



MEETING AGENDA

GCTD Technical Advisory Committee (TAC)

Wednesday, February 16, 2022 – 10:00 a.m.

Zoom Video Conference Meeting

Join by Computer:

<https://us02web.zoom.us/j/82191318348>

Join by Phone:

+16699009128,,82191318348#

- | | |
|--|---------------|
| 1. Call to Order/Introductions | ACTION |
| 2. Public Comments | INFO |
| 3. Committee Member Comments | INFO |
| 4. Staff Comments | INFO |
| 5. Approval of January 19, 2022 Meeting Summary | ACTION |
| 6. Approval of FY21-22 LCTOP Allocation Request
Matt Miller, Planning Manager | ACTION |
| 7. 2021 Passenger Survey Analysis
Martin Rodriguez, Transit Planner | INFO |
| 8. COVID-19 Recovery Plan Update
Vanessa Rauschenberger, Acting Asst. General Manager
& Director of Planning & Marketing | INFO |
| 9. GCTD Update of VCTC's Transit Integration & Efficiency Study
Vanessa Rauschenberger, Acting Asst. General Manager
& Director of Planning & Marketing | INFO |
| 10. GCTD Human Resources Update
Yvett Urteaga, Human Resources Coordinator | INFO |
| 11. Future Agenda Items | |
| 12. Adjournment | |



GCTD Technical Advisory Committee (TAC)

10:00 a.m. – January 19, 2022

<https://us02web.zoom.us/j/82191318348>

Meeting Summary

TAC Members Present: Debbie O'Leary, City of Oxnard; Phil Pulley, City of Ojai; Sergio Albarran, Chris Kurgan, County of Ventura, City of Ventura, Erin Kenneally, VCTC (ex-officio)

TAC Members Absent: Ray Gutierrez, City of Port Hueneme; Don Villafana, City of Port Hueneme, Charles Cable, City of Port Hueneme

GCTD Staff Present: Matt Miller, Planning Manager; Steve Brown, General Manager; Martin Rodriguez, Transit Planner I; Robert Lucio, Mobility Management Coordinator; Margaret Schoep, Paratransit & Special Projects Manager; Dawn Perkins, Director of Finance; Jim Beck, Director of Operations & Maintenance; Vanessa Rauschenberger, Director of Planning & Marketing; Austin Novstrup, Transit Planner II

Members of the Public: None

1. Call to Order/Introductions

Sergio Albarran called the TAC meeting to order at 10:02am.

2. Public Comments

None.

3. Committee Members Comments

Debbie O'Leary announced that she will be the TAC member from the City of Oxnard until a replacement is found for Tim Bochum.

4. Staff Comments

Matt Miller announced that GCTD service changes were scheduled for January 23rd and requested that TAC members share information with the public through their social media.

5. Approval of December 15, 2021 Meeting Summary

Sergio Albarran moved to approve the December 15, 2021 Meeting Summary and Phil Pulley seconded. The motion carried with four in favor and zero in opposition.

6. Election of Officers for 2022 Meeting Year – Matt Miller, Planning Manager

Every December, TAC elects new officers for the role of Chair and Vice Chair. Typically, the Vice Chair for the current year receives nomination for Chair for the following year. Matt Miller summarized that at the December meeting, the TAC decided to postpone voting for TAC officers until January so more voting members could be present. Sergio Albarran was voted as acting Chair until January when a new Chair and Vice Chair would be elected. After some discussion, Sergio Albarran nominated Phil Pulley, City of Ojai as Chair, and the representative from Port Hueneme as the Vice Chair. Debbie O'Leary seconded the motion and it passed unanimously.

7. Fixed-route & ACCESS Services Quarterly Update – Matt Miller, Planning Manager & Margaret Schoep, Paratransit & Special Projects Manager

Matt Miller gave a summary of the fixed-route portion of the 2nd Quarter performance report. Matt Miller pointed out where GCTD service metrics are meeting expectations and goals and where it is not and what may be behind that. Margaret Schoep gave a presentation on the ACCESS portion of the report and provided insight into the rise in ridership on ACCESS services, a 1/3 of which is due to the popularity of Late Night Safe Rides program. She gave a summary of the Late Night Safe Rides program including when and where riders are using the service. Margaret updated the TAC on efforts to secure additional funding for certain eligible trips.

8. Zero Emissions Strategic Transition Plan Update – James Beck, Director of Operations & Maintenance

James Beck presented on GCTD's Zero Emissions Transition Plan. James' presentation summarized the project, progress and how the consultant is conducting the study of zero emission technologies for GCTD in pursuit of the CARB's Innovative Clean Transit (ICT) regulation. After summarizing the consultant's findings on the pros and cons of Battery Electric Buses (BEB) and Hydrogen Fuel Cell Buses (HFCB), James' updated the TAC that the consultant has concluded that HFCB's will be the best fit for GCTD. He informed the TAC that at the February GCTD Board of Directors meeting, GCTD Staff will be recommending that the District transition to Hydrogen Fuel Cell buses as the chosen fuel type to comply with CARB's ICT regulation.

9. TDA Budget Request Process Overview – Dawn Perkins, Director of Finance

Dawn Perkins provided the TAC an overview of the annual TDA-LTF budget request and informed the Committee that funding is based on the annual CPI index for the previous calendar year per District bylaws. She gave examples of eligible projects and a breakdown of current projects underway in each jurisdiction. Dawn Perkins announced that she will be sending a packet of information and requested the member jurisdictions submit their annual TDA budget allocation requests by February 15, 2022. Debbie O'Leary

inquired if changes in scope and budget for previous years' project could be made which Vanessa Rauschenberger answered yes, they could by writing to Dawn Perkins with the details.

10. GCTD Workforce Update – Vanessa Rauschenberger, Vanessa Rauschenberger, Acting Asst. General Manager & Director of Planning & Marketing

Vanessa was unable to make the verbal update, so Matt Miller, Margaret Schoep and James Beck gave a verbal update on GCTD's current workforce. They summarized the safety protocols that GCTD has place to protect staff and the public from COVID-19 including mandatory mask wearing at the administrative offices and onboard buses for staff and the public, visitation to the Administration Building by appointment only, encouraging physical distancing, sending staff home to be tested if staff reports any symptoms and procured 200 COVID-19 at-home rapid tests for staff to use. The group updated TAC on GCTD's latest recruitment efforts which included a job fair in January and reported that a new class of four operators is in training with another class of seven scheduled to start shortly. GCTD is offering a generous hiring bonus to operator applicants to help attract staff and is continuing advertisements through all social media outlets. Lastly, the group informed TAC that staff on leave for COVID-19 related reasons is decreasing day by day.

11. Future Agenda Items

12. Adjournment

TAC Member Albarran adjourned the meeting at 11:02 am.



Item #6

DATE February 16, 2022
TO GCTD Technical Advisory Committee
FROM Matthew Miller, Planning Manager
SUBJECT **FY21-22 Low Carbon Transit Operations Program Project Resolution**

SUMMARY

The Low Carbon Transit Operations Program (LCTOP) is one of several programs established by the California Legislature in 2014 by Senate Bill 862. The program was created to provide operating and capital assistance for transit agencies to reduce greenhouse gas emissions and improve mobility, with a priority on serving disadvantaged communities. LCTOP provides formula funds to transit agencies based on the area's percentage of statewide fare revenue.

This program has provided financial support to many GCTD projects since the program's inception including the construction of the new GCTD facility, free fare days, Token Transit mobile ticketing and the new Route 23. The State Controller's Office has not yet announced what GCTD's allocation will be, but we will be recommending that the funds be used to support the continued operation of the new Route 23 as it enters its third year of operation in June 2022. Last year \$30,697 was allocated to GCTD and staff is recommended that the funds be used to support the Route 23 in its second year.

The LCTOP is administered by Caltrans in coordination with California Air Resource Board (CARB) and is responsible to ensure that the statutory requirements of the program are met in terms of project eligibility, greenhouse gas reduction, disadvantaged community benefit, and other requirements of the law. One of the required elements is a resolution from the governing board authorizing an agency official(s) to execute all documents and enter into an agreement with the Caltrans for these funds.

RECOMMENDATION

It is recommended that the Technical Advisory Committee approve that staff bring a resolution to the Board of Directors for consideration of adoption for the use of these LCTOP funds to support the continued operation of the Route 23.

ATTACHMENT 1: Draft GCTD Board of Directors Resolution

GOLD COAST TRANSIT DISTRICT

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

RESOLUTION 2022-XX

AUTHORIZATION FOR THE EXECUTION OF THE
CERTIFICATIONS AND ASSURANCES AND AUTHORIZED AGENT FORMS
FOR THE LOW CARBON TRANSIT OPERATIONS PROGRAM (LCTOP)

FOR THE FOLLOWING PROJECT(S):

New Service: Route 23 - Ventura Road Route

LCTOP Amount: \$XXXXXX

WHEREAS, the Gold Coast Transit District is an eligible project sponsor and may receive state funding from the Low Carbon Transit Operations Program (LCTOP) for transit projects; and

WHEREAS, the statutes related to state-funded transit projects require a local or regional implementing agency to abide by various regulations; and

WHEREAS, Senate Bill 862 (2014) named the Department of Transportation (Department) as the administrative agency for the LCTOP; and

WHEREAS, the Department has developed guidelines for the purpose of administering and distributing LCTOP funds to eligible project sponsors (local agencies); and

WHEREAS, the Gold Coast Transit District wishes to delegate authorization to execute these documents and any amendments thereto to Steven Brown, General Manager or designee,

WHEREAS, the Gold Coast Transit District wishes to implement the following LCTOP project(s) listed above,

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Gold Coast Transit District that the fund recipient agrees to comply with all conditions and requirements set forth in the Certification and Assurances and the Authorized Agent documents and applicable statutes, regulations and guidelines for all LCTOP funded transit projects.

NOW THEREFORE, BE IT FURTHER RESOLVED that Steven Brown, General Manager or designee be authorized to execute all required documents of the LCTOP program and any Amendments thereto with the California Department of Transportation.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Gold Coast Transit District that it hereby authorizes the submittal of the following project nomination(s) and allocation request(s) to the Department in FY2020-2021 LCTOP funds:

Project Name: New Service: Route23 - Ventura Road Route

Amount of LCTOP funds requested: \$XXXXX

Short description of project: This project will support the continued operation of the New Route 23: Ventura Road Route in the Cities of Port Hueneme and Oxnard. This route provides service to areas of the cities where no transit option was previously expanding transit accessibility to thousands of residents.

Benefit to a Priority Populations: GCTD has seven disadvantaged community census tracts and nearly all of the GCTD service area is considered a priority population in terms of poor air quality, low-income, or low-income within ½ mile of a disadvantaged community. This project will benefit all these populations within the Cities of Port Hueneme and Oxnard.

Amount to benefit Priority Populations: \$XXXXXX

Passed and approved this 2nd day of March 2022.

Bryan MacDonald, Board Chair

ATTEST: I hereby certify that the foregoing resolution 2022-XX was duly adopted by the Board of Directors of Gold Coast Transit District at a regular meeting thereof held on the 2nd day of March 2022.

Steven P. Brown, Secretary of the Board



Item #7

DATE February 16, 2022
TO GCTD Technical Advisory Committee
FROM Martin Rodriguez, Transit Planner
SUBJECT **2021 Passenger Survey Analysis and Report**

BACKGROUND

In March 2020, in response to the COVID-19 outbreak GCTD implemented many safety measures and cleaning protocols to protect public health. Also, in July 2020 GCTD implemented a route redesign in south Oxnard and implemented a new route connected Port Hueneme and North Oxnard via Ventura Road. These changes were identified in GCTD's 2015 Short Range Transit Plan.

In late 2020, staff conducted a passenger survey to measure the effectiveness of GCTD's safety protocols and asked what would help passengers use transit more in light of the COVID-19 pandemic.

Staff conducted this passenger survey to receive feedback on the service improvements and safety measures described above and to reaffirm passengers' desired service improvements.

