

Community Workshops – Round 2

The second round of community workshops were conducted at the following locations:

Friday, April 1, 2016

- Hillcrest Center Community Room
403 W. Hillcrest Drive, Thousand Oaks
9:30 am – 11:30 am
12 attendees
- Thousand Oaks City Hall Board Room
2100 Thousand Oaks Boulevard, Thousand Oaks
6:00 pm – 8:00 pm
5 attendees

Saturday, April 2, 2016

- California Lutheran University (CLU)
Swenson Center, Room 103, 141 Faculty Street, Thousand Oaks
10:00 am – 12:00 pm
14 attendees

Tuesday, April 5, 2016

- Newbury Park Library, 2331 Borchard Road, Newbury Park
1:00 pm – 3:00 pm
8 attendees
- Borchard Community Center Stage Room
190 Reino Road, Newbury Park
4:30 pm – 6:30 pm
5 attendees

At each workshop session, attendees were provided a summary matrix of proposed recommendations and a handout of the PowerPoint presentation. The presentation detailed the project's objectives, goals, and proposed service recommendations. The proposed service recommendations were based on community feedback received from prior outreach sessions and surveys, and offered attendees a chance to review and provide questions or comments to consultant, City, or SCAG staff members. Comment cards were provided to attendees for additional comments.

Additional workshop items offered to attendees included Thousand Oaks Transit and partner agency (Metrolink, LACMTA, LADOT) transit schedules, as well as handouts displaying each proposed fixed route. Nine posters were displayed representing proposed fixed-route options by geographic area and proposed system maps by phase of implementation (Phase I, Phase II, and Phase III), as well as a map of the current transit system and ECTA service area. Attendees were given the opportunity to review the posters and ask questions of staff members after the presentation. Each workshop session lasted up to two hours.

A summary of comments and questions arising from the community workshops were:

- Attendee expressed concern over current ridership and its correlation with cost. Attendee observed fixed-route buses with limited number of passengers and asked if smaller vehicles could help alleviate any costs paid with resident tax dollars. Consultant and City responded there is not a significant difference in operating costs for large service vehicles compared to smaller service vehicles. The City's current fixed-route vehicle stock has downsized in recent years tailoring to current demand of services. Furthermore, the City's current ridership is growing and is classified as robust for a suburban environment.
- Attendee #2 raised comment on current system resulting in two-hour travel time from Newbury Park to eastern portion of Thousand Oaks. Consultant responded the proposed route changes would result in 1-hour travel time.
- City stated fare-paying transit customers pay 14 to 15 cents per dollar on fixed-route and 11 cents per dollar on Dial-A-Ride for service operation. Farebox recovery required is 20 percent for fixed-route and 10 percent for Dial-A-Ride.
- Public transportation is not a profitable endeavor. City pays \$27 per person and other transit agencies pay around \$60-70 per person.
- Need for greater marketing and promotion of services, especially to specific demographics (i.e., residents with part-time jobs and youth).
- Proposed fixed-route service along Moorpark Boulevard will increase existing traffic congestion. Service should stay along Lynn Road (Los Robles Hospital and CLU).
- Do not omit service to Dos Vientos area.
- City officials voice negative comments about bus service. City Council should be more involved and experience the benefits of public transportation.
- Need for better placement of bus stops.
- Need for greater promotion of Dial-A-Ride card allowing free travel on fixed-route buses.
- Enforce parking regulations near Glenn Oaks Senior Housing to allow transit service.
- Good transit is the framework around which a more sustainable city can grow. This is an excellent step in the right direction for the City of Thousand Oaks, and the other communities of the Conejo Valley. I sincerely hope the Thousand Oaks City Council adopts the City of Thousand Oaks Transit Master Plan.
- Attendee asked if proposed Metrolink Service would have two routes. Consultant responded there would be service operating during the morning hours and service operating in the evening hours.
- Need for focus on improvements to Dial-A-Ride as it serves as a connecting service to passengers who use fixed-route services. City's population is aging and improvements for Dial-A-Ride must be addressed (scheduling and on-time performance issues).
- Need for Dial-A-Ride online reservations, electronic fare options, and call-back reminders.
- Attendee commented he was happy with the proposed service recommendations as he noticed many of his recommendations were displayed on proposed route maps.
- Attendee addressed concern over proposed modifications to the current Green Route not including direct service to City Transportation Center. City and consultant responded there will be connecting service with shorter connection time.
- Attendee asked if there would be a connection between proposed Blue Route and proposed Red Route. Consultant responded there will be a connection.
- Google Trip Planner should be displayed more prominently on City's webpage.
- Attendee commented on lack of service to Erbes Road and Olsen Road (near Sunset Hills Golf Course). Consultant responded the proposed recommendations are focused on where the

majority of people are and the City has made a policy to not travel along small residential roads. City responded to look into an option with consulting team to see if the proposed route connecting service with Simi Valley could provide service to Erbes Road and Olsen Road rather than travel along State Route 23.

