



FISCAL YEAR 2017-2018

GOLD COAST TRANSIT DISTRICT COMMUNITY REPORT



We are making progress,
are you on board?



OJAI

OXNARD

PORT HUENEME

VENTURA

COUNTY OF VENTURA



GENERAL MANAGER'S MESSAGE STEVEN P. BROWN

DEAR COMMUNITY MEMBERS,

It is my pleasure to serve as your General Manager and present to you the Gold Coast Transit District FY 17-18 Community Report. This past year was one of great progress for GCTD. The construction of the new Operations and Maintenance Facility continued and is on schedule to open in early 2019. We also made numerous technology improvements, continued our involvement in the community, and supported our great employees.

Along with this progress, we are continually looking for ways to be more efficient and fiscally sustainable in the work we do. This includes looking at opportunities for the 301 East Third Street site and its potential use as a transit-oriented development. In addition, we are conducting a comprehensive review of the agency's bus route network and looking at ways to "reimagine" our system to improve efficiency and attract more riders. Staff is also working in partnership with Southern California Association of Governments (SCAG) on two important grant-funded planning studies; a First-Mile Last Mile Connectivity Study for Naval Base Ventura County, and a Building Transit Supportive Communities Plan.

As a key part of our mission, "going green" continues to be a focus for us. GCTD plays an important role in reducing the number of single-occupant vehicles on the road in Ventura County.

In 2017, GCTD carried nearly 3.7 million riders on our fixed-route and paratransit services. While our fleet uses 100% compressed natural gas (CNG), we are working on making sure our fleet remains as green as possible by replacing older CNG engines with "near zero" engines, which is the most cost-effective approach to maximizing the life of each bus. For buses that have reached the end of their life cycle, we are seeking opportunities to fund zero-emission bus replacements that will lead us to our goal of 100% zero emissions in the future.

These are just a few examples of the work GCTD has conducted in the last year to better serve you. In this report, you will find more details about the agency's FY 2018-19 priority projects we have planned for you in the future.

We thank you for your continued support of Gold Coast Transit District as a transit industry leader in Ventura County. We're on the GO, and we hope to see you on board!

Steven P. Brown



OUR MISSION

GCTD's mission is to provide safe, responsive, convenient, efficient, and environmentally responsible public transportation that serves the diverse needs of our community.



DISTRICT MEMBER CITIES

CITY OF OJAI
CITY OF OXNARD
CITY OF PORT HUENEME
CITY OF VENTURA
COUNTY OF VENTURA

BY THE NUMBERS

Fiscal Year 2017-18 Statistics



FLEET

56 | Fixed-Route Buses
26 | ACCESS Dial-A-Ride Vehicles



SERVICE PROVIDED

203,415 | Annual Hours of Service
2.2 million | Annual Miles Traveled



ROUTES & STOPS

20 | Fixed Routes
694 | Bus Stops



EMPLOYEES

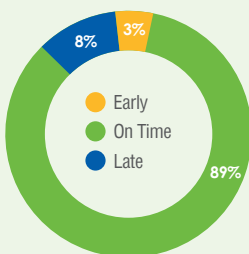
141 | Operations
25 | Maintenance
23 | Administration
41 | Contract Employees ACCESS (MV Transportation)



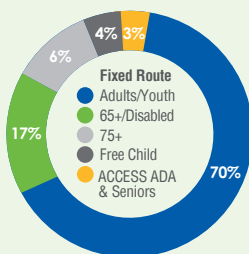
RIDERSHIP

11,328 | Average Weekday Boardings: Fixed Route
400 | Average Weekday Boardings: ACCESS
3.7 million | Annual Boardings Systemwide

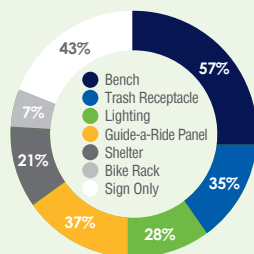
SYSTEM RELIABILITY



WHO RIDES



% OF BUS STOPS WITH AMENITIES



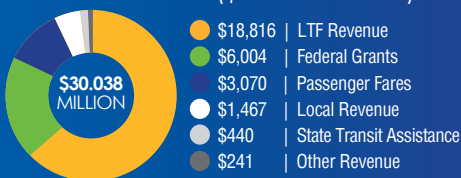
FISCAL RESPONSIBILITY AND SUSTAINABILITY

GCTD is one of the very few transit districts in California that has no dedicated local revenue (i.e. sales tax) to fund its operations. Despite this limitation, GCTD has been very fiscally responsible over the years and continues to operate at a lower cost per passenger than its peer agencies in the region.

To fund the largest transit investment in the county, our new facility, we have secured grant funding and maintained solid financial health which has enabled us to bring this project to fruition.