SUMMARY

Between June and December 2021, GCTD conducted a survey to examine passenger response to recent GCTD route and service changes and gauge rider satisfaction of current GCTD services. This report contains an analysis focusing on public transit use and riding patterns as well as an analysis of passenger satisfaction of major service change improvements. As the agency navigates through the ongoing pandemic, the results from this survey will be key to GCTD's future service planning. A summary of survey questions and responses is included in the appendix.

RECOMMENDATION

It is recommended that the GCTD Technical Advisory Committee receive and file this report and presentation and provide any feedback to staff.

GOLD COAST TRANSIT DISTRICT



2021 PASSENGER SURVEY

ANALYSIS AND REPORT OF RESPONSES

February 2022

GOLD COAST TRANSIT DISTRICT

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

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For questions about this report, please contact:
Martin Rodriguez
Transit Planner
mrodriguez@gctd.org
805.483.3959

1 INTRODUCTION

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

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

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

1.1 KEY TAKEAWAYS

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

2 METHODOLOGY

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

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

3 SELECTED ANALYSIS & RESULTS

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

3.1 PUBLIC TRANSIT USE & RIDING PATTERNS

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

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

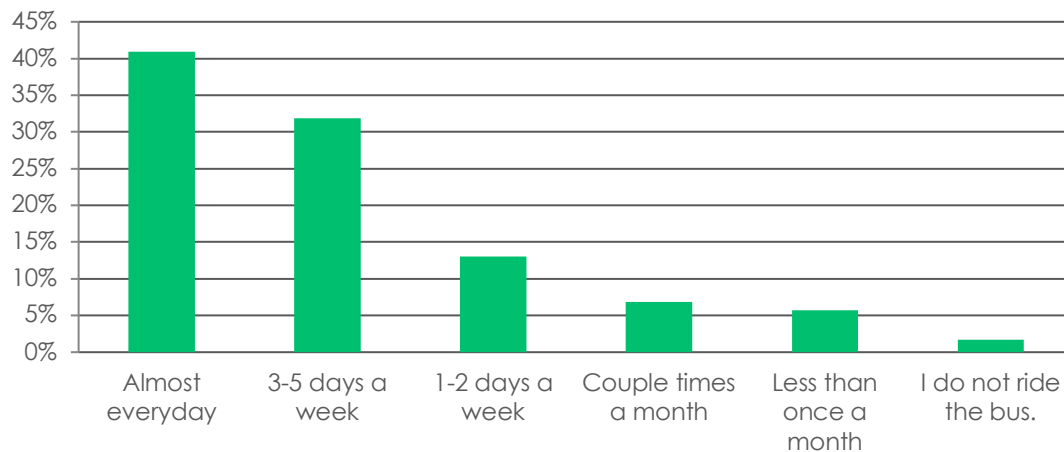


Figure 3.1.1 Ridership frequency.

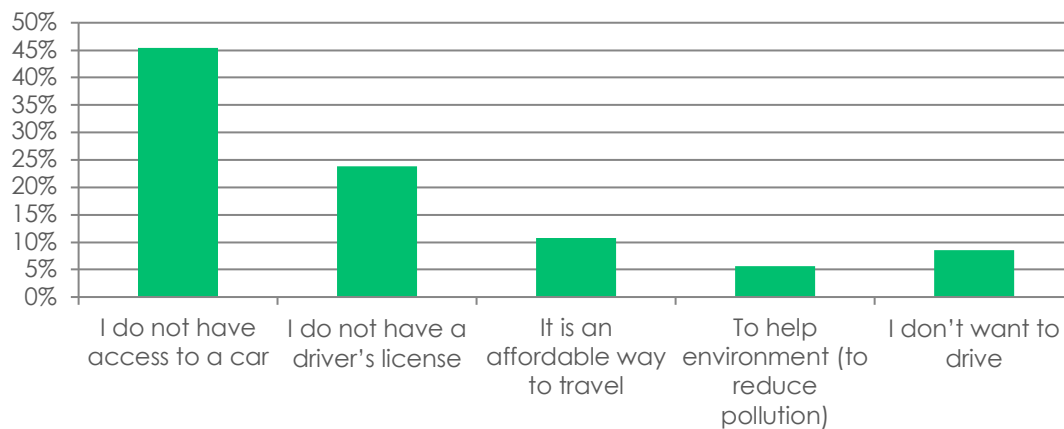


Figure 3.1.2 Primary reason respondents utilize GCTD services.

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

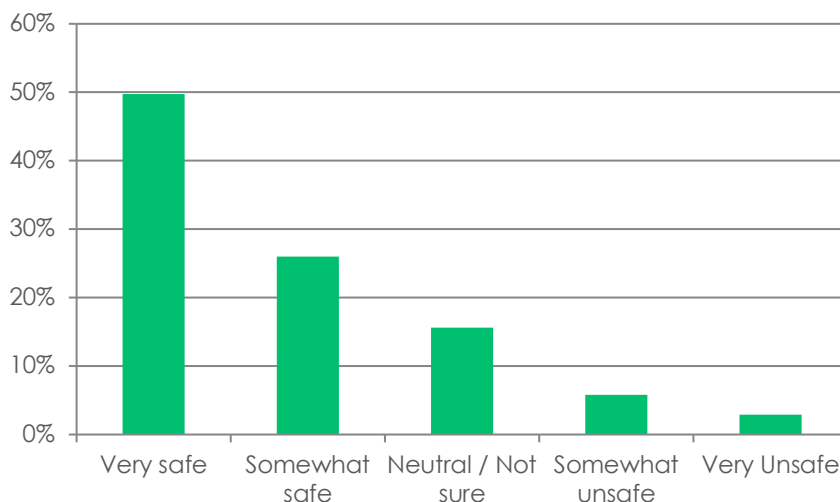


Figure 3.1.3 Respondent's feeling of safety while riding GCTD buses.

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

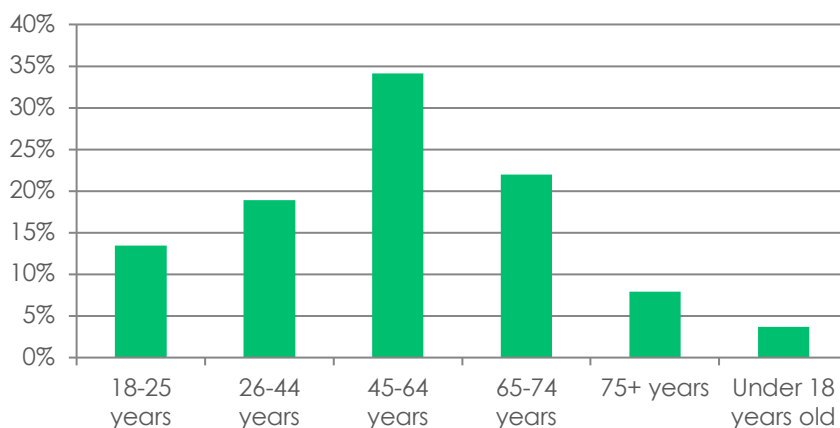


Figure 3.1.4 Percentage of Respondents in Each Age Group.

3.2 SERVICE CHANGES IMPROVEMENTS

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

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

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

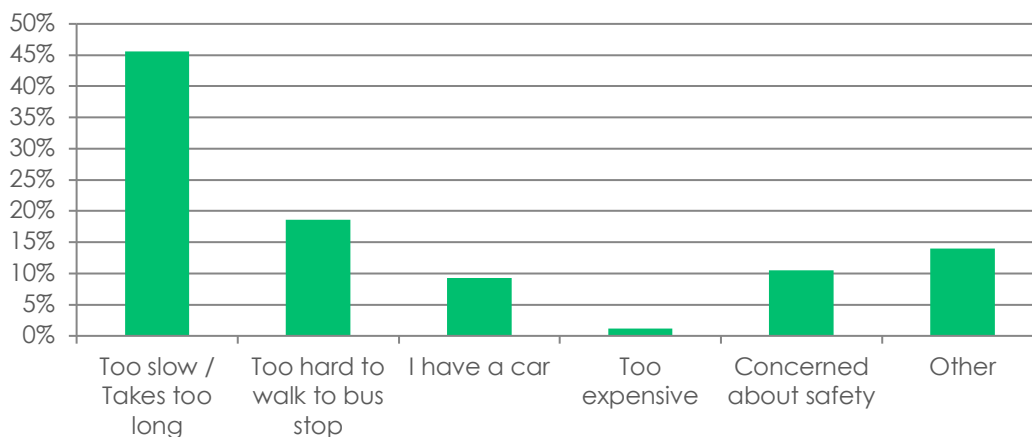


Figure 3.2.1 Responses to what the primary reason respondents would not use public transit

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

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

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

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

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

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

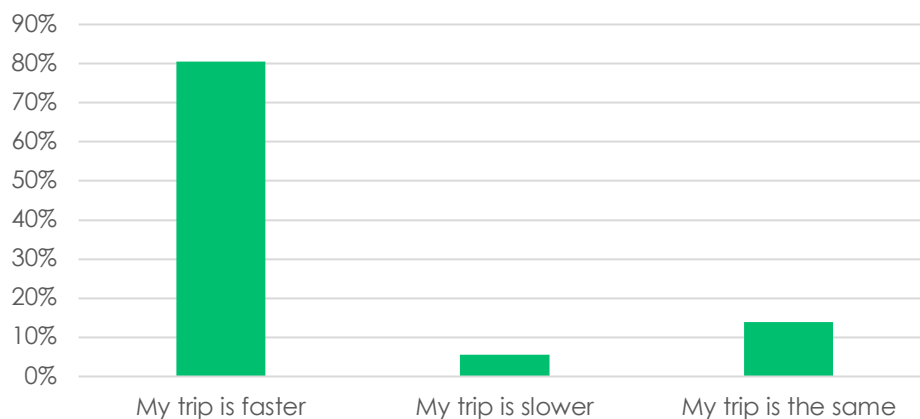


Figure 3.2.2 Effects of Route 1A/1B Bus Stop Consolidation to Reduce Travel Times.

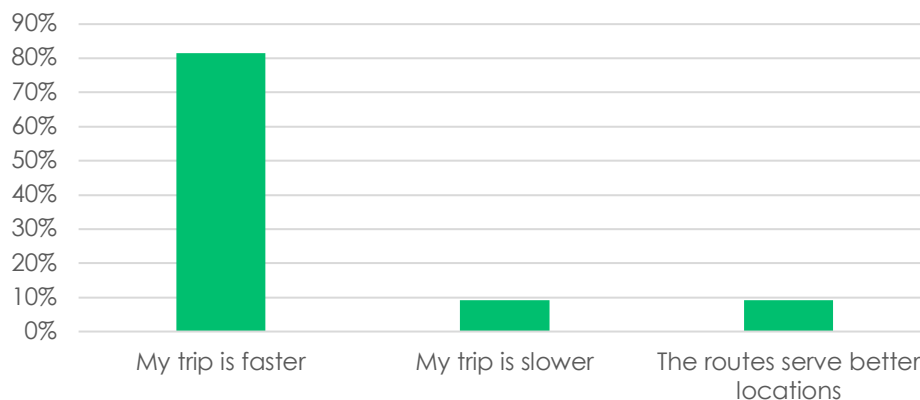


Figure 3.2.3 Overall Effects of Modified Routes 3/4A/4B/8/9 to Reduce Travel Time.

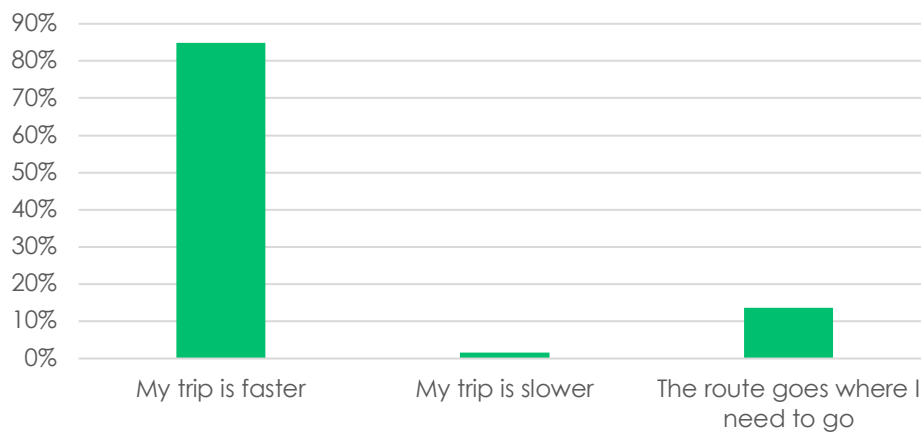


Figure 3.2.4 Effects of Added Route 23 Connecting South Oxnard, Port Hueneme and North Oxnard.

