



Item #10

DATE November 6, 2019

TO Board of Directors

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

SUBJECT Fixed-Route & ACCESS Services Quarterly Update – 1st Quarter FY 2019-20

I. EXECUTIVE SUMMARY

This quarterly report covers the 1st Quarter (July 1 through September 30) 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 ridership for the 1st quarter of FY 2019-20, has decreased -0.6% over the 1st quarter of last year. This decrease is not surprising since GCTD offered free fares in July and August of the first quarter of FY 18-19. The fact that ridership was only -0.6% lower over last year indicates that more people are using transit even without the systemwide incentive of free ridership.

**1st Quarter FY 19-20
Systemwide Ridership & Performance**

	1 st Qtr FY 2019-20	1 st Qtr FY 2018-19	Difference	% Change
Fixed-Route Ridership				
Total System Boardings	905,250	910,280	-5,029	-0.6%
Average Daily Passengers Weekdays	11,359	11,399	-40	-0.4%
Average Daily Passengers Saturdays	7,587	7,730	-144	-1.9%
Average Daily Passengers Sundays	6,223	7,052	-819	-11.6%
Wheelchair Boardings	8,526	9,462	-936	-9.9%
Bicycle Boardings	22,077	22,697	-620	-2.7%
Performance Measures				
Passengers Per Revenue Hour	18.3	18.2		
Fare Revenue Per Service Hour*	<i>*Not avail</i>	\$13.80		
Total Fare Revenue*	<i>*Not Avail</i>	\$686,646		
On-Time Performance	86%	89%	Goal > 90%	
% Systemwide Boarding as Free Transfers	21%	21%	Goal < 20%	

