

MEETING AGENDA GCTD Technical Advisory Committee (TAC) Wednesday, October 20, 2021 – 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 September 15, 2021 Meeting Summary	ACTION			
6.	Fixed-Route & Paratransit FY21-22 1 st Quarter Update Matt Miller & Margaret Schoep	INFO			
7.	Potential Revenue Source for Demand Response Margaret Schoep	INFO			
8.	Fixed-Route Contingency Fleet Update Matt Miller & Juan de la Rosa	INFO			
9.	Workforce & Hiring Activities Update Vanessa Rauschenberger	INFO			
10	10. Future Agenda Items				
11	11. Adjournment				



GCTD Technical Advisory Committee (TAC)

10:00 a.m. – September 15, 2021 Zoom - https://us02web.zoom.us/j/82191318348

Meeting Summary

TAC Members Present: Tim Bochum, City of Oxnard; Phil Pulley, City of Ojai; Sergio Albarran, City of Ventura; Jeni Eddington, VCTC; Erin Kenneally, VCTC; Aaron Bonfilio, VCTC

TAC Members Absent: Don Villafana and Charles Cable, City of Port Hueneme; Dave Fleisch, County of Ventura; Ray Gutierrez, City of Port Hueneme

GCTD Staff Present: Vanessa Rauschenberger, Director of Planning and Marketing; Matt Miller, Planning Manager; Steve Brown, General Manager; Austin Novstrup, Transit Planner II; Martin Rodriguez, Transit Planner I; Robert Lucio, Mobility Management Coordinator; Margaret Schoep, Paratransit & Special Projects Manager; Cynthia Torres Duque, Communications and Marketing Manager, Robert Keys, Information Technology Manager

Members of the Public: None

1. Call to Order/Introductions

Tim Bochum called the TAC meeting to order at 10:02am.

2. Public Comments

None.

3. Committee Members Comments

None.

4. Staff Comments

Matt Miller introduced Martin Rodriguez as GCTD's new Transit Planner.

5. Approval of August 18, 2021 Meeting Summary

TAC Member Pulley moved to approve the August 18, 2021 Meeting Summary and TAC Member Bochum seconded. The motion carried with 3 in favor, 0 in opposition, and no abstentions.

6. VCREA Agreement – Margaret Schoep

Margaret Schoep gave background and summarized GCTD's plans for a Microtransit service. She mentioned that she and Robert Lucio, Mobility Management Coordinator, are now seeking input from the community. She summarized the framework mentioned in the MOU for reimbursements of operating and capital expenses relating to the microtransit program with the stipulation that costs can be reimbursed through June 30, 2024.

TAC Member Bochum asked if she could specify the area that the program will serve, and Margaret gave a presentation of the proposed areas (neighborhoods of Gisler and Lemonwood in South Oxnard). She explained this area was selected because (1) a major fixed-route service from this area was pulled several years ago due to low ridership, thus limiting transportation accessibility, and (2) the area was identified by the state as negatively impacted by pollution. Margaret mentioned that during their outreach efforts, they decided to expand the service area to include Diamond Bar and the mobile park area east of Oxnard College. Additionally, now they are considering expanding the service to include Oxnard College. Margaret asked TAC members to approve the recommendation to enter the MOU with Ventura County in order to get the item into the next Board Meeting.

TAC Member Albarran moved to approve the VCREA Agreement and TAC Member Pulley seconded the motion. The motion carried with 3 in favor, 0 in opposition, and no abstentions.

7. Bus Stop Improvement Plan: Outreach Discussion – Austin Novstrup

Austin summarized the goals and areas of improvement for bus stops (maintenance, amenities, safety and accessibility, and operational). Austin laid out GCTD's plan for outreach with different entities and approaches to each, which include: the public through a social media campaign; bus operators through a mapping activity; supervisors and CSC staff through e-surveys; and stakeholders through a community organization meeting. Prior to meeting with stakeholders, Austin suggested meeting with TAC members of each jurisdiction to discuss each of the four outlined areas of improvement. TAC Member Bochum asked if GCTD is working towards a mutual plan for all bus stop facilities that each jurisdiction can work with. Austin responded that GCTD bus stop guidelines are designed with consideration of flexibility for each jurisdiction.

