



Item #10

**DATE** September 5, 2018

**TO** GCTD Board of Directors

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

**SUBJECT** Fixed-Route & ACCESS Services Quarterly Update – 4<sup>th</sup> Quarter FY 17-18

## I. EXECUTIVE SUMMARY

This quarterly report covers the 4th Quarter (April through June 30) and end of Fiscal Year 2017-18. This report includes a summary of performance and operating statistics for both fixed-route and ACCESS paratransit services.

## II. BACKGROUND

Table I show that fixed-route ridership for the 4<sup>th</sup> quarter of FY 2017-18 has decreased by 2.7% over the same period last year. Annual ridership for Fiscal Year 2017-2018 is down 3.9%. Although ridership has decreased this year, it should be noted that these ridership trends are not unique to GCTD rather they follow a national trend. Transit agencies across the nation continue to face many challenges from a variety of different sources including easy access to new and used car loans and shifting cultural expectations for on-demand travel options. On a positive note, the CMAQ demonstration Route 22 has continued to increase in ridership and is up 10% over last year, illustrating that providing a new service to an area that long had none will result in ridership gains over time.

**4<sup>th</sup> Quarter FY 17-18  
Systemwide Ridership & Performance**

	4th Qtr FY 17-18	4th Qtr FY 16-17	Percent Change	YTD FY 17-18	YTD FY 16-17	Percent Change
<b>Fixed-Route Ridership</b>						
Total System Boardings	883,739	908,442	-2.7%	3,474,161	3,616,387	-3.9%
Average Daily Passengers Weekdays	10,868	11,335	-4.1%	10,864	11,369	-4.4%
Average Daily Passengers Saturdays	6,995	7,158	-2.3%	6,946	7,159	-3.0%
Average Daily Passengers Sundays	6,644	6,917	-3.9%	6,455	6,653	-3.0%
Wheelchair Boardings	8,488	8,008	6%	32,214	30,051	7.0%
Bicycle Boardings	22,946	24,200	-5%	90,785	97,270	-7.0%
<b>Performance Measures</b>						
Passengers Per Revenue Hour	17.2	17.8	-3.3%	17.1	17.8	-4.1%
Fare Revenue Per Service Hour	\$12.19	\$13.72	-11.1%	\$12.86	\$13.75	-7.6%
Total Fare Revenue	\$625,546	\$700,102	-6.6%	\$2,609,448	\$2,799,898	-6.6%
On-Time Performance	90%	89%	Goal > 90%	89%	Goal > 90%	
% Boardings as Free Transfers	23%	24%	Goal < 20%	24%	Goal < 20%	

**GOLD COAST TRANSIT DISTRICT**

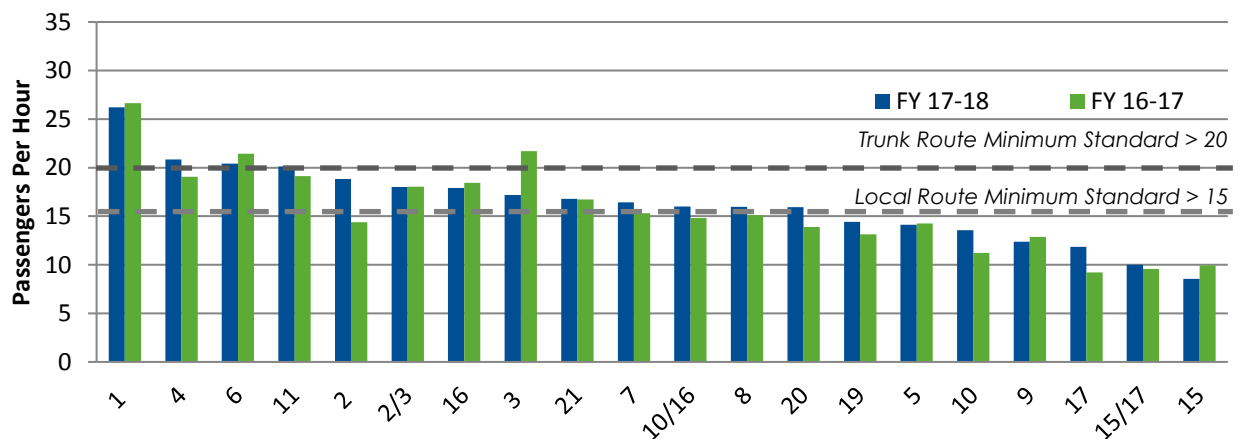
### 4th Quarter FY 2017-18 Ridership by Route