****FY19-20 1st Quarter revenue figures are delayed and will be updated in the next quarterly report.***

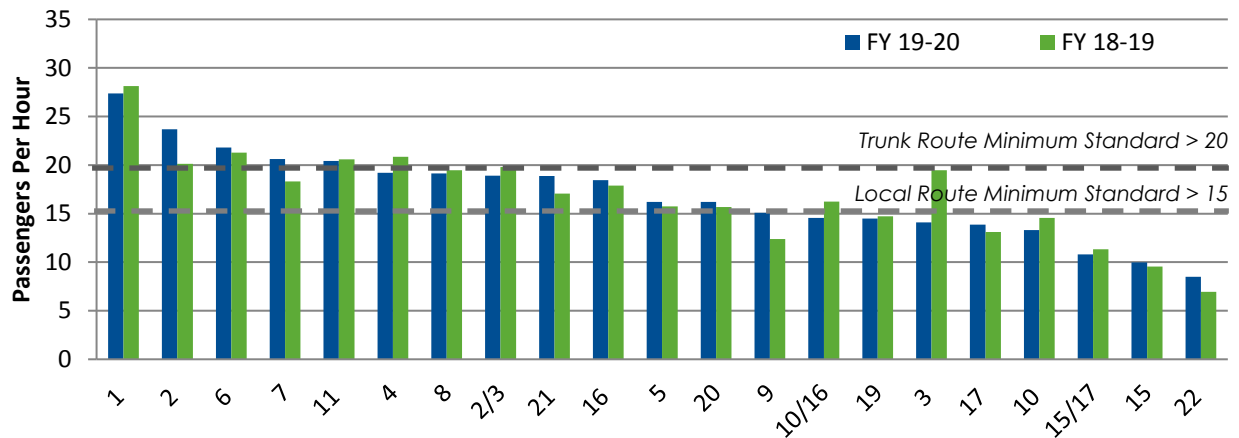
GOLD COAST TRANSIT DISTRICT

1st Quarter FY 19-20 Ridership by Route

Route	Route Name	1st Quarter FY 2019-20 Unlinked Passengers	1st Quarter FY 2018-19 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	139,080	144,636	(5,556)	-3.8%
2	Colonia - Downtown Oxnard	23,844	22,048	1,797	8.1%
3	J St - Centerpoint Mall - Naval Base	21,713	27,543	(5,831)	-21.2%
2/3	<i>Route 2 & 3 Combined</i>	45,557	49,591	(4,034)	-8.1%
4	North Oxnard - Ventura Rd - St. John's	67,658	70,711	(3,053)	-4.3%
5	Hemlock - Seabridge - Wooley	20,475	19,385	1,090	5.6%
6	Oxnard - Ventura - Main St	242,170	238,046	4,124	1.7%
7	Oxnard College - Centerpoint Mall	23,931	21,547	2,384	11.1%
8	OTC- Oxnard College - Centerpoint Mall	46,213	46,895	(682)	-1.5%
9	Lemonwood - Channel Islands	14,724	15,038	(314)	-2.1%
10	Pacific View Mall - Telegraph - Saticoy	21,821	23,156	(1,336)	-5.8%
11	Pacific View Mall - Telephone - Wells	63,488	63,783	(295)	-0.5%
15	Esplanade - El Rio - St. John's	15,469	15,476	(7)	0.0%
15/17/22	<i>Route 15, 17 & 22 Combined</i>	54,675	54,855	(180)	-0.3%
16	Downtown Ojai - Pacific View Mall	67,577	64,244	3,334	5.2%
10/16	<i>Route 10 & 16 Combined</i>	89,398	87,400	1,998	2.3%
17	Esplanade - Oxnard College	27,432	25,011	2,421	9.7%
18	Trippers	4,996	5,844	(848)	-14.5%
19	OTC- 5th St - Airport - Gonzales Rd	12,195	14,029	(1,834)	-13.1%
20	Lombard - Sturgis	15,016	17,034	(2,017)	-11.8%
21	Port Hueneme - Ventura - Victoria Ave	65,674	61,486	4,188	6.8%
22	Saticoy - St. Johns - Nyeland Acres	11,774	14,368	(2,595)	-18.1%
TOTAL GCT SYSTEM		905,250	910,280	-5,029	-0.6%

