DATE   November 7, 2018

TO   GCTD Board of Directors

FROM   Matt Miller, Planning Manager *M M*
               Margaret Heath-Schoep, Paratransit & Special Projects Manager

SUBJECT   Fixed-Route & ACCESS Services Quarterly Update – 1st Quarter FY 2018-19

I.   EXECUTIVE SUMMARY

This quarterly report covers the 1st Quarter (July 1 through September 30) of Fiscal Year 2018-19. 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 ridership for the 1st quarter of FY 2018-19, has increased 1.5% over the 1st quarter of last year. GCTD has been able to implement programs to encourage more ridership this quarter like Summer Free Fare Saturdays. This program resulted in an increase in the number of passengers carried by GCTD in the months of July and August. Additionally, GCTD is participating in VCTC's county-wide College Ride Free program and is resulting in large increases in ridership systemwide.

1st Quarter FY 18-19
Systemwide Ridership & Performance

Fixed-Route Ridership	1st Qtr FY 2018-19	1st Qtr FY 2017-18	Difference	% Change
Total System Boardings	910,280	869,887	13,392	1.5%
Average Daily Passengers Weekdays	11,399	11,305	94	0.8%
Average Daily Passengers Saturdays	7,730	7,094	637	9.0%
Average Daily Passengers Sundays	7,052	6,567	486	7.4%
Wheelchair Boardings	9,462	8,419	1,043	12.4%
Bicycle Boardings	24,201	24,557	-356	-1.4%
Performance Measures				
Passengers Per Revenue Hour	18.2	17.7	0.52	2.9%
Fare Revenue Per Service Hour*	$13.80	$13.51	$.29	2.1%
Total Fare Revenue*	$688,646	$683,784	$4,862	0.7%
On-Time Performance	89%	88%	Goal > 90%	
% Systemwide Boarding as Free Transfers	21%	24%	Goal < 20%	

Fare Revenue figure includes VCTC College Easy Ride program reimbursement at $1.10 per boarding.

GOLD COAST TRANSIT DISTRICT

CITY OF OJAI | CITY OF OXNARD | CITY OF PORT HUENEME | CITY OF VENTURA | COUNTY OF VENTURA
301 EAST THIRD STREET, OXNARD, CA 93030 | **P** 805.483.3959 | **F** 805.487.0925 | GOLDCOASTTRANSIT.ORG

