



2025 PASSENGER SURVEY REPORT

February 2026

GOLD COAST TRANSIT DISTRICT

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INTRODUCTION

Gold Coast Transit District (GCTD) conducted an annual Passenger Survey in fall of 2025. GCTD conducts passenger surveys annually as part the district's public participation process. In the previous 2 years, these surveys were conducted as part of the Short Range Transit Plan (SRTP) development process. This year's survey marks a return to a more routine Passenger survey format. These surveys help the district gauge passenger satisfaction with service delivery and design, as well providing insight into who our passengers are, and how and why they use the district's services. This valuable data can help guide our agency's policy development, efforts to improve service and future network and service changes. Additionally, as GCTD prepares for implementation of SRTP network improvement recommendations analysis of survey results will help to quantify efficacy of those efforts.

The annual passenger survey previously focused on fixed route services, however this year the survey was expanded to include GCTD Flexible Services passengers. Including flexible services passengers in the annual survey makes oversight of these operations more robust by providing another tool to assess the efficacy of GCTD's Flexible Service delivery.

KEY TAKEAWAYS

- Safety and cleanliness onboard buses and at bus stops are priorities for most riders. These are also areas that present the most opportunity to improve passenger satisfaction.
- Consistent with findings from the SRTP Community Survey, frequent service, faster trip times and service reliability continue to be high priorities.
- Passengers continue to report to be highly satisfied with fares and payment methods.

METHODOLOGY

This survey included the development of two similar but unique service instruments, one for fixed route bus services and the other for GCTD's Flexible Services. Both instruments were patterned after GCTD's prior annual surveys and the SRTP community survey. The instruments utilize a combination of multiple choice, ranking, and open response questions. Both instruments were made available to passengers in both English and Spanish.

The fixed-route survey instrument was available to passengers as both a printed and digital format. Printed surveys were distributed onboard each bus and, once completed, could be returned via collection boxes installed on GCTD fixed-route buses, to customer service or by mail. The digital survey was made available via a QR code printed on both the survey and promotional materials displayed onboard each bus and linked from GCTD's website. Responses for the fixed route survey were collected between October 14th and November 30th, 2025.

The Flexible Services surveys were distributed to Flexible Service passengers by operators upon request, and once completed could be returned to operators, customer service staff or mailed. A poster installed on each vehicle promoted the survey and included a QR code linked to the digital survey. Responses for the Flexible Services survey were collected between December 1st, 2025, and January 6th, 2026.

RESULTS

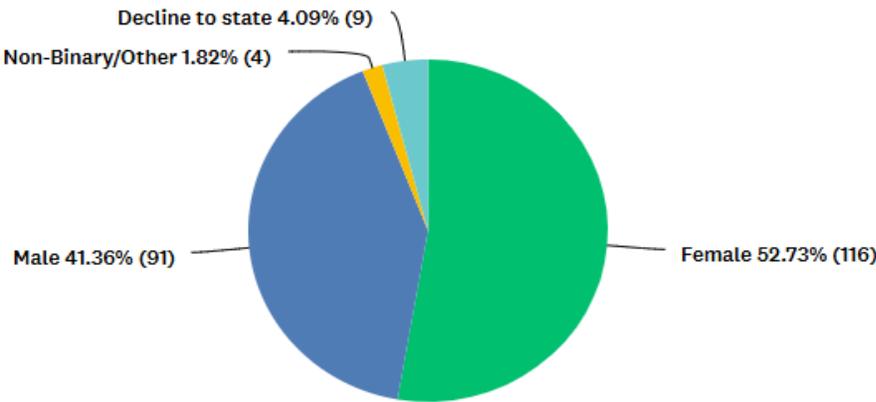
The analysis of the survey results in this report is divided between the Fixed Route portion of the survey and Flexible Services portion of the survey. For the most part, analysis of the demographic, satisfaction and travel behavior are presented separately. However, similar to the SRTP survey, this report also includes an assessment of market groups that combines demographic and satisfaction data to provide insights into how different categories of riders perceive GCTD's services and service delivery.

GCTD received 356 responses through the fixed route survey instrument and 71 responses through the Flexible Services survey instrument. While this is a fairly healthy response rate, it should be noted that the sample size is not high enough to achieve statistical significance. Despite this, the survey results and analysis provide valuable insights into passengers' perception of GCTD's services.

FIXED ROUTE SURVEY ANALYSIS

Demography

In the demographic section of the survey instrument, respondents were asked to identify their age, ethnicity, gender, residency, and income. This information gives a fuller understanding of who GCTD's passengers are. In regard to gender, 53% of respondents were women and 41% of respondents identifying as male. When evaluating the age of respondents, two-thirds (67%) indicated they were working age adults between 18 and 25 (17%), 26 and 44 (24%), and 45 to 64 (26%). It should be noted that the response rate for those under 18 was lower than expected based on ridership data. 5% of respondents were under 18, despite youth accounting for one third of all trips on the fixed route system. This may be a result of low participation rates among youth or that youth riders are utilizing GCTD services extensively. 91% of the youth respondents (10 out of 11 total) said they ride the bus 3 or more times a week, with all 11 respondents saying they used it to get to school and 27% (3 out of 11) using transit for recreation. The income breakdown



of respondents with a take-home of less than \$25,000 made up 47% of the responding ridership, while those making \$25,000 to \$49,999 a year constituted 20% of respondents. Hispanic/Latino and White riders (46% and 37% respectively) made up the majority of respondents in the survey.

Figure 1: Respondents using fixed-route services who chose to disclose their gender

Transit Use

Analysis of the transit usage responses reveals that most respondents were frequent riders. Almost 80% of respondents indicated that they rode 3 or more days a week, with 47% being daily riders. This is a decrease in daily riders compared to the SRTP community survey, where 52% identified as daily riders. This aligns with decreases in ridership reported over the last year. When considering trip purposes, 82% of respondents report using GCTD services for commute trips to work or school. However, in line with the SRTP Community survey results, 72% of respondents reported using GCTD fixed route buses for errands and appointments, as well as 40% using the bus to access recreational activities. This aligns with the SRTP survey finding that transit usage in our system is not limited to commute trips but serves to connect people to all manner of activities they participate in day to day.

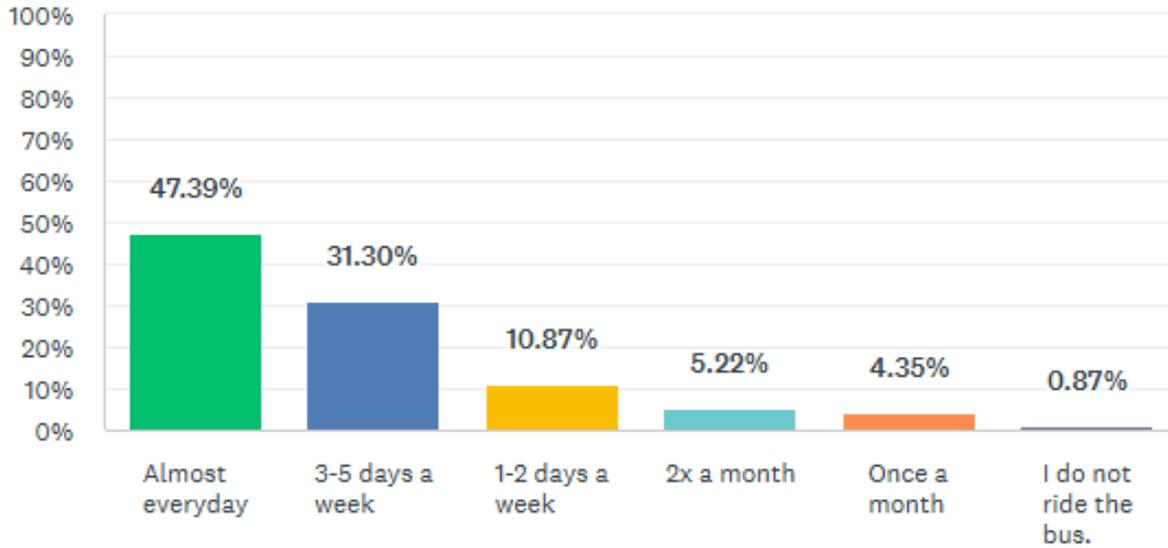


Figure 2: Ridership frequency for fixed routes.

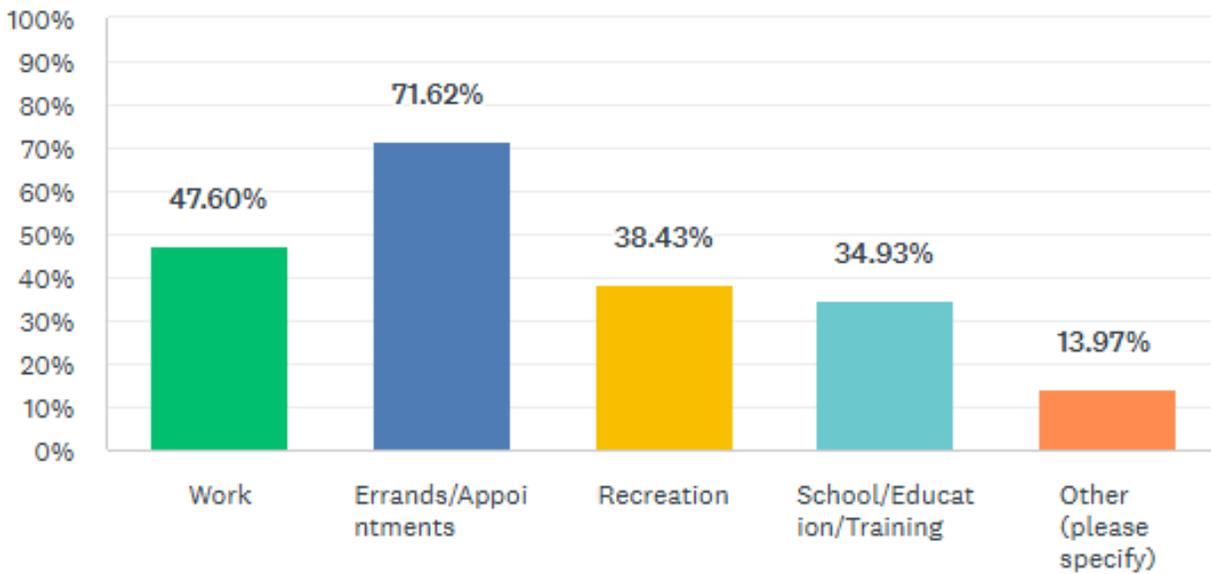


Figure 3: Primary reason respondents utilize GCTD fixed-route services.

Passenger Priorities & Satisfaction

Two questions form the bulk of the passenger satisfaction analysis. Respondents were asked to evaluate the importance of various aspects of GCTD services. This question was paired with a nearly identical question that asked respondents to provide their level of satisfaction with those same service characteristics. The responses to these questions were quantified using a rating system with scale of 1 to 5. A rating of 1 indicates the least importance or satisfaction while a rating of 5 indicates the highest importance or

satisfaction. To complete this analysis, we evaluated the difference between the average of satisfaction and average importance rating to determine how actual passenger experience differs from expectation in each category. By combining the responses to these two questions in our analysis, we are able to illuminate not only which aspects of our services are most important to our passengers but also how passengers perceive GCTD's delivery of those service characteristics. This analysis is very useful in guiding GCTD's strategic initiatives and helps reconfirm the basis for recommendations, included in the SRTP.

The most important service characteristics identified by survey respondents can be placed into two broad categories: the first is safety and comfort, which encompasses perceived safety and cleanliness at both bus stops and onboard the buses. The second category is service quality, which includes service frequency and on-time performance.

These two areas also show the largest differences between importance and satisfaction. GCTD is already working to improve these areas, with efforts to implement the SRTP and Bus Stop Improvement Plan ongoing. It is worth noting that the 'Cleanliness of Stops' answer was not included in the SRTP Community Survey, but the result is consistent with prior survey efforts

Category	Importance	Satisfaction	Difference
Cleanliness of Stops	4.2	3.3	0.9
Safety at the Stops	4.5	3.7	0.8
Bus Frequency	4.5	3.9	0.6
On-Time Performance	4.5	3.9	0.6
Safety on the Bus	4.5	4	0.5
Crowding/Seat Availability	4.2	3.7	0.5
Trip Time	4.2	3.9	0.3
Arr. Info & Announcements	4.2	3.9	0.3
Access to Stop(s)	4.3	4	0.3
Customer Service	4.3	4	0.3
Cleanliness of Buses	4.3	4	0.3
Accessibility Start-End	4.1	3.8	0.3
Ability to Transfer	4.2	4	0.2
Cost	4.2	4	0.2
Ease of Paying	4	4.2	-0.2

Figure 4 Overall Average importance, satisfaction and expectation scores

The results, not unexpectedly, show that safety is of high importance to most passengers. While results also show that there is room to improve in this area, it is notable that dissatisfaction in safety ranges from 12% onboard the bus to 18% at bus stops. This means that 80% to 90% of passengers are satisfied with or otherwise unconcerned with current safety conditions.

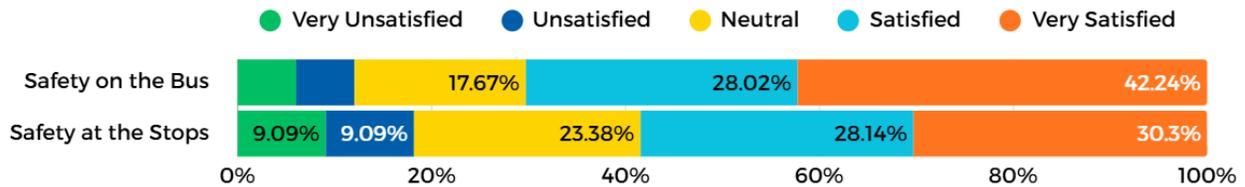


Figure 5: Respondent's feeling of safety while riding GCTD fixed-route buses.

Ratings of cleanliness at bus stops and on buses show that sanitation is also of high importance to most respondents, with a similar divergence between importance and satisfaction. This is another area where there is an opportunity for improvement. The data indicates that cleanliness at bus stops is a larger concern, with roughly 30% of respondents expressing dissatisfaction.

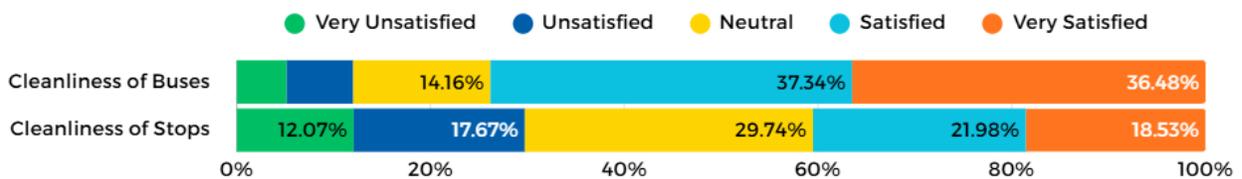


Figure 6: Respondent's feeling of cleanliness while riding GCTD fixed-route buses.

This data was also evaluated by separate market groups. While there are some notable differences between these market segments of GCTD's ridership, the results show there is far more similarity in opinion across all groups. Figures 7 to 9 below highlight the top three and bottom three categories for importance, satisfaction and expectations for each market group evaluated.

Safety and Cleanliness of Bus Stops was a consistently high priority among almost all market groups evaluated. Infrequent riders, students, and riders making of \$75K a year are among the most concerned regarding their feelings of safety at bus stops. Meanwhile, riders over the age of 65 and those making an income between \$25K and \$75K pointed to cleanliness at bus stops as a high priority. Since a question regarding the status of bus stops wasn't asked in the 2024 survey, there is no previous date for comparison.

