



2021 PASSENGER SURVEY

ANALYSIS AND REPORT OF RESPONSES

February 2022

GOLD COAST TRANSIT DISTRICT

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1 INTRODUCTION

The COVID-19 pandemic has had substantial impacts on public transit across the nation. At GCTD, transit ridership drastically dropped in the first few months following the state's stay-at-home order in early 2020. Moreover, perceptions of public transit as high risk compared to alternative modes of transportation (personal vehicles, walking, bicycling, etc) prevailed in the months following and led to loss of ridership, and, consequently, service reduction.

Based on passenger responses in the 2019 and 2020 Passenger Surveys, GCTD put into effect various service improvements as well as enhanced safety measures to address passenger concerns relating to COVID for its July 2020 service changes. The purpose of the 2021 Passenger Survey was to receive rider feedback on recent service changes and enhanced safety measures and reaffirm desired improvements as they relate to overall passenger satisfaction.

As the agency navigates through the ongoing pandemic, the results from this survey will be key to GCTD's future service planning.

1.1 KEY TAKEAWAYS

- GCTD riders who utilize transit frequently (3-5 times a week or almost daily) are dependent on transit as their primary mode of transportation;
- Since the July 2020 route and service improvements, passengers' are primarily reporting faster trips;
- A majority of passengers (71-82%) who report they are experiencing faster trips, do not have access to a vehicle or do not have a license;
- Results show that 76% of respondents felt safe while riding GCTD buses, and therefore are satisfied with GCTD's efforts;
- More frequent service, longer span of service and express services would create more ridership and should be key considerations in future planning efforts.

2 METHODOLOGY

A survey of transit riders and the public was conducted to examine response to recent GCTD route and service changes and gauge rider perception of current GCTD services. The survey collected information on respondent demographics, passenger travel behavior, concerns about health and safety, and service improvements and preferences. Information on fare media preferences and mobile ticketing was also collected.

Printed bilingual surveys were made available and collection boxes were installed on GCTD fixed-route buses. The survey was also available online with links posted on the agency website and all social media outlets. Responses were collected between June 3, 2021 to December 1, 2021.

3 SELECTED ANALYSIS & RESULTS

The survey analysis in this report will focus on responses relating to the use of public transit, transit riding patterns and response to recent major service changes to GCTD fixed-routes. While the survey results are not intended to represent GCTD riders as a whole, they are descriptive of general passenger needs. GCTD received 193 survey responses. The largest number of responses was received from people in the 45-54 age groups, followed by 65-74 group and 26-44 group. A complete set of all survey questions and results are included in the Appendix.

3.1 PUBLIC TRANSIT USE & RIDING PATTERNS

Since GCTD targeted likely transit riders, nearly all respondents reported using GCTD services. GCTD aimed at assessing ridership frequency since its July 2020 service changes to see if the ongoing effects of COVID-19 influenced riding patterns and the use of public transit. Although the pandemic interrupted GCTD services, results from last year's COVID-19 Passenger Survey indicated many riders are transit dependent, utilizing public transportation almost daily for essential trips. Additionally, survey analysis showed that despite the initial downward trends in ridership, public transit remained a necessary service particularly to passengers who utilized GCTD services several times a week and self-identified as "essential workers."

Figure 3.1.1 shows a distribution of ridership frequency. Unsurprisingly, 86% of respondents reported using transit 3-5 days a week or more. Despite fitting the typical GCTD rider profile, this figure is not representative of the use of riding transit as the only method of transportation. Rather it displays how many people use GCTD services, either by itself or in combination with other modes, such as a bicycling or using a personal vehicle. Figure 3.1.2 reports the primary reason respondents utilize GCTD services. Nearly 70% of respondents (128) indicated that their primary reason for using public transit relates to lack of possession of a personal vehicle or the inability to operate a vehicle. Of the respondents who reported using transit more than 3 days a week, 76% either did not have access to a car or did not possess a driver's license. These results reinforce the notion that the majority of GCTD riders who utilize transit frequently are dependent on transit as their primary mode of transportation.

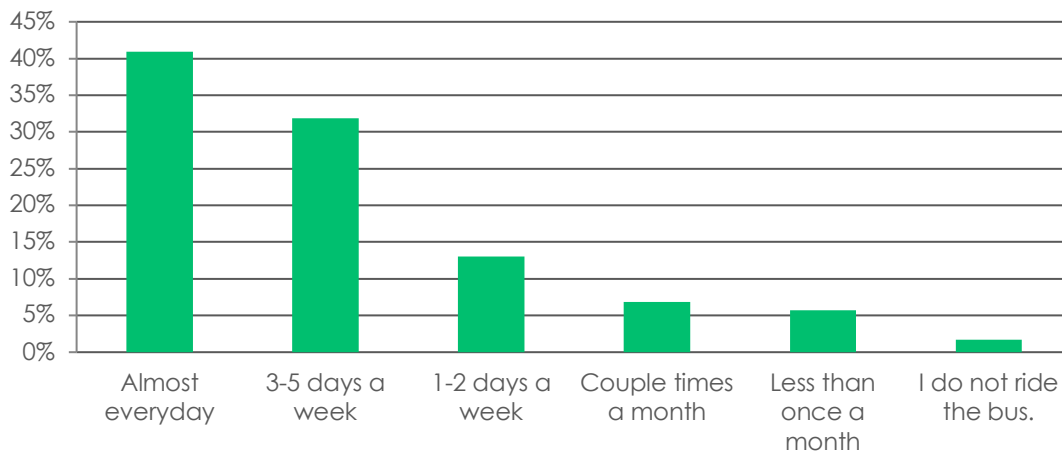


Figure 3.1.1 Ridership frequency.

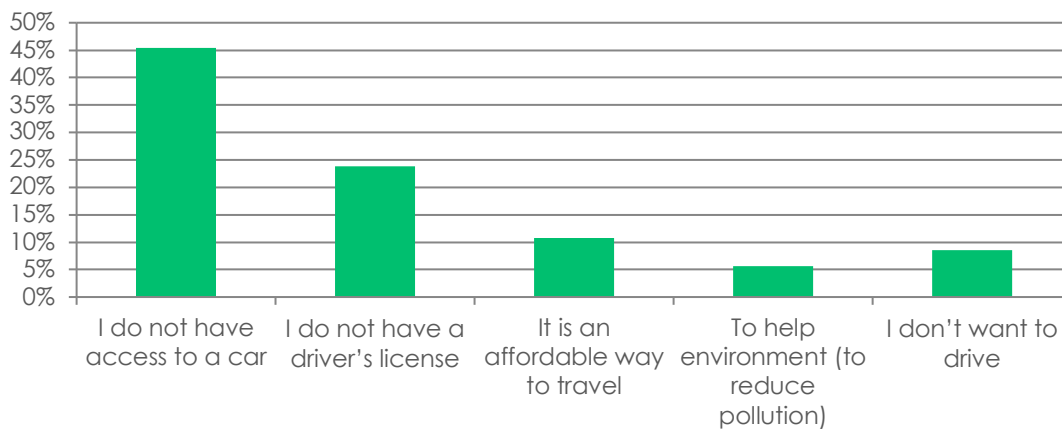


Figure 3.1.2 Primary reason respondents utilize GCTD services.

Results from the COVID-19 Passenger Survey also showed that safety as it relates to COVID-19 concerns (regular cleaning of buses, face mask wearing, etc) are important amenities to riders. In the 2021 survey, passengers were asked to report how safe they felt riding GCTD buses. This question aimed to gauge passenger perception of safety following the measures GCTD took to address rider concern. Figure 3.1.3 shows the distribution of passenger safety on a scale of feeling "Very safe" and "Very unsafe." This analysis assumes that passenger's feeling of safety is a form of passenger satisfaction, where the categories "very safe," and "somewhat safe" are regarded as a positive, "neutral/not sure" is indifference, and "somewhat unsafe," and "very unsafe" are regarded as negative. Results show that 76% of respondents felt safe while riding GCTD buses, and therefore are satisfied with GCTD's efforts.

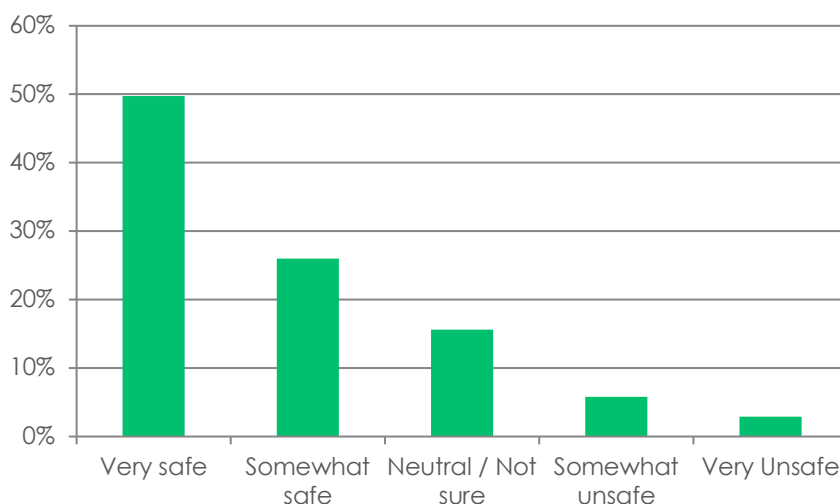


Figure 3.1.3 Respondent's feeling of safety while riding GCTD buses.

It has been generally accepted that older populations are more vulnerable to COVID-19, and with the growing concerns of COVID variants one may think that riders from the older age groups would report feeling the most unsafe. However, the distribution by age group of people who felt "somewhat unsafe" or "very unsafe" is similar to the overall age distribution of the total number of respondents (Figure 3.1.4). Therefore, there is generally no significant difference between different age groups regarding how safe respondents felt.

