



Item #10

DATE May 6, 2020

TO GCTD Board of Directors

FROM Matt Miller, Planning Manager *MM*
Margaret Schoep, Paratransit & Special Projects Manager *MS*

SUBJECT Fixed-Route & ACCESS Services Quarterly Update – 3rd Quarter FY 2019-20

I. EXECUTIVE SUMMARY

This quarterly report covers the 3rd Quarter (January 1 through March 31) of Fiscal Year 2019-20. This report includes a summary of performance and operating statistics for both fixed-route and GO ACCESS services.

II. BACKGROUND

The table below shows that total system boardings for the 3rd Quarter of FY 2019-20, has decreased -3.4% over the 3rd Quarter of last year. The decrease is a direct result of the Covid-19 epidemic and Stay Well at Home order that was implemented in response to the outbreak. Overall use of the transit system was trending higher up until the point of the outbreak of the virus.

**3rd Quarter FY19-20
Systemwide Ridership & Performance**

Fixed-Route Ridership	3rd Quarter FY 2019-20	3rd Quarter FY 2018-19	Difference	% Change
Total System Boardings	793,888	821,524	(27,636)	-3.4%
Average Daily Passengers Weekdays	9,982	10,553	(571)	-5.4%
Average Daily Passengers Saturdays	6,324	6,149	176	2.9%
Average Daily Passengers Sundays	5,600	5,902	(302)	-5.1%
Wheelchair Boardings	8,195	7,711	484	6%
Bicycle Boardings	18,845	17,844	1,001	6%
Performance Measures				
Passengers Per Revenue Hour	16.6	16.4	0.17	1.0%
Fare Revenue Per Service Hour	\$8.06	\$13.11	\$ (5.05)	-38.5%
Total Fare Revenue	\$385,204.83	\$655,028.64	\$ (269,824)	-41.2%
On-Time Performance	86.6%	88%	Goal > 90%	
% Systemwide Boarding as Free Trans	19.0%	21%	Goal < 20%	

