

OPERATIONS & MAINTENANCE REPORT

PRESENTATION TO GCTD BOARD OF DIRECTORS

December 2, 2020





Service Reduction Implemented

On 11/29/2020 GCTD reduced service to Saturday-Sunday Schedule.

Reasons GCTD made the move to reduced service:

- Several missed runs / trips including most of Route 7 and 15 on 11/23.
- Available Operators fell well below the designated amount (125) of Operators needed to deliver reliable service to the public we serve.
- We had lost the ability to provide back-up shuttle buses to accommodate bus overcrowding (Stranding passengers).
- We went many days without a “Stand-by” bus to provide support for mechanical issues in route. The caused many delays in service.
- Bus Operator's were logging up to 59 hours in a week and some worked 20+ straight days (51 pieces of OT before we started last week).
- Vacation calendar for Bus Operators is full (9 Operators daily) on most days until after new years.

Maintenance Key Performance Indicators (KPI's)



TOTAL REVENUE MILES	180,477
TOTAL ROADCALLS	16
MAJOR ROADCALLS TOTAL	11
OTHER ROADCALLS TOTAL	5
MECHANIC DISPATCHED ROADCALLS	9
TOTAL BUS TRADES	55
SERVICE INTERRUPTIONS	19
BUSES TOWED	2

Customer Service Interruptions	19
Miles Between Customer Service Interrupt	9498.79

October 2020 K.P.I.'s

MILES BETWEEN MAJOR ROADCALLS	16,407
MILES BETWEEN OTHER ROADCALLS	36,095
MBRC	11,280

7,500 Miles Goal



MBRC = Miles Between Road-calls

Customer Service Interruptions are delays to GCTD customers of 5 minutes or more

10,000 Miles Goal





Maintenance Preventive Maintenance

Bus #	Last Miles	Current Miles	Difference	On Time	Date Completed
3508	182718	187268	4550	Yes	10/1/2020
3504	184647	189237	4590	Yes	10/2/2020
3507	227584	232266	4682	Yes	10/2/2020
4056	100018	104697	4679	Yes	10/5/2020
3511	205934	210577	4643	Yes	10/5/2020
3500	98028	102697	4669	Yes	10/6/2020
4038	191849	196430	4581	Yes	10/6/2020
4021	2	4625	4623	Yes	10/7/2020
4039	133000	137500	4500	Yes	10/7/2020
3501	94528	99370	4842	Yes	10/7/2020
4060	36887	41454	4567	Yes	10/7/2020
4052	53976	58455	4479	Yes	10/9/2020
4031	91034	95817	4783	Yes	10/10/2020
3510	205667	210408	4741	Yes	10/11/2020
4037	352904	357472	4568	Yes	10/11/2020
4027	31572	36115	4543	Yes	10/15/2020
4025	33669	38368	4699	Yes	10/15/2020
4028	131105	135619	4514	Yes	10/15/2020
4045	225210	229713	4503	Yes	10/16/2020
4061	41997	46596	4599	Yes	10/17/2020
4034	14768	19404	4636	Yes	10/18/2020
4058	41933	46577	4644	Yes	10/19/2020
4050	118620	123430	4810	Yes	10/20/2020
3505	118016	122817	4801	Yes	10/20/2020
4044	204499	209586	5087	Late	10/22/2020
4026	127534	132269	4735	Yes	10/22/2020
4040	37518	41824	4306	Yes	10/22/2020
4059	41758	46263	4505	Yes	10/22/2020
3506	184661	189525	4864	Yes	10/22/2020
4022	149694	154150	4456	Yes	10/24/2020
4048	31632	35911	4279	Yes	10/27/2020
3516	16715	21080	4365	Yes	10/27/2020
4023	330256	334503	4247	Yes	10/27/2020
4030	5672	10097	4425	Yes	10/27/2020
4053	27945	32552	4607	Yes	10/27/2020
4024	36375	40962	4587	Yes	10/28/2020
3514	12266	16585	4319	Yes	10/29/2020
3503	322956	327300	4344	Yes	10/29/2020
3515	94796	99390	4594	Yes	10/31/2020

- GCTD buses are inspected and serviced per FTA / CHP guidelines. GCTD services all buses every 5,000 miles
- 39 Preventive Maintenance Services in October 2020
- 1 of these was considered late for GCTD standards (87 miles late)
- 0 of the 39 services were late per the FTA allowance of 10% or 5500 Miles.**
- These are outstanding statistics from the Maintenance Department at GCTD.