TAC Member Bochum asked if GCTD will carry out the outreach plan independently or if TAC members will need to participate, to which Austin replied that the initial meeting with TAC members will assist with topic discussion on bus stop improvements for each area before meeting with stakeholders. Vanessa Rauschenberger mentioned she is on the VC Comprehensive Transportation Plan Advisory Committee and those committee members expressed interest in meeting to discuss bus stop improvements with GCTD as stakeholders. GCTD will begin to compile a list and asked TAC members to pass on names of potential stakeholders to include if they have any.

8. Future Agenda Items

Information on GCTD Member TDA allocation process.

9. Adjournment

TAC Member Bochum adjourned the meeting at 10:31am.



DATE October 20, 2021

TO GCTD, Technical Advisory Committee

FROM Matt Miller, Planning Manager

Margaret Schoep, Paratransit & Special Projects Manager

SUBJECT Fixed-Route & ACCESS Services Quarterly Update – 1st Quarter FY 2021-22

I. EXECUTIVE SUMMARY

This quarterly report covers the 1st Quarter (July 1 through September 30) of Fiscal Year 2021-22. This report includes a summary of performance and operating statistics for both fixed-route and GO ACCESS services.

II. FIXED-ROUTE DATA

The table below shows that ridership for the 1st quarter of FY 2019-20, has increased 20% over the 1st quarter of last year. The increase is a positive sign that GCTD is on the road to ridership recovery which means that the economy and community is also recovering. Staff is cautiously optimistic the positive trend will continue throughout the year.

1st Quarter FY 21-22 Systemwide Ridership & Performance

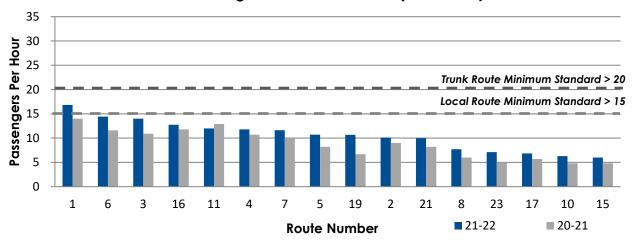
	1 st Qtr	1 st Qtr	Difference	% Change
Fixed-Route Ridership	FY 2021-22	FY 2020-21		
Total System Boardings	534,832	444,729	90,103	20%
Average Daily Passengers Weekdays	6,503	5,247	1,256	24%
Average Daily Passengers Saturdays	4,654	4,256	726	18%
Average Daily Passengers Sundays	4303	4,048	254	6%
Wheelchair Boardings	6,778	5,604	1,174	21%
Bicycle Boardings	15,393	18,838	-3,445	-18%
Performance Measures				
Passengers Per Revenue Hour	9.08	9.88	-0.8	-8.1%
Fare Revenue Per Service Hour	\$5.89	\$0.00	\$5.89	
Total Fare Revenue	\$346,805	\$1.50	\$346,804	
On-Time Performance	84%	90%	Goal > 90%	
% Systemwide Boarding as Free Transfers	22%		Goal < 20%	