Route	Route Name	4th Quarter FY 2017-18 Unlinked Passengers	4th Quarter FY 2016-17 Unlinked Passengers	Change	Percent Change
1	Port Hueneme - Oxnard Transit Center	138,527	144,631	(6,104)	-4.2%
2	Colonia - Downtown Oxnard	19,726	19,679	47	0.2%
3	J St - Centerpoint Mall - Naval Base	25,650	27,908	(2,258)	-8.1%
2/3	<i>Route 2 &amp; 3 Combined</i>	45,377	47,587	(2,210)	-4.6%
4	North Oxnard - Ventura Rd - St. John's	70,189	71,774	(1,585)	-2.2%
5	Hemlock - Seabridge - Wooley	17,462	19,328	(1,866)	-9.7%
6	Oxnard - Ventura - Main St	233,251	244,699	(11,448)	-4.7%
7	Oxnard College - Centerpoint Mall	19,908	19,736	172	0.9%
8	OTC- Oxnard College - Centerpoint Mall	39,404	41,239	(1,835)	-4.5%
9	Lemonwood - Channel Islands	15,362	16,174	(812)	-5.0%
10	Pacific View Mall - Telegraph -Saticoy	21,971	21,060	911	4.3%
11	Pacific View Mall - Telephone - Wells	63,608	63,022	586	0.9%
15	Esplanade - El Rio - St. John's	14,378	14,047	331	2.4%
15/17/22	<i>Route 15, 17 &amp; 22 Combined</i>	51,779	49,704	2,075	4.2%
16	Downtown Ojai - Pacific View Mall	65,152	66,588	(1,436)	-2.2%
10/16	<i>Route 10 &amp; 16 Combined</i>	87,123	87,648	(525)	-0.6%
17	Esplanade - Oxnard College	23,016	23,839	(823)	-3.5%
18	Trippers	10,505	10,371	134	1.3%
19	OTC- 5th St - Airport - Gonzales Rd	15,511	16,150	(639)	-4.0%
20	Lombard - Sturgis	16,875	17,116	(241)	-1.4%
21	Port Hueneme - Ventura - Victoria Ave	58,858	59,263	(405)	-0.7%
22	Saticoy - St. Johns - Nyeland Acres	14,384	11,818	2,566	21.7%
<b>TOTAL GCTD SYSTEM</b>		<b>883,739</b>	<b>908,442</b>	<b>(27,703)</b>	<b>-2.7%</b>

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

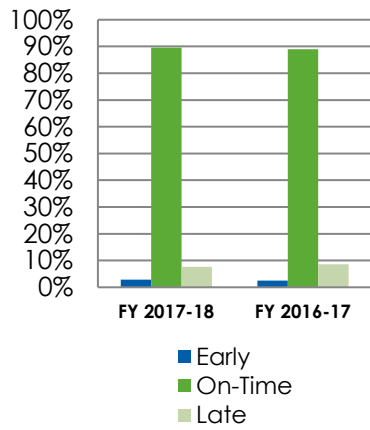
Note: Routes not show in graph are Route 18 (Trippers) & CMAQ demonstration Route 22 started in July 2015

### 4th Quarter FY 17-18 Passengers Per Revenue Hour (Weekdays)

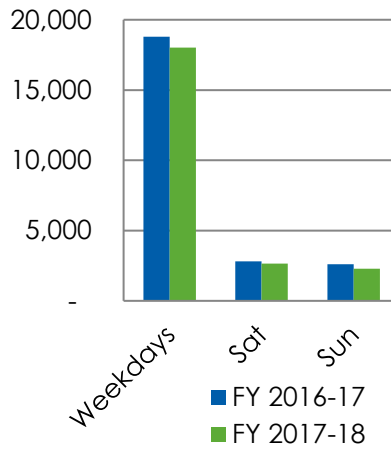


<sup>1</sup> Interlining provides increased efficiency in which the same bus serves more than one route, e.g., it starts service as one route then becomes another route at a point during its scheduled run.