**1st Quarter FY 18-19
Ridership by Route**

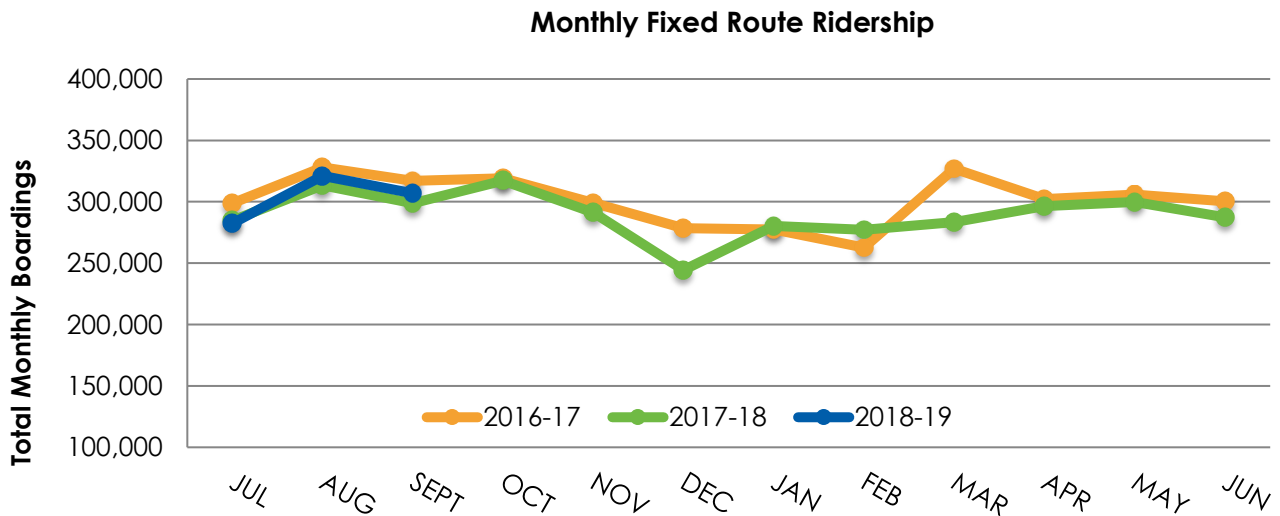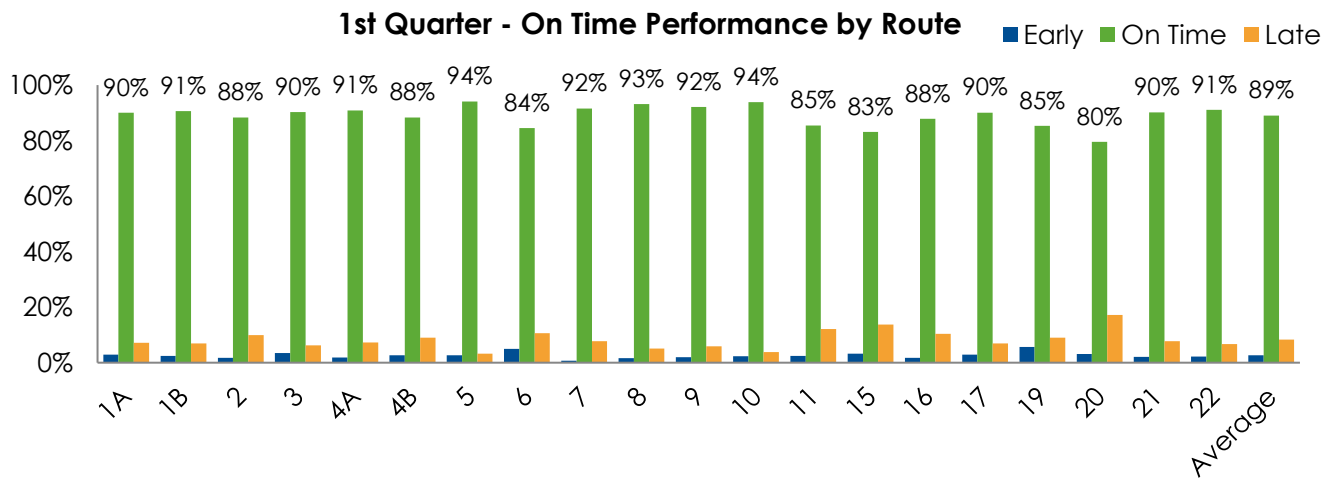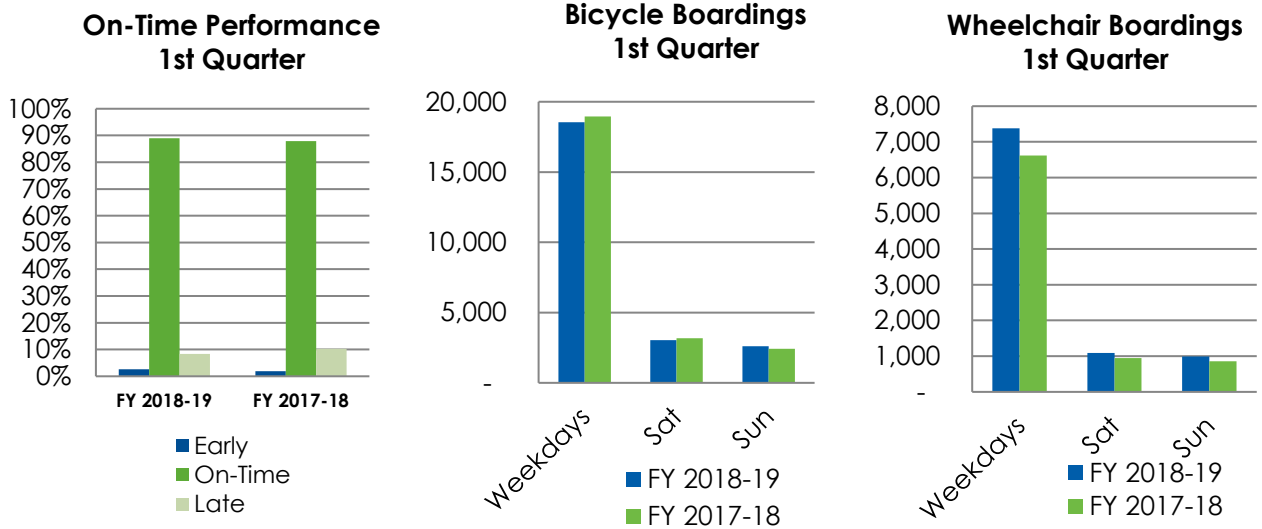| Route	Route Name	1st Quarter FY 2018-19 Unlinked Passengers	1st Quarter FY 2017-18 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	144,636	143,088	1,596	1.1%
2	Colonia - Downtown Oxnard	22,048	20,206	1,895	9.4%
3	J St - Centerpoint Mall - Naval Base	27,543	27,871	(314)	-1.1%
2/3	*Route 2 & 3 Combined*	49,591	48,077	1,580	3.3%
4	North Oxnard - Ventura Rd - St. John's	70,711	70,216	477	0.7%
5	Hemlock - Seabridge - Wooley	19,385	19,389	(17)	-0.1%
6	Oxnard - Ventura - Main St	238,046	235,958	2,226	0.9%
7	Oxnard College - Centerpoint Mall	21,547	20,349	1,202	5.9%
8	OTC- Oxnard College - Centerpoint Mall	46,895	45,132	1,796	4.0%
9	Lemonwood - Channel Islands	15,038	16,010	(978)	-6.1%
10	Pacific View Mall - Telegraph -Saticoy	23,156	23,703	(518)	-2.2%
11	Pacific View Mall - Telephone - Wells	63,783	64,415	(673)	-1.0%
15	Esplanade - El Rio - St. John's	15,476	15,267	195	1.3%
15/17/22	*Route 15, 17 & 22 Combined*	54,855	51,565	3,255	6.3%
16	Downtown Ojai - Pacific View Mall	64,244	62,407	1,848	3.0%
10/16	*Route 10 & 16 Combined*	87,400	86,110	1,330	1.5%
17	Esplanade - Oxnard College	25,011	24,214	784	3.2%
18	Trippers	5,844	5,319	526	9.9%
19	OTC- 5th St - Airport - Gonzales Rd	14,029	15,466	(1,452)	-9.4%
20	Lombard - Sturgis	17,034	16,039	995	6.2%
21	Port Hueneme - Ventura - Victoria Ave	61,486	59,754	1,724	2.9%
22	Saticoy - St. Johns - Nyeland Acres	14,368	12,084	2,276	18.8%
	TOTAL GCT SYSTEM	**910,280**	**896,887**	**13,392**	**1.5%**

