



DATE May 5, 2021

TO GCTD Board of Directors

FROM Matt Miller, Planning Manager *WDM*
Margaret Schoep, Paratransit & Special Projects Manager *M. Schoep*

SUBJECT FY 20-21 3rd Quarter Ridership and Performance Report

I. EXECUTIVE SUMMARY

This quarterly report covers the 3rd Quarter (January 1 through March 31) of Fiscal Year 2020-21. 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 3rd quarter of FY 2020-21, has decreased -44% over the 3rd quarter of last year. The ridership decrease is expected, and staff expects unusually low ridership to persist but lessen as the population is vaccinated, businesses begin to reopen, employment grows, and the most restrictive COVID-19 safety measures are lifted.

**3rd Quarter FY 20-21
Systemwide Ridership & Performance**

	3rd Qtr FY 2020-21	3rd Qtr FY 2019-20	Difference	% Change
Fixed-Route Ridership				
Total System Boardings	444,257	793,888	-349,631	-44%
Average Daily Passengers Weekdays	5,240	9,982	-4,742	-48%
Average Daily Passengers Saturdays	4,564	6,324	1,760	-28%
Average Daily Passengers Sundays	4,215	5,600	1,384	-25%
Wheelchair Boardings	5,304	8,195	-2,891	-35%
Bicycle Boardings	18,878	18,845	33	0.2%
Performance Measures				
Passengers Per Revenue Hour	11	17	-6	-36%
Fare Revenue Per Service Hour	\$0.00	\$13.67	(\$13.67)	-100%
Total Fare Revenue	\$0.00	\$655,016	(\$655,016)	-100%
On-Time Performance	89%	87%	Goal > 90%	
% Systemwide Boarding as Free Transfers	0.0%	19%	Goal < 20%	

GOLD COAST TRANSIT DISTRICT

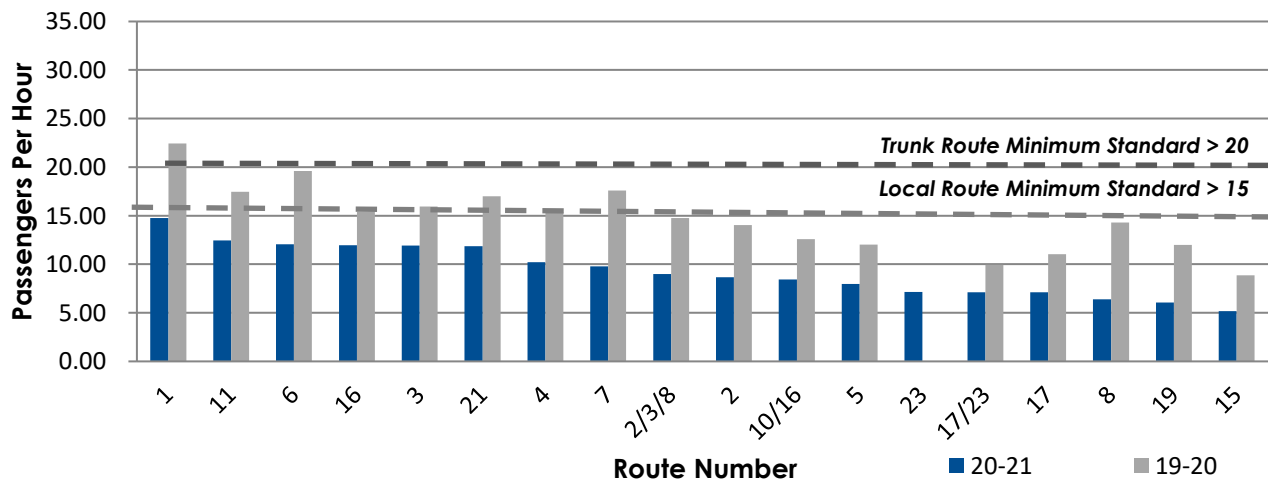
**3rd Quarter FY 20-21
Ridership by Route**

Route	Route Name	3rd Quarter FY 2020-21 Unlinked Passengers	3rd Quarter FY 2019-20 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	75,604	119,322	(43,718)	-37%
2	Colonia - Downtown Oxnard	10,162	14,917	(4,755)	-32%
3	J St - Centerpoint Mall - Lemonwood	19,231	25,332	(6,101)	-24%
4	North Oxnard - Ventura Rd - St. John's	37,397	58,318	(20,921)	-36%
5	Hemlock - Seabridge - Wooley	9,812	15,999	(6,187)	-39%
6	Oxnard - Ventura - Main St	123,780	220,083	(96,303)	-44%
7	Oxnard College - Centerpoint Mall	10,956	20,969	(10,013)	-48%
8	OTC- Oxnard College - Centerpoint Mall	12,280	38,469	(26,189)	-68%
9*	Lemonwood - Channel Islands	Service Discontinued	12,409	---	---
10	Pacific View Mall - Telegraph - Saticoy	8,673	19,138	(10,465)	-55%
11	Pacific View Mall - Telephone - Wells	30,746	57,031	(26,285)	-46%
15	Esplanade - El Rio - St. John's	9,175	14,832	(5,657)	-38%
16	Downtown Ojai - Pacific View Mall	38,209	59,290	(21,081)	-36%
17	Esplanade - Oxnard College	11,722	22,996	(11,274)	-49%
18	High School Trippers	25	10,129	(10,104)	-99.8%
19	OTC- 5th St - Airport - Gonzales Rd	4,040	10,400	(6,360)	-61%
20	Lombard - Sturgis - Gonzales Rd	Service Suspended	11,702	---	---
21	Port Hueneme - Ventura - Victoria Ave	28,625	59,813	(31,188)	-52%
23**	Oxnard College - NBVC - Esplanade	12,121	---	---	---
	TOTAL GCT SYSTEM	444,257	793,888	(349,631)	-44%

