

GCTD PASSENGER SURVEY

A Community Outreach Tool During COVID - 19
August 2020



GOLD COAST TRANSIT DISTRICT

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INTRODUCTION

Gold Coast Transit District implements service changes biannually (January and July) in effort to continuously improve the services and address customer concerns and feedback. This year, while preparing for the July service changes, the world was struck with a global pandemic, COVID-19. As GCTD navigated those challenges, staff had to develop new ways of communicating the long-planned service adjustments scheduled for July 2020.

In the absence of in-person community outreach traditionally conducted in advance of a service change, GCTD developed an online, bilingual survey. The objectives of the survey were twofold: 1) GCTD needed to present the changes in service and provide riders the opportunity to provide feedback; 2) Faced with the challenges brought on by COVID-19, we wanted to better understand rider concerns. It was important to know what GCTD could do to help them ride confidently, to make them feel safe on board, and what expectations they have of us upon resuming to more regular service.

A complete listing of survey questions and responses are included in the Appendix.

METHODOLOGY

The survey was offered in both English and Spanish and consisted of 21 questions. The online survey was open from June 3, 2020 to July 20, 2020, with links posted on the GCTD website, Facebook, Instagram and Twitter.

In addition to the online survey, Customer Service Center (CSC) staff created a customer contact list made up of customers who have provided their contact information from the last three years. The three team members divided the list of 362 customers and conducted phone surveys with those that agreed to participate. As of this report, CSC staff completed 80 phone surveys, or just over 20% of those called – above the national average for telephone survey participation which is 7%, according to the PEW Research Center.

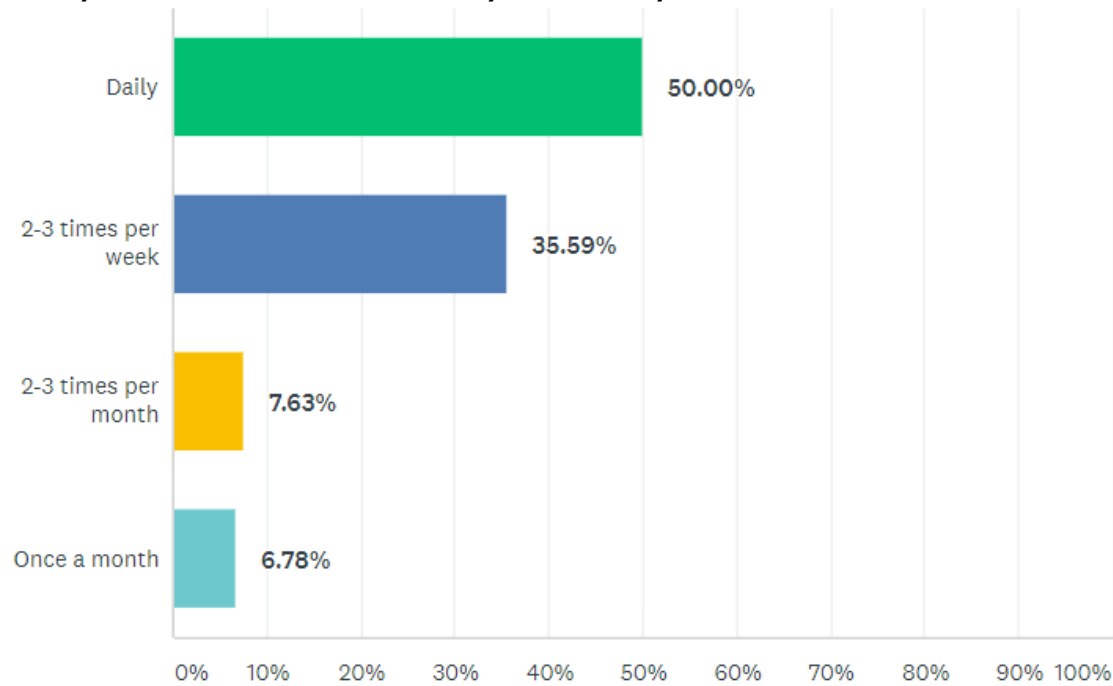
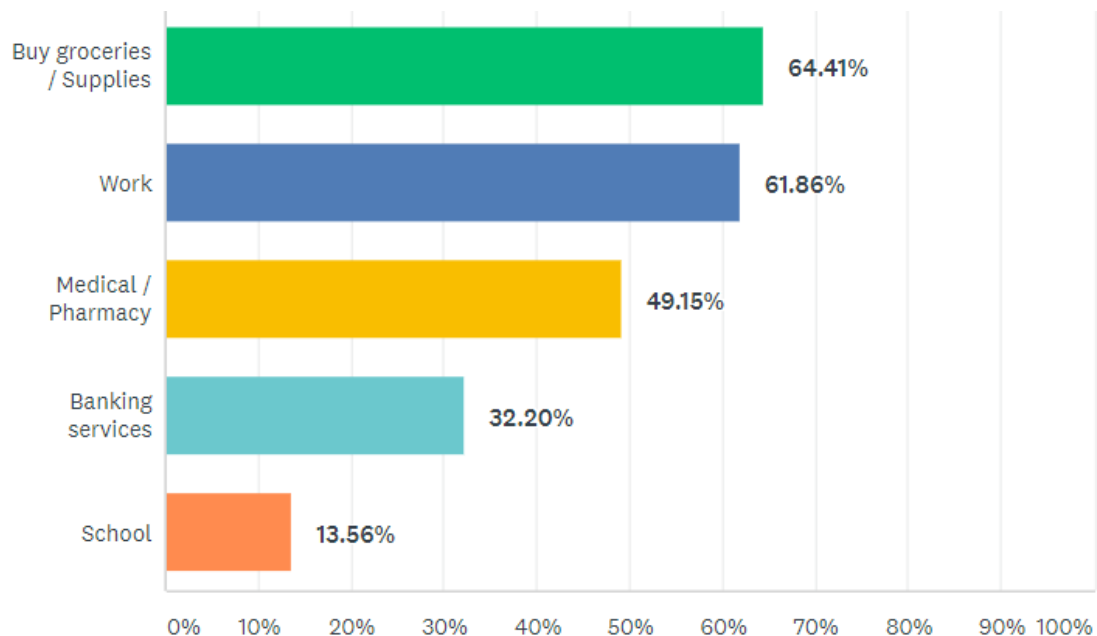
In total, GCTD collected 209 completed surveys.

SELECTED ANALYSIS & RESULTS

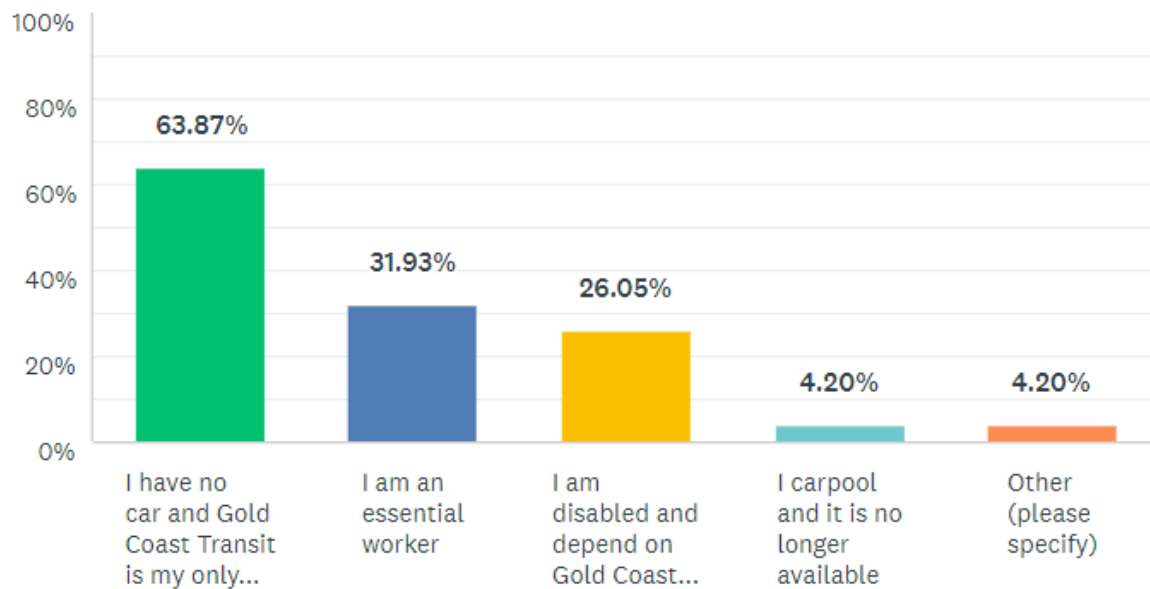
The following analysis is based on select questions that illustrate three main themes: **Passenger Profile, Important Amenities While Riding During COVID** and **Passenger Feedback on the Service Changes**. A complete set of all survey questions and results are included in the Appendix.

PASSENGER PROFILE

GCTD was interested in learning more about riders, including how often they ride, for what purpose, and reasons for using public transit.

Survey Question #3: How often do you currently use Gold Coast Transit?**Survey Question #4: For what purpose do you currently use Gold Coast Transit District? (check all that apply).**

Survey Question #5: Describe your current reason for using Gold Coast Transit. (check all that apply)



ANSWER CHOICES

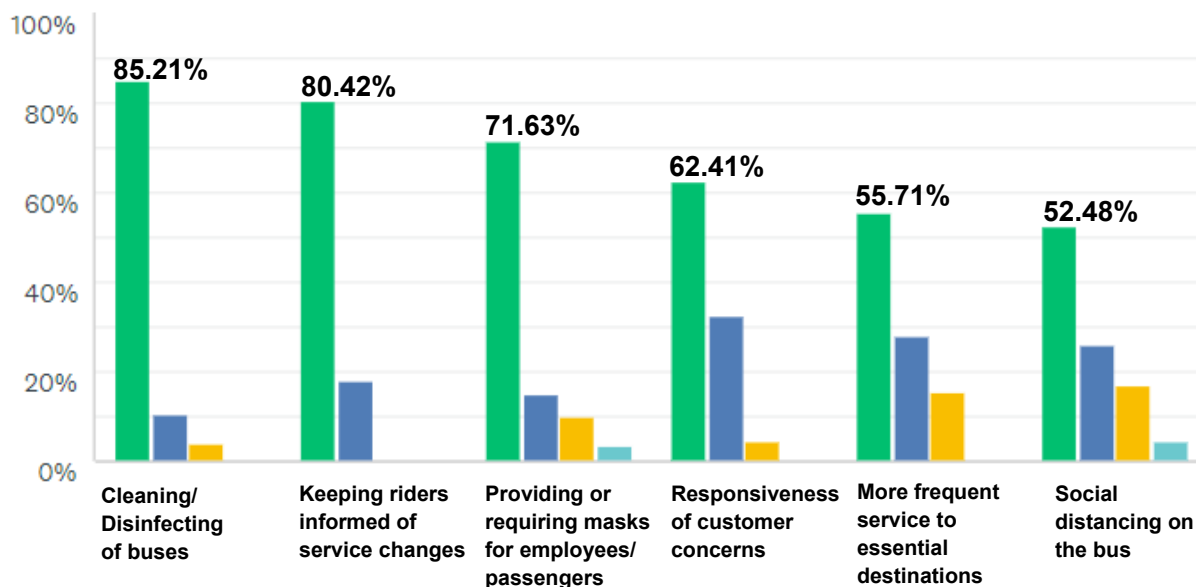
- ▼ I have no car and Gold Coast Transit is my only option
- ▼ I am an essential worker
- ▼ I am disabled and depend on Gold Coast Transit for travel
- ▼ I carpool and it is no longer available
- ▼ Other (please specify)

There are several key takeaways here. We learn that the base of these respondents are transit dependent with few, if any alternatives for travel, and use our fixed-route services on a daily basis. We also learn that they are traveling for essential trips, with the top three answers being buying groceries, going to work, or for medical needs. Additionally, 31.93% answered that they are essential workers. This information is key in understanding and better serving the needs of our passengers.

IMPORTANT AMENITIES WHILE RIDING DURING COVID

Determining the enhancements and amenities needed to increase the safety of all on board is an important step in moving our transit services forward during these challenging times.

Question #14: Rate how important are the following current and future amenities to you when riding a Gold Coast Transit Bus?



Based this information, GCTD will continue to focus its efforts on enhanced cleaning and disinfecting activities, including the hiring of additional staff dedicated to sanitization. Secondly, since Governor's Newsom's mask order in June, masks have been required for employees and passengers and GCTD plans to continue complying with the state's order. Lastly, GCTD staff will continue using both traditional and non-traditional media to communicate all changes as they occur. Information, especially in real time, has been crucial in keeping our riders informed during an every-changing environment.

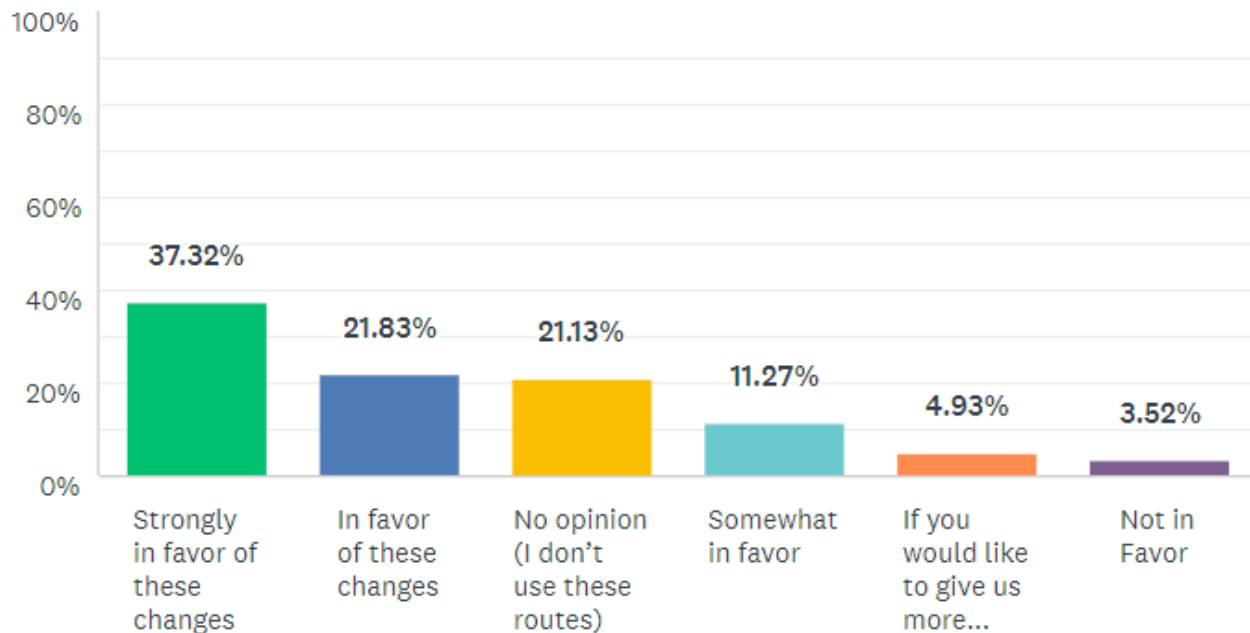
FEEDBACK ON SERVICE CHANGES

Customer feedback helps to inform the process of preparing and planning for GCTD's biannual service changes. That feedback, along with Bus Operator suggestions, and analysis of performance indicators, is reviewed and incorporated in the planning of services and schedules. Throughout the year, GCTD hosts and/or attends several community outreach events to access customer feedback and create public awareness of upcoming changes. These efforts include hosting community meetings, presenting at neighborhood council meetings, attending community events and other such community engagement activities. GCTD began conducting public outreach meetings to promote the planned July 2020 changes in 2019 and had many plans to continue with a public education campaign in 2020 (named "More GO 2020"). However, those plans were halted with the onset of COVID-19 and the county and state's Stay Well At Home orders.

As a result, GCTD added service related questions to this survey to gather feedback.

Question #16: GCTD is planning to make several changes to routes in July. Read the summary of changes below and tell us your opinion on how these changes will affect your use of transit. Planned changes: Adding New Route 23, along Ventura Road (connecting Oxnard College – Port Hueneme – Esplanade – The Collection) · Improve

frequency on Route 17 (along Rose Avenue) to every 30 minutes. · Bus stops consolidated on Route 1 to speed up travel times. · Consolidating Route 3 and 9 and discontinuation of segments on Teakwood and Gisler.



The graph also shows the top two responses being in agreement with the changes, while the third highest response was that they don't use the routes changing – which falls in line particularly with the low ridership numbers on Routes 3 & 9.

CONCLUSION

The analysis of the survey results in the three main areas: **Passenger Profile, Important Amenities While Riding During COVID** and **Passenger Feedback on the Service Changes**, provides a good framework for understanding how to best move forward amid the fears and challenges surrounding COVID-19 in the communities we serve.

We know that we are serving a delicate customer base, consisting of seniors, disabled populations, and essential workers who are mostly dependent riders with no other transportation alternatives. This has reinvigorated GCTD's commitment to provide such a critical public service - public transit, which is a lifeline for so many.

Cleanliness is and will remain a top priority to help our customers feel safe and confident when riding. GCTD has adopted enhanced cleaning measures for its fleet and facilities and is in the process of securing dedicated cleaning staff, as we know maintaining a sanitized and safe space for our riders is a long-term commitment.

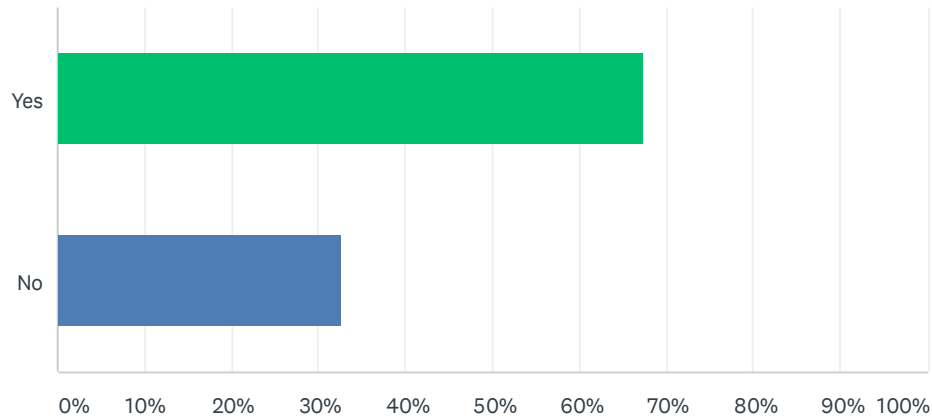
The use of masks or face covering is and will remain a requirement as long as the state's order is in place. To facilitate mask wearing, GCTD provides all employees and customers with masks if they do not have one.