1st Quarter FY 21-22 Ridership by Route

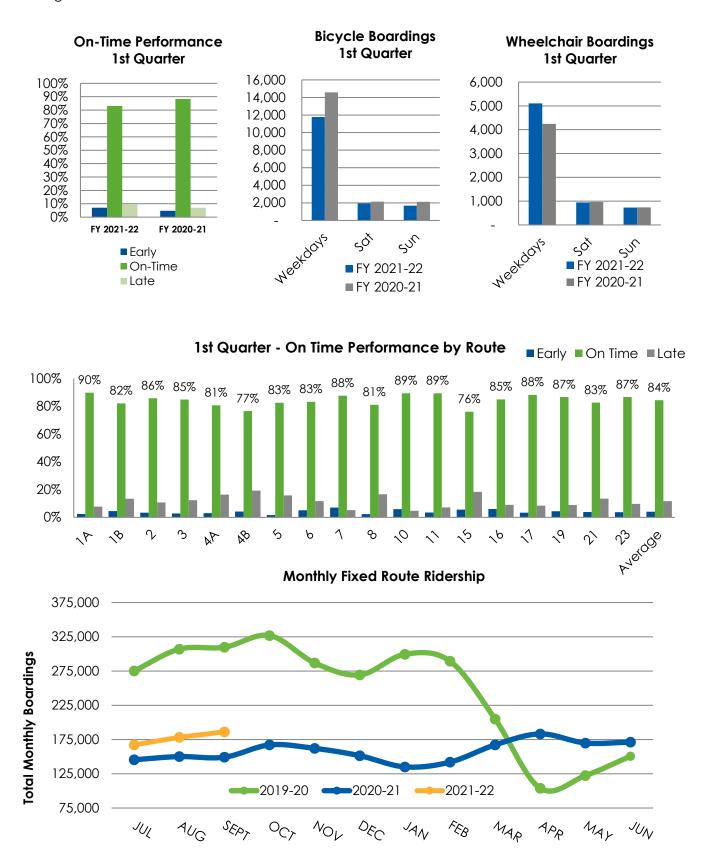
Route	Route Name	1st Quarter FY 2021-22 Unlinked Passengers	1st Quarter FY 2020-21 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	88,697	72,082	16,615	23%
2	Colonia - Downtown Oxnard	11,968	10,434	1,534	15%
3	J St - Centerpoint Mall - Lemonwood	22,847	17,712	5,135	29%
4	North Oxnard - Ventura Rd - St. John's	46,954	40,189	6,765	17%
5	Hemlock - Seabridge - Wooley	12,906	10,293	2,613	25%
6	Oxnard - Ventura - Main St	139,934	120,628	19,306	16%
7	Oxnard College - Centerpoint Mall	13,164	11,532	1,632	14%
8	OTC- Oxnard College - Centerpoint Mall	15,010	12,667	2,343	18%
9	Lemonwood - Channel Islands		2,107		
10	Pacific View Mall - Telegraph -Saticoy	10,654	8,739	1,915	22%
11	Pacific View Mall - Telephone - Wells	33,619	32,720	899	3%
15	Esplanade - El Rio - St. John's	10,286	8,292	1,994	24%
16	Downtown Ojai - Pacific View Mall	43,088	39,333	3,755	10%
17	Esplanade - Oxnard College	16,239	13,654	2,585	19%
18	High School Trippers	3,741	Service Suspended	3,741	
19	OTC- 5th St - Airport - Gonzales Rd	9,659	6,071	3,588	59%
20	Lombard - Sturgis - Gonzales Rd	Service Suspended	Service Suspended	Service Suspended	Service Suspended
21	Port Hueneme - Ventura - Victoria Ave	38,214	29,305	8,909	30%
23*	Oxnard College - NBVC - Esplanade	17,850	8,971	8,879	50%
	TOTAL GCT SYSTEM	534,832	444,729	90,103	20%