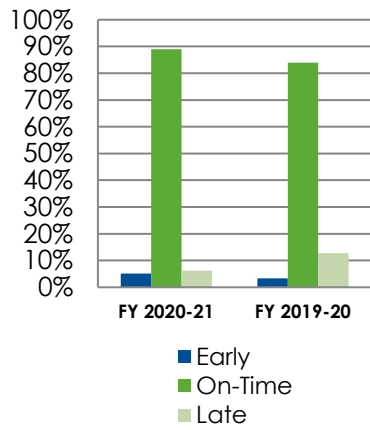
*Route 9 was combined with Route 3 in July 2020 as part of a restructure

**Route 23 is a new service implemented on July 26, 2020.

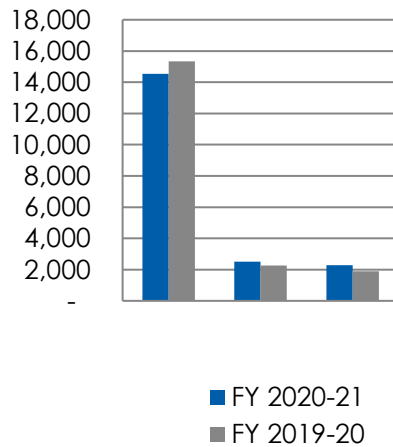
**3rd Quarter FY 20-21
Passengers Per Revenue Hour (All Periods)**



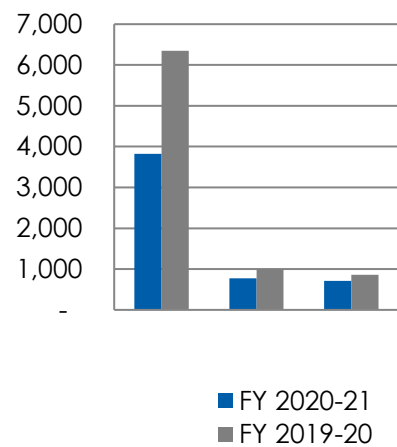
**On-Time Performance
3rd Quarter**



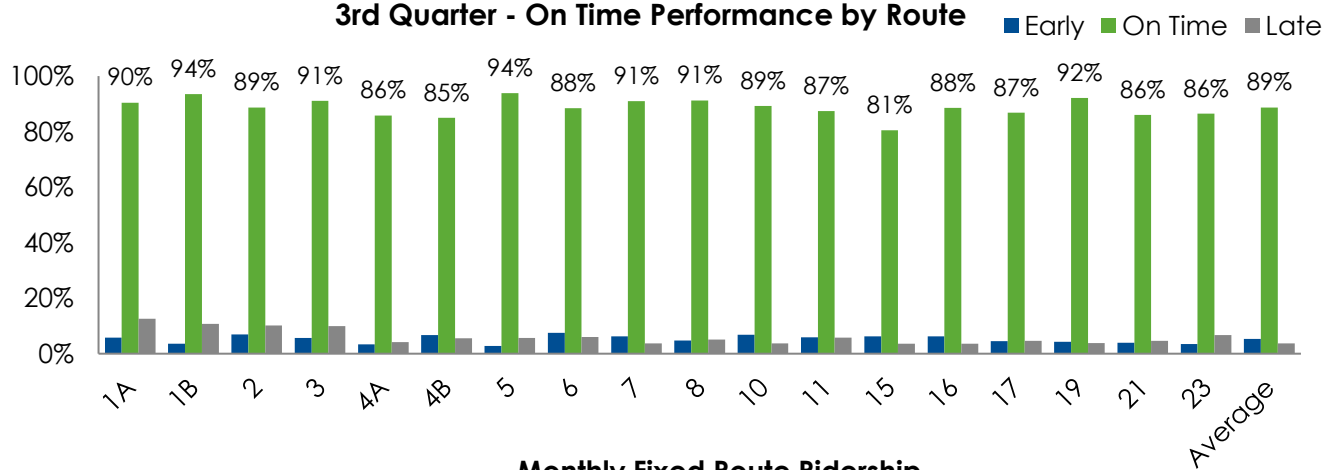
**Bicycle Boardings
3rd Quarter**