Like so many, it has been often difficult to stay current with the ever-changing dynamic of COVID-19 and county and state orders. However, we have and will continue to make every effort to communicate those to the public, as respondents rated that as very important.

Lastly, the service changes have been in effect for just under a month now and have been very well received. We will continue to take the input received in the survey, especially in the written responses and review them during the planning of the next service change.

Q1 Are you currently using Gold Coast Transit?

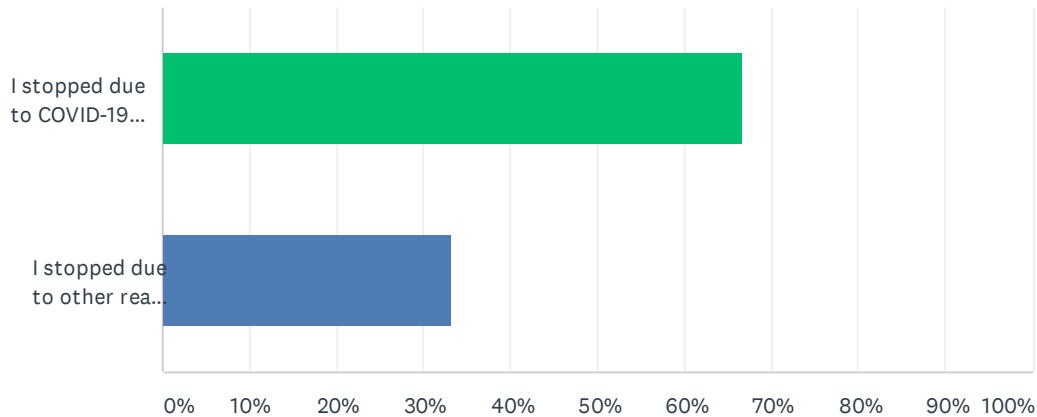
Answered: 187 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	67.38%	126
No	32.62%	61
TOTAL		187

Q2 What is the reason?

Answered: 54 Skipped: 133

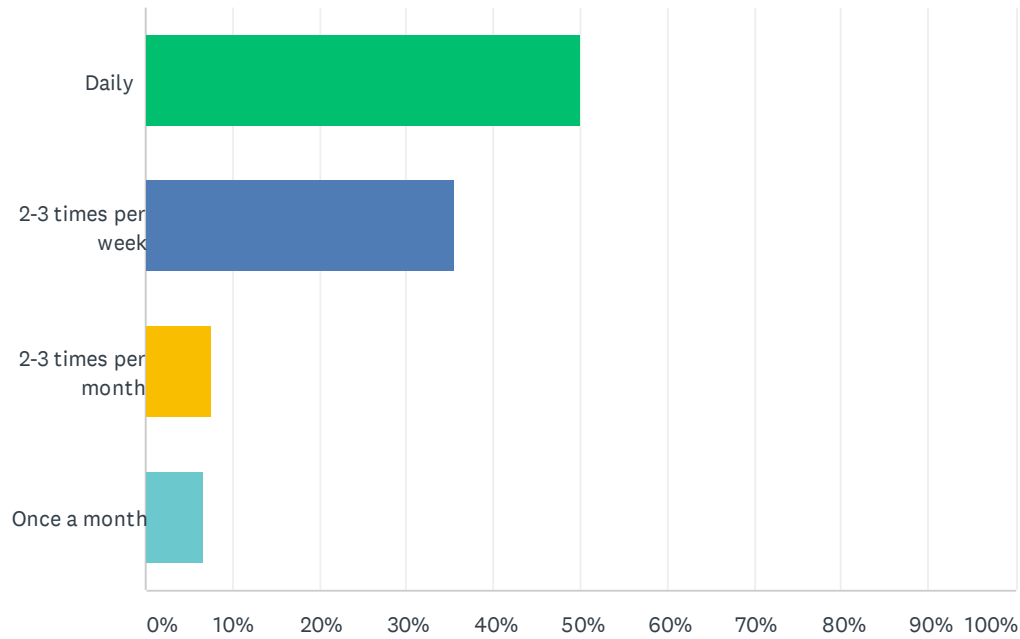


ANSWER CHOICES	RESPONSES	
I stopped due to COVID-19 (Stay Well at Home Order etc.)	66.67%	36
I stopped due to other reason (Describe reason)	33.33%	18
TOTAL		54

#	I STOPPED DUE TO OTHER REASON (DESCRIBE REASON)	DATE
1	I used gctd when I was a student living in Ventura, I don't anymore	6/27/2020 9:13 AM
2	Schedule didn't match my needs.	6/26/2020 4:37 PM
3	new born baby	6/23/2020 12:09 PM
4	have a car	6/22/2020 4:05 PM
5	Because of a driver (rude)	6/22/2020 3:15 PM
6	Purchased a vehicle.	6/17/2020 9:16 AM
7	Purchased a vehicle.	6/16/2020 3:48 PM
8	I live in Santa Barbara	6/15/2020 6:42 PM
9	Commute to OTC to Amtrak.	6/15/2020 2:52 PM
10	Purchased a vehicle.	6/15/2020 11:52 AM
11	Currently had a newborn but would need to be in a car seat to ride.	6/15/2020 10:08 AM
12	I have my own car to get places.	6/12/2020 7:42 PM
13	have a car	6/12/2020 3:06 PM
14	Purchased a vehicle.	6/12/2020 11:06 AM
15	Purchased a vehicle.	6/12/2020 10:50 AM
16	Purchased a vehicle.	6/8/2020 4:33 PM
17	Changed employer. Walking distance.	6/8/2020 3:32 PM
18	Own a car	6/4/2020 5:35 PM

Q3 How often do you currently use Gold Coast Transit?

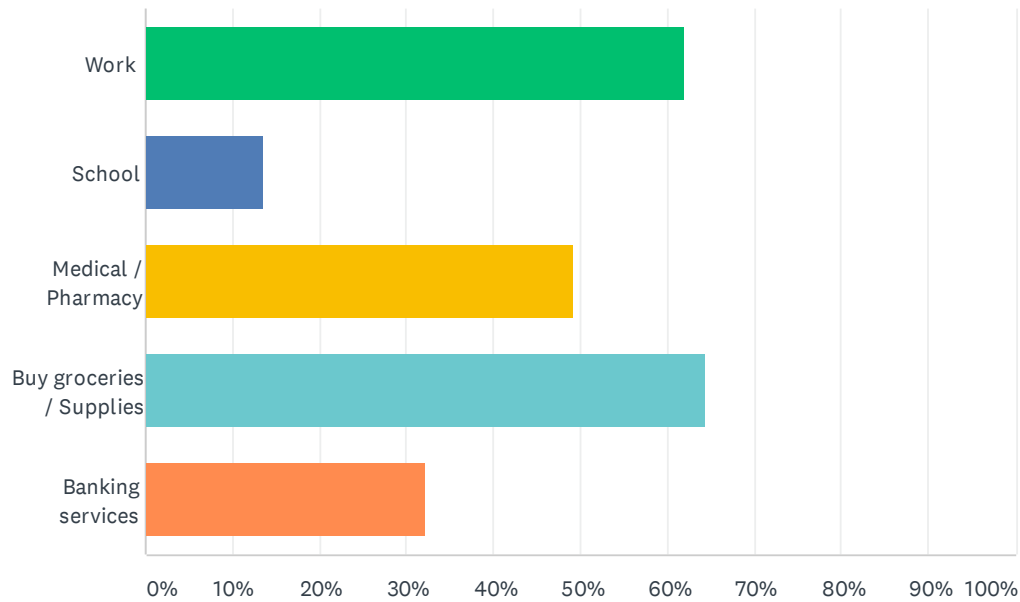
Answered: 118 Skipped: 69



ANSWER CHOICES	RESPONSES	
Daily	50.00%	59
2-3 times per week	35.59%	42
2-3 times per month	7.63%	9
Once a month	6.78%	8
TOTAL		118

Q4 For what purpose do you currently use Gold Coast Transit? (check all that apply)

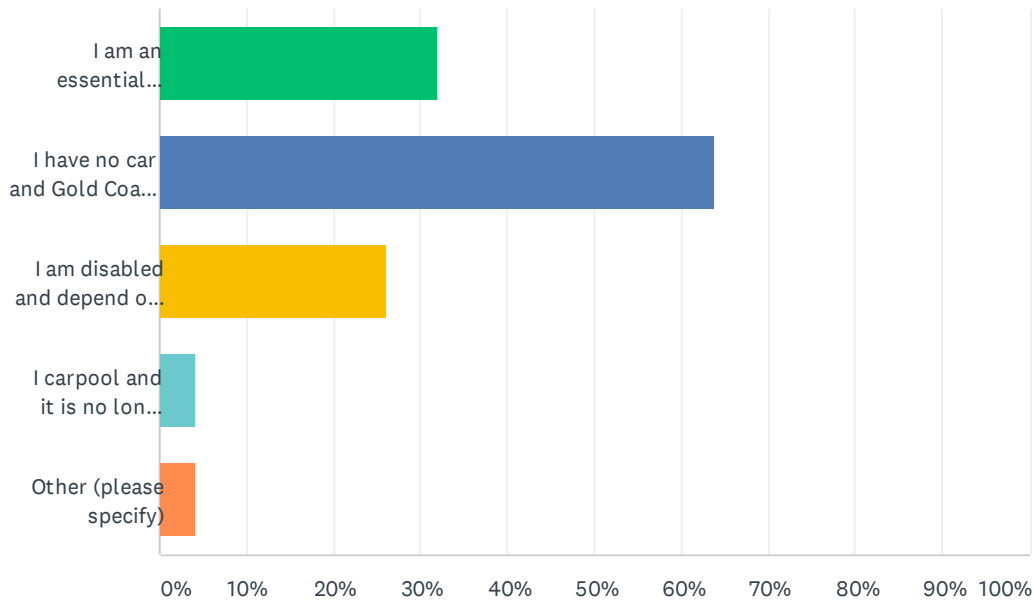
Answered: 118 Skipped: 69



ANSWER CHOICES	RESPONSES	
Work	61.86%	73
School	13.56%	16
Medical / Pharmacy	49.15%	58
Buy groceries / Supplies	64.41%	76
Banking services	32.20%	38
Total Respondents: 118		

Q5 Describe your current reason for using Gold Coast Transit. (check all that apply)

Answered: 119 Skipped: 68

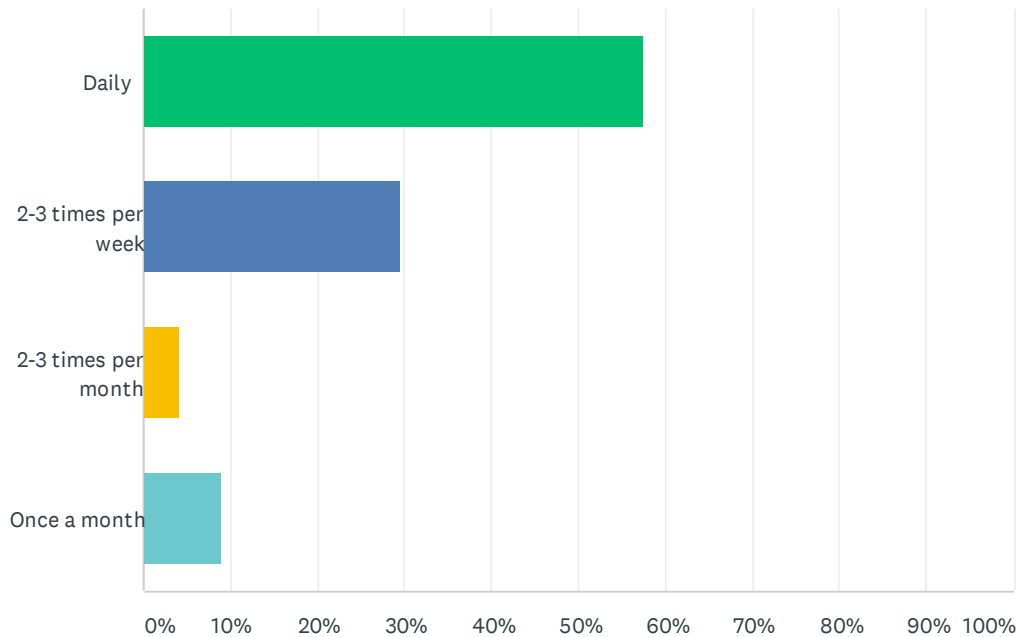


ANSWER CHOICES	RESPONSES	
I am an essential worker	31.93%	38
I have no car and Gold Coast Transit is my only option	63.87%	76
I am disabled and depend on Gold Coast Transit for travel	26.05%	31
I carpool and it is no longer available	4.20%	5
Other (please specify)	4.20%	5
Total Respondents: 119		

#	OTHER (PLEASE SPECIFY)	DATE
1	Student.	6/18/2020 9:35 AM
2	Own a vehicle but prefers to take the bus.	6/10/2020 4:27 PM
3	Student, no DL.	6/8/2020 11:08 AM
4	I don't have a license	6/4/2020 11:06 PM
5	I'm not technically disabled, but I have a bad knee that hurts right now. I am 73 years old.	6/4/2020 5:36 PM

Q6 How often DID you use Gold Coast Transit before COVID-19 / Stay at Home Order?

Answered: 146 Skipped: 41

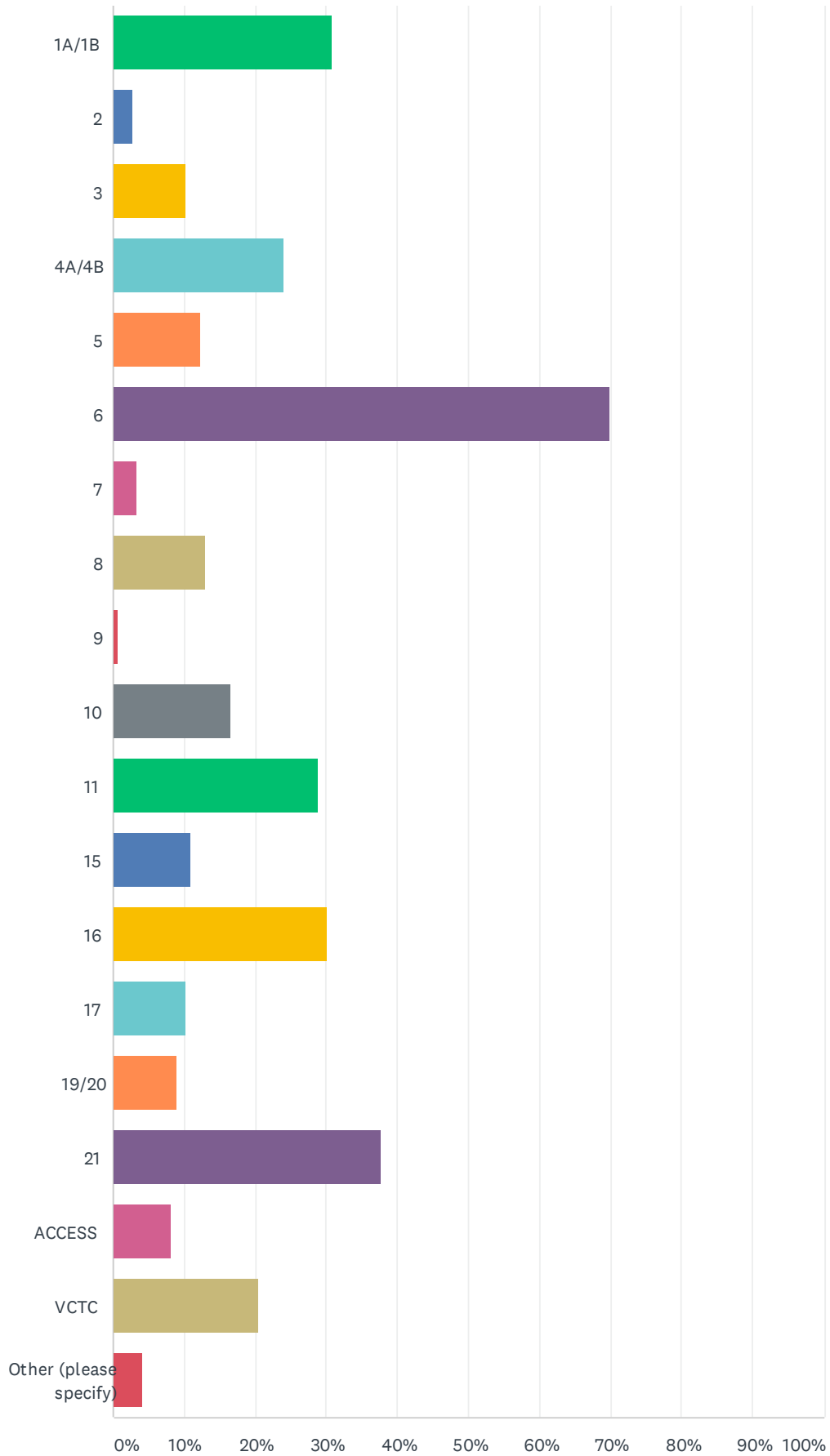


ANSWER CHOICES	RESPONSES	
Daily	57.53%	84
2-3 times per week	29.45%	43
2-3 times per month	4.11%	6
Once a month	8.90%	13
TOTAL		146

Q7 What routes do/did you use? (check all that apply)