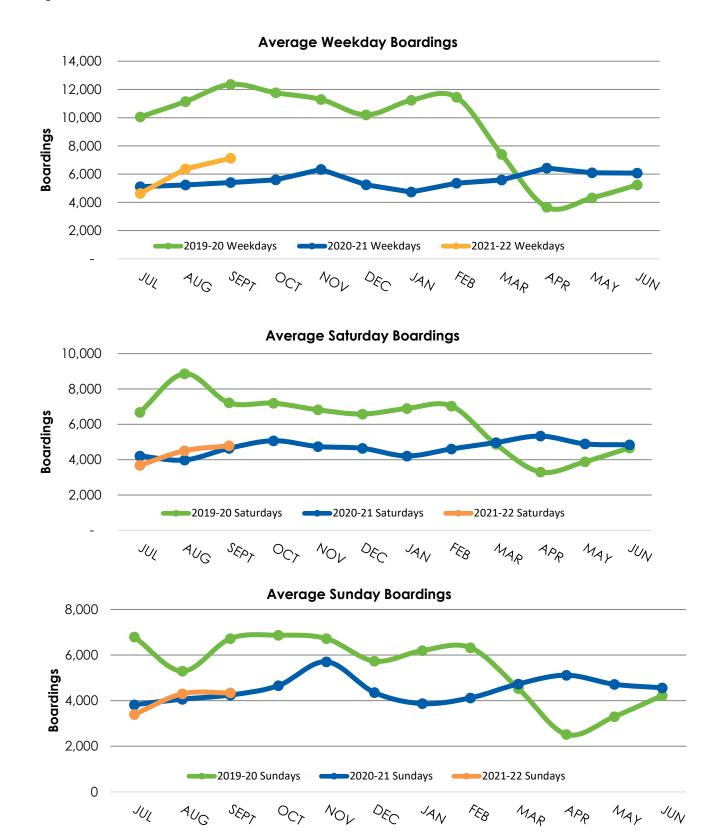
^{*} Route 23 is a new service implemented on July 26, 2020.

1st Quarter FY 21-22
Passengers Per Revenue Hour (All Periods)



Notes: Route 18 (school trippers) not shown in graph.





1st Quarter Complaints/Commendations by Type

Туре	Issue	FY21-22 1 st Quarter	FY20-21 1 st Quarter	FY21-22 YTD
Scheduling	On-Time Performance	14	2	13
Operations	Operator Conduct	19	21	19
	Driving Complaints	8	5	8
	Passed by	8	14	8
	Commendations	12	1	12
	Bus Stop Issues	2	0	2
Other	Other*	18	6	17
Totals		81	49	81

^{*}Fare disputes, disturbances, bus did not show, route protest or system issues

III. FIXED-ROUTE SERVICE SUMMARY

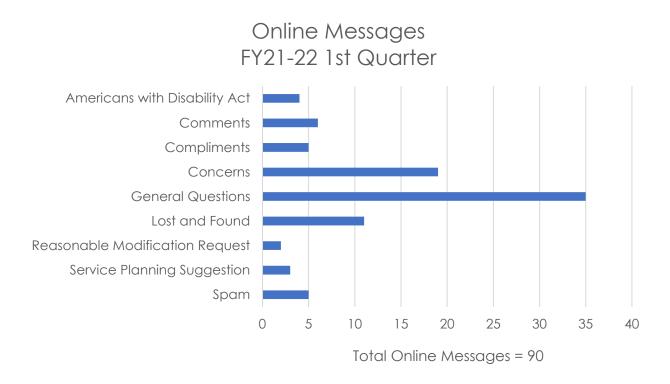
In the first quarter of FY21-22 ridership was up 20% versus the first quarter of FY20-21 which means a larger percent of the community is beginning to use transit again and gives the impression that some economic recovery is beginning to take shape. From July through September ridership ticked up each month and Staff is optimistic that the trend will continue. The pandemic has persisted longer than was expected and it has become apparent that a quick reversal of ridership losses will not occur. Instead, staff is expecting that a slow return of transit use will occur taking an unknown number of months.

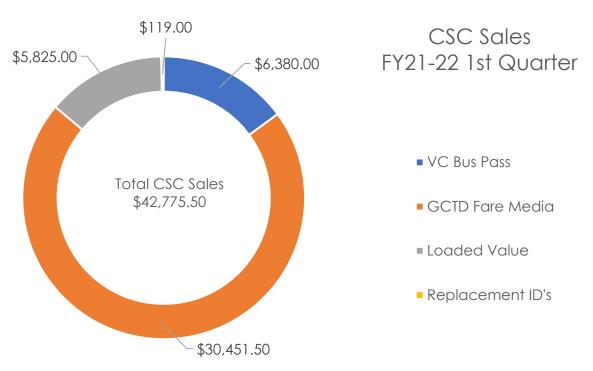
This quarter GCTD restored much of the service that was reduced due to pandemic safety measures. These improvements included restoring service on core routes and increasing service on several others. Staff will continue to monitor the changes and report back to the TAC on their progress.