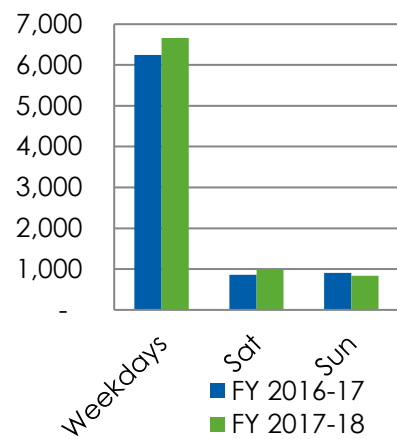
**On-Time Performance  
4th Quarter**



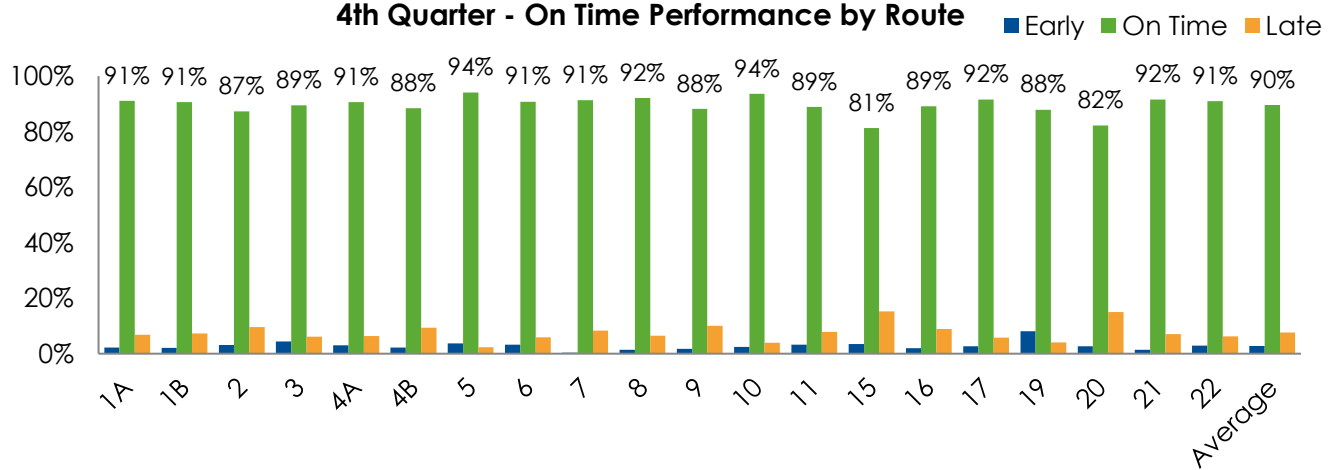
**Bicycle Boardings  
4th Quarter**



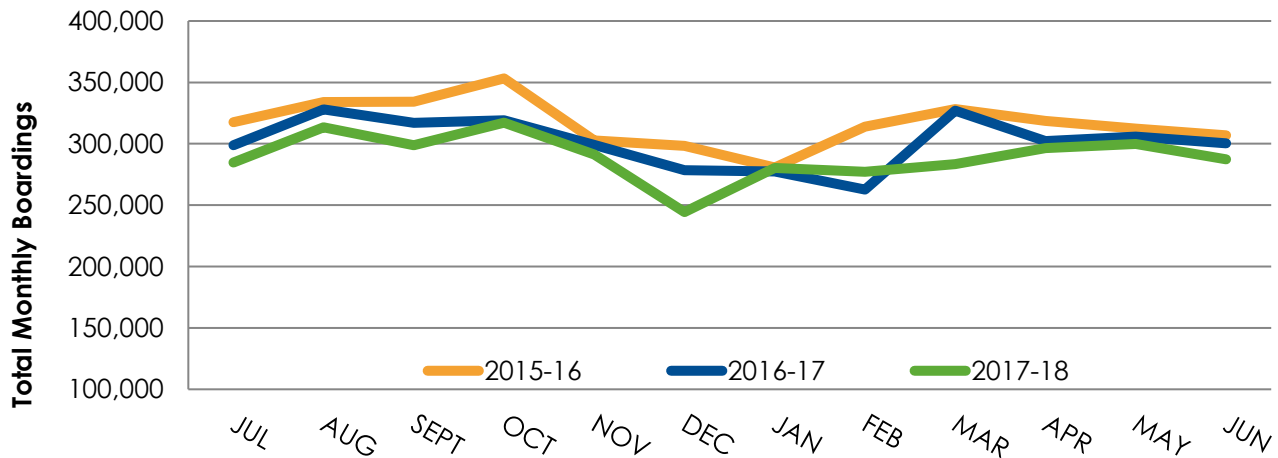
**Wheelchair Boardings  
4th Quarter**



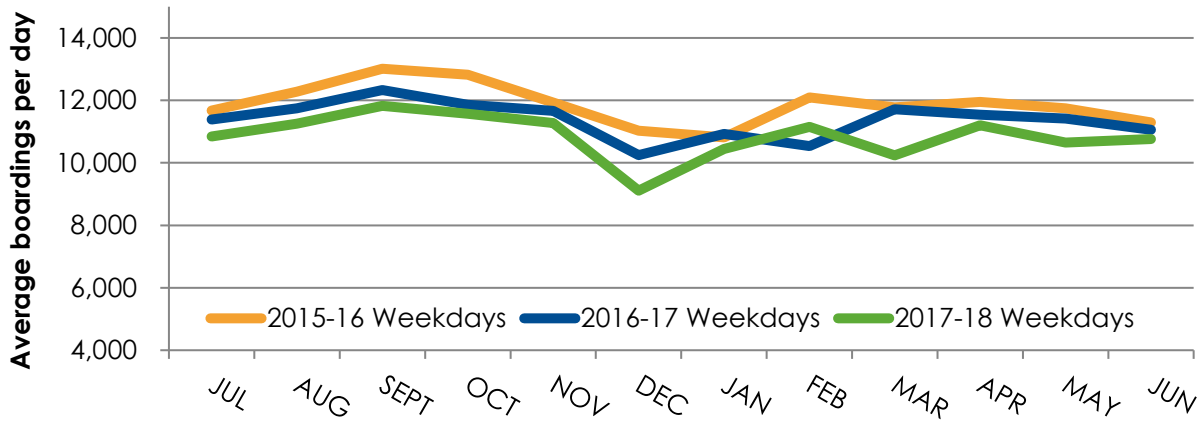
**4th Quarter - On Time Performance by Route**