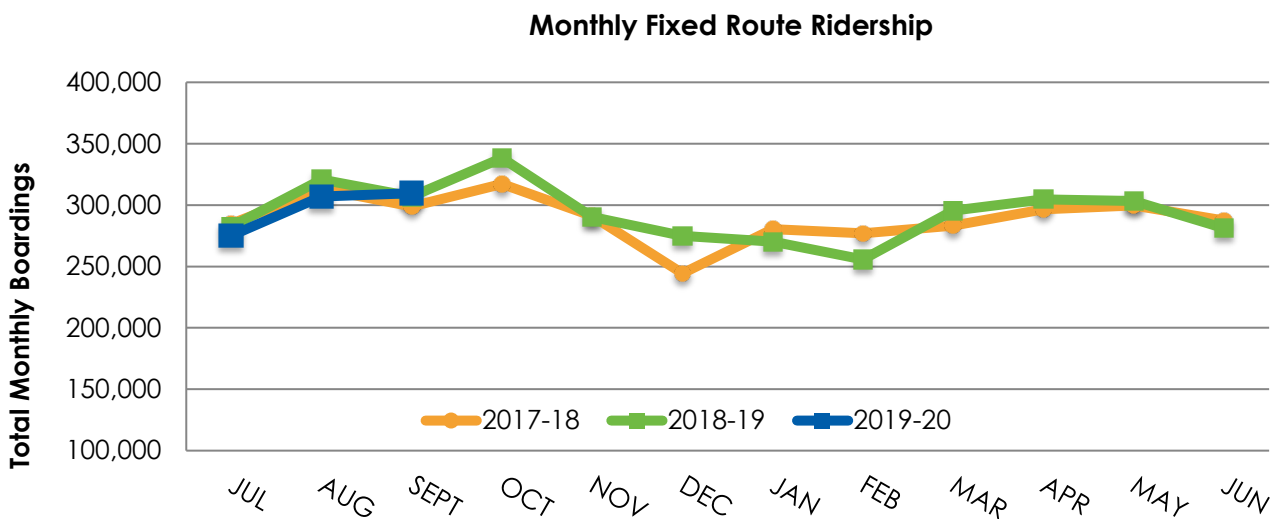
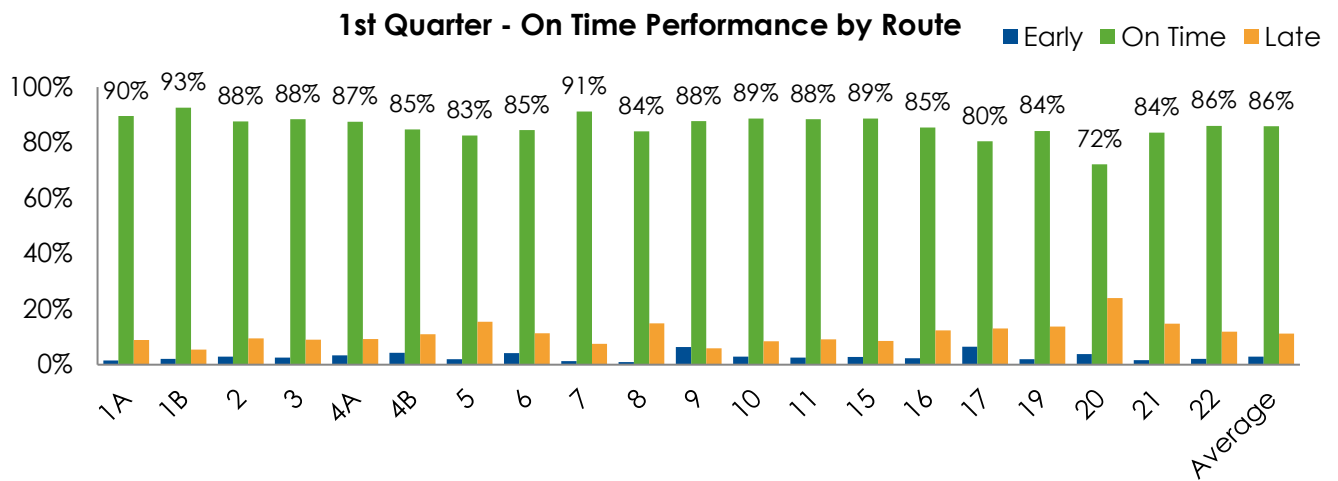
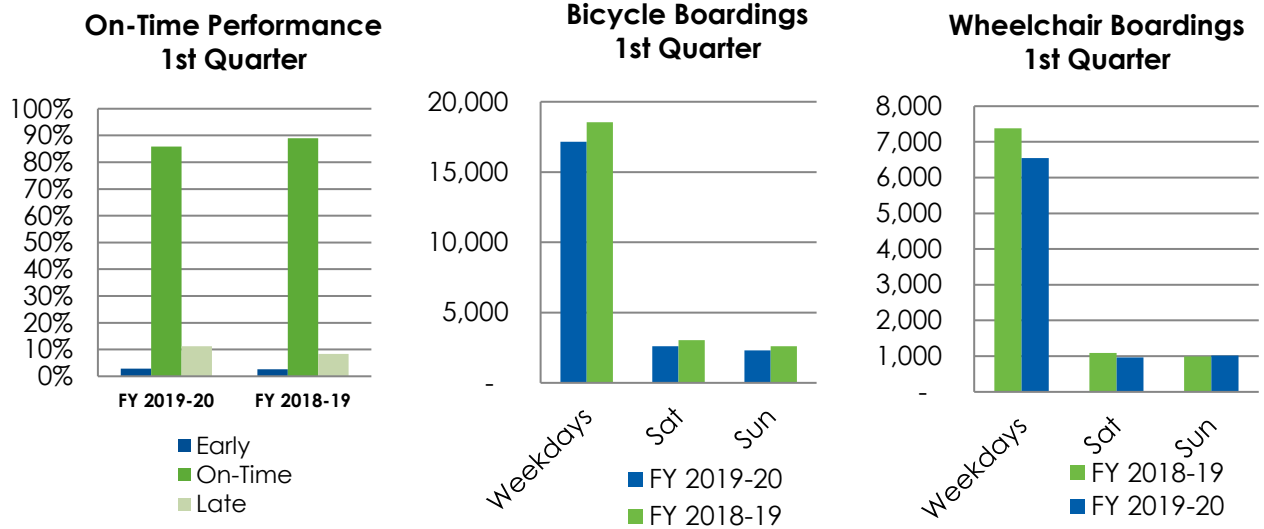
* Data from interlined¹ routes (2/3, 15/17, 10/16) is shown combined to account for Farebox log-in errors.

