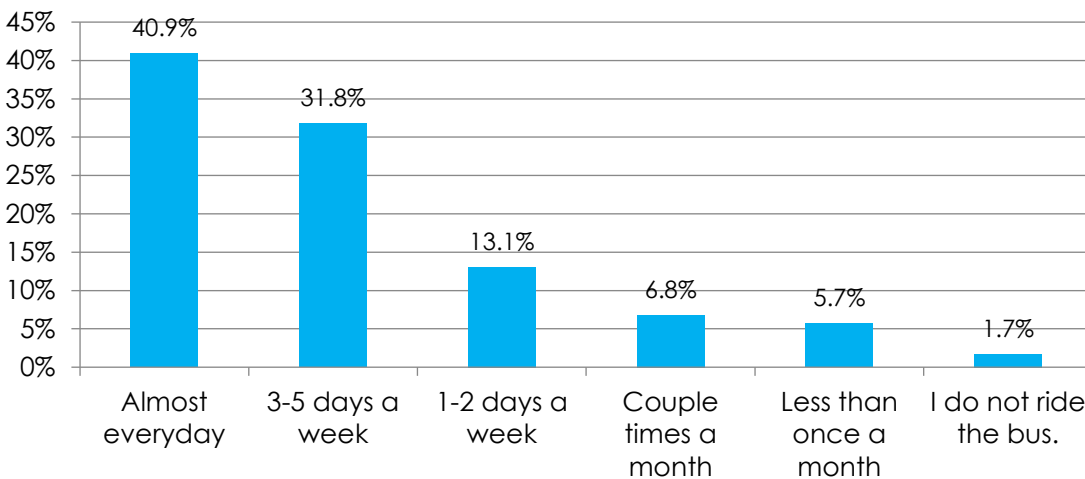


Figure 4. Question: "How often do you currently ride the bus?" (GCTD 2021 Passenger Survey).

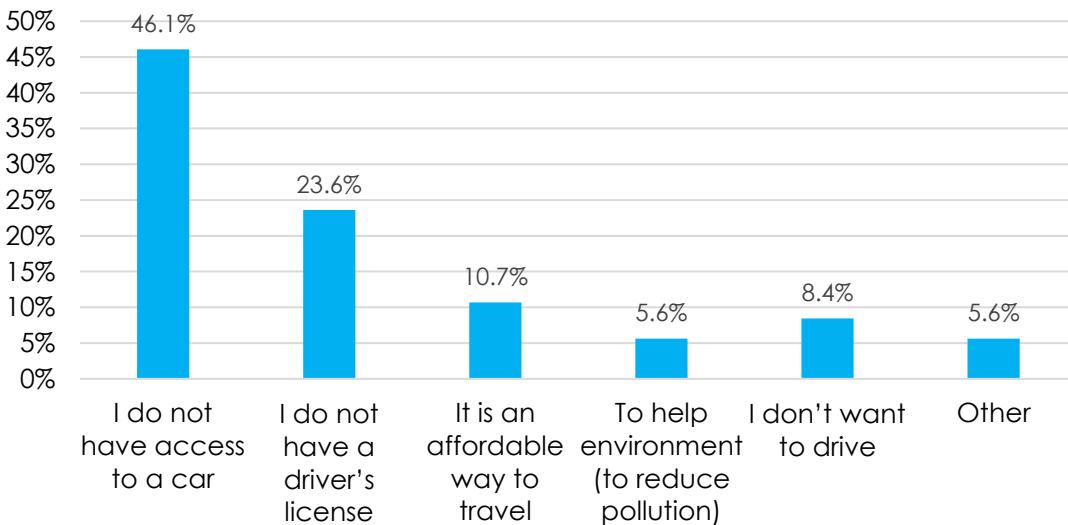


Figure 5. Question: "Which reason below best describes your main reasons for using Gold Coast Transit?" (GCTD 2021 Passenger Survey).

Factor 4: The current resources that are available to the recipient

GCTD provides an array of information and services to its Spanish-speaking LEP population. These are possible as a result of its Spanish native or bilingual fluency staff including: three Customer Service Representatives (including one with trilingual fluency in Mixteco), one Customer Service Supervisor, one Communications & Marketing Manager, and one Marketing Intern. Additionally, GCTD's vital documents such as the Bus Book (maps & schedules, rules, riding tips, fare information, etc.), Title VI notices and procedures, Rider Alerts, routes and schedule brochures and meeting notices are all translated and provided in Spanish.

According to the US DOT's *Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient (LEP) Persons*:

"A recipient's level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, "reasonable steps" may cease to be reasonable where the costs imposed substantially exceed the benefits."

GCTD recognizes the importance in providing meaningful access of service to all of its riders, including its LEP populations. Providing language assistance for the Spanish LEP population in the GCTD service area is costly. However, since the Spanish-speaking LEP population accounts for nearly 90% of the total LEP population in GCTD's service area, the costs are highly justifiable. While GCTD has identified a new LEP population in its service area, Tagalog-speaking individuals, there is no indication to suggest that the Tagalog-speaking LEP population is frequently coming in contact with GCTD services. In this circumstance of low contact frequency, it may be unreasonable to provide language services given GCTD's limited budget.

GCTD Language Assistance Plan (LAP)

As mentioned in the Four Factor Analysis, GCTD identified the Spanish-speaking LEP population as its largest LEP population in its service area. GCTD reviewed data from the American Community Survey and data on school districts in its service area from the California Department of Education. GCTD will continue to provide services to Spanish-speaking individuals. The assistance that GCTD currently offers to Spanish-speaking LEP populations include, but are not limited to:

- Service by three Customer Service Representatives with Spanish native or bilingual fluency (including one with trilingual fluency in Mixteco).
- Notices of Public Hearings in English and Spanish;
- Spanish language assistance at all public participation activities and meetings;
- Printed vital information materials (Bus Book maps & schedules, rules, riding tips, fare information, etc.), Title VI notices and procedures, Rider Alerts, routes and schedule brochures and meeting notices) in English and Spanish;

- Public outreach events that include at least one staff member who is fluent in Spanish;
- An auto--translate feature that translates all content on the GCTD website into Spanish.
- All frontline staff members receive a glossary of common transit terms translated into Spanish
- Post the GCTD Title VI Program and LAP on the GCTD website: www.gctd.org

APPENDIX 2 Survey Results

2020 On-board Passenger Survey Questions and Results

<https://www.gctd.org/wp-content/uploads/2021/06/SurveySummaryReport.pdf>

2020 On-board Passenger Survey Questions and Results

<https://www.gctd.org/wp-content/uploads/2021/06/SurveySummaryReport.pdf>

2021 On-board Passenger Survey Questions and Results

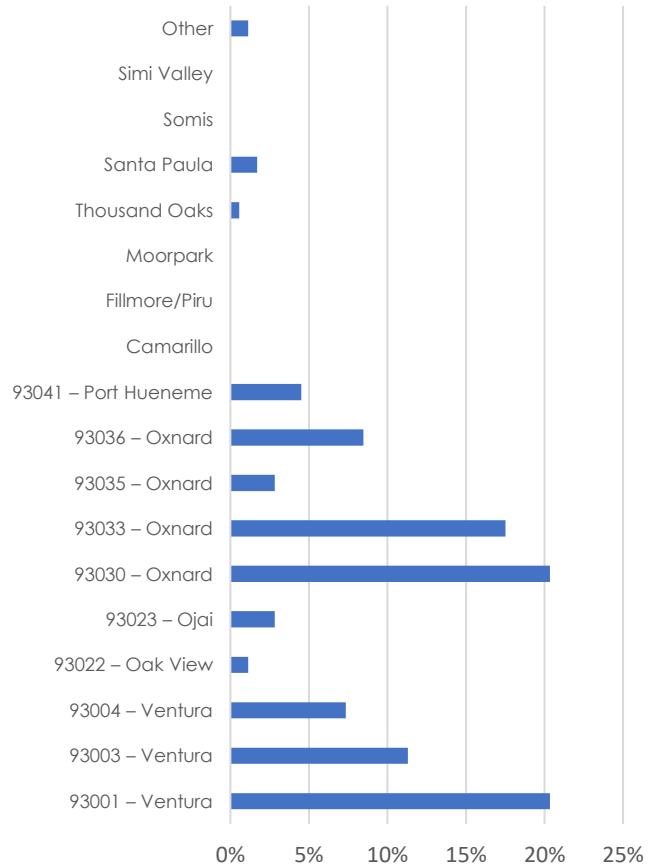
<https://www.gctd.org/wp-content/uploads/2021/06/2021-Passenger-Survey-Results-Analysis-Report.pdf>

Question #1: Help us plan for the future by completing this short survey. Your input will help us better understand the needs of riders and plan future transit improvements. This survey takes about 10 minutes, and all responses are confidential. Ayúdenos a planificar el futuro por medio de su participación en esta breve encuesta. Su opinión nos ayudará a comprender mejor las necesidades de los pasajeros y a planificar el futuro de tránsito. Esta encuesta solo tomará 10 minutos y todas las respuestas son confidenciales.

Answer Choices	Responses	
Take the survey	91.19%	176
Tomar la encuesta en español	8.81%	17
	Answered	193

Question #2: What city do you live in?

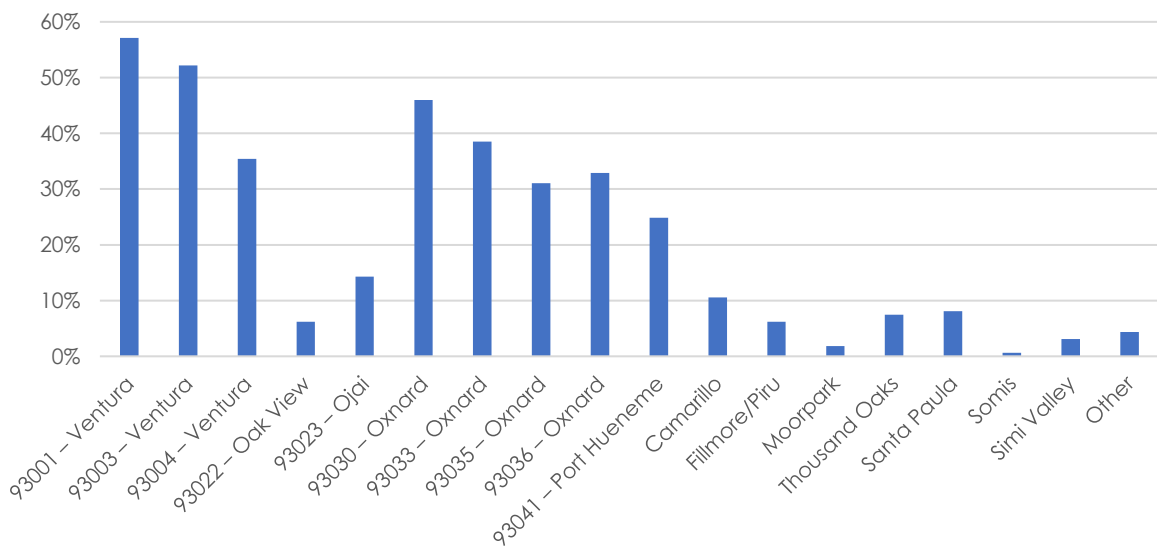
Answer Choices	Responses	
93001 – Ventura	20.34%	36
93003 – Ventura	11.30%	20
93004 – Ventura	7.34%	13
93022 – Oak View	1.13%	2
93023 – Ojai	2.82%	5
93030 – Oxnard	20.34%	36
93033 – Oxnard	17.51%	31
93035 – Oxnard	2.82%	5
93036 – Oxnard	8.47%	15
93041 – Port Hueneme	4.52%	8
Camarillo	0.00%	0
Fillmore/Piru	0.00%	0
Moorpark	0.00%	0
Thousand Oaks	0.56%	1
Santa Paula	1.69%	3
Somis	0.00%	0
Simi Valley	0.00%	0
Other	1.13%	2
	Answered	177



Question #3: Which city(s) do you travel to the most frequently?