4 CONCLUSION

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

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

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

5 APPENDIX

5.1 SURVEY INSTRUMENT

2021 Passenger Survey

Help us plan for the future by completing this short survey. Your input will help us better understand the needs of riders and plan future transit improvements. This survey takes about 10 minutes, and all responses are confidential.

1. What city do you live in?

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

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

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

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

4. How often do you currently ride the bus?

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

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

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

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

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

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

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

Survey continued on next panel



2021 Encuesta de pasajeros

Ayúdenos a planificar el futuro por medio de su participación en esta breve encuesta. Su opinión nos ayudará a comprender mejor las necesidades de los pasajeros y a planificar el futuro de tránsito. Esta encuesta solo tomará 10 minutos y todas las respuestas son confidenciales.

1. ¿En qué ciudad vive?

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

2. ¿A qué ciudades viaja con más frecuencia?

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

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

4. ¿Con qué frecuencia viaja en autobús?

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

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

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

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

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

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

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

la encuesta continúa en el siguiente panel



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

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

9. How do you usually pay your fare?

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

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

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

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

More cleaning of bus stops

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

Better lighting of bus stops

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

Express bus with limited stops between Oxnard and Ventura

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

More Security presence

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

More frequent service on (list routes)

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

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

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

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

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

Other

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

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

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

9. ¿Cómo suele pagar su tarifa?

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

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

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

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

Más limpieza de paradas de autobús

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

Mejor iluminación de las paradas de autobús

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

Autobús expreso con paradas limitadas entre Oxnard y Ventura

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

Más presencia de seguridad

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

Servicio más frecuente en (enumerar rutas)

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

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

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

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

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

Otro

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

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

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

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

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

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

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

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

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

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

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

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

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

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

16. What is your age? (optional)

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

Thank You for participating!

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

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

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

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

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

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

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

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

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

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

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

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

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

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

16. ¿Cuál es su edad? (opcional)

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

¡Gracias por participar!

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

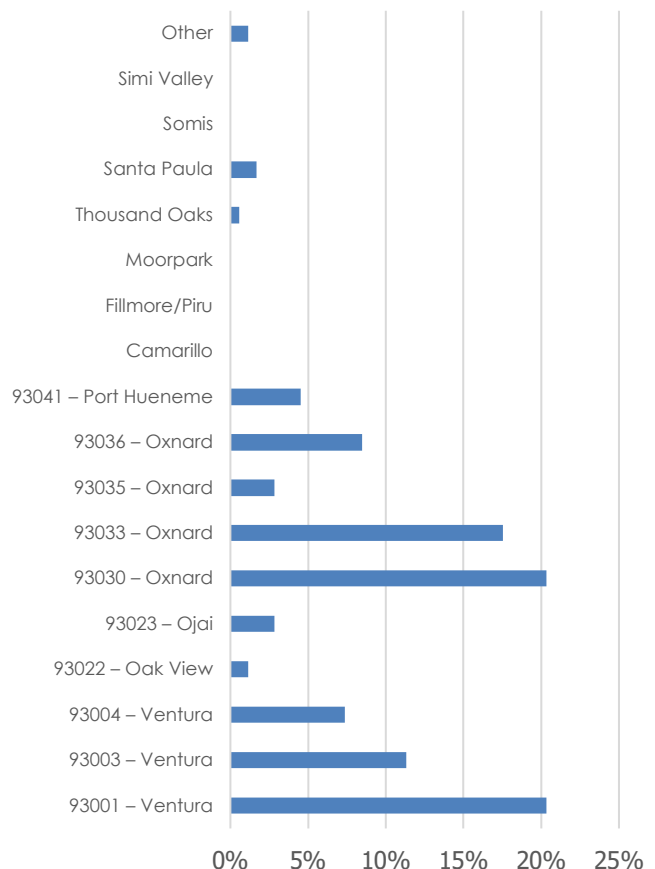
5.2 COMPLETE SURVEY RESULTS

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

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

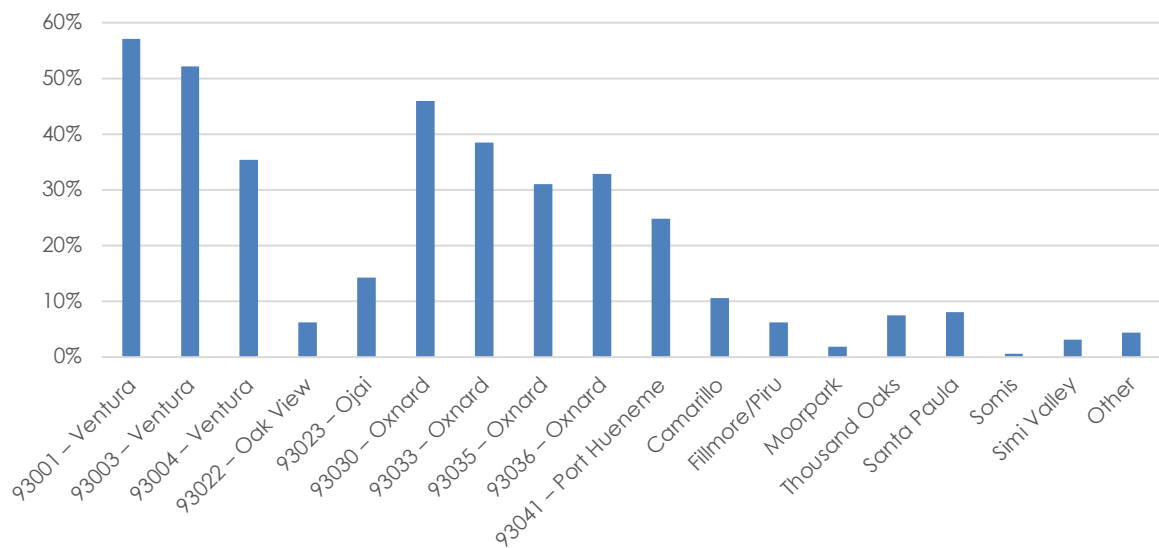
Question #2: What city do you live in?

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



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

Answer Choices	Responses	
93001 – Ventura	57.14%	99
93003 – Ventura	52.17%	88
93004 – Ventura	35.40%	61
93022 – Oak View	6.21%	10
93023 – Ojai	14.29%	26
93030 – Oxnard	45.96%	81
93033 – Oxnard	38.51%	68
93035 – Oxnard	31.06%	53
93036 – Oxnard	32.92%	58
93041 – Port Hueneme	24.84%	46
Camarillo	10.56%	21
Fillmore/Piru	6.21%	12
Moorpark	1.86%	3
Thousand Oaks	7.45%	14
Santa Paula	8.07%	15
Somis	0.62%	1
Simi Valley	3.11%	5
Other	4.35%	8
	Answered	161



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

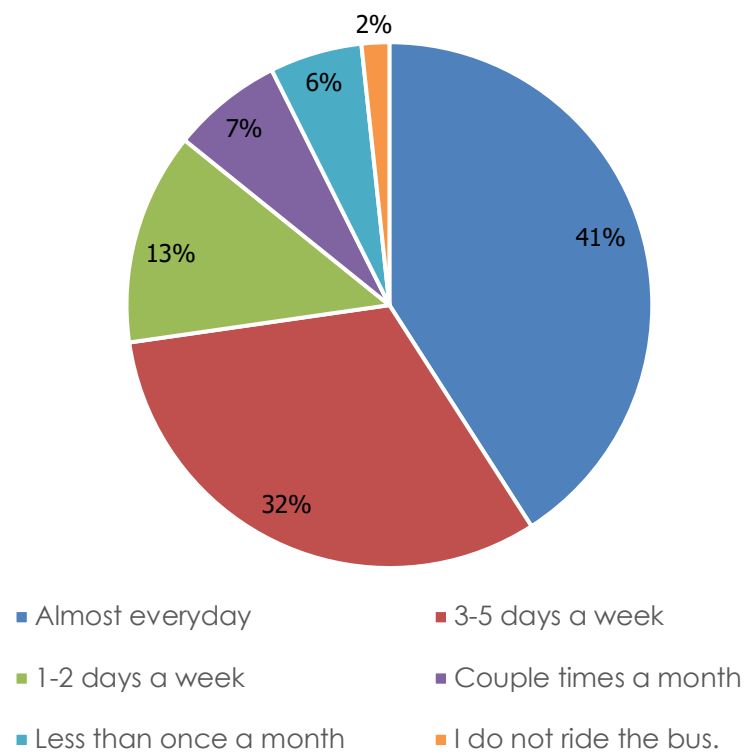
N/A
None
Gonzales Rd.
Ventura and Oxnard
2:50 pm
Ventura to Ojai 8:00 pm
Between 11 am - 12 pm
Gonzales Road and Camarillo
Gonzales Road and Camarillo
South Victoria & Telephone Rd & Telegraph Rd
Gonzales Road
Gonzales Road and Camarillo Outlets
V.A Bus
Around 7-9am and 1-7pm
Kaiser by Freeway and Market Street
Telephone Road
10:00am-12:00pm
Sunday the bus didn't run
Waiting for the # 11 near donlon (O/S Deckers) to get to VTC. Always a long wait.
Beaches: Oxnard & Ventura. Camarillo, T.O., S.P. & S.B.
Weekend Buses and Ventura Harbor
Oxnard because of the time it takes
Evenings/nights
4 pm Ventura Avenue
None = All Great
Timely Trips To Oxnard
All
Weekends. 6:28am - Route 21
Casitas springs/Ojai, it only comes once every hour and takes 40 minutes to get to the mall
Santa Barbara
Evening
Arizona
Travel to camarillo is very poor for commuting. Going to Downtown Ventura at night for dinner/drinks is basically impossible because the bus stops at 8ish
a.m. and between 3p and 5p
varies
Fillmore
N/A
Midday
Early mornings/Late at night
Ventura
Ventura
(N/A) But sometimes Ventura Harbor
(N/A) But sometimes Ventura Harbor
Ventura
I have most difficulty in reaching the Pacifica school.
Early Morning, Past 6 PM
I just get where I'm going
Currently, times are ok. For places, I would say Patterson Rd if I had to go there. And traveling to Camarillo might be difficult

12 am and 4 am
Close to my work in the mornings.
All
LA County, Esplanade, Anytime in the evening
between 1400-2000
6:30am
There is not enough time for Transfers
Holidays
Anything earlier than 5 AM
I travel mostly during the afternoon.
none
harbors
Ventura takes an hour and a half to get to.
Thousand Oaks on Sunday
To the colleges
East Ventura Metrolink Station
North Oxnard
Weekend/ Bus Schedule Times
Costco Area
Around 5PM from Ventura to Oxnard
Ventura Midtown
Mid-day and After 8PM on some Routes.
Both buses don't meet
6am-7am
None
Oxnard
Ventura Harbor
Santa Barbara AM
most of our city's beaches
Bus 11
10AM to 1PM
Ojai after 8PM
Seabridge/Channel Islands
To Oxnard anywhere
xx
On any Route 16 Bus
Downtown Camarillo
8AM/5PM times to/from Oxnard
Anything past Ventura
None
Evenings 5PM to 7PM from Oxnard to Ventura
North Oxnard and Downtown Oxnard train station. It's difficult most of the time now that 22 is gone.
8 am
late afternoon
Oxnard 93030
Going to Camarillo
route 11
Out of town Santa Paula/ Camarillo.
Early morning
In the morning 6:30AM or 7:30AM