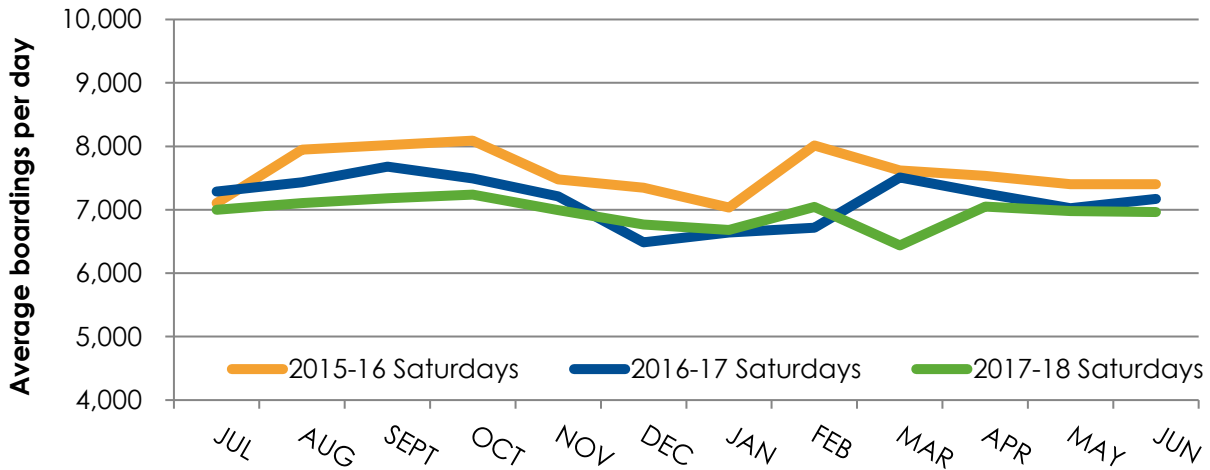
**Monthly Fixed Route Ridership**



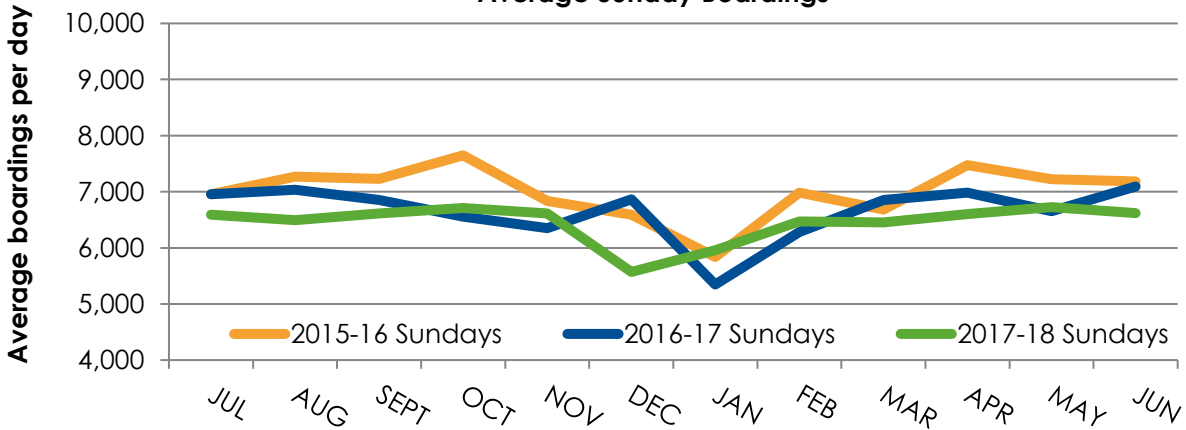
### Average Weekday Boardings



### Average Saturday Boardings



### Average Sunday Boardings



**End of Year 2017-18  
Ridership by Route**

Route	Route Name	Year End FY 2017-18 Unlinked Passengers	Year End FY 2016-17 Unlinked Passengers	Change	Percent Change
1	Port Hueneme - Oxnard Transit Center	545,980	560,075	(14,095)	-3%
2	Colonia - Downtown Oxnard	77,314	83,273	(5,959)	-7%
3	J St - Centerpoint Mall - Naval Base	104,396	108,772	(4,376)	-4%
2/3	<i>Route 2 &amp; 3 Combined</i>	181,710	192,045	(10,335)	-5%
4	North Oxnard - Ventura Rd - St. John's	277,491	281,209	(3,718)	-1%
5	Hemlock - Seabridge - Wooley	70,571	78,904	(8,333)	-11%
6	Oxnard - Ventura - Main St	912,668	976,239	(63,571)	-7%
7	Oxnard College - Centerpoint Mall	78,817	77,927	890	1%
8	OTC- Oxnard College - Centerpoint Mall	164,139	170,919	(6,780)	-4%
9	Lemonwood - Channel Islands	59,311	65,298	(5,987)	-9%
10	Pacific View Mall - Telegraph -Saticoy	91,514	86,701	4,813	6%
11	Pacific View Mall - Telephone - Wells	252,082	249,848	2,234	1%
15	Esplanade - El Rio - St. John's	58,399	63,647	(5,248)	-8%
14/15/17/22	<i>Route 14, 15, 17 &amp; 22 Combined</i>	204,940	205,309	(369)	0%
16	Downtown Ojai - Pacific View Mall	241,287	265,627	(24,340)	-9%
10/16	<i>Route 10 &amp; 16 Combined</i>	332,801	352,328	(19,527)	-6%
17	Esplanade - Oxnard College	94,096	94,138	(42)	0%
18	Trippers	36,503	39,701	(3,198)	-8%
19	OTC- 5th St - Airport - Gonzales Rd	59,027	62,728	(3,701)	-6%
20	Lombard - Sturgis	63,813	62,958	855	1%
21	Port Hueneme - Ventura - Victoria Ave	234,308	240,899	(6,591)	-3%
22	Saticoy - St. Johns - Nyeland Acres	52,445	47,524	4,921	10%
<b>TOTAL GCTD SYSTEM</b>		<b>3,474,161</b>	<b>3,616,387</b>	<b>(142,226)</b>	<b>-4%</b>