Operations October 2020 Key Performance Indicators (KPI's)

Missed service 96.7 miles
201,662 Boarding
167,026 Miles

On Time Performance: **88.8 %**  **90%** goal

Missed Service: **.001%**  **Less than 1% goal**

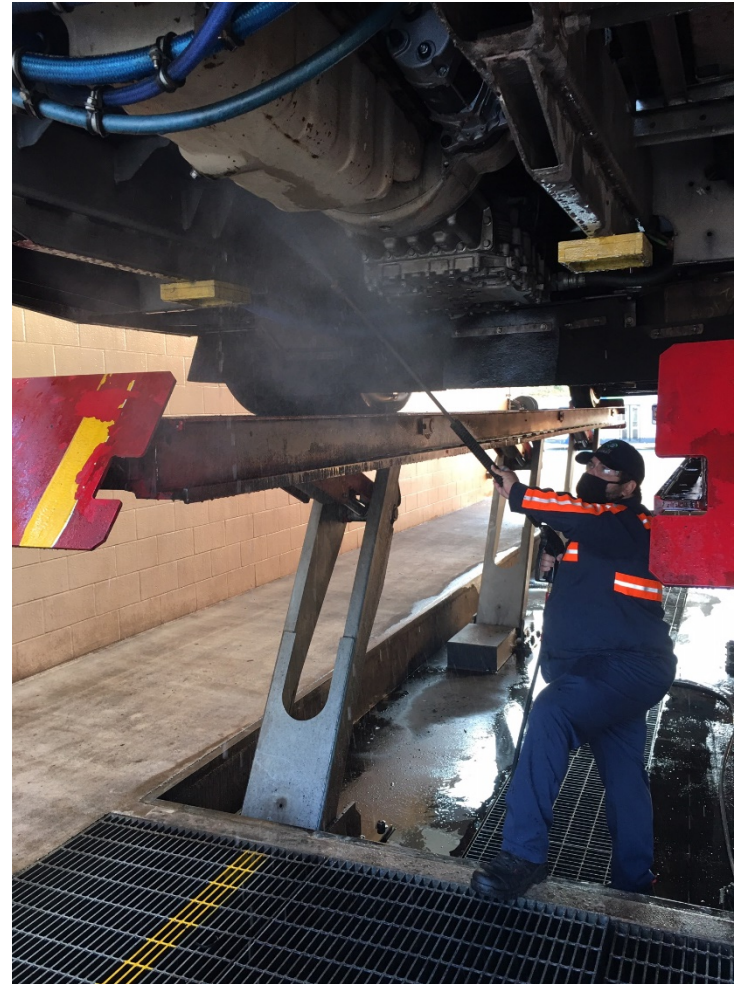
Preventable Accidents: **3**  **1 per 100,000 miles goal**