Oxnard Beaches and Parks
Before 6am and oxnard from east ventura. I used route 22 very frequently.
Late evening service 6:30 PM to 10:00 PM
Infrequent service for medical appt. on Rice & Gonzales
Ventura
Auto Center in Oxnard from the Ojai Valley
Ventura
Para la escuela pacífica de mi hija
Camarillo
Santa Paula por la tarde
Canoga Park
English
Canoga Park Calle 5 Oxnard Ventura
Ventura
Para la escuela pacífica de mi hija (Pacifica High School)
Camarillo
Santa Paula por la tarde
Canoga Park
English

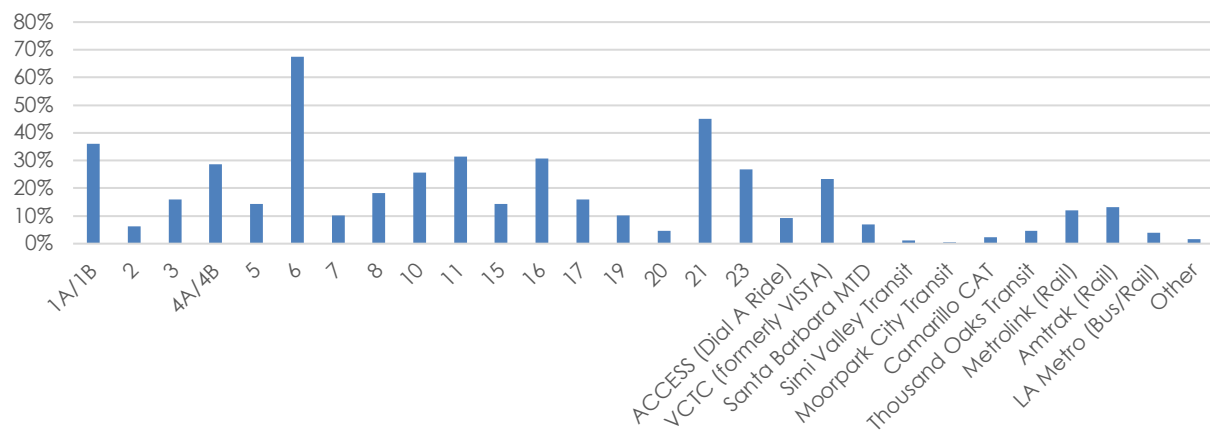
Question #5: How often do you currently ride the bus?

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



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

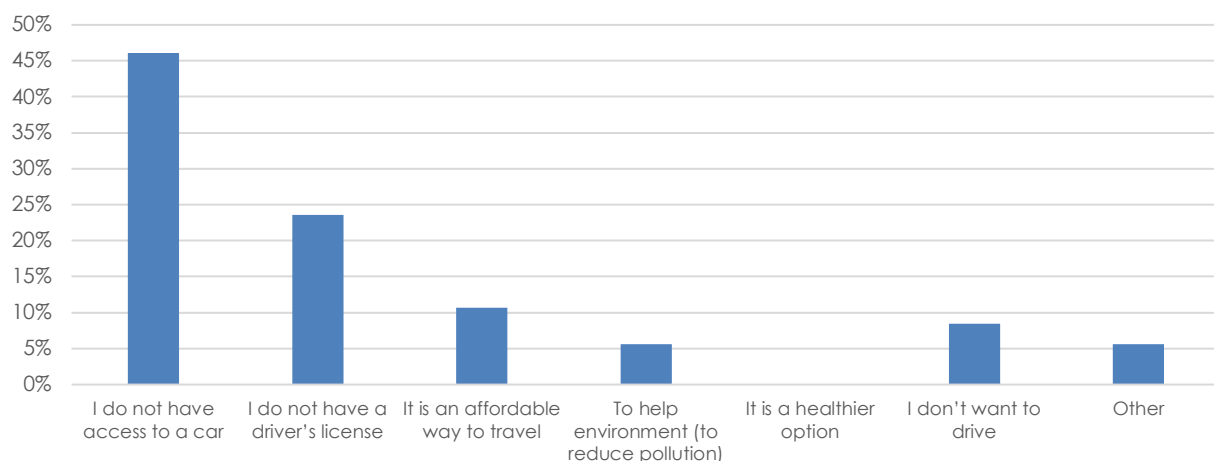
Answer Choices	Responses	
1A/1B	36.00%	63
2	6.29%	11
3	16.00%	28
4A/4B	28.57%	50
5	14.29%	25
6	67.43%	118
7	10.29%	18
8	18.29%	32
10	25.71%	45
11	31.43%	55
15	14.29%	25
16	30.86%	54
17	16.00%	28
19	10.29%	18
20	4.57%	8
21	45.14%	79
23	26.86%	47
ACCESS (Dial A Ride)	9.14%	16
VCTC (formerly VISTA)	23.43%	41
Santa Barbara MTD	6.86%	12
Simi Valley Transit	1.14%	2
Moorpark City Transit	0.57%	1
Camarillo CAT	2.29%	4
Thousand Oaks Transit	4.57%	8
Metrolink (Rail)	12.00%	21
Amtrak (Rail)	13.14%	23
LA Metro (Bus/Rail)	4.00%	7
Other	1.71%	3



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

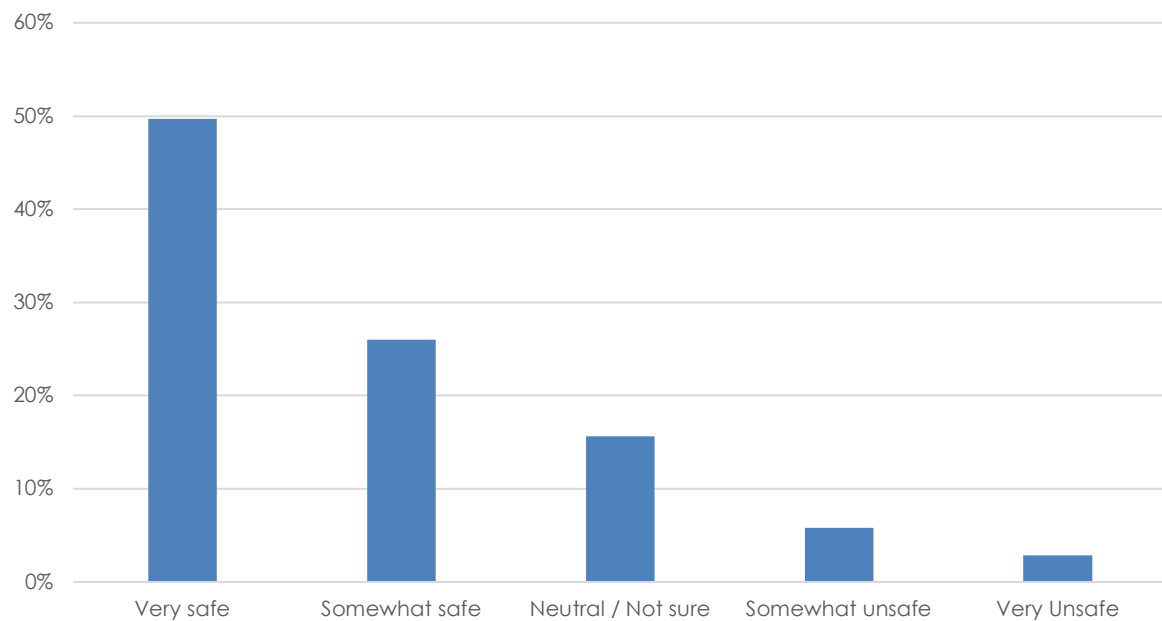
Answer Choices	Responses	
I do not have access to a car	46.07%	82
I do not have a driver's license	23.60%	42
It is an affordable way to travel	10.67%	19
To help environment	5.62%	10
It is a healthier option	0.00%	0
I don't want to drive	8.43%	15
Other	5.62%	10
	Answered	178

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



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

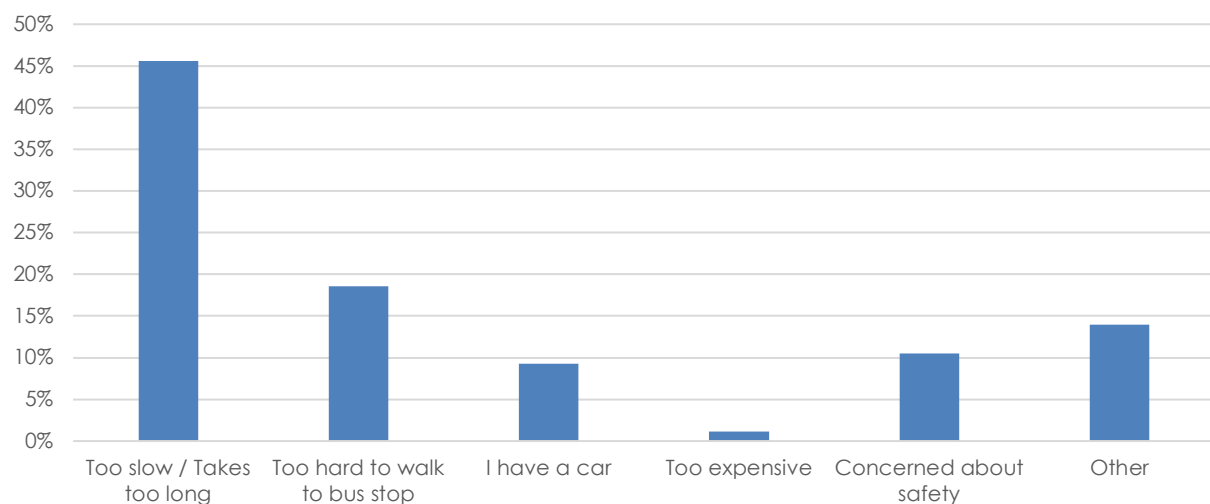
Answer Choices	Responses	
Very safe	49.71%	86
Somewhat safe	26.01%	45
Neutral / Not sure	15.61%	27
Somewhat unsafe	5.78%	10
Very Unsafe	2.89%	5
	Answered	173



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

Answer Choices	Responses	
Too slow / Takes too long	45.56%	41
Too hard to walk to bus stop	18.60%	18
I have a car	9.30%	8
Too expensive	1.16%	2
Concerned about safety	10.47%	9
Other	13.95%	12
	Answered	90

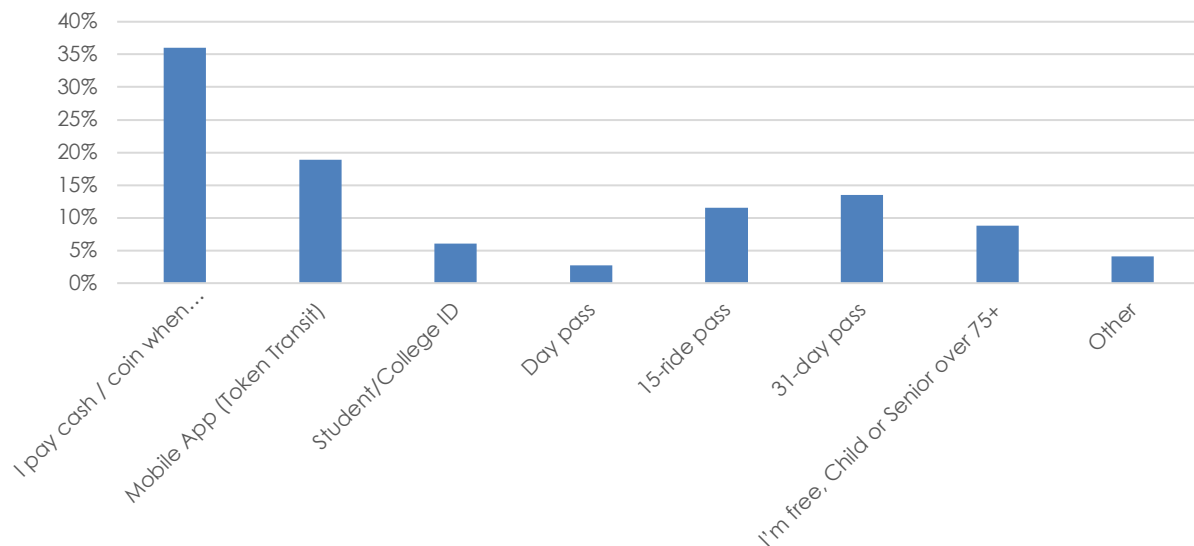
Other
I like to use the bus.
Money
I use public transit
Reduced Fare Card Expired
SOME TIMES I dont because the bus does not like me bringing a months worth of groceries home
Use My Bike
n/a
I use public transportation
Bike
bicycle
I do use public transit
I do take it