IV. CUSTOMER SERVICE CENTER SUMMARY

GCTD's customer service team consists of a Customer Service Supervisor and three Customer Service Assistants. The team is responsible for assisting passengers with a variety of issues in person at the Customer Service Center at the Oxnard Transit Center, over the phone, and through GCTD's website. They also process pass sales and bulk orders. Below are statistics illustrating the different levels public engagement staff experiences each month.

Customer Service Calls FY21-22 1st Quarter 5,000 4,306 4,500 4,000 3,500 3,000 2,500 2,000 1,503 1,463 1,340 1,500 1,000 500 \cap July **August** September Total





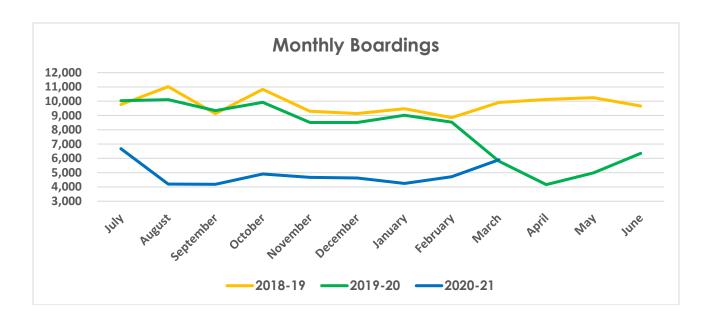
IV. ACCESS OPERATIONS

GO ACCESS is the federally mandated ADA complementary paratransit program of Gold Coast Transit District. GO ACCESS also provides service to seniors, 65 years of age and older. The program helps passengers preserve their independence through this advance demand transportation to services essential to protecting their quality of life.

V. ACCESS OPERATIONS

1st Quarter FY 2021-22 GO ACCESS Ridership & Performance

GO ACCESS Ridership & Performance				
Paratransit Ridership	1st Qtr FY 2021-22	1st Qtr FY 2020-21	Difference	% Change
Total System Boardings	19,028	15,079	+3,949	+26.2%
Average Daily Passengers Weekdays	250	213	+37	+17.4%
Average Daily Passengers Saturdays	123	69	+54	+78.3%
Average Daily Passengers Sundays	96	30	+66	+220.0%
Performance Measures	1st Qtr FY 2021-22	1st Qtr FY 2020-21	Difference	% Change
Performance Measures Passengers Per Revenue Hour		•	Difference +.02	% Change +0.9%
	FY 2021-22	FY 2020-21		
Passengers Per Revenue Hour	FY 2021-22 2.26	FY 2020-21 2.24	+.02	+0.9%



1st Quarter - Feedback

Туре	Issue	1 st Quarter Comments	1 st Quarter Verified Comments	YTD 2021-22 Verified Comments
Scheduling	Travel Time	2	2	2
_	Schedules	3	3	3
Operations	Operator	1	1	1
•	Dispatch	0	0	0
Other	Reservations	1	1	0
	Policies	2	2	2
	Commendations	0	N/A	N/A
Totals		9	9	8

VI. GO ACCESS - HIGHLIGHTS

Demand for GO ACCESS flexible transportation continues to slowly return to pre-pandemic levels. Overall boardings increased 26.2% during the 1st Quarter this fiscal year when compared to the 1st Quarter of last fiscal year. This includes 1,336 trips provided on the Late-Night Safe Rides pilot. Ridership in Late Night Safe Rides continues to grow; September 2021 ridership was 13% higher than July 2021 ridership.