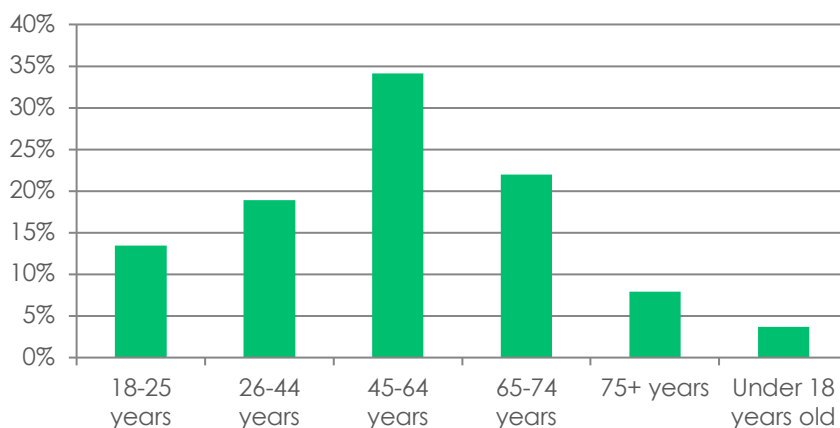


Figure 3.1.4 Percentage of Respondents in Each Age Group.

3.2 SERVICE CHANGES IMPROVEMENTS

Prior to the pandemic, GCTD aimed to better understand passenger needs and desired improvements by conducting a passenger survey. An analysis of the 2019 GCTD Passenger Survey results showed that passengers responded positively to reducing travel time and overwhelmingly favored an increase in trip frequencies as desired

improvements. The survey analysis concluded that offering faster and more direct service would increase passenger satisfaction.

For this survey, respondents were asked to provide the main reason they would not use public transit. Not unlike the results from the 2019 survey, which favored reduced travel times as a desired improvement, **46% of riders reported that long travel times is their primary aversion to utilizing public transit.** Figure 3.2.1 is a breakdown of the different reasons respondents would not use public transit.

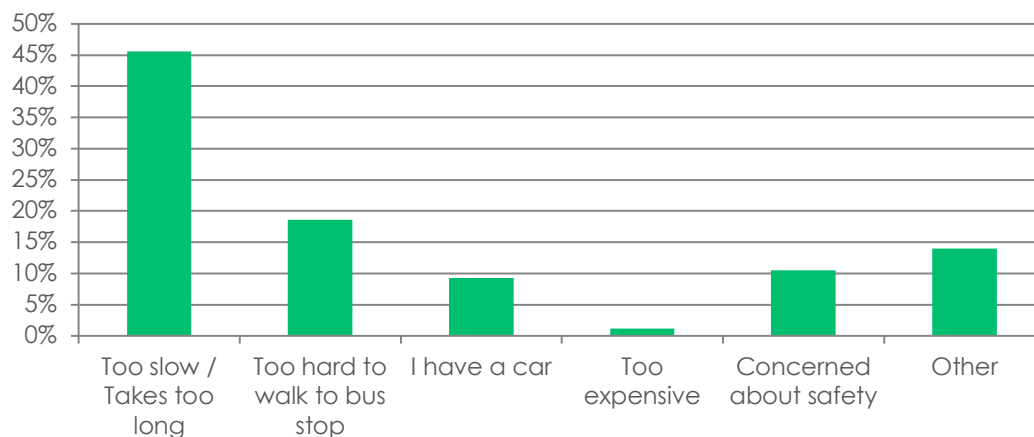


Figure 3.2.1 Responses to what the primary reason respondents would not use public transit

Several improvements were implemented in the July 2020 service changes, including:

- optimizing travel times on Route 1A/1B by consolidating bus stops,
- route modifications and redesign to Routes 4A/B, 3, 8 and 9, and
- Introducing Route 23 to connect South Oxnard, Port Hueneme and North Oxnard.

The purpose of these changes was primarily to respond to passenger demands for reduced travel times and more service to underserved destinations. Since the implementation of these services, staff is curious as to how these changes have affected the passenger experience. The last set of questions asked passengers specifically about the recent changes to Routes 1A/1B, 23 and redesigned routes 4A/4B, 3, 8 and 9.

The survey asked respondents to report how the changes affected their trip experience. Staff can anticipate that passengers do not use every route in the GCTD network, so responses indicating that the change did “not go where I need to” or was “not applicable” to the respondent were excluded for this particular analysis.

Figures 3.2.2 - 3.2.4 illustrate the effects of passengers' trip experience. An overwhelming majority of respondents (over 80%) reported that **changes have resulted in reaching their destination more quickly.**

Further analysis shows that for those who ride public transit 3-5 times a week or daily indicated each route change resulted in a faster trip and of these respondents 71%-82% do not have a car or do not have a license. Knowing the majority of GCTD riders utilize GCTD services as their primary mode of transportation, future planning efforts should focus primarily on improvements related to reducing travel time or increasing service frequency to meet the needs of GCTD passengers.

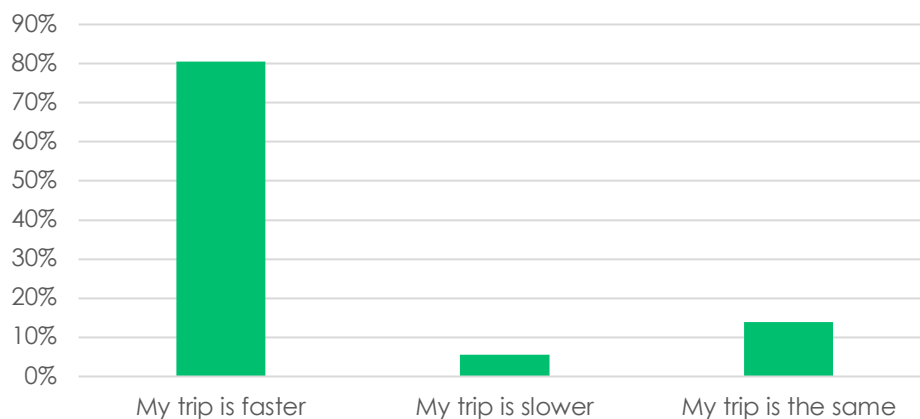


Figure 3.2.2 Effects of Route 1A/1B Bus Stop Consolidation to Reduce Travel Times.

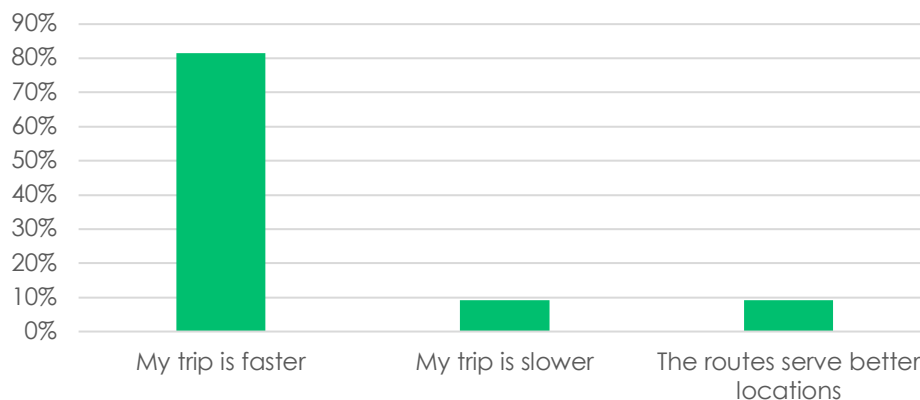


Figure 3.2.3 Overall Effects of Modified Routes 3/4A/4B/8/9 to Reduce Travel Time.

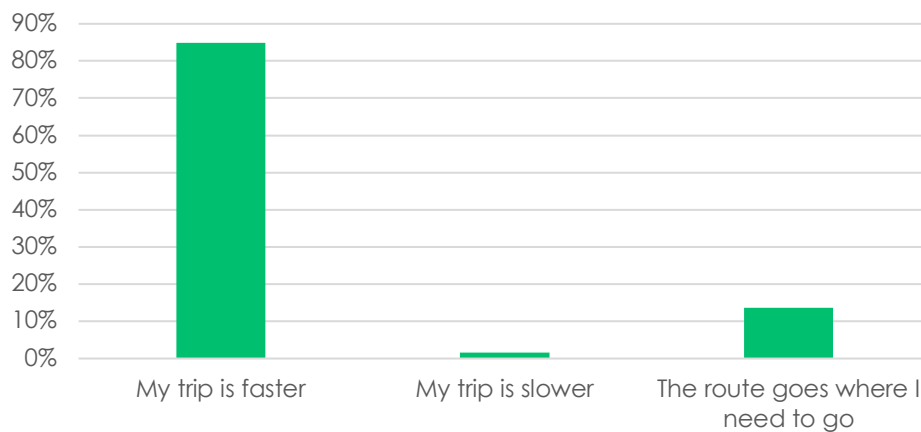


Figure 3.2.4 Effects of Added Route 23 Connecting South Oxnard, Port Hueneme and North Oxnard.

4 CONCLUSION

As GCTD navigates through the pandemic, the results from this survey give GCTD insight to rider's response to major route service changes and improvements during the pandemic. Although COVID-19 interrupted services, transit dependent riders remain GCTD's largest passenger pool.

During the pandemic, passengers responded positively to the improvements to Routes 1A/1B, 3, 4A/4B, 8, and 9, and the introduction of Route 23, and while the findings from this survey are not meant to be conclusive of GCTD's overall delivery of service, they reinforce and demonstrate passenger satisfaction with reduced travel times and other GCTD improvements. GCTD will need to continue to consider service improvements especially as it navigates out of the pandemic while considering any residual effects on ridership from the pandemic.

Although not all data from this survey was included in this report's analysis, information gathered will be considered for GCTD's current and future fixed-route service planning. For instance, passenger origin-destination data will be useful in giving insight to better understand demographics and travel behavior for GCTD's upcoming Short Range Transit Plan. Additionally, data gathered on changes in transit usage based on transit amenities can be incorporated into GCTD's Bus Stop Improvement Plan.

5 APPENDIX

5.1 SURVEY INSTRUMENT

2021 Passenger Survey

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.