Question #10:

Answer Choices	Responses	
I pay cash / coin when boarding the bus	35.98%	59
Mobile App (Token Transit)	18.92%	29
Student/College ID	6.08%	9
Day pass	2.70%	4
15-ride pass	11.49%	17
31-day pass	13.51%	26
I'm free, Child or Senior over 75+	8.78%	14
Other	4.05%	6
	Answered	164

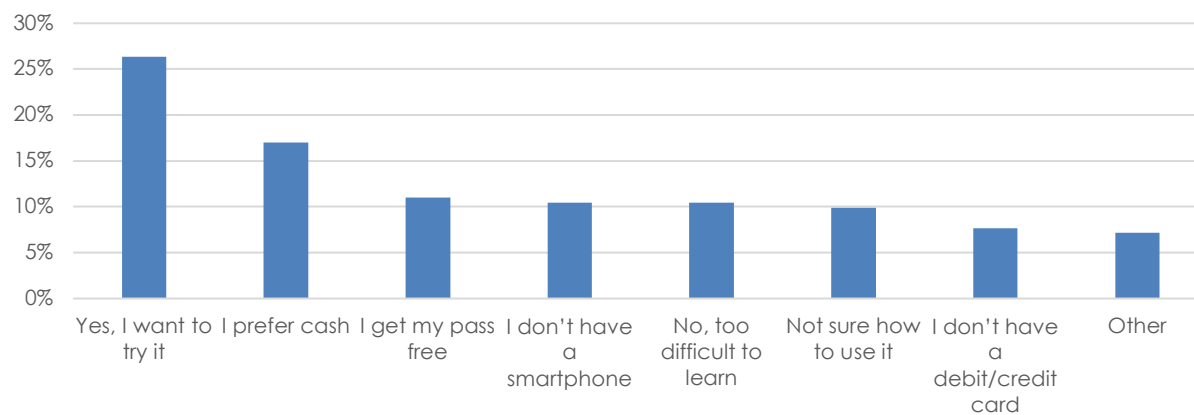
Other
I bought a pass. I should have had a senior discount.
Access ticket from VCAAA.
Day Pass
Umo Touch Card
Vctc one ride reduced
VCbuspass Smart Card



Question #11:

Answer Choices	Responses	
Yes, I want to try it	26.37%	48
I prefer cash	17.03%	31
I get my pass free	10.99%	20
I don't have a smartphone	10.44%	19
No, too difficult to learn	10.44%	19
Not sure how to use it	9.89%	18
I don't have a debit/credit card	7.69%	14
Other	7.14%	13
	Answered	182

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



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

	Ride Much More	
More cleaning of bus stop	29.93%	54
Better Lighting	30.14%	49
Express bus with limited stop between Oxnard and Ventura	45.52%	73
More security presence	32.65%	55
More frequent service	46.04%	70
Add early morning service (4:00 AM - 7:00 AM)	36.17%	56
Add late night service (8:00 PM - 11:00 PM)	45.21%	71

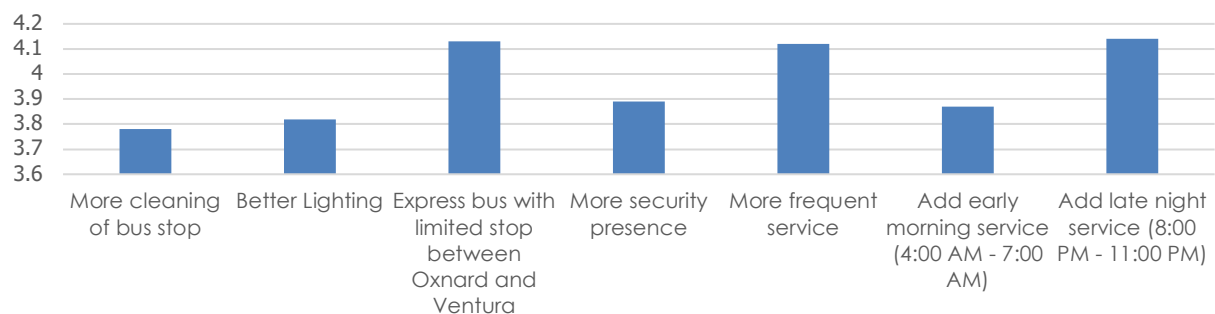
	Ride More	
More cleaning of bus stop	18.37%	28
Better Lighting	23.29%	37
Express bus with limited stop between Oxnard and Ventura	22.07%	38
More security presence	27.21%	42
More frequent service	19.42%	30
Add early morning service (4:00 AM - 7:00 AM)	16.31%	27
Add late night service (8:00 PM - 11:00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

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

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

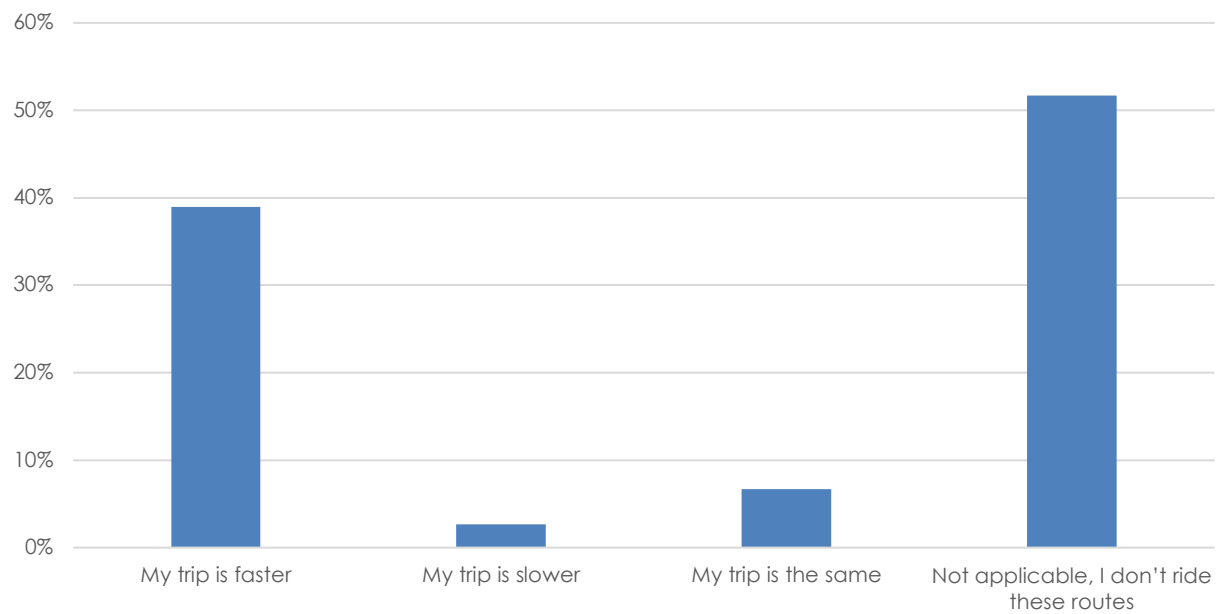
	Ride Much Less	
More cleaning of bus stop	0.00%	0
Better Lighting	0.68%	1
Express bus with limited stop between Oxnard and Ventura	0.00%	0
More security presence	0.68%	2
More frequent service	0.00%	0
Add early morning service (4:00 AM - 7:00 AM)	0.00%	0
Add late night service (8:00 PM - 11:00 PM)	0.68%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

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



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

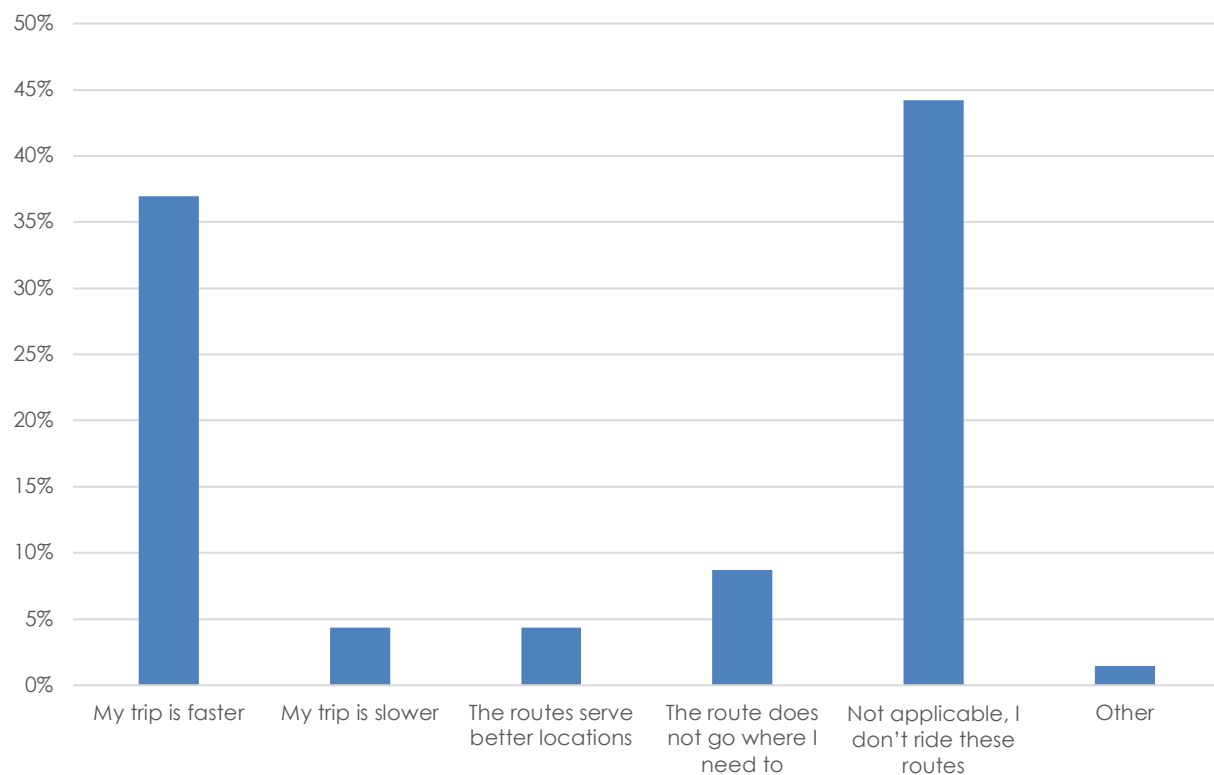
Answer Choices	Responses	
My trip is faster	38.93%	58
My trip is slower	2.68%	4
My trip is the same	6.71%	10
Not applicable, I don't ride these routes	51.68%	77
	Answered	149



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

Answer Choices	Responses	
My trip is faster	36.96%	51
My trip is slower	4.35%	6
The routes serve better locations	4.35%	6
The route does not go where I need to	8.70%	12
Not applicable, I don't ride these routes	44.20%	61
Other	1.45%	2
	Answered	138