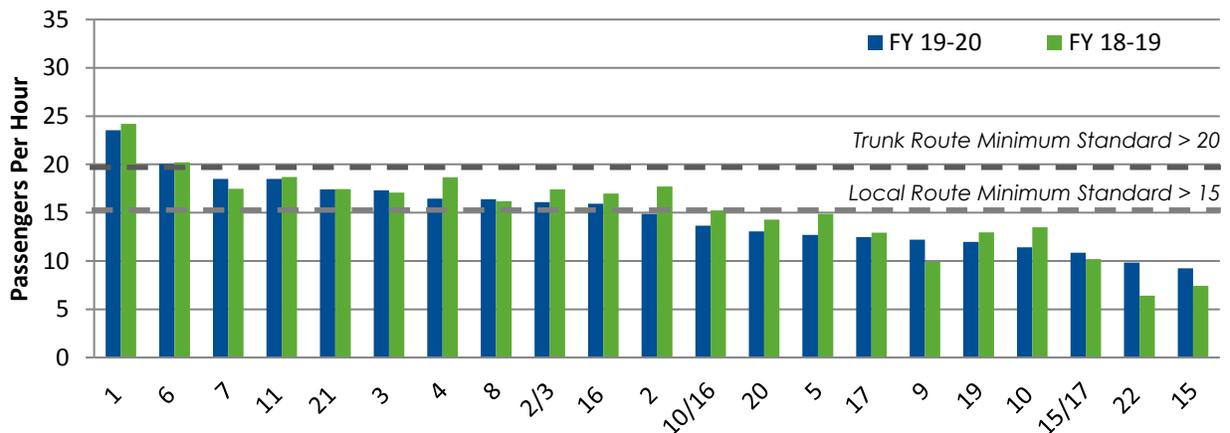
GOLD COAST TRANSIT DISTRICT

3rd Quarter FY19-20 Ridership by Route

Route	Route Name	3rd Quarter FY 2019-20 Unlinked Passengers	3rd Quarter FY 2018-19 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	119,322	123,036	(3,714)	-3%
2	Colonia - Downtown Oxnard	14,917	17,594	(2,677)	-15%
3	J St - Centerpoint Mall - Naval Base	25,332	24,604	729	3%
2/3*	<i>Route 2 & 3 Combined</i>	<i>40,249</i>	<i>42,198</i>	<i>(1,949)</i>	<i>-5%</i>
4	North Oxnard - Ventura Rd - St. John's	58,318	60,996	(2,678)	-4%
5	Hemlock - Seabridge - Wooley	15,999	18,009	(2,010)	-11%
6	Oxnard - Ventura Rd. - St John's	220,083	219,939	144	0%
7	Oxnard College - Centerpoint Mall	20,969	20,067	903	4%
8	OTC - Oxnard College - Centerpoint Mall	38,469	38,223	246	1%
9	Lemonwood - Channel Islands	12,409	12,202	207	2%
10	Pacific View Mall - Telegraph - Saticoy	19,138	20,559	(1,421)	-7%
11	Pacific View Mall - Telephone - Wells Center	57,031	57,328	(296)	-1%
15	Esplanade - El Rio - St. John's - Nyeland Acres	14,832	12,076	2,756	23%
15/17*	<i>Route 15 & 17 Combined</i>	<i>37,828</i>	<i>35,754</i>	<i>2,074</i>	<i>6%</i>
16	Downtown Ojai - Pacific View Mall	59,290	59,815	(525)	-1%
10/16*	<i>Route 10 & 16 Combined</i>	<i>78,428</i>	<i>80,374</i>	<i>(1,946)</i>	<i>-2%</i>
17	Esplanade - Oxnard College	22,996	23,678	(682)	-3%
18	High School Trippers	10,129	12,527	(2,398)	-19%
19	OTC - 5th - Gonzales Rd	10,400	11,876	(1,476)	-12%
20	OTC - Lomabrd & Sturgis - Gonzales Rd	11,702	15,341	(3,638)	-24%
21	Pacific View Mall - Victoria - Centerpoint Mall	59,813	60,772	(959)	-2%
22	Saticoy - St. John's - Nyeland Acres	2,737	12,883	(10,146)	-79%
GCTD SYSTEM TOTAL		950,394	979,849	(29,455)	-3%

* Data from interlined¹ routes (2/3, 15/17, 10/16) is shown combined to account for Farebox log-in errors.

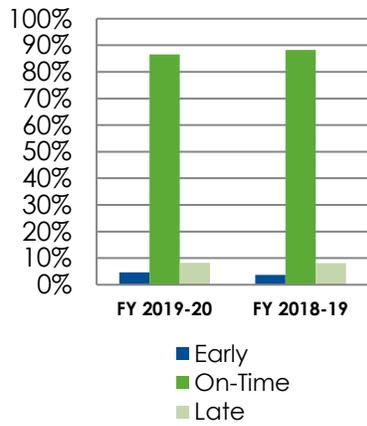
3rd Quarter FY 19-20 Passengers Per Revenue Hour (Weekdays)



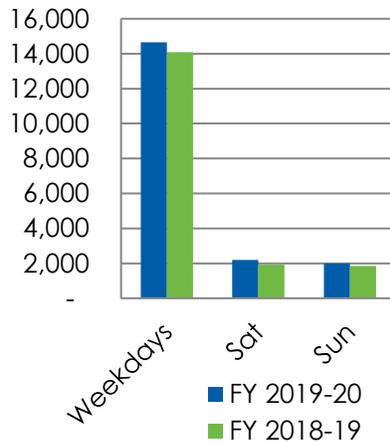
Note: Route 18 (school trippers) not shown in graph.

¹ Interlining provides increased efficiency in which the same bus serves more than one route, e.g., it starts service as one route then becomes another route at a point during its scheduled run.