Customer Contacts: **11**  **Goal is 1 contact per 10,000 boarding's**

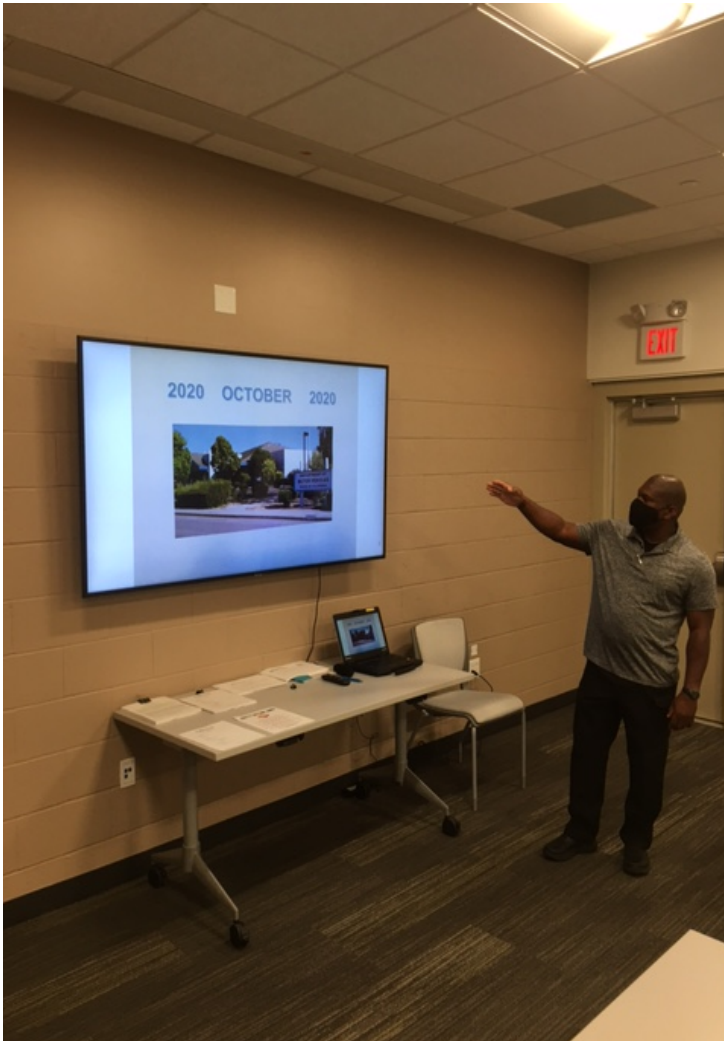
C.H.P. Annual Inspections Passed



- GCTD started preparation in early September
- CHP Officer Pia was pleased with the condition of the GCTD fleet.
- Thank you to all GCTD staff in Maintenance, Operations and Risk Management for your good work!



OPERATIONS: Safety Meetings



- All GCTD Operators attend 8 safety classes a year to maintain their California CDL passenger credentials.
- **Will Cattlidge**, Safety and Training Supervisor, creates and delivers the safety presentations to the Bus Operators and Maintenance staff each month.



Rigo Nava: Safety and Training Supervisor (30 years at GCTD)

- Instruct and train new Bus Operators on professional defensive driving techniques by using the **LLLC Method**: *Look ahead; Look around; Leave room; Communicate.*
- Instruct Bus Operators on proper radio and emergency procedures.
- Instruct Bus Operators on how to conduct pre-trip and post-trip inspections of GCTD buses.
- 6 to 8 weeks to complete training

Driver Shield Installations Completed





S.W.A.T. Training Oxnard Police

Oxnard PD conducted their yearly training on GCTD buses.

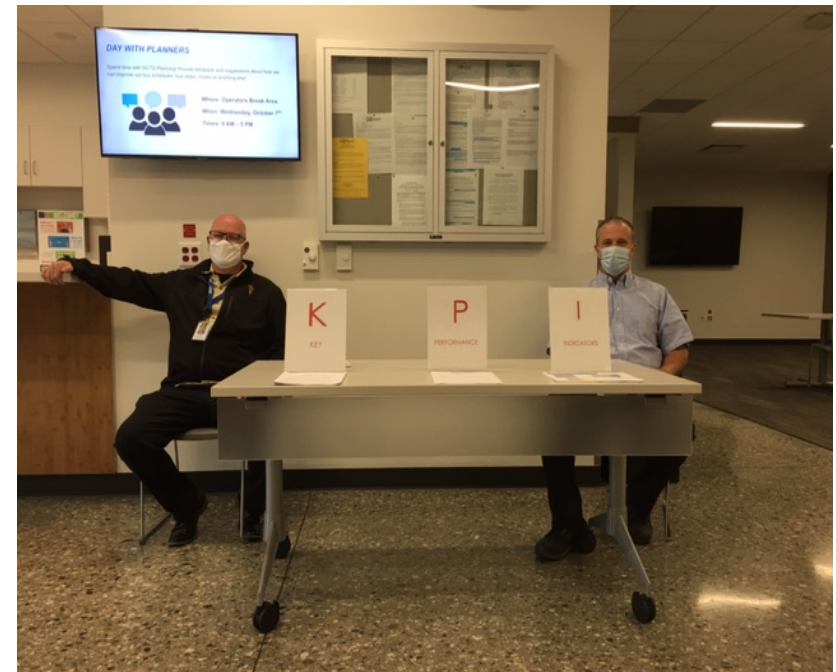




K.P.I. Day Social Distance Employee Recognition

GCTD provided socially distanced / sanitary pizza & snacks for all staff.