* Data from interlined[1] routes (2/3, 15/17, 10/16) is shown combined to account for Farebox log-in errors.

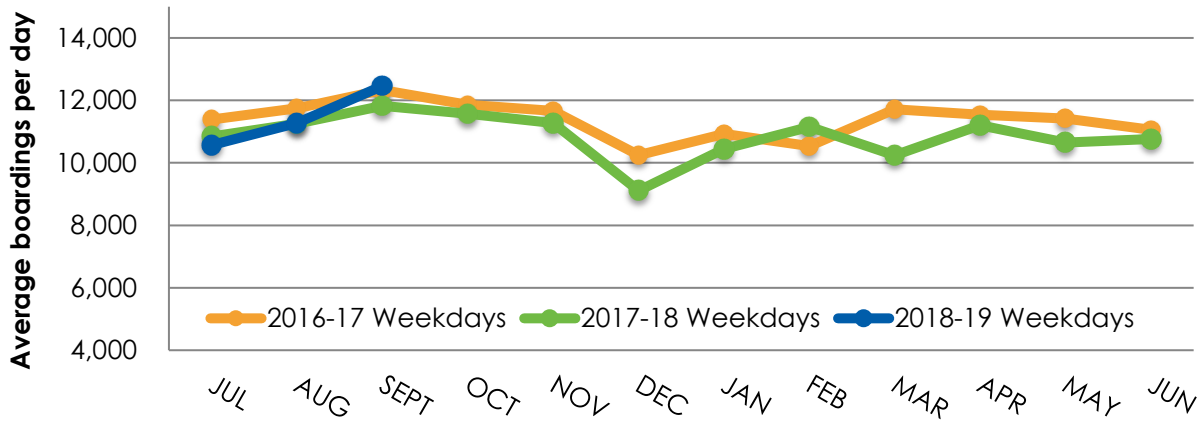**1st Quarter FY 18-19
Passengers Per Revenue Hour (Weekdays)**
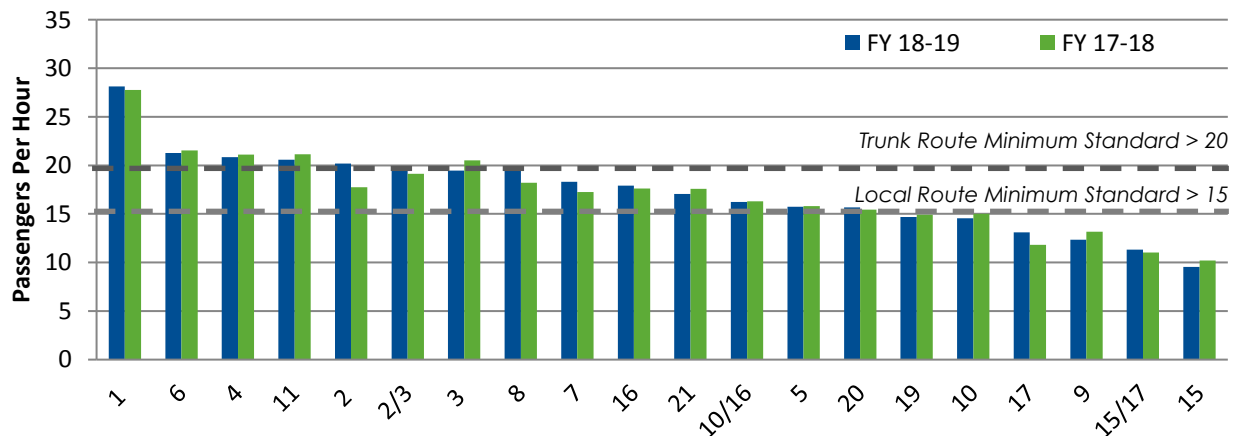
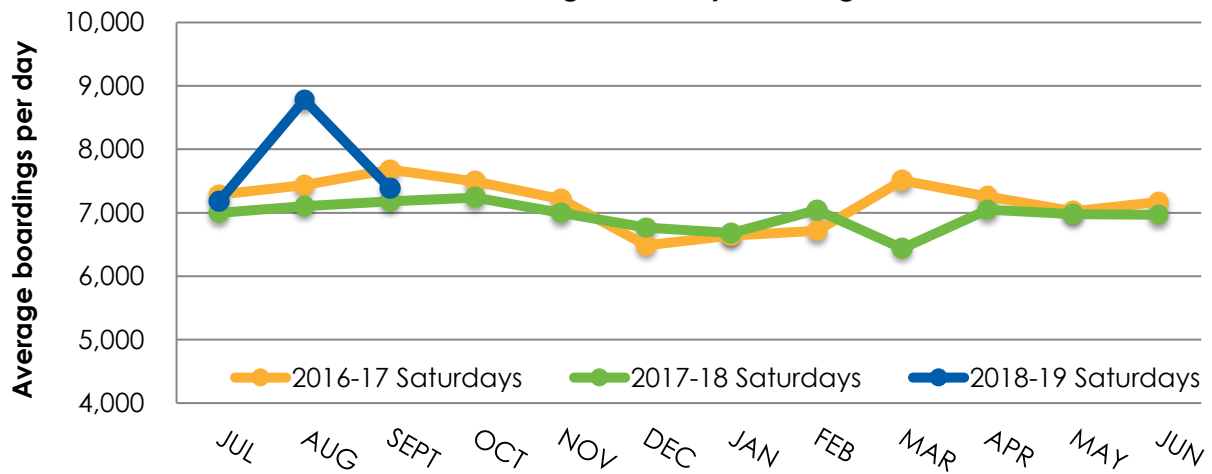Note: Route 18 (school trippers) not shown in graph.