The labor shortage experienced throughout the County and the state did not spare the flexible services during 1st Quarter this year. While no service was denied to any passenger, the On Time Performance suffered. While 15% of trips arrived to pick up passengers late, fewer than 5% were more than ten minutes late, and in the majority of instances this time could be made up in the passenger's actual travel time.

Staff continues preparations for the GO Now services, Ventura County's first Electric Vehicle revenue service. Service is tentatively scheduled to begin in early 2022 and use a Ford Transit in a micro-transit in the South Oxnard neighborhoods. Funding for this project comes from multiple sources, including CA Clean Energy funds. Surveys continue to be distributed within the area seeking input on service design.

Staff continues to research potential sources of sustained revenue to help fund the demand response service. One option is seek reimbursement for eligible trips to medical appointments. Much of the transportation requested is to Adult Day Healthcare Centers, dialysis treatment, physical therapy and other medical appointments. Of the 19,028 trips provided on the GO ACCESS flexible services during the first 1st Quarter of FY2021-22, 8,750 or roughly 46% were for medical purposes. If a promising source is identified, information will be presented to the Board at future meetings.



DATE October 20, 2021

TO GCTD TAC Members

FROM Margaret Schoep, Paratransit & Special Projects Manager

SUBJECT Potential Revenue Source for Demand Response Services

SUMMARY

Staff will present an oral report on a potential revenue source for the demand response services.

BACKGROUND

In FY2017 the Local Governmental Authority (LGA) at the County of Ventura structure changed. The change included the discontinuation of reimbursement to GCTD for provision of trips of eligible persons to eligible locations. The reimbursements covered 50% of the actual trip costs and provided an average of \$17K in monthly revenue to GCTD during the reimbursement period.

Staff is researching a new reimbursement opportunity for trips provided to eligible persons going to eligible destinations. While in the initial stages, it appears promising. If successful this reimbursement could be a valuable source of revenue for the demand response services, as 40% or more of transportation requested on the GO ACCESS flexible services go to traditionally eligible locations such as Adult Day Healthcare Centers, dialysis treatment, physical therapy and other medical appointments.

RECCOMMENDATION

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



DATE October 20, 2021

TO GCTD TAC Members

FROM Matt Miller, Planning Manager

Juan de la Rosa, Fleet Manager

SUBJECT Fixed-Route Contingency Fleet Update

SUMMARY

Staff will present a verbal report on the development of GCTD's fixed-route contingency fleet and contingency fleet plan.

BACKGROUND

GCTD maintains and makes available a contingency fleet of buses for use in emergencies, disasters, and other contingencies, including occasional in-service use to ensure mechanical reliability and fleet readiness. GCTD may use buses in this fleet for behind-the-wheel (BTW) training and/or mechanic or technician training; buses adopted into this fleet must meet the FTA minimum retirement standards.

To obtain final FTA approval a plan was developed and submitted to the FTA. Once approved these contingency buses will only be used as described above and will not be considered part of GCTD's active fleet as it pertains to spare ratio requirements.

RECCOMMENDATION

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



CONTINGENCY FLEET PLAN



GOLD COAST TRANSIT DISTRICT

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For questions about this report, please contact: JAMES BECK DIRECTOR OF OPERATIONS & MAINTENANCE JBECK@GCTD.ORG 805-483-3959

1 EXECUTIVE SUMMARY

Gold Coast Transit District (GCTD) maintains and makes available a contingency fleet of buses used for emergencies, disasters, and other contingencies, including occasional inservice use to ensure mechanical reliability and fleet readiness. GCTD may use buses in this fleet for behind-the-wheel (BTW) training and/or operator, mechanic or technician training; buses adopted into this fleet must meet the FTA minimum retirement standards.