Importance	Overall	Type of Rider			Age		Income		
		Freq. Rider	Infreq. Rider	Youth	18-64 Yrs. Old	65+ Yrs. Old	Under \$25K	\$25K-\$75K	Over \$75K
Bus Frequency	4.5	4.5	4.1	4.5	4.4	4.6	4.5	4.4	4.5
On-Time Performance	4.5	4.5	4.3	4.4	4.4	4.6	4.4	4.5	4.5
Safety on the Bus	4.5	4.6	4.5	4.5	4.5	4.7	4.5	4.5	4.1
Safety at the Stops	4.5	4.6	4.4	4.5	4.5	4.6	4.6	4.5	4.1
Access to Stop(s)	4.3	4.4	3.9	3.8	4.3	4.5	4.4	4.3	4
Cleanliness of Buses	4.3	4.3	4.3	3.8	4.3	4.5	4.4	4.3	3.9
Customer Service	4.3	4.3	4	4	4.3	4.4	4.3	4.3	4.3
Ability to Transfer	4.2	4.3	3.9	4.2	4.3	4.1	4.3	4.3	4.2
Trip Time	4.2	4.2	4.3	4.1	4.3	4.3	4.3	4.3	4
Cost	4.2	4.2	4	3.5	4.2	4.1	4.3	4.3	3.5
Arrival Time Info & Announcements	4.2	4.2	4.2	3.6	4.2	4.3	4.2	4.2	3.6
Cleanliness of Stops	4.1	4.2	4	3.6	4.2	4.4	4.3	4.1	3.5
Seat Availability	4.1	4.2	3.8	4.2	4.1	4.4	4.3	4.1	3.9
Ease of Paying	4	4	3.8	3.5	4	4.1	4.1	4	3.7

Figure 7: Rider groups' top priorities, with most important marked in green and least important marked in orange.

Most importance ratings for other categories show little change between the previous survey. The exception was frequent bus service and on-time performance growing in importance for senior and low-income passengers.

In tandem with the 2024 report, most surveyed groups reported that bus fares, the ability to pay and trip information were not significant issues for them. In particular, the ease of paying showed a positive trend among all groups except low-income earners. Students especially noted that their ease of paying has gone up significantly, which positively supports GCTD's goals of keeping its Youth Ride Free and College Ride Free programs active in the coming years.

Satisfaction	Overall	Type of Rider			Age		Income		
		Freq. Rider	Infreq. Rider	Youth	18-64 Yrs. Old	65+ Yrs. Old	Under \$25K	\$25K-\$75K	Over \$75K
Ease of Paying	4.2	4.2	4.1	4.3	4.1	4.6	3.8	4.4	4.2
Access to Stop(s)	4	4	3.8	3.8	3.9	4.3	4.1	3.8	4.1
Safety on the Bus	4	4.1	3.8	3.7	3.9	4.4	4.1	4.1	3.5
Cleanliness of Buses	4	4	3.9	3.8	3.9	4.3	4.1	4	3.5
Ability to Transfer	4	4	3.7	3.7	3.9	4.3	4.2	3.8	3.7
Cost	4	4	3.7	4.2	3.8	4.5	4.2	4	4
Customer Service	4	4	4	4.5	3.9	4.3	3.9	4	3.9
Bus Frequency	3.9	3.9	3.6	3.8	3.8	4.3	4.1	3.7	3.3
On-Time Performance	3.9	3.9	3.7	3.2	3.8	4.3	4	3.6	3.4
Arrival Time Info & Announcements	3.9	3.9	4	3.9	3.8	4.3	4	4	2.9
Trip Time	3.9	4	3.7	3.8	3.8	4.3	4.1	3.9	3.7
Safety at the Stops	3.7	3.8	3.3	3.4	3.6	4.1	3.8	3.7	3.1
Seat Availability	3.7	3.7	3.8	3.7	3.6	4	4	3.6	3.6
Cleanliness of Stops	3.3	3.3	3.2	3.2	3.3	3.4	3.5	3	3.1

Figure 8: Rider groups' actual satisfaction, with highest satisfaction marked in green and lowest satisfaction marked in orange.

Difference	Overall	Type of Rider		Age		Income			
		Freq. Rider	Infreq. Rider	Youth	18-64 Yrs. Old	65+ Yrs. Old	Under \$25K	\$25K-\$75K	Over \$75K
Safety at the Stops	0.8	0.8	1.1	1.1	0.9	0.5	0.7	0.8	1
Cleanliness of Stops	0.8	0.9	0.9	0.5	0.9	1	0.8	1.2	0.5
Bus Frequency	0.6	0.6	0.5	0.6	0.7	0.3	0.5	0.7	1.2
On-Time Performance	0.6	0.6	0.6	1.2	0.7	0.3	0.4	0.8	1.2
Safety on the Bus	0.5	0.5	0.6	0.8	0.5	0.3	0.5	0.5	0.5
Crowding/Seat Availability	0.4	0.5	0	0.5	0.5	0.4	0.3	0.5	0.3
Access to Stop(s)	0.3	0.4	0.1	0	0.4	0.2	0.3	0.5	-0.1
Cleanliness of Buses	0.3	0.3	0.4	0	0.3	0.2	0.2	0.3	0.4
Ability to Transfer	0.3	0.3	0.2	0.5	0.4	-0.2	0.1	0.5	0.5
Trip Time	0.3	0.3	0.6	0.3	0.5	0	0.3	0.4	0.3
Customer Service	0.3	0.3	-0.1	-0.6	0.4	0.1	0.4	0.3	0.4
Arrival Time Info & Announcements	0.2	0.2	0.2	-0.3	0.4	0	0.2	0.1	0.7
Cost	0.2	0.2	0.3	-0.7	0.5	-0.4	0.1	0.3	-0.5
Ease of Paying	-0.2	-0.2	-0.3	-0.8	0	-0.5	0.3	-0.3	-0.5

Figure 9: The difference between rider importance and satisfaction. Smallest differences are marked in green, while the greatest differences are marked in orange.

FLEXIBLE SERVICES SURVEY ANALYSIS

GCTD Flexible Services tended to have much higher satisfaction ratings in all of its categories, with high approval among riders in all groups regardless of age, gender, income, and riding frequency. However, as this was the first time GCTD used this survey instrument for Flexible Services, we did not have sufficient data from 2024 to compare this year's findings to.

Demography

The demography of the Flexible Services Survey showed 59% of Flexible Services respondents identified as female, while 39% identified as male. 42% of respondents added that they make an annual income under \$25,000, and 19% make between \$25,000 and \$49,999. This is almost identical to the income breakdown for GCTD's fixed route survey respondents. The age breakdown of survey respondents skewed towards

the senior population as expected. However, the growth of the Safe Rides program also yielded 26% reporting their age between 26 and 44. Similar to the fixed-route survey, White and Hispanic/Latino riders made up 37% and 35% of respondent respectively.

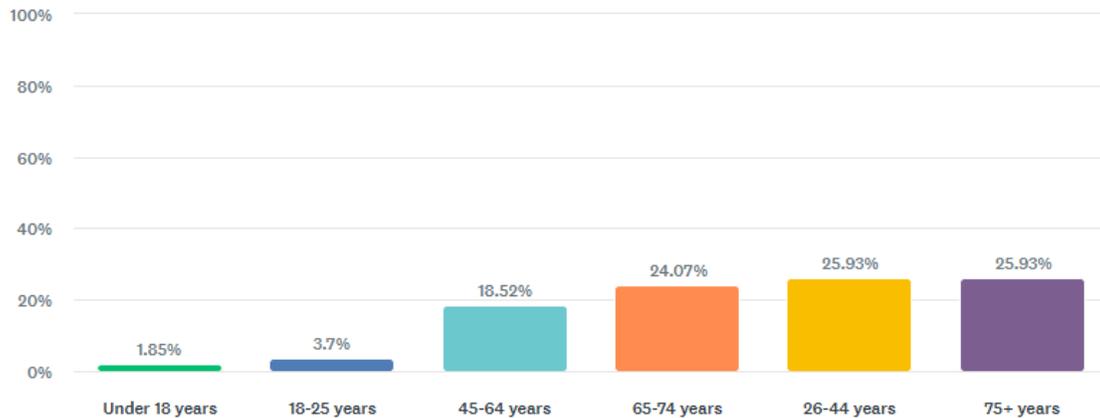


Figure 10: Percentage of Respondents in each Age Group using Flexible Services.

Transit Use

With Flexible Services, 80% of respondents reported having used these services for 1 to 3 years. A substantial proportion of the overall ridership in this division uses either the Paratransit or Late Night & Sunrise Safe Rides program (52% and 27% respectively). Among the reasons for using, 31% said they use Flexible Services mainly to get to medical appointments, followed by 22% who said they use Flexible Services to run Errands.

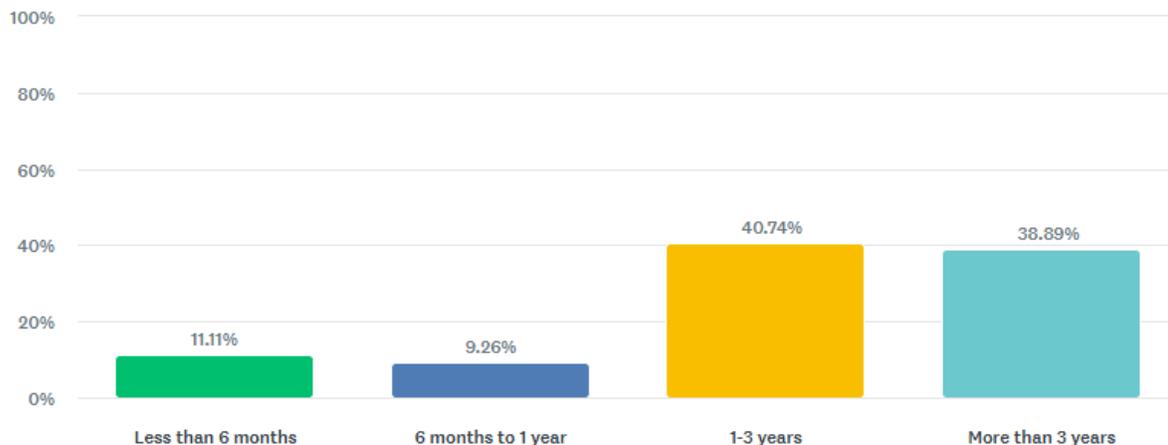


Figure 11: Longevity of use for Flexible Services.

The most frequent use of Flexible Services was shown to be Medical Appointments, according to at least 31% of respondents. This was followed by Shopping and Errands as the second most popular use for Flexible Services, according to 22% of respondents. It was encouraging to see that a sizeable number of responding users (19%) also take Flexible Services to get to work, and 15% use it for recreational purposes. Flexible Services

has thus proven to be a strong asset in helping GCTD reclaim ridership from the Pandemic, support current riders, and encourage new users of transit.

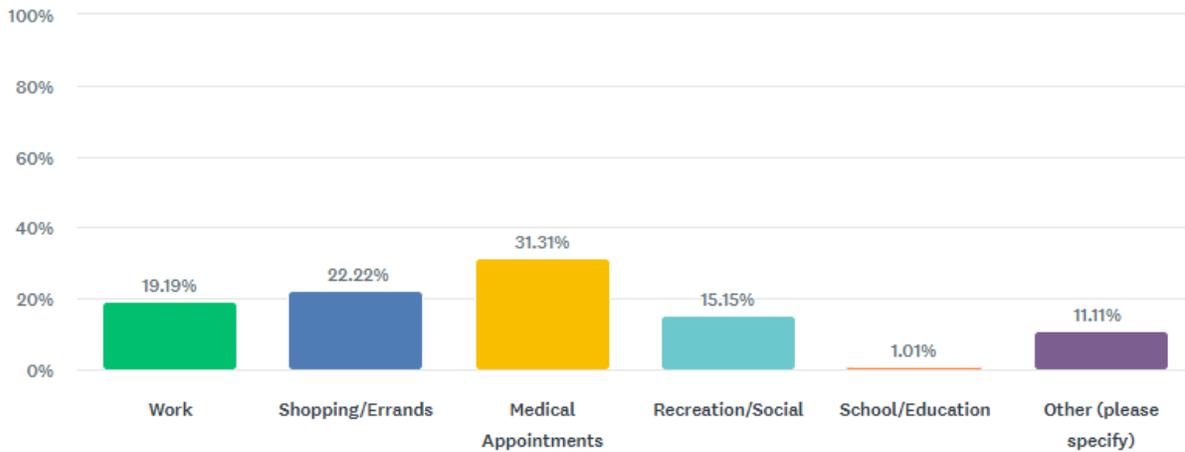


Figure 12: Primary reason respondents use GCTD Flexible Services.

Passenger Priorities and Satisfaction

Riders expressed very high satisfaction overall with their feelings of safety and cleanliness on Flexible Services vehicles. Students, middle income earners (\$25K-\$75K), and relatively new riders (6 months to 1 year) also had the highest approval rating for cleanliness of vehicles. Onboard Customer Service was also very well received by our customers, although Students felt more in the middle: expressing a 3 out of 5 for said service.

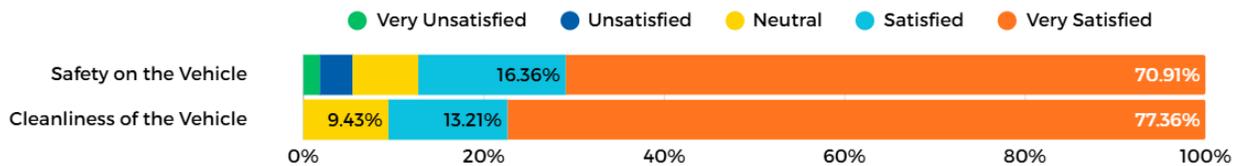


Figure 13: Respondent's feeling of safety while riding GCTD Flexible Services.

Timeliness was a little lower scoring, though still considerably high with a satisfaction rate between 4 out of 5 and 5 out of 5. Vehicle Location Updates had the lowest satisfaction rate, particularly with new users (less than 6 months and up to one year), 18- to 64-year-olds, and middle-income earners (\$25K to \$75K). With the switch over to RideCo, GCTD hopes to see an increase in satisfaction with Vehicle Location Updates. This will in turn hopefully boost satisfaction for other timeliness variables such as Timely Arrivals and Drop-Offs and Journey Times.

Satisfaction	Overall	Type of Rider				Age			Income		
		<6 months	6 months - 1 year	1 - 3 years	3+ Years	Student	18-64 Yrs. Old	65+ Yrs. Old	Under \$25K- \$25K- \$75K	Over \$75K	
Cleanliness of the Vehicle	4.7	5	5	4.6	4.7	5	4.7	4.6	4.6	5	4.8
Customer Service - Onboard	4.7	4.7	4.7	4.7	4.6	3	4.6	4.7	4.4	4.9	4.3
Safety on the Vehicle	4.5	4.9	4.7	4.5	4.3	4	4.4	4.3	4.3	4.5	4.5
Customer Service - Reservations	4.4	4.1	4.7	4.6	4.4	3	4.2	4.2	4.3	4.1	4.3
Ability to Transfer	4.3	4.3	3.8	4.2	4.5	5	4.2	4.2	4.1	4.2	4.7
Affordability	4.2	5	3.9	4.5	4.2	5	4.3	4.3	4.1	4.6	4.3
On-Time Arrivals	4.1	4.7	4.6	3.9	4	5	4	4.1	4	3.9	4.8
Timeliness of Drop-Off	4.1	3.7	4	4	4.1	5	3.9	4	4.3	3.5	4
Length of Trips	4	4.4	4.4	3.9	3.9	5	3.8	4.2	4.1	3.6	4.3
Timeliness of Pick-Up	4	4.7	4	3.9	4	5	3.8	4	4	3.7	4.5
Vehicle Location Updates	3.9	3.8	3.5	4	4	4	3.6	4.6	4.1	3.5	4.5

Figure 14: Riders' overall satisfaction of GCTD Flexible Services, broken down by market groups. Highest satisfaction is marked in green, while lowest satisfaction is marked in orange.