**4th Quarter  
Complaints/Commendations by Type**

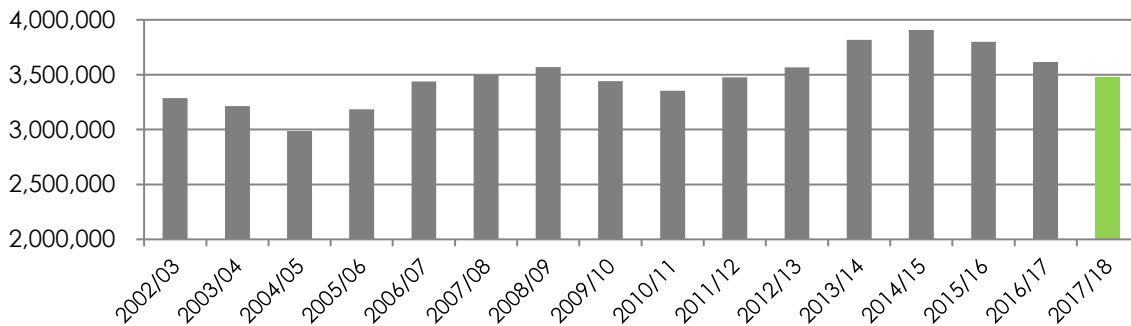
Type	Issue	4th Quarter Comments	4th Quarter Verified Comments	Verified Comments YTD 2017-18
<b>Scheduling</b>	On-Time Performance	8	2	6
<b>Operations</b>	Operator Conduct	31	4	12
	Driving Complaints	4	1	11
	Passed by	12	1	9
	Commendations	22	-	-
<b>Other</b>	Bus Stop Issues	0	-	0
	Other	8	1	5
<b>Totals</b>		<b>85</b>	<b>9</b>	<b>43</b>

Above is a chart showing complaints and commendations received from passengers this past quarter and YTD. Each comment we receive is reviewed and either verified or non-verified based on video review.

### III. FIXED-ROUTE SERVICE SUMMARY

Annual ridership has declined compared to last year but in the long view, GCTD ridership is up 3% over the last ten years. The decrease in ridership is not attributable to one cause and can be explained by looking at many factors that influence a person's travel mode choice including access to a personal vehicle, affordability of owning and maintaining a personal vehicle, attractive and convenient alternative travel options and changes in public preferences. This year's overall ridership figures were also impacted by the Thomas Fire which, in December, was responsible for the cancellation of 3,636 revenue service miles and undoubtedly led to some ridership decreases.

**GCTD Annual Ridership 15-Year History**



#### FY 2017-18 Year-End Highlights

GCTD conducted many different social media and outreach campaigns to raise awareness in the community. Among the most popular were “Selfie on the GO”, where passengers were asked to post selfies while riding the bus for the chance to win a beach cruiser and “Elf on the GO” which is becoming a Holiday Season tradition for GCTD.

In November 2017, GCTD introduced Mobile Ticketing to its passengers using funds awarded through California’s Cap and Trade Program, Low Carbon Transit Operations Program (LCTOP). Mobile ticketing is proving to be very popular and has shown to improve transit reliability and on-time performance since it significantly speeds up boarding.

Staff also implemented bus stop consolidation project on Main Street in Ventura. The project resulted in the discontinuation and consolidation of a total of nine bus stops and increased bus speeds on the busy corridor.

In an effort to boost ridership during summer months, staff also implemented FREE Summer Saturdays, which resulted in significant ridership increases on six Summer Saturdays from July 21- August 25<sup>th</sup>.

Projects that have begun at the end of this fiscal year and are continuing into FY2018-19 include the Comprehensive Efficiency Analysis of GCTD Planning and Operations, the installation of newly redesigned bus stop signs throughout the service area and a new Automatic Vehicle Location and Voice Announcement system. These projects will result in a more convenient and attractive transit system for our communities.

#### IV. ACCESS PARATRANSIT BACKGROUND

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 assists passengers access programs and services essential to them. An AARP study states that 90% of individuals 65 years of age and older prefer to stay in their own homes as they get older. Fully 60% of these individuals have lived in the same residence for over 20 years. The average age of the GO ACCESS passenger is 82. As the older population grows, the degree to which older adults can participate in the community is determined in part by how communities are designed. Participation will also depend on how well local policies integrate land use, housing and transportation solutions in community planning.

In her 2016 report “[Technology for Aging in Place 2016](#)”, Laurie Orlov notes that the “median net worth of the 75+ age range is now \$156,000, inclusive of home equity. This is deferring moves to assisted living – its move-in age now a mid-80’s and frailer demographic.” Passengers frequently share antidotal information, and many of them have expressed not anticipating a mobility changing event for themselves, rather that it would happen to someone else. The discussion or anticipation of the possibility of increasing disability, hospitalizations and/or cognitive impairments is a relatively silent one for the majority of our passengers and their families until an event occurs. These factors contribute to the likelihood of continued robust demand for GO ACCESS services.