Answered: 146 Skipped: 41

GCTD Customer Survey COVID-19 Service



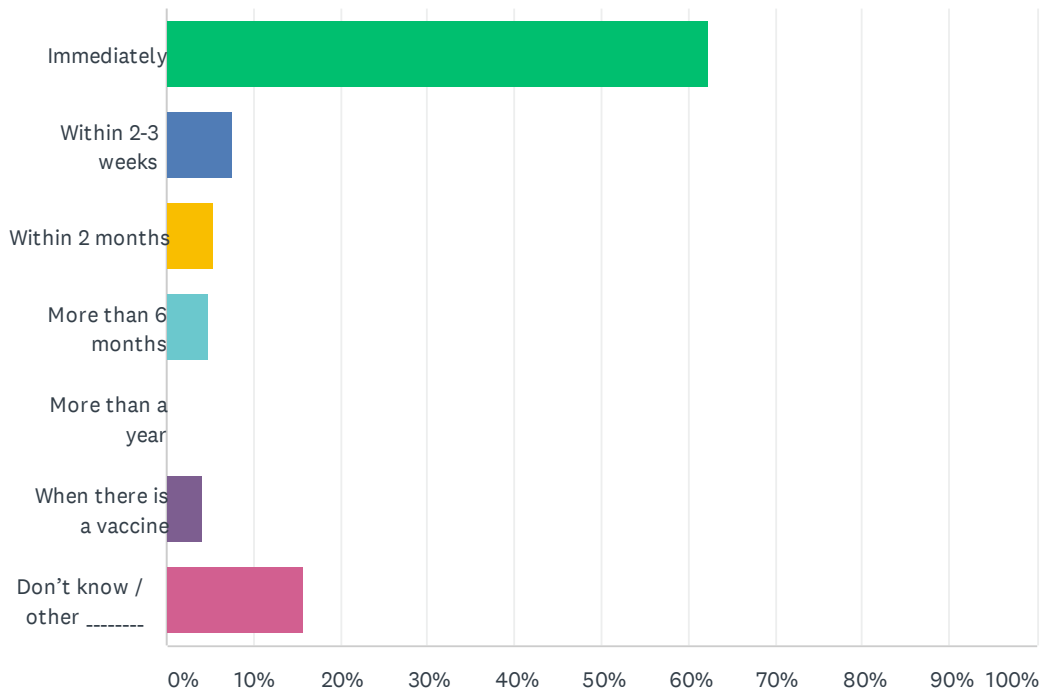
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ANSWER CHOICES	RESPONSES	
1A/1B	30.82%	45
2	2.74%	4
3	10.27%	15
4A/4B	23.97%	35
5	12.33%	18
6	69.86%	102
7	3.42%	5
8	13.01%	19
9	0.68%	1
10	16.44%	24
11	28.77%	42
15	10.96%	16
16	30.14%	44
17	10.27%	15
19/20	8.90%	13
21	37.67%	55
ACCESS	8.22%	12
VCTC	20.55%	30
Other (please specify)	4.11%	6
Total Respondents: 146		

#	OTHER (PLEASE SPECIFY)	DATE
1	I don't remember. I went from Ventura high school to the east end	6/27/2020 9:17 AM
2	Previously took 22 but it was discontinued.	6/15/2020 9:14 AM
3	SBMTD	6/12/2020 2:40 PM
4	Commutes to LA Metro.	6/10/2020 4:43 PM
5	Previously took 22 but it was discontinued, it has prolonged her trips.	6/10/2020 11:22 AM
6	22	6/7/2020 2:13 PM

Q8 When the “Stay Well VC” order is lifted, how soon would you feel comfortable riding Gold Coast Transit buses? (check one)

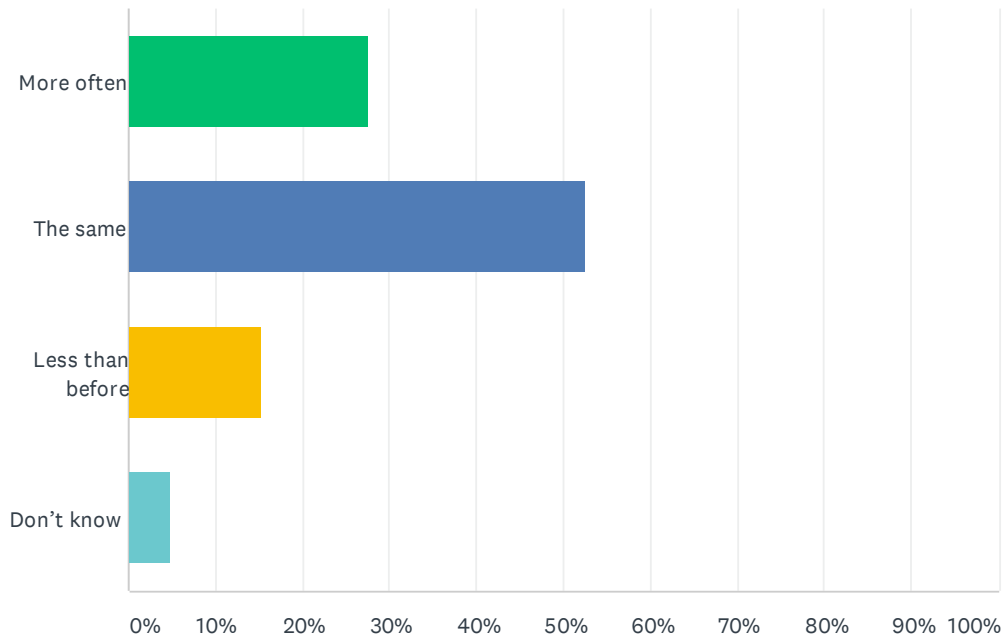
Answered: 146 Skipped: 41



ANSWER CHOICES	RESPONSES	
Immediately	62.33%	91
Within 2-3 weeks	7.53%	11
Within 2 months	5.48%	8
More than 6 months	4.79%	7
More than a year	0.00%	0
When there is a vaccine	4.11%	6
Don't know / other _____	15.75%	23
TOTAL		146

Q9 Would you ride more often, the same, or less than before the “Stay Well VC” order?

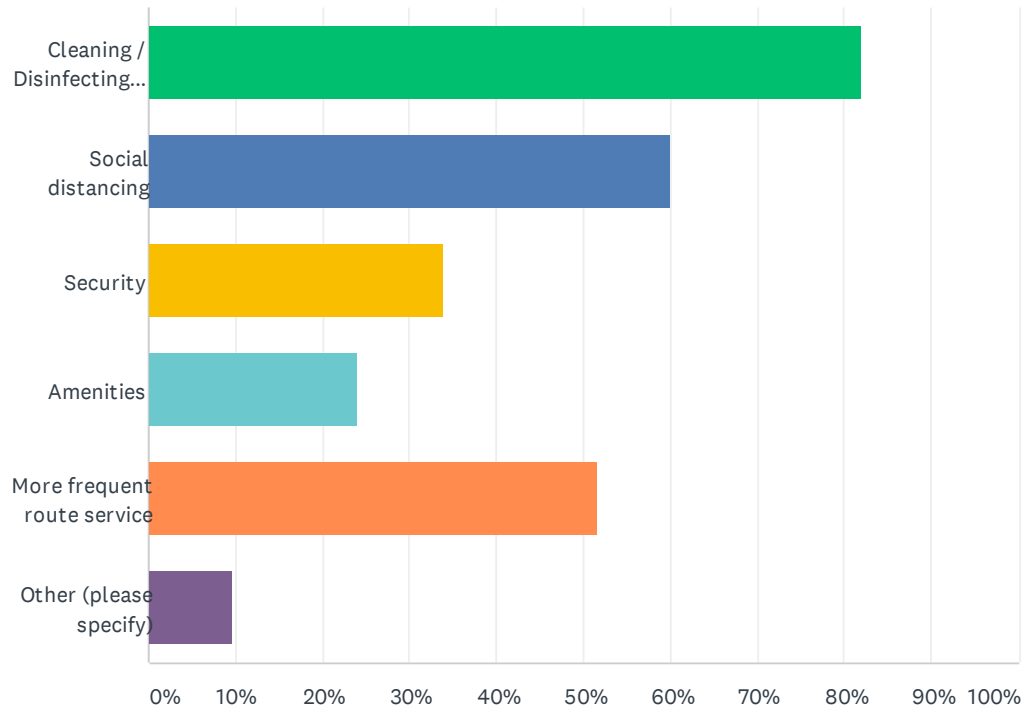
Answered: 145 Skipped: 42



ANSWER CHOICES	RESPONSES	
More often	27.59%	40
The same	52.41%	76
Less than before	15.17%	22
Don't know	4.83%	7
TOTAL		145

Q10 After the stay at home order is lifted, how likely are any of the following improvements to encourage you to ride Gold Coast Transit buses again? (check all that apply)

Answered: 145 Skipped: 42



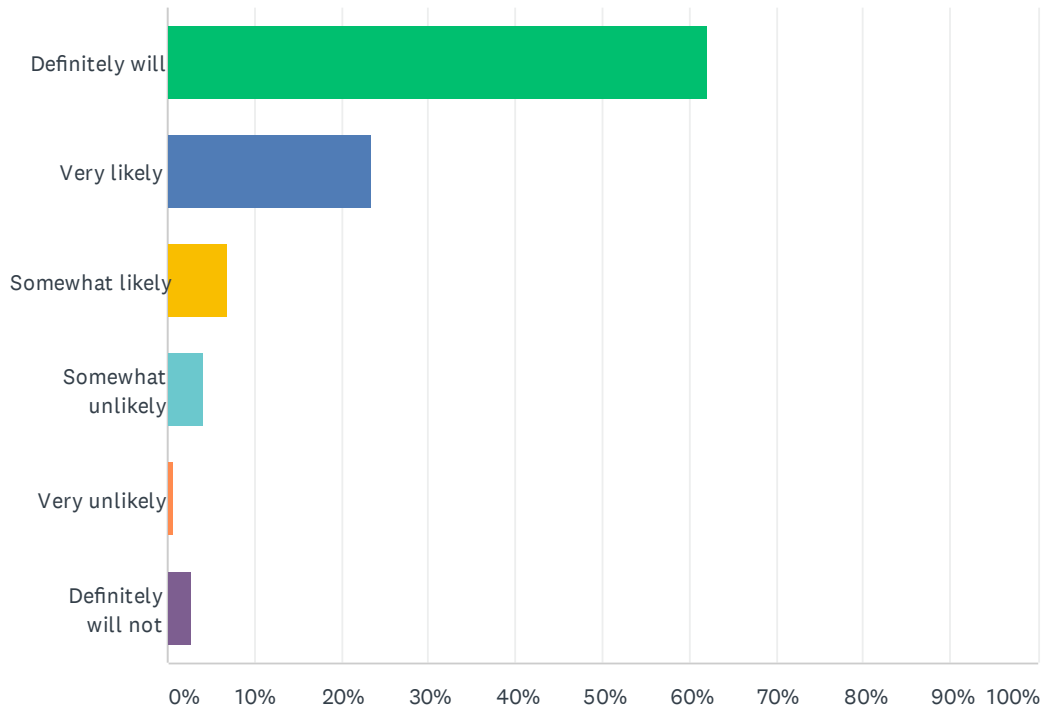
ANSWER CHOICES	RESPONSES	
Cleaning / Disinfecting of buses	82.07%	119
Social distancing	60.00%	87
Security	33.79%	49
Amenities	24.14%	35
More frequent route service	51.72%	75
Other (please specify)	9.66%	14
Total Respondents: 145		

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#	OTHER (PLEASE SPECIFY)	DATE
1	Providing disability access as a priority, instead of favoring wagons and shopping carts	6/24/2020 8:04 PM
2	require passengers wear face masks	6/17/2020 5:50 PM
3	Thorough cleaning.	6/15/2020 9:48 AM
4	All the windows open for ventilation and the air conditioner on (so we are not sweating in our masks).	6/12/2020 4:00 PM
5	No suggestion. Appreciates the service.	6/12/2020 3:09 PM
6	have a car	6/12/2020 3:08 PM
7	Economical...It's Free for now.	6/12/2020 2:40 PM
8	Enforce facial coverings.	6/12/2020 11:21 AM
9	Customer service provided by 3rd % of drivers. Require more training.	6/10/2020 4:43 PM
10	Customer Service provided by driver.	6/10/2020 9:26 AM
11	Homeless passengers.	6/8/2020 4:43 PM
12	Providing masks.	6/8/2020 3:38 PM
13	Great Customer Service	6/8/2020 3:23 PM
14	Monday to Friday schedule	6/4/2020 7:02 PM

Q11 How likely / unlikely are you to ride Gold Coast Transit buses again?

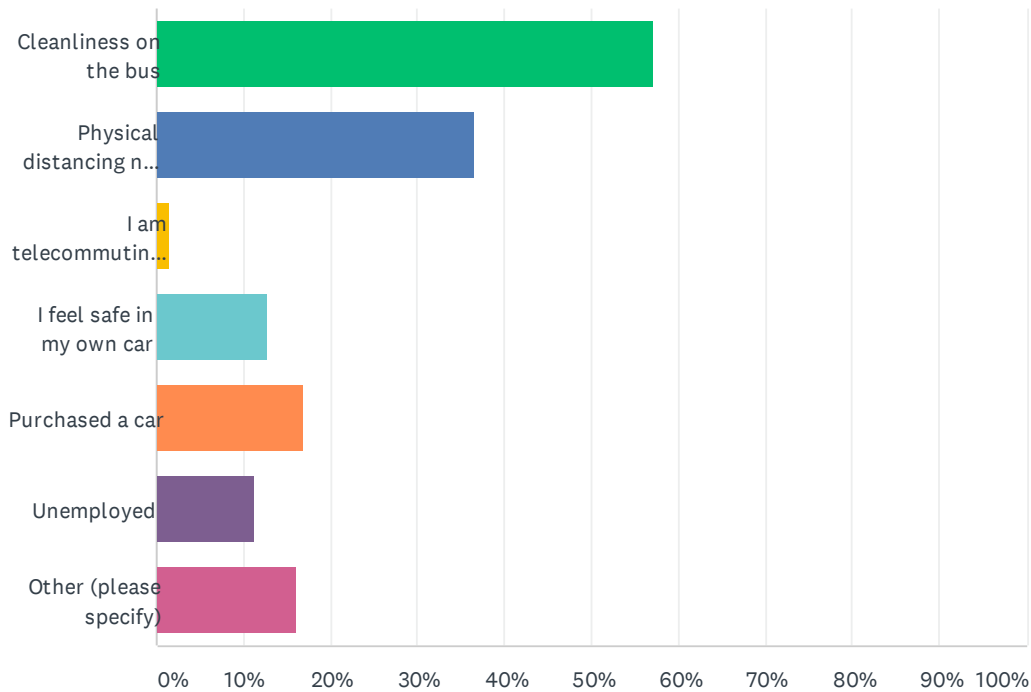
Answered: 145 Skipped: 42



ANSWER CHOICES	RESPONSES	
Definitely will	62.07%	90
Very likely	23.45%	34
Somewhat likely	6.90%	10
Somewhat unlikely	4.14%	6
Very unlikely	0.69%	1
Definitely will not	2.76%	4
TOTAL		145

Q12 What are the primary reasons you would be unlikely to ride Gold Coast Transit buses in the future? (check all that apply)

Answered: 142 Skipped: 45



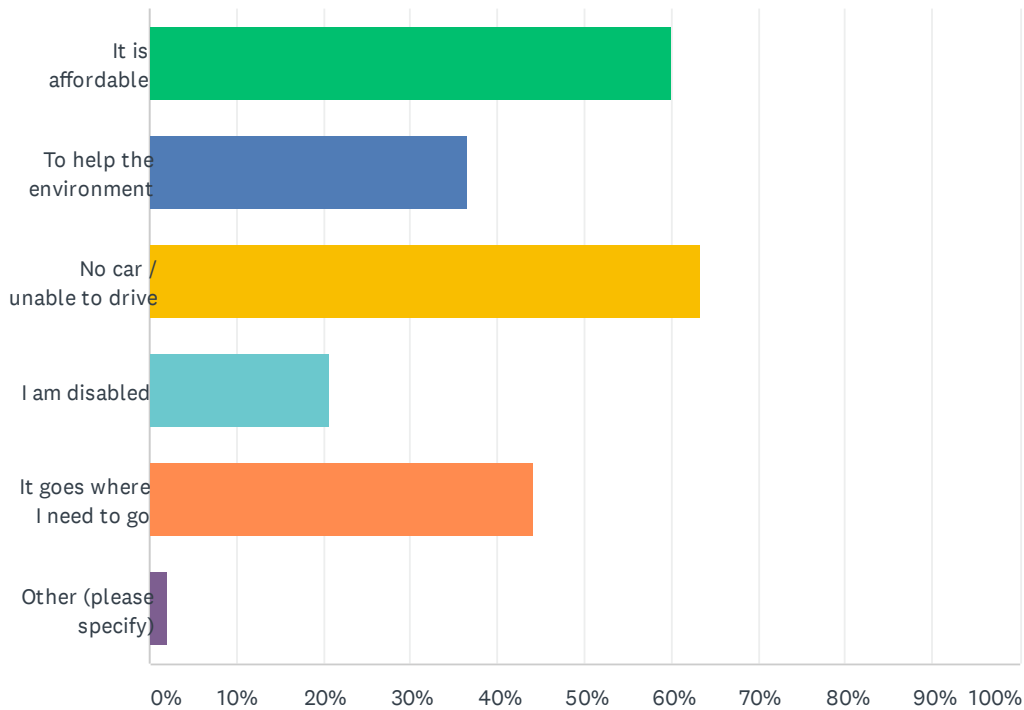
ANSWER CHOICES	RESPONSES	
Cleanliness on the bus	57.04%	81
Physical distancing not possible	36.62%	52
I am telecommuting now	1.41%	2
I feel safe in my own car	12.68%	18
Purchased a car	16.90%	24
Unemployed	11.27%	16
Other (please specify)	16.20%	23
Total Respondents: 142		

GCTD Customer Survey COVID-19 Service

#	OTHER (PLEASE SPECIFY)	DATE
1	To protect my health	6/24/2020 8:04 PM
2	access	6/22/2020 3:17 PM
3	Your buses are never on time your bus drivers don't care about the schedule	6/20/2020 10:00 AM
4	Challenged with overcrowding on buses due to 14 allowed per vehicle.	6/18/2020 2:43 PM
5	passengers don't respect social distancing	6/17/2020 5:50 PM
6	No reason.	6/17/2020 12:38 PM
7	Sees an increase of homelessness on buses due to free rides. He's an essential worker and was not able to ride due to a bus being at full capacity (more than 14 passengers).	6/17/2020 11:42 AM
8	I said I would be likely	6/15/2020 9:09 PM
9	Homeless people	6/15/2020 5:50 PM
10	Commute to LA via Amtrak.	6/15/2020 3:01 PM
11	Security on the bus.	6/15/2020 9:14 AM
12	A fare increase.	6/12/2020 2:40 PM
13	Depend on public transit.	6/11/2020 9:44 AM
14	Customer service, driver attitude requires improvement.	6/10/2020 4:43 PM
15	Route time schedules.	6/10/2020 2:14 PM
16	Has to ride. Depends on GCTD.	6/10/2020 11:22 AM
17	Carpool	6/10/2020 9:26 AM
18	Poor customer service. Rude drivers.	6/8/2020 3:23 PM
19	Safety due to health conditions.	6/8/2020 1:40 PM
20	N/A	6/8/2020 11:46 AM
21	Homeless people	6/4/2020 9:04 PM
22	I said I will definitely ride	6/4/2020 8:13 PM
23	Ruffians	6/4/2020 6:29 PM

Q13 What are the primary reasons you would be most likely to ride Gold Coast Transit buses in the future? (check all that apply)