1st Quarter FY 19-20 Passengers Per Revenue Hour (Weekdays)

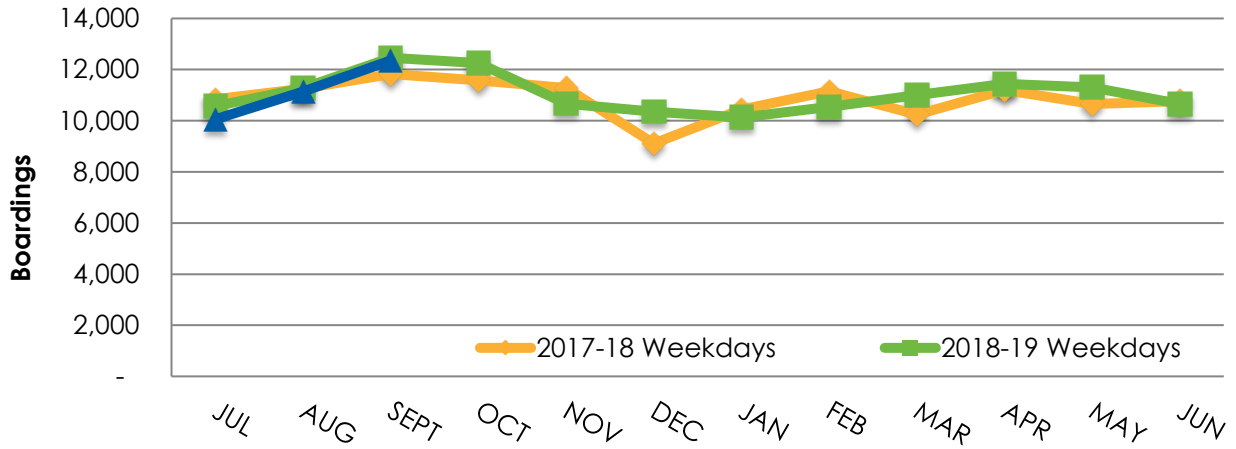


Note: Route 18 (school trippers) not shown in graph.

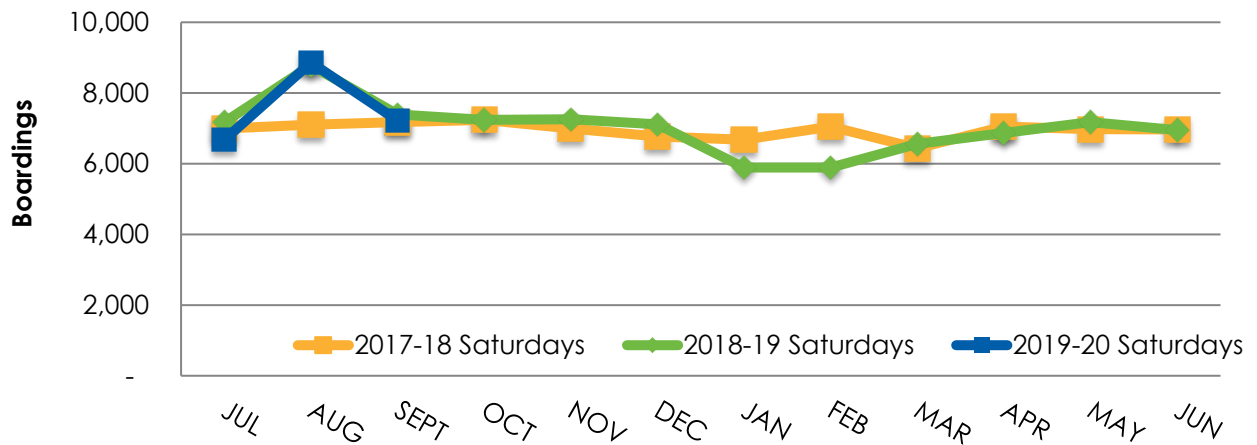
¹ Interlining provides increased efficiency in which the same bus serves more than one route, e.g., it starts service as one route then becomes another route at a point during its scheduled run.