1. What city do you live in?

<input type="checkbox"/> 93001 – Ventura	<input type="checkbox"/> 93033 – Oxnard	<input type="checkbox"/> Moorpark
<input type="checkbox"/> 93003 – Ventura	<input type="checkbox"/> 93035 – Oxnard	<input type="checkbox"/> Thousand Oaks
<input type="checkbox"/> 93004 – Ventura	<input type="checkbox"/> 93036 – Oxnard	<input type="checkbox"/> Santa Paula
<input type="checkbox"/> 93022 – Oak View	<input type="checkbox"/> 93041 – Port Huemene	<input type="checkbox"/> Somis
<input type="checkbox"/> 93023 – Ojai	<input type="checkbox"/> Camarillo	<input type="checkbox"/> Simi Valley
<input type="checkbox"/> 93030 – Oxnard	<input type="checkbox"/> Fillmore/Piru	<input type="checkbox"/> Other _____

2. Which city do you travel to the most frequently?

<input type="checkbox"/> 93001 – Ventura	<input type="checkbox"/> 93033 – Oxnard	<input type="checkbox"/> Moorpark
<input type="checkbox"/> 93003 – Ventura	<input type="checkbox"/> 93035 – Oxnard	<input type="checkbox"/> Thousand Oaks
<input type="checkbox"/> 93004 – Ventura	<input type="checkbox"/> 93036 – Oxnard	<input type="checkbox"/> Santa Paula
<input type="checkbox"/> 93022 – Oak View	<input type="checkbox"/> 93041 – Port Huemene	<input type="checkbox"/> Somis
<input type="checkbox"/> 93023 – Ojai	<input type="checkbox"/> Camarillo	<input type="checkbox"/> Simi Valley
<input type="checkbox"/> 93030 – Oxnard	<input type="checkbox"/> Fillmore/Piru	<input type="checkbox"/> Other _____

3. What places or times do you have difficulty traveling to the most?

4. How often do you currently ride the bus?

<input type="checkbox"/> Almost everyday	<input type="checkbox"/> 1-2 days a week	<input type="checkbox"/> Less than once a month
<input type="checkbox"/> 3-5 days a week	<input type="checkbox"/> Couple times a month	<input type="checkbox"/> I do not ride the bus

5. What route do you use? (check all that apply)

<input type="checkbox"/> 14/18	<input type="checkbox"/> 8	<input type="checkbox"/> 20	<input type="checkbox"/> Moorpark City Transit
<input type="checkbox"/> 2	<input type="checkbox"/> 10	<input type="checkbox"/> 21	<input type="checkbox"/> Camarillo CAT
<input type="checkbox"/> 3	<input type="checkbox"/> 11	<input type="checkbox"/> 23	<input type="checkbox"/> Thousand Oaks Transit
<input type="checkbox"/> 4A/4B	<input type="checkbox"/> 15	<input type="checkbox"/> ACCESS (Dial A Ride)	<input type="checkbox"/> Metrolink (Rail)
<input type="checkbox"/> 5	<input type="checkbox"/> 16	<input type="checkbox"/> VCTC (formerly VISTA)	<input type="checkbox"/> Amtrak (Rail)
<input type="checkbox"/> 6	<input type="checkbox"/> 17	<input type="checkbox"/> Santa Barbara MTD	<input type="checkbox"/> LA Metro (Bus/Rail)
<input type="checkbox"/> 7	<input type="checkbox"/> 19	<input type="checkbox"/> Simi Valley Transit	<input type="checkbox"/> Other _____

6. Which reason below best describes your main reasons for using Gold Coast Transit?

<input type="checkbox"/> I do not have access to a car	<input type="checkbox"/> It is a healthier option
<input type="checkbox"/> I do not have a drivers license	<input type="checkbox"/> I don't want to drive
<input type="checkbox"/> It is an affordable way to travel	<input type="checkbox"/> Other _____
<input type="checkbox"/> To help environment (to reduce pollution)	

7. Since the start of the pandemic, how safe do you feel riding GCTD buses?

<input type="checkbox"/> Very safe	<input type="checkbox"/> Neutral / Not sure	<input type="checkbox"/> Unsafe
<input type="checkbox"/> Somewhat safe	<input type="checkbox"/> Somewhat unsafe	

Survey continued on next panel



2021 Encuesta de pasajeros

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.

1. ¿En qué ciudad vive?

<input type="checkbox"/> 93001 – Ventura	<input type="checkbox"/> 93033 – Oxnard	<input type="checkbox"/> Moorpark
<input type="checkbox"/> 93003 – Ventura	<input type="checkbox"/> 93035 – Oxnard	<input type="checkbox"/> Thousand Oaks
<input type="checkbox"/> 93004 – Ventura	<input type="checkbox"/> 93036 – Oxnard	<input type="checkbox"/> Santa Paula
<input type="checkbox"/> 93022 – Oak View	<input type="checkbox"/> 93041 – Port Huemene	<input type="checkbox"/> Somis
<input type="checkbox"/> 93023 – Ojai	<input type="checkbox"/> Camarillo	<input type="checkbox"/> Simi Valley
<input type="checkbox"/> 93030 – Oxnard	<input type="checkbox"/> Fillmore/Piru	<input type="checkbox"/> Otro _____

2. ¿A qué ciudades viaja con más frecuencia?

<input type="checkbox"/> 93001 – Ventura	<input type="checkbox"/> 93033 – Oxnard	<input type="checkbox"/> Moorpark
<input type="checkbox"/> 93003 – Ventura	<input type="checkbox"/> 93035 – Oxnard	<input type="checkbox"/> Thousand Oaks
<input type="checkbox"/> 93004 – Ventura	<input type="checkbox"/> 93036 – Oxnard	<input type="checkbox"/> Santa Paula
<input type="checkbox"/> 93022 – Oak View	<input type="checkbox"/> 93041 – Port Huemene	<input type="checkbox"/> Somis
<input type="checkbox"/> 93023 – Ojai	<input type="checkbox"/> Camarillo	<input type="checkbox"/> Simi Valley
<input type="checkbox"/> 93030 – Oxnard	<input type="checkbox"/> Fillmore/Piru	<input type="checkbox"/> Otro _____

3. ¿A qué lugares o horarios tiene más dificultades para viajar?

4. ¿Con qué frecuencia viaja en autobús?

<input type="checkbox"/> Casi todos los días	<input type="checkbox"/> 1-2 días a la semana	<input type="checkbox"/> Menos de una vez al mes
<input type="checkbox"/> 3-5 días a la semana	<input type="checkbox"/> Un par de veces al mes	<input type="checkbox"/> Yo no tomo el autobús

5. ¿Qué rutas usa? (marque todo lo que corresponda)

<input type="checkbox"/> 14/18	<input type="checkbox"/> 8	<input type="checkbox"/> 20	<input type="checkbox"/> Moorpark City Transit
<input type="checkbox"/> 2	<input type="checkbox"/> 10	<input type="checkbox"/> 21	<input type="checkbox"/> Camarillo CAT
<input type="checkbox"/> 3	<input type="checkbox"/> 11	<input type="checkbox"/> 23	<input type="checkbox"/> Thousand Oaks Transit
<input type="checkbox"/> 4A/4B	<input type="checkbox"/> 15	<input type="checkbox"/> ACCESS (Dial A Ride)	<input type="checkbox"/> Metrolink (Rail)
<input type="checkbox"/> 5	<input type="checkbox"/> 16	<input type="checkbox"/> VCTC (formerly VISTA)	<input type="checkbox"/> Amtrak (Rail)
<input type="checkbox"/> 6	<input type="checkbox"/> 17	<input type="checkbox"/> Santa Barbara MTD	<input type="checkbox"/> LA Metro (Bus/Rail)
<input type="checkbox"/> 7	<input type="checkbox"/> 19	<input type="checkbox"/> Simi Valley Transit	<input type="checkbox"/> Otro _____

6. ¿Cuál de las siguientes razones describe mejor sus razones principales de utilizar el servicio de Gold Coast Transit?

<input type="checkbox"/> No tengo acceso a un carro	<input type="checkbox"/> Es una opción más saludable
<input type="checkbox"/> No tengo licencia de conducir	<input type="checkbox"/> No quiero conducir
<input type="checkbox"/> Es una forma asequible de viajar	<input type="checkbox"/> Otro _____
<input type="checkbox"/> Para ayudar al medio ambiente (para reducir la contaminación)	

7. Desde el comienzo de la pandemia, ¿qué tan seguro se siente al viajar en los autobuses de GCTD?

<input type="checkbox"/> Muy Seguro	<input type="checkbox"/> Neutral / No estoy seguro	<input type="checkbox"/> Inseguro
<input type="checkbox"/> Algo seguro	<input type="checkbox"/> Algo Inseguro	

la encuesta continúa en el siguiente panel



8. If you do not use public transit, what is the main reason why not?

<input type="checkbox"/> Too slow / Takes too long	<input type="checkbox"/> I have a car	<input type="checkbox"/> Concerned about safety
<input type="checkbox"/> Too hard to walk to bus stop	<input type="checkbox"/> Too expensive	<input type="checkbox"/> Other _____

9. How do you usually pay your fare?

<input type="checkbox"/> I pay cash / coin when boarding the bus	<input type="checkbox"/> 15-day pass
<input type="checkbox"/> Mobile App (token transit)	<input type="checkbox"/> 31-day pass
<input type="checkbox"/> Student/College ID	<input type="checkbox"/> I'm free, Child or Senior over 75+
<input type="checkbox"/> Day pass	<input type="checkbox"/> Other _____

10. Are you interested in using the mobile ticket app?

<input type="checkbox"/> Yes, I want to try it	<input type="checkbox"/> No, Too difficult to learn
<input type="checkbox"/> I prefer cash	<input type="checkbox"/> Not sure how to use it
<input type="checkbox"/> I get my pass free	<input type="checkbox"/> I don't have a debit/credit card
<input type="checkbox"/> I don't have a smartphone	<input type="checkbox"/> Other _____