Answered: 145 Skipped: 42

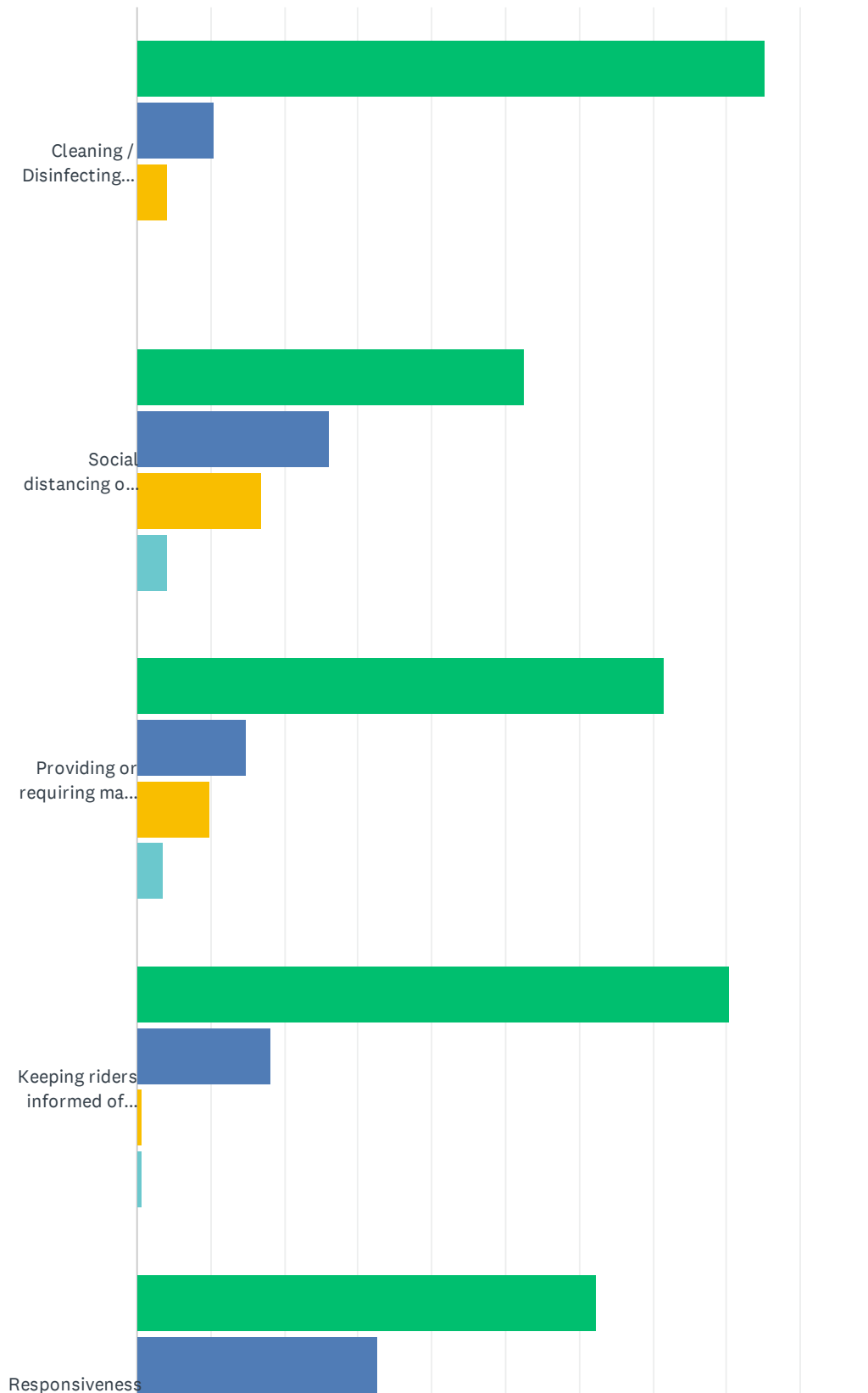


ANSWER CHOICES	RESPONSES	
It is affordable	60.00%	87
To help the environment	36.55%	53
No car / unable to drive	63.45%	92
I am disabled	20.69%	30
It goes where I need to go	44.14%	64
Other (please specify)	2.07%	3
Total Respondents: 145		

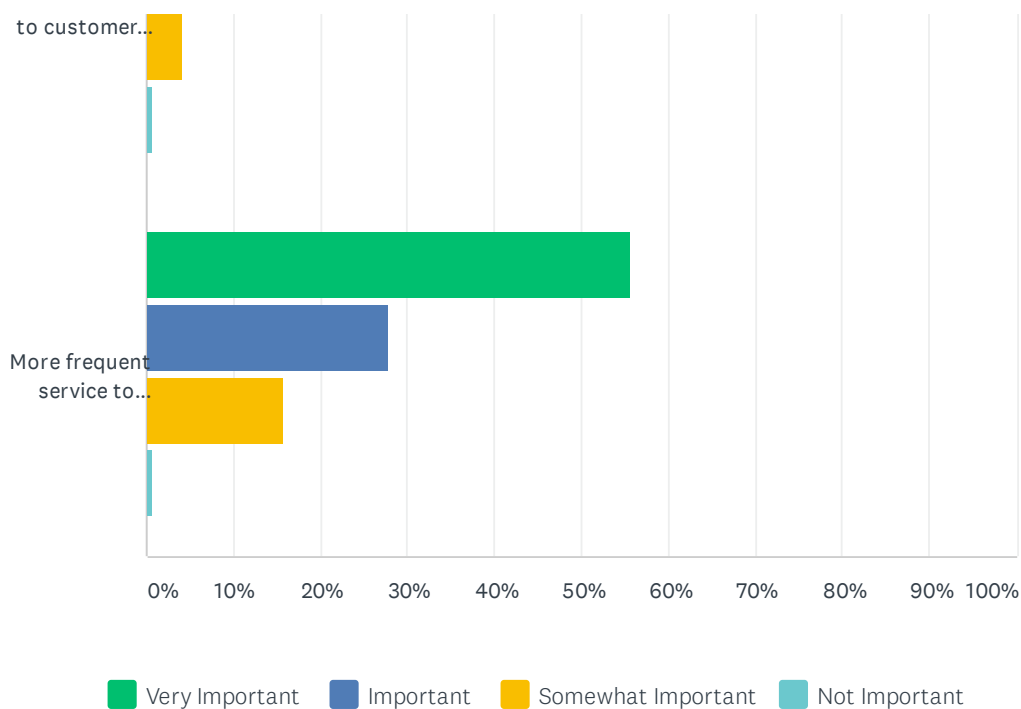
#	OTHER (PLEASE SPECIFY)	DATE
1	Social distancing is very important due to health issues.	6/12/2020 10:57 AM
2	to get to work	6/9/2020 11:54 AM
3	Purchased vehicle.	6/8/2020 4:43 PM

Q14 Rate how important are the following current and future amenities to you when riding a Gold Coast Transit bus? (Rating)

Answered: 143 Skipped: 44



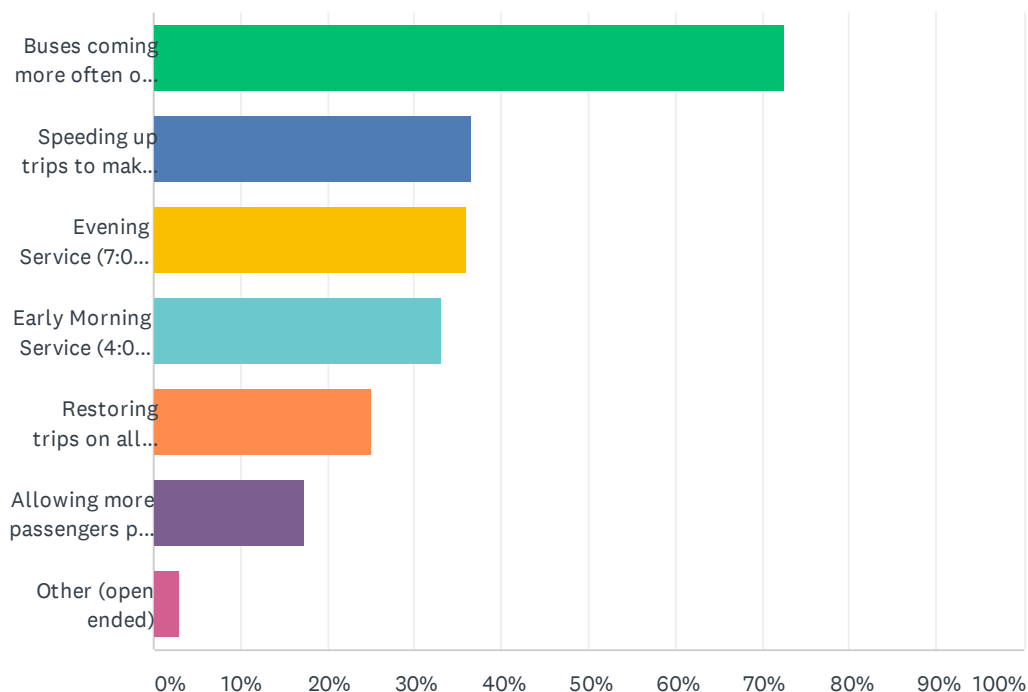
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	VERY IMPORTANT	IMPORTANT	SOMEWHAT IMPORTANT	NOT IMPORTANT	TOTAL	WEIGHTED AVERAGE
Cleaning / Disinfecting of buses	85.21% 121	10.56% 15	4.23% 6	0.00% 0	142	2.81
Social distancing on the bus	52.48% 74	26.24% 37	17.02% 24	4.26% 6	141	2.27
Providing or requiring masks for employees / passengers	71.63% 101	14.89% 21	9.93% 14	3.55% 5	141	2.55
Keeping riders informed of service changes	80.42% 115	18.18% 26	0.70% 1	0.70% 1	143	2.78
Responsiveness to customer concerns	62.41% 88	32.62% 46	4.26% 6	0.71% 1	141	2.57
More frequent service to essential destinations	55.71% 78	27.86% 39	15.71% 22	0.71% 1	140	2.39

Q15 Due to the economic impacts of COVID-19, GCTD will need to prioritize the services we restore first. Which of GCTD service are most important to you? (Pick two)

Answered: 139 Skipped: 48

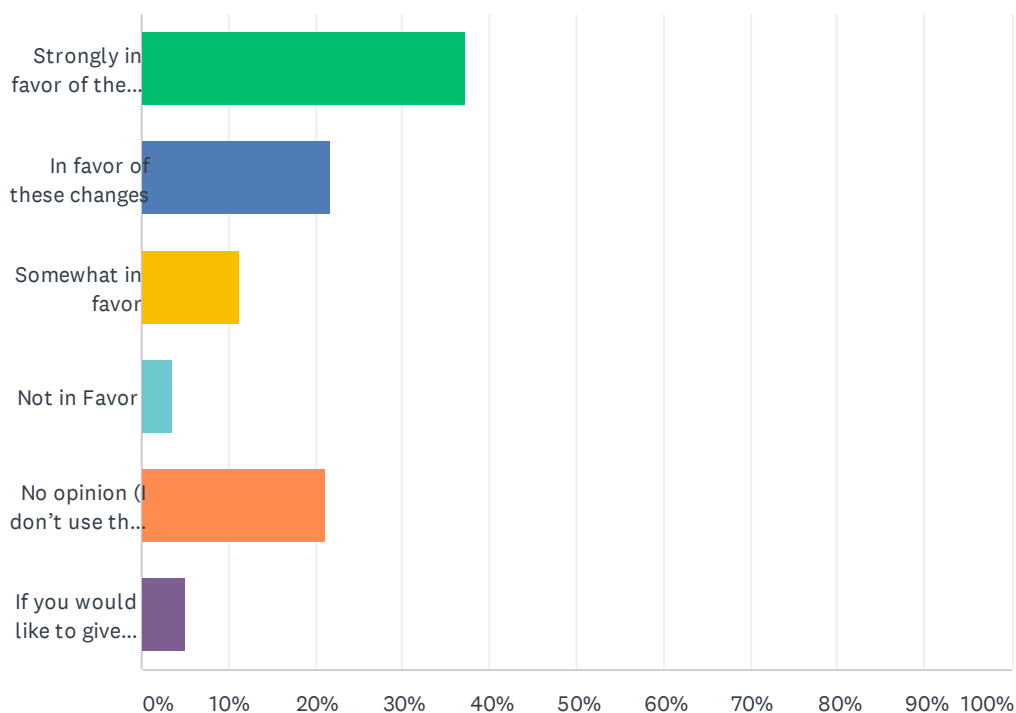


ANSWER CHOICES	RESPONSES	
Buses coming more often on main routes (1, 6, 21, etc.)	72.66%	101
Speeding up trips to make them faster	36.69%	51
Evening Service (7:00 PM - 10:00 PM)	35.97%	50
Early Morning Service (4:00 AM - 7:00 AM)	33.09%	46
Restoring trips on all other local routes	25.18%	35
Allowing more passengers per bus	17.27%	24
Other (open ended)	2.88%	4
Total Respondents: 139		

#	OTHER (OPEN ENDED)	DATE
1	Disabled accesd	6/24/2020 8:04 PM
2	Add accordion busses to busier bus lines	6/12/2020 10:58 PM
3	n/a	6/12/2020 3:08 PM
4	Connecting routes, timely transfers withing routes.	6/11/2020 3:03 PM

Q16 GCTD is planning to make several changes to routes in July. Read the summary of changes below and tell us your opinion on how these changes will affect your use of transit. Planned changes:· Adding New Route 23, along Ventura Road (connecting Oxnard College - Port Hueneme - Esplanade – The Collection) · Improve frequency on Route 17 (along Rose Avenue) to every 30 minutes.· Bus stops consolidated on Route 1 to speed up travel times· Consolidating Route 3 and 9 and discontinuation of segments on Teakwood and Gisler.

Answered: 142 Skipped: 45



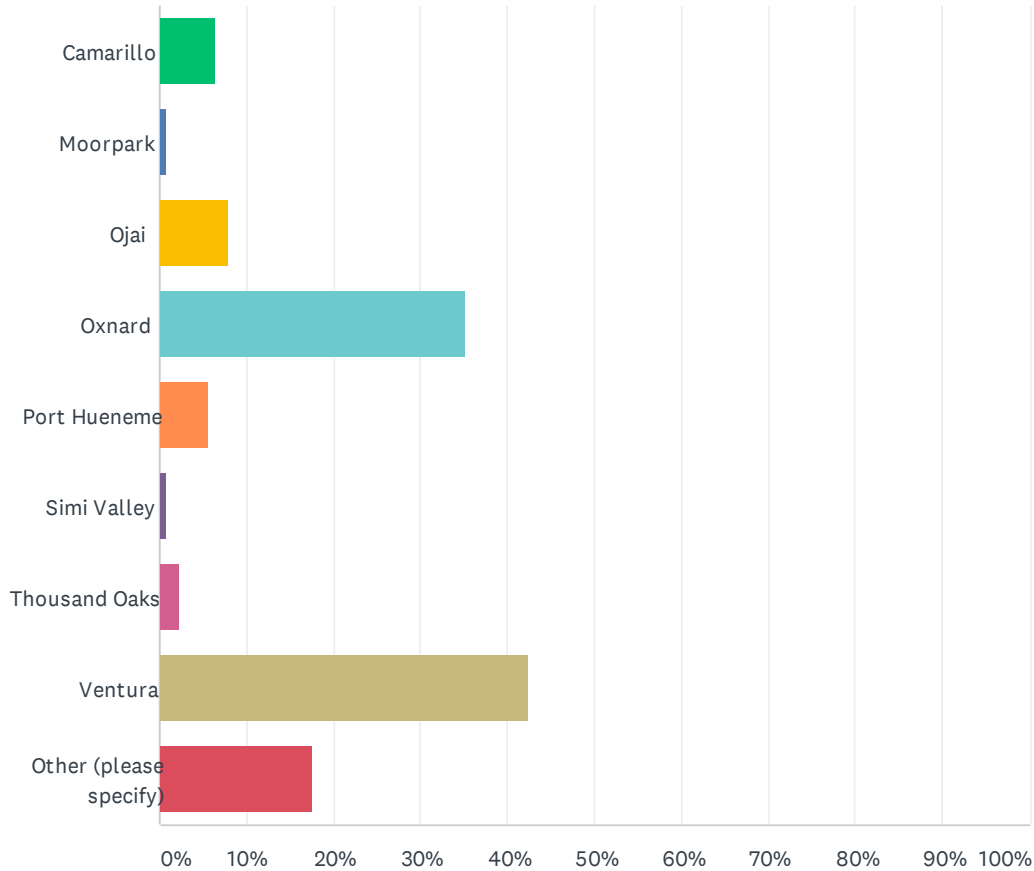
ANSWER CHOICES	RESPONSES	
Strongly in favor of these changes	37.32%	53
In favor of these changes	21.83%	31
Somewhat in favor	11.27%	16
Not in Favor	3.52%	5
No opinion (I don't use these routes)	21.13%	30
If you would like to give us more specific feedback on these changes, please do so here (open ended)	4.93%	7
TOTAL		142

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#	IF YOU WOULD LIKE TO GIVE US MORE SPECIFIC FEEDBACK ON THESE CHANGES, PLEASE DO SO HERE (OPEN ENDED)	DATE
1	Have service on Route 1 shifted onto Saviers Rd instead of the 3. The High Frequency of Route 1 would better serve Saviers Rd, while having Route 3 on C St	6/24/2020 5:48 PM
2	Everything is fine except consolidating the bus stops on Route 1 I am handicapped I cannot walk to and from further than what I am now	6/20/2020 10:00 AM
3	In favor off adding additional rotues but not cutting out routes.	6/15/2020 1:29 PM
4	Improve 17 service stops at Westar/Rose in both directions.	6/10/2020 4:43 PM
5	Agree on new route. Used to ride 17, so like improvements. I also use route 1. Teakwood service should Romain.	6/5/2020 1:06 PM
6	Instead of rerouting the 3 onto Saviers, reroute the 1A/1B onto Saviers instead, and instead have the 3 serve C St. Saviers Rd would be better served with the more frequent service from the 1A/1B, instead of the 3	6/4/2020 5:55 PM
7	Not in favor of the discontinuation of the teakwood segment	6/4/2020 5:41 PM

Q17 In what city do you work? (check all that apply)

Answered: 125 Skipped: 62



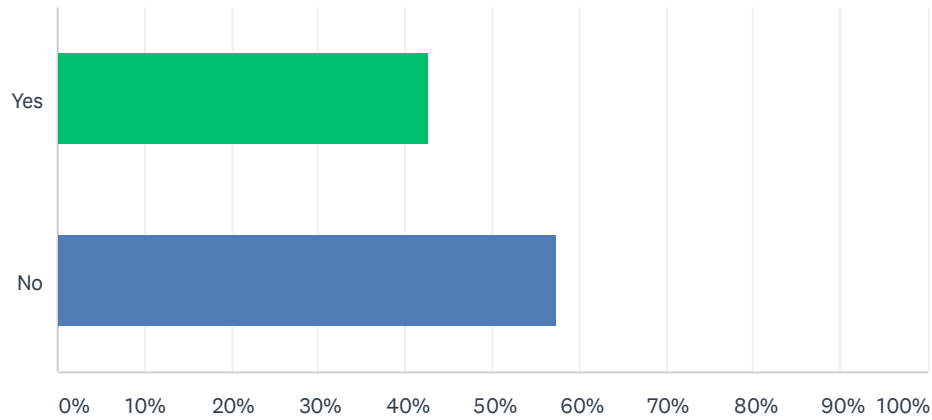
ANSWER CHOICES	RESPONSES	
Camarillo	6.40%	8
Moorpark	0.80%	1
Ojai	8.00%	10
Oxnard	35.20%	44
Port Hueneme	5.60%	7
Simi Valley	0.80%	1
Thousand Oaks	2.40%	3
Ventura	42.40%	53
Other (please specify)	17.60%	22
Total Respondents: 125		

GCTD Customer Survey COVID-19 Service

#	OTHER (PLEASE SPECIFY)	DATE
1	disabled	7/20/2020 6:10 AM
2	Student/Participant @ "The Arc" of Ventura County/Ventura Adult Ed.	7/2/2020 4:26 PM
3	Disabled	6/24/2020 8:05 PM
4	do not work	6/23/2020 12:14 PM
5	do not work	6/23/2020 11:41 AM
6	not working	6/23/2020 11:40 AM
7	disabled	6/22/2020 4:12 PM
8	disabled	6/22/2020 4:02 PM
9	disabled	6/22/2020 3:18 PM
10	disabled	6/22/2020 3:08 PM
11	disabled	6/22/2020 1:56 PM
12	I do not work I am disabled	6/20/2020 10:00 AM
13	montecito	6/18/2020 3:25 PM
14	Don't work	6/13/2020 7:02 AM
15	disabled	6/12/2020 2:59 PM
16	declined	6/12/2020 2:41 PM
17	disabled	6/12/2020 2:03 PM
18	disabled	6/12/2020 1:45 PM
19	Retired 1 week ago.	6/12/2020 9:57 AM
20	Santa Barbara	6/11/2020 4:24 PM
21	Student, not currently working.	6/11/2020 11:04 AM
22	Unemployed.	6/11/2020 9:45 AM

Q18 Are you an essential worker?