ANNUAL BUDGET FISCAL YEAR 2018-19

REVENUE SOURCES (\$ IN THOUSANDS)



REVENUE USES (\$ IN THOUSANDS)



GRANT AWARDS

To support our mission, our staff proactively pursues competitive grant funding opportunities for innovative projects that enable us to stretch every dollar. Made possible by programs administered by Ventura County Transportation Commission (VCTC), Southern California Association of Governments (SCAG), CalTrans, and the Federal Transit Administration (FTA), the following transit projects will be made possible in the coming year:

Low Carbon Transit Operations Program

- Mobile Fare Payment (launched Jan 2018)
- FREE Summer Saturdays (Summer 2018)

Congestion Mitigation & Air Quality (CMAQ)

- "Near Zero" Emission Mid-Life Engine Rebuild (In Progress)
- 5 Expansion Buses (July 2019)
- Route 23 – Ventura Road / Naval Base (July 2019)

Sustainable Communities & Planning (SCAG)

- Naval Base First-Mile Last-Mile Study
- Building Transit Supportive Communities Study

Enhanced Mobility for Seniors & People w/ Disabilities

- Direct ACCESS Service to Camarillo (3-yr pilot)
- Young Adult Mobility Training Program

PENDING:

GRANT APPLICATIONS SUBMITTED

- Low-No Emissions Vehicle Program (FTA)





TECHNOLOGY & EFFICIENCY IMPROVEMENTS

MOBILE FARE PAYMENT

The Token Transit application launched in January 2018 is bringing GCTD into the 21st century! A mobile fare transaction takes only 4-5 seconds compared to 22 seconds when paying with cash. GCTD hopes mobile fare payment will help speed up trip times which continually ranks high in priority among customer feedback surveys.



AUTOMATIC VOICE ANNUNCIATORS / VEHICLE LOCATION SYSTEM

In partnership with Ventura County Transportation Commission (VCTC), GCTD is working to implement a new mission critical vehicle location system, used daily to provide real-time bus location information to customer service and operations staff as well as the public. Additionally, GCTD will add an Automated Voice Annunciation System, greatly improving the trip experience for passengers including those with visual and hearing impairments. The system will enable GCTD to meet the recommendation of the ADA Access Board to use automated systems, ensuring 100% compliance with ADA requirements to provide clear and consistent stop announcements.



ACCESS SCHEDULING SOFTWARE UPGRADE TO ECOLANE

In March, a new scheduling and dispatching system was successfully launched. The investment in Ecolane led to an immediate 48% decrease in monthly service fees. Later this year, we will begin using the new system's capabilities to send text messages to customers, alerting them of their arriving ACCESS pick up, greatly reducing the risk of trip cancellations.

TRANSIT CAPITAL INVESTMENTS

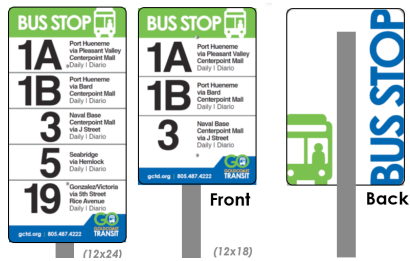
LOCAL TRANSIT INVESTMENTS

Each year, GCTD works with the Technical Advisory Committee (TAC) to identify any capital work needed to upgrade and maintain bus stops and locally operated transit services. In the next fiscal year, we will be providing over \$2 Million to our member jurisdictions to make transit investments in improving transit centers, bus stops and other transit related needs.



“NEAR ZERO” EMISSIONS MID-LIFE ENGINE REPOWER

In 2018, GCTD will use Congestion Mitigation and Air Quality (CMAQ) grant funding to repower 14 New Flyer buses. This project will include replacing CNG engines with “near-zero” emissions engines and extend the useful life of buses by six to eight years. This will result in significant savings, as the cost to repower a bus is \$150,000, compared to \$600,000 for a new CNG bus.



BUS STOPS

The public's first impression of transit is the bus stop. This year we will roll out our more visible bus stop signs that are highly reflective, include clearly defined route numbers, and offer additional information to reduce the uncertainty of using transit and enhance the passenger riding experience.

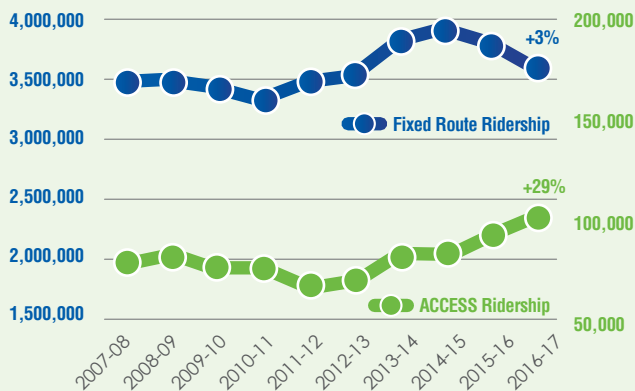
NEW FACILITY

GCTD's Operations and Maintenance Facility at 1901 Auto Center Drive will allow GCTD to maintain a future fleet of up to 125 buses. The new site will replace an aging facility we have outgrown and will enable GCTD to better serve the region's transit needs.





GCTD RIDERSHIP OVER 10 YEARS



LOOKING TO THE FUTURE

NEW ROUTE 23

Next year, we will be laying the groundwork for the launch of the Route 23 on Ventura Road in Oxnard. This new route will provide 22 miles of service and will fill 6 ½ miles of service gaps between Port Hueneme and Oxnard. This is a grant-funded route scheduled to begin July of 2019.

REIMAGINING TRANSIT

As part of the launch of Route 23 and facility move, we are taking the opportunity to reimagine our transit network to better reflect changing travel patterns and improve connectivity that will attract more riders. We will be engaging the community on these topics and look forward to receiving feedback that will help guide future service plans.



WE'RE ON THE MOVE!

GCTD staff is excitedly working on coordinating the logistics for the move into the new facility planned for early 2019. Please follow our website and social media network for updates.



Ojai | Oxnard | Port Hueneme | Ventura | County of Ventura

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