11. Please rate how each of the following changes would affect how often you ride GCTD?

More cleaning of bus stops

<input type="checkbox"/> Ride Much More	<input type="checkbox"/> Same/No Change	<input type="checkbox"/> Ride Much less
<input type="checkbox"/> Ride More	<input type="checkbox"/> Ride Less	

Better lighting of bus stops

<input type="checkbox"/> Ride Much More	<input type="checkbox"/> Same/No Change	<input type="checkbox"/> Ride Much less
<input type="checkbox"/> Ride More	<input type="checkbox"/> Ride Less	

Express bus with limited stops between Oxnard and Ventura

<input type="checkbox"/> Ride Much More	<input type="checkbox"/> Same/No Change	<input type="checkbox"/> Ride Much less
<input type="checkbox"/> Ride More	<input type="checkbox"/> Ride Less	

More Security presence

<input type="checkbox"/> Ride Much More	<input type="checkbox"/> Same/No Change	<input type="checkbox"/> Ride Much less
<input type="checkbox"/> Ride More	<input type="checkbox"/> Ride Less	

More frequent service on (list routes)

<input type="checkbox"/> Ride Much More	<input type="checkbox"/> Same/No Change	<input type="checkbox"/> Ride Much less
<input type="checkbox"/> Ride More	<input type="checkbox"/> Ride Less	

Add Early Morning Service (4:00 AM - 7:00 AM)

<input type="checkbox"/> Ride Much More	<input type="checkbox"/> Same/No Change	<input type="checkbox"/> Ride Much less
<input type="checkbox"/> Ride More	<input type="checkbox"/> Ride Less	

Add Late Night Service (8:00 PM - 11:00 PM)

<input type="checkbox"/> Ride Much More	<input type="checkbox"/> Same/No Change	<input type="checkbox"/> Ride Much less
<input type="checkbox"/> Ride More	<input type="checkbox"/> Ride Less	

Other

<input type="checkbox"/> Ride Much More	<input type="checkbox"/> Same/No Change	<input type="checkbox"/> Ride Much less
<input type="checkbox"/> Ride More	<input type="checkbox"/> Ride Less	

8. Si no utiliza el transporte público, ¿cuál es la razón principal por la que no lo usa?

<input type="checkbox"/> Demasiado lento / toma demasiado tiempo	<input type="checkbox"/> Tengo un carro	<input type="checkbox"/> Demasiado caro
<input type="checkbox"/> Demasiado difícil caminar hasta la parada del autobús	<input type="checkbox"/> Preocupado por la seguridad	<input type="checkbox"/> Otro _____

9. ¿Cómo suele pagar su tarifa?

<input type="checkbox"/> Pago en efectivo/monedas al abordar el autobús	<input type="checkbox"/> Pase de 15 viajes
<input type="checkbox"/> Aplicación móvil (Token Transit)	<input type="checkbox"/> Pase de 31 días
<input type="checkbox"/> Identificación de estudiante / Universidad	<input type="checkbox"/> Tarifa gratis, niño o mayor de 75 años
<input type="checkbox"/> Pase de día	<input type="checkbox"/> Otro _____

10. ¿Está interesado en utilizar la aplicación de boletos para dispositivos móviles?

<input type="checkbox"/> Sí, quiero probarlo	<input type="checkbox"/> No, demasiado difícil de aprender
<input type="checkbox"/> Prefiero efectivo	<input type="checkbox"/> No estoy seguro de cómo usarlo
<input type="checkbox"/> Obtengo mi pase gratis	<input type="checkbox"/> No tengo tarjeta de débito / crédito
<input type="checkbox"/> No tengo un teléfono inteligente	<input type="checkbox"/> Otro _____

11. Califique cómo afectaría cada uno de los siguientes cambios a la frecuencia con la que viaja en GCTD.

Más limpieza de paradas de autobús

<input type="checkbox"/> Viajaría en autobús mucho más	<input type="checkbox"/> Igualarín cambio	<input type="checkbox"/> Viajaría mucho menos
<input type="checkbox"/> Viajaría más en el autobús	<input type="checkbox"/> Viajaría menos	

Mejor iluminación de las paradas de autobús

<input type="checkbox"/> Viajaría en autobús mucho más	<input type="checkbox"/> Igualarín cambio	<input type="checkbox"/> Viajaría mucho menos
<input type="checkbox"/> Viajaría más en el autobús	<input type="checkbox"/> Viajaría menos	

Autobús expreso con paradas limitadas entre Oxnard y Ventura

<input type="checkbox"/> Viajaría en autobús mucho más	<input type="checkbox"/> Igualarín cambio	<input type="checkbox"/> Viajaría mucho menos
<input type="checkbox"/> Viajaría más en el autobús	<input type="checkbox"/> Viajaría menos	

Más presencia de seguridad

<input type="checkbox"/> Viajaría en autobús mucho más	<input type="checkbox"/> Igualarín cambio	<input type="checkbox"/> Viajaría mucho menos
<input type="checkbox"/> Viajaría más en el autobús	<input type="checkbox"/> Viajaría menos	

Servicio más frecuente en (enumerar rutas)

<input type="checkbox"/> Viajaría en autobús mucho más	<input type="checkbox"/> Igualarín cambio	<input type="checkbox"/> Viajaría mucho menos
<input type="checkbox"/> Viajaría más en el autobús	<input type="checkbox"/> Viajaría menos	

Agregar servicio temprano en la mañana (4:00 AM - 7:00 AM)

<input type="checkbox"/> Viajaría en autobús mucho más	<input type="checkbox"/> Igualarín cambio	<input type="checkbox"/> Viajaría mucho menos
<input type="checkbox"/> Viajaría más en el autobús	<input type="checkbox"/> Viajaría menos	

Agregar servicio de noche (8:00 PM - 11:00 PM)

<input type="checkbox"/> Viajaría en autobús mucho más	<input type="checkbox"/> Igualarín cambio	<input type="checkbox"/> Viajaría mucho menos
<input type="checkbox"/> Viajaría más en el autobús	<input type="checkbox"/> Viajaría menos	

Otro

<input type="checkbox"/> Viajaría en autobús mucho más	<input type="checkbox"/> Igualarín cambio	<input type="checkbox"/> Viajaría mucho menos
<input type="checkbox"/> Viajaría más en el autobús	<input type="checkbox"/> Viajaría menos	

12. In the past year, GCTD made several changes to routes to help improve service based on feedback from passengers. Please tell us below how these changes affected you?

Route 14/18 – Consolidated bus stops to speed travel time

<input type="checkbox"/> My trip is faster	<input type="checkbox"/> The route does not go where I need to
<input type="checkbox"/> The trip is slower	<input type="checkbox"/> Not applicable, I don't ride these routes
<input type="checkbox"/> The route goes to better locations	<input type="checkbox"/> Other _____

Routes 34A/4B/78/9 – Modified bus routes to speed up travel times

<input type="checkbox"/> My trip is faster	<input type="checkbox"/> The route does not go where I need to
<input type="checkbox"/> The trip is slower	<input type="checkbox"/> Not applicable, I don't ride these routes
<input type="checkbox"/> The route goes to better locations	<input type="checkbox"/> Other _____

Route 23 – Added new bus on Ventura Route connecting South Oxnard, Port Huemene and North Oxnard

<input type="checkbox"/> My trip is faster	<input type="checkbox"/> The route does not go where I need to
<input type="checkbox"/> The trip is slower	<input type="checkbox"/> Not applicable, I don't ride these routes
<input type="checkbox"/> The route goes to better locations	<input type="checkbox"/> Other _____

13. Please provide any additional comments on how service can be improved to meet your needs?

The following questions are being used to ensure that the survey responses are representative of our ridership. Responses are optional and will be kept confidential.

14. What is your annual household income? (optional)

<input type="checkbox"/> Less than \$25,000	<input type="checkbox"/> \$50,000 - \$74,999	<input type="checkbox"/> Decline to state
<input type="checkbox"/> \$25,000 - \$49,999	<input type="checkbox"/> \$75,000 or more	

15. To make purchases, which options do you use below? (check all that apply) (optional)

<input type="checkbox"/> Cash	<input type="checkbox"/> Prepaid debit card	<input type="checkbox"/> Other _____
<input type="checkbox"/> Check	<input type="checkbox"/> Credit Card	<input type="checkbox"/> Decline to state
<input type="checkbox"/> Debit Card	<input type="checkbox"/> ApplePay/GooglePay	

16. What is your age? (optional)

<input type="checkbox"/> Under 18 years old	<input type="checkbox"/> 25-44 yrs	<input type="checkbox"/> 65-74 yrs
<input type="checkbox"/> 18-25 yrs	<input type="checkbox"/> 45-64 yrs	<input type="checkbox"/> 75+

Thank You for participating!

Additional Comments or Questions?
customerservice@gctd.org | 805-487-4222 | GCTD.org

12. El año pasado, después de recibir comentarios del público, GCTD realizó varios cambios en las rutas para ayudar a mejorar el servicio. Díganos a continuación, cómo le afectaron estos cambios.

Ruta 14 / 18: paradas de autobús consolidadas para acelerar el tiempo de viaje.

<input type="checkbox"/> El viaje es más rápido	<input type="checkbox"/> La ruta no va a donde necesito
<input type="checkbox"/> El viaje es más lento	<input type="checkbox"/> No se aplica, no utilizo estas rutas
<input type="checkbox"/> La ruta va a mejores ubicaciones	<input type="checkbox"/> Otro _____

Rutas 3 / 4A / 4B / 78/9: rutas de autobús modificadas para acelerar los tiempos de viaje.

<input type="checkbox"/> El viaje es más rápido	<input type="checkbox"/> La ruta no va a donde necesito
<input type="checkbox"/> El viaje es más lento	<input type="checkbox"/> No se aplica, no utilizo estas rutas
<input type="checkbox"/> La ruta va a mejores ubicaciones	<input type="checkbox"/> Otro _____

Ruta 23: se agregó un nuevo autobús en Ventura Road que conecta South Oxnard, Port Huemene y North Oxnard.