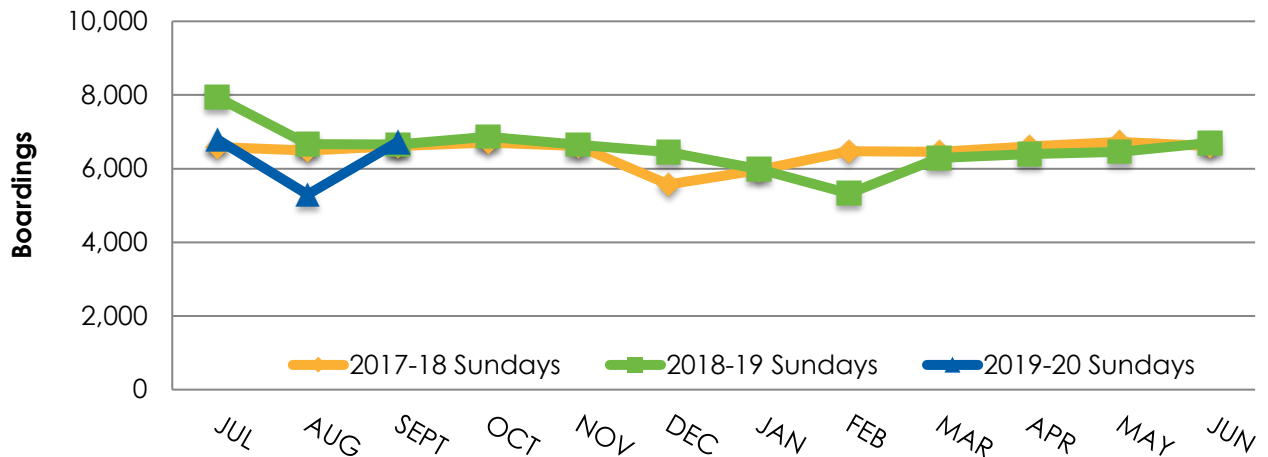
Average Weekday Boardings



Average Saturday Boardings



Average Sunday Boardings



1st Quarter Complaints/Commendations by Type

Type	Issue	1st Quarter Comments	1st Quarter Verified Comments	Verified Comments FY YTD 2019-20
Scheduling	On-Time Performance	17	2	2
Operations	Operator Conduct	29	N/A	N/A
	Driving Complaints	9		
	Passed by	16	1	1
	Commendations	3		
	Bus Stop Issues	N/A	N/A	N/A
Other	Other	13	N/A	N/A
Totals		87	3	3

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

III. FIXED-ROUTE SERVICE SUMMARY

As stated previously, this quarter saw an almost even number of boardings compared to the same period last year despite not having a systemwide promotion of a new program like what was present last year which indicates that ridership remains stable in the District service area.

Staff is continuing to prepare for next year’s service changes by working with the City of Oxnard on construction of new bus stops for the new Route 23 on Ventura Road. The timeline for the construction of these stops has not been determined yet and will play into the overall timeline of planned changes for 2020. Regardless of the timeline of the implementation of the 2020 service changes, staff is moving forward with outreach in south Oxnard. Staff is also continuing to assess the sustainability of routes that are not and have not been meeting the agency’s adopted service guidelines especially those in the 4th quartile.

This past month staff participated in California Clean Air Day, along with the Port of Hueneme helping to spread awareness of the need to improve our air quality. Staff also took a bus out to Rio Schools Community Day and read to Kindergarten students on our bus.

 **Gold Coast Transit District** @GoldCoastBus · Oct 2
 Let's get to 100k #CleanAirDay pledges from Ventura and Santa Barbara counties. Thank you @portofhueneme for spearheading the efforts.
 Make your @CleanAirDay pledge now: cleanairday.org/individual-ple...

 **The Port of Hueneme** @portofhueneme · Oct 1
 WE'RE AT 90,078 PLEDGES - LET'S GET TO 100K!
 California @CleanAirDay is tomorrow 10/2! Please join us and #takeethepledge NOW to do your part - plant something, switch out your air filters, use your vehicle responsibly, and more!
cleanairday.org/individual-ple...