2 CONTINGENCY FLEET PLAN

This plan outlines the periodic need and justification for GCTD's contingency bus fleet as required by the Federal Transit Administration (FTA) prior to establishing a contingency fleet. GCTD shall not place a bus into the contingency fleet before the vehicle has reached the end of its minimum useful service life. Buses held in a contingency fleet must be properly stored, maintained and any work on vehicles documented. Staff reviews this plan annually and updates this plan as necessary to support the contingency fleet and related processes and procedures. GCTD's active rolling stock is not part of the contingency fleet; GCTD does not calculate or include contingency fleet vehicles into its spare ratio.

The FTA recognizes two types of vehicles: active and contingency. During a period of vehicle replacement, some buses may be in an inactive status. GCTD considers this a temporary condition and may create a third vehicle category. GCTD's Contingency Plan accounts for rolling stock in a contingency fleet due to various reasons, including procurement schedules for fleet replacement, expansion, and other justification for a contingency fleet as noted in this plan.

GCTD considers new buses delivered for service expansion or fleet replacement as "in processing" and does not include these buses in its spare ratio calculation. In some instances the transition from active fleet to disposal, or a contingency fleet, may be delayed; however, all transitions between categories should occur as soon as practicable. Buses held in a contingency fleet are properly stored, maintained, and documented as part of the Contingency Plan. Staff will revise this Plan as necessary, to support GCTD's Mission.

3 POLICY STATEMENT

GCTD actively maintains a contingency bus fleet in compliance with FTA regulations. When applicable, the contingency fleet may be in addition to the normal spare ratio allowed by federal regulations and will only be used when circumstances warrant. The buses in this fleet will be used for emergency responses or training, and will be maintained at a minimum, per OEM requirements to ensure mechanical reliability and fleet readiness.

4 PURPOSE

GCTD has identified the need for a contingency fleet to assist with emergencies, Countywide emergency declarations, mass evacuation of community members, civil unrest, and/or another situation where large, high occupancy vehicles are needed to assist. The creation of this contingency fleet is consistent with the recently adopted

Transportation Emergency Preparedness Plan (TEPP) that the Ventura County Transportation Commission recently adopted. This fleet may be used for operator, mechanic and technician training to ensure mechanical reliability and fleet readiness.

4.1 **DEFINITIONS**

Contingency Bus Fleet – GCTD may use its contingency fleet for emergency operations, including but not limited to emergency declarations, mass evacuation of community members during natural or manmade disasters, civil unrest, and/or another situation where large, high occupancy vehicles are needed to assist. GCTD may also use these vehicles for service expansion, fuel shortages, loaning to another transit agency during emergency response, evacuation, or other emergency type situations. GCTD may also use these vehicles due to the loss of an operating base and for other undefined emergencies or service requirements including Coach Operator training.

Bus Reactivation – An unanticipated sudden reduction in the availability of buses in the active bus fleet may require GCTD to place contingency fleet buses back into its active fleet to fulfill service requirements. As an example - GCTD would reactivate contingency fleet buses if a number of its active buses were damaged or destroyed by fire, flood, or other unforeseen natural disaster.

Additional use of contingency buses may also include but is not limited to: a fleet wide defect or a major component recall impacting a significant portion of a fleet, or some other fleet wide failure, including the failure of a major component of a group of buses, e.g., an engine or transmission failures.

Contingency Fleet Activation for Training – GCTD may also use buses in the contingency for operators, mechanic and technician training to ensure mechanical reliability and fleet readiness. Any bus placed into the GCTD's contingency fleet will meet FTA minimum service life criteria. GCTD will evaluate and select vehicles that have reached the end of their FTA defined useful service life and of which are in the best mechanical and operating condition. GCTD will ensure these vehicles comply with California Highway Patrol (CHP) inspections and California Air Resources Board (CARB) emission or Bureau of Automotive Repair (BAR) smog requirements.

Service Life – Vehicle life of rolling stock begins on the date GCTD places the vehicle into revenue service and continues until GCTD removes it from service and from its active fleet. Minimum service life for GCTD's fixed-route bus fleet is 12 years or 500,000 miles.