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[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 1st Quarter

Bicycle Boardings 1st Quarter

Wheelchair Boardings 1st Quarter

1st Quarter - On Time Performance by Route
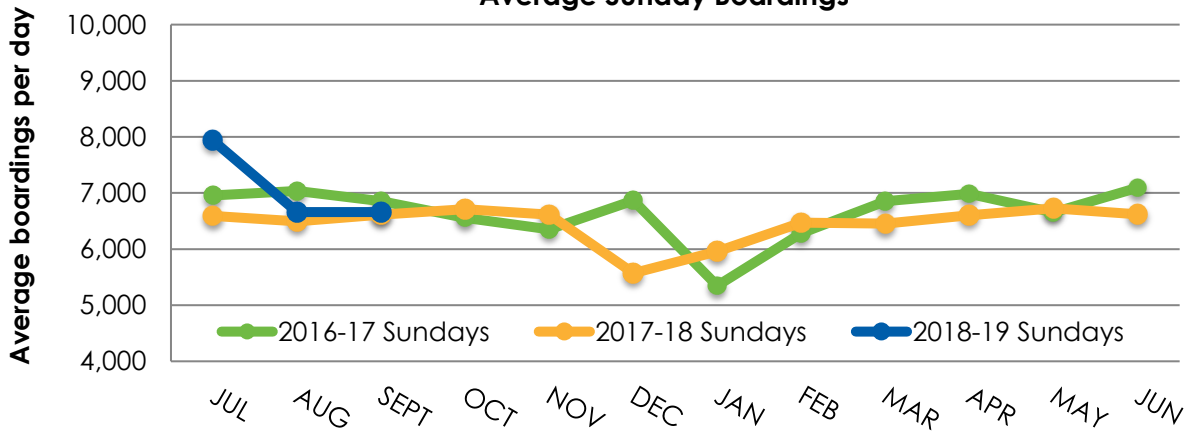

Monthly Fixed Route Ridership
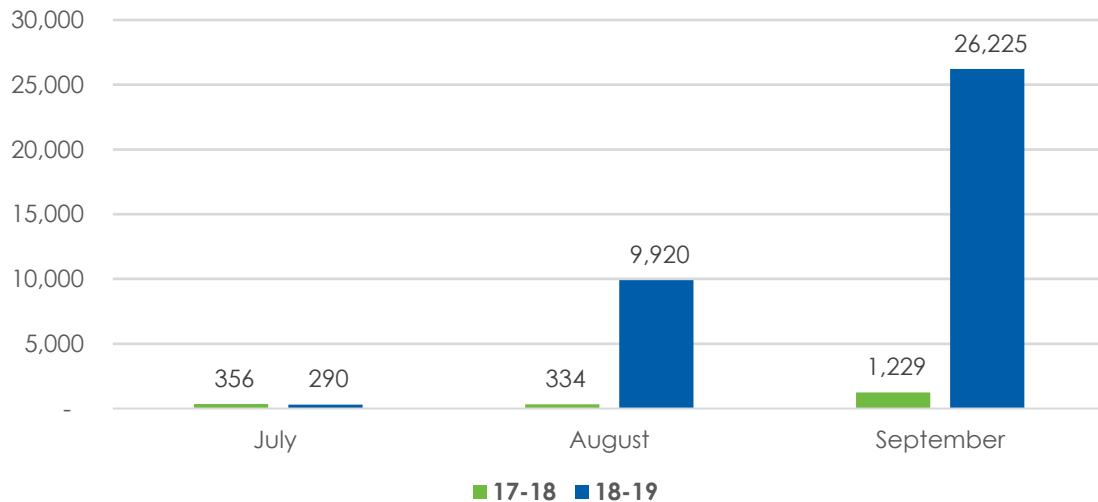
Average Weekday Boardings