LET'S GET TO 100K PLEDGES!

 **The Port of Hueneme** Proud to be the Founding Host for Clean Air Day in Santa Barbara and Ventura Counties!

TAKE THE PLEDGE TO DO YOUR PART FOR CLEAN AIR DAY!
 SCAN THE CODE AT RIGHT USING YOUR SMART DEVICE'S CAMERA OR GO TO WWW.CLEANAIRDAY.ORG AND USE THE CODE "PORT"

Thx @GoldCoastBus for our Community city bus presentation! You've made our day! #kindergarten #rioschools



8:46 AM · Oct 10, 2019 · Twitter for iPhone

3 Retweets 15 Likes

IV. ACCESS OPERATIONS

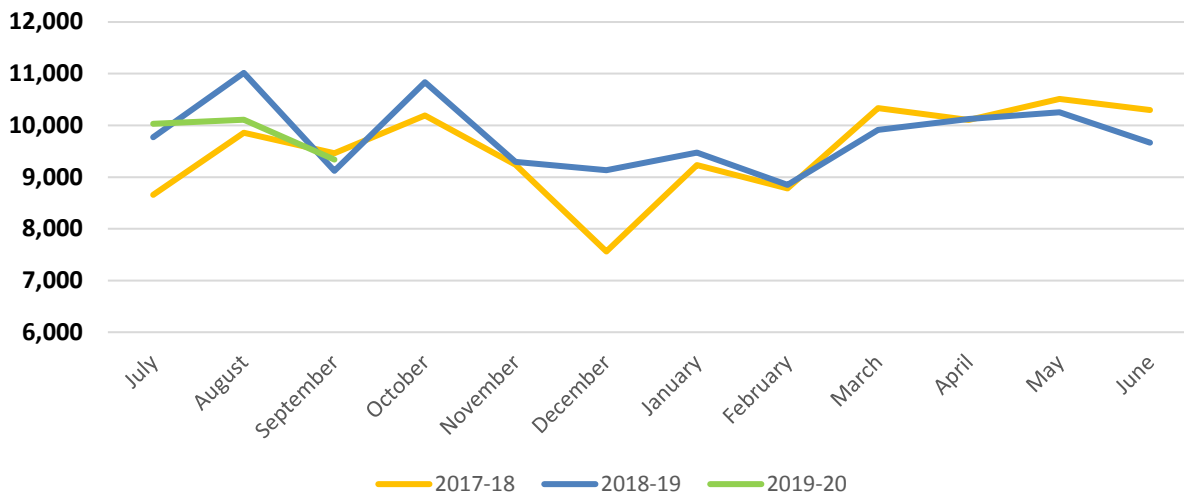
GO ACCESS is the federally mandated ADA complementary paratransit program of Gold Coast Transit District. GO ACCESS also provides service to seniors, 65 years of age and older. The program helps passengers preserve their independence through this advance demand transportation to services essential to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

V. ACCESS OPERATIONS

**1st Quarter FY 2019-20
GO ACCESS Ridership & Performance**

	<i>1st Qtr FY 2019-20</i>	<i>1st Qtr FY 2018-19</i>	<i>Difference</i>	<i>% Change</i>
Paratransit Ridership				
Total System Boardings	29,479	29,909	-430	-1.44%
Average Daily Passengers Weekdays	393	408	-15	-3.68%
Average Daily Passengers Saturdays	183	173	+10	+5.78%
Average Daily Passengers Sundays	145	138	+7	+5.07%
Performance Measures				
Passengers Per Revenue Hour	2.37	2.35	+0.02	+0.85%
On Time Performance (Arrive within the window)	85.0%	89.1%	-4.1	-4.60%
Early (Before start of pick up window)	5.1%	2.4%	+2.7	+112.50%
Late (After end of pick up window)	9.9%	8.5%	+1.4	+16.47%