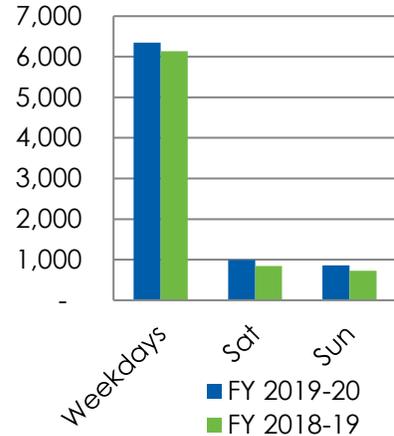
**On-Time Performance
3rd Quarter**



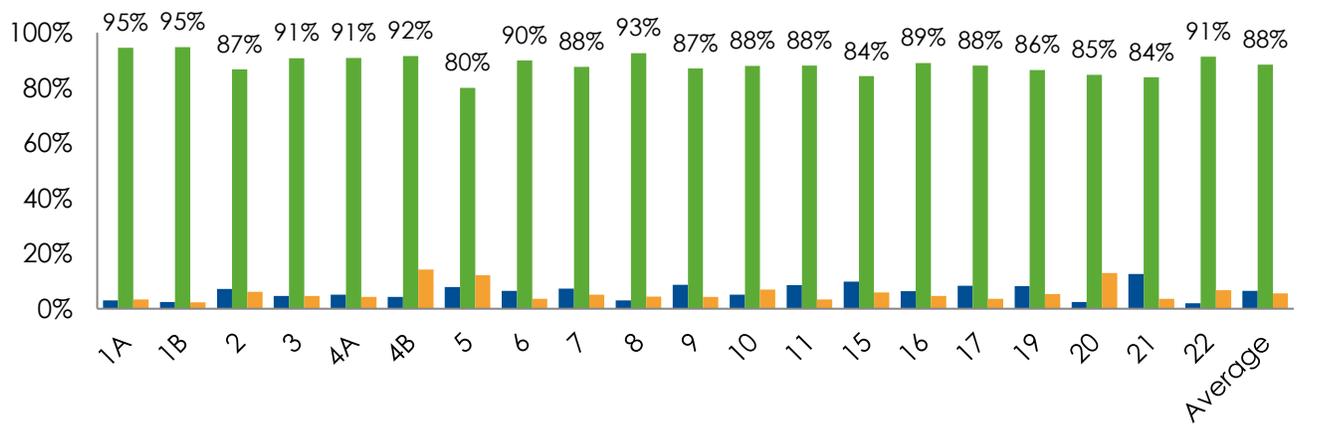
**Bicycle Boardings
3rd Quarter**