Answer Choices	Responses	
93001 – Ventura	57.14%	99
93003 – Ventura	52.17%	88
93004 – Ventura	35.40%	61
93022 – Oak View	6.21%	10
93023 – Ojai	14.29%	26
93030 – Oxnard	45.96%	81
93033 – Oxnard	38.51%	68
93035 – Oxnard	31.06%	53
93036 – Oxnard	32.92%	58
93041 – Port Hueneme	24.84%	46
Camarillo	10.56%	21
Fillmore/Piru	6.21%	12

Moorpark	1.86%	3
Thousand Oaks	7.45%	14
Santa Paula	8.07%	15
Somis	0.62%	1
Simi Valley	3.11%	5
Other	4.35%	8
	Answered	161



Question #4: What places or times do you have difficulty traveling to the most?

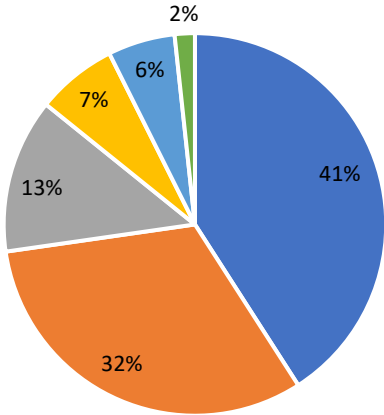
N/A
None
Gonzales Rd.
Ventura and Oxnard
2:50 pm
Ventura to Ojai 8:00 pm
Between 11 am - 12 pm
Gonzales Road and Camarillo
Gonzales Road and Camarillo
South Victoria & Telephone Rd & Telegraph Rd
Gonzales Road
Gonzales Road and Camarillo Outlets
V.A Bus
Around 7-9am and 1-7pm
Kaiser by Freeway and Market Street
Telephone Road
10:00am-12:00pm

Sunday the bus didn't run
Waiting for the # 11 near donlon (O/S Deckers) to get to VTC. Always a long wait.
Beaches: Oxnard & Ventura, Camarillo, T.O., S.P. & S.B.
Weekend Buses and Ventura Harbor
Oxnard because of the time it takes
Evenings/nights
4 pm Ventura Avenue
None = All Great
Timely Trips To Oxnard
All
Weekends. 6:28am - Route 21
Casitas springs/Ojai, it only comes once every hour and takes 40 minutes to get to the mall
Santa Barbara
Evening
Arizona
Travel to camarillo is very poor for commuting. Going to Downtown Ventura at night for dinner/drinks is basically impossible because the bus stops at 8ish
a.m. and between 3p and 5p
varies
Fillmore
N/A
Midday
Early mornings/Late at night
Ventura
Ventura
(N/A) But sometimes Ventura Harbor
(N/A) But sometimes Ventura Harbor
Ventura
I have most difficulty in reaching the Pacifica school.
Early Morning, Past 6 PM
I just get where I'm going
Currently, times are ok. For places, I would say Patterson Rd if I had to go there. And traveling to Camarillo might be difficult
12 am and 4 am
Close to my work in the mornings.
All
LA County, Esplanade, Anytime in the evening
between 1400-2000
6:30am
There is not enough time for Transfers
Houldays
Anything earlier than 5 AM
I travel mostly during the afternoon.
none
harbors
Ventura takes an hour and a half to get to.
Thousand Oaks on Sunday
To the colleges
East Ventura Metrolink Station
North Oxnard
Weekend/ Bus Schedule Times
Costco Area
Around 5PM from Ventura to Oxnard
Ventura Midtown

Mid-day and After 8PM on some Routes.
Both buses don't meet
6am-7am
None
Oxnard
Ventura Harbor
Santa Barbara AM
most of our city's beaches
Bus 11
10AM to 1PM
Ojai after 8PM
Seabridge/Channel Islands
To Oxnard anywhere
xx
On any Route 16 Bus
Downtown Camarillo
8AM/5PM times to/from Oxnard
Anything past Ventura
None
Evenings 5PM to 7PM from Oxnard to Ventura
North Oxnard and Downtown Oxnard train station. It's difficult most of the time now that 22 is gone.
8 am
late afternoon
Oxnard 93030
Going to Camarillo
route 11
Out of town Santa Paula/ Camarillo.
Early morning
In the morning 6:30AM or 7:30AM
Oxnard Beaches and Parks
Before 6am and oxnard from east ventura. I used route 22 very frequently.
Late evening service 6:30 PM to 10:00 PM
Infrequent service for medical appt. on Rice & Gonzales
Ventura
Auto Center in Oxnard from the Ojai Valley
Ventura
Para la escuela pacífica de mi hija
Camarillo
Santa Paula por la tarde
Canoga Park
English
Canoga Park Calle 5 Oxnard Ventura
Ventura
Para la escuela pacífica de mi hija (Pacifica High School)
Camarillo
Santa Paula por la tarde
Canoga Park
English

Question #5: How often do you currently ride the bus?

Answer Choices	Responses	
Almost everyday	40.91%	72
3-5 days a week	31.82%	56
1-2 days a week	13.07%	23
Couple times a month	6.82%	12
Less than once a month	5.68%	10
I do not ride the bus.	1.70%	3
	Answered	176



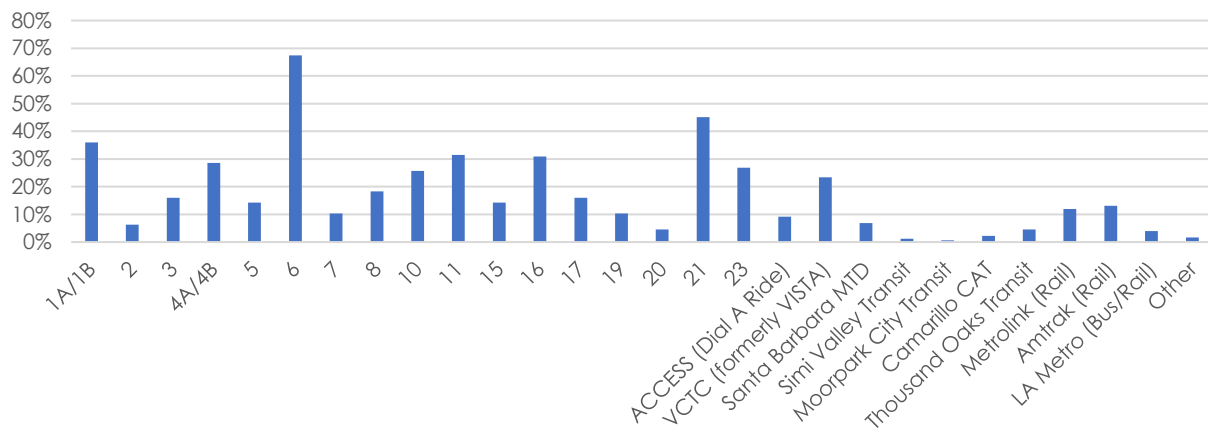
- Almost everyday
- 3-5 days a week
- 1-2 days a week
- Couple times a month
- Less than once a month
- I do not ride the bus.

Question #6:

What routes do you use? (check all that apply)

Answer Choices	Responses	
1A/1B	36.00%	63
2	6.29%	11
3	16.00%	28
4A/4B	28.57%	50
5	14.29%	25
6	67.43%	118
7	10.29%	18
8	18.29%	32
10	25.71%	45
11	31.43%	55
15	14.29%	25
16	30.86%	54
17	16.00%	28
19	10.29%	18
20	4.57%	8
21	45.14%	79

23	26.86%	47
ACCESS (Dial A Ride)	9.14%	16
VCTC (formerly VISTA)	23.43%	41
Santa Barbara MTD	6.86%	12
Simi Valley Transit	1.14%	2
Moorpark City Transit	0.57%	1
Camarillo CAT	2.29%	4
Thousand Oaks Transit	4.57%	8
Metrolink (Rail)	12.00%	21
Amtrak (Rail)	13.14%	23
LA Metro (Bus/Rail)	4.00%	7
Other	1.71%	3

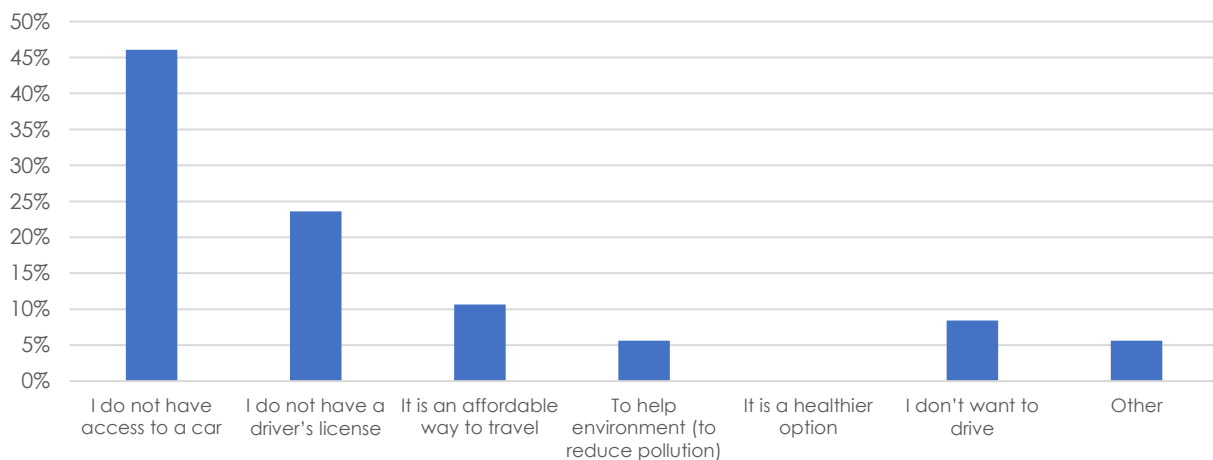


Question #7: Which reason below best describes your main reasons for using Gold Coast Transit?