Monthly Boardings



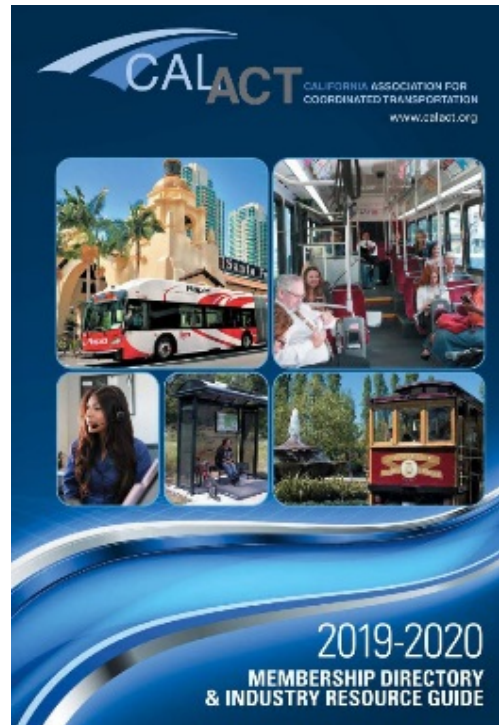
1st Quarter - Feedback

Type	Issue	1st Quarter Comments	1st Quarter Verified Comments	YTD 2019-20 Verified Comments
Scheduling	Travel Time	0	0	0
	Schedules	1	0	0
Operations	Operator	4	0	0
	Dispatch	3	2	2
Other	Reservations	3	3	3
	Policies	0	0	0
	Commendations	0	N/A	N/A
Totals		11	5	5

VI. GO ACCESS - HIGHLIGHTS

GO ACCESS boardings decreased 1.44% during the 1st quarter this year when compared to the 1st quarter of last year. This marks the third consecutive quarter of decreases. While all the decreases have been less than three percent, financial benefits are still realized. Based on a FY 2018 cost of \$30.83 per paratransit trip, the current quarter's decrease translates into \$13,257 less in paratransit operating expense for GCTD. Staff has noticed fewer passengers being transported to locations known to provide services under the Gold Coast Health Plan. The Health Plan provides transportation at no charge to qualifying members seeking services at their various locations.

The California Association for Coordinated Transportation (CALACT) released its 2019/2020 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. GCTD staff is featured on the cover for the second year in the row. (This year our customer service representative Rocio Mendez is featured).



VII. GO ACCESS PICK UP WINDOW UPDATE

GO ACCESS is currently testing the revised thirty-minute pick up window as recommended by prior Triennial Review staff. The pilot program has been in place since October 1, with minimal comment from passengers. An on-time pickup is viewed as a vehicle arrival within an on-time window established by the transit agency (referred to as the pickup window). The FTA expects ADA paratransit operations to be monitored for pick-up window on-time compliance, as a measure of unmet demand for services. A standard practice within the transit industry, the pickup window serves to distinguish between an on-time pickup and a late or early one. The window also defines the period during which the rider is expected to be ready to meet the vehicle's arrival. The most frequently used window by transit agencies is 30 minutes for an on-time pickup window. All of the

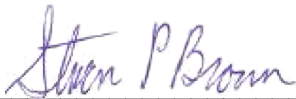
public paratransit operators in Ventura county have established a 30-minute pick-up/on-time window. The exception is Camarillo Area Transit, who uses a 20 minutes window.

The successful implementation of the advanced notification system earlier this year appears to be instrumental in the success of this pilot program. Customers receive calls the evening before service with a reminder of the pick-up window negotiated during the reservation. A second call is placed to the customer when the vehicle is within ten minutes of arrival. The continued success of this project will allow staff to implement prior Triennial recommendations of expanding the pick-up window without compromising quality of service with the added benefit of updating our window policy to be consistent with the majority of the county's transit operators.