Average Saturday Boardings

Average Sunday Boardings

College Student Ridership
1st Quarter

1st Quarter
Complaints/Commendations by Type

Type	Issue	1st Quarter Comments	1st Quarter Verified Comments	Verified Comments FY YTD 2018-19
Scheduling	On-Time Performance	8	2	2
Operations	Operator Conduct	38	7	7
	Driving Complaints	15	0	0
	Passed by	13	3	3
	Commendations	15	N/A	N/A
	Bus Stop Issues	0	0	0
Other	Other	11	3	3
Totals		**100**	**15**	**15**

Above is a chart showing complaints and commendations received from passengers. Video and audio footage of events referenced in the feedback help staff verify comments provided.
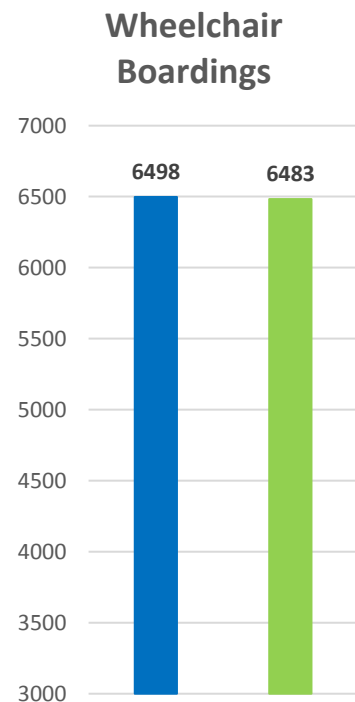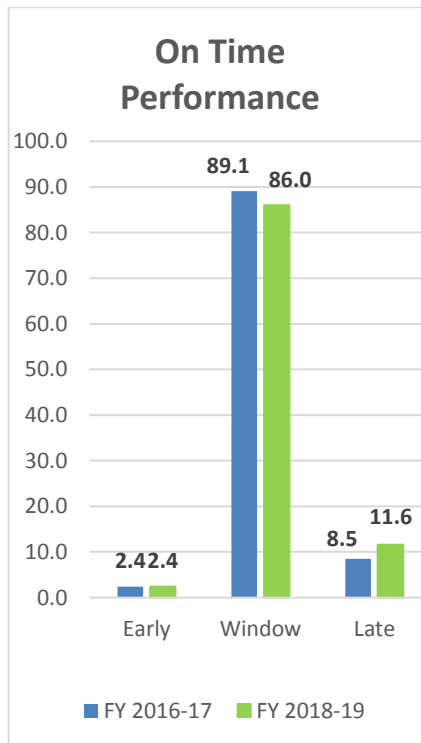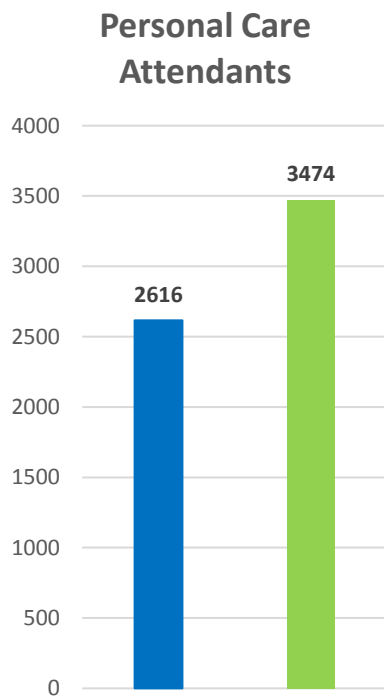
III.   FIXED-ROUTE SERVICE SUMMARY

In July 2018, minor service changes took affect which included the discontinuation of Route 19 on the weekends only. As a result, staff has seen a shift in ridership from the Route 19 to Routes 4A/B and 20 on the weekends which was expected since these three routes serve the same locations as the Route 19. In September, staff released a system-wide survey on-board all buses and online. Data collected from these surveys will contribute to concepts related to GCTD's Planning Guidelines Update and next year's system improvements and Short Range Transit Plan Update. Lastly, new bus stop signs have been produced and are now being installed throughout the service area. Every jurisdiction in the service area will be getting the new signs which include a new look, high reflective material and more route information for easier navigation.

IV. ACCESS OPERATIONS

GO ACCESS provides ADA complementary transportation for eligible passengers.