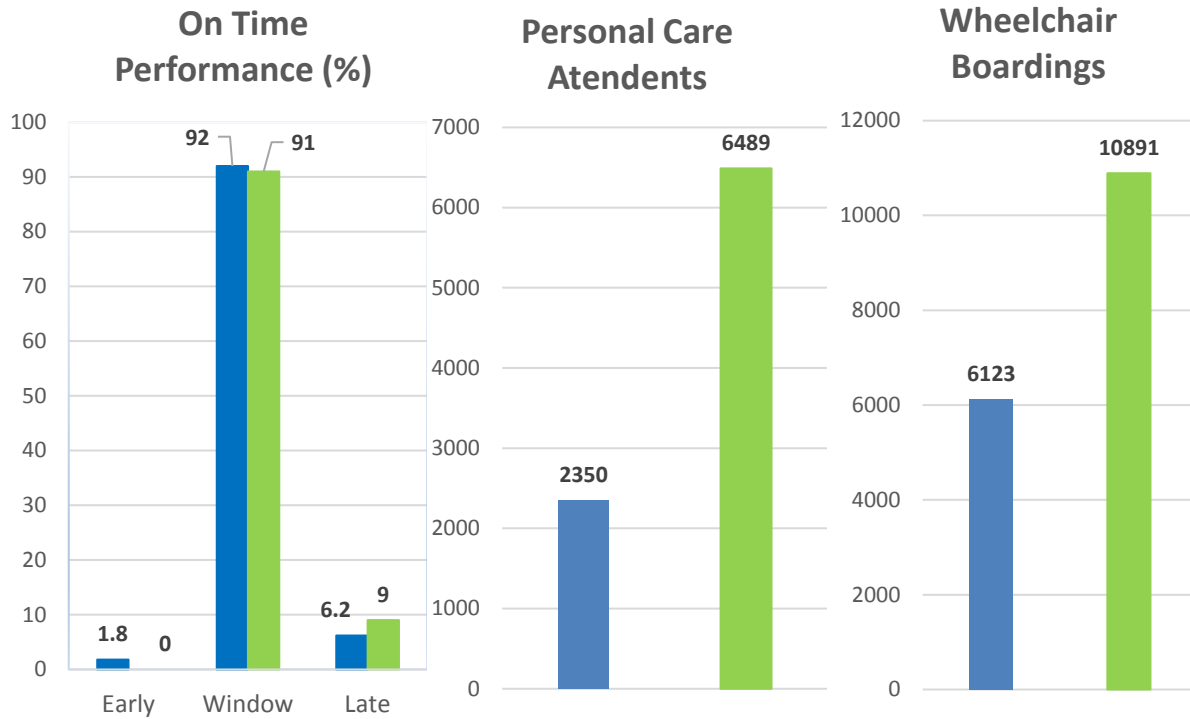
#### V. ACCESS OPERATIONS

##### 4th Quarter FY 2017-18 GO ACCESS Ridership & Performance

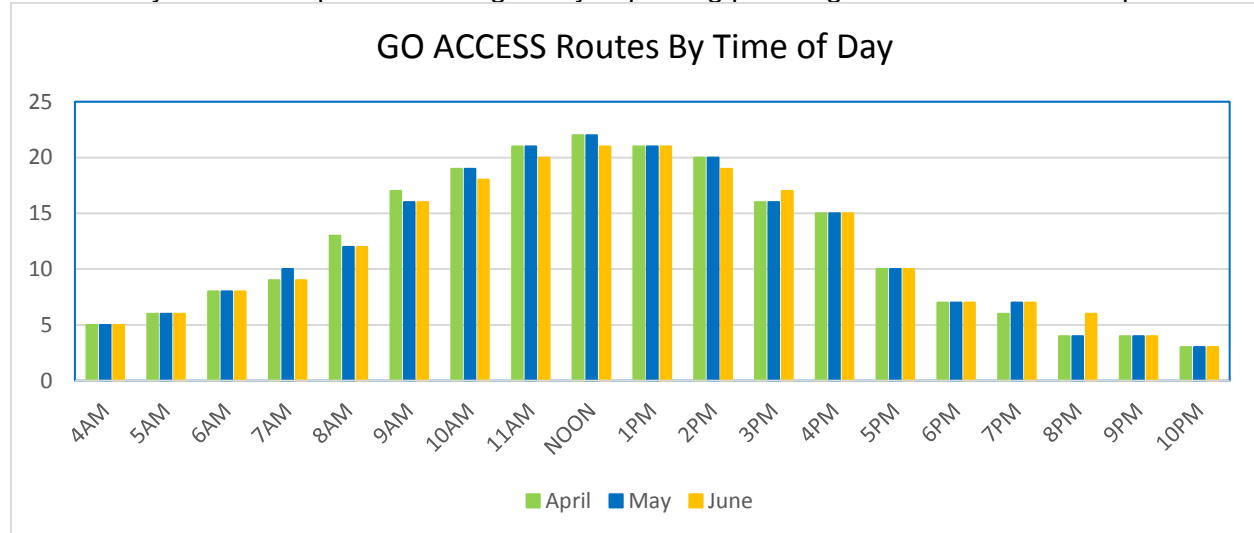
<b>Paratransit Ridership</b>	<b>4th Qtr FY 2017-18</b>	<b>4th Qtr FY 2016-17</b>	<b>Difference</b>	<b>% Change</b>
Total System Boardings	30,911	26,808	+4,103	+15%
Average Daily Passengers Weekdays	420	364	+45	+16%
Average Daily Passengers Saturdays	163	154	+27	+6%
Average Daily Passengers Sundays	144	118	+22	+22%
<b>Performance Measures</b>	<b>4th Qtr FY 2017-18</b>	<b>4th Qtr FY 2016-17</b>	<b>Difference</b>	<b>% Change</b>
Passengers Per Revenue Hour	2.24	2.07	0.17	8%
Total Fare Revenue	\$ 80,058	\$ 63,003	\$ 17,055	27%