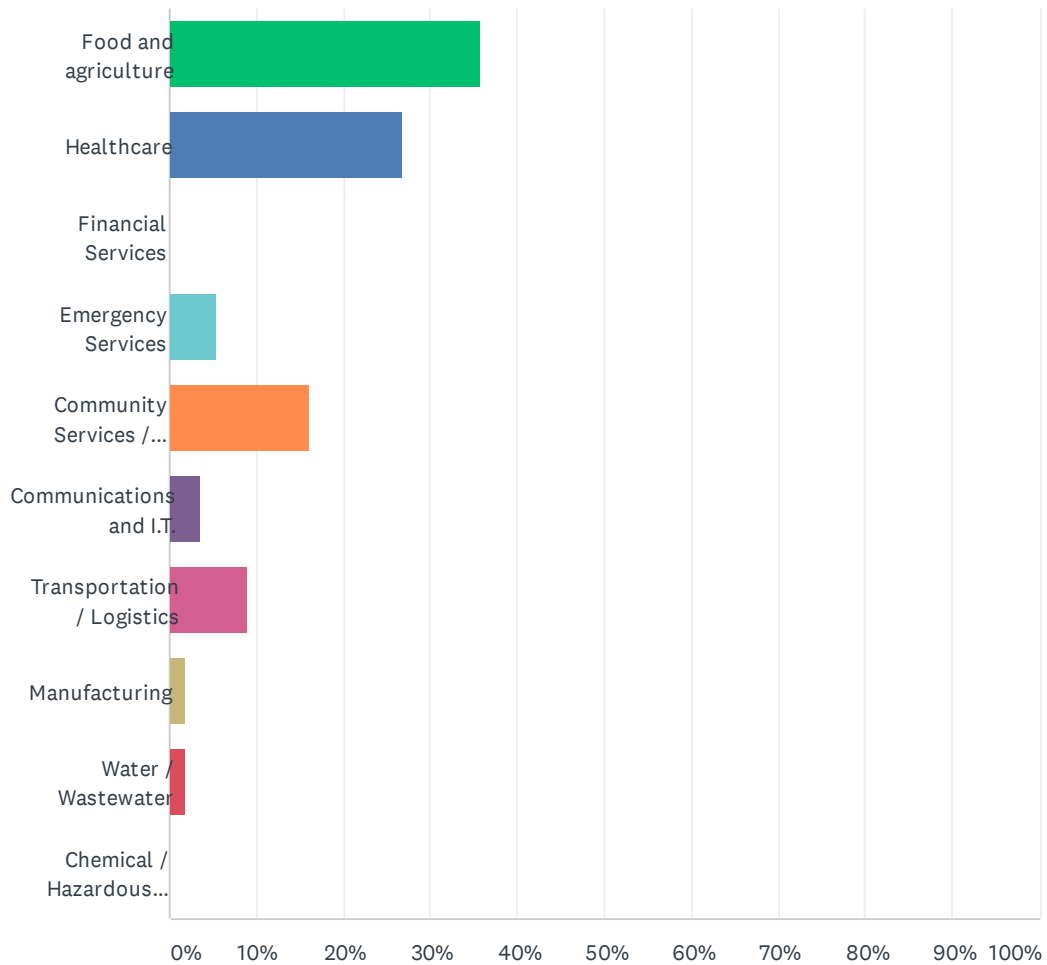
Answered: 138 Skipped: 49



ANSWER CHOICES	RESPONSES	
Yes	42.75%	59
No	57.25%	79
TOTAL		138

Q19 You informed us that you ride Gold Coast Transit as an essential worker. In what critical job are you employed?

Answered: 56 Skipped: 131

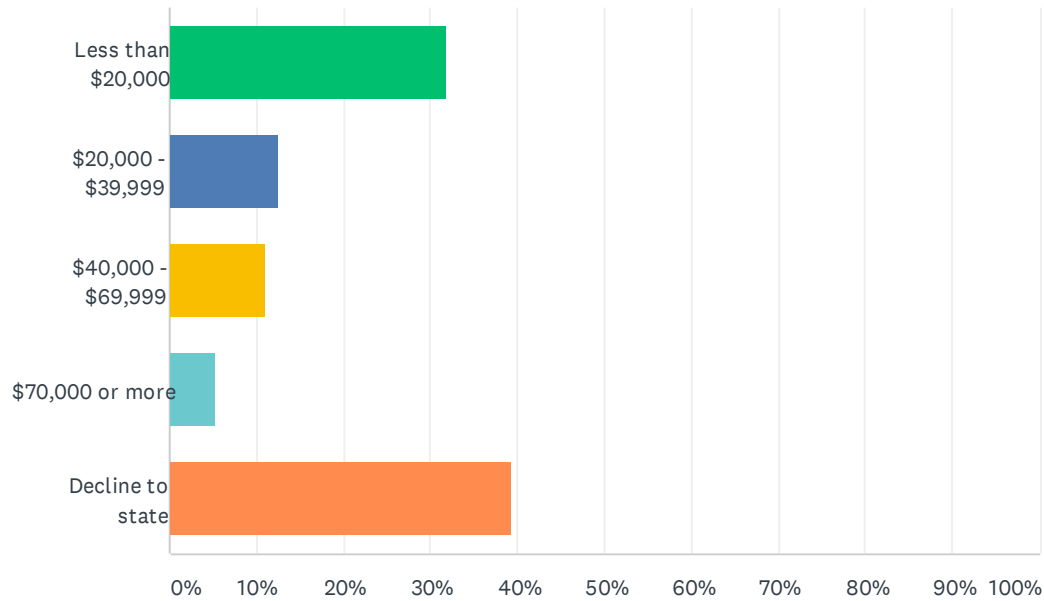


GCTD Customer Survey COVID-19 Service

ANSWER CHOICES	RESPONSES	
Food and agriculture	35.71%	20
Healthcare	26.79%	15
Financial Services	0.00%	0
Emergency Services	5.36%	3
Community Services / Volunteer	16.07%	9
Communications and I.T.	3.57%	2
Transportation / Logistics	8.93%	5
Manufacturing	1.79%	1
Water / Wastewater	1.79%	1
Chemical / Hazardous Material	0.00%	0
TOTAL		56

Q20 What is your yearly household income? (optional)

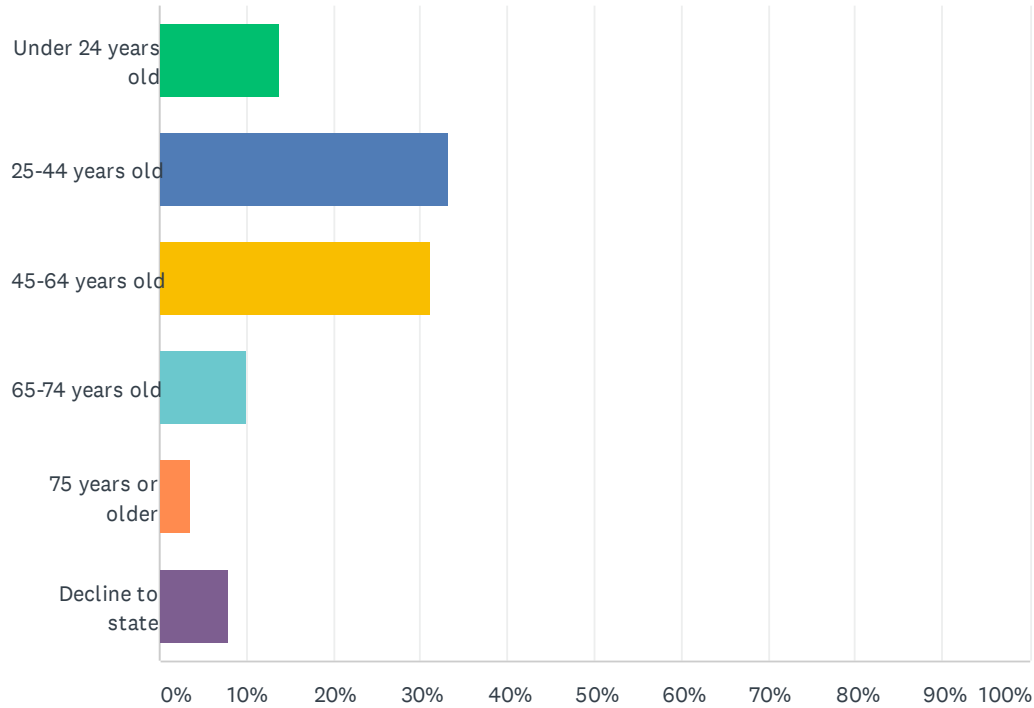
Answered: 135 Skipped: 52



ANSWER CHOICES	RESPONSES	
Less than \$20,000	31.85%	43
\$20,000 - \$39,999	12.59%	17
\$40,000 - \$69,999	11.11%	15
\$70,000 or more	5.19%	7
Decline to state	39.26%	53
TOTAL		135

Q21 What is your age? (optional)

Answered: 138 Skipped: 49



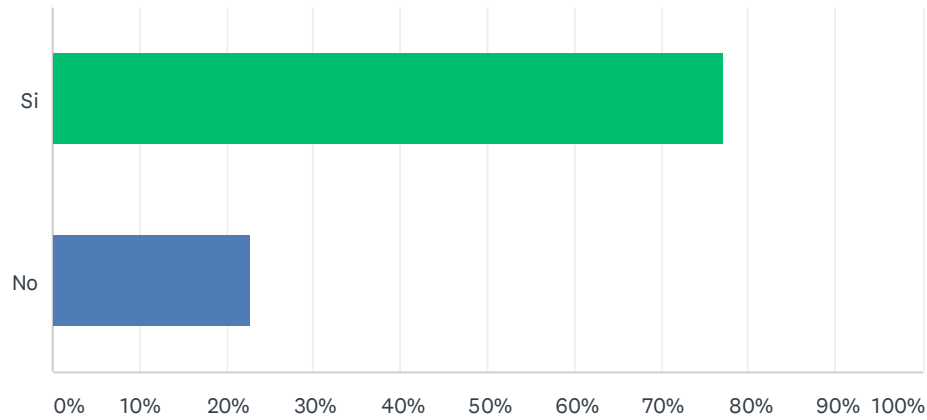
ANSWER CHOICES	RESPONSES	
Under 24 years old	13.77%	19
25-44 years old	33.33%	46
45-64 years old	31.16%	43
65-74 years old	10.14%	14
75 years or older	3.62%	5
Decline to state	7.97%	11
TOTAL		138

GCTD PASSENGER SURVEY RESULTS

SPANISH

Q1 ¿Actualmente está utilizando Gold Coast Transit?

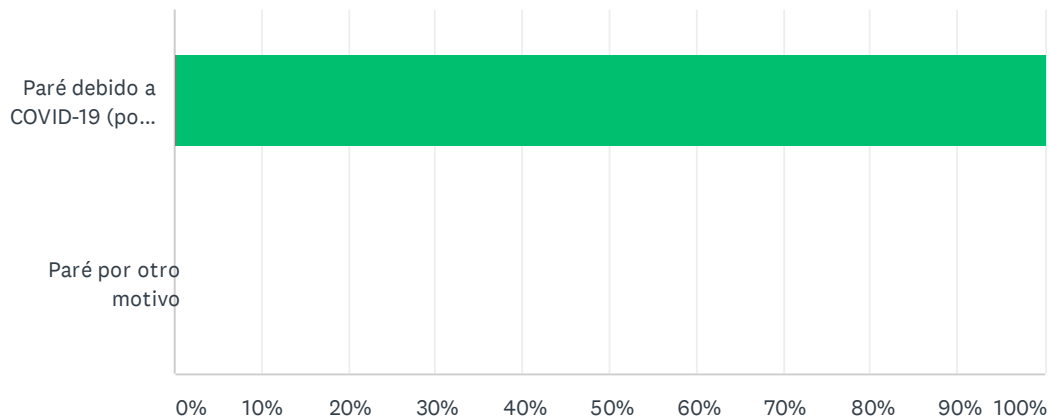
Answered: 22 Skipped: 0



ANSWER CHOICES	RESPONSES	
Si	77.27%	17
No	22.73%	5
TOTAL		22

Q2 1. En caso negativo – ¿Cuál es el motivo?

Answered: 4 Skipped: 18

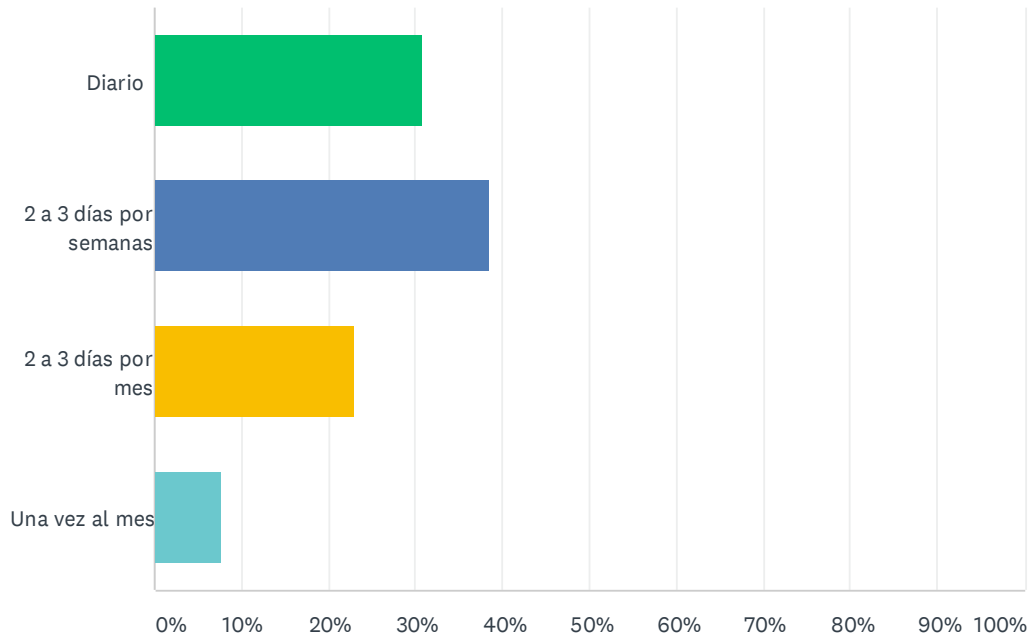


ANSWER CHOICES		RESPONSES	
Paré debido a COVID-19 (por orden de "Mejor Quédese en Casa", etc.)		100.00%	4
Paré por otro motivo		0.00%	0
TOTAL			4

#	PARÉ POR OTRO MOTIVO	DATE
	There are no responses.	

Q3 ¿Con qué frecuencia usa actualmente Gold Coast Transit?