1st Quarter FY 2018-19
GO ACCESS Ridership & Performance

Paratransit Ridership	1st Qtr FY 2018-19	1st Qtr FY 2017-18	Difference	% Change
Total System Boardings	29,909	27,979	+1,930	+6.90%
Average Daily Passengers Weekdays	408	385	+23	+5.97%
Average Daily Passengers Saturdays	173	163	+10	+6.13%
Average Daily Passengers Sundays	138	109	+29	+26.61%

Performance Measures	1st Qtr FY 2018-19	1st Qtr FY 2017-18	Difference	% Change
Passengers Per Revenue Hour	2.35	1.84	+0.51	+27.72%
Total Fare Revenue	$ 110,211	$ 98,618	$ 11,593	+11.76%

Personal Care Attendants

- 2616
- 3474

On Time Performance

	Early	Window	Late
FY 2016-17	2.4	89.1	8.5
FY 2018-19	2.4	86.0	11.6

Wheelchair Boardings

- 6498
- 6483

GO ACCESS Routes By Time of Day

Legend: July (yellow), August (blue), September (green)

Monthly Boardings

Legend: 2016-17 (yellow), 2017-18 (blue), 2018-19 (green)
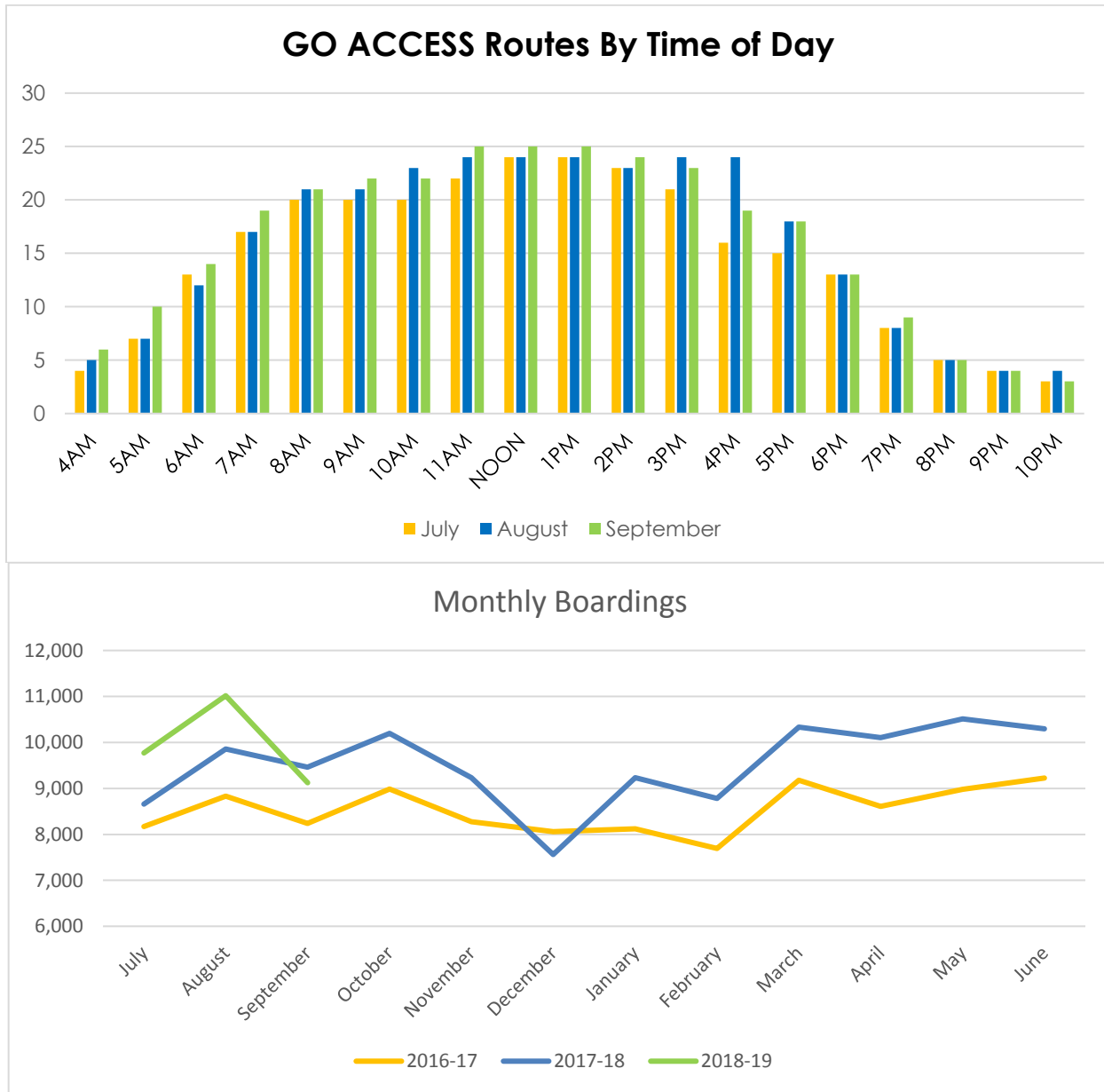
1st Quarter - Feedback

| Type	Issue	1st Quarter Comments	1st Quarter Verified Comments	YTD 2018-19 Verified Comments
Scheduling	Travel Time	1	1	1
	Schedules	3	0	0
Operations	Operator	2	2	2
	Dispatch	4	3	3
Other	Reservations	5	1	1
	Policies	1	0	0
	Commendations	1	N/A	N/A
Totals		**17**	**7**	**7**

The feedback chart shows complaints and commendations received from passengers. Video and audio footage of events referenced in the feedback help staff verify comments provided.