Answer Choices	Responses	
I do not have access to a car	46.07%	82
I do not have a driver's license	23.60%	42
It is an affordable way to travel	10.67%	19
To help environment	5.62%	10
It is a healthier option	0.00%	0
I don't want to drive	8.43%	15
Other	5.62%	10
	Answered	178

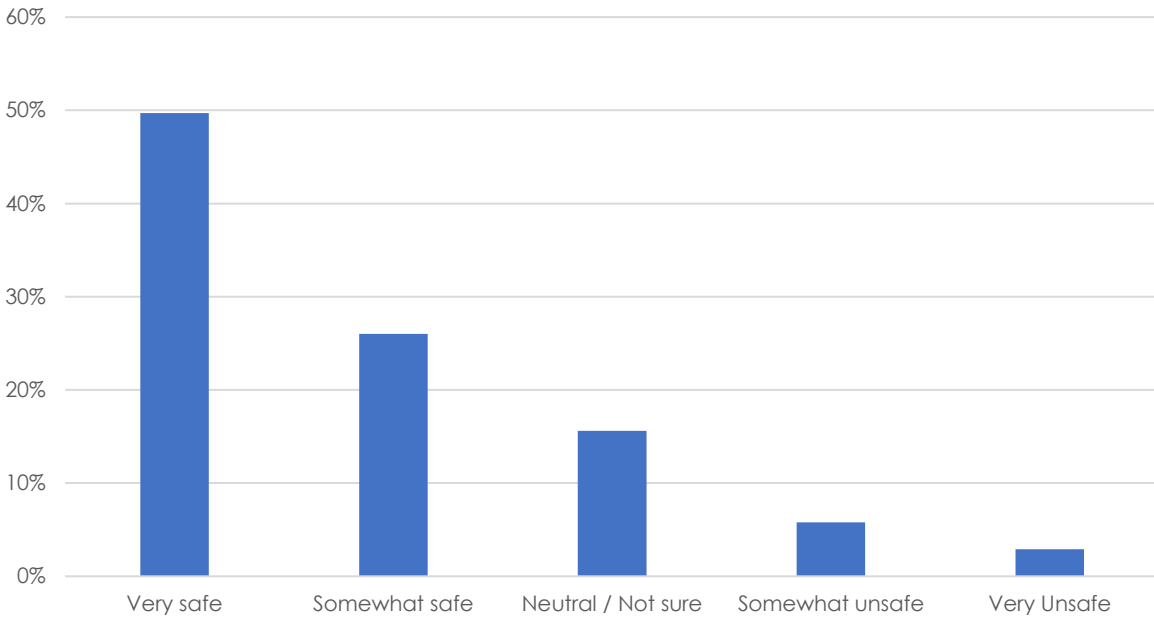
Other

Age
I am 70 years old, I am handicap, I have a walker.
When my car is in the shop and I have no transportation.
health/medication reasons that I cannot drive
Availability
Disabled
Parking Tickets (Time Limits)
Eye Sight



Question #8: Since the start of the pandemic, how safe do you feel riding GCTD buses?

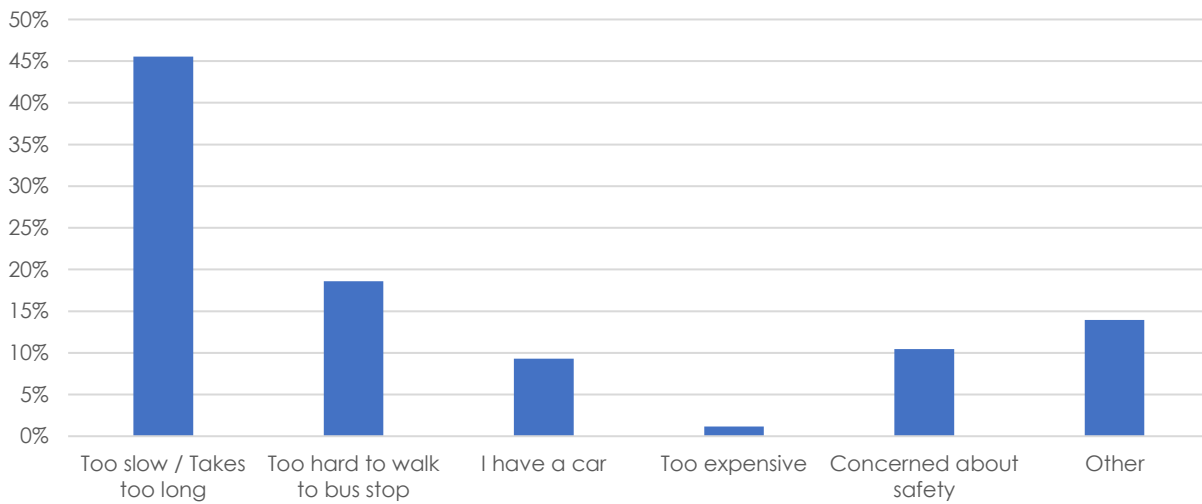
Answer Choices	Responses	
Very safe	49.71%	86
Somewhat safe	26.01%	45
Neutral / Not sure	15.61%	27
Somewhat unsafe	5.78%	10
Very Unsafe	2.89%	5
	Answered	173



Question #9: If you do not use public transit, what is the main reason why not?

Answer Choices	Responses	
Too slow / Takes too long	45.56%	41
Too hard to walk to bus stop	18.60%	18
I have a car	9.30%	8
Too expensive	1.16%	2
Concerned about safety	10.47%	9
Other	13.95%	12

Other
I like to use the bus.
Money
I use public transit
Reduced Fare Card Expired
SOME TIMES I dont because the bus does not like me bringing a months worth of groceries home
Use My Bike
n/a
I use public transportation
Bike
bicycle
I do use public transit
I do take it

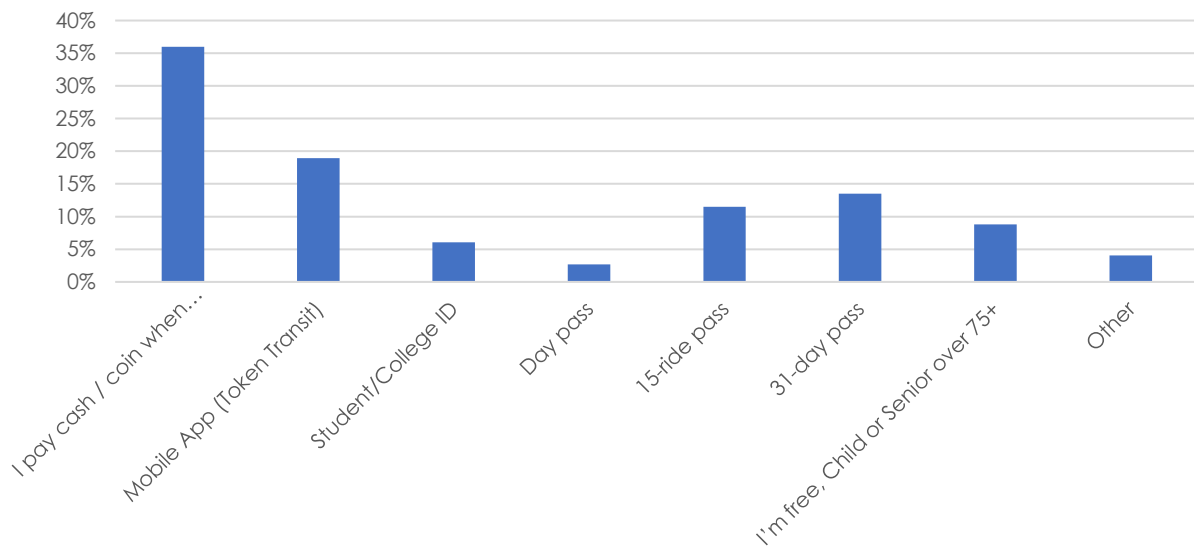


Question #10: What's your primary method of payment?

Answer Choices	Responses	
I pay cash / coin when boarding the bus	35.98%	59
Mobile App (Token Transit)	18.92%	29
Student/College ID	6.08%	9
Day pass	2.70%	4
15-ride pass	11.49%	17
31-day pass	13.51%	26

I'm free, Child or Senior over 75+	8.78%	14
Other	4.05%	6
Answered		164

Other
I bought a pass. I should have had a senior discount.
Access ticket from VCAAA.
Day Pass
Umo Touch Card
Vctc one ride reduced
VCbuspass Smart Card

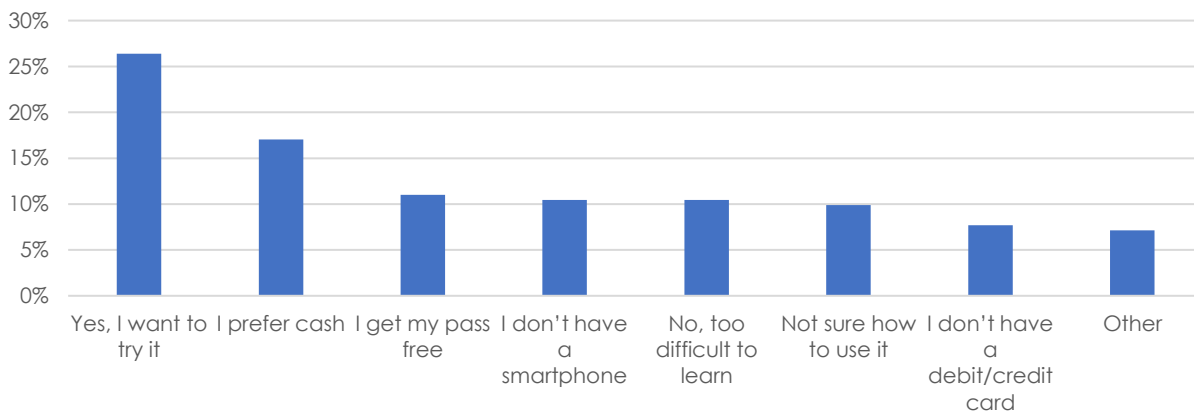


Question #11: Are you interested in using the mobile ticketing app?

Answer Choices	Responses	
Yes, I want to try it	26.37%	48
I prefer cash	17.03%	31
I get my pass free	10.99%	20
I don't have a smartphone	10.44%	19
No, too difficult to learn	10.44%	19

Not sure how to use it	9.89%	18
I don't have a debit/credit card	7.69%	14
Other	7.14%	13
	Answered	182

Other
I bought a bus pass when school starts at college. I should get a student pass.
I already use it.
I do
I already use it
I already use the mobile ticket app
I have only in an emergency otherwise I prefer cash.
Ride frequency sometimes unpredictable
Travelling
Doesn't work without internet.
VCTC Pass Card/ Used Mobile Ticket prior didn't like the service.
My phone is hacked
I use it
I use it already



Question #12: Please rate how each of the changes below would affect how often you ride GCTD?