Historically, GCTD's buses remain in the active fleet well beyond FTA's definition for useful service life. Each vehicle placed into GCTD's contingency fleet will be examined for reliability versus the need for disposal (sale, scrap, or donation) prior to designation and placement into the contingency fleet.

5 MAINTENANCE

Buses in the contingency fleet are subject to a 5,000-mile preventive maintenance (PM) schedule or safety inspections every 60 days along with pre-trip operational tests before

every use of the vehicles. Periodic vehicle "start-ups" will occur between normal preventive maintenance inspections (PMI) so the fleet remains ready for service activation. GCTD will ensure that these vehicles stay in compliance with all California Highway Patrol requirements, as well as state and federal regulations.

GCTD will maintain all records associated with these buses and vehicles within this fleet will be subject to the following minimums:

Every 30 Days: Start bus and conduct a basic walk around inspection, equivalent to a "pre-trip" inspection.

Every 60 Days: Start bus and conduct a more extensive exterior, interior and engine compartment visual inspection. Items for inspection include, but are not limited to:

- Check engine fluids
- Check tires for inflation and wear
- Check for fluid leaks under the vehicle
- Start and warm the vehicle to operating temperature
- Operate heater and air conditioner (HVAC)
- Drive the vehicle through the bus yard
- If any defects are found, document and schedule for repair

Prior to activating contingency vehicles back into revenue service and GCTD's active fleet, GCTD will perform a 60-day inspection.

The inspection and PMI intervals noted above will help ensure the contingency fleet remains ready for reactivation into GCTD revenue service at all times. GCTD may revise its vehicle inspection and/or PMI intervals if GCTD determines the above intervals are inadequate. GCTD will maintain and make available (upon request) all records associated with the contingency fleet. GCTD will park this contingency fleet at the GCTD facility at 1901 Auto Center Drive, Oxnard CA 93036.

6 ACTIVATING VEHICLES FROM CONTINGENCY FLEET

GCTD staff shall complete the "Use of Contingency Fleet" form and submit to GCTD's Director of Operations and Maintenance, or their approved designee for approval before using a vehicle in the Contingency Fleet.

APPENDIX 1

Use of Contingency Fleet Form

PREAUTHORIZATION FORM: USE OF CONTINGENCY FLEET Date:	PREAUTHORIZATION FORM: USE OF CONTINGENCY FLET Date: Request Initiated By: Approved By: Date: Vehicles Requested/Required (include bus number): Anticipated Period of Use*: Check Intended use of Contingency Fleet & Provide a Brief Explanation. Emergency Response*: Example: Earthquake, fire, flood, natural/man-made disaster Evacuation*: Example: Emergency event, Multi-Agency Emergency, Multi-Agency Drill Service Expansion Due To: Fleet Wide Mechanical Failures: Occasional in-service use, vehicle, operator, or mechanic training* to ensure mechanical reliability and fleet readiness - Explain & list days of use: Other Unidentified Emergencies: * GCTD Freauthorization Not Required for Emergency Response, Evacuation, or Mechanical Training - Upon return to Contingency Fleet, indicate: Total Number of Days Used:		
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			Upon return to Contingency Fleet, indicate:

APPENDIX 2

Current Contingency Fleet Inventory

YEAR	MAKE	Mileage	VIN
2006	New Flyer (4019)	558,866	5FYC5FP136C030763
2006	New Flyer (4021)	555,246	5FYC5FP176C030765
2006	New Flyer (4026)	570,894	5FYC5FP106C030770



DATE October 16, 2021

TO GCTD Technical Advisory Committee (TAC)

FROM Vanessa Rauschenberger, Acting Assistant General Manager

SUBJECT Workforce Update and Hiring Activities

SUMMARY

This item provides the TAC an update on the status of GCTD's workforce, hiring activities and current staffing shortages. For this item, GCTD staff will provide an verbal update and presentation on bus operator hiring efforts and activities.

RECOMMENDATION

It is recommended that the TAC receive and file this presentation and provide any feedback to staff on the material presented.