V. GO ACCESS - HIGHLIGHTS

Total boardings GO ACCESS increased 6.90% during the 1st quarter this year when compared to the 1st quarter of last year. 1,674 individuals completed at least one trip. Twenty-seven percent of these passengers, or 465 ADA certified passengers had personal care attendants (PCA's) accompany them. Approximately 22% of trips provided this year required mobility device securement. The 6,483 wheelchair boardings this year was a slight reduction from last year's 6,483 wheelchair boardings.

On-time performance suffered as more trips were provided. The overall OTP was 86% for all trips. However, 91% of all trips were performed within five minutes of the expired window. It is anticipated that the installation of the IVR will improve the overall OTP by reducing dwell times at various stops. Passengers continue to use the service primarily for medical purposes and life sustaining activity. Approximately 40% of GO ACCESS service used was for transportation to physical therapy, medical and dialysis treatments. Transportation to ADHC and senior nutrition sites accounted for another 12% of demand this quarter.

The California Association for Coordinated Transportation (CALACT) released its 2018/2019 Membership Directory & Industry Resource Guide. CALACT is a state-wide organization that represents the interests of small, rural and specialized providers. Founded in 1984, it is comprised of over 300 members including small and large transit organizations, governmental planning and social service agencies, suppliers and consultants. This year's directory features three photos provided by GCTD.
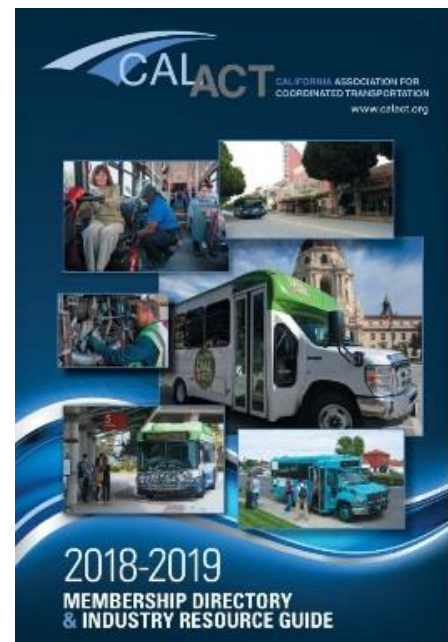
VI. GO ACCESS TELEPHONE & FLEET UPDATES

Ecolane, GCTD and UDI staff partnered to deploy an interactive voice response (IVR) system to improve communications with our paratransit passengers. Ecolane provides the scheduling and dispatch software that GO ACCESS uses to assign passenger trip requests to the most appropriate route/vehicle. Unified Dispatch Inc. (UDI) provides contact center automation for the ground transportation industry. UDI customers include New York City Transit's paratransit service and Super Shuttle national call centers. To prepare for the November deployment of the IVR, GO ACCESS staff reviewed profiles of customers who have used the service at least once in the previous 30 days. Staff contacted customers with more than one phone number to get clarification on which number to call on which trip.

Prior to implementation, passengers would receive their pick-up windows at the end of their reservation call to request service for the next day. The IVR calls the passenger the evening before day of service to remind the passenger of their trip, the pick-up windows and provides an option to cancel the trip if they no longer need service. The IVR the calls remaining passengers

the day of service approximately 7 minutes before the vehicle is anticipated to arrive at the pick-up location, prompting the customer to meet the vehicle. The customer still has the option to cancel the service if they no longer need it. This will allow the vehicle to proceed to the next stop on the route. It is anticipated it will take a few weeks to help customers get used to this new feature. This automation will allow GO ACCESS to serve more customers with fewer resources as the paratransit service grow, helping to contain costs.

In January, five (5) 2008 El Dorado cut-aways with an average odometer exceeding 252,000 miles will be replaced with five (5) Ford Transit 350 vehicles. These ADA compliant vehicles will accommodate multiple mobility device and seating configurations that can be easily changed throughout the course of a service day.   The vehicle is anticipated to be able to serve up to 95% of the service currently dispatched.
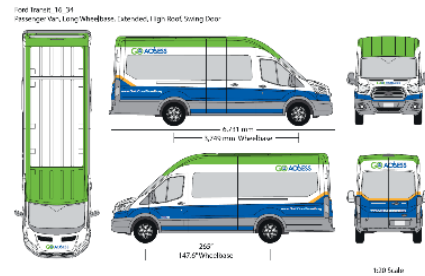
VI.   RECOMMENDATION

IT IS RECOMMENDED that the GCTD Board of Directors receive and file this report.
This report is for information only.