	Ride Much More	
More cleaning of bus stop	29.93%	54
Better Lighting	30.14%	49
Express bus with limited stop between Oxnard and Ventura	45.52%	73
More security presence	32.65%	55
More frequent service	46.04%	70

Add early morning service (4:00 AM - 7:00 AM)	36.17%	56
Add late night service (8:00 PM - 11:00 PM)	45.21%	71

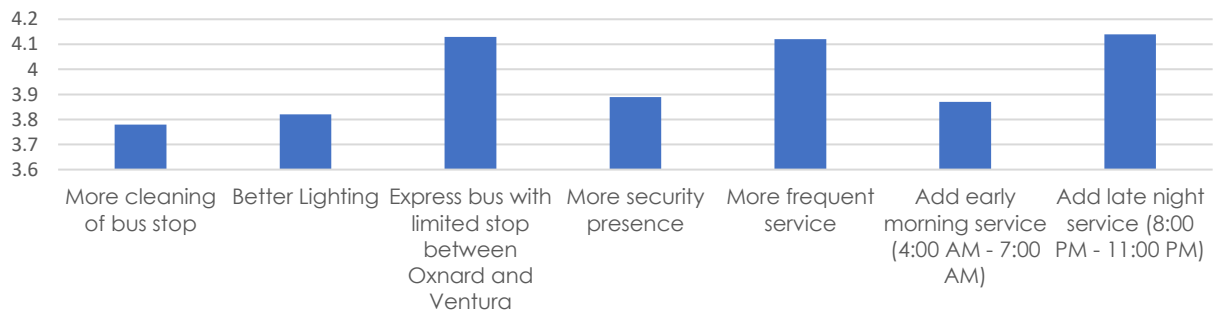
	Ride More	
More cleaning of bus stop	18.37%	28
Better Lighting	23.29%	37
Express bus with limited stop between Oxnard and Ventura	22.07%	38
More security presence	27.21%	42
More frequent service	19.42%	30
Add early morning service (4:00 AM - 7:00 AM)	16.31%	27
Add late night service (8:00 PM - 11:00 PM)	25.34%	41

	Same/No Change	
More cleaning of bus stop	51.70%	81
Better Lighting	45.89%	71
Express bus with limited stop between Oxnard and Ventura	32.41%	50
More security presence	37.41%	58
More frequent service	34.53%	51
Add early morning service (4:00 AM - 7:00 AM)	46.10%	70
Add late night service (8:00 PM - 11:00 PM)	28.77%	47

	Ride Less	
More cleaning of bus stop	0.00%	0
Better Lighting	0.00%	0
Express bus with limited stop between Oxnard and Ventura	0.00%	0
More security presence	2.04%	3
More frequent service	0.00%	0
Add early morning service (4:00 AM - 7:00 AM)	1.42%	2
Add late night service (8:00 PM - 11:00 PM)	0.00%	0

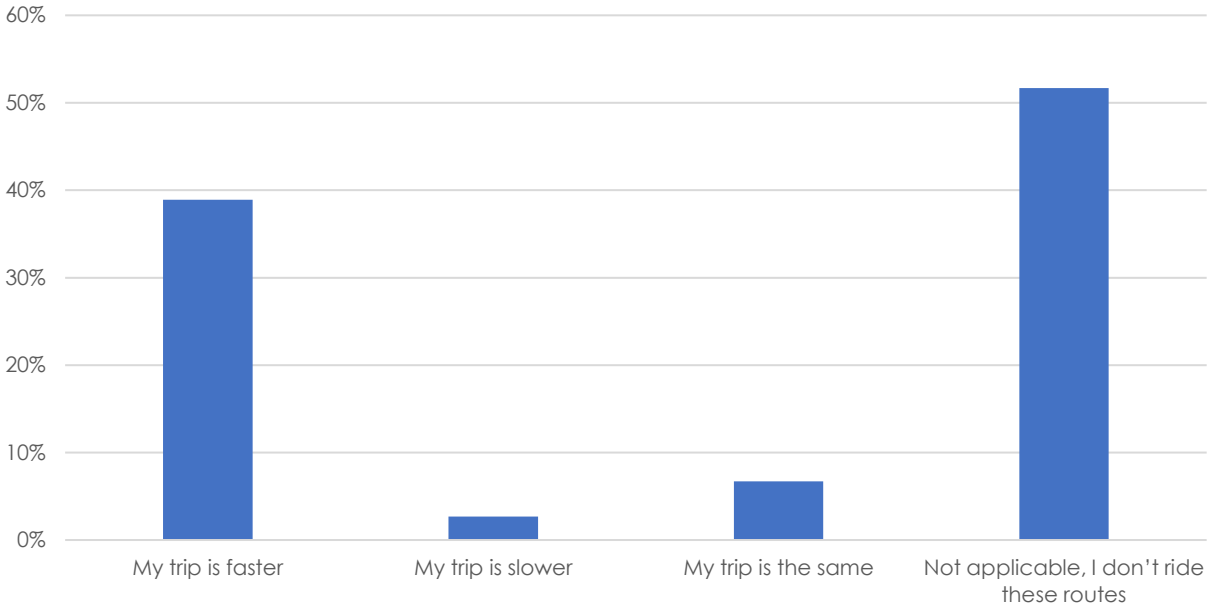
	Ride Much Less	
More cleaning of bus stop	0.00%	0
Better Lighting	0.68%	1
Express bus with limited stop between Oxnard and Ventura	0.00%	0
More security presence	0.68%	2
More frequent service	0.00%	0
Add early morning service (4:00 AM - 7:00 AM)	0.00%	0
Add late night service (8:00 PM - 11:00 PM)	0.68%	1

	Total	Weighted Average
More cleaning of bus stop	147	3.78
Better Lighting	146	3.82
Express bus with limited stop between Oxnard and Ventura	145	4.13
More security presence	147	3.89
More frequent service	139	4.12
Add early morning service (4:00 AM - 7:00 AM)	141	3.87
Add late night service (8:00 PM - 11:00 PM)	146	4.14
	Answered	168



Question #13: Route 1A/1B – Consolidated bus stops to speed travel time

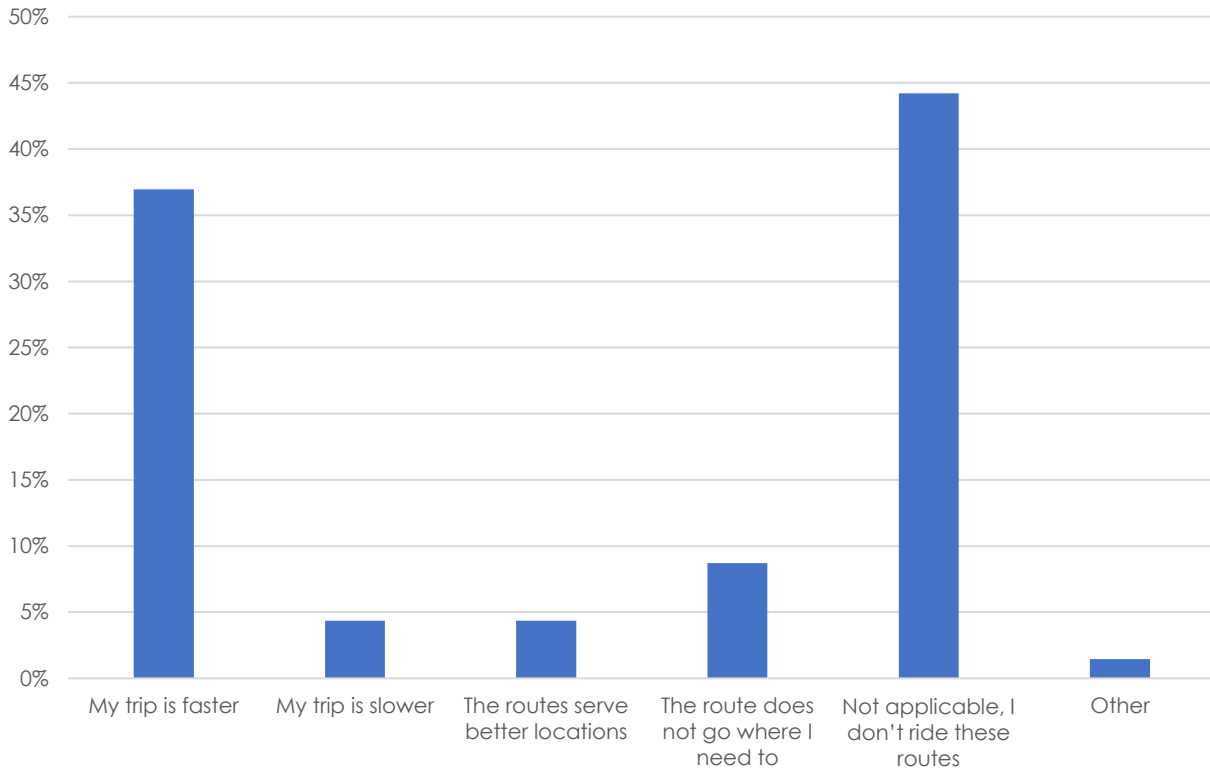
Answer Choices	Responses	
My trip is faster	38.93%	58
My trip is slower	2.68%	4
My trip is the same	6.71%	10
Not applicable, I don't ride these routes	51.68%	77
	Answered	149



Question #14: Routes 3/4A/4B/7/8/9 – Modified bus routes to speed up travel times

Answer Choices	Responses	
My trip is faster	36.96%	51
My trip is slower	4.35%	6
The routes serve better locations	4.35%	6
The route does not go where I need to	8.70%	12
Not applicable, I don't ride these routes	44.20%	61
Other	1.45%	2