Total boardings on GO ACCESS increased 15% during the 4th quarter this year when compared to the 4th quarter of last year. Requests for transportation assistance to physical therapy, medical and dialysis treatments drove the demand increases during the fourth quarter as it had throughout the fiscal year. New scheduling software featuring nimble real time geo-coding and information installed in March 2018 helped GCTD absorb some of this demand within its service. Overall passenger productivity 8% as the software identified opportunities throughout the service day to combine trips that might not have otherwise been combined. Revenues for GO ACCESS increased 27% during the fourth quarter, when compared to the fourth quarter of 2017. The increase in fare revenue can be attributed to the large quantities of GO ACCESS tickets purchased by Area Agency on Aging for distribution to eligible passengers who travel within the service area.

**FY 2016-17** ■ **FY 2017-18** ■

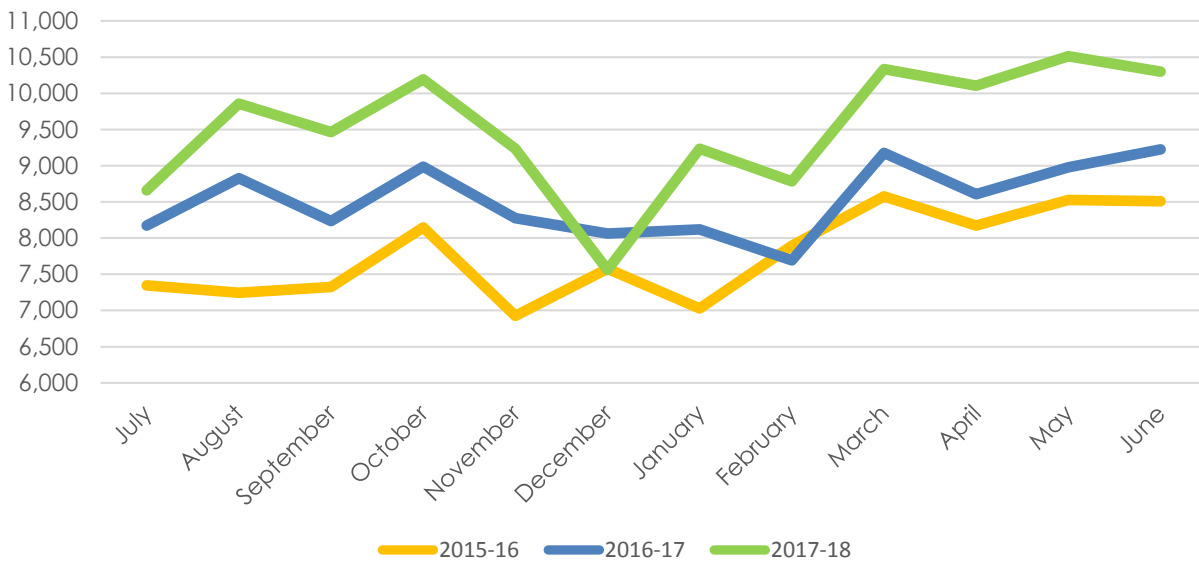


Despite the step increase of 77% in wheelchair boardings, passenger productivity improved 8.2%, as noted earlier. Boardings involving wheelchairs typically add at least five minutes per boarding to deploy accessibility equipment and safely secure the passenger's equipment. The additional time involved per boarding involving mobility equipment can adversely impact the ability to efficiently combine trips without negatively impacting passenger travel times and experiences.





### GO ACCESS Monthly Boardings



#### 4th Quarter - Feedback

Type	Issue	4th Quarter	FY 2017-18
Scheduling	Travel Time	0	3
	Schedules	0	6
	On-Time		
	Performance	1	8
Operations	Operator	1	9
	Dispatch	0	3
	Reservations	0	2
Other	Policies	0	3
	Commendations	0	5



#### VI. GO ACCESS - HIGHLIGHTS

Migration to the Ecolane scheduling software was successfully completed in March 2018. The new software has already enhanced fuel savings realized by the Board’s decision in January 2015 to change the paratransit fleet from all heavy duty cut-aways to a mix of cut-aways and lighter weight, more customer friendly MV-1 vans. Implementation of the Board’s directive began in June 2015. During FY2016 and FY2017 a total of 13 MV-1 vans were introduced into the paratransit fleet as older cut-aways were retired. The change enhanced the customer’s experience while reducing the overall cost to deliver service. The cost per vehicle revenue mile (VRM) of service decreased six percent from \$4.57/VRM in FY2015 to \$4.30/VRM in FY2017. Total paratransit fueling costs for GO ACCESS was \$119,600.07 in FY2015. Total paratransit fueling costs for GO ACCESS in FY2018 was \$91,853.76 for an overall reduction of 26%. Although no cut-aways were retired/replaced with smaller vehicles this year, total paratransit fuel costs still declined 3% in FY2018 from \$ 94,272.23 in FY2017.