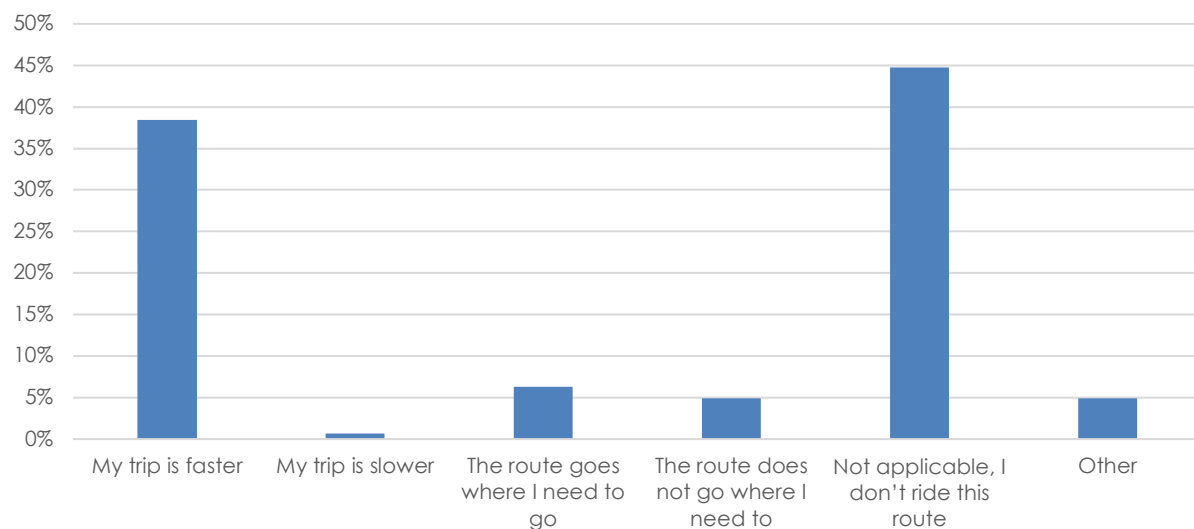
Other
I used to ride on route 3, but they changed it and I have wanted back to the original one
4B-my trip is faster. 4A-my trip is the same and 4A still doesn't come that much. I don't ride the other routes that much



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

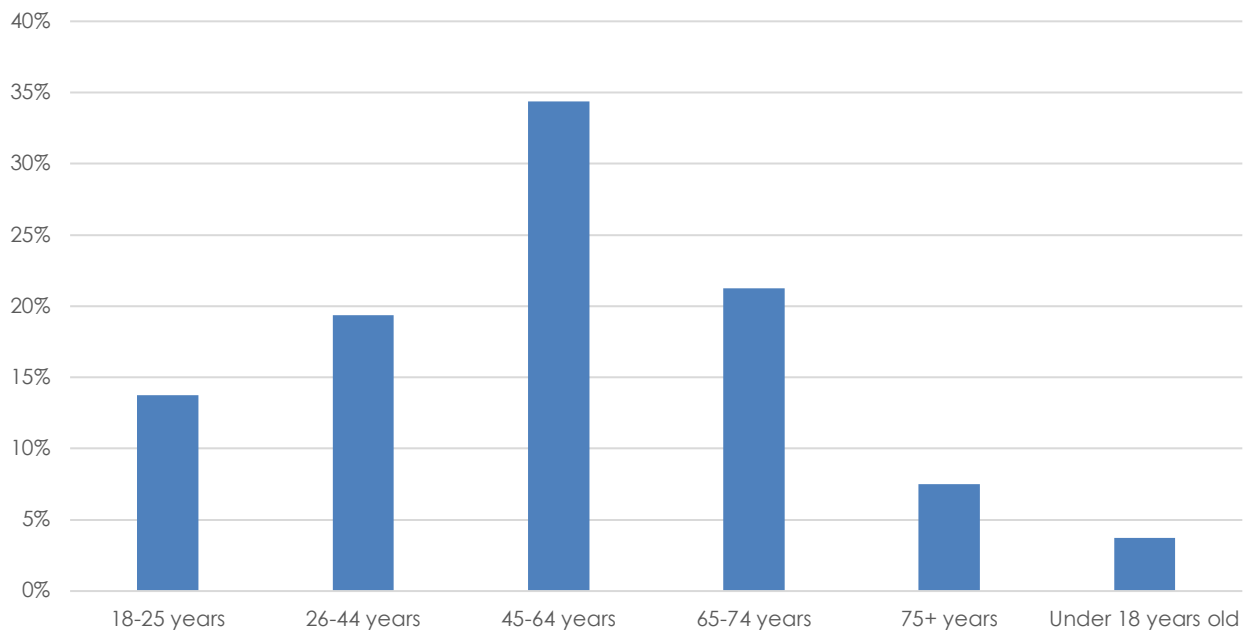
Answer Choices	Responses	
My trip is faster	38.46%	55
My trip is slower	0.70%	1
The route goes where I need to go	6.29%	9
The route does not go where I need to	4.90%	7
Not applicable, I don't ride this route	44.76%	64
Other	4.90%	7
	Answered	143

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



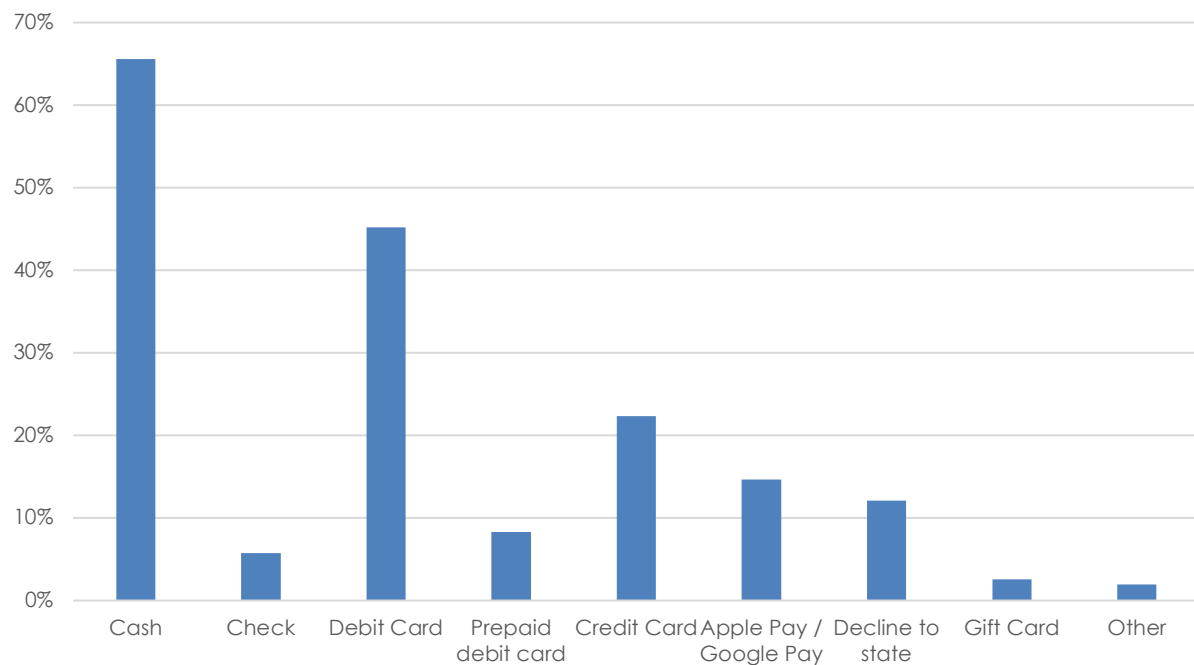
Question #16: What is your age? (Optional - Under 18 years old)

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



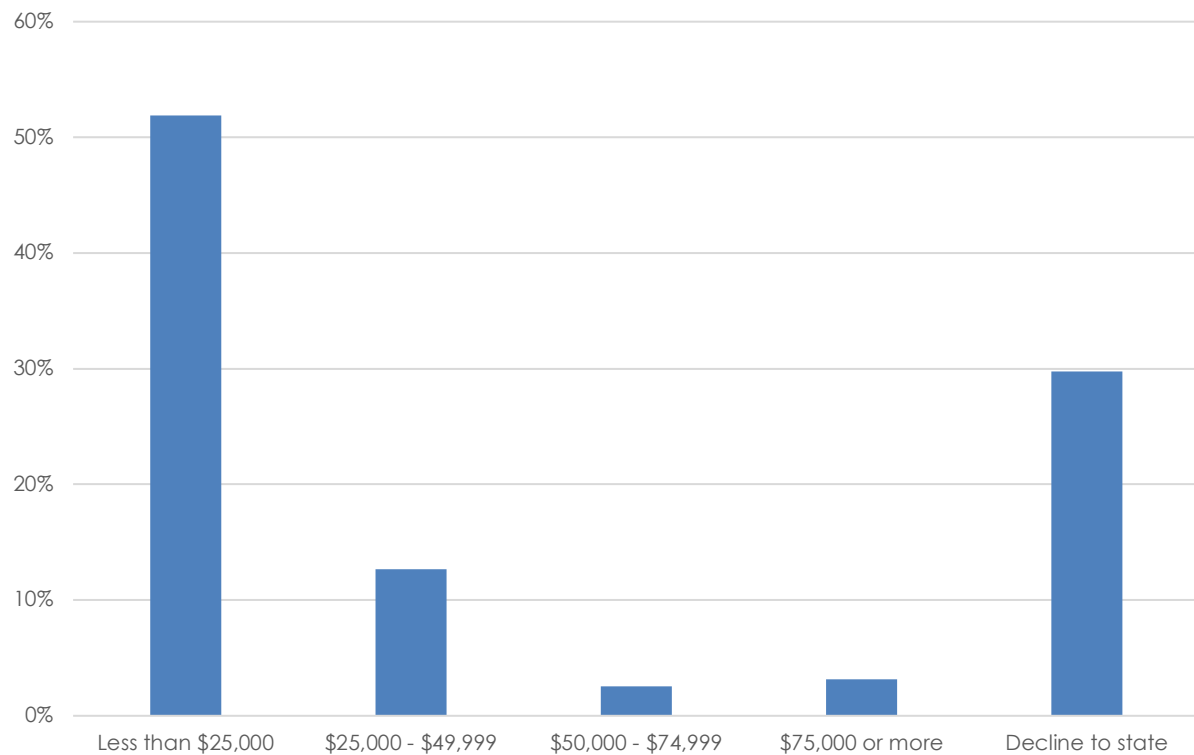
Question #17: To make purchases at stores, how do you pay? (check all that apply) (optional)

Answer Choices	Responses	
Cash	65.61%	103
Check	5.73%	9
Debit Card	45.22%	71
Prepaid debit card	8.28%	13
Credit Card	22.29%	35
Apple Pay / Google Pay	14.65%	23
Decline to state	12.10%	19
Gift Card	2.55%	4
Other	1.91%	3
	Answered	157



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

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



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

My bus rides are excellent. Bus drivers are always courteous and caring. They lower the bus for me
Should consider having a routes to Santa Paula it would help the college students a lot. More frequency on 10, 11, 17, and 6.
I ride the bus on route 23 daily, I board at approx. 10:56 am at Ventura Rd/ Ivywood. I would like to compliment the driver for always having my transfer slip ready when I board on way to Esplanade transfer center. He is very safe and a nice driver.
4059 Bus Takes additional breaks each time, using cell phone in excess.
On time pick ups
Northbound 16 at Borchard is dirty from spilled food and drink. Southbound has someone living there.
Add a bus stop stop at Bard Road and J Street North and South.
Outstanding! All the drivers are way helpful, friendly and very respectful. God bless and take care all of them. I really appreciate the drivers when a person is waiting to catch the bus, they wait for the person. They have a lot of patience.
Please put VCTC bus schedules on Gold Coast Transit District buses.
Outstanding! All the drivers are very helpful, friendly, respectful, and have lots of patience. God bless and take care of them: I really appreciate the drivers unit, drivers wait for a person if they see them running to catch a bus. Thank you very much!..
Please less time to wait. Please, especially waiting over an 1 and a half for a bus that never arrived. This happened twice. More frequency on route 6, 10, 11
I'm blessed riding on the GCTD Bus. All of the drivers are very friendly and very respectful. All of them are "outstanding" God bless and take care of them always...
My comments is: all outstanding! I thank all the drivers of GCTD way helpful, friendly, way respectful. God bless them all and take care of all of them.
Phone chargers on bottom of seat, wifi
More frequent service on Route 16. Have less druggies on the bus bugging passengers and bus drivers. Your guys agenda should not be to baby sit those problem passengers too much.
Elderly and handicap should not have to show ID. The bus stop on Ventura Avenue need cleaning more often.
I ride the bus often to go to Ventura College and the mall. I have been very content with the bus. I always feel safe and there should be more stops by the golf course.
I wish the # 9 still ran because I have to walk so far to catch the bus.
Put a shelter at Bus Stop on Poinsettia Gardens there are two senior parks there and we need a shelter for wind and sun.
Most people I know in Ojai go to Ventura for food shopping: Sprouts, Ven/Lassens' on Main St & TJ's @ Pacific Mall. I do this w/ the 16 & 11. We all take our cars alone all the time. What about an express 15 seat Van to start @ Von's Ojai, one p/u in Oak View, a stop at VTC and then to Donlon. Have a morning express 16 w/ one stop in Center of Ventura, one @ VTC, & @ gov't center. And then a return at best HR. But this has to be surveyed& promoted w/ Environmental & Community Groups in Ojai.
The bus drivers are really nice and friendly
It would be nice if the Laurel & Gisler stop was returned, even if it was during limited hours during the mid-day. I can't always remember to schedule the access bus under their guidelines. That's the most frustrating part for me! I wish I could reserve my ride with them at least a few days ahead of time instead of the day before! I have memory issues short-term but longer term I can remember things quite easily. If I can't remember to schedule the day before.. I would either have to stay home and miss my doctor's appointments or hope that I could catch the regular Transit bus from South Oxnard to downtown Ventura. I can't walk to the closest stop to me. I would run out of energy and my M.S. body would be too fatigued as a result to try to get there.
More frequency on 9, 10, and 21. Transit to Ventura Harbor Village