CONCLUSION

The 2025 Passenger Survey provides Gold Coast Transit District (GCTD) with a clear roadmap for service enhancements and policy prioritization. By returning to a routine annual format and expanding the scope to include Flexible Services, the District has gained a more holistic understanding of the diverse needs of its ridership.

The data confirms that GCTD remains a vital "lifeline" service, with the vast majority of fixed-route riders utilizing the system daily for all manners of trips. While satisfaction with fare structures and ease of payment—particularly among students—remains high, the survey highlights a significant "satisfaction gap" regarding the environment at bus stops. Passengers have clearly identified cleanliness and safety as their highest priorities;

addressing these concerns will be paramount to maintaining rider confidence and improving the overall passenger experience.

The inclusion of Flexible Services in this year's survey reveals a high level of appreciation for the Paratransit and Safe Rides programs. While these services outperformed fixed routes in general satisfaction, the feedback regarding real-time vehicle tracking is a concern that staff will need to monitor closely following the transition to the RideCo dispatching platform.

Moving forward, the insights gathered here will be integrated into the District's ongoing planning efforts and support ongoing efforts to implement GCTD's Short Range Transit Plan and Bus Stop Improvement Plan. GCTD remains committed to using this data to drive operational excellence, ensuring that service remains reliable, safe, and responsive to the evolving needs of the community.

APPENDIX

FIXED ROUTE PASSENGER SURVEY INSTRUMENT

2025 Passenger Survey

Help us plan for the future by completing this short survey. This survey takes about 10 minutes, and all responses are confidential.

1. How satisfied are you with the following on your ride? 1 - Very unsatisfied. 5 - Very satisfied.

	1	2	3	4	5
Bus Frequency:	<input type="checkbox"/>				
On-Time Arrivals:	<input type="checkbox"/>				
Arrival Info & Announcements:	<input type="checkbox"/>				
Access to Stops	<input type="checkbox"/>				
Safety on the Bus:	<input type="checkbox"/>				
Safety at the Stops:	<input type="checkbox"/>				
Cleanliness of Buses:	<input type="checkbox"/>				
Cleanliness of Stops:	<input type="checkbox"/>				
Ability to Transfer:	<input type="checkbox"/>				
Trip Time:	<input type="checkbox"/>				
Crowding/Seat Availability:	<input type="checkbox"/>				
Ease of Paying:	<input type="checkbox"/>				
Cost:	<input type="checkbox"/>				
Customer Service:	<input type="checkbox"/>				

2. Which of these amenities is most important to your ride? 1 - Not important. 5 - Very important.

	1	2	3	4	5
Bus Frequency:	<input type="checkbox"/>				
On-Time Arrivals:	<input type="checkbox"/>				
Arrival Info & Announcements:	<input type="checkbox"/>				
Access to Stops	<input type="checkbox"/>				
Safety on the Bus:	<input type="checkbox"/>				
Safety at the Stops:	<input type="checkbox"/>				
Cleanliness of Buses:	<input type="checkbox"/>				
Cleanliness of Stops:	<input type="checkbox"/>				
Ability to Transfer:	<input type="checkbox"/>				
Trip Time:	<input type="checkbox"/>				
Crowding/Seat Availability:	<input type="checkbox"/>				
Ease of Paying:	<input type="checkbox"/>				
Cost:	<input type="checkbox"/>				
Customer Service:	<input type="checkbox"/>				

Survey continues >>>

3. How often do you currently ride the bus?

<input type="checkbox"/> Almost everyday	<input type="checkbox"/> 2x a month
<input type="checkbox"/> 3-5 days a week	<input type="checkbox"/> Once a month
<input type="checkbox"/> 1-2 days a week	<input type="checkbox"/> I don't ride the bus

4. What types of trips are you normally taking on transit? [Select all that apply]

<input type="checkbox"/> Work	<input type="checkbox"/> Other [specify] _____
<input type="checkbox"/> Errands/Appointments	_____
<input type="checkbox"/> Recreation	_____
<input type="checkbox"/> School/Education	_____

5. Which routes/services do you use? [Select all that apply]

<input type="checkbox"/> 1A/1B	<input type="checkbox"/> 10	<input type="checkbox"/> 21
<input type="checkbox"/> 2	<input type="checkbox"/> 11	<input type="checkbox"/> 23
<input type="checkbox"/> 3	<input type="checkbox"/> 15	<input type="checkbox"/> GO Access
<input type="checkbox"/> 4	<input type="checkbox"/> 16	<input type="checkbox"/> GCTD Safe Rides
<input type="checkbox"/> 5	<input type="checkbox"/> 17	<input type="checkbox"/> VCTC Intercity
<input type="checkbox"/> 6	<input type="checkbox"/> 18 - Trippers	<input type="checkbox"/> Ojai Trolley
<input type="checkbox"/> 7	<input type="checkbox"/> 19	<input type="checkbox"/> Metrolink/Amtrak
<input type="checkbox"/> 8	<input type="checkbox"/> 20	<input type="checkbox"/> Other: _____

6. How do you usually pay your fare?

<input type="checkbox"/> Cash/Coin	<input type="checkbox"/> Day Pass
<input type="checkbox"/> Regional Fare (VCbuspass)	<input type="checkbox"/> 15-Ride Pass
<input type="checkbox"/> Mobile App (Token Transit)	<input type="checkbox"/> 31-Day Pass
<input type="checkbox"/> Student/College ID	<input type="checkbox"/> Free (Child/75+)

7. How do you purchase your fare? [Optional]

<input type="checkbox"/> Cash	<input type="checkbox"/> Credit Card
<input type="checkbox"/> Check	<input type="checkbox"/> ApplePay/GooglePay
<input type="checkbox"/> Debit Card	<input type="checkbox"/> Decline to State
<input type="checkbox"/> Prepaid Debit Card	

8. Why do you take Gold Coast Transit?

<input type="checkbox"/> I do not have a car
<input type="checkbox"/> I do not have a driver's license
<input type="checkbox"/> It is an affordable way to travel
<input type="checkbox"/> To help the environment/reduce pollution
<input type="checkbox"/> It is a healthier option
<input type="checkbox"/> I have a car, but do not want to drive
<input type="checkbox"/> I have a disability or health issues

9. What city do you live in?

<input type="checkbox"/> 93001 - Ventura	<input type="checkbox"/> 93030 - Oxnard
<input type="checkbox"/> 93003 - Ventura	<input type="checkbox"/> 93033 - Oxnard
<input type="checkbox"/> 93004 - Ventura	<input type="checkbox"/> 93035 - Oxnard
<input type="checkbox"/> 93022 - Oak View	<input type="checkbox"/> 93036 - Oxnard
<input type="checkbox"/> 93023 - Ojai	<input type="checkbox"/> 93041 - Port Huemene
	<input type="checkbox"/> Other: _____

10. Where do you travel to most frequently?

<input type="checkbox"/> 93001 - Ventura	<input type="checkbox"/> 93030 - Oxnard
<input type="checkbox"/> 93003 - Ventura	<input type="checkbox"/> 93033 - Oxnard
<input type="checkbox"/> 93004 - Ventura	<input type="checkbox"/> 93035 - Oxnard
<input type="checkbox"/> 93022 - Oak View	<input type="checkbox"/> 93036 - Oxnard
<input type="checkbox"/> 93023 - Ojai	<input type="checkbox"/> 93041 - Port Huemene
	<input type="checkbox"/> Other: _____

11. Where do you want the bus to go that it doesn't already?

12. What is your age?

<input type="checkbox"/> Under 18 yrs	<input type="checkbox"/> 45-64 yrs
<input type="checkbox"/> 18-25 yrs	<input type="checkbox"/> 65-74 yrs
<input type="checkbox"/> 26-44 yrs	<input type="checkbox"/> 75+ yrs

13. What is your gender? [Optional]

<input type="checkbox"/> Female	<input type="checkbox"/> Non-binary/Other
<input type="checkbox"/> Male	<input type="checkbox"/> Decline to State

14. Which best describes your race/ethnicity?

<input type="checkbox"/> Asian/Pacific Islander	<input type="checkbox"/> Hispanic/Latino
<input type="checkbox"/> American Indian	<input type="checkbox"/> White
<input type="checkbox"/> Black	<input type="checkbox"/> Other: _____

15. What is your annual household income?

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

16. Any other comments or concerns?

Thank you for participating!

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

Survey continues >>>

Survey continues >>>

Encuesta al Pasajero 2025

Ayúdenos a planificar para el futuro completando esta breve encuesta. Esta encuesta dura aproximadamente 10 minutos y todas las respuestas son confidenciales.

1. ¿Cuál de estos es más importante para su viaje? 1 - No muy importante. 5 - Muy importante.

	1	2	3	4	5
Frecuencia de Autobuses:	<input type="checkbox"/>				
Puntualidad:	<input type="checkbox"/>				
Información horarios y anuncios:	<input type="checkbox"/>				
Acceso a Paradas:	<input type="checkbox"/>				
Seguridad en el Autobús:	<input type="checkbox"/>				
Seguridad en las Paradas:	<input type="checkbox"/>				
Limpieza de Autobuses:	<input type="checkbox"/>				
Limpieza de Paradas:	<input type="checkbox"/>				
Facilidad de Transbordo:	<input type="checkbox"/>				
Duración del viaje:	<input type="checkbox"/>				
Aglomeración:	<input type="checkbox"/>				
Facilidad de Pago:	<input type="checkbox"/>				
Costo:	<input type="checkbox"/>				
Servicio Cliente	<input type="checkbox"/>				

2. ¿Cuál de estos es más importante para su viaje? 1 - No muy importante. 5 - Muy importante.

	1	2	3	4	5
Frecuencia de Autobuses:	<input type="checkbox"/>				
Puntualidad:	<input type="checkbox"/>				
Información: horarios y anuncios	<input type="checkbox"/>				
Acceso a Paradas:	<input type="checkbox"/>				
Seguridad en el Autobús:	<input type="checkbox"/>				
Seguridad en las Paradas:	<input type="checkbox"/>				
Limpieza de Autobuses:	<input type="checkbox"/>				
Limpieza de Paradas:	<input type="checkbox"/>				
Facilidad de Transbordo:	<input type="checkbox"/>				
Duración del viaje:	<input type="checkbox"/>				
Aglomeración:	<input type="checkbox"/>				
Facilidad de Pago:	<input type="checkbox"/>				
Costo:	<input type="checkbox"/>				
Servicio Cliente	<input type="checkbox"/>				

Encuesta continúa >>>

3. ¿Con qué frecuencia viaja en autobús?

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

4. ¿Qué tipo de viajes suele hacer en transporte público? [Elija lo que corresponda]

<input type="checkbox"/> Trabajo	<input type="checkbox"/> Otro [especifique] _____
<input type="checkbox"/> Mandados/Citas	_____
<input type="checkbox"/> Recreación	_____
<input type="checkbox"/> Escuela/Educación	_____

5. ¿Qué servicios utilizas? [Elija lo que corresponda]

<input type="checkbox"/> 1A/1B	<input type="checkbox"/> 10	<input type="checkbox"/> 21
<input type="checkbox"/> 2	<input type="checkbox"/> 11	<input type="checkbox"/> 23
<input type="checkbox"/> 3	<input type="checkbox"/> 15	<input type="checkbox"/> GO Access
<input type="checkbox"/> 4	<input type="checkbox"/> 16	<input type="checkbox"/> GCTD Safe Rides
<input type="checkbox"/> 5	<input type="checkbox"/> 17	<input type="checkbox"/> VCTC Interurbana
<input type="checkbox"/> 6	<input type="checkbox"/> 18 - Refuerzo	<input type="checkbox"/> Ojai Trolley
<input type="checkbox"/> 7	<input type="checkbox"/> 19	<input type="checkbox"/> Metrolink/Amtrak
<input type="checkbox"/> 8	<input type="checkbox"/> 20	<input type="checkbox"/> Other: _____

6. ¿Cómo suele pagar su pasaje?

<input type="checkbox"/> Efectivo/monedas	<input type="checkbox"/> Pase Día
<input type="checkbox"/> Tarifa regional (VCbuspass)	<input type="checkbox"/> Pase 15-Viajes
<input type="checkbox"/> App móvil (Token Transit)	<input type="checkbox"/> Pase 31-Día
<input type="checkbox"/> Estudiante/ID de Colegio	<input type="checkbox"/> Gratis (Niño/75+)

7. ¿Cómo compra su pasaje? [Opcional]

<input type="checkbox"/> Efectivo/Monedas	<input type="checkbox"/> Tarjeta Crédito
<input type="checkbox"/> Cheque	<input type="checkbox"/> ApplePay/GooglePay
<input type="checkbox"/> Tarjeta Débito	<input type="checkbox"/> Prefiero no responder
<input type="checkbox"/> Pagado Tarjeta Débito	

8. ¿Por qué utiliza Gold Coast Transit? [Elige varios]

<input type="checkbox"/> No tengo auto
<input type="checkbox"/> No tengo licencia conducir
<input type="checkbox"/> Es una forma económica de viajar
<input type="checkbox"/> Ayuda al medio ambiente/contaminación
<input type="checkbox"/> Es una opción más saludable
<input type="checkbox"/> Tengo un auto, pero no quiero conducir
<input type="checkbox"/> Tengo una discapacidad o problemas de salud

9. ¿En qué ciudad vive?

<input type="checkbox"/> 93001 - Ventura	<input type="checkbox"/> 93030 - Oxnard
<input type="checkbox"/> 93003 - Ventura	<input type="checkbox"/> 93033 - Oxnard
<input type="checkbox"/> 93004 - Ventura	<input type="checkbox"/> 93035 - Oxnard
<input type="checkbox"/> 93022 - Oak View	<input type="checkbox"/> 93036 - Oxnard
<input type="checkbox"/> 93023 - Ojai	<input type="checkbox"/> 93041 - Port Huemene
	<input type="checkbox"/> Other: _____

10. ¿A dónde viaja con más frecuencia?

<input type="checkbox"/> 93001 - Ventura	<input type="checkbox"/> 93030 - Oxnard
<input type="checkbox"/> 93003 - Ventura	<input type="checkbox"/> 93033 - Oxnard
<input type="checkbox"/> 93004 - Ventura	<input type="checkbox"/> 93035 - Oxnard
<input type="checkbox"/> 93022 - Oak View	<input type="checkbox"/> 93036 - Oxnard
<input type="checkbox"/> 93023 - Ojai	<input type="checkbox"/> 93041 - Port Huemene
	<input type="checkbox"/> Other: _____

11. ¿A dónde quiere que vaya el autobús que no vaya ya?

12. ¿Cuál es su edad?

<input type="checkbox"/> Menore 18 años	<input type="checkbox"/> 45-64 años
<input type="checkbox"/> 18-25 años	<input type="checkbox"/> 65-74 años
<input type="checkbox"/> 26-44 años	<input type="checkbox"/> 75+ años

13. ¿Cual es su genero? [Opcional]

<input type="checkbox"/> Femenina	<input type="checkbox"/> No-Binario/Otro
<input type="checkbox"/> Masculino	<input type="checkbox"/> Prefiero no responder

14. ¿Cuál describe mejor su raza/origen étnico?