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:

1st Quarter FY 2019-20 Fixed-Route Service Evaluation

1st Quarter FY 19-20: Service Evaluation Report

RIDERSHIP MEASURE: Passengers Per Revenue Hour

Route #	Route Name	Service Type	Total Revenue Hours	Total Passengers	Passengers per Revenue Hour	Route Ranking
1	Port Hueneme - OTC	Trunk	5,399	139,080	25.8	1
2	Colonia	Local	1,063	23,844	22.4	1
6	Oxnard - Ventura/Main St.	Trunk	11,322	242,170	21.4	1
7	South Oxnard	Local	1,225	23,931	19.5	1
11	Telephone Road - Saticoy	Trunk	3,291	63,488	19.3	1
21	Victoria Ave	Trunk	3,553	65,674	18.5	2
4	North Oxnard	Local	3,769	67,658	18.0	2
16	Ojai	Trunk	3,849	67,577	17.6	2
8	Oxnard College	Local	2,729	46,213	16.9	2
20	Eastman - Lombard - Stugis	Local	968	15,016	15.5	3
5	Parkwest	Local	1,337	20,475	15.3	3
19	Gonzales/OTC/Fifth	Local	841	12,195	14.5	3
9	Lemonwood/Gisler	Local	1,034	14,724	14.2	3
3	Southside	Local	1,590	21,713	13.7	4
17	Vineyard Central Rose	Trunk	2,141	27,432	12.8	4
10	Telegraph Road - Saticoy	Local	1,888	21,821	11.6	4
15	El Rio - Northeast	Local	1,766	15,469	8.8	4
22	Wells - Nyeland	Trunk	1,483	11,774	7.9	4

Excluded Routes						Reason Excluded:
18	Trippers	Tripper	122	4,996	41.0	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 highways.	20
Local	Routes that connect residential areas to major commercial and employment centers and travel on both arterial and residential streets.	15

ECONOMIC MEASURE: Subsidy Per Passenger

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	139,080	5,399	Trunk	\$ 100.67	\$ 543,517	\$ 3.91	\$0.54	\$ 3.37	1	1
2	23,844	1,063	Local	\$ 100.67	\$ 107,012	\$ 4.49	\$0.55	\$ 3.94	2	1
6	242,170	11,322	Trunk	\$ 100.67	\$ 1,139,786	\$ 4.71	\$0.54	\$ 4.17	3	1
7	23,931	1,225	Local	\$ 100.67	\$ 123,321	\$ 5.15	\$0.52	\$ 4.63	4	1
11	63,488	3,291	Trunk	\$ 100.67	\$ 331,305	\$ 5.22	\$0.44	\$ 4.78	5	1
21	65,674	3,553	Trunk	\$ 100.67	\$ 357,681	\$ 5.45	\$0.49	\$ 4.96	6	2
16	67,577	3,849	Trunk	\$ 100.67	\$ 387,479	\$ 5.73	\$0.70	\$ 5.03	7	2
4	67,658	3,769	Local	\$ 100.67	\$ 379,425	\$ 5.61	\$0.49	\$ 5.12	8	2
8	46,213	2,729	Local	\$ 100.67	\$ 274,728	\$ 5.94	\$0.56	\$ 5.38	9	2
20	15,016	968	Local	\$ 100.67	\$ 97,449	\$ 6.49	\$0.52	\$ 5.97	10	3
5	20,475	1,337	Local	\$ 100.67	\$ 134,596	\$ 6.57	\$0.53	\$ 6.04	11	3
19	12,195	841	Local	\$ 100.67	\$ 84,663	\$ 6.94	\$0.55	\$ 6.39	12	3
9	14,724	1,034	Local	\$ 100.67	\$ 104,093	\$ 7.07	\$0.57	\$ 6.50	13	3
3	21,713	1,590	Local	\$ 100.67	\$ 160,065	\$ 7.37	\$0.52	\$ 6.85	14	4
17	27,432	2,141	Trunk	\$ 100.67	\$ 215,534	\$ 7.86	\$0.53	\$ 7.33	15	4
10	21,821	1,888	Trunk	\$ 100.67	\$ 190,065	\$ 8.71	\$0.51	\$ 8.20	16	4
15	15,469	1,766	Local	\$ 100.67	\$ 177,783	\$ 11.49	\$0.49	\$ 11.00	17	4
22	11,774	1,483	Trunk	\$ 100.67	\$ 149,294	\$ 12.68	\$0.57	\$ 12.11	18	4

Excluded Routes										Reason Excluded:
18	4,996	122	Tripper	\$ 100.67	\$ 12,282	\$ 2.46	\$ 0.940	\$ 1.52		booster service