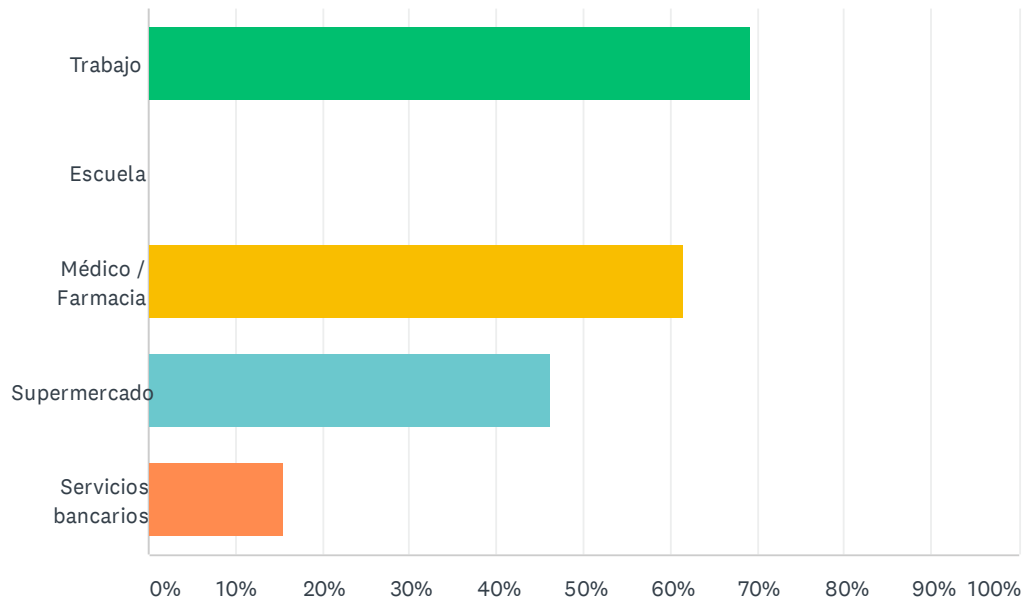
Answered: 13 Skipped: 9



ANSWER CHOICES	RESPONSES	
Diario	30.77%	4
2 a 3 días por semanas	38.46%	5
2 a 3 días por mes	23.08%	3
Una vez al mes	7.69%	1
TOTAL		13

Q4 ¿Para qué utiliza actualmente Gold Coast Transit? (marque lo que corresponda)

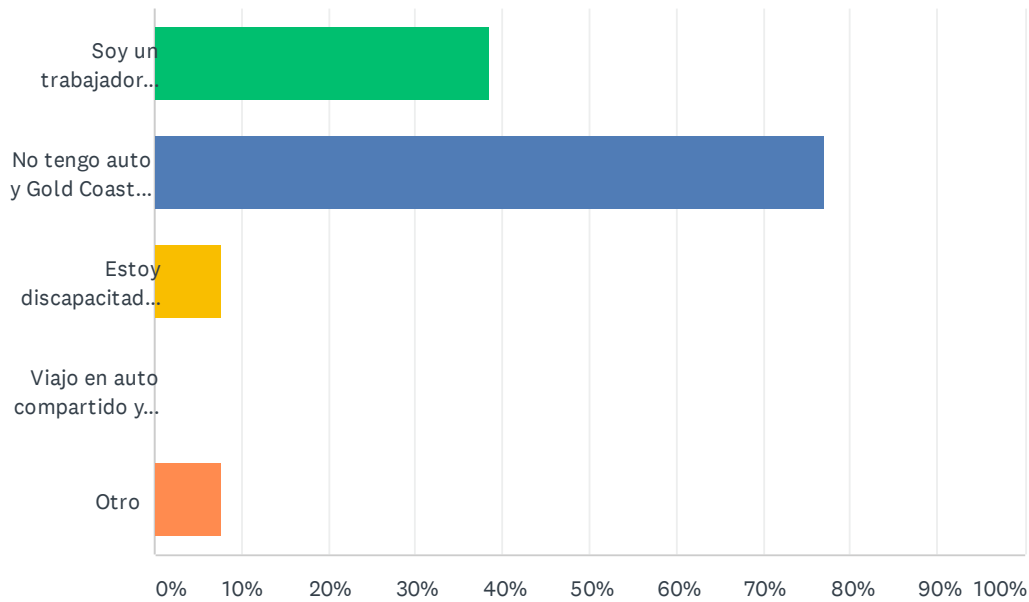
Answered: 13 Skipped: 9



ANSWER CHOICES	RESPONSES	
Trabajo	69.23%	9
Escuela	0.00%	0
Médico / Farmacia	61.54%	8
Supermercado	46.15%	6
Servicios bancarios	15.38%	2
Total Respondents: 13		

Q5 Describa su razón actual para usar Gold Coast Transit. (marque lo que corresponda)

Answered: 13 Skipped: 9

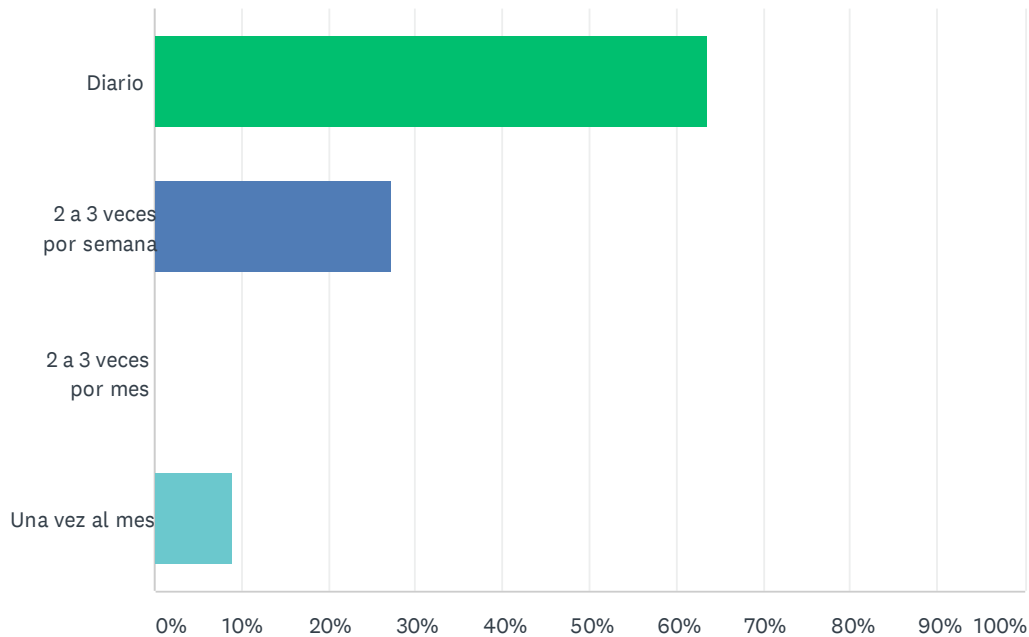


ANSWER CHOICES		RESPONSES	
Soy un trabajador esencial		38.46%	5
No tengo auto y Gold Coast Transit es mi única opción		76.92%	10
Estoy discapacitado(a) y dependo de Gold Coast Transit para viajar		7.69%	1
Viajo en auto compartido y ya no está disponible		0.00%	0
Otro		7.69%	1
Total Respondents: 13			

#	OTRO	DATE
1	Pasearme	6/4/2020 5:42 PM

Q6 ¿Con qué frecuencia usó anteriormente Gold Coast Transit (en el pasado) o antes de COVID-19 / orden de “Mejor Quédese en Casa”?

Answered: 11 Skipped: 11

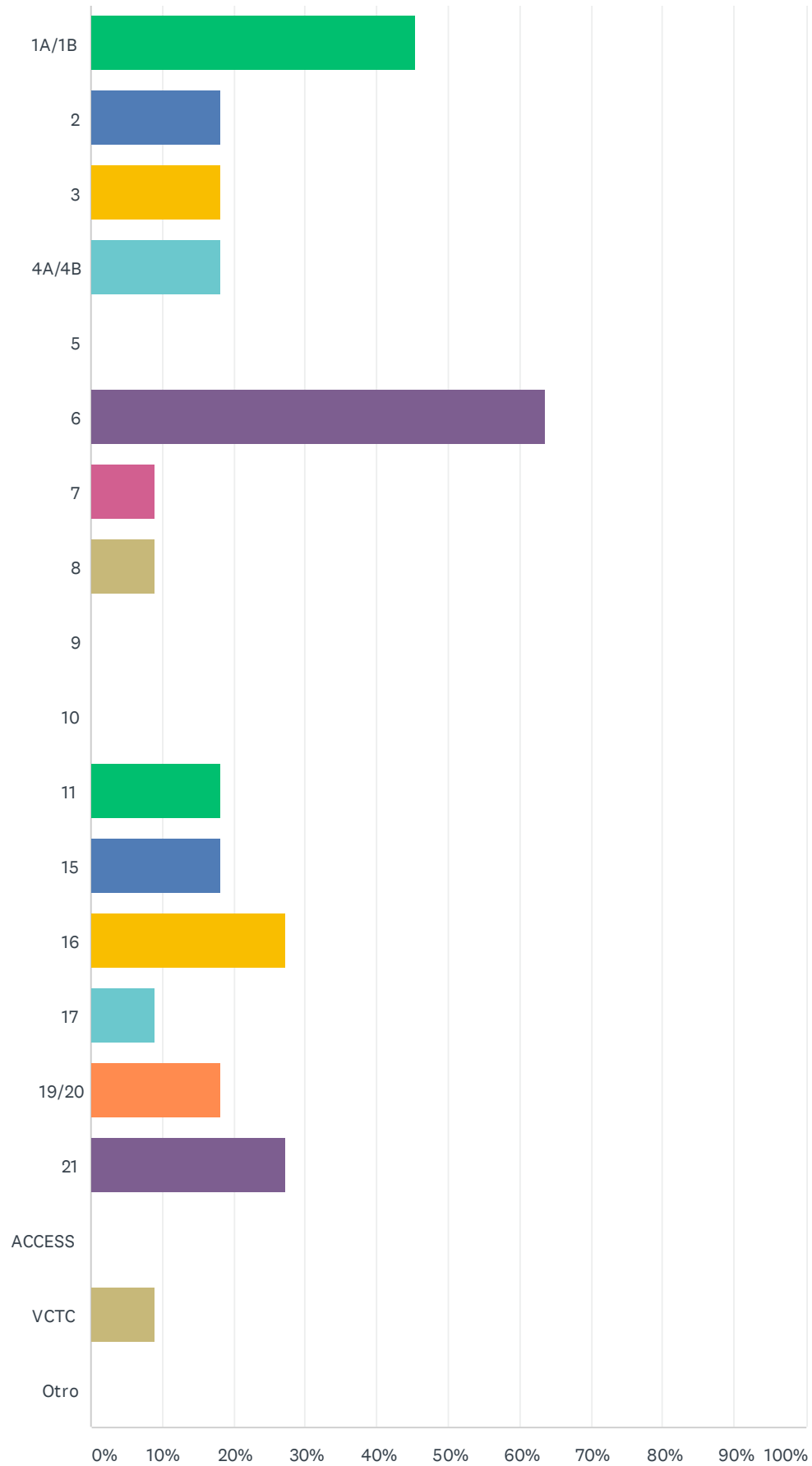


ANSWER CHOICES	RESPONSES	
Diario	63.64%	7
2 a 3 veces por semana	27.27%	3
2 a 3 veces por mes	0.00%	0
Una vez al mes	9.09%	1
TOTAL		11

Q7 ¿Qué rutas usó/utilizó? (marque lo que corresponda)

Answered: 11 Skipped: 11

Encuesta de GCTD Servicio COVID-19



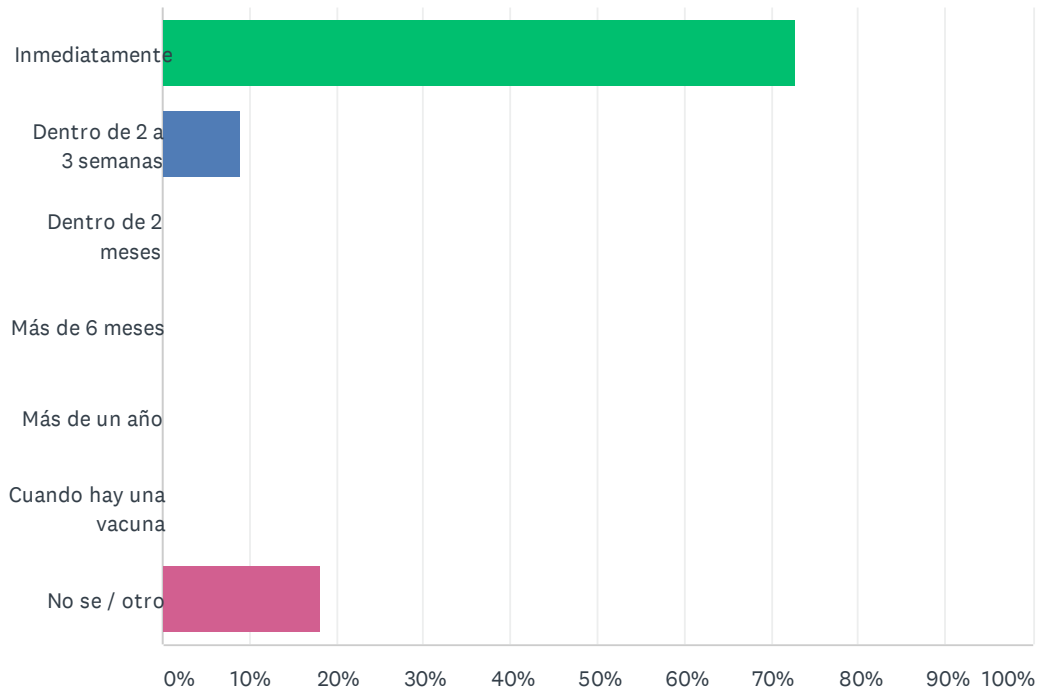
Encuesta de GCTD Servicio COVID-19

ANSWER CHOICES	RESPONSES	
1A/1B	45.45%	5
2	18.18%	2
3	18.18%	2
4A/4B	18.18%	2
5	0.00%	0
6	63.64%	7
7	9.09%	1
8	9.09%	1
9	0.00%	0
10	0.00%	0
11	18.18%	2
15	18.18%	2
16	27.27%	3
17	9.09%	1
19/20	18.18%	2
21	27.27%	3
ACCESS	0.00%	0
VCTC	9.09%	1
Otro	0.00%	0
Total Respondents: 11		

#	OTRO	DATE
	There are no responses.	

Q8 ¿Qué tan pronto se sentiría cómodo viajar en los autobuses de Gold Coast Transit cuando se elimina la orden de “Mejor Quédese en Casa del Condado de Ventura? (marque uno)

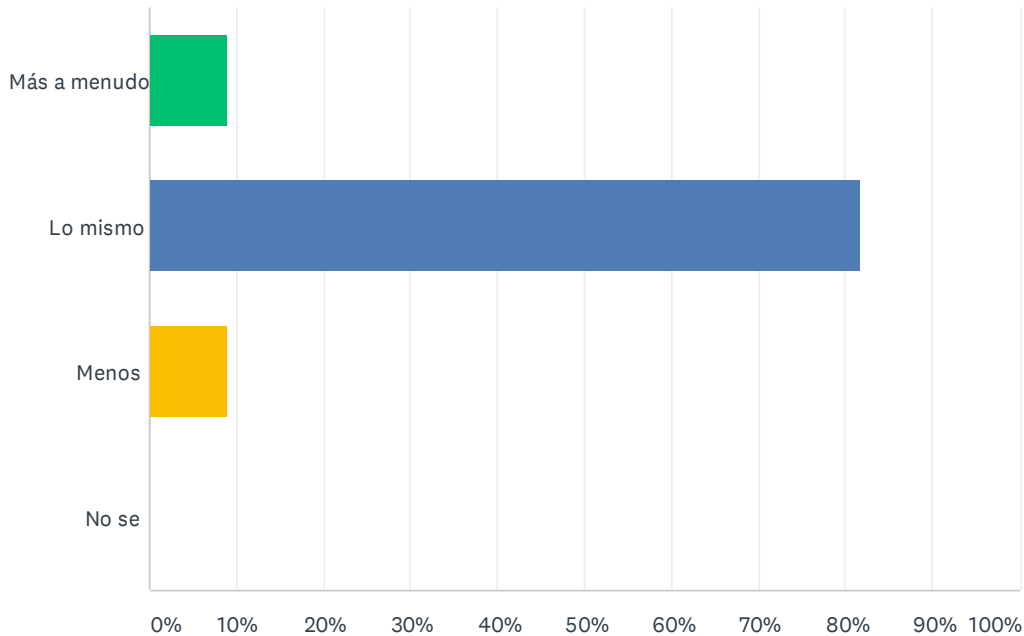
Answered: 11 Skipped: 11



ANSWER CHOICES	RESPONSES	
Inmediatamente	72.73%	8
Dentro de 2 a 3 semanas	9.09%	1
Dentro de 2 meses	0.00%	0
Más de 6 meses	0.00%	0
Más de un año	0.00%	0
Cuando hay una vacuna	0.00%	0
No se / otro	18.18%	2
TOTAL		11

Q9 ¿Viajaría en Gold Coast Transit con más frecuencia, lo mismo o menos que antes de la orden “Mejor Quédese en Casa del Condado de Ventura? (marque lo que corresponda)

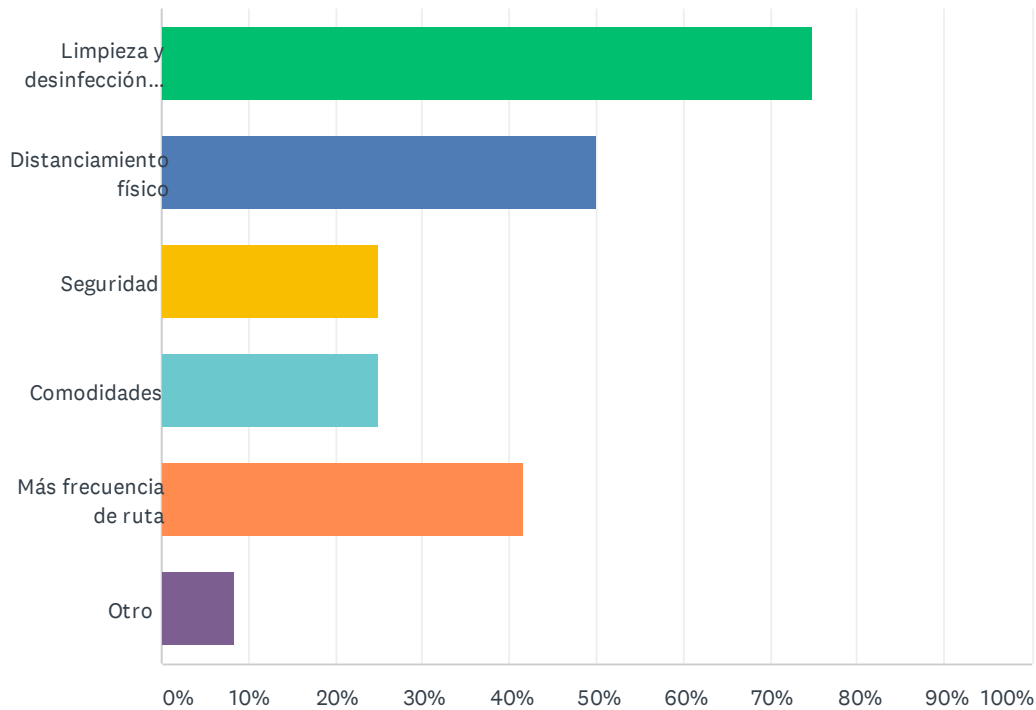
Answered: 11 Skipped: 11



ANSWER CHOICES	RESPONSES	
Más a menudo	9.09%	1
Lo mismo	81.82%	9
Menos	9.09%	1
No se	0.00%	0
TOTAL		11