<input type="checkbox"/> Asiatico/Isleño Pacifico	<input type="checkbox"/> Hispano / Latino
<input type="checkbox"/> Indio Americano	<input type="checkbox"/> Blanco/Caucasico
<input type="checkbox"/> Negro/Afroamericano	<input type="checkbox"/> Other: _____

15. ¿Cuál es su ingreso familiar anual?

<input type="checkbox"/> Menos que \$25,000	<input type="checkbox"/> \$75,000 or more
<input type="checkbox"/> \$25,000 - \$49,999	<input type="checkbox"/> Prefiero no responder
<input type="checkbox"/> \$50,000 - \$74,999	

16. ¿Algún otro comentario o inquietud?

¡Gracias por participar!

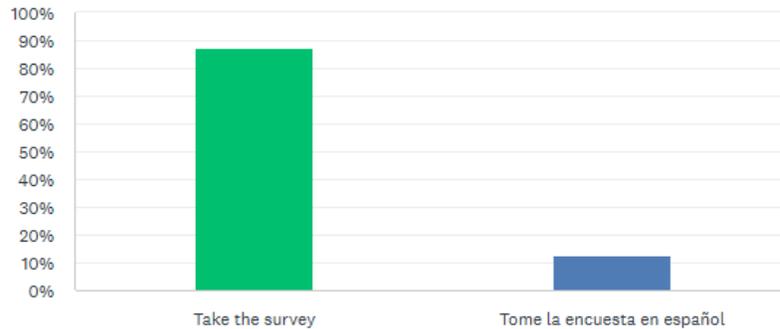
¿Comentarios o preguntas adicionales?
customerservice@gctd.org | 805-487-4222 | GCTD.org

Encuesta continúa >>>

Encuesta continúa >>>

FIXED ROUTE BUS PASSENGER SURVEY COMPLETE RESULTS¹

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 futuras mejoras del transporte público. Esta encuesta toma aproximadamente 10 minutos y todas las respuestas son confidenciales.



ANSWER CHOICES	RESPONSES
Take the survey	87.43% 306
Tome la encuesta en español	12.57% 44
TOTAL	350

¹ Spanish variants of the following questions shown in parentheses. Screenshots of answers are only provided in English.

Question #2: How satisfied are you with the following procedures and amenities on your ride?

(¿Cuál de estos es más importante para su viaje? 1 - No muy importante. 5 - Muy importante.)

	VERY UNSATISFIED	UNSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
Bus Frequency	7.33% 17	9.05% 21	17.67% 41	30.17% 70	35.78% 83	232	3.78
On-Time Performance	6.52% 15	7.83% 18	21.30% 49	30.43% 70	33.91% 78	230	3.77
Arrival Time Info & Announcements	5.65% 13	6.96% 16	21.30% 49	32.17% 74	33.91% 78	230	3.82
Access to Stop(s)	4.37% 10	7.42% 17	19.65% 45	31.88% 73	36.68% 84	229	3.89
Safety on the Bus	6.03% 14	6.03% 14	17.67% 41	28.02% 65	42.24% 98	232	3.94
Safety at the Stops	9.09% 21	9.09% 21	23.38% 54	28.14% 65	30.30% 70	231	3.61
Cleanliness of Buses	5.15% 12	6.87% 16	14.16% 33	37.34% 87	36.48% 85	233	3.93
Cleanliness of Stops	12.07% 28	17.67% 41	29.74% 69	21.98% 51	18.53% 43	232	3.17
Ability to Transfer	5.19% 12	7.36% 17	16.02% 37	32.03% 74	39.39% 91	231	3.93
Trip Time	3.46% 8	6.93% 16	20.78% 48	35.50% 82	33.33% 77	231	3.88
Accessibility from Start to Endpoint	5.31% 6	7.08% 8	21.24% 24	39.82% 45	26.55% 30	113	3.75
Levels of Crowding and Seat Availability	7.30% 17	9.87% 23	21.89% 51	30.47% 71	30.47% 71	233	3.67
Ease of Paying	3.07% 7	2.63% 6	14.04% 32	32.02% 73	48.25% 110	228	4.20
Cost	5.22% 12	5.65% 13	20.43% 47	28.26% 65	40.43% 93	230	3.93
Customer Service	7.83% 18	2.61% 6	16.52% 38	30.00% 69	43.04% 99	230	3.98
Courteousness and Professionalism of Customer Service Staff	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Clarity & Availability of Real-Time Tracking & Audio/Visual Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Other	12.33% 9	6.85% 5	30.14% 22	27.40% 20	23.29% 17	73	3.42

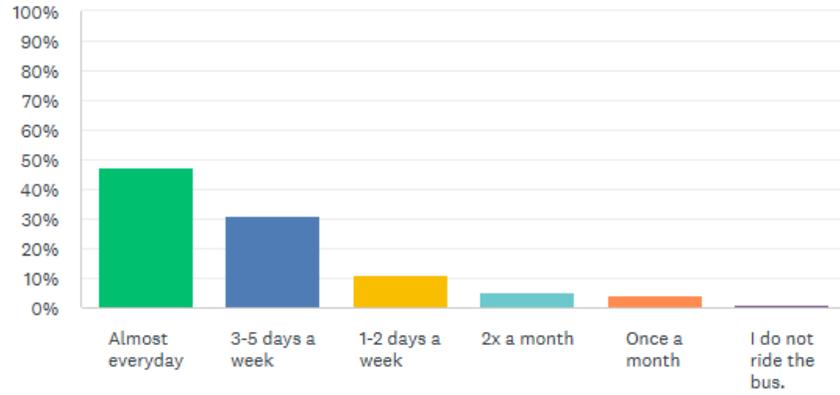
Question #3: Which of these procedures and amenities matters most to you on your ride?

(¿Cuáles de estos procedimientos y comodidades son los más importantes para usted en su viaje? 1 - No muy importante. 5 - Muy importante.)

	NOT IMPORTANT	SLIGHTLY IMPORTANT	IMPORTANT	FAIRLY IMPORTANT	VERY IMPORTANT	TOTAL	WEIGHTED AVERAGE
▼ Bus Frequency	1.77% 4	1.77% 4	13.27% 30	15.93% 36	67.26% 152	226	4.45
▼ On-Time Performance	1.35% 3	0.45% 1	14.35% 32	19.28% 43	64.57% 144	223	4.45
▼ Arrival Time Info & Announcements	4.11% 9	4.11% 9	17.35% 38	25.11% 55	49.32% 108	219	4.11
▼ Access to Service(s)	0.91% 2	4.09% 9	16.82% 37	21.36% 47	56.82% 125	220	4.29
▼ Safety on the Bus	0.88% 2	3.10% 7	8.41% 19	16.81% 38	70.80% 160	226	4.54
▼ Safety at the Stops	0.90% 2	2.24% 5	8.07% 18	21.08% 47	67.71% 151	223	4.52
▼ Cleanliness of Buses	1.34% 3	4.46% 10	16.52% 37	20.54% 46	57.14% 128	224	4.28
▼ Cleanliness of Stops	2.22% 5	5.78% 13	18.67% 42	22.22% 50	51.11% 115	225	4.14
▼ Ability to Transfer	4.46% 10	2.68% 6	15.18% 34	20.54% 46	57.14% 128	224	4.23
▼ Trip Time	1.79% 4	4.02% 9	17.41% 39	23.21% 52	53.57% 120	224	4.23
▼ Accessibility from Start to Endpoint	1.72% 2	3.45% 4	31.90% 37	12.93% 15	50.00% 58	116	4.06
▼ Levels of Crowding and Seat Availability	3.10% 7	6.64% 15	14.60% 33	23.89% 54	51.77% 117	226	4.15
▼ Ease of Paying	6.36% 14	4.09% 9	20.91% 46	22.27% 49	46.36% 102	220	3.98
▼ Cost	6.36% 14	1.36% 3	17.27% 38	19.09% 42	55.91% 123	220	4.17
▼ Courteousness and Professionalism of Drivers	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
▼ Customer Service	2.24% 5	2.69% 6	18.83% 42	16.14% 36	60.09% 134	223	4.29
▼ Clarity & Availability of Real-Time Tracking & Audio/Visual Information	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

Question #4: How often do you currently ride the bus?

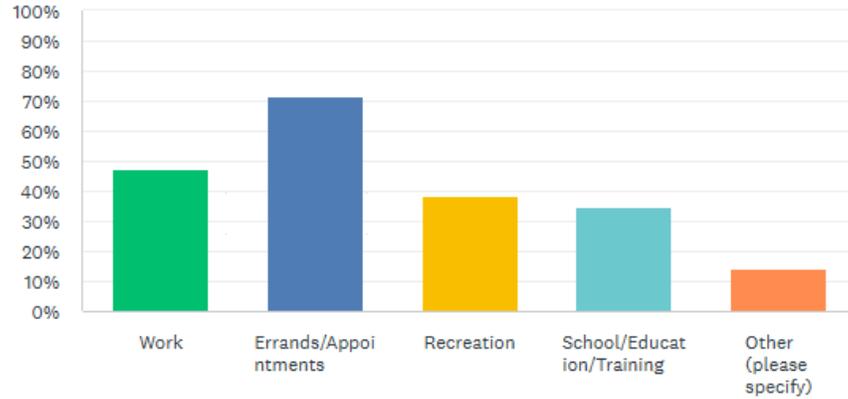
(¿Con qué frecuencia viaja actualmente en autobús?)



ANSWER CHOICES	RESPONSES
▼ Almost everyday	47.39% 109
▼ 3-5 days a week	31.30% 72
▼ 1-2 days a week	10.87% 25
▼ 2x a month	5.22% 12
▼ Once a month	4.35% 10
▼ I do not ride the bus.	0.87% 2
TOTAL	230

Question #5: What types of trips are you normally taking on transit? Select all that apply.

(¿Qué tipo de viajes realiza normalmente en transporte público? (Marque todas las opciones que correspondan).)



ANSWER CHOICES	RESPONSES
▼ Work	47.60% 109
▼ Errands/Appointments	71.62% 164
▼ Recreation	38.43% 88
▼ School/Education/Training	34.93% 80
▼ Other (please specify)	Responses 13.97% 32
Total Respondents: 229	

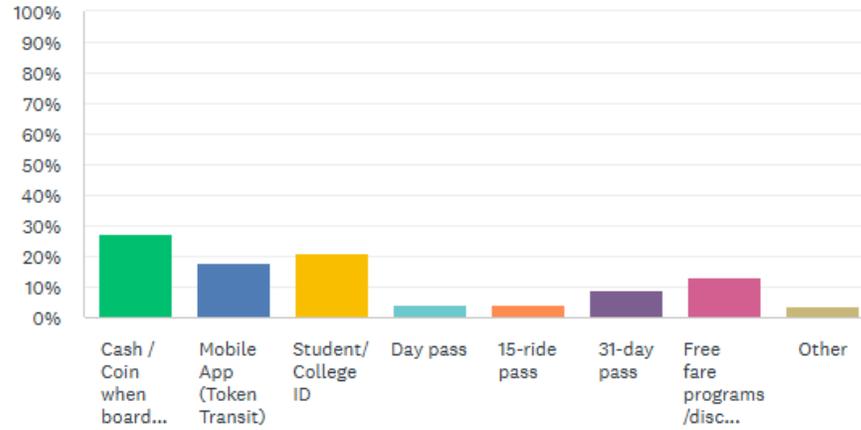
Question #6: What routes do you use? (check all that apply).

(¿Qué rutas o servicios utiliza? (marque todas las opciones que correspondan).)

ANSWER CHOICES	RESPONSES	
▼ 1A/1B	28.57%	66
▼ 2	5.63%	13
▼ 3	12.99%	30
▼ 4A/4B	29.44%	68
▼ 5	9.96%	23
▼ 6	70.13%	162
▼ 7	9.52%	22
▼ 8	9.09%	21
▼ 10	18.61%	43
▼ 11	35.06%	81
▼ 15	10.39%	24
▼ 16	29.44%	68
▼ 17	24.24%	56
▼ 18 - Trippers (Special service during start/end of school hours)	3.90%	9
▼ 19	12.99%	30
▼ 20	3.90%	9
▼ 21	41.56%	96
▼ 23	25.97%	60
▼ GCTD ACCESS (Dial A Ride)	12.12%	28
▼ GCTD Safe Rides (Sunrise/Late Night)	10.39%	24
▼ VCTC (formerly VISTA)	21.65%	50
▼ Santa Barbara MTD	3.90%	9
▼ Simi Valley Transit	2.16%	5
▼ Moorpark City Transit	0.87%	2
▼ Camarillo CAT	1.73%	4
▼ Thousand Oaks Transit	2.16%	5
▼ Ojai Trolley	4.33%	10
▼ Metrolink (Rail)	18.18%	42
▼ Amtrak (Rail)	19.05%	44
▼ LA Metro (Bus/Rail)	4.76%	11
▼ Other	Responses 0.87%	2
Total Respondents: 231		

Question #7: How do you usually pay your fare?

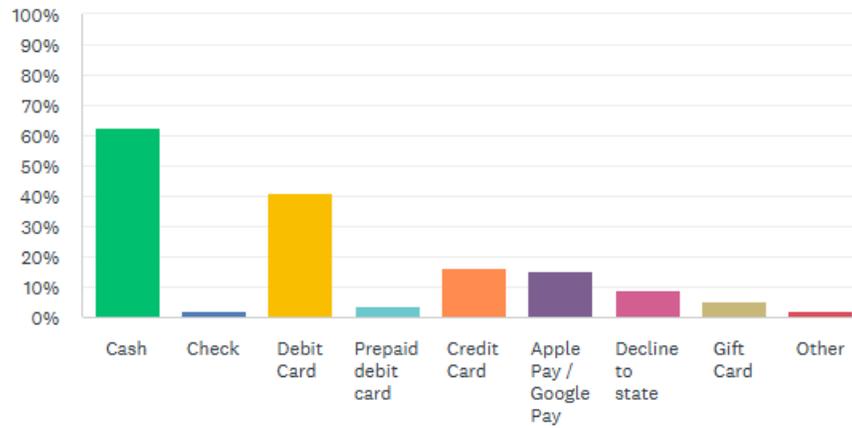
(¿Cómo suele pagar su pasaje?)



ANSWER CHOICES	RESPONSES
▼ Cash / Coin when boarding the bus	27.39% 63
▼ Mobile App (Token Transit)	17.83% 41
▼ Student/College ID	20.87% 48
▼ Day pass	4.35% 10
▼ 15-ride pass	4.35% 10
▼ 31-day pass	8.70% 20
▼ Free fare programs/discount: Youth Ride Free, Child, Senior 75+ Years	13.04% 30
▼ Other	Responses 3.48% 8
TOTAL	230

Question #8: To make purchases at stores, how do you pay? Check all that apply. (optional)

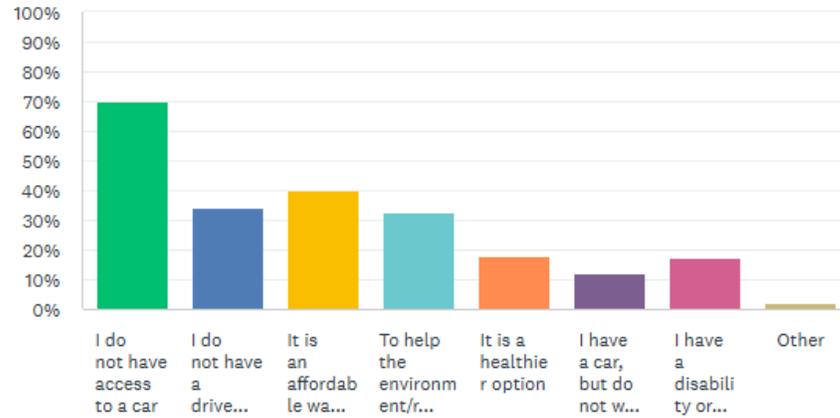
(¿Para realizar compras, ¿cuales de las siguientes opciones utiliza? (Opcional).)