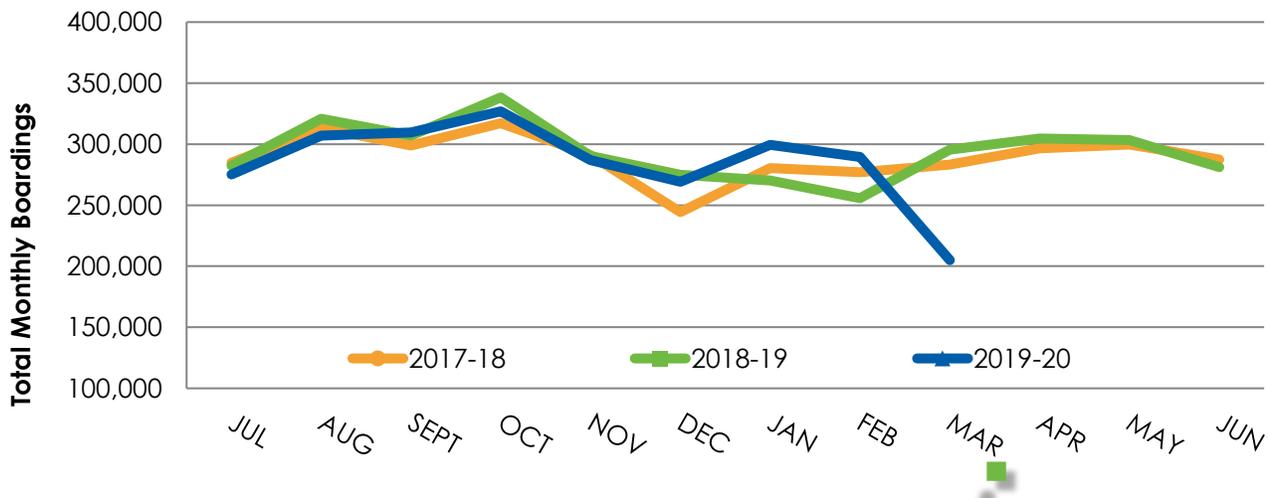
**Wheelchair Boardings
3rd Quarter**



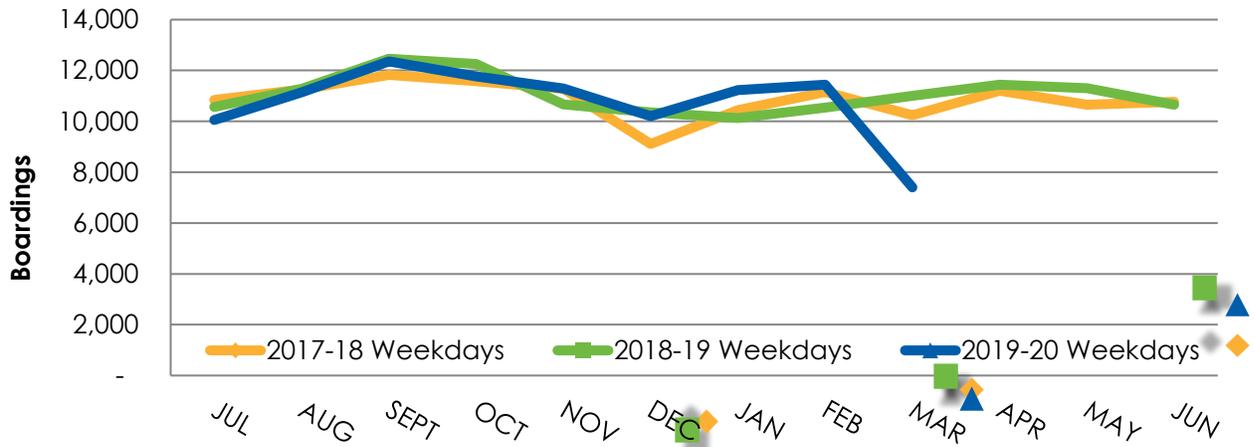
3rd Quarter - On Time Performance by Route