<input type="checkbox"/> El viaje es más rápido	<input type="checkbox"/> La ruta no va a donde necesito
<input type="checkbox"/> El viaje es más lento	<input type="checkbox"/> No se aplica, no utilizo estas rutas
<input type="checkbox"/> La ruta va a mejores ubicaciones	<input type="checkbox"/> Otro _____

13. Proporcione cualquier comentario adicional sobre cómo se puede mejorar el servicio para satisfacer sus necesidades.

Las siguientes preguntas se utilizan para garantizar que las respuestas de la encuesta sean representativas de nuestro número de pasajeros. Las respuestas son opcionales y se mantendrán confidenciales.

14. ¿Cuál es su ingreso familiar anual? (Opcional)

<input type="checkbox"/> Menos que \$25,000	<input type="checkbox"/> \$50,000 - \$74,999	<input type="checkbox"/> No quiero contestar
<input type="checkbox"/> \$25,000 - \$49,999	<input type="checkbox"/> \$75,000 o más	

15. Para realizar compras, ¿qué opciones utiliza a continuación? (marque todo lo que corresponda) (opcional)

<input type="checkbox"/> Dinero en efectivo	<input type="checkbox"/> Tarjeta de débito prepagada	<input type="checkbox"/> No quiero contestar
<input type="checkbox"/> Cheque	<input type="checkbox"/> Tarjeta de crédito	<input type="checkbox"/> Otro _____
<input type="checkbox"/> Tarjeta de débito	<input type="checkbox"/> ApplePay/GooglePay	

16. ¿Cuál es su edad? (opcional)

<input type="checkbox"/> Menores de 18 años	<input type="checkbox"/> 25-44 años	<input type="checkbox"/> 65-74 años
<input type="checkbox"/> 18-25 años	<input type="checkbox"/> 45-64 años	<input type="checkbox"/> 75 años

¡Gracias por participar!

¿Comentarios o preguntas adicionales?
customerservice@gctd.org | 805-487-4222 | GCTD.org

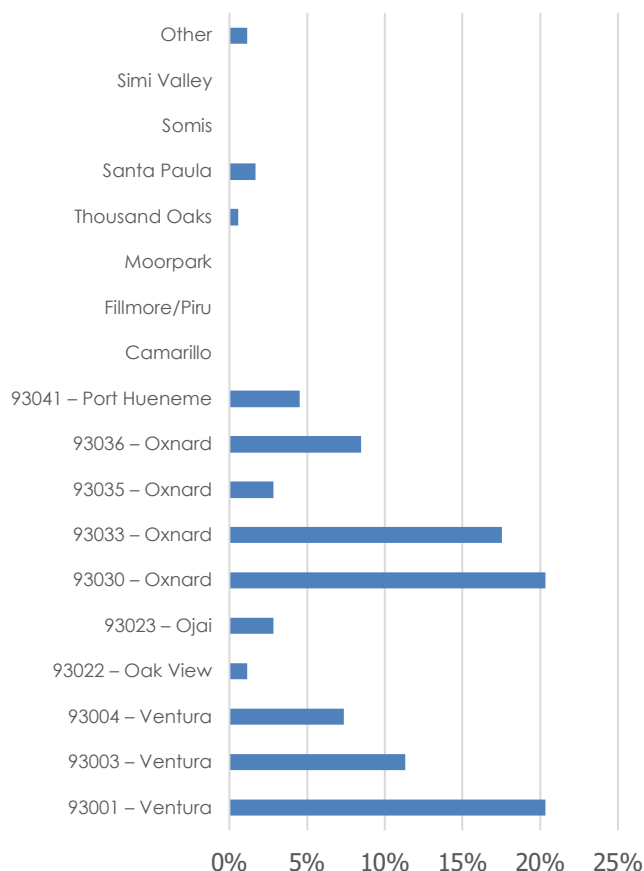
5.2 COMPLETE SURVEY RESULTS

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

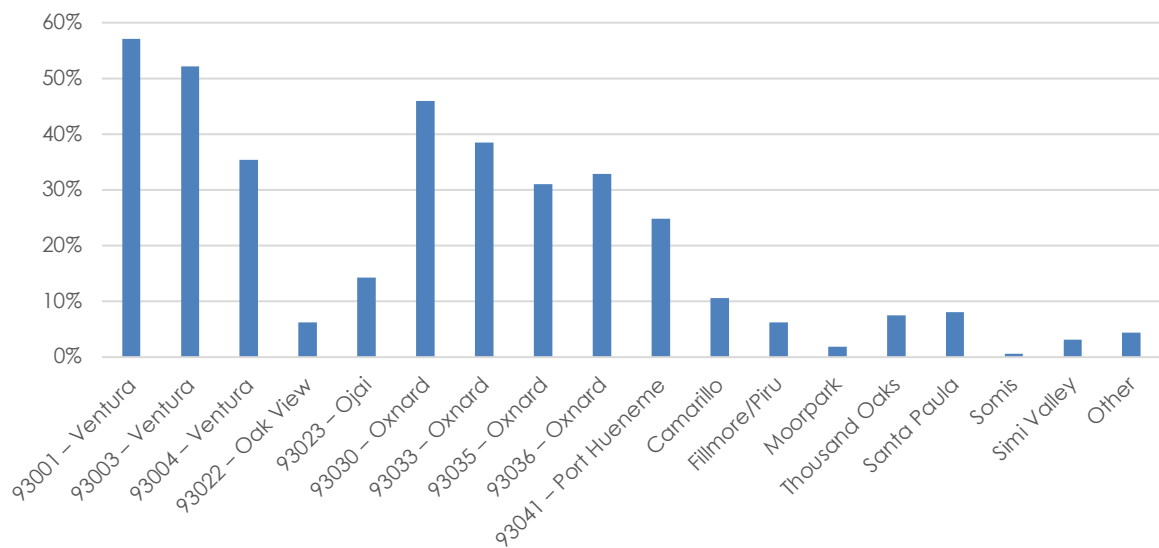
Question #2: What city do you live in?

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?

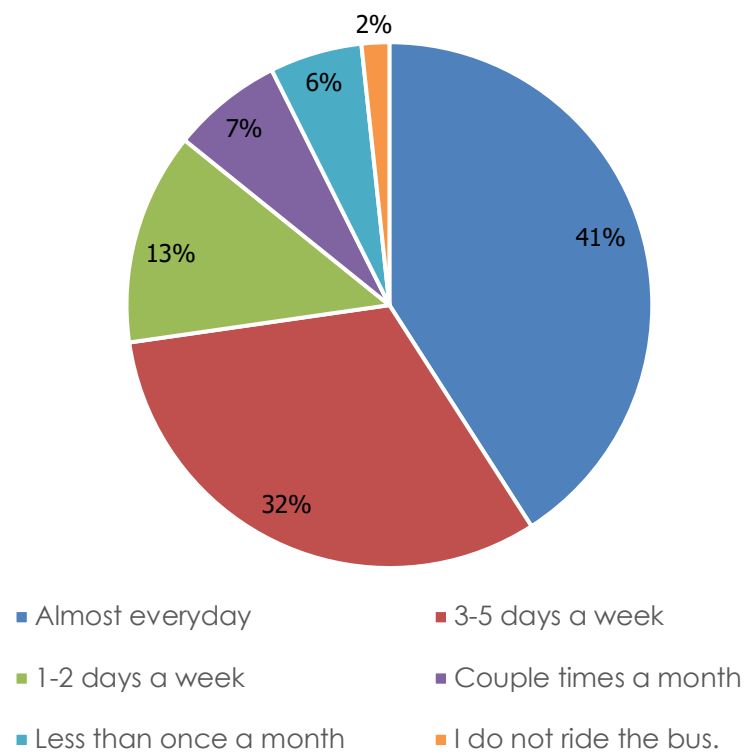
N/A
None
Gonzales Rd.
Ventura and Oxnard
2:50 pm
Ventura to Ojai 8:00 pm
Between 11 am - 12 pm
Gonzales Road and Camarillo
Gonzales Road and Camarillo
South Victoria & Telephone Rd & Telegraph Rd
Gonzales Road
Gonzales Road and Camarillo Outlets
V.A Bus
Around 7-9am and 1-7pm
Kaiser by Freeway and Market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

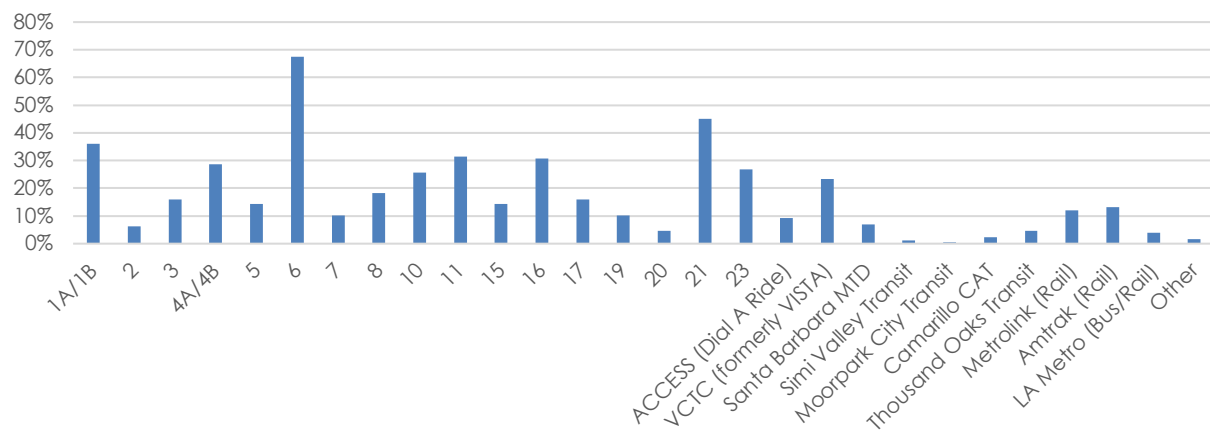
Question #5: How often do you currently ride the bus?