ANSWER CHOICES	RESPONSES
▼ Cash	62.38% 131
▼ Check	1.90% 4
▼ Debit Card	40.95% 86
▼ Prepaid debit card	3.81% 8
▼ Credit Card	16.19% 34
▼ Apple Pay / Google Pay	15.24% 32
▼ Decline to state	9.05% 19
▼ Gift Card	5.24% 11
▼ Other	Responses 1.90% 4
Total Respondents: 210	

Question #9: Why do you take Gold Coast Transit? Select all that apply.

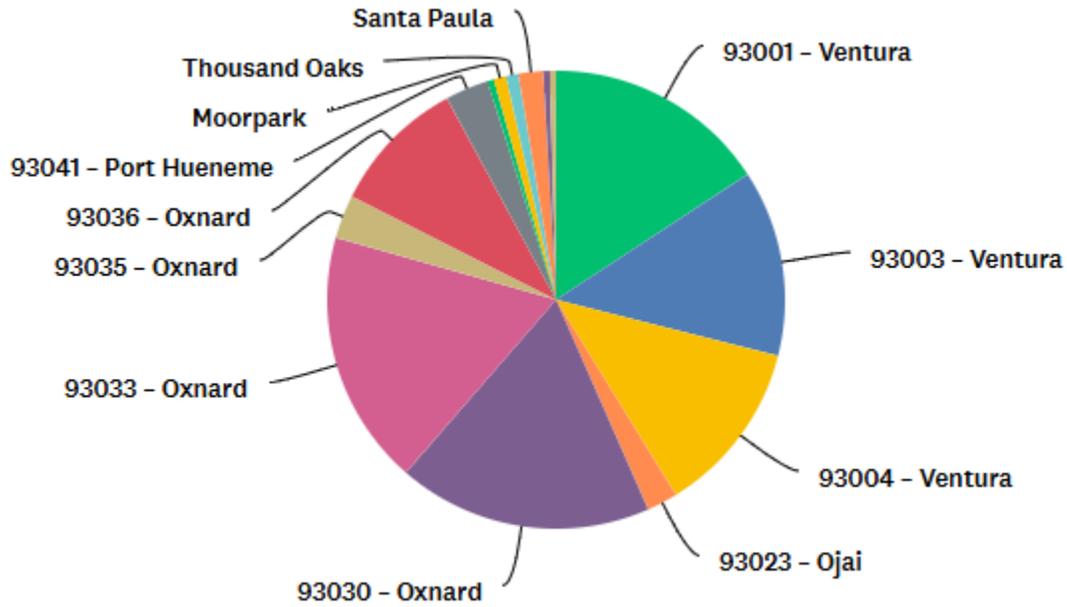
(¿Por qué utiliza Gold Coast Transit? (Marque todas las opciones que correspondan).)



ANSWER CHOICES	RESPONSES
▼ I do not have access to a car	70.00% 161
▼ I do not have a driver's license	34.35% 79
▼ It is an affordable way to travel	40.00% 92
▼ To help the environment/reduce pollution	32.61% 75
▼ It is a healthier option	17.83% 41
▼ I have a car, but do not want to drive	12.17% 28
▼ I have a disability or health issues	17.39% 40
▼ Other	Responses 2.17% 5
Total Respondents: 230	

Question #10: What city do you live in?

(¿En qué ciudad vive?)



ANSWER CHOICES	RESPONSES	
▼ 93001 - Ventura	15.79%	36
▼ 93003 - Ventura	13.16%	30
▼ 93004 - Ventura	12.28%	28
▼ 93022 - Oak View	0.00%	0
▼ 93023 - Ojai	2.19%	5
▼ 93030 - Oxnard	17.98%	41
▼ 93033 - Oxnard	17.98%	41
▼ 93035 - Oxnard	3.07%	7
▼ 93036 - Oxnard	9.65%	22
▼ 93041 - Port Hueneme	3.07%	7
▼ Camarillo	0.44%	1
▼ Fillmore/Piru	0.00%	0
▼ Moorpark	0.88%	2
▼ Thousand Oaks	0.88%	2
▼ Santa Paula	1.75%	4
▼ Somis	0.44%	1
▼ Simi Valley	0.00%	0
▼ Other	Responses 0.44%	1
TOTAL		228

Question #11: Which city(s) do you travel to the most frequently?

(¿A dónde viaja con más frecuencia?)

ANSWER CHOICES	RESPONSES
93001 - Ventura	52.63% 120
93003 - Ventura	53.07% 121
93004 - Ventura	32.89% 75
93022 - Oak View	4.39% 10
93023 - Ojai	13.16% 30
93030 - Oxnard	42.98% 98
93033 - Oxnard	38.16% 87
93035 - Oxnard	25.44% 58
93036 - Oxnard	31.14% 71
93041 - Port Hueneme	26.32% 60
Camarillo	6.58% 15
Fillmore/Piru	0.88% 2
Moorpark	1.75% 4
Thousand Oaks	5.26% 12
Santa Paula	3.07% 7
Somis	0.44% 1
Simi Valley	1.32% 3
Other	Responses 2.63% 6
Total Respondents: 228	

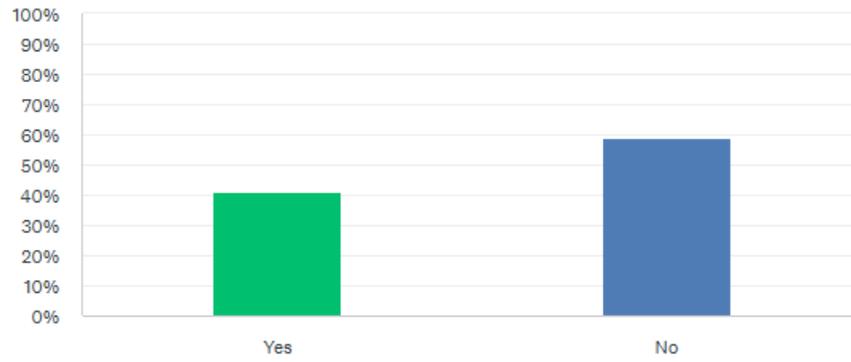
Question #12: Where do you want the bus to go that it doesn't already?

(¿A dónde le gustaría que fuera el autobús que no vaya ya?)



Question #13: Would you like to answer some additional questions about our bus stops and amenities?

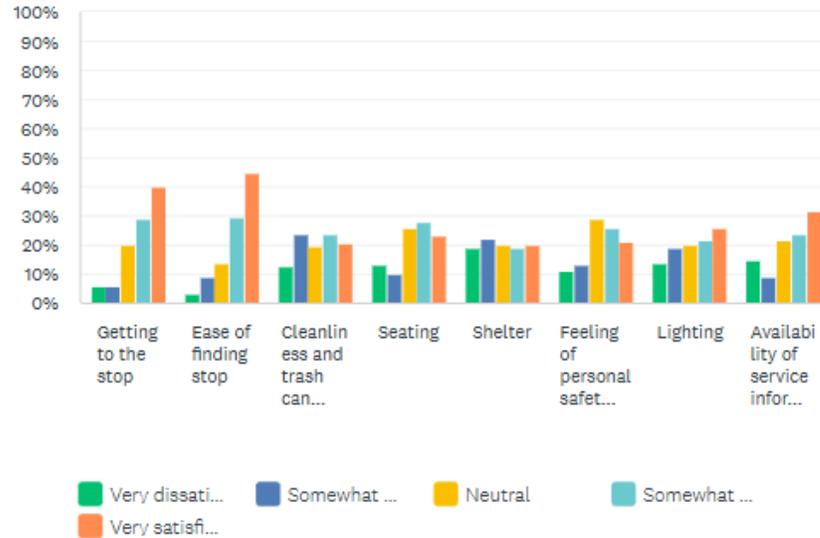
(¿Quiere responder algunas preguntas adicionales sobre nuestras paradas de autobús y servicios?)



ANSWER CHOICES	RESPONSES
Yes	41.18% 98
No	58.82% 140
TOTAL	238

Question #14: Please rate your satisfaction with the following aspects of your bus stop experience when using Gold Coast Transit.

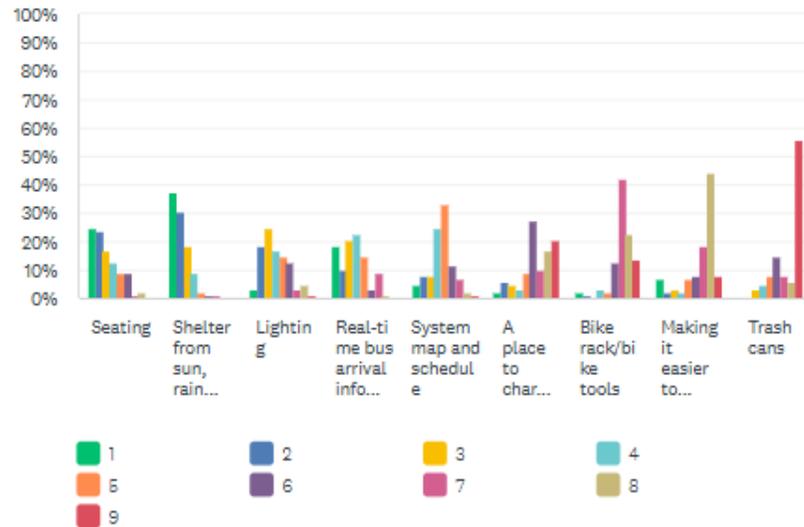
(Califique su satisfacción con los siguientes aspectos de su experiencia en la parada de autobús al utilizar Gold Coast Transit (1) Muy insatisfecho al (5) Muy satisfecho.)



	VERY DISSATISFIED	SOMEWHAT DISSATISFIED	NEUTRAL	SOMEWHAT SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
Getting to the stop	5.56% 5	5.56% 5	20.00% 18	28.89% 26	40.00% 36	90	3.92
Ease of finding stop	3.37% 3	8.99% 8	13.48% 12	29.21% 26	44.94% 40	89	4.03
Cleanliness and trash can availability	12.50% 11	23.86% 21	19.32% 17	23.86% 21	20.45% 18	88	3.16
Seating	13.33% 12	10.00% 9	25.56% 23	27.78% 25	23.33% 21	90	3.38
Shelter	18.89% 17	22.22% 20	20.00% 18	18.89% 17	20.00% 18	90	2.99
Feeling of personal safety at the bus stop	11.11% 10	13.33% 12	28.89% 26	25.56% 23	21.11% 19	90	3.32
Lighting	13.48% 12	19.10% 17	20.22% 18	21.35% 19	25.84% 23	89	3.27
Availability of service information (maps, schedule, real-time bus arrival information)	14.61% 13	8.99% 8	21.35% 19	23.60% 21	31.46% 28	89	3.48

Question #15: Unfortunately, not all amenities can be provided at each Ventura County bus stop. In cases where trade-offs need to be made, what are your preferences? Please rank the following from most important (1) to least important (5) by dragging the most important options to the top of the list.

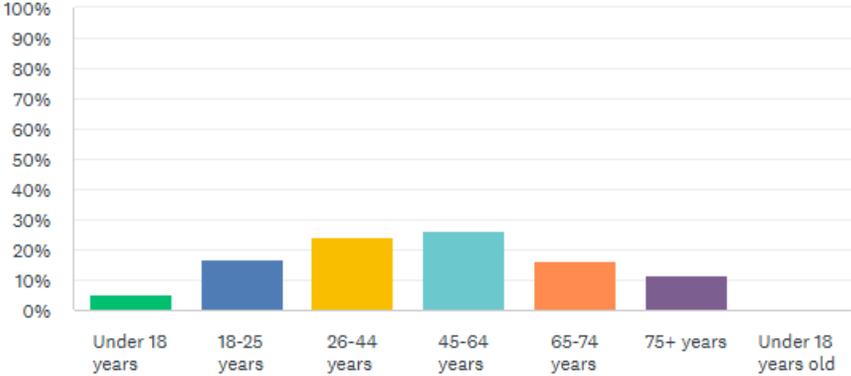
(Lamentablemente, no todas las paradas de autobús del condado de Ventura ofrecen todos los servicios. En caso de que sea necesario hacer concesiones, ¿cuáles son sus preferencias? Por favor, clasifique las siguientes opciones de la más importante (1) al (5) menos importante, moviendo las más importantes al principio de la lista.)



	1	2	3	4	5	6	7	8	9	TOTAL
Seating	25.00% 22	23.86% 21	17.05% 15	12.50% 11	9.09% 8	9.09% 8	11.4% 1	2.27% 2	0.00% 0	88
Shelter from sun, rain, and wind	37.50% 33	30.68% 27	18.18% 16	9.09% 8	2.27% 2	1.14% 1	1.14% 1	0.00% 0	0.00% 0	88
Lighting	3.41% 3	18.18% 16	25.00% 22	17.05% 15	14.77% 13	12.50% 11	3.41% 3	4.55% 4	1.14% 1	88
Real-time bus arrival information	18.18% 16	10.23% 9	20.45% 18	22.73% 20	14.77% 13	3.41% 3	9.09% 8	1.14% 1	0.00% 0	88
System map and schedule	4.55% 4	7.95% 7	7.95% 7	25.00% 22	32.95% 29	11.36% 10	6.82% 6	2.27% 2	1.14% 1	88
A place to charge your phone	2.27% 2	5.68% 5	4.55% 4	3.41% 3	9.09% 8	27.27% 24	10.23% 9	17.05% 15	20.45% 18	88
Bike rack/bike tools	2.27% 2	1.14% 1	0.00% 0	3.41% 3	2.27% 2	12.50% 11	42.05% 37	22.73% 20	13.64% 12	88
Making it easier to cross the street	6.82% 6	2.27% 2	3.41% 3	2.27% 2	6.82% 6	7.95% 7	18.18% 16	44.32% 39	7.95% 7	88
Trash cans	0.00% 0	0.00% 0	3.41% 3	4.55% 4	7.95% 7	14.77% 13	7.95% 7	5.68% 5	55.68% 49	88

Question #16: What is your age? (optional).

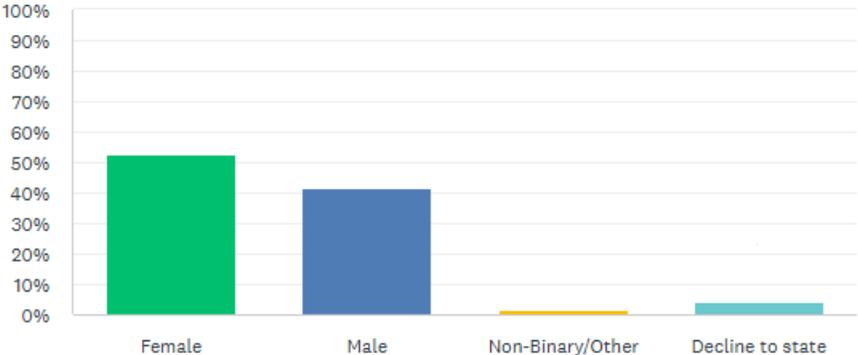
(¿Cuál es su edad? (opcional).)