During the scheduling software procurement, GCTD secured several options we plan to implement this year. One feature automatically calls out to passengers the night before their trips

September 5, 2018

Fixed-Route & ACCESS Services Quarterly Update – 4th Quarter FY 2017-18

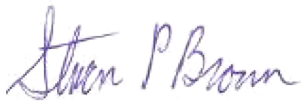
Page 10 of 10

and then on the day of travel as the vehicle is approaching the passenger. The evening call out will enable passengers to cancel trips they no longer need, allowing for more efficient delivery of service the next day. The call out as the vehicle approaches will encourage the passenger to meet the vehicle in a timely fashion. In the event of a late cancellation, the driver can move more quickly on to the next active request for service. Preparations are underway to implement the robo-call out feature this Fall. Once implemented, it is anticipated that operating GO ACCESS per vehicle revenue mile will be reduced further.

## **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*

**Attachment  
4th Quarter FY 17-18 - 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	5,413	143,088	26.2	1
4	North Oxnard	Local	3,731	70,216	20.9	1
6	Oxnard - Ventura/Main St.	Trunk	11,202	235,958	20.4	1
11	Telephone Road - Saticoy	Trunk	3,283	64,415	20.1	1
2	Colonia	Local	1,159	20,206	18.8	1
16	Ojai	Local	3,743	62,407	17.9	2
3	Southside	Local	1,495	27,871	17.2	2
21	Victoria Ave	Trunk	3,506	59,754	16.8	2
7	South Oxnard	Local	1,244	20,349	16.4	2
8	Oxnard College	Local	2,755	45,132	16.0	3
20	Eastman - Lombard - Stugis	Local	1,233	16,039	15.9	3
19	Gonzales/OTC/Fifth	Local	1,276	15,466	14.4	3
5	Parkwest	Local	1,357	19,389	14.1	3
10	Telegraph Road - Saticoy	Local	1,773	23,703	13.6	4
9	Lemonwood/Gisler	Local	1,255	16,010	12.4	4
17	Vineyard Central Rose	Trunk	2,238	24,214	11.9	4
15	El Rio - Northeast	Local	1,687	15,267	8.5	4
22	Wells - Nyeland	Local	2,151	12,084	6.7	4

Excluded Routes					Reason Excluded:
18	Trippers		118	10,505	79.3 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 Average Cost Per Hour (Depreciated)	Total Cost	Cost Per Passenger	Average Fare Per Passenger	Subsidy Per Passenger	Route Ranking	Quartile
1	138,527	5,480	Trunk	\$ 94.41	\$ 517,381	\$ 3.73	\$0.65	\$ 3.09	1	1
6	233,251	11,483	Trunk	\$ 94.41	\$ 1,084,101	\$ 4.65	\$0.74	\$ 3.91	2	1
11	63,608	3,334	Trunk	\$ 94.41	\$ 314,786	\$ 4.95	\$0.64	\$ 4.31	3	1
4	70,189	3,758	Local	\$ 94.41	\$ 354,772	\$ 5.05	\$0.61	\$ 4.45	4	1
2	19,726	1,076	Local	\$ 94.41	\$ 101,623	\$ 5.15	\$0.63	\$ 4.53	5	1
16	65,152	3,855	Local	\$ 94.41	\$ 363,977	\$ 5.59	\$0.85	\$ 4.74	6	2
21	58,858	3,559	Trunk	\$ 94.41	\$ 336,031	\$ 5.71	\$0.74	\$ 4.97	7	2
7	19,908	1,240	Local	\$ 94.41	\$ 117,038	\$ 5.88	\$0.70	\$ 5.18	8	2
3	25,650	1,608	Local	\$ 94.41	\$ 151,808	\$ 5.92	\$0.64	\$ 5.28	9	2
8	39,404	2,759	Local	\$ 94.41	\$ 260,501	\$ 6.61	\$0.73	\$ 5.88	10	3
20	16,875	1,245	Local	\$ 94.41	\$ 117,566	\$ 6.97	\$0.68	\$ 6.29	11	3
10	21,971	1,745	Local	\$ 94.41	\$ 164,769	\$ 7.50	\$0.76	\$ 6.74	12	3
5	17,462	1,372	Local	\$ 94.41	\$ 129,557	\$ 7.42	\$0.65	\$ 6.77	13	3
19	15,511	1,281	Local	\$ 94.41	\$ 120,953	\$ 7.80	\$0.71	\$ 7.09	14	4
9	15,362	1,272	Local	\$ 94.41	\$ 120,082	\$ 7.82	\$0.65	\$ 7.17	15	4
17	23,016	2,107	Trunk	\$ 94.41	\$ 198,889	\$ 8.64	\$0.77	\$ 7.87	16	4
15	14,378	1,832	Local	\$ 94.41	\$ 172,992	\$ 12.03	\$0.66	\$ 11.37	17	4
22	14,384	2,169	Local	\$ 94.41	\$ 204,743	\$ 14.23	\$0.72	\$ 13.52	18	4

Excluded Routes										Reason Excluded:
18	10,505	132	Tripper	\$ 94.41	\$ 12,462	\$ 1.19	\$ 1.170			booster service