Going to Harbor Again, Ride to Ventura Harbor. Like I said- buses should start going to Ventura Harbor again. Bus drivers that can help passengers with directions better. More alert drivers knowing what is going on in their buses.
Benches are too close to the street.
More frequency on the 16 and 10. More comfortable bus seats.
More frequent service on 6, 21, and 3
Really appreciate having the service . So glad the # 21 went back to every 1/2 hour. Miss having the Route # 20.
The Transit Center and buses should not be a repository for the cities castoffs. Serious intervention needs to be done to return these areas to acceptable standards.
Need Monthly Disabled, How Much? Should Be Free!
All buses never show up to stops on time I've been late to work 10 times
Bring back 6:28am (Victoria & Wooley rd) route 21 on weekends. I take to work.
An early/late bus for the 16 and more frequent stops would make life so much easier
Some drivers need to have their attitude checked. They are disrespectful and rude.
Thank you I have special needs and everyone was really nice.
The service to downtown ventura stops at 8ish on Friday which means I have to drive downtown to get dinner even though I am only 3 miles away. For VCTC the bus is very inconvenient to get to work because of how infrequently it runs. I have to be at work in Camarillo at 8am which means either arriving at work 30 minutes early or 30 minutes late given the current route scheduling. 30 minutes is basically the time it takes to just drive from Ventura to Camarillo
Some of my transfers expire before I get on. Had to pay again.
These are difficult times for all of us. I think most of us are doing our part to help keep passengers safe and secure. Keep doing a good job. Thanks
Love it
I think drivers should be getting paid more for working over shifts and working more for there money
The 4b bus used to go straight down Gonzalez all the way to OHS where I go to school. I can no longer take this route because it doesn't go that way and would take too long. Please change this
More frequency on 8, 1A/1B Add Later trips beyond 7PM for Route 8. Train some of your drivers better customer service. Train you drivers to look at their mirrors is someone is running after the bus to ride before they leave the bus stops ahead of time scheduled.
I would like to see route 4A come more frequently-every 30 minutes would be nice. Route 4B comes every 30 minutes, I don't see why 4A can't also come every 30 minutes. I would actually like to see all the routes come every 30 minutes. Sometimes people get stuck waiting for an hour if they miss the bus. Also, when I use route 4A in the morning, the bus I take is crammed with high schoolers and I sometimes have to sit right next to someone, which is not safe during the pandemic
OTC and Vtc are not safe the Security guards don't do anything they are a joke and drivers not wearing mask and Passengers not wearing them too drinking beer and doing drugs on the bus and driver tells you set in front
Closer bus stop by my job
No walker space, driver area full. Why do all buses leave at same time, makes it hard to transfer. Need better transfers.
15 minute frequency on all core routes, such as the 1, 6, 11, 10/16, 17, 21, and 23. Evening Service until 12am on all core routes. Limited stop "Rapid" service pilot on route 1/6 between VTC and Port Hueneme via Saviers/Oxnard
the blue bus should stop at wagonwheel and spur too.
Thank you All Staff at GCTD
More time for transfers
The Route 9 was very helpful for me. Actually I have to walk since C Street to Elm Street and Saviers, before Route # 9 made it easy for me.
Need service labor day memorial day on small houldays

I really think very strongly. More help to people with wheelchairs and walker and other disabilities. Some drivers are very good, and sometimes they aren't. I have been very blessed all have help me well.
I wish there was a bus route that was a little bit more closer to my house.
Please add more frequent #16, especially at peak times.
Bring back Rose Ave to Wells Rd. Try to coordinate bus times to make transfers more efficient.
Customer service from drivers is terrible. I have seen them be outright mean. Drivers have refused to hold buses, give false information. Also ridership should be based on ability to pay.
More frequency on 6, 8. The bus ride is good! Thank you and God Bless.
I wish to laud your driver named Paris for his outstanding helpfulness to two single ladies travelling on Amtrak who got into Oxnard Mon Night August 23rd. He helps us find our way to the Holiday Inn Express. Give him a special Thanks from Lois and Marjorie Rt 1B.
Rude Drivers (4019) shouldn't target elderly females.
More frequent service on route 10. I'm quite annoyed at the way these recent route cancellations have been handled! No notices, No warnings. No nothing, until I find myself stranded! Who the hell is going to check the website beforehand? This was really screwed up!
More frequent service 6, 10, 21. More local areas to buy bus passes (Vons?)
More frequent service on 21, 8. Comfy seats.
More frequent service on route 8, 21
A "Beach Rte" Pier Point, Ventura Harbor Village, Harbor Blvd to Channel Islands. A light night "Sweeper" on Route 6, 16.
Bring back the bus stop in Oxnard on Bard and J Street.
Customer Service Personnel needs to change for the better!
Please consider going through Camarillo. The bus isn't always reliable and is the only way to Camarillo and out of Camarillo.
Need Walker Storage, buses to meet each other/Vista/East and West be more coordinated. Also a stop at the Metro Link.
Additional security at OTC would be nice, I don't feel safe there, constantly looking around and over my back.
Bud card that works. Not a piece of paper with a magnetic strip.
The fare could be a lot cheaper, and social distancing needs to be enforced on the bus. Also, people at the transit centers have been taking showers in the bathroom, which makes it impossible to use the toilet. Some added security measures would be helpful at the transit centers.
Actually have a bus service to the harbor. I miss being able to go there.
Windows need to be cleaned more often. More buses need to arrive sooner to catch Vista buses for transfer. Old service buses was 40 minutes. Vista buses have a longer wait for buses.
Driver # 1059 this was the best driver ever. Very friendly, polite, courteous, and positive attitude. Wish there were more like him.
Discounts for people with government assistance or other programs
i would like to see more routes to the beautiful beaches like silver strand, Hollywood beach, ventura harbor, etc
Feel good was this service
Need better Customer Service Personnel! Personnel- Drivers & Customer Service attitudes must be better - non bias, at bus stops attitude adjustments some have "clicks" (note: c may have been a d on survey). Passengers- hygiene, dirty, too much carts/baggage/bad attitudes/don't keep mask on! I used to buy 31-day pass, but no longer due to bad customer service.
More frequency on 8 and 21. Add a Route for Channel Islands/Harbor/Port Hueneme/Oxnard Beach Area.
I think Drivers should be nice.
Route connecting Camarillo. 24 hour bus service.
Improve bus drivers consistency on they drive the bus. Sometimes they drive too slow to match the schedule, instead of waiting at some stops like most of the drivers. Add later service on the weekends.
xx

Do better with the Route 16 Bus. Can't depend on it.
A Ventura Main and Ave office would be good for all three county's. An there are office open on Main St. on the Ave in Ventura.
Sometimes, not always the driver the bus drives 5 to 10 mph below the speed lime. Instead of going the speed limit. So no waiting times at any stops. Instead drive normal speed with waiting at stops. I think this is much better because it becomes more of a regular ride with so many old people on the bus. (riders that is)
Great service, except Kaiser has a new building on Market Street that is a long walk to the bus stop.
Need outlets on buses and Wi-Fi for free.
I am a bicyclist. My bike is very heavy. The drivers only seem to kneel the bus a little bit. Please teach them to kneel the bus completely!
Add Route #22 again.
Remove unnecessary bus stops
More frequent service Route 6 Oxnard to Ventura 5PM to 7PM
Change route 21 weekend times to every half hour. Enforce senior sitting area. Route 20 was convenient for me. So thankful for bus service you all are great. Kept things going during 2020 with a smile.
736 male, good nice
059 Lady nice, Good Job
Provide more connections between north Oxnard/downtown Oxnard and Ventura.
Bus stops in Main Street are closed between Catalina and Santa Clara. That's too far of a distance.
I really like the signs at bus stops that say when the next bus arriving. If there is a phone app with that info, would be great. Need more shade and wind break at bus stops.
Add service to Ventura Harbor a few days per week.
We need a bus just for wheelchairs. Two spaces is not enough for Routes 1, 4B, and 6.
Please, for ventilation, because it is an important CDC guideline pandemic-wise, have all the windows open. Whether, or not, the AC is on. People with ineffective cloth masks worn improperly, sitting close to me, does not cut it.
Wish there was a bus the goes from lemonwood directly to OTC. The change from turning the channel island and eden stop to route 3 has added an hour to my commute. I also liked when the bus went to oxnard college. The bridge on channel island is not safe especially when traveling with kids. Having to now use it is nerve racking as many of the cars speed through it. I miss having the 8 pass by Channel Islands and eden.
If the bus it making it quicker then the time stops(per the book the bus will be here at a certain time actually stop so you are on track) I understand when they get behind but when you are 10 minutes early to a stop and they keep going how are you supposed to transfer
I'm in high school lots of my friends enjoy going to the beaches & parks but our community has no transportation out their. Bring back Route 20.
Provide service from District 7, Pierpont, Beaches, Marina ParK, Seaward, Harbor, Portside. Parking very limited and this may encourage the community to ride the bus instead of drive.
Good job, keep it up!
Night service would be nice for people who work on graveyard hours.
Please keep Route 23, it gives me better access all around Oxnard without having to transfer to another bus. We need this bus route.
Add seat belts for children under 5 years old
Everything is perfect
They do a good job (bus operator 1095)
Bus Operator 686- Lady Good Job
Deberían de poner luz en las paradas del bus.Hay paradas que están muy oscuras.Y anunciar cuando el bus va a llegar a la calle 4 y B que va para el otc anunciar cual bus viene para tomarlo uno
Necesitamos el servicio de autobús, ya es bastante difícil debido a todas las cancelaciones por las mañanas. Nos pueden despedir por no presentarnos al trabajo "

limitando el tiempo en las transferencias del #21 al #3. Necesitamos esperar 30 minutos en la mayoría de las conexiones y reintegrando ruta # 9 u otra para poder ir a esos lugares iba esa ruta
que los buses no pierdan el schedule que llegan a tiempo
como quitar todos los indijentes de las paradas y mas seguridad. Limpias las paradas porque huele mal y mucha basura.
1. gracias por su servicio gratis ano pasado, gracias su amor de la pasajeros. 2. gracias a la amabilidad de los choferes, paciencia. 3. gracias , por mantener los mismos empleados, gracias a todos.
Los choferes tienen que pacientes y ser respetosos y ser amables
Si pueden poner la parad que quitaron hace un Ano 1A antes de llegar a la Ventura Rd hay unos Apartamentos para personas mayores y es dificil a el bus gracias.
Son buenos conductores y muy delicadas pero bien.