ANSWER CHOICES	RESPONSES
▼ Under 18 years	5.05% 11
▼ 18-25 years	16.97% 37
▼ 26-44 years	24.31% 53
▼ 45-64 years	26.15% 57
▼ 65-74 years	16.06% 35
▼ 75+ years	11.47% 25
▼ Under 18 years old	0.00% 0
TOTAL	218

Question #17: What is your gender? (optional).

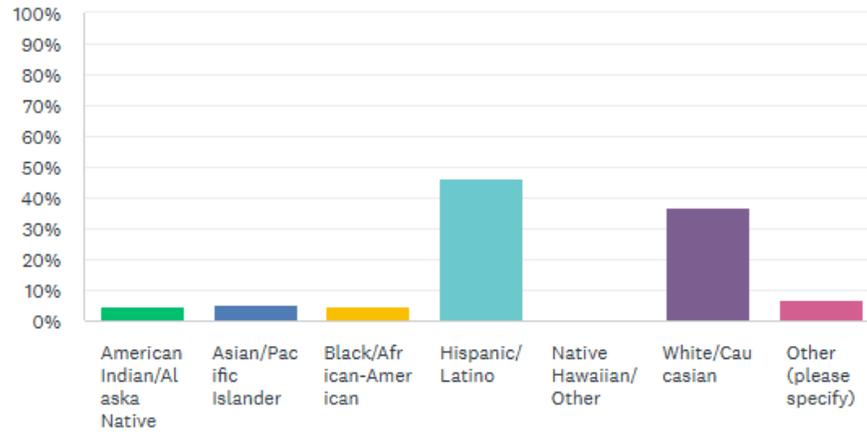
(¿Cual es su genero? [Opcional].)



ANSWER CHOICES	RESPONSES
Female	52.73% 116
Male	41.36% 91
Non-Binary/Other	1.82% 4
Decline to state	4.09% 9
TOTAL	220

Question #18: Which of the following best describes your race/ethnic background? Check all that apply. (optional).

(¿Cuál describe mejor su raza/origen étnico? [Opcional].)



ANSWER CHOICES	RESPONSES
▼ American Indian/Alaska Native	4.63% 10
▼ Asian/Pacific Islander	5.09% 11
▼ Black/African-American	4.63% 10
▼ Hispanic/Latino	46.30% 100
▼ Native Hawaiian/Other	0.00% 0
▼ White/Caucasian	37.04% 80
▼ Other (please specify)	Responses 6.94% 15
Total Respondents: 216	

Question #19: What is your annual household income? (optional).

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



ANSWER CHOICES	RESPONSES
▼ Less than \$25,000	46.51% 100
▼ \$25,000 - \$49,999	20.47% 44
▼ \$50,000 - \$74,999	8.84% 19
▼ \$75,000 or more	5.12% 11
▼ Decline to state	19.07% 41
TOTAL	215

Question #20: Please provide any additional comments on how service can be improved to meet your needs.

(Por favor proporcione comentarios adicionales sobre cómo se puede mejorar el servicio para satisfacer sus necesidades.)

I feel that with increased frequency on some lines, transfers wouldn't feel as bad if a bus were to get delayed or run behind and make it easier to get to destinations
I would like more trash cans, bike service, and more information on schedule and on the bus lines/stops.
Bus for disabled, carts, baskets, suitcases, etc. Bus for regular, no baggage.
Classes for drivers who do not know how to talk to people. No robots here, thank you. Peace!
I feel it would be very beneficial for us to have service between the GCTD Main Office and OTC. Easier for customers to reach us and less stressful for us to send staff down for a rendezvous at OTC. Also, let's please bring back the Rte. 14, which connected Riverpark with Nyeland Acres and used to go right past the GCTD Main Office.
It would be nice if Route 20 was brought back.
These rude kids, lazy people non-disabled taking up front seats. More bus pass outlet locations in Ventura - Like the Mall and City Hall.
Better communication between drivers and passengers. Maybe more drivers that smile and project a positive attitude. So many do! But some don't ☹️
Route 7 bus every weekend to come early back to 7 am start. Please, please.
Urine, urine, urine. Help, help, help. Thank you!
Way too many "fake" service dogs.
Keep being awesome. But also watch out. There's this driver who is racist. He's old and white.
Why kids ride free and seniors don't?
Bus 8 & 17! Yeah!
Detours for construction not well-planned - Drivers don't know where temp. stops are 1st day.
"Ride the bus - Save the Planet" or similar should be added to list of messages on outside of bus!
Good job
Bus takes too long on weekends. Should be every 30 minutes, not 45 minutes.
Sometimes drivers don't lower the bus for me to get on and off the bus. Same goes for back door also.
Bus drivers come at a reasonable time!
Thank you Gold Coast Team. Much appreciated. :)
Better bus stops later buss to Ojai
Drivers need to lessen to the riders about drinking beer on the bus and a person with crabs all over the body
Bus 4054, Line 10. Bus driver was excellent. He looked out for passenger safety.
Need a solution to foul odor/urine soaked passengers. I try to talk to people w/ love. But when is it too much?
Keep up the good work!
Good service, but we need more improvements.
We are not robots. Driver need classes on courteousness. 40 & under need help talking to passengers.
Not fair to allow foul urine odor to invade our space. I know it's not their fault. Solution?
More buses when school gets out at 3:00 pm
Jotham is by far the best bus driver :) and Francisco :)
Please lower the ramp due to handicap and age and my groceries being too heavy to pick up the cart. Nobody in the customer service center when I call on the weekend.
The bus drivers are wonderful. :)
Thank you for bus service and nice drivers.
NO :)

Harbor Blvd needs bus stops! When I lived there, I had to walk 2 miles to the closest bus stop on Seaward & Thompson.
Are you allowed to fall asleep on the bus? One of your drivers said I could.
Takes too long on weekends. Should be 30 minutes.
Great bus service. Good courteous drivers.
Alma is #1!!
Some drivers are rude.
N/A
Today's ride was very warm. A few windows were open, but it would have been nice to have the AC on!
Good job
Need benches at the other bus stops for disabled people who need to sit down.
Route 19 needs more frequency.
Some bus stops have too many people using drugs and drinking. Very dirty.
Customer service never answers the phone. Some drivers are also very rude. However, Alma and Angela are the best drivers you have - very friendly.
Your best and friendly drivers Alma & Angela!!
Need more Rte. 10 buses. Also, need more benches for the elderly with disabilities. Thank you.
There should be more trips for the GCTD Safe Rides.
This place is a joke.
Drivers do not stop close to curbs, even when they could have done so easily.
Yes the best of City Council. Keep up Good Work!
Metal seats, remove. Change to plastic, more sanitary.
Thank You!
The gut wrenching foul odors coming from seats is not fair. Air w/ urine.
The younger amateur drivers need lessons on how to talk & how to treat people. WE ARE NOT ROBOTS.
Drivers are very professional and courteous.
N/A
There should be an option to do tap to pay (Apple Pay/Google Pay) when getting on the bus.
please make a bus route on oxnard blvd 🚶🚶
I take Go Access as I use a walker.
Better connections to Metro link Ventura county only early am and Late PM trains to LA don't cut it . I would wish for a 8 am train to LA and a 2:30 pm return from lax
Na
A mobile app of modern technology will be more appealing
Increase buses to and from Ojai with late departures and late returns in the night and over weekends
Bus stop benches needed all along Santa Clara St...and/or accurate time of bus arrival at stops to avoid long standing times for disabled non-wheelchair bus riders.
Ok
The bus is dirty and stinks like p### on a## and feet.
Maybe put a small Tv on the bus to make the ride better
I appreciate the Gold Coast Transit.
I don't know
More frequent service. Cleanliness at the bus stops.
Could the access bus come to Santa paula?
More ticket outlets in Ventura!
Route #15: could you please cover the ground with more pebbles to keep down the dust when you come to pick me up? Thanks. This is going west at Alvarado & Collins.
Busses arriving every hour for 41 and 42 lines is extremely inconvenient. Every half hour would make transport and connections much more seamless. Additionally, the real time arrivals are not always

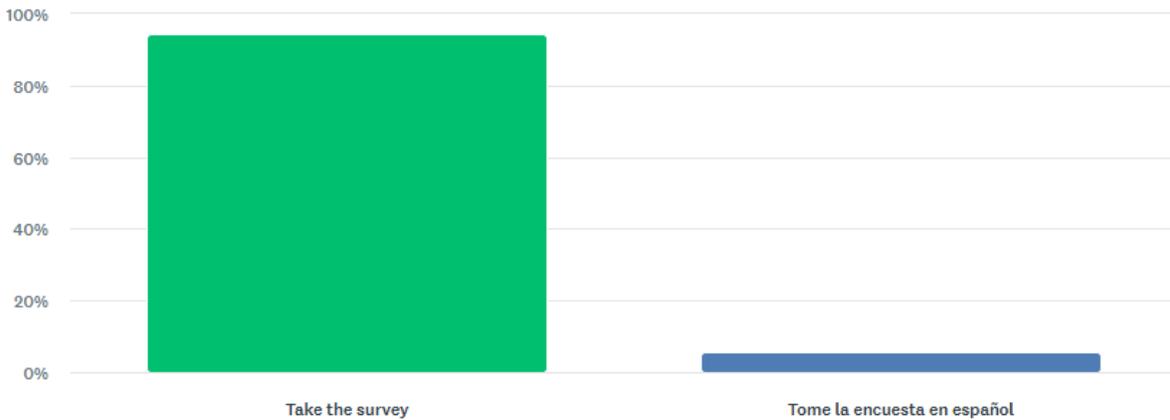
correct and cause me to call for whereabouts on bus locations. Trackers on busses so they can be tracked on Google maps would be helpful.
A way to pull for a stop if you are not seated near the walls of the bus would be nice
Have drivers be more courteous.
2 more evening on the 21 bus. More Route 1s after 6 returns from Ventura between 9:30-10:00pm.
I wish I could go to the harbor safely and there was a bus that goes there.
Your drivers need to focus more on customer service and being polite to other passengers.
Some drivers are not offering the loop where I requested it.
Some drivers need more training in their attitudes
It can be improved by adding more shelter and seats. Also cleanness on the bus stops.
There needs to be a bus stop right on front of Hiroshima road in Ojai in front of the Krotona Institute. It's way too long between stops after the Ojai Vons and Baldwin road.
If you're going to raise prices, you need to make the buses go later and start earlier.
Overcrowding of students is a big no no.
I experience much anxiety navigating the bus with my walker when the bus is very overcrowded.
Clean bus stops nightly.
If you keep raising prices, you need to make the buses run later and start earlier.
Cleaner
From Wells Center-Saticoy to El Rio Oxnard and to Rose and Costco. Make this happen, please bring back this route.
Need more buses
At certain bus stops, especially in retail areas of Oxnard, there are often homeless people living at the stops.
Route on harbor Blvd at Vons shopping center p
I will greatly appreciated if you guys would put the bus stop back on South J Street at Bard Road.
Security at the Pacific View Transit Center and more frequent service for the 10 bus
I think it would be a cool idea to add ebikes or e scooters throughout the city. Where we pay to rent for the times needed. Like how it is in Ventura with the bikes.
Driver attitude needs improvement
Electric Scooters or e bikes could be a nice option / alternate mode of transportation. Sometimes long distance travel isn't needed but reducing travel time is ideal. Car traffic is been a major issue lately. More park and rides can also help potentially reduce traffic.
Some of the drivers need to learn/practice better customer service skills.
Keep bus clean and safe.
Move current stop Rose and Socorro NB to Rose and Cesar Chavez NB for ease of access
More schedule frequencies during the weekends and on time arrivals
Be on time and leave in time so we can get to work on time and not loose our jobs!!!
The cleanliness of the bus should be focused on therefore ensuring more people use it.
Some drivers are very rude. I've seen them yell at customers. I understand that sometimes things can be frustrating but yelling at customers is not ok. Things can be said in a different matter.
Overall, the service is good, but more frequent buses during peak hours would really help. Improving schedule reliability and adding real-time tracking updates through the app would also make commuting easier.
Increased frequency, easier accessed transferring to vctc and clean up the crime at the pacific view mall transferring location!
I would like to see more frequent bus service during peak hours, better real-time tracking of buses via an app, and improved cleanliness and comfort on board. Clearer route signage and more sheltered bus stops would also make using transit easier and more convenient
Well I can't to see you operate in Ventura County.
N/A
Reboot routes 12,14, 22, 20, 9

It is important to me to have public transportation available, affordable and safe.
The drivers need to be more respectful, watch their voice tones towards passengers reflecting their bad days etc.
People playing music on bus is annoying, but I'll live.
Please train the drivers to be more polite!
Excellent
Drivers are very good at what they do, and very courteous.
More routes leading towards Kimball. Stops with beach access.
How are we supposed to make transfers if buses are always late & others are leaving early?
SO thankful for the bus system and appreciate the drivers. Some very special drivers - too many to name!
More kindness in the bus drivers.
My hats off! To Lupe! Best regards. Mr. Humphreys.
No thanks
Please bring back ticket office at the OTC! Much needed!!
Thank you! Jesus loves you!
More solar arrival times at stops. Thank you.
Access has terrible on-time performance
Please add more frequent stops from c st transfer center to Oxnard transit station
Keep up the great work
More shade/shelter at all stops
Gold Coast Transit is the best!
Respetar los horarios
Quisiera que pase el 7 días 8 de la manano por que llo lo usaba para ir a mis o todos los de mingos.
No se manejar. Además, quitaron paradas cerca de mi vivienda.
No.
Ninguno.
Mas limpieza en los autobuses y en las paradas! Por favor!!!
Se que el 17 bus llega al Rio Mesa pero 10:15. ¿Podría ir a Wells Road para poder hacer transbordo y llegar a Santa Paula?
Ninguna me gusta el servicio
Me gustaría más supervisión y seguridad en las paradas
Todo esta bien. Gracias.
Seguridad e higiene
Muy bueno el servicio.
Emplados y mas amigables
No
mejorar

FLEXIBLE SERVICES PASSENGER SURVEY 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 futuras mejoras del transporte público. Esta encuesta toma aproximadamente 10 minutos y todas las respuestas son confidenciales.)



Answer Choices ↓	Percentage ↓	Responses ↓
● Take the survey	94.29%	66
● Tome la encuesta en español	5.71%	4
Total		70

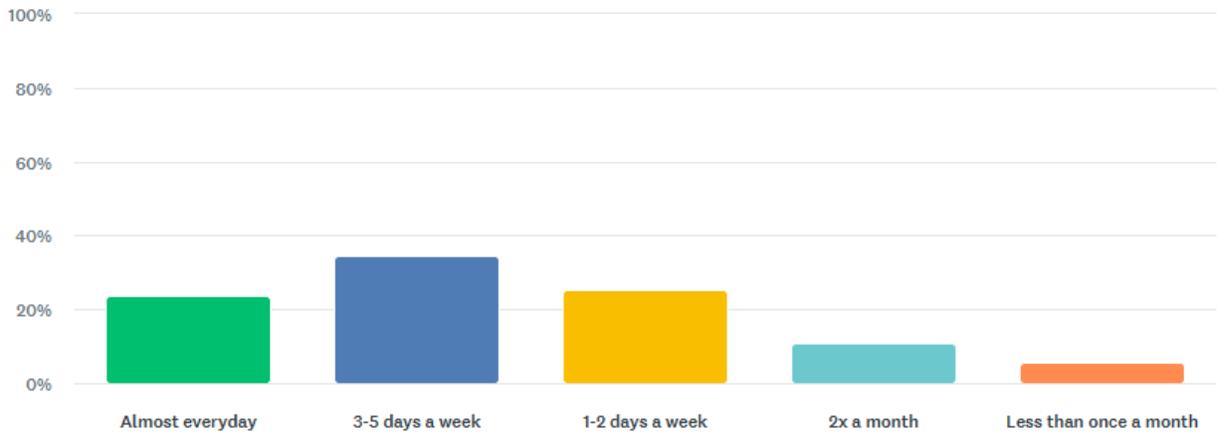
Question #2: How satisfied are you with the following on your ride?