- Attendee asked if there is current service to Moorpark College. City responded the Metrolink Shuttle provides service to Moorpark, which connects with Moorpark City Transit.
- Attendee commented there should be better connection with Thousand Oaks and CSUCI. City responded the current VCTC InterCity bus service provides this connection and Thousand Oaks Transit has a free transfer policy set in-place along with free service for seniors and disabled riders. City responded there can be improvement in providing alternative fare options to help students use public transit.
- Attendee commented there should be more resident committees for community engagement.
- Attendee asked how to retrieve paperwork and eligibility requirements for Driver Reimbursement Program. Attendees were shown how to access this paperwork and review eligibility requirements via www.goventura.org.
- City commented on the desire to provide brokerage services for residents in an effort to arrange best options for travel.
- Attendee asked if it was possible to board the bus at a non-designated bus stop. City responded it is possible with the current flag stop policy. However, the consulting team may recommend altering this policy and establish a more formal bus stop installation and removal policy. Consultant responded too many bus stops often contributes to poor on-time performance.
- Attendee asked if there would be any future plans for charging seniors on fixed-route buses. City responded the consultant recommendations will answer this question. City would like to make service free for all seniors and not restrict this option to those with possession of a Dial-A-Ride card.
- Attendee commented there needs to be a positive message for using the bus. Consultant responded there will be recommendations made to enhance experience of current riders as well as attract additional/new riders through marketing and outreach recommendations.
- Comment made by attendee that she was astonished by the amount of Thousand Oaks students using personal vehicles to travel to school. Another attendee commented public transit is hard to get between destinations in a suburban environment.
- Attendee asked if there was connection from Thousand Oaks to San Fernando Valley. City responded there is a connection with partner agencies VCTC, LA Metro 161, and LADOT 422/423 commuter express buses.
- City would like to include additional full-time staff to support operations and marketing/public outreach.
- Attendee would like improvements of ADA processing to receive card.
- Attendee voiced concern over removal of service from Dos Vientos. Could look into option of providing smaller Dial-A-Ride vehicles to travel into this area and drop-off passengers at nearest fixed-route bus stop.
- Attendee asked what the current cost for Thousand Oaks Transit program to operate on an annual basis. City responded it is 4.5 million dollars per annually.
- Attendee asked what grants are received each year. City responded competitive grants are put out by the federal government. Attendee asked how much of grants received go to the service. City responded 10-20 cents per dollar from each fare-paying passenger and the remaining amount is provided by federal funding.
- Attendee asked why buses are not equipped with seat belts. Consultant and City responded seat belts on fixed-route vehicles are not federally or state mandated, would require dedicated seating,

and driver's role would shift. Also Thousand Oaks Transit buses are designed for passengers standing up.

- Attendee asked about implementing bus stop amenities at each stop. City stated it is not cost-prohibitive and clarified it is not a violation of ADA to not have amenities however it could pose potential violations. Placement of bus stop amenities depends on space availability as well as property ownership.
- Attendees addressed concern over observing limited ridership on buses – asked if smaller vehicles would be more efficient. City and consultant responded Thousand Oaks Transit ridership is growing for a suburban environment. Larger vehicles often cost less per ride.
- First changes to implement service improvements will happen in August 2017.
- City believes many improvements can happen faster than 3-5 years.
- Attendee asked why many buses do not have wifi working properly. City advised attendee to notify driver.
- Attendee commented service along Thousand Oaks Boulevard to Agoura Hills runs parallel with LA Metro 161 and stated there should be better coordination between the City and LA Metro buses.
- Transfers currently available with City fixed-route, VCTC, and LA Metro buses (no formal transfer policy in place for LADOT).
- Important for Thousand Oaks Transit to think of improvements beyond city limits.
- Consider Metrolink Shuttle to serve first morning train.
- Attendee asked question regarding utility carts boarding buses. City responded safety is a priority and drivers will not allow carts to block the aisle.
- Attendee asked if the City makes an attempt to provide service to senior centers.
- Driver Reimbursement Program paperwork located on county website (goventura.org)
- Request for beach bus additional pick-up points for Conejo Creek condominiums and 850 Warwick area of Thousand Oaks.
- Attendee asked if Gold Route will expand service to City Transportation Center. City confirmed the proposal does not recommend this and to instead shorten the routes and have dwell time at The Oaks Mall to catch connecting bus to Transit Center.
- Attendee asked if Metrolink Shuttle will stop at same places along Lynn Road. City responded it will stop at the same places.
- Consider Metrolink service to cover all trains.
- Look into having proposed routes share corridors as much as possible (ex. Metrolink into Wood Ranch)
- Potential route into Simi Valley to be operated by ECTA.
- Attendee commented the proposed Green Route has a lot of activity along Moorpark Road and asked why this corridor would not serve as the spine of this route. City confirmed Phase III includes bidirectional service but would like this service provided during Phase I.
- Attendee asked if all routes will have earlier and later service, as well as Sunday service. City would like to have consistency with expanding service on all fixed-routes and Dial-A-Ride.
- Attendee requested to keep bus stop near Newbury Park High School.
- Attendee asked if drivers can assist passengers place bike onto bike racks.

In addition to comments and questions received during the community workshops, public comments were received online and via mail:

- Need buses between CLU and Moorpark College to alleviate parking and traffic issues at Moorpark College.

- Need direct service between CLU and Westlake High School.
- Request service from Westlake High School to Conejo Oaks (near library and teen center).
- Need service from south side of 101 Freeway off Lynn Road to Aspen Elementary, Redwood Middle School and Thousand Oaks High School.
- Need service near Ramona Drive and Ventu Park Road to CLU or Amgen.
- Request to not approve plan if it reduces services for the seniors and the disabled.