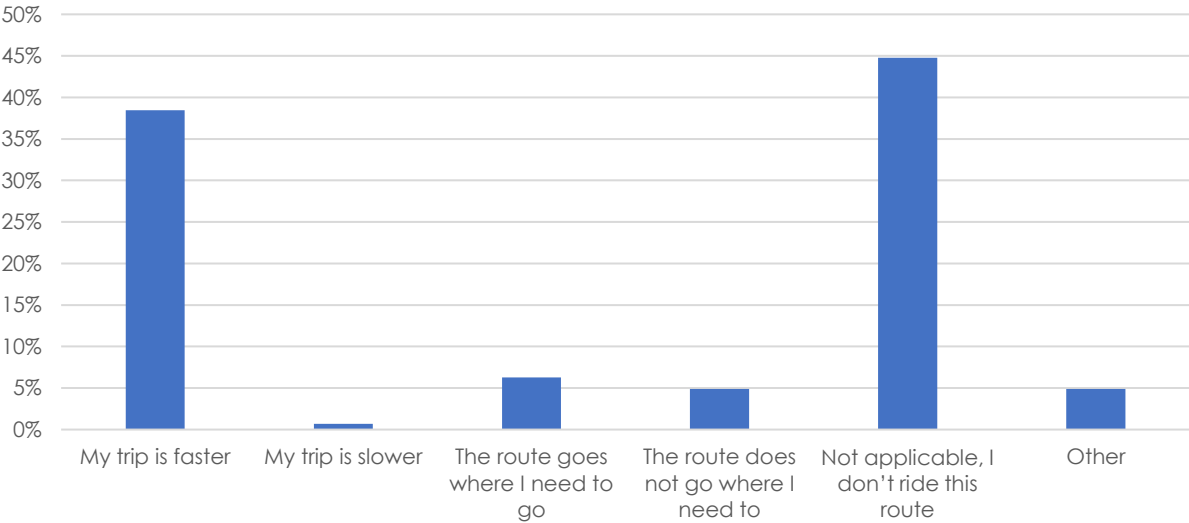
Other
I used to ride on route 3, but they changed it and I have wanted back to the original one
4B-my trip is faster. 4A-my trip is the same and 4A still doesn't come that much. I don't ride the other routes that much



Question #15: Route 23 – Added new bus on Ventura Route connecting South Oxnard, Port Hueneme and North Oxnard

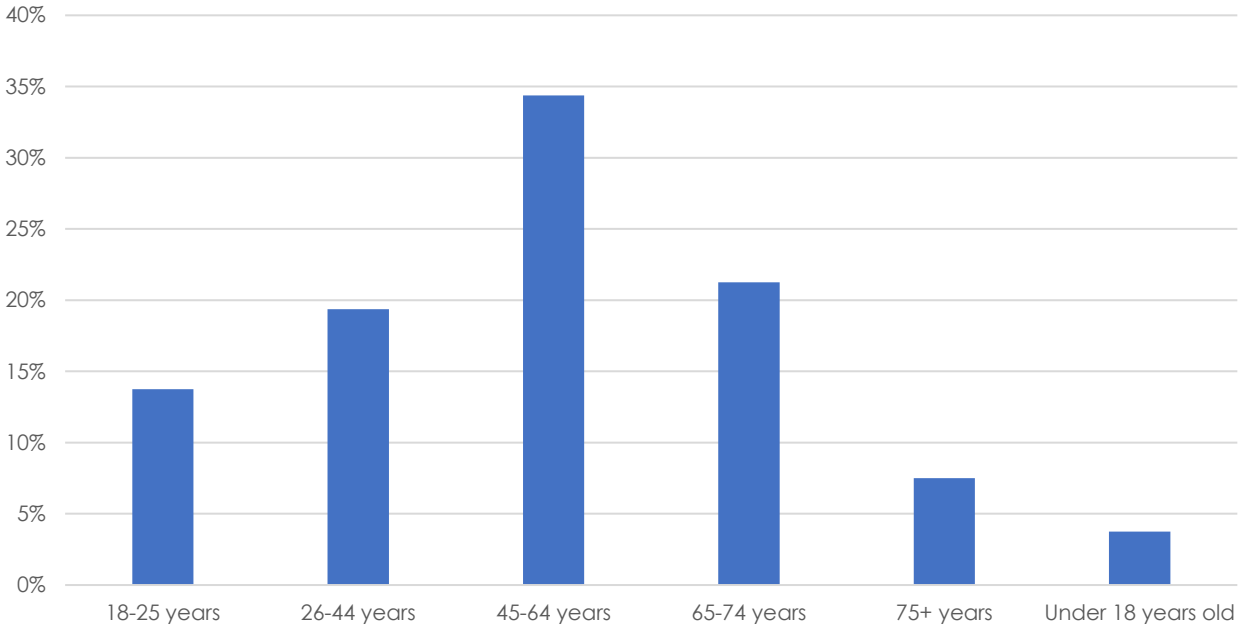
Answer Choices	Responses	
My trip is faster	38.46%	55
My trip is slower	0.70%	1
The route goes where I need to go	6.29%	9
The route does not go where I need to	4.90%	7
Not applicable, I don't ride this route	44.76%	64
Other	4.90%	7

Other
Haven't rode it
The route goes to better locations.
Never heard of it. Will it pick me up at Laurel & Gisler , as that was the closest stop to my home without having to take the access bus. It was eliminated last year and now I'm forced to stay home more often because the access bus is expensive!
The route goes to better locations.
The route goes to better locations.
The route goes to better locations.
se perdio una interconexion con 17



Question #16: What is your age? (Optional - Under 18 years old)

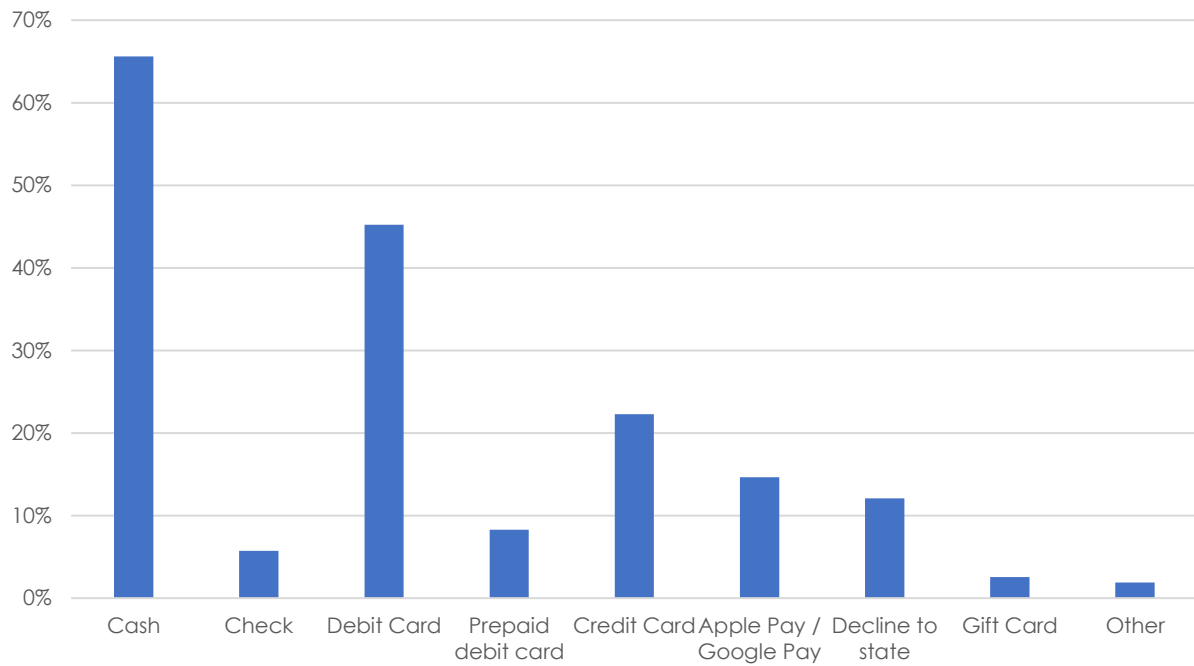
Answer Choices	Responses	
18-25 years	13.75%	22
26-44 years	19.38%	31
45-64 years	34.38%	55
65-74 years	21.25%	34
75+ years	7.50%	12
Under 18 years old	3.75%	6
	Answered	160



Question #17: To make purchases at stores, how do you pay? (check all that apply) (optional)

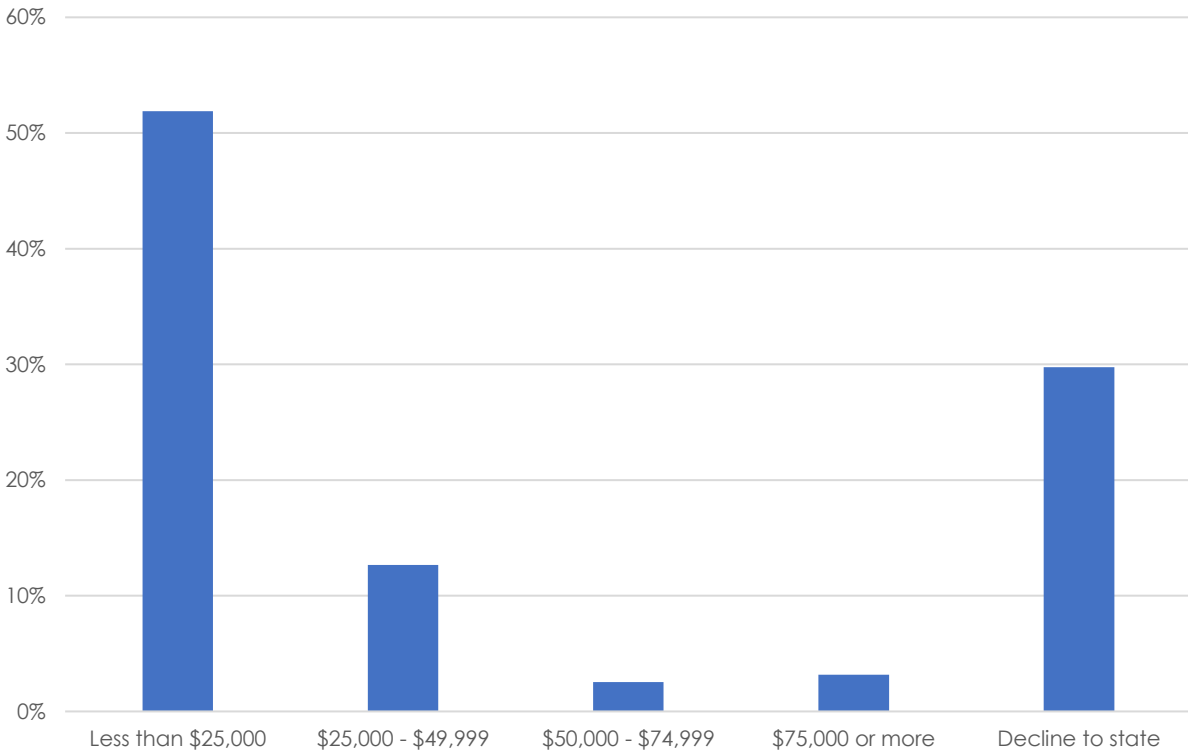
Answer Choices	Responses	
Cash	65.61%	103
Check	5.73%	9
Debit Card	45.22%	71
Prepaid debit card	8.28%	13
Credit Card	22.29%	35
Apple Pay / Google Pay	14.65%	23
Decline to state	12.10%	19

Gift Card	2.55%	4
Other	1.91%	3
	Answered	157



Question #18: What is your annual household income? (optional)

Answer Choices	Responses	
Less than \$25,000	51.90%	82
\$25,000 - \$49,999	12.66%	20
\$50,000 - \$74,999	2.53%	4
\$75,000 or more	3.16%	5
Decline to state	29.75%	47
	Answered	158



Question #19: Please provide any additional comments on how service can be improved to meet your needs.