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



Question #6: What routes do you use? (check all that apply)

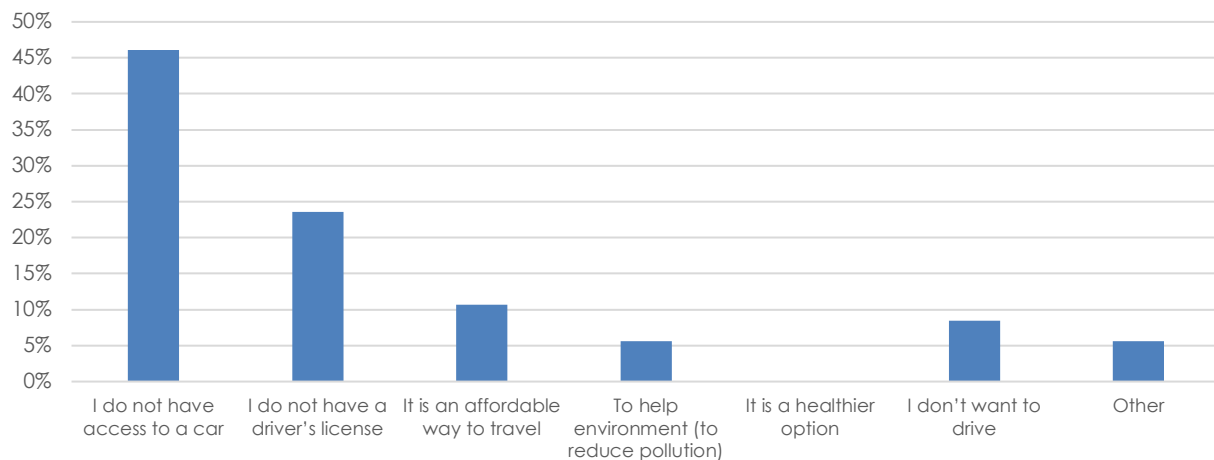
Answer Choices	Responses	
1A/1B	36.00%	63
2	6.29%	11
3	16.00%	28
4A/4B	28.57%	50
5	14.29%	25
6	67.43%	118
7	10.29%	18
8	18.29%	32
10	25.71%	45
11	31.43%	55
15	14.29%	25
16	30.86%	54
17	16.00%	28
19	10.29%	18
20	4.57%	8
21	45.14%	79
23	26.86%	47
ACCESS (Dial A Ride)	9.14%	16
VCTC (formerly VISTA)	23.43%	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?

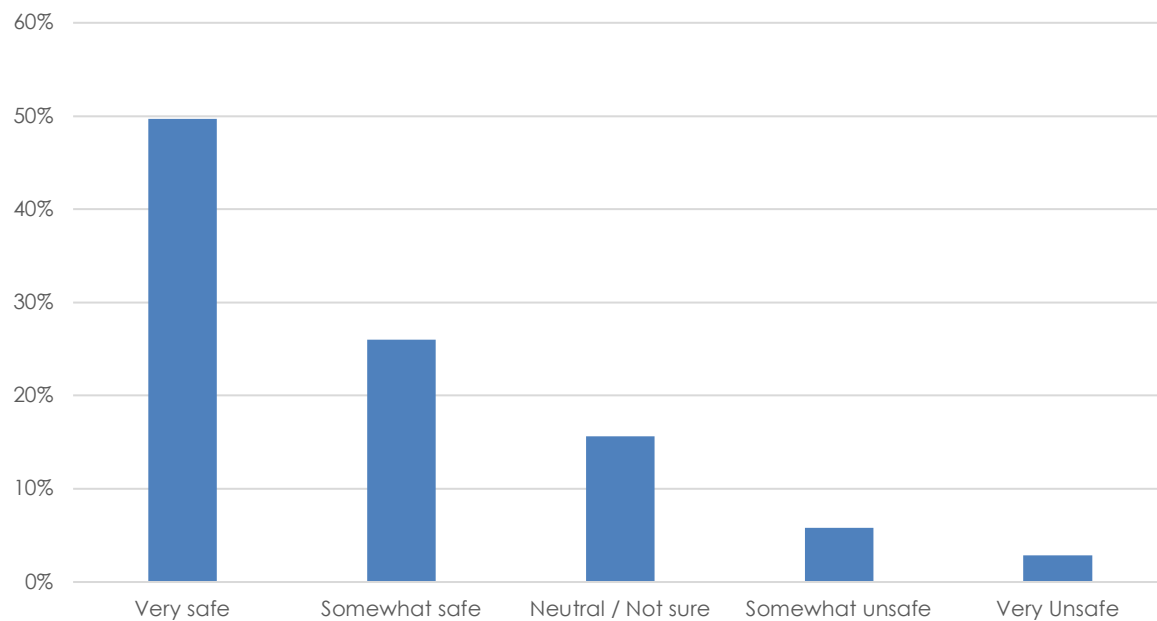
Answer Choices	Responses	
I do not have access to a car	46.07%	82
I do not have a driver's license	23.60%	42
It is an affordable way to travel	10.67%	19
To help environment	5.62%	10
It is a healthier option	0.00%	0
I don't want to drive	8.43%	15
Other	5.62%	10
	Answered	178

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?

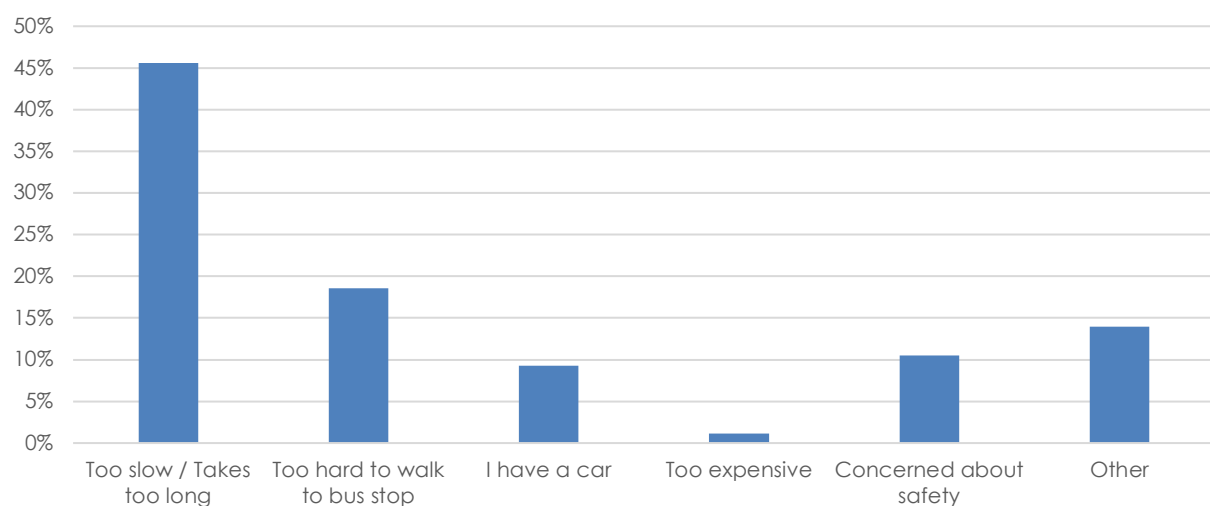
Answer Choices	Responses	
Very safe	49.71%	86
Somewhat safe	26.01%	45
Neutral / Not sure	15.61%	27
Somewhat unsafe	5.78%	10
Very Unsafe	2.89%	5
	Answered	173



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
	Answered	90

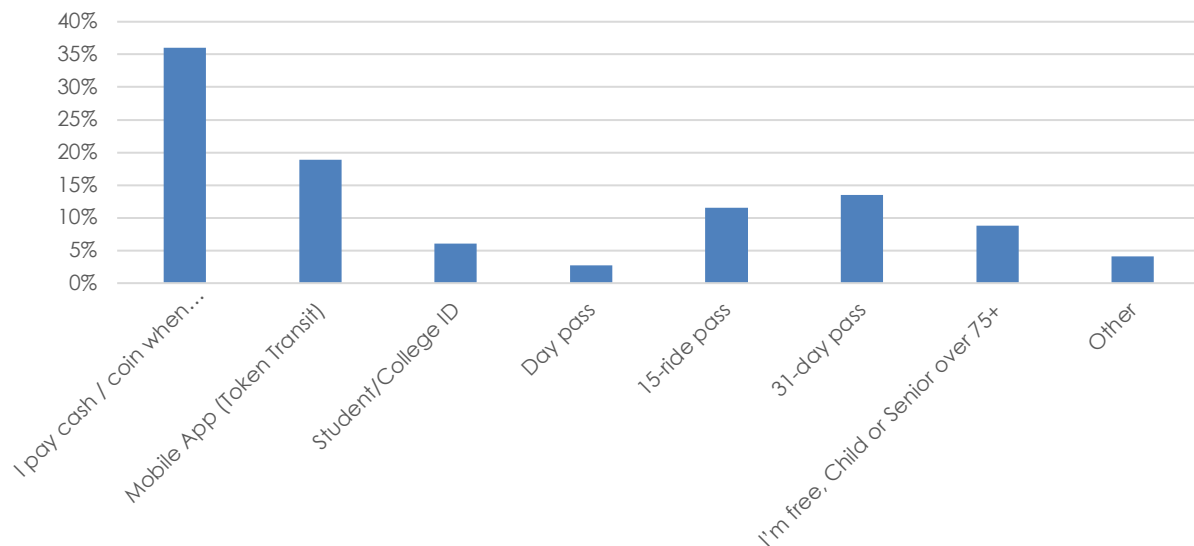
Other
I like to use the bus.
Money
I use public transit
Reduced Fare Card Expired
SOME TIMES I dont because the bus does not like me bringing a months worth of groceries home
Use My Bike
n/a
I use public transportation
Bike
bicycle
I do use public transit
I do take it



Question #10:

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

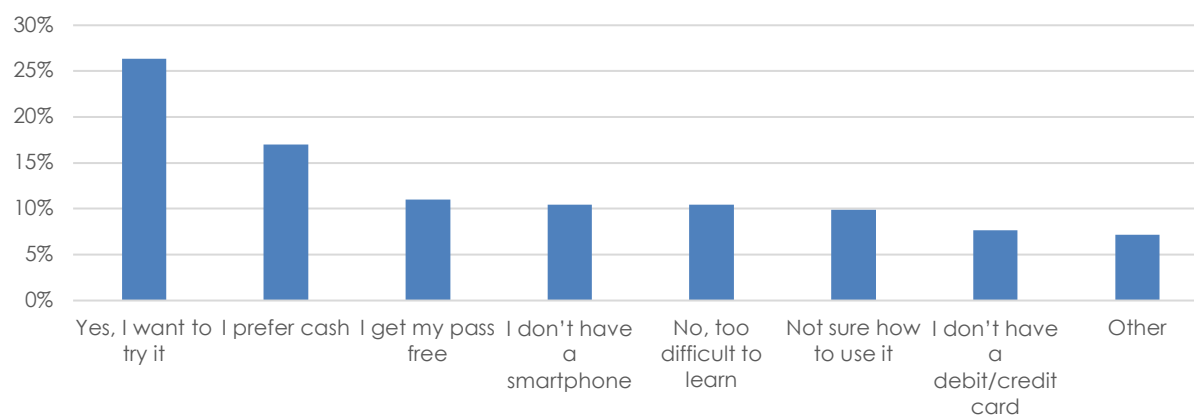
Other
I bought a pass. I should have had a senior discount.
Access ticket from VCAAA.
Day Pass
Umo Touch Card
Vctc one ride reduced
VCbuspass Smart Card



Question #11:

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

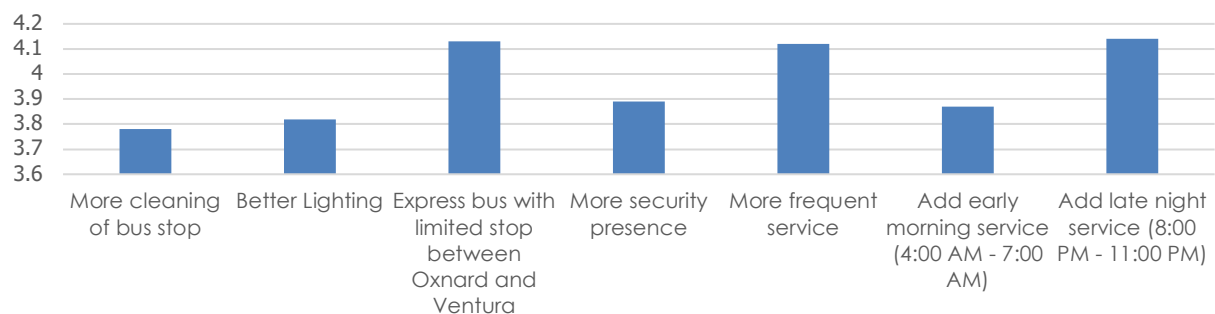
	Ride More	
More cleaning of bus stop	18.37%	28
Better Lighting	23.29%	37
Express bus with limited stop between Oxnard and Ventura	22.07%	38
More security presence	27.21%	42
More frequent service	19.42%	30
Add early morning service (4:00 AM - 7:00 AM)	16.31%	27
Add late night service (8:00 PM - 11:00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

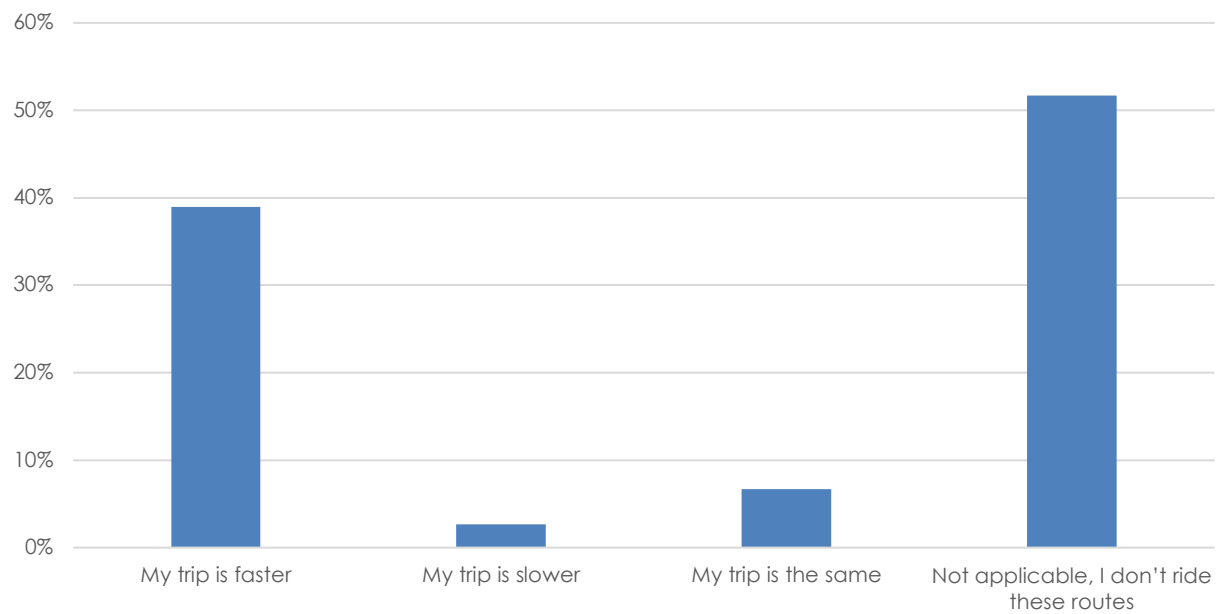
	Ride Much Less	
More cleaning of bus stop	0.00%	0
Better Lighting	0.68%	1
Express bus with limited stop between Oxnard and Ventura	0.00%	0
More security presence	0.68%	2
More frequent service	0.00%	0
Add early morning service (4:00 AM - 7:00 AM)	0.00%	0
Add late night service (8:00 PM - 11:00 PM)	0.68%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

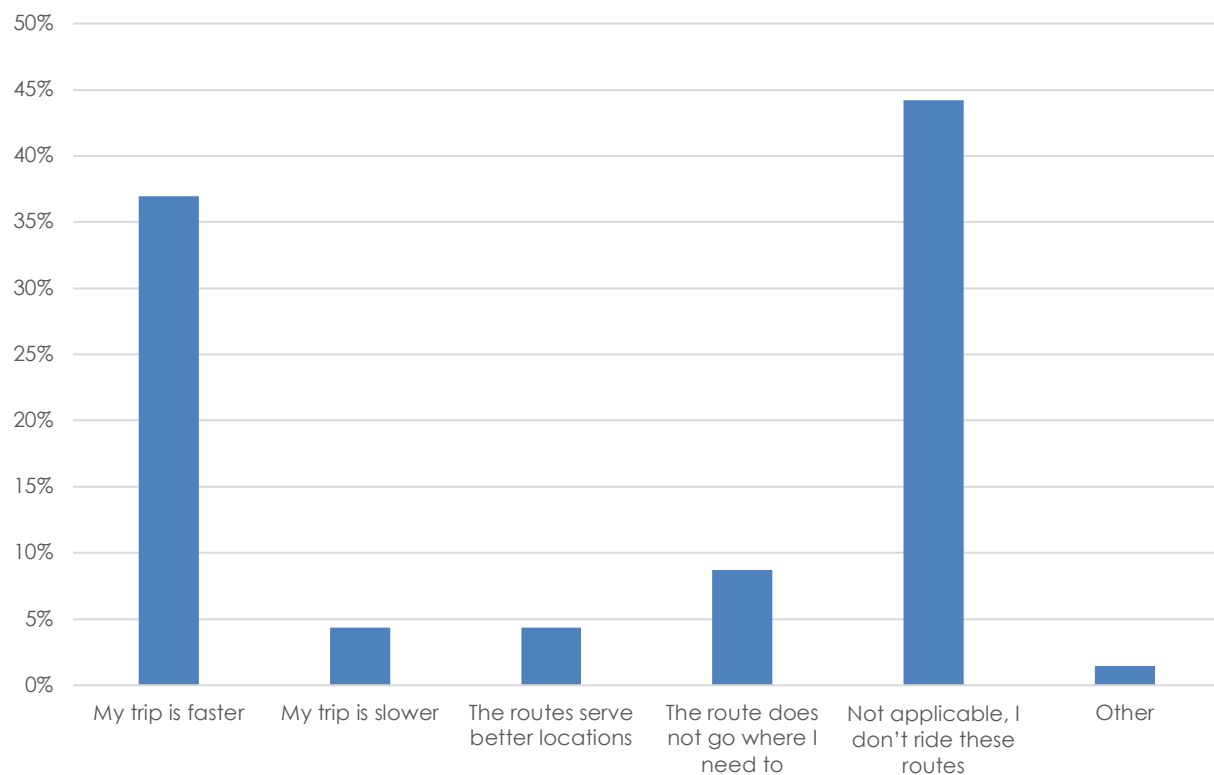
Answer Choices	Responses	
My trip is faster	38.93%	58
My trip is slower	2.68%	4
My trip is the same	6.71%	10
Not applicable, I don't ride these routes	51.68%	77
	Answered	149