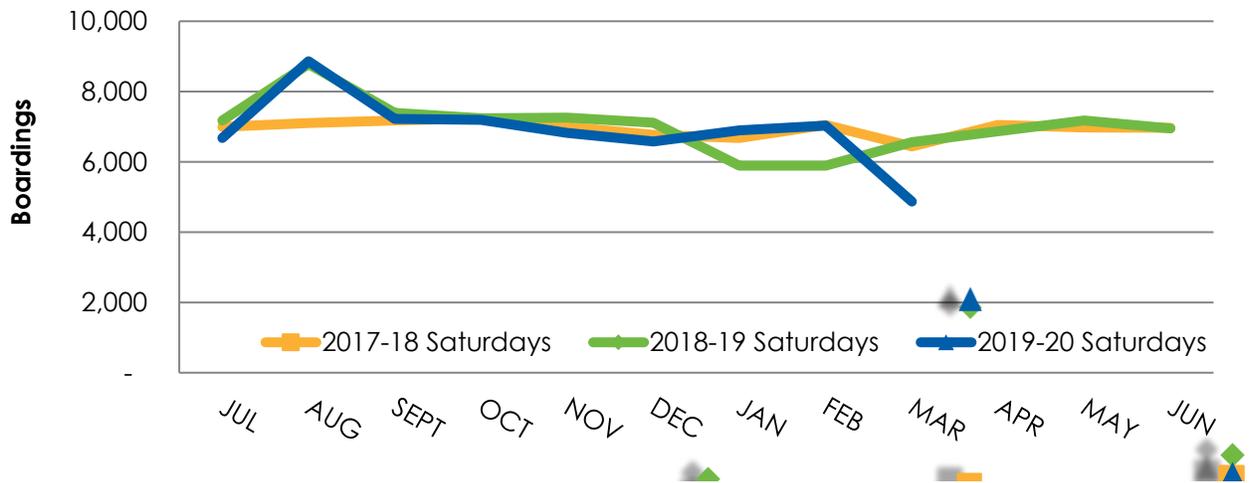
Monthly Fixed Route Ridership



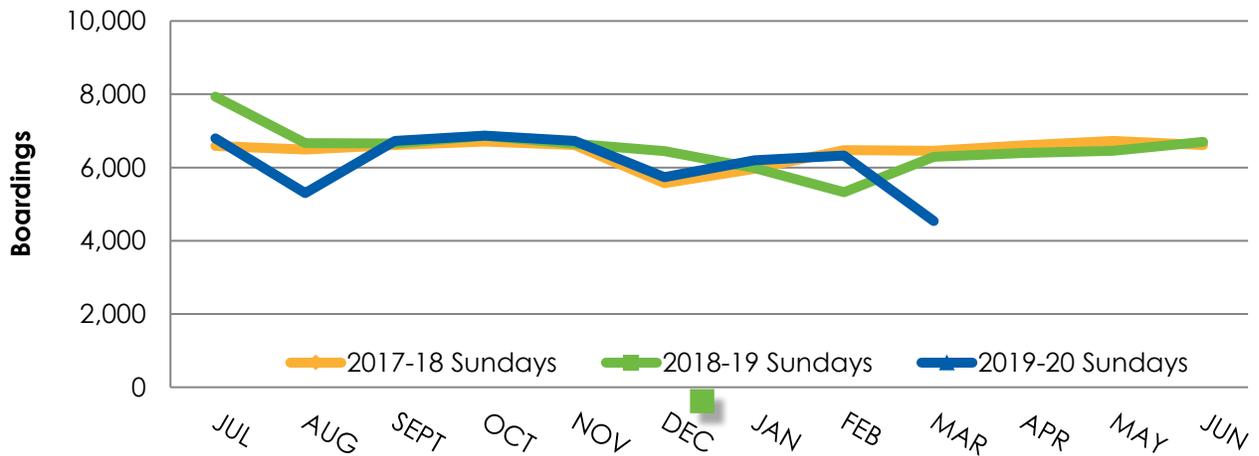
Average Weekday Boardings



Average Saturday Boardings



Average Sunday Boardings



**3rd Quarter
Complaints/Commendations by Type**

<i>Type</i>	<i>Issue</i>	<i>3rd Quarter Comments</i>	<i>3rd Quarter Verified Comments</i>	<i>Verified Comments FY YTD 2019-20</i>
Scheduling	On-Time Performance	3	0	2
Operations	Operator Conduct	18	0	1
	Driving Complaints	9	0	0
	Passed by	13	0	2
	Commendations	1	-	4
	Bus Stop Issues	0	0	0
Other	Other	20	0	0
Totals		67	0	9

Above is a chart showing complaints and commendations received from passengers.

III. FIXED-ROUTE SERVICE SUMMARY

As previously stated, ridership has decreased a large amount due to the pandemic and Stay Well at Home order. However, we should continue to recognize the important role transit continues to play in transporting essential workers to the places that keeps our communities going.

In January, GCTD implemented service changes that included route schedule adjustments to improve on-time performance and the discontinuation of the CMAQ demonstration Route 22 which after four years of operation did not meet productivity standards. Route 15 was redesigned to provide service to segments of Route 22 in Nyeland Acres and on Gonzales Road between and Rose Ave and Rice Rd in Oxnard.

In February and the beginning of March, Planning staff focused on continuing to monitor the January service changes and prepare for some larger changes due to take effect in July, like the new Route 23 and south Oxnard restructure. Additionally, the second workshop for the Building Transit Supportive Communities project was held and was well attended by staff from the Cities of Ventura and Oxnard, the County of Ventura, VCTC and numerous neighborhood organizations.

In March, we experienced the outbreak of Covid-19 and subsequent National, State and Local responses to the pandemic. GCTD has implemented numerous policies to encourage social distancing to protect our operators, staff and the public like rear door boarding, free fares, monitoring and limiting loads on busy trips and extra interior cleaning between trips at transit centers. Additionally, due to the drop in ridership, GCTD implemented a reduced schedule by running routes using the Sunday service schedule.

GCTD Planning staff has submitted a Request for Public Assistance with FEMA to assist the agency to fund actions taken to respond to the pandemic like increases cleaning and purchasing of personal protective equipment. The request is under review and staff will keep the Board updated with new information as it becomes available.