My bus rides are excellent. Bus drivers are always courteous and caring. They lower the bus for me
Should consider having a routes to Santa Paula it would help the college students a lot. More frequency on 10, 11, 17, and 6.
I ride the bus on route 23 daily, I board at approx. 10:56 am at Ventura Rd/ Ivywood. I would like to compliment the driver for always having my transfer slip ready when I board on way to Esplanade transfer center. He is very safe and a nice driver.
4059 Bus Takes additional breaks each time, using cell phone in excess.
On time pick ups
Northbound 16 at Borchard is dirty from spilled food and drink. Southbound has someone living there.
Add a bus stop stop at Bard Road and J Street North and South.

Outstanding! All the drivers are way helpful, friendly and very respectful. God bless and take care all of them. I really appreciate the drivers when a person is waiting to catch the bus, they wait for the person. They have a lot of patience.
Please put VCTC bus schedules on Gold Coast Transit District buses.
Outstanding! All the drivers are very helpful, friendly, respectful, and have lots of patience. God bless and take care of them: I really appreciate the drivers unit, drivers wait for a person if they see them running to catch a bus. Thank you very much!..
Please less time to wait. Please, especially waiting over an 1 and a half for a bus that never arrived. This happened twice. More frequency on route 6, 10, 11
I'm blessed riding on the GCTD Bus. All of the drivers are very friendly and very respectful. All of them are "outstanding" God bless and take care of them always...
My comments is: all outstanding! I thank all the drivers of GCTD way helpful, friendly, way respectful. God bless them all and take care of all of them.
Phone chargers on bottom of seat, wifi
More frequent service on Route 16. Have less druggies on the bus bugging passengers and bus drivers. Your guys agenda should not be to baby sit those problem passengers too much.
Elderly and handicap should not have to show ID. The bus stop on Ventura Avenue need cleaning more often.
I ride the bus often to go to Ventura College and the mall. I have been very content with the bus. I always feel safe and there should be more stops by the golf course.
I wish the # 9 still ran because I have to walk so far to catch the bus.
Put a shelter at Bus Stop on Poinsettia Gardens there are two senior parks there and we need a shelter for wind and sun.
Most people I know in Ojai go to Ventura for food shopping: Sprouts, Ven/Lassens' on Main St & TJ's @ Pacific Mall. I do this w/ the 16 & 11. We all take our cars alone all the time. What about an express 15 seat Van to start @ Von's Ojai, one p/u in Oak View, a stop at VTC and then to Donlon. Have a morning express 16 w/ one stop in Center of Ventura, one @ VTC, & @ gov't center. And then a return at best HR. But this has to be surveyed& promoted w/ Environmental & Community Groups in Ojai.
The bus drivers are really nice and friendly
It would be nice if the Laurel & Gisler stop was returned, even if it was during limited hours during the mid-day. I can't always remember to schedule the access bus under their guidelines. That's the most frustrating part for me! I wish I could reserve my ride with them at least a few days ahead of time instead of the day before! I have memory issues short-term but longer term I can remember things quite easily. If I can't remember to schedule the day before.. I would either have to stay home and miss my doctor's appointments or hope that I could catch the regular Transit bus from South Oxnard to downtown Ventura. I can't walk to the closest stop to me. I would run out of energy and my M.S. body would be too fatigued as a result to try to get there.
More frequency on 9, 10, and 21. Transit to Ventura Harbor Village
Going to Harbor Again, Ride to Ventura Harbor. Like I said- buses should start going to Ventura Harbor again. Bus drivers that can help passengers with directions better. More alert drivers knowing what is going on in their buses.
Benches are too close to the street.
More frequency on the 16 and 10. More comfortable bus seats.
More frequent service on 6, 21, and 3
Really appreciate having the service . So glad the # 21 went back to every 1/2 hour. Miss having the Route # 20.
The Transit Center and buses should not be a repository for the cities castoffs. Serious intervention needs to be done to return these areas to acceptable standards.
Need Monthly Disabled, How Much? Should Be Free!
All buses never show up to stops on time I've been late to work 10 times
Bring back 6:28am (Victoria & Wooley rd) route 21 on weekends. I take to work.
An early/late bus for the 16 and more frequent stops would make life so much easier
Some drivers need to have their attitude checked. They are disrespectful and rude.
Thank you I have special needs and everyone was really nice.

The service to downtown ventura stops at 8ish on Friday which means I have to drive downtown to get dinner even though I am only 3 miles away. For VCTC the bus is very inconvenient to get to work because of how infrequently it runs. I have to be at work in Camarillo at 8am which means either arriving at work 30 minutes early or 30 minutes late given the current route scheduling. 30 minutes is basically the time it takes to just drive from Ventura to Camarillo
Some of my transfers expire before I get on. Had to pay again.
These are difficult times for all of us. I think most of us are doing our part to help keep passengers safe and secure. Keep doing a good job. Thanks
Love it
I think drivers should be getting paid more for working over shifts and working more for there money
The 4b bus used to go straight down Gonzalez all the way to OHS where I go to school. I can no longer take this route because it doesn't go that way and would take too long. Please change this
More frequency on 8, 1A/1B Add Later trips beyond 7PM for Route 8. Train some of your drivers better customer service. Train you drivers to look at their mirrors is someone is running after the bus to ride before they leave the bus stops ahead of time scheduled.
I would like to see route 4A come more frequently-every 30 minutes would be nice. Route 4B comes every 30 minutes, I don't see why 4A can't also come every 30 minutes. I would actually like to see all the routes come every 30 minutes. Sometimes people get stuck waiting for an hour if they miss the bus. Also, when I use route 4A in the morning, the bus I take is crammed with high schoolers and I sometimes have to sit right next to someone, which is not safe during the pandemic
OTC and Vtc are not safe the Security guards don't do anything they are a joke and drivers not wearing mask and Passengers not wearing them too drinking beer and doing drugs on the bus and driver tells you set in front
Closer bus stop by my job
No walker space, driver area full. Why do all buses leave at same time, makes it hard to transfer. Need better transfers.
15 minute frequency on all core routes, such as the 1, 6, 11, 10/16, 17, 21, and 23. Evening Service until 12am on all core routes. Limited stop "Rapid" service pilot on route 1/6 between VTC and Port Hueneme via Saviers/Oxnard
the blue bus should stop at wagonwheel and spur too.
Thank you All Staff at GCTD
More time for transfers
The Route 9 was very helpful for me. Actually I have to walk since C Street to Elm Street and Saviers, before Route # 9 made it easy for me.
Need service labor day memorial day on small houldays
I really think very strongly. More help to people with wheelchairs and walker and other disabilities. Some drivers are very good, and sometimes they aren't. I have been very blessed all have help me well.
I wish there was a bus route that was a little bit more closer to my house.
Please add more frequent #16, especially at peak times.
Bring back Rose Ave to Wells Rd. Try to coordinate bus times to make transfers more efficient.
Customer service from drivers is terrible. I have seen them be outright mean. Drivers have refused to hold buses, give false information. Also ridership should be based on ability to pay.
More frequency on 6, 8. The bus ride is good! Thank you and God Bless.
I wish to laud your driver named Paris for his outstanding helpfulness to two single ladies travelling on Amtrak who got into Oxnard Mon Night August 23rd. He helps us find our way to the Holiday Inn Express. Give him a special Thanks from Lois and Marjorie Rt 1B.
Rude Drivers (4019) shouldn't target elderly females.
More frequent service on route 10. I'm quite annoyed at the way these recent route cancellations have been handled! No notices, No warnings. No nothing, until I find myself stranded! Who the hell is going to check the website beforehand? This was really screwed up!
More frequent service 6, 10, 21. More local areas to buy bus passes (Vons?)
More frequent service on 21, 8. Comfy seats.
More frequent service on route 8, 21

A "Beach Rte" Pier Point, Ventura Harbor Village, Harbor Blvd to Channel Islands. A light night "Sweeper" on Route 6, 16.
Bring back the bus stop in Oxnard on Bard and J Street.
Customer Service Personnel needs to change for the better!
Please consider going through Camarillo. The bus isn't always reliable and is the only way to Camarillo and out of Camarillo.
Need Walker Storage, buses to meet each other/Vista/East and West be more coordinated. Also a stop at the Metro Link.
Additional security at OTC would be nice, I don't feel safe there, constantly looking around and over my back.
Bud card that works. Not a piece of paper with a magnetic strip.
The fare could be a lot cheaper, and social distancing needs to be enforced on the bus. Also, people at the transit centers have been taking showers in the bathroom, which makes it impossible to use the toilet. Some added security measures would be helpful at the transit centers.
Actually have a bus service to the harbor. I miss being able to go there.
Windows need to be cleaned more often. More buses need to arrive sooner to catch Vista buses for transfer. Old service buses was 40 minutes. Vista buses have a longer wait for buses.
Driver # 1059 this was the best driver ever. Very friendly, polite, courteous, and positive attitude. Wish there were more like him.
Discounts for people with government assistance or other programs
i would like to see more routes to the beautiful beaches like silver strand, Hollywood beach, ventura harbor, etc
Feel good was this service
Need better Customer Service Personnel! Personnel- Drivers & Customer Service attitudes must be better - non bias, at bus stops attitude adjustments some have "clicks" (note: c may have been a d on survey). Passengers- hygiene, dirty, too much carts/baggage/bad attitudes/don't keep mask on! I used to buy 31-day pass, but no longer due to bad customer service.
More frequency on 8 and 21. Add a Route for Channel Islands/Harbor/Port Hueneme/Oxnard Beach Area.
I think Drivers should be nice.
Route connecting Camarillo. 24 hour bus service.
Improve bus drivers consistency on they drive the bus. Sometimes they drive too slow to match the schedule, instead of waiting at some stops like most of the drivers. Add later service on the weekends.
xx
Do better with the Route 16 Bus. Can't depend on it.
A Ventura Main and Ave office would be good for all three county's. An there are office open on Main St. on the Ave in Ventura.
Sometimes, not always the driver the bus drives 5 to 10 mph below the speed lime. Instead of going the speed limit. So no waiting times at any stops. Instead drive normal speed with waiting at stops. I think this is much better because it becomes more of a regular ride with so many old people on the bus. (riders that is)
Great service, except Kaiser has a new building on Market Street that is a long walk to the bus stop.
Need outlets on buses and Wi-Fi for free.
I am a bicyclist. My bike is very heavy. The drivers only seem to kneel the bus a little bit. Please teach them to kneel the bus completely!
Add Route #22 again.
Remove unnecessary bus stops
More frequent service Route 6 Oxnard to Ventura 5PM to 7PM
Change route 21 weekend times to every half hour. Enforce senior sitting area. Route 20 was convenient for me. So thankful for bus service you all are great. Kept things going during 2020 with a smile.
736 male, good nice
059 Lady nice, Good Job
Provide more connections between north Oxnard/downtown Oxnard and Ventura.