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General Manager's Concurrence

Attachment 1:   1st Quarter FY 2018-19 Fixed-Route Service Evaluation

1st Quarter FY 18-19 - Service Evaluation Report
RIDERSHIP MEASURE

Route #	Route Name	Service Type	Total Revenue Hours	Total Passengers	Passengers per Revenue Hour	Route Ranking
1	Port Hueneme - OTC	**Trunk**	5,355	144,636	28.1	1
6	Oxnard - Ventura/Main St.	**Trunk**	11,202	238,046	21.3	1
4	North Oxnard	Local	3,675	70,711	20.8	1
11	Telephone Road - Saticoy	**Trunk**	3,254	63,783	20.6	1
2	Colonia	Local	1,053	22,048	20.2	1
3	Southside	Local	1,572	27,543	19.5	2
8	Oxnard College	Local	2,698	46,895	19.5	2
7	South Oxnard	Local	1,212	21,547	18.3	2
16	Ojai	Local	3,767	64,244	17.9	2
21	Victoria Ave	**Trunk**	3,598	61,486	17.1	3
5	Parkwest	Local	1,326	19,385	15.7	3
20	Eastman - Lombard - Stugis	Local	1,215	17,034	15.7	3
19	Gonzales/OTC/Fifth	Local	1,003	14,029	14.7	3
10	Telegraph Road - Saticoy	Local	1,706	23,156	14.6	4
17	Vineyard Central Rose	**Trunk**	2,059	25,011	13.1	4
9	Lemonwood/Gisler	Local	1,243	15,038	12.4	4
15	El Rio - Northeast	Local	1,783	15,476	9.5	4
22	Wells - Nyeland	**Trunk**	2,113	14,368	6.9	4

Excluded Routes — Reason Excluded:

Route #	Route Name			Total Revenue Hours	Total Passengers	Passengers per Revenue Hour	
18	*Trippers*			*118*	*5,319*	*45.1*	*booster service*

Systemwide Performance Target

		Passengers per Revenue Hour Target
Trunk	Routes that link 2 or more major or regional commercial and employment centers and travel on arterial roads or HWYS.	20
Local	Routes that connect residential areas to major commercial and employment centers and travel on both arterial and residential streets.	15

ECONOMIC MEASURE

Route #	Total Passengers	Total Revenue Hours	Service Type	Systemwide Operating Cost Per Hour	Total Cost	Cost Per Passenger	Average Fare Per Passenger	Subsidy Per Passenger	Route Ranking	Quartile
1	144,636	5,355	**Trunk**	$ 100.67	$ 539,058	$ 3.73	$0.67	**$ 3.06**	1	1
6	238,046	11,202	**Trunk**	$ 100.67	$ 1,127,655	$ 4.74	$0.79	**$ 3.94**	2	1
2	22,048	1,053	**Local**	$ 100.67	$ 105,990	$ 4.81	$0.65	**$ 4.16**	3	1
11	63,783	3,254	Trunk	$ 100.67	$ 327,587	$ 5.14	$0.75	**$ 4.38**	4	1
4	70,711	3,675	Local	$ 100.67	$ 369,941	$ 5.23	$0.64	**$ 4.59**	5	1
7	21,547	1,212	**Local**	$ 100.67	$ 121,981	$ 5.66	$0.74	**$ 4.92**	6	2
16	64,244	3,767	Local	$ 100.67	$ 379,238	$ 5.90	$0.90	**$ 5.00**	7	2
8	46,895	2,698	Local	$ 100.67	$ 271,567	$ 5.79	$0.78	**$ 5.01**	8	2
3	27,543	1,572	Local	$ 100.67	$ 158,249	$ 5.75	$0.68	**$ 5.06**	9	2
21	61,486	3,598	Trunk	$ 100.67	$ 362,166	$ 5.89	$0.81	**$ 5.08**	10	3
5	19,385	1,326	Local	$ 100.67	$ 133,520	$ 6.89	$0.70	**$ 6.18**	11	3
19	14,029	1,003	Local	$ 100.67	$ 100,982	$ 7.20	$0.81	**$ 6.39**	12	3
20	17,034	1,215	Local	$ 100.67	$ 122,269	$ 7.18	$0.73	**$ 6.45**	13	3
10	23,156	1,706	Local	$ 100.67	$ 171,773	$ 7.42	$0.83	**$ 6.59**	14	4
17	25,011	2,059	Trunk	$ 100.67	$ 207,249	$ 8.29	$0.80	**$ 7.49**	15	4
9	15,038	1,243	**Local**	$ 100.67	$ 125,123	$ 8.32	$0.66	**$ 7.66**	16	4
15	15,476	1,783	Local	$ 100.67	$ 179,453	$ 11.60	$0.68	**$ 10.92**	17	4
22	14,368	2,113	Local	$ 100.67	$ 212,694	$ 14.80	$0.76	**$ 14.04**	18	4

Excluded Routes — Reason Excluded:

Route #	Total Passengers	Total Revenue Hours	Service Type	Systemwide Operating Cost Per Hour	Total Cost	Cost Per Passenger	Average Fare Per Passenger	Subsidy Per Passenger		
18	*5,844*	*90*	***Tripper***	$ 100.67	$ 9,054	$ 1.55	$ 1.280	***$ 0.27***	*booster service*	