Item #8

DATE February 16, 2022

TO GCTD Technical Advisory Committee

FROM Vanessa Rauschenberger, Acting Assistant General Manager

SUBJECT Update on GCTD COVID-19 Recovery Plan Implementation Progress

SUMMARY

In July 2021, the Board approved GCTD's COVID-19 Recovery Plan. The purpose of this document is to detail Gold Coast Transit District's efforts to assist in the revitalization of the health, social and economic fabric of our community and to have GCTD emerge as a more resilient organization following the COVID-19 pandemic. The plan was developed with input from the public, employees and includes recommended actions aligned with the California Transportation Association (CTA) Future of Transit task force report. The Board approved Recovery Plan can be found here: <https://www.gctd.org/about/safety/>

For this item staff will provide a presentation and verbal update on the progress toward implementation of the COVID-19 Recovery Plan.

RECOMMENDATION

It is recommended that the GCTD Technical Advisory Committee receive and file this report and presentation and provide any feedback to staff.

GOLD COAST TRANSIT DISTRICT

CITY OF OJAI | CITY OF OXNARD | CITY OF PORT HUENEME | CITY OF VENTURA | COUNTY OF VENTURA
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Item #9

DATE February 16th, 2022
TO GCTD Technical Advisory Committee
FROM Vanessa Rauschenberger, Acting Assistant General Manager
SUBJECT **VCTC Transit Integration & Efficiency Study (TIES) Update**

SUMMARY

The Transit Integration and Efficiency Study (TIES Study) was initiated by the Ventura County Transportation Commission (VCTC) last year to examine system efficiencies and integration opportunities among Ventura County bus transit operators. For this item, staff will provide an update on GCTD's participation in VCTC's Transit Integration and Efficiency Study and will provide some history on GCTD's progress on recommendations that came as a result of the last Regional Study that was completed by VCTC in 2012.

GCTD UPDATE ON PARTICIPATION IN TIES STUDY

The overarching goal of the TIES Study is to improve bus transit throughout Ventura County in both the near-term and over the long-term periods. The Study seeks to identify strategies that will most effectively improve passenger experience, reduce operating and capital costs, and better integrate the existing operating systems. Potential strategies could range from better coordination and collaboration to integration / consolidation of transit services into one or more agencies.

In 2020, the Ventura County Transportation Commission (VCTC) directed staff to embark on an exploratory effort to identify potential efficiencies in the delivery of quality local and regional bus transit throughout Ventura County. All transit providers were identified as project partners to work alongside VCTC to identify strategies that will most effectively improve passenger experience and better integrate the existing transit services throughout the County. To date GCTD staff have participated in two working groups and met directly with the consultant team to provide feedback on the draft existing conditions report and initial draft strategies.

Staff will review and evaluate the Final Existing Conditions Report and Strategies once they are available and has offered to help VCTC get input from Operators in the next phase which will be to screen the potential strategies. Staff believes that including public and operator input on this study is important. Overall GCTD staff believes this study is a great opportunity to educate the public and decision makers on the trade-offs in planning quality transit and help provide information to really improve transit in our County. GCTD staff will continue to work with VCTC staff and their consultant team to provide input on the TIES Study to support quality transit in the region.

GOLD COAST TRANSIT DISTRICT

It should be noted that, at the February 2022 VCTC Commission meeting, several Commissioners made a request to for an item to be brought to the Commission to discuss consolidating transit operations under one or two entities and asked that this discussion be placed on the March 2022 Commission agenda. This request was made, in advance of the Existing Conditions report or Strategies being published, and at the time of this report, it is not known what recommendations if any will be made. GCTD staff will follow this closely and plans to bring this item to the GCTD Board at the upcoming meeting for further discussion. More information on the TIES Study can be found on VCTC's website here: <https://www.goventura.org/vctc-transit/ties/>

SUMMARY OF 2012 REGIONAL TRANSIT STUDY

The last regional transit study of this kind was completed in 2012, in part as a result of SB 716, which required that all TDA funds in Ventura County be used solely for public transit purposes. As an outcome of the 2012 Study, VCTC adopted a consensus position reached by the Regional Transit Study Steering Committee, the Transit Managers and the City Managers. One of the recommendations included the formation of the Gold Coast Transit District which was finalized in 2013. Other recommendations such as GCTD assuming operations of the regional transit services, or the formation of an East County transit agency for transit operations of service in the east County have not been implemented.

While the 2012 report described the consensus recommendations as an “innovative combination of the cooperation and consolidation approaches that is uniquely tailored to Ventura County's conditions and needs, and that allows for further development and change over time as results and conditions warrant”, it is unknown if the Commission would continue to support these same recommendations today, as evidenced by the decision to initiate the TIES Study and place an item to discuss consolidation on the upcoming March VCTC agenda. To provide historical information to the TAC, seven proposed recommendations included in the 2012 Study are described below, along with GCTD progress toward meeting them if applicable.

1. Support creation of a Gold Coast Transit District (GCTD) to assume the responsibilities for West County public transportation services. Cities and communities in West County (including Heritage Valley) would be provided with the opportunity to join the District. **This recommendation was completed in 2013 with the formation the District. Cities can request to join GCTD by mutual agreement of the requesting City Council and the GCTD Board of Directors.**
2. Transition authority for VISTA services in West County to the new District, with services in the Heritage Valley subject to negotiation and participation by those communities and California State University Channel Islands (CSUCI) and Santa Barbara County Association of Governments (for Coastal Express) pending continued funding agreements with those entities.
3. Support creation of a Memorandum of Understanding (MOU) in East County between the cities of Camarillo, Moorpark, Simi Valley and Thousand Oaks and the County of Ventura for unincorporated East County, to further coordination of individual services.
4. Transition authority for VISTA East service to the East County MOU.
5. Support legislation to allow the use of TDA funds for Article 8 purposes, including streets and roads, and continued return to source of Local Transit Funds. **In 2013, AB 664 passed that**

formed the Gold Coast Transit District. Members of the District committed to using TDA Transit Funds for transit purposes as required by SB 716. In 2014, TDA legislation required all Counties with populations over 500,000 to use all TDA funds for transit. However, Ventura County received an exemption in the legislation so that cities with populations under 100,000 and who are not part of the Gold Coast Transit District can use TDA funds for non-transit purposes as long as all unmet transit needs are met. As of July 1, 2014, only the cities of Camarillo, Fillmore, Moorpark and Santa Paula can claim TDA funds for local street purposes. Additionally, on June 11, 2018, legislation allowed Thousand Oaks to spend TDA fund on streets and roads. While not required by the legislative change, the City of Thousand Oaks has agreed to follow the spirit of the Unmet Needs process before allocating LTF revenues to streets and roads.

6. Use VCTC discretionary transit funds to deliver sustainable levels of transit service.
7. Support the objective of further consolidation over time as needed to improve connectivity and customer service. **Ongoing. GCTD has participated in several countywide transit coordination efforts have taken place since 2012, including the Countywide real time trip planning system, College Ride Free program, and the new regional smartcard, VC Bus Pass. Additionally, GCTD is participating in the TIES Study currently underway.**

OVERVIEW OF GCTD MEMBER JURISDICTIONS TRANSIT FUNDING

In October 2013, Governor Brown signed into law Assembly Bill AB 664, which formed the Gold Coast Transit District, including: City of Ojai, City of Oxnard, City of Port Hueneme, City of Ventura and County of Ventura. The enabling legislation AB 664, creating Gold Coast Transit District, enables other cities to request to join the District by mutual agreement of the requesting city's City Council and the District, and also establishes a process for members to have individual transit needs funded.

As a Special Transit District, GCTD is the direct recipient of Federal transit funds (5307) and TDA/Local Transportation Funds (State Sales Tax) on behalf of member cities. Prior to the formation of the GCTD, local TDA funding for operating costs and capital projects was provided to Gold Coast Transit (operating as a Joint Powers Authority (JPA) since the 1970's) by its member agencies, allocated by a formula based on the percentage of revenue miles of transit service provided within each participating jurisdiction.

In accordance with GCTD's enabling legislation, GCTD members may claim from GCTD a portion of those funds for transit services such as Ojai Trolley (Ojai), Kanan Shuttle (County of Ventura), or the operation and maintenance of locally supported transit facilities. Each year, the District distributes TDA funds to its members for transit-related purposes such as bus stop construction and transit-related maintenance needs.

In terms of service delivery, GCTD's fixed route service is directly operated by over 200+ employees (majority of these employees are Bus Operators and Maintenance employees represented by SEIU). GCTD's Demand Response/ Flexible Service (ADA/Paratransit, Late Night Safe Ride, and planned Microtransit) service is operated by MV transportation. MV Transportation is also currently the contractor for transit service for Thousand Oaks, Moorpark,

ECTA, Valley Express, and County of Ventura. RATP Dev is the other contractor operating in the county which operates transit service for VCTC (Intercity services) and Camarillo Area Transit.

As a Special District, GCTD has a dedicated staff including Operations, Maintenance, Human Resources, Planning, Marketing, Finance, Customer Service, who work to implement service improvements and meet the public's transit needs from a systemwide perspective. To guide the overall delivery of transit service to the District's members, the GCTD Board has adopted a number of Policy and Planning documents including: Service Planning & Evaluation Guidelines (February 2014), Bus Stop Guidelines (June 2015), Short Range Transit Plan (November 2015), Fleet Management Plan (updated annually), COVID-19 Recovery Plan (2021). Staff also conduct systemwide passenger surveys annually to help inform plans.

In July 2019, GCTD completed construction of an Operations and Maintenance Facility in the City of Oxnard. The 15-acre facility enables GCTD to maintain a fleet of up to 125 buses and includes an administration and operations building, an 8-bay maintenance and repair building, a compressed natural gas (CNG) fuel station and bus wash. In 2021, GCTD began the process of developing a Zero Emissions Transition plan that calls for facility investments in Hydrogen Fuel at its Oxnard facility, as part of meeting the CARB mandate to transition to 100% Zero Emissions.

RECOMMENDATION

For this item, staff will provide an update on GCTD's participation in the Transit Integrated & Efficiency Study and seek input from TAC on future strategies / comments related to this Study.

This report is for information and discussion only. GCTD staff will continue to work with VCTC staff and their consultant team to provide input on the TIES Study to support quality transit in the region.



Item #10

DATE February 16, 2022
TO GCTD Technical Advisory Committee
FROM Yvett Urteaga, Human Resources Coordinator
SUBJECT Human Resources Quarterly Update - 2nd Quarter FY2021-22

SUMMARY

This quarterly report covers the 2nd Quarter (October 1 through December 31) of Fiscal Year 2021-22. This report identifies key activities undertaken by the Human Resources Department in relation to Personnel Changes, Recruitment, COVID Updates and Trainings during the last three months.

Recruitment & Staffing

Two long-term employees retired in the month of December, Mr. Rigo Nava and Mr. Louis Beltran. Combined they served 60 years to our Gold Coast Community, both started at GCTD at the end of 1991. Like National trends, we had difficulty recruiting and filling open positions. We conducted many interviews to fill Maintenance and Bus Operator positions but were unsuccessful. We recruited and hired for four different positions: Material Specialist, Bus Operators, Operations Supervisor and Accounting Analyst. However, six employees left GCTD during this quarter, giving us a turnover rate of .92%.

Training & Professional Development

During the month of November, the Human Resources Department helped facilitate an Interview Workshop. 14 employees attended the workshop, and they all believed it provided them with information and tools that will help them with internal promotional opportunities.

Other Activities

This quarter was busy as we went live with Health Benefits-Open Enrollment using our new Paycom payroll system. The HR staff along with the Finance department, worked together to educate our 190 employees on how to utilize Paycom to select their Health Benefits for 2022. Human Resources also kept abreast of new information regarding the National COVID vaccine mandate and state and local ordinances regarding mask mandates to ensure employees were kept informed. Finally, the Acting HR Director worked closely with the other Directors and SEIU during Labor Negotiations.

RECOMMENDATION

It is recommended that the GCTD Technical Advisory Committee receive and file this report and presentation and provide any feedback to staff

GOLD COAST TRANSIT DISTRICT