Staff achieved 90% Goal for on time performance.



Employees of the Quarter



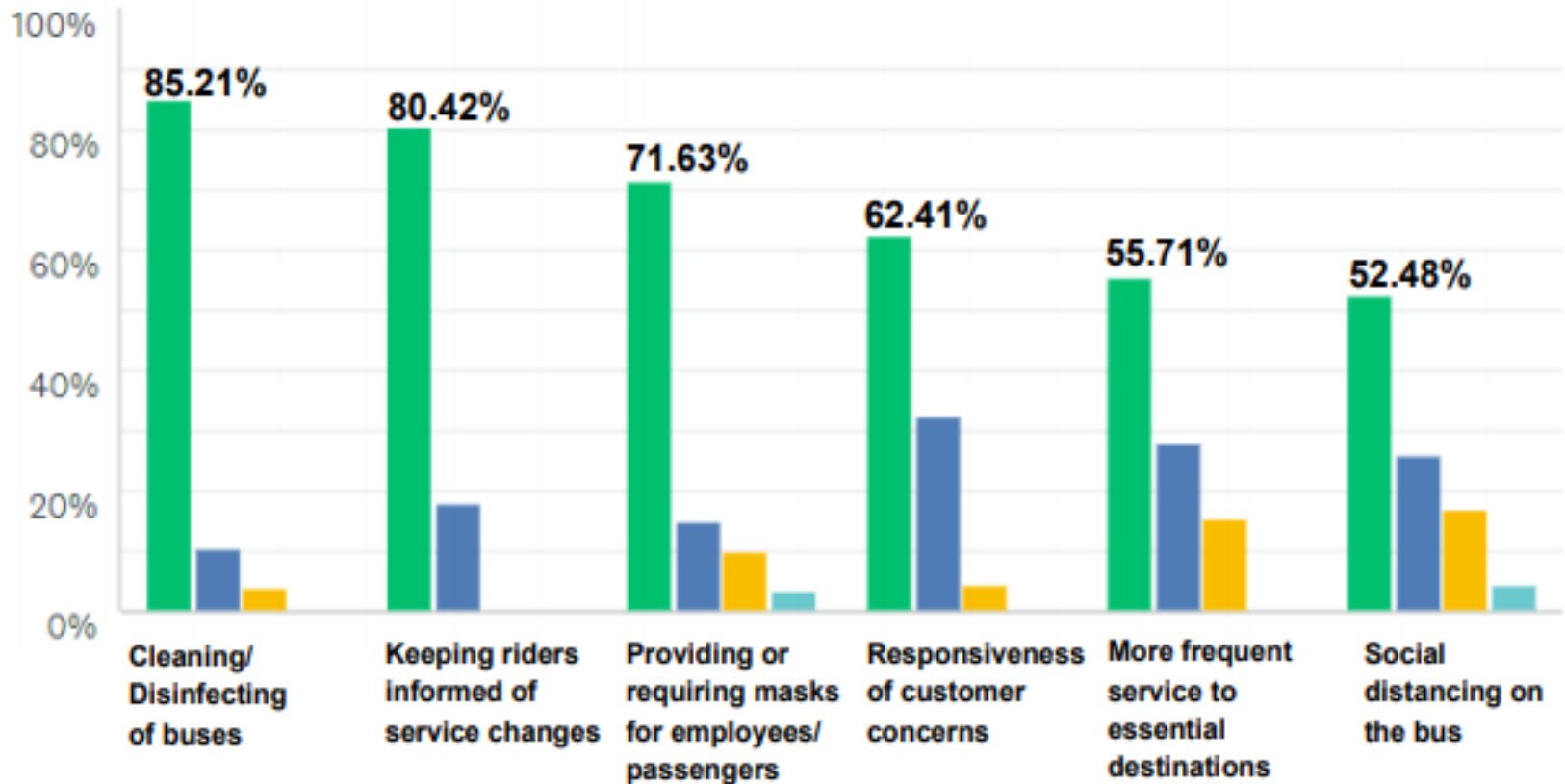
Jaime Espinoza



Manuel Barajas

The Public Wants...

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



Sanitization #1 Concern



Buses in Route



Happy Holidays !



QUESTIONS?