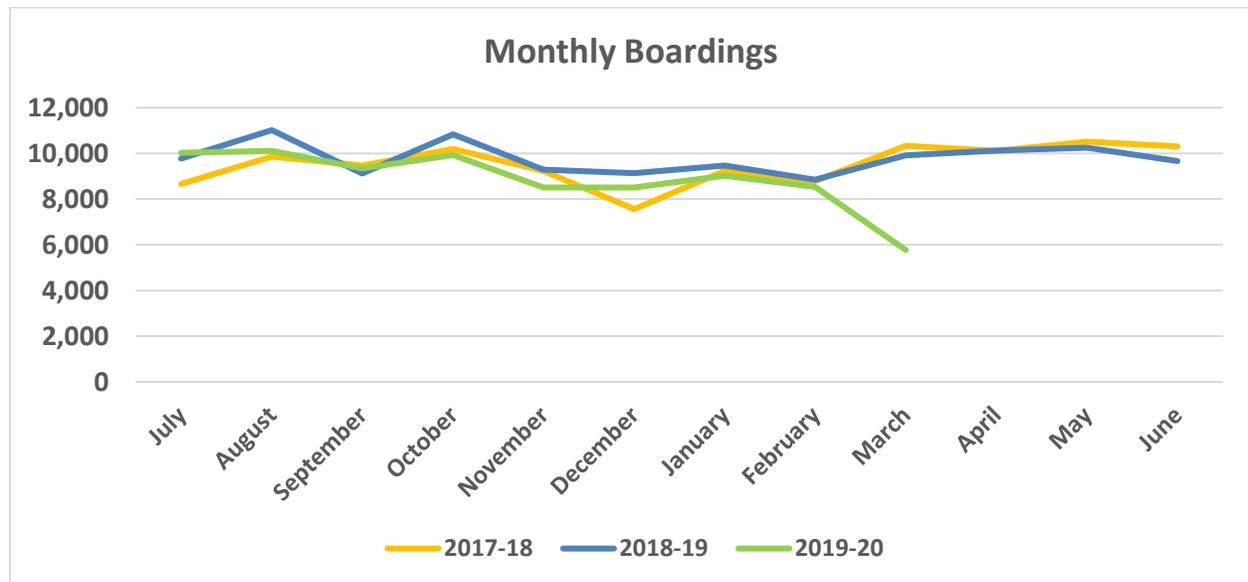
IV. ACCESS OPERATIONS

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

3rd Quarter FY 2019-20 GO ACCESS Ridership & Performance

	3rd Qtr FY 2019-20	3rd Qtr FY 2018-19	Difference	% Change
Paratransit Ridership				
Total System Boardings	23,326	28,240	-4,914	-17.40%
Average Daily Passengers Weekdays	313	384	-71	-18.49%
Average Daily Passengers Saturdays	137	170	-33	-19.41%
Average Daily Passengers Sundays	115	138	-23	-16.67%
Performance Measures				
Passengers Per Revenue Hour	2.24	2.28	-0.02	-1.8%
On Time Performance (Arrive within the window)	91.4%	81.0%	+10.4	+12.8%
Early (Before start of pick up window)	5.1%	9.3%	- 4.2	- 45.2%
Late (After end of pick up window)	3.5%	9.7%	- 6.2	- 63.9%



3rd Quarter - Feedback

Type	Issue	3rd Quarter Comments	3rd Quarter Verified Comments	YTD 2019-20 Verified Comments
Scheduling	Travel Time	0	0	0
	Schedules	2	1	0
Operations	Operator	0	0	1
	Dispatch	0	0	2
Other	Reservations	1	0	3
	Policies		0	0
	Commendations	8	N/A	N/A
Totals		3	1	6

VI. GO ACCESS - HIGHLIGHTS

GO ACCESS boardings decreased 17.40% during the 3rd Quarter this year when compared to the 3rd Quarter of last year. The majority of this decline is directly related to the COVID-19 outbreak and the local response to the pandemic. Recognizing the importance of keeping drivers healthy to transport vulnerable populations to critical services including dialysis and groceries, staff at MV was very aggressive in implementing early social distancing, additional cleaning/disinfecting and personal protective wear protocols.

Passenger ridership is down over 65% since the initial directives from the local public health officials. All GO ACCESS staff continue to work in other capacities to assist where possible. Since March 26, GO ACCESS has been collaborating to deliver groceries to home bound seniors in the service area. Through April 22, GO ACCESS drivers have successfully delivered over 53,700 meals to 1,920 residents in the community.



VI. RECOMMENDATION

IT IS RECOMMENDED that the GCTD Board of Directors receive and file this report.

This report is for information only.

General Manager's Concurrence

Attachment 1: 3rd Quarter FY 2019-20 Fixed-Route Service Evaluation