Q10 ¿Qué posibilidades hay de que las siguientes mejoras lo anime a viajar nuevamente en Gold Coast Transit? (marque lo que corresponda)

Answered: 12 Skipped: 10

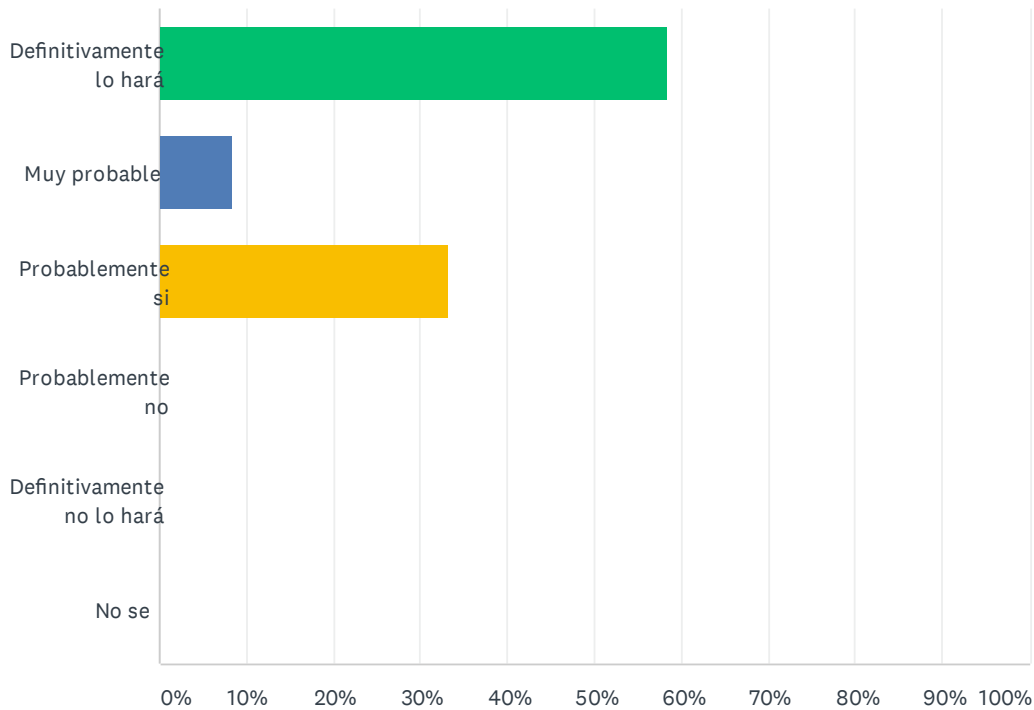


ANSWER CHOICES		RESPONSES	
Limpieza y desinfección en el autobús		75.00%	9
Distanciamiento físico		50.00%	6
Seguridad		25.00%	3
Comodidades		25.00%	3
Más frecuencia de ruta		41.67%	5
Otro		8.33%	1
Total Respondents: 12			

#	OTRO	DATE
1	Mask	6/8/2020 3:12 PM

Q11 ¿Qué probable / improbable hay de volver a viajar en el autobús de Gold Coast Transit? (marque lo que corresponda)

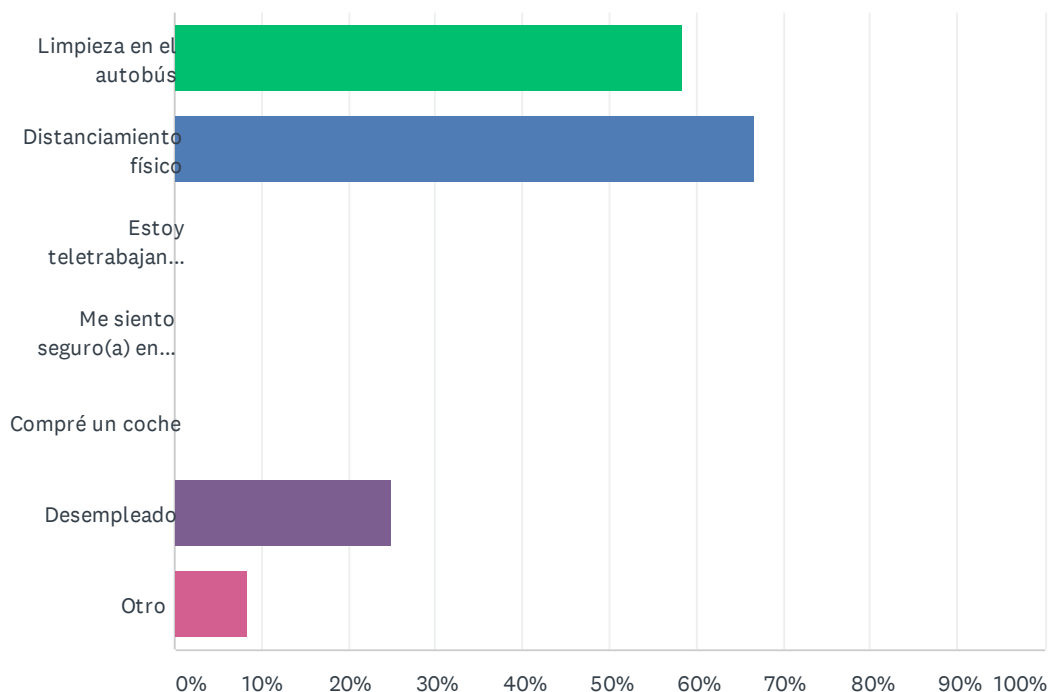
Answered: 12 Skipped: 10



ANSWER CHOICES	RESPONSES	
Definitivamente lo hará	58.33%	7
Muy probable	8.33%	1
Probablemente si	33.33%	4
Probablemente no	0.00%	0
Definitivamente no lo hará	0.00%	0
No se	0.00%	0
TOTAL		12

Q12 ¿Cuáles son las razones principales por las que es poco probable que viaje en Gold Coast Transit? (marque lo que corresponda)

Answered: 12 Skipped: 10

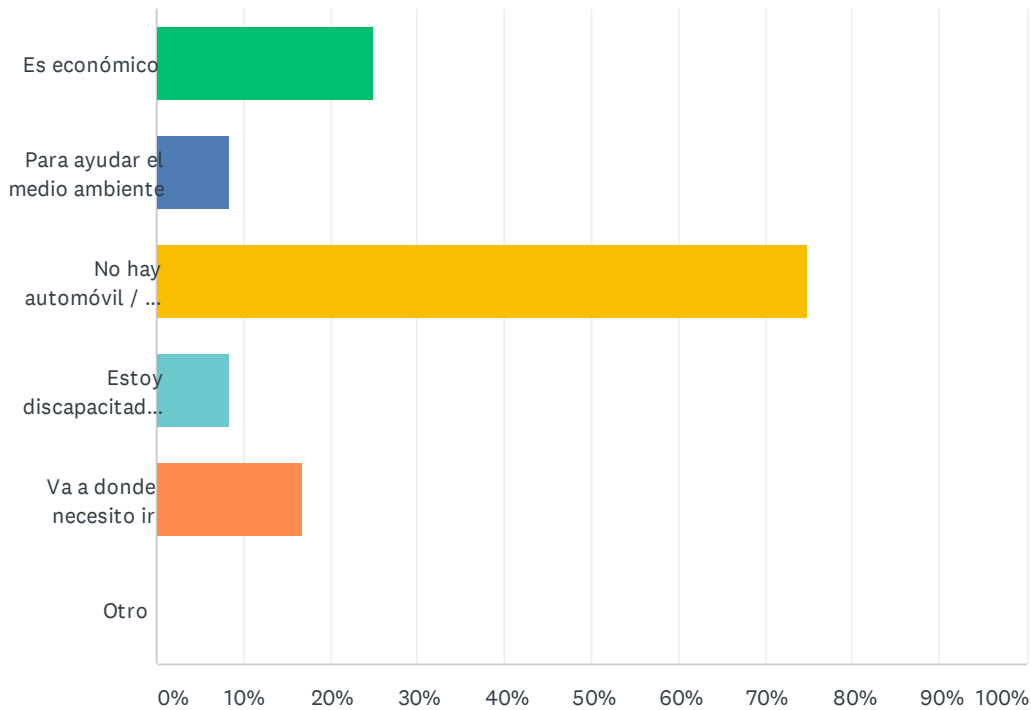


ANSWER CHOICES	RESPONSES	
Limpieza en el autobús	58.33%	7
Distanciamiento físico	66.67%	8
Estoy teletrabajando ahora	0.00%	0
Me siento seguro(a) en mi propio coche	0.00%	0
Compré un coche	0.00%	0
Desempleado	25.00%	3
Otro	8.33%	1
Total Respondents: 12		

#	OTRO	DATE
1	Ninguno	6/4/2020 5:52 PM

Q13 ¿Cuáles son las razones principales por las que es poco probable que viaje en Gold Coast Transit? (marque lo que corresponda)

Answered: 12 Skipped: 10

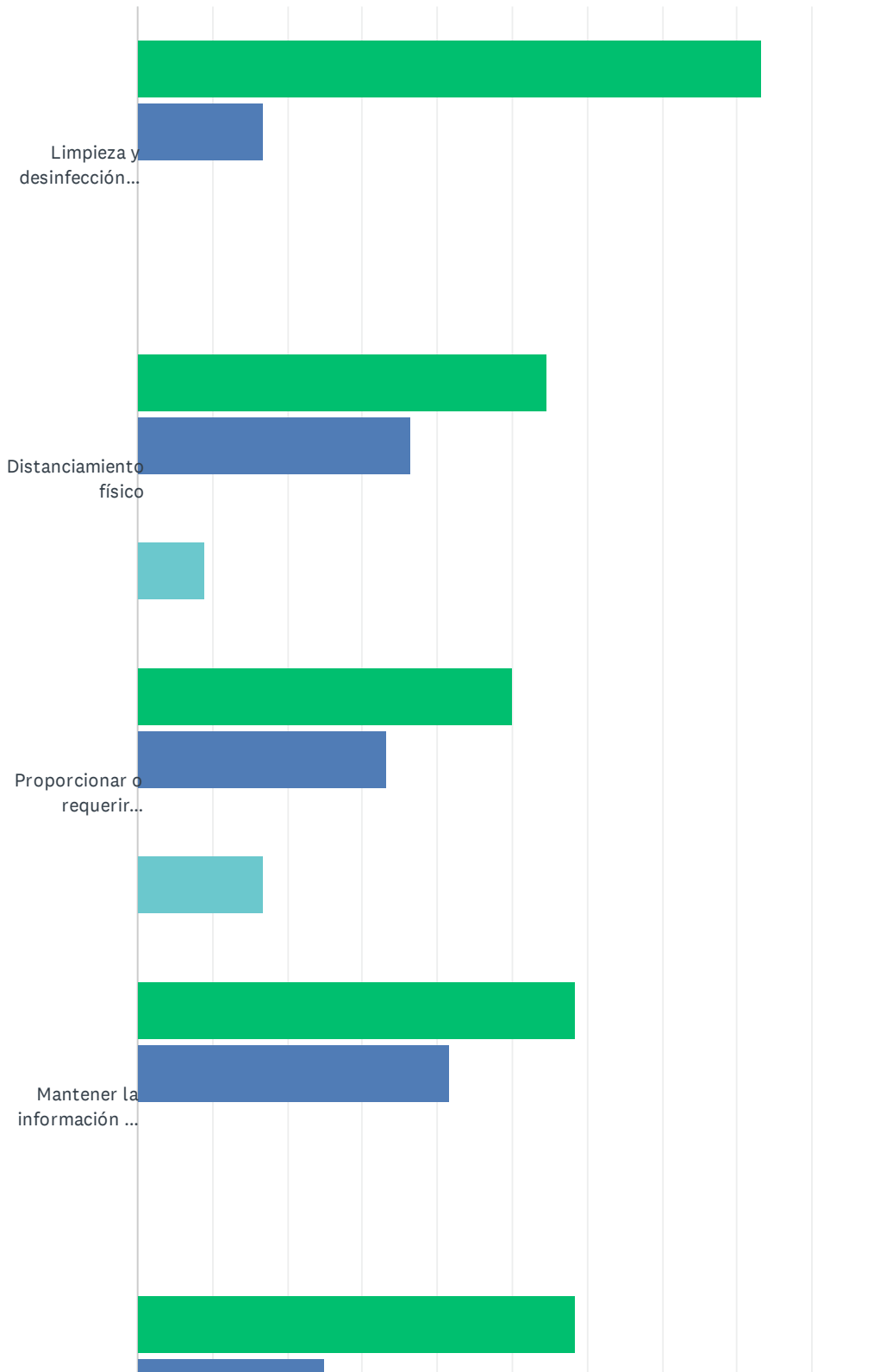


ANSWER CHOICES		RESPONSES	
Es económico		25.00%	3
Para ayudar el medio ambiente		8.33%	1
No hay automóvil / no puede conducir		75.00%	9
Estoy discapacitado(a)		8.33%	1
Va a donde necesito ir		16.67%	2
Otro		0.00%	0
Total Respondents: 12			

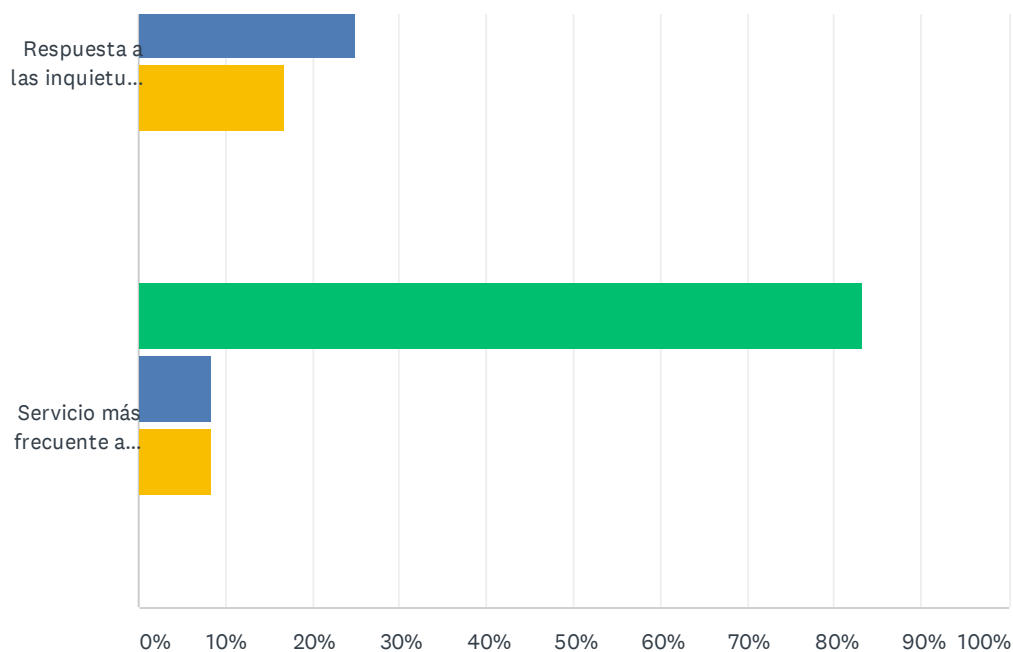
#	OTRO	DATE
	There are no responses.	

Q14 1. ¿Qué importancia tiene para usted las siguientes comodidades actuales y futuras cuando viaja en el autobús Gold Coast Transit? (marque lo que corresponda)

Answered: 12 Skipped: 10



Encuesta de GCTD Servicio COVID-19

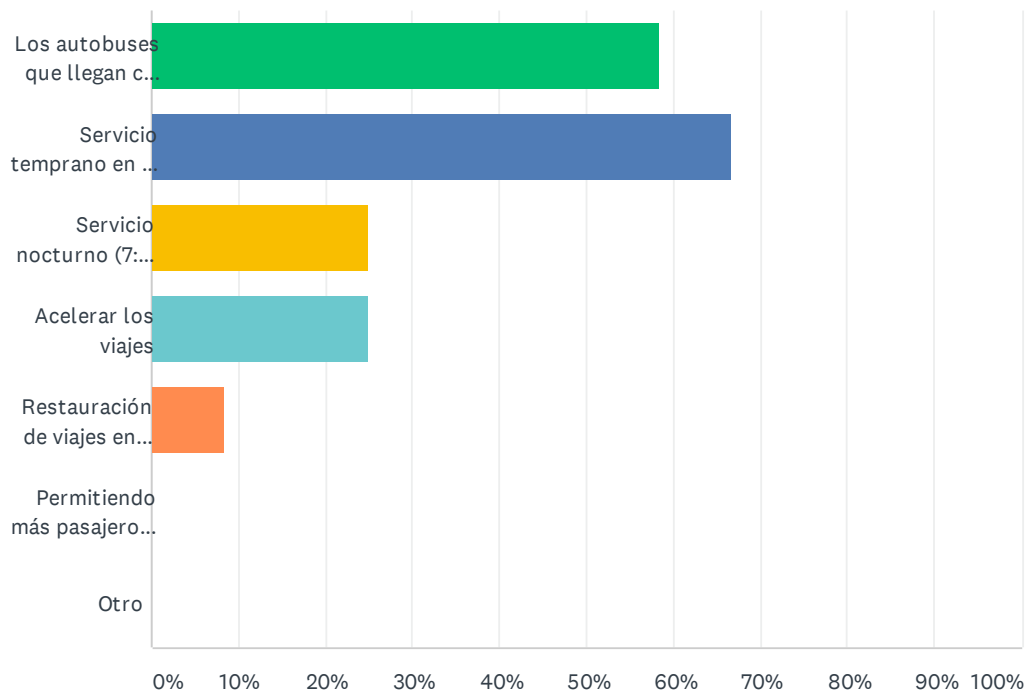


■ Muy importante
 ■ Importante
 ■ Algo importante
 ■ No importante

	MUY IMPORTANTE	IMPORTANTE	ALGO IMPORTANTE	NO IMPORTANTE	TOTAL	WEIGHTED AVERAGE
Limpieza y desinfección en el autobus	83.33% 10	16.67% 2	0.00% 0	0.00% 0	12	2.83
Distanciamiento físico	54.55% 6	36.36% 4	0.00% 0	9.09% 1	11	2.36
Proporcionar o requerir máscaras para empleados / pasajeros	50.00% 6	33.33% 4	0.00% 0	16.67% 2	12	2.17
Mantener la información de servicio	58.33% 7	41.67% 5	0.00% 0	0.00% 0	12	2.58
Respuesta a las inquietudes del cliente	58.33% 7	25.00% 3	16.67% 2	0.00% 0	12	2.42
Servicio más frecuente a destinos esenciales	83.33% 10	8.33% 1	8.33% 1	0.00% 0	12	2.75