Bus stops in Main Street are closed between Catalina and Santa Clara. That's too far of a distance.
I really like the signs at bus stops that say when the next bus arriving. If there is a phone app with that info, would be great. Need more shade and wind break at bus stops.
Add service to Ventura Harbor a few days per week.
We need a bus just for wheelchairs. Two spaces is not enough for Routes 1, 4B, and 6.
Please, for ventilation, because it is an important CDC guideline pandemic-wise, have all the windows open. Whether, or not, the AC is on. People with ineffective cloth masks worn improperly, sitting close to me, does not cut it.
Wish there was a bus the goes from lemonwood directly to OTC. The change from turning the channel island and eden stop to route 3 has added an hour to my commute. I also liked when the bus went to oxnard college. The bridge on channel island is not safe especially when traveling with kids. Having to now use it is nerve racking as many of the cars speed through it. I miss having the 8 pass by Channel Islands and eden.
If the bus it making it quicker then the time stops(per the book the bus will be here at a certain time actually stop so you are on track) I understand when they get behind but when you are 10 minutes early to a stop and they keep going how are you supposed to transfer
I'm in high school lots of my friends enjoy going to the beaches & parks but our community has no transportation out their. Bring back Route 20.
Provide service from District 7, Pierpont, Beaches, Marina Park, Seaward, Harbor, Portside. Parking very limited and this may encourage the community to ride the bus instead of drive.
Good job, keep it up!
Night service would be nice for people who work on graveyard hours.
Please keep Route 23, it gives me better access all around Oxnard without having to transfer to another bus. We need this bus route.
Add seat belts for children under 5 years old
Everything is perfect
They do a good job (bus operator 1095)
Bus Operator 686- Lady Good Job
Deberían de poner luz en las paradas del bus.Hay paradas que están muy oscuras.Y anunciar cuando el bus va a llegar a la calle 4 y B que va para el otc anunciar cual bus viene para tomarlo uno
Necesitamos el servicio de autobús, ya es bastante difícil debido a todas las cancelaciones por las mañanas. Nos pueden despedir por no presentarnos al trabajo "
limitando el tiempo en las transferencias del #21 al #3. Necesitamos esperar 30 minutos en la mayoría de las conexiones y reintegrando ruta # 9 u otra para poder ir a esos lugares iba esa ruta
que los buses no pierdan el schedule que llegan a tiempo
como quitar todos los indijentes de las paradas y mas seguridad. Limpias las paradas porque huele mal y mucha basura.
1. gracias por su servicio gratis ano pasado, gracias su amor de la pasajeros. 2. gracias a la amabilidad de los choferes, paciencia. 3. gracias , por mantener los mismos empleados, gracias a todos.
Los choferes tienen que pacientes y ser respetosos y ser amables
Si pueden poner la parad que quitaron hace un Año 1A antes de llegar a la Ventura Rd hay unos Apartamentos para personas mayores y es difícil a el bus gracias.
Son buenos conductores y muy delicadas pero bien.

APPENDIX 3

Goals, Objectives and Standards for Fixed-Route Service



Goals, Objectives and Standards for Fixed-Route Service Adopted by the Gold Coast Transit District Board on March 1, 2000 (updated in 2009 and 2014)

Goal 1: Increase Mobility Options in the GCTD Service Area

This goal seeks to increase the awareness and attractiveness of GCTD fixed-route service.

Objective: Maintain and attract new ridership to the GCTD fixed-route service.

Minimum Performance Standards:

- During the next **five years** ridership should achieve an annual average increase equal to or greater than the percentage increase in population.
- When GCTD introduces **express services**, the average transit travel time should be no more than 130% of comparable trip time by automobile.
- Routes should be structured so that **transfer activity** shall be kept to a minimum, **not to exceed 30%**.
- Routes should **serve all major activity centers** that can support fixed-route service (such as major employment centers, shopping centers, colleges, other schools, public and private medical facilities, and other major activity centers).
- Develop an **aggressive marketing program** directed at all market segments,
- **especially the "choice" rider.**

Goal 2: Provide Safe and Reliable Transit Service

The purpose of this goal is to enhance the safety and reliability of GCTD transit service so that more of the general public will choose transit for their transportation needs.

Objective: GCTD shall operate vehicles that are clean, comfortable and dependable. GCTD shall provide reliable service.

Minimum Performance Standards:

- 90% of all fixed-route departures should be no more than **five (5) minutes late**.
- **100%** of scheduled departures should be no more than **1 minutes** early.
- Less than **one percent** (1%) of all scheduled trips should be missed on any day service is provided.
- Vehicles should be replaced on a schedule consistent with **FTA lifecycle guidelines**.
- Preventive Maintenance Inspections (PMI) shall be conducted on schedule and consistent with the **manufacturers' recommendations**.

- Maximum load factor should not exceed **1.50 based on seated capacity.**
- Operate a minimum of **50,000 miles between preventable accidents.**
- Operate a minimum of **10,000 miles between road calls.**
- All coach **interiors** shall be **cleaned daily;** **exteriors** shall be cleaned **every other day.**
- Verified passenger complaints shall not exceed **10 per 100,000** boardings annually.

Goal 3: Provide Efficient and Productive Service

This goal addresses the need to maintain cost-effective services in the GCTD service area.

Objective: Minimize operating costs and maximize ridership.

Minimum Performance Standards:

- Minimum productivity should be **20 passengers per hour on trunk routes, and 15 passengers per hour on local routes.**
- Recover at least **20% of operating costs** from passenger fares systemwide.
- Annual increases in operating cost per vehicle hour **should not exceed the CPI** for the Ventura County region.

Goal 4: Provide a Seamless Transit Service in the Region

This goal maximizes convenience for passengers who transfer between systems.

Objective: Coordinate with other regional and local transportation providers.

Minimum Performance Standards:

- Coordinate **schedules with VISTA** to minimize wait times between systems.
- Coordinate **fares with VISTA and Metrolink,** including transfer fare agreements.
- Continue to provide guidance to all jurisdictions regarding bus stop amenities, including benches, shelters, and signage that includes schedule information for each systemserving the transfer point.

For more detailed information on GCTD's planning process, please see GCTD's Fixed-Route Service Planning Guidelines & Evaluation Policy at:

https://www.gctd.org/wp-content/uploads/2021/06/Service_Planing_Guidelines_Evaluation_Policy.pdf

APPENDIX 4

PUBLIC PARTICIPATION PLAN

The main objectives of GCTD Public Participation Plan are to:

- Comply with the public involvement and environmental justice requirements of the Federal and State regulations
- Provide specific opportunities for local citizens and citizen-based organizations to discuss their views and provide input on the subject areas addressed in plans, projects or policies of GCTD
- Inform and educate citizens and other interested parties about ongoing GCTD planning activities, and their potential role in those activities
- Work with other local and state organizations that have similar goals and requirements
- Ensure meaningful access to benefits, services, information, and other important portions of operations and activities for individuals who are limited-English proficient (LEP)

A. General Public Relations and Communications Strategy

GCTD maintains a goal to reach out to as many citizens as possible, whether or not these citizens have a specific interest or knowledge regarding transportation planning. This helps to promote GCTD's presence in the community and establish its role as a community partner. This group of techniques includes the following: community outreach via coalition building; attending various community events, distributing informative announcements in the form of press releases targeted at newspapers; posters or pamphlets displayed in public places; frequent news updates on social networking sites such as Facebook and Twitter. These techniques are great ways to keep the general public aware of the presence of the planning organization and the status of specific projects so that they may develop an interest and choose to become better informed or actively involved.

B. Public Events

There are a broad variety of ways to educate and engage the public. In general, the earlier public involvement is sought, the better. Citizens may feel disenfranchised when they are invited to join late in the process - when the values and goals have already been decided and the details have been figured out. The following tools are arranged from most participatory to least.

Special Events are held to bring attention to a specific activity or issue. Special events may take the form of a community fair or special educational lecture at a business or school. Special events are a great way to expose a large number of people to a project, program or service planning.

Community Roundtable Meetings are the next highest level of participation. Roundtables include the elements of a wide representation of attendees, and a discussion-based agenda. Often a speaker may provide information on a given topic or project, and then the group will discuss the topic at length in a large, small or breakout group format.

Roundtables have the advantage of providing a forum for extensive interaction between community members and leaders.

Public Hearings are usually held when the agency has completed a plan and needs to present it for public review before implementation. If the greater community has been actively involved from the very start, then a public hearing is a formal overview of the proposed changes. As with all of these tools, care must be taken to ensure that the public is made fully aware of the event well in advance, and that the goals and values espoused by the plan are clearly stated. *In accordance with the Brown Act advance public notice is advertised for all Public Hearings*

C. Targeted Marketing and Education

Targeted marketing and education are meant to reach out and provide specific information to specific parties. For example, landowners, city planners, or leaders of an ethnic community may be sought out and personally invited to come to a meeting. Similarly, lower income groups who do not have access to modern forms of technology, such as a computer equipped with internet or a smart phone may be specifically targeted to be educated about the most recent and significant changes in service. Similarly, families and community groups may be targeted to begin a discussion on service improvements within a potentially impacted neighborhood. Targeted marketing and education can take place through direct mail or TV, radio, press advertising, or through classroom education, meetings with specific groups of people such as educators, community stakeholders and other community advocates. It can also be through making direct phone calls or meeting with key people who desire to participate in a given process. This is the most labor intensive and potentially most fruitful way to create a diverse and active public participation process.

D. Communications with Limited-English Proficient (LEP) Persons

Federal and State regulations require GCTD to provide the public with information and to reach out and include traditionally under-served populations. This document has been prepared to serve that purpose. Additionally, GCTD is committed to a transparent decision-making process that actively seeks and incorporates input from a cross section of the community we serve. Together, staff, community stakeholders and members of the public can shape the future of public transit in Ventura County.

All information presented and printed materials are available in both English and Spanish to ensure meaningful access to benefits, services, information, and other important portions of operations and activities for individuals who are limited-English proficient (LEP). GCTD provides Spanish language assistance at all public participation activities and meetings to assure meaningful access. All customer service staff (4 staff members) are fully bilingual and one GCTD customer service staff is tri-lingual speaking English, Spanish and Mixteco. GCTD staff also works with local Mixteco community groups to ensure maximum reach of information as needed.

E. Other Qualitative Input

Members of the public and GCTD employees are valuable sources of information in planning quality bus service. In order to incorporate inputs from these sources, proposed

service changes will be communicated far enough in advance of implementation so that input can be evaluated effectively. This input process will also be applied to any potential fare policy changes.

GCTD's *public input* process includes some or all of the following elements: utilizing Transit Guides stationed at major stops, hosting Public Meetings, attending Community Events and Meetings, Website notices, Radio and Print Ads, and Social Media postings.