(¿Cuál de estos es más importante para su viaje? 1 - No muy importante. 5 - Muy importante.)

	VERY UNSATISFIED	UNSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
▼ On-Time Arrivals	5.36% 3	3.57% 2	14.29% 8	35.71% 20	41.07% 23	56	4.04
▼ Safety on the Vehicle	1.82% 1	3.64% 2	7.27% 4	16.36% 9	70.91% 39	55	4.51
▼ Cleanliness of the Vehicle	0.00% 0	0.00% 0	9.43% 5	13.21% 7	77.36% 41	53	4.68
▼ Vehicle location updates	5.56% 3	7.41% 4	22.22% 12	24.07% 13	40.74% 22	54	3.87
▼ Customer Service - Reservations	1.82% 1	3.64% 2	7.27% 4	25.45% 14	61.82% 34	55	4.42
▼ Customer Service - Onboard	1.82% 1	0.00% 0	7.27% 4	14.55% 8	76.36% 42	55	4.64
▼ Affordability	0.00% 0	1.82% 1	16.36% 9	25.45% 14	56.36% 31	55	4.36
▼ Length of Trips	5.45% 3	5.45% 3	20.00% 11	25.45% 14	43.64% 24	55	3.96
▼ Timeliness of Pick-Up	3.64% 2	1.82% 1	23.64% 13	36.36% 20	34.55% 19	55	3.96
▼ Timeliness of Drop-Off	3.77% 2	7.55% 4	16.98% 9	28.30% 15	43.40% 23	53	4.00
▼ Ability to Transfer	2.08% 1	0.00% 0	18.75% 9	22.92% 11	56.25% 27	48	4.31

Question #3: How often do you currently ride the bus?

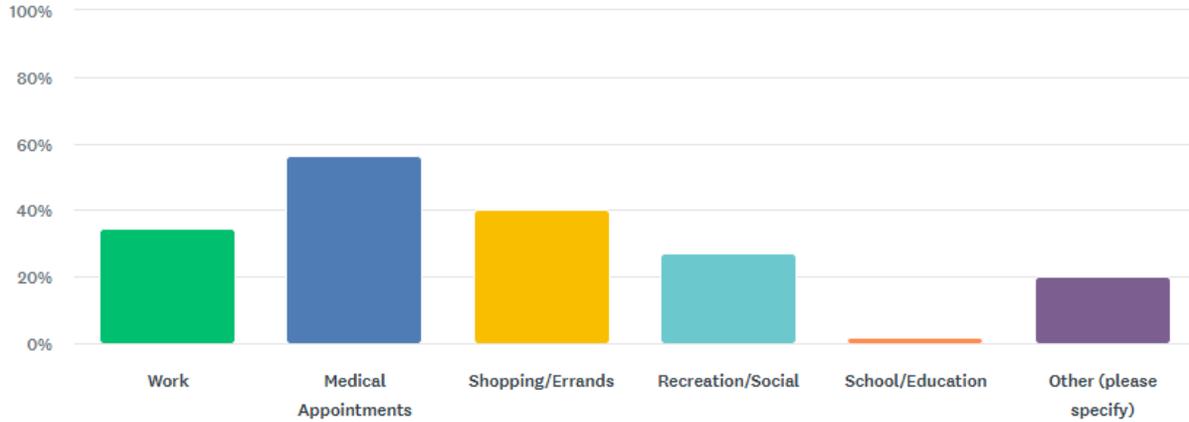
(¿Con qué frecuencia viaja actualmente en autobús?)



Answer Choices ↓	Percentage ↓	Responses ↓
● Almost everyday	23.64%	13
● 3-5 days a week	34.55%	19
● 1-2 days a week	25.45%	14
● 2x a month	10.91%	6
● Less than once a month	5.45%	3
Total		55

Question #4: What types of trips are you normally taking on transit? Select all that apply.

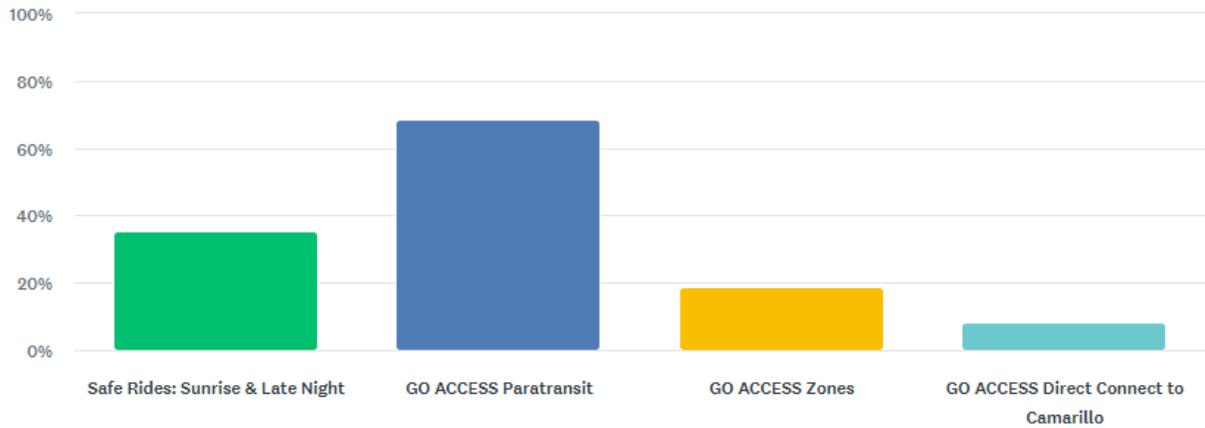
(¿Qué tipo de viajes realiza normalmente en transporte público? (Marque todas las opciones que correspondan).)



Answer Choices ↓	Percentage ↓	Responses ↓
● Work	34.55%	19
● Medical Appointments	56.36%	31
● Shopping/Errands	40.00%	22
● Recreation/Social	27.27%	15
● School/Education	1.82%	1
● Other (please specify) Show responses	20.00%	11
Total		55

Question #5: Which GCTD Flexible Services do you take? (Check all that apply)

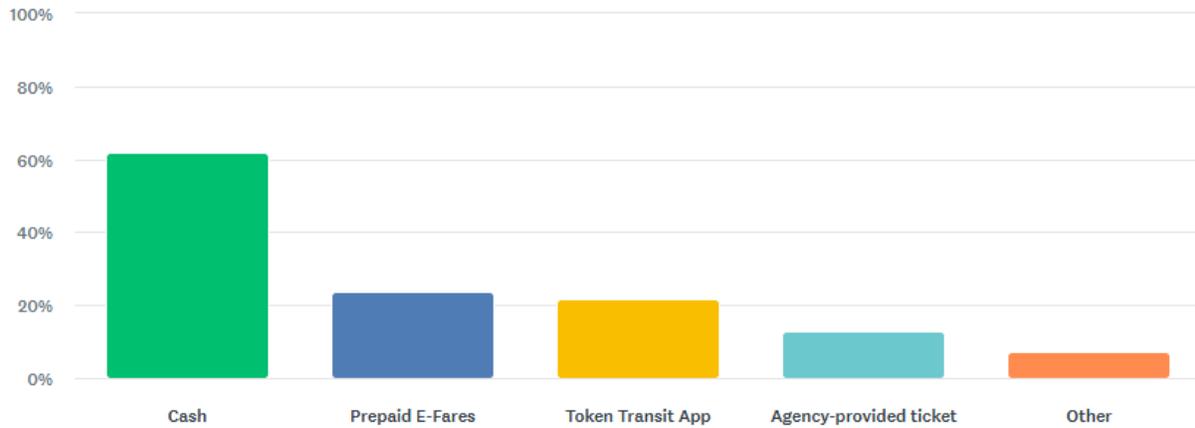
(¿Qué rutas o servicios utiliza? (marque todas las opciones que correspondan).)



Answer Choices ↓	Percentage ↓	Responses ↓
● Safe Rides: Sunrise & Late Night	35.42%	17
● GO ACCESS Paratransit	68.75%	33
● GO ACCESS Zones	18.75%	9
● GO ACCESS Direct Connect to Camarillo	8.33%	4
Total		48

Question #6: How do you usually pay your fare? (Check all that apply)

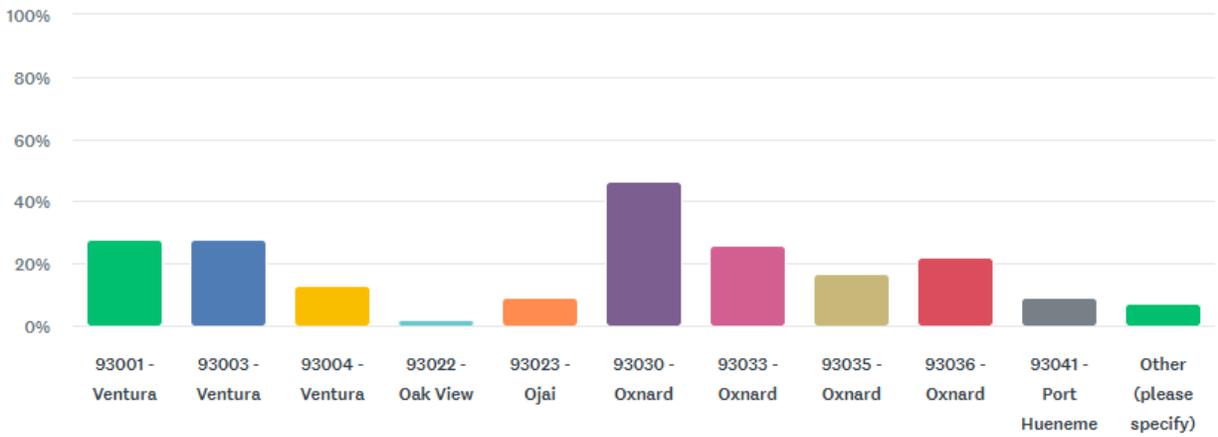
(¿Cómo suele pagar su pasaje? [Seleccione todas opciones correspondan].)



Answer Choices ↓	Percentage ↓	Responses ↓
● Cash	61.82%	34
● Prepaid E-Fares	23.64%	13
● Token Transit App	21.82%	12
● Agency-provided ticket	12.73%	7
● Other Show responses	7.27%	4
Total		55

Question #7: Where do you travel to most frequently?

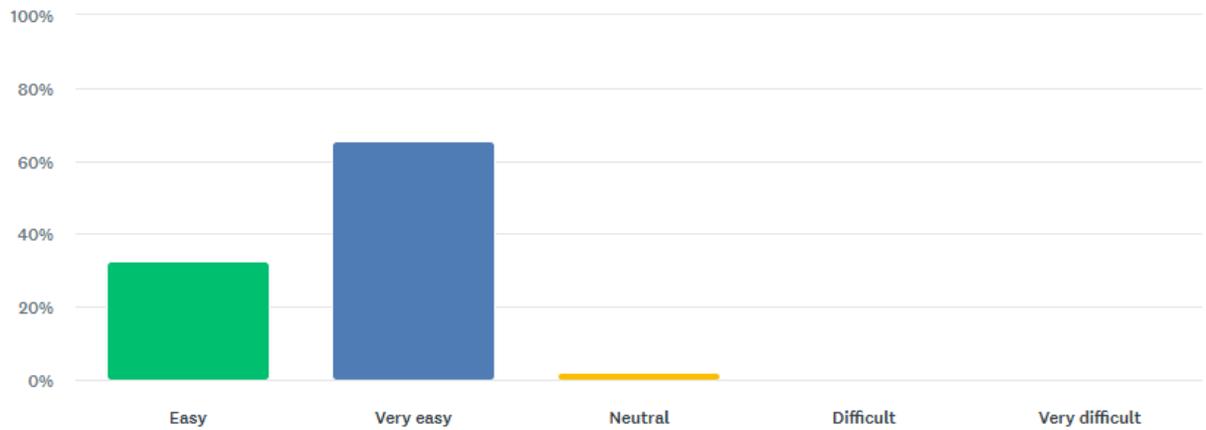
(¿A dónde viaja con más frecuencia?)



Answer Choices ↓	Percentage ↓	Responses ↓
● 93001 - Ventura	27.78%	15
● 93003 - Ventura	27.78%	15
● 93004 - Ventura	12.96%	7
● 93022 - Oak View	1.85%	1
● 93023 - Ojai	9.26%	5
● 93030 - Oxnard	46.30%	25
● 93033 - Oxnard	25.93%	14
● 93035 - Oxnard	16.67%	9
● 93036 - Oxnard	22.22%	12
● 93041 - Port Hueneme	9.26%	5
● Other (please specify) Show responses	7.41%	4
Total		54

Question #8: How easy is it for you to understand and use the service?

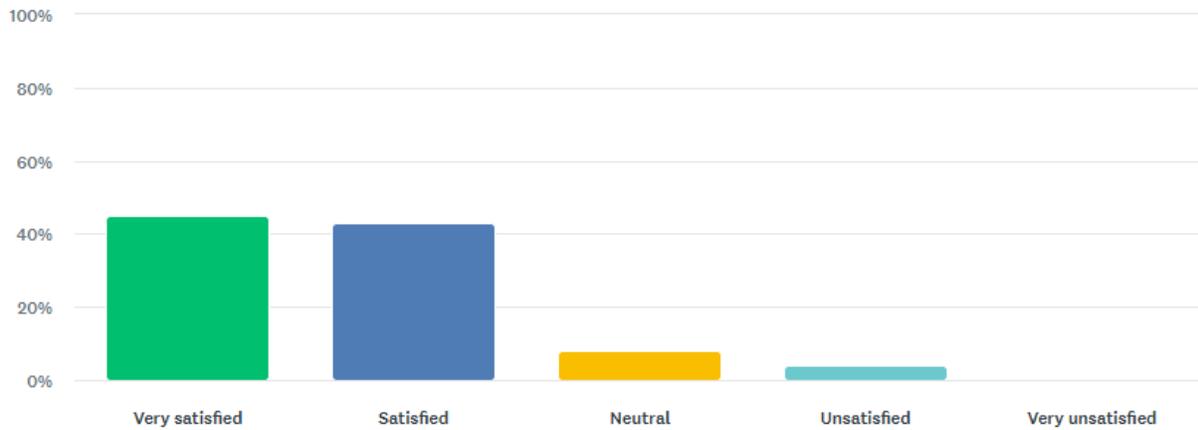
(¿Qué tan fácil es para usted comprender y utilizar el servicio?)



Answer Choices ↓	Percentage ↓	Responses ↓	
● Easy	32.73%	18	...
● Very easy	65.45%	36	...
● Neutral	1.82%	1	...
● Difficult	0%	0	...
● Very difficult	0%	0	...
Total		55	

Question #9: Overall, how satisfied are you with the demand response service?

(En general, ¿qué tan satisfecho está con el servicio basado en reservaciones?)

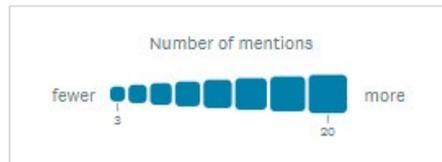


Answer Choices ↓	Percentage ↓	Responses ↓	
● Very satisfied	45.10%	23	...
● Satisfied	43.14%	22	...
● Neutral	7.84%	4	...
● Unsatisfied	3.92%	2	...
● Very unsatisfied	0%	0	...
Total		51	

Question #10: What do you like the most about the service?