Q15 Debido a los impactos económicos de COVID-19, GCTD necesitará priorizar los servicios que restauramos primero. ¿Cuáles de los servicios de GCTD son más importantes para usted? (elija dos)

Answered: 12 Skipped: 10

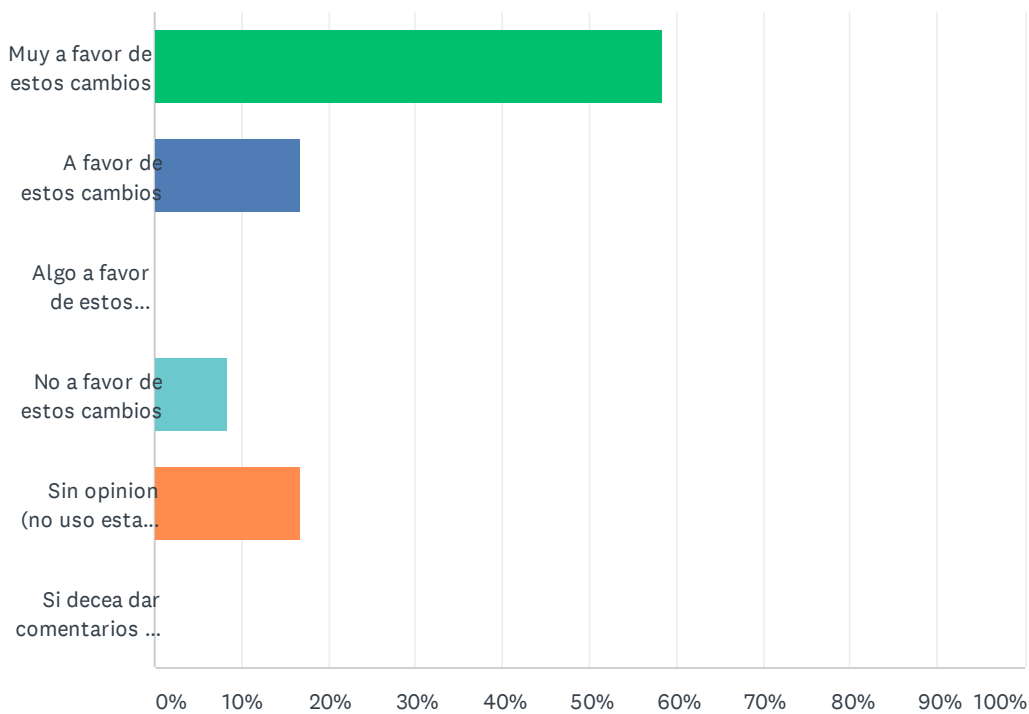


ANSWER CHOICES	RESPONSES	
Los autobuses que llegan con más frecuencia en las rutas principales (1, 6, 21, etc.)	58.33%	7
Servicio temprano en la mañana (4:00 a.m. – 7:00 a.m.)	66.67%	8
Servicio nocturno (7:00 p.m. – 10:00 p.m.)	25.00%	3
Acelerar los viajes	25.00%	3
Restauración de viajes en rutas locales	8.33%	1
Permitiendo más pasajeros por autobús	0.00%	0
Otro	0.00%	0
Total Respondents: 12		

#	OTRO	DATE
	There are no responses.	

Q16 En julio, GCTD planea hacer varios cambios a las rutas. Lea el resumen de cambios a continuación y díganos su opinion sobre cómo estos cambios afectarán su uso del tránsito. Cambios planificados:
 Agregar la nueva ruta 23, a lo largo de Ventura Rd. (conectando Oxnard College – Port Hueneme – Esplanade – The Collection)· Mejorar la frecuencia en la ruta 17 (a lo largo de Rose Ave.) cada 30 minutos· Paradas de autobús consolidadas en la ruta 1 para acelerar los tiempos de viaje· Consolidación de las rutas 3 y 9 y discontinuación de segmentos en Teakwood y Gisler

Answered: 12 Skipped: 10



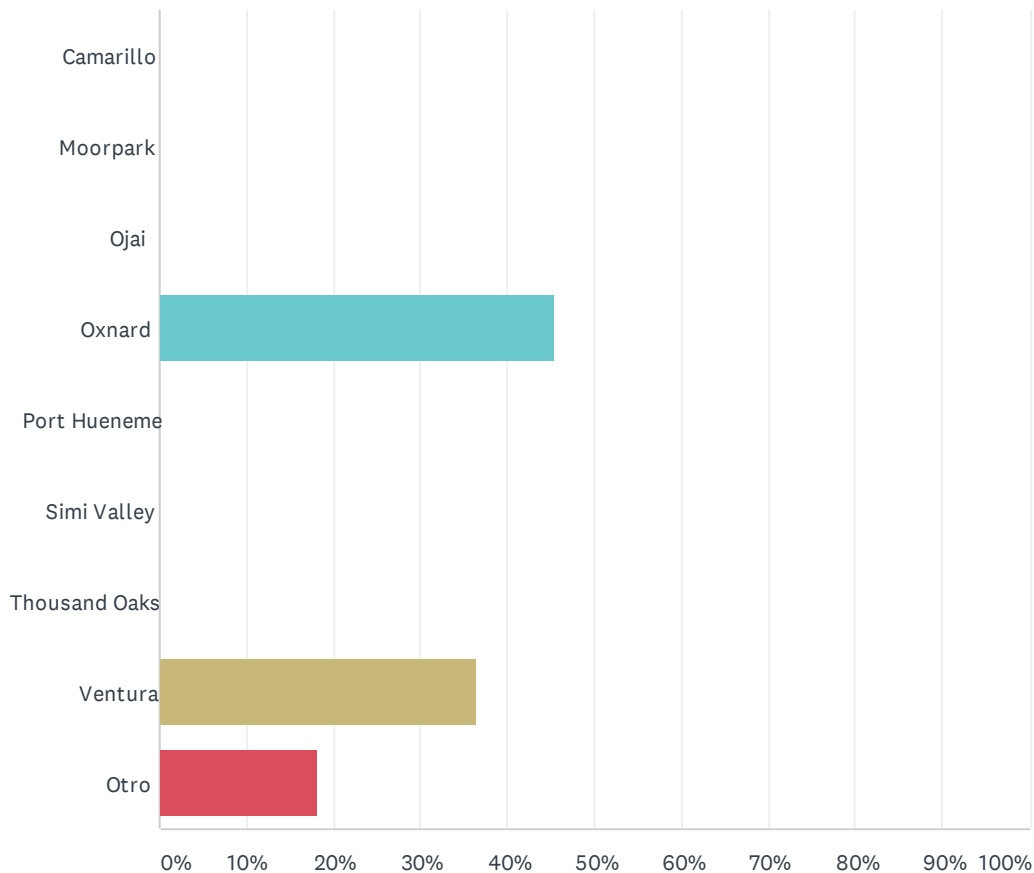
ANSWER CHOICES	RESPONSES	
Muy a favor de estos cambios	58.33%	7
A favor de estos cambios	16.67%	2
Algo a favor de estos cambios	0.00%	0
No a favor de estos cambios	8.33%	1
Sin opinion (no uso estas rutas)	16.67%	2
Si decea dar comentarios más específicos sobre estos cambios, hágalo aquí	0.00%	0
TOTAL		12

Encuesta de GCTD Servicio COVID-19

#	SI DECEA DAR COMENTARIOS MÁS ESPECÍFICOS SOBRE ESTOS CAMBIOS, HÁGALO AQUÍ	DATE
	There are no responses.	

Q17 ¿En qué ciudad trabaja? (marque lo que corresponda)

Answered: 11 Skipped: 11



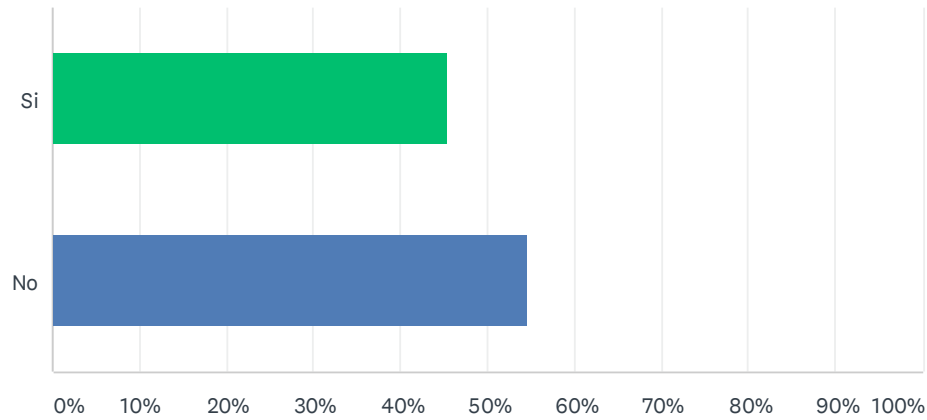
ANSWER CHOICES	RESPONSES	
Camarillo	0.00%	0
Moorpark	0.00%	0
Ojai	0.00%	0
Oxnard	45.45%	5
Port Hueneme	0.00%	0
Simi Valley	0.00%	0
Thousand Oaks	0.00%	0
Ventura	36.36%	4
Otro	18.18%	2
Total Respondents: 11		

Encuesta de GCTD Servicio COVID-19

#	OTRO	DATE
1	discapacitada	6/23/2020 12:35 PM
2	Do not work	6/18/2020 2:29 PM

Q18 ¿Eres un trabajador esencial?

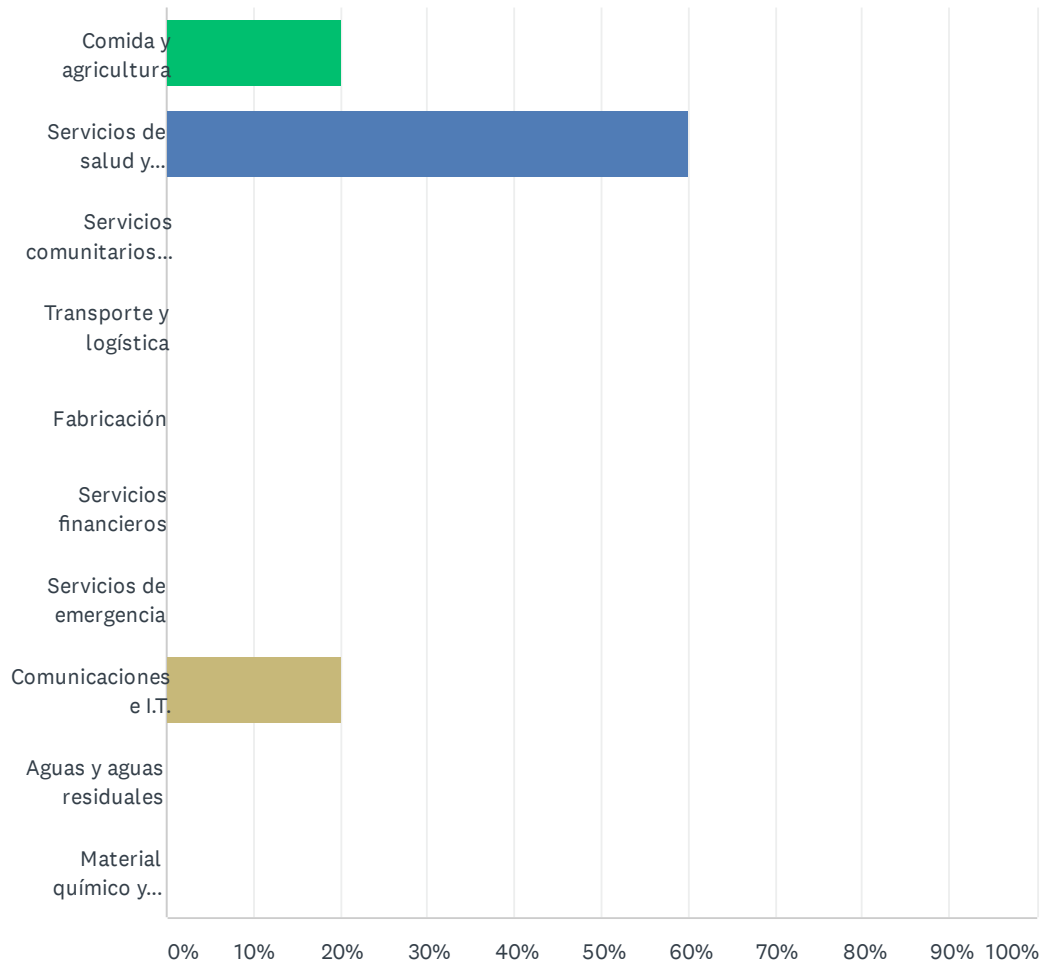
Answered: 11 Skipped: 11



ANSWER CHOICES	RESPONSES	
Si	45.45%	5
No	54.55%	6
TOTAL		11

Q19 En caso afirmativo – Nos informo que viaja en Gold Coast Transit como un trabajador esencial. ¿En qué trabajo crítico trabaja? (marque lo que corresponda)

Answered: 5 Skipped: 17

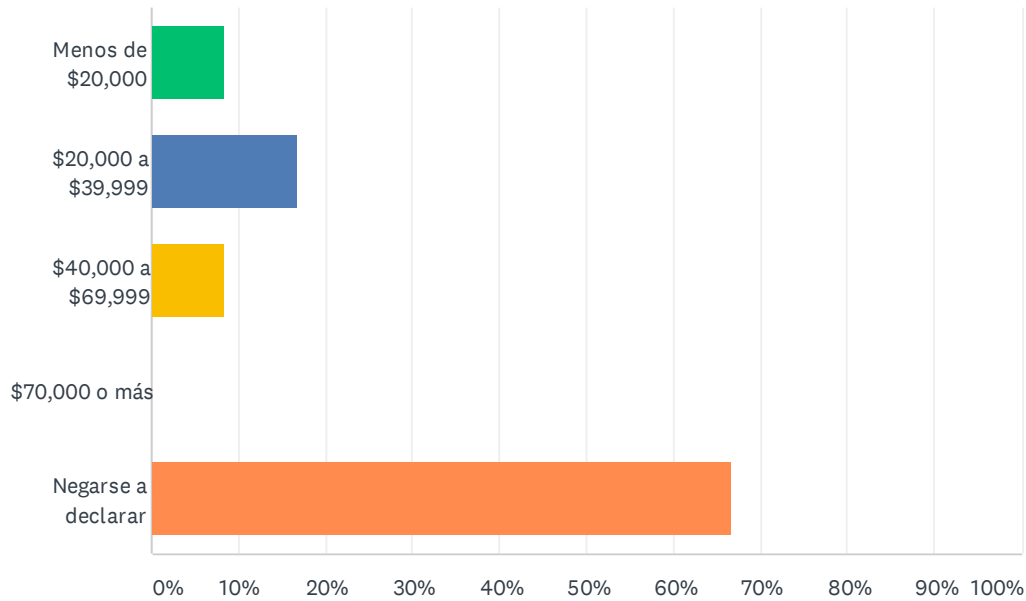


Encuesta de GCTD Servicio COVID-19

ANSWER CHOICES	RESPONSES	
Comida y agricultura	20.00%	1
Servicios de salud y bienestar	60.00%	3
Servicios comunitarios / Voluntario	0.00%	0
Transporte y logística	0.00%	0
Fabricación	0.00%	0
Servicios financieros	0.00%	0
Servicios de emergencia	0.00%	0
Comunicaciones e I.T.	20.00%	1
Aguas y aguas residuales	0.00%	0
Material químico y peligroso	0.00%	0
TOTAL		5

Q20 ¿Cual es el ingreso anual de su hogar? (opcional)

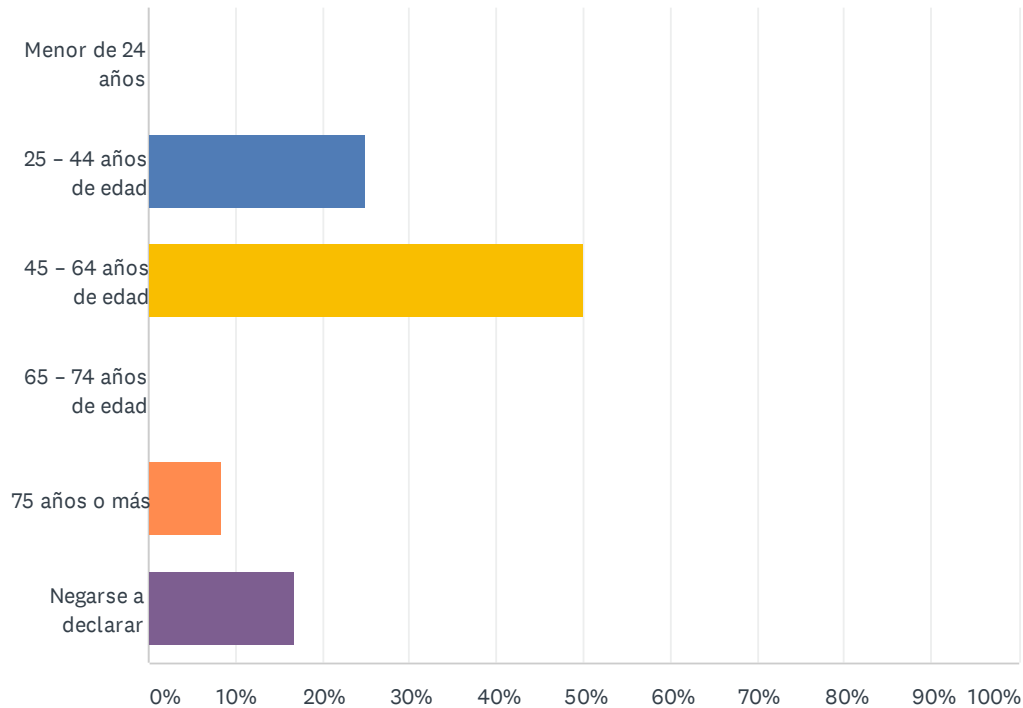
Answered: 12 Skipped: 10



ANSWER CHOICES	RESPONSES	
Menos de \$20,000	8.33%	1
\$20,000 a \$39,999	16.67%	2
\$40,000 a \$69,999	8.33%	1
\$70,000 o más	0.00%	0
Negarse a declarar	66.67%	8
TOTAL		12

Q21 ¿Cuál es su edad? (opcional)

Answered: 12 Skipped: 10



ANSWER CHOICES	RESPONSES	
Menor de 24 años	0.00%	0
25 – 44 años de edad	25.00%	3
45 – 64 años de edad	50.00%	6
65 – 74 años de edad	0.00%	0
75 años o más	8.33%	1
Negarse a declarar	16.67%	2
TOTAL		12