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
	Answered	138

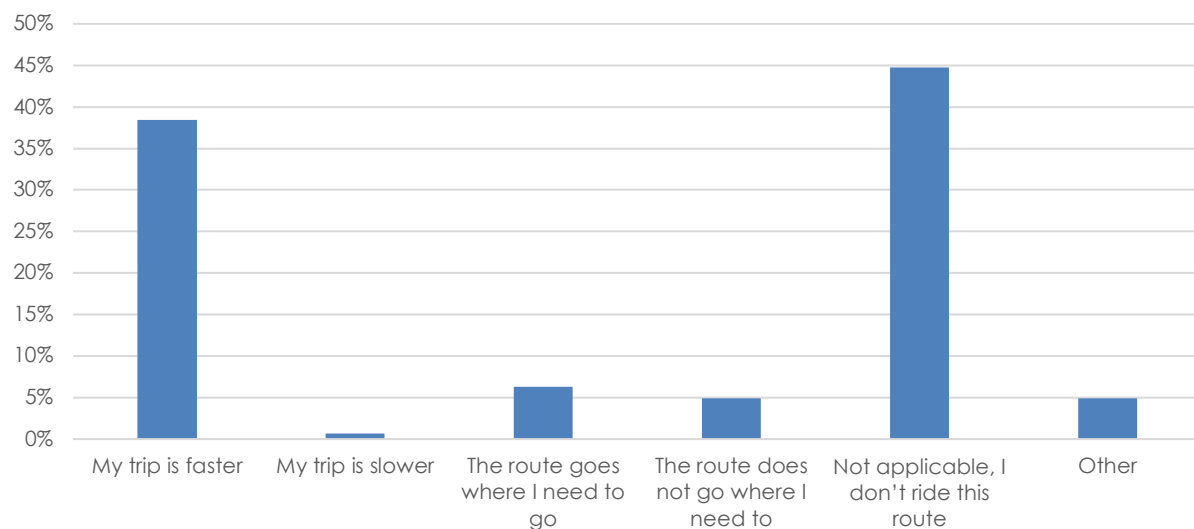
Other
I used to ride on route 3, but they changed it and I have wanted back to the original one
4B-my trip is faster. 4A-my trip is the same and 4A still doesn't come that much. I don't ride the other routes that much



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

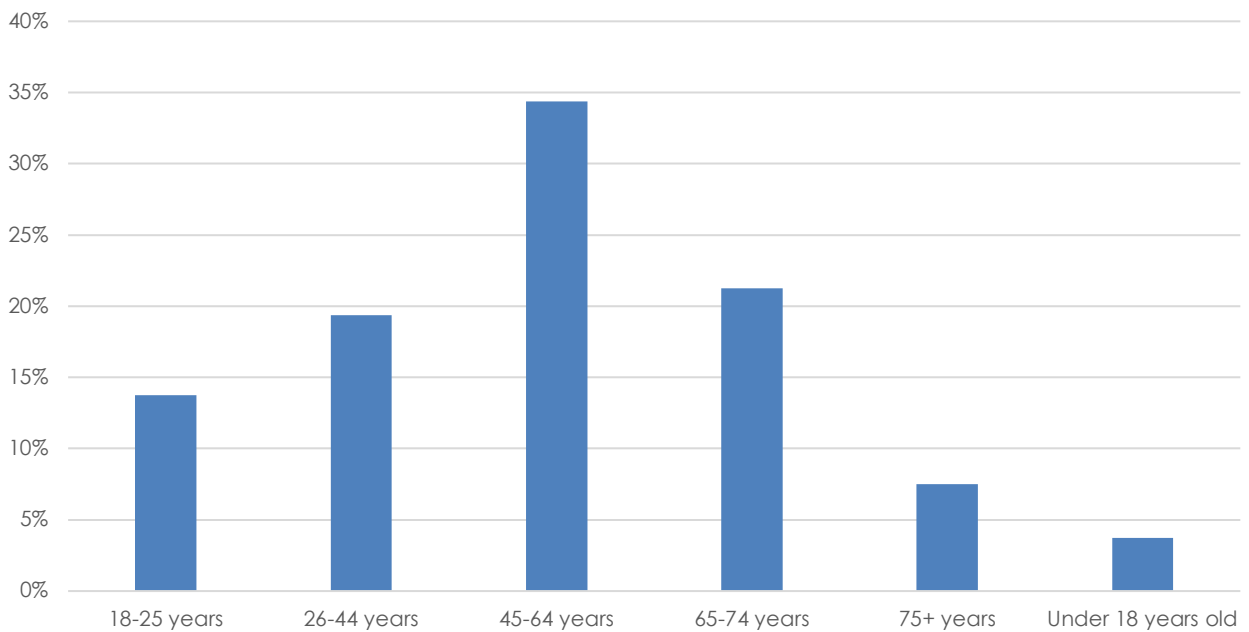
Answer Choices	Responses	
My trip is faster	38.46%	55
My trip is slower	0.70%	1
The route goes where I need to go	6.29%	9
The route does not go where I need to	4.90%	7
Not applicable, I don't ride this route	44.76%	64
Other	4.90%	7
	Answered	143

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



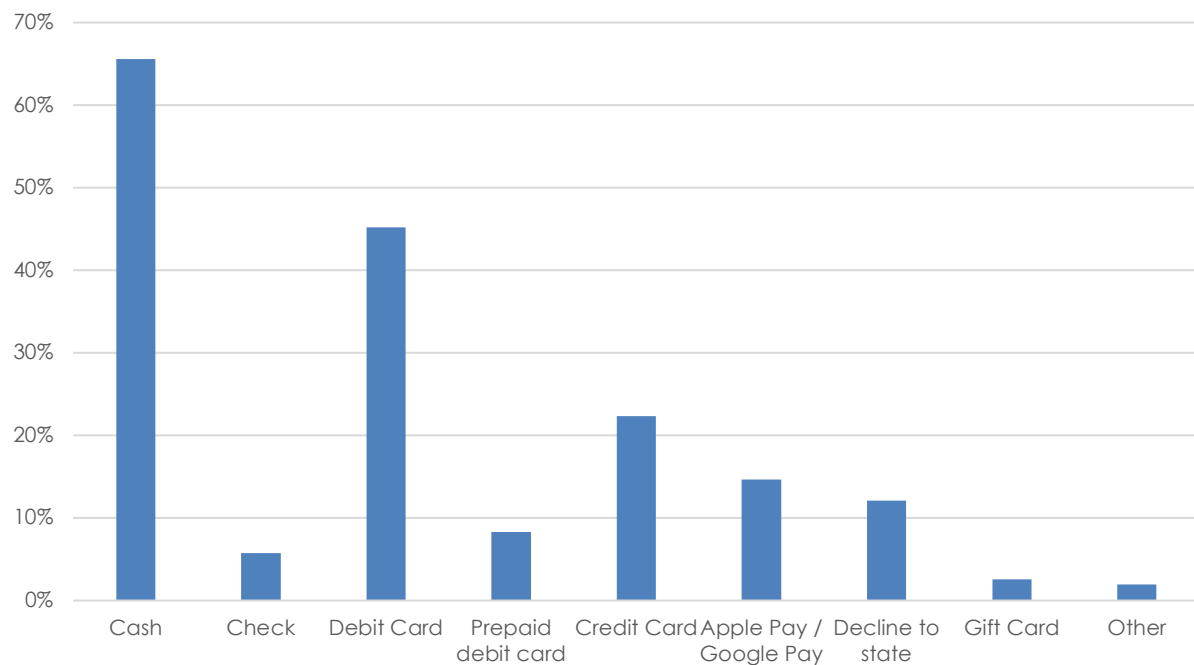
Question #16: What is your age? (Optional - Under 18 years old)

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



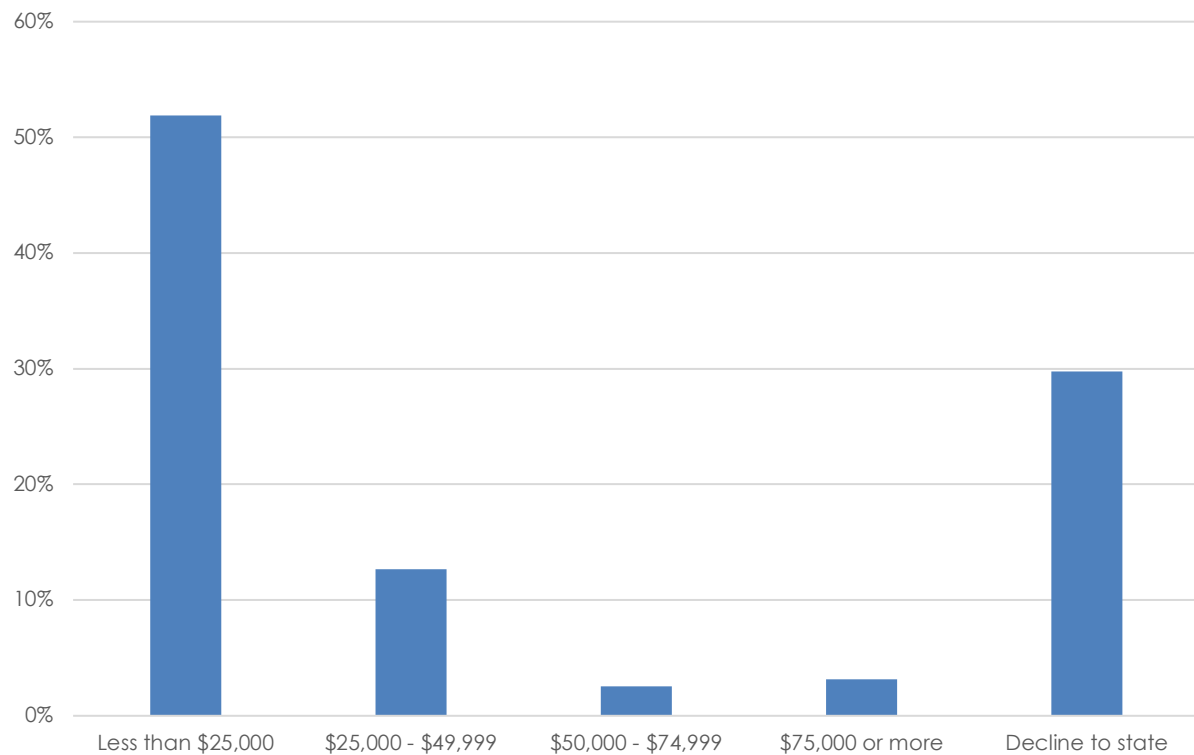
Question #17: To make purchases at stores, how do you pay? (check all that apply) (optional)

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 Ano 1A antes de llegar a la Ventura Rd hay unos Apartamentos para personas mayores y es dificil a el bus gracias.
Son buenos conductores y muy delicadas pero bien.