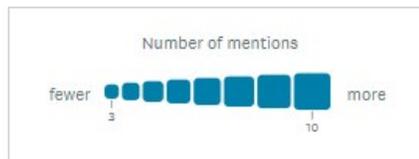
(¿Qué es lo que más le gusta del servicio?)

Professional availability
always drivers door Access
home go
curb service friendly
courteous



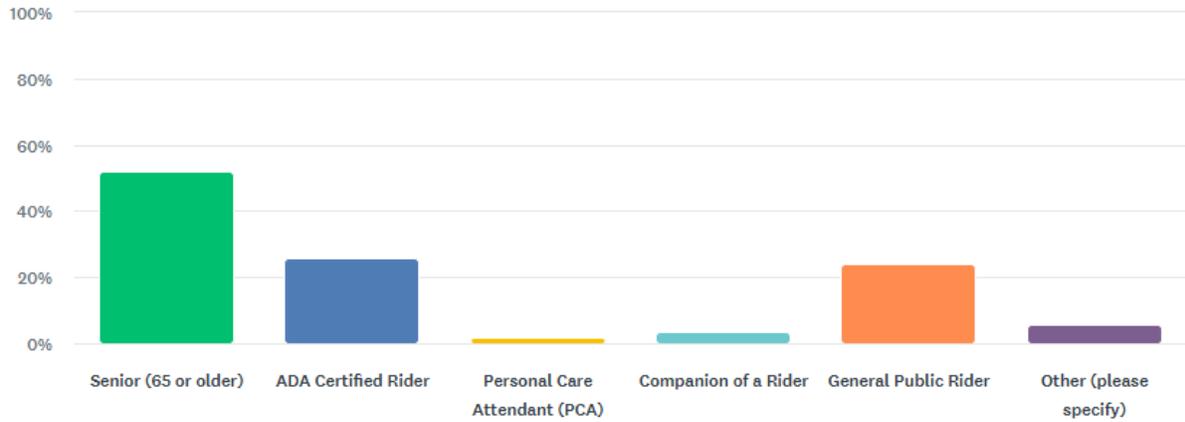
Question #11: What could we do to improve?

(¿Qué podríamos hacer para mejorar?)



Question #12: Which category best describes you?

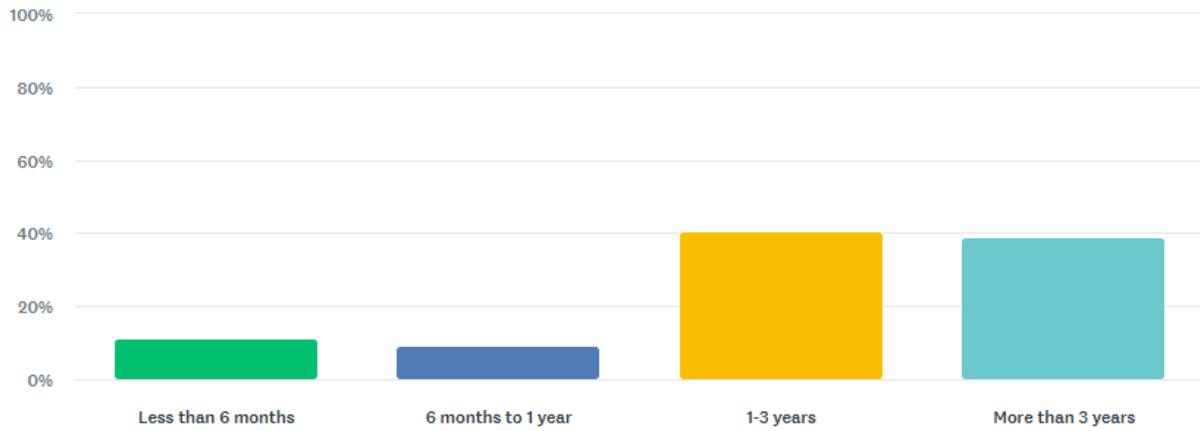
(¿Qué categoría lo describe mejor? (Marque uno).)



Answer Choices ↓	Percentage ↓	Responses ↓	
● Senior (65 or older)	51.85%	28	...
● ADA Certified Rider	25.93%	14	...
● Personal Care Attendant (PCA)	1.85%	1	...
● Companion of a Rider	3.70%	2	...
● General Public Rider	24.07%	13	...
● Other (please specify) Show responses	5.56%	3	...
Total		54	

Question #13: How long have you been using this service?

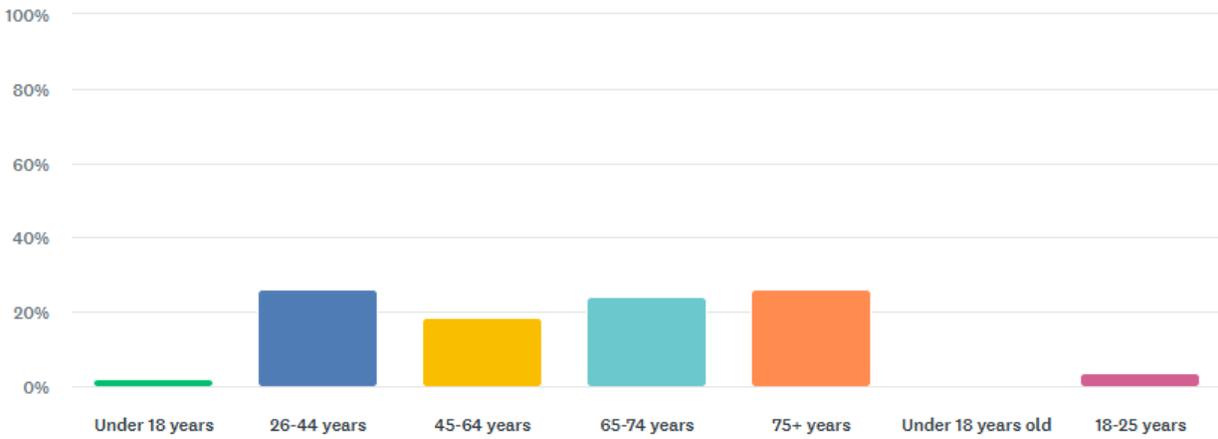
(¿Cuánto tiempo lleva utilizando este servicio?)



Answer Choices ↓	Percentage ↓	Responses ↓	
● Less than 6 months	11.11%	6	...
● 6 months to 1 year	9.26%	5	...
● 1-3 years	40.74%	22	...
● More than 3 years	38.89%	21	...
Total		54	

Question #14: What is your age? (optional)

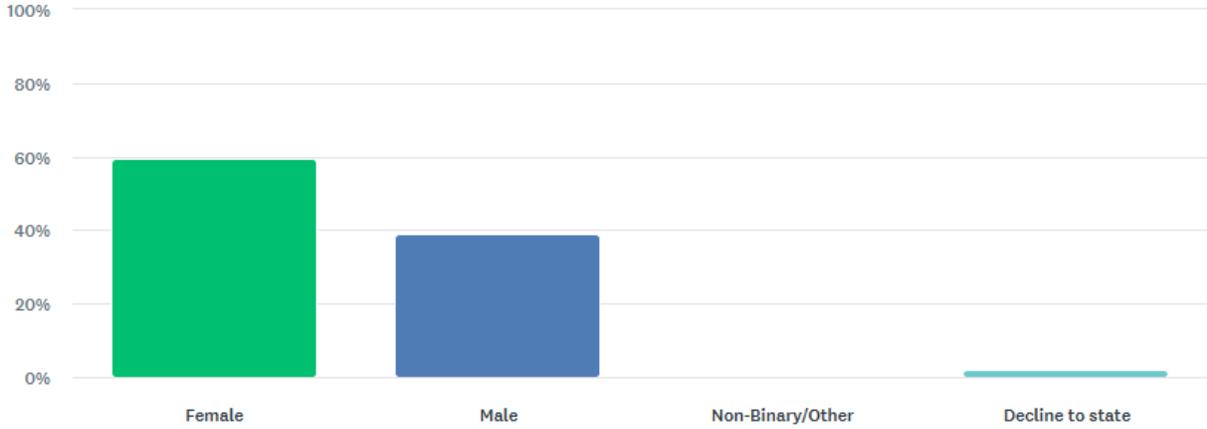
(¿Cuál es su edad? (opcional).)



Answer Choices ↓	Percentage ↓	Responses ↓	
● Under 18 years	1.85%	1	...
● 26-44 years	25.93%	14	...
● 45-64 years	18.52%	10	...
● 65-74 years	24.07%	13	...
● 75+ years	25.93%	14	...
● Under 18 years old	0%	0	...
● 18-25 years	3.70%	2	...
Total		54	

Question #15: What is your gender? (optional)

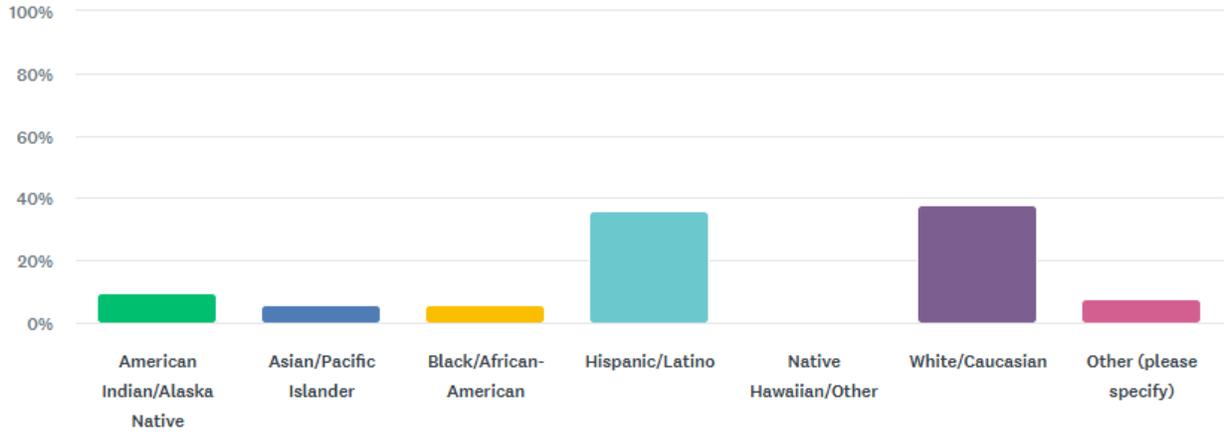
(¿Cual es su genero? [Opcional].)



Answer Choices ↓	Percentage ↓	Responses ↓	
● Female	59.26%	32	...
● Male	38.89%	21	...
● Non-Binary/Other	0%	0	...
● Decline to state	1.85%	1	...
Total		54	

Question #16: Which of the following best describes your race/ethnic background? Check all that apply. (optional)

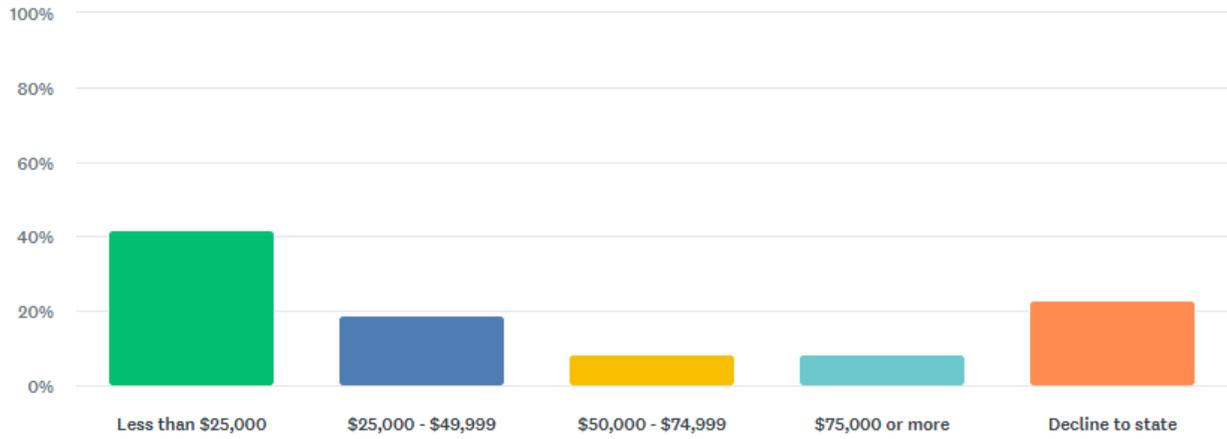
(¿Cuál describe mejor su raza/origen étnico? [Opcional].)



Answer Choices ↓	Percentage ↓	Responses ↓
● American Indian/Alaska Native	9.43%	5
● Asian/Pacific Islander	5.66%	3
● Black/African-American	5.66%	3
● Hispanic/Latino	35.85%	19
● Native Hawaiian/Other	0%	0
● White/Caucasian	37.74%	20
● Other (please specify) Show responses	7.55%	4
Total		53

Question #17: What is your annual household income? (optional)

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



Answer Choices ↓	Percentage ↓	Responses ↓	
● Less than \$25,000	41.67%	20	...
● \$25,000 - \$49,999	18.75%	9	...
● \$50,000 - \$74,999	8.33%	4	...
● \$75,000 or more	8.33%	4	...
● Decline to state	22.92%	11	...
Total		48	

Question #18: Please provide any additional comments on how service can be improved to meet your needs.

(¿Algún otro comentario o inquietud?)

I am so grateful that we have this service, especially Late Night/Sunrise Safe Rides. I think more transit agencies could learn a thing or two from Gold Coast Transit on providing late night service the way we do. I would just like better communication with Dispatch in case things change. For instance, if my train gets delayed, being able to tell Dispatch that I won't be at OTC at the originally-specified time and to expect me later.
Thank you! Without this service, I don't know what I would have, could have done! Thank you!
To see a great smile.
Quiron has great customer service. Love that he plays music. :)
Have dispatchers and call people be on time more to open calls.
I was late to my doctor's appointment by 20 minutes.
Get food for riders!
Trips after 1pm take longer. Certain office (customer service) staff are rude and send you to voicemail instead of finding out when the ride will arrive.
Reduce g-forces on turns. Padded seats. Seat belts that don't cut your neck in half!
Open back the bus ticket office it's more convenient for us seniors than going across town for them. Please.
thank you to all the staff ♥
The late night rides need to go to Fillmore
I have a fractured vertebra. When I have to sit in the back of the bus, it is bumpy and painful. Replace the shocks on the busses when necessary. Thanks!
Expand area of service to Santa Paula
Please add more drivers!! Tired of the long bus trips and late pick-ups!!!
Drivers are very helpful & considerate.
Concern is that no service time or money will be invested in this program, to the detriment oof the single mothers & people struggling who use it.
With other drivers, they do not wait at all, even if they see us and it takes a while to walk.
Oscar is doing a great job! Thank you! -Jose
Oscar Ratino is a ten! Friendly driver.
*Drivers are good! *Please get someone to pick us up on time when there's multiple people to get to. I get out of work at 7:30 pm & wait in the dark alone for an hour sometimes. It's a scary neighborhood.
"Thank God" for Ventura County Access transportation for Seniors, Disabled, ADA riders, accepting care givers!!!
When I call, most dispatchers already know my name and address. But Ruth (whom I've been dealing with since I started using this service) pretends she doesn't know who's calling and rudely demands I give her my name. She didn't have a problem at the beginning.
Mainly just being able to book my rides online and if I could book them not just between the hours of eight and five the day before
Vivo con mi hiya y no trabajo. Gracias.
Mandar tickets gratis.