GCTD's *employee input* process includes some or all of the following elements: input from Monthly Safety Meetings, Employee Newsletters, Ride Checks, and Coffee with the GM sessions.

In addition, planning staff works with the "Planning Advisory Committee" to get feedback on service plans. The committee is comprised of a mix of senior and newer drivers who are invited to collaborate with planning staff on a regular basis.

Planning Staff works with the Technical Advisory Committee (TAC), VCTC, member cities staff, and other community agencies to gain public input from all communities in the service area. Input from each member city and relevant departments is taken into consideration.

F. How Public Input is Used in the Planning Process

Planning staff evaluates and considers all input received from all sources for possible inclusion in future service changes. Following the input gathering process and completion of service change planning, GCTD attempts to contact the participants where practicable to thank them for their input and impart final results of the plan. Concurrently, GCTD begins implementing the approved marketing and communications plan to promote and educate the public about any planned service changes.

Outlined below are examples of the aforementioned plans in practice:

I) General Public Relations and Communications Strategy (Conducted Annually)

A. Community Outreach

1. Attend community events
 - Community Festivals & Fairs (pre-COVID)
2. Host community meetings
 - Organize community meetings to gauge the public's opinion on the quality of our service in order to establish how to best serve them
 - Distribute survey and comment forms to be completed by the public
3. Implement transit-related public education campaigns
 - Dump the Pump (APTA)
 - Public Transportation Takes Us There (APTA)
 - Get On Board (APTA)
4. Build coalitions
 - Secure partnerships with environmental organizations such as the

Environmental Defense Center- Ventura County and Central Coast Alliance United for a Sustainable Economy (CAUSE)

- Educate and collaborate with disadvantaged community service organizations such as Community Action of Ventura County
 - Collaborate with charitable organizations on specific causes, such as school supply drives for underprivileged students before the beginning of each school year
5. Expand transit in education program
- Establish a local network of school administrators and teachers in an effort to promote the discounted rate for field trips, etc.

B. Printed Communications

Monthly Gold Coast Transit newsletter/e-newsletter

- A monthly newsletter will cover recent GCTD events, accomplishments, partnerships, as well as relevant legislative and mass transit news

Ad placement

- Publish ads that coincide with a specific public education campaign

Bus ads

- Place ads on the interior and exterior of the bus to continuously promote our services and increase brand awareness

Rider alerts

- Place flyers and posters inside all buses and work with Maintenance staff for restocking of materials.

Rider Surveys

- Collect Surveys to gauge public awareness about GCTD services

C. Social Networking and Website

1. Maintain an ongoing, interactive conversation with customers via Facebook, Instagram and Twitter
 - Update posts to reflect any and all GCTD developments as they occur
2. Continue to update GCTD website and add new interactive tools_(New Website Launched in 2021)
 - Add module for surveys and questionnaires
 - Promote real time arrival capabilities and mobile apps more prominently
 - Media Center includes the latest news covering GCTD news and events, including photos and videos.

D. Media Outreach

1. Develop and maintain relationships with local media contacts to increase public exposure

2. Distribute press releases to promote GCTD involvement in community events and public education campaigns

II. Targeted Marketing and Education Plan (Conducted Bi-Annually)

A. Community Outreach (Starting at 6 months prior to changes- ongoing)

Community meetings

- Hold bi-lingual community meetings at locations throughout the county and/ or the impacted areas
- Reach out to community organizations to help with recruitment and promotion

Survey Compilation/Comment Forms

- If surveys are deemed beneficial, distribute and collect surveys about proposed changes.

Tabling and in Person Outreach

- Create tabling schedule and alternate locations (i.e. OTC, VTC, etc) and have staff available (Transit Guides) to answer questions about proposed changes
- Distribute educational materials, such as FAQs, to the public

B. Printed Communications (1-3 months prior to changes)

1. Create and distribute bi-lingual rider alerts, posters, postcards and interior car cards
2. Create and distribute GAR materials
3. Ad placement
 - Place ads on the bus advertising new services (i.e. "now serving")
 - Place ads/posters throughout the OTC and VTC

C. Social Networking (1-2 months prior to changes)

1. Post updates on Facebook, Instagram and Twitter
 - Post updates before, day of, and after changes occur
 - Answer any questions or replies from the public
2. Update website
 - Create home page slide advertising new changes and link a page containing more detailing information
3. Email blasts/E-newsletter
 - Send emails to all members of the listserv before, day of, and after the changes occur
4. Live Social Media/Streaming Events
 - Hold bi-lingual community meetings streaming on online platforms such as Facebook Live and Zoom webinars.

D. Media Outreach (2-3 weeks prior to service changes)

1. Press Release

- Distribute to local news outlets
 - Post on all social networking sites and websites
 - Work with member agency PIO's and ask for their cooperation in releasing the press release to their local networks
2. TV
 - If funding allows, create short PSA
 - Leverage city contacts to place the ad on local television at a reduced cost
 3. Radio
 - Create short PSA to be read by radio announcers.
 - Negotiate rates with local radio stations

E. Miscellaneous

1. Phone recording
 - Record short message to be played on GCTD phone system- both administrative offices and the CSC.
2. Develop informational materials for staff
 - Create and disseminate Q&A's, FAQ's, and talking points for all staff to be prepared to answer public inquiries

G. Additional Information for Soliciting Public Comments (As Needed)

Public comments are accepted all year long through a variety of mediums. Interested parties are invited to use one of the tools below to provide their feedback:

- GCTD website - Submit Your Comments Page
- Contact the GCTD Customer Service Center Monday- Friday, 7am-6pm, where bilingual staff are available to take comments
- Attend public Board of Directors meetings on the first Wednesday of every month where there is time allocated for public comment
- Attend public GCTD Technical Advisory Committee Meetings held on the third Wednesday of every month
- Complete and submit a printed comment form, available at the customer service center and administration office
- Leave comments on GCTD's social media sites, including Facebook, Instagram and Twitter
- Email GCTD staff directly. Contact information is available on the staff directory on GCTD's website.
- On-board surveys (conducted as needed)

APPENDIX 5
APPROVAL OF TITLE VI UPDATE DOCUMENTATION
APPROVED BOARD MEETING MINUTES
FROM MAY 4, 2022 MEETING

APPENDIX 6
BUS BOOK

The full Bus Book can be found here:
<https://www.gctd.org/getting-around/routes-schedules/>

APPENDIX 7

TITLE VI NOTICE TO THE PUBLIC – ENGLISH & SPANISH



TITLE VI NOTICE TO THE PUBLIC

Gold Coast Transit District (GCTD) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964.

Any person who believes that he or she has been subjected to discrimination under Title VI may file a complaint using the contact information below. Complaints must be filed within 180 days of the alleged discriminatory act.

To request additional information on GCTD's Title VI policy and other anti-discrimination obligations, or if information is needed in languages other than English, please contact GCTD using the contact information below.

ANUNCIO PÚBLICO DEL TÍTULO VI

Gold Coast Transit District (GCTD) se compromete a garantizar que ninguna persona sea excluida de participar en, o negado los beneficios de sus servicios sobre la base de raza, color y origen nacional, en conformidad con el Título VI de la Ley de Derechos Civiles de 1964.

Cualquier persona que cree que él o ella ha sido objeto de discriminación bajo el Título VI puede presentar una queja con GCTD. Las quejas deben presentarse dentro de los 180 días del supuesto acto discriminatorio.

Para solicitar información adicional sobre la política del título VI de GCTD y otras obligaciones contra la discriminación, o si se necesita información en idiomas distintos del inglés, por favor, póngase en contacto con GCTD utilizando la información de contacto a continuación.

TO FILE A COMPLAINT | PARA PRESENTAR UNA QUEJA:

MAIL | CORREO GCTD General Manager, 1901 Auto Center Dr., Oxnard, CA93036
PHONE | TELÉFONO PHONE | 805-478-4222 FAX | 805-483-0925
WEB www.GoldCoastTransit.org

APPENDIX 8

ORIGINAL COMPLAINT & RESULTS OF TITLE VI INVESTIGATION

-----Original Message-----

From:

Sent: Monday, May 17, 2021 11:12 AM

To: ridercomments <ridercomments@goventura.org>

Subject: goventura.org Comment - "Bus fee"

From:

Phone:

Message Body:

Hello, I'd like to know to whom would I address a concern about the bus fees. I feel that having a fee for young public school students is completely uncalled for. Students of every age, if in school should have access to free bus transportation. I understand that most schools offer busses to the local children, however this keeps kids in poor districts from being able to participate in the school of choice program. This is unfair to minorities.

Please forward, or inform me to who this complaint should be directed.

Thank you for your time.

--

This e-mail was sent from the Ventura County Transportation Commission comments form (<https://www.goventura.org/>).



July 15, 2021

[Redacted]
Sent via email
[Redacted]
Dear [Redacted]

The matter related to "bus fee" referenced in your email sent May 17th, 2021 to Gold Coast Transit District has been investigated. Your complaint raised two issues of alleged discrimination 1) "students of every age, if in school should have access to free bus transportation" and 2) "kids in poor districts from being able to participate in the school of choice program." Based on the results of the investigation, we do not find that any provisions of Title VI of the Civil Rights Act of 1964 have been violated. A summary of our findings is below.

Related to the first issue, GCTD participates in the "College Ride" program which enables students from eligible colleges to use their ID to board a GCTD bus fare free. This is a promotional pilot program that we funded through a CA State Cap and Trade grant, which only includes participating local community colleges and universities. Outside this grant program, GCTD's regular bus fares apply to all adults and youth under 18, with discounted pass options for youth under 18+, seniors, people with disabilities and veterans. To encourage use of public transportation, GCTD offers reduced fares to youth (under 18) who purchase a 15-ride pass (either paper or using Token Transit App). The discounted passes are available to all youth in the GCTD service area and can be used on any bus going to any destination. All GCTD fare options can be found at www.GCTD.org.

Related to the second issue, your complaint included reference to dedicated student transportation (which GCTD does not provide). For dedicated school related transportation, we recommend reaching out to the Ventura Unified School District Transportation Department.

Based on our finding that we do not find that any provisions of Title VI of the Civil Rights Act of 1964 have been violated, I am closing this matter in our files. You have the right to 1) appeal within seven calendar days of receipt of this final written decision from the GCTD, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration at Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor - TCR 1200 New Jersey Ave., SE Washington, DC 20590.

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me at 805-483-3959x 141 or vanessa@gctd.org

Sincerely,

Vanessa Rauschenberger
Director of Planning and Marketing (Title VI Coordinator)

Cc: Steven P. Brown, General Manager

GOLD COAST TRANSIT DISTRICT

CITY OF OJAI | CITY OF OXNARD | CITY OF PORT HUENEME | CITY OF VENTURA | COUNTY OF VENTURA
1901 AUTO CENTER DRIVE, OXNARD, CA 93036-7966 | P 805.483.3959 | F 805.487.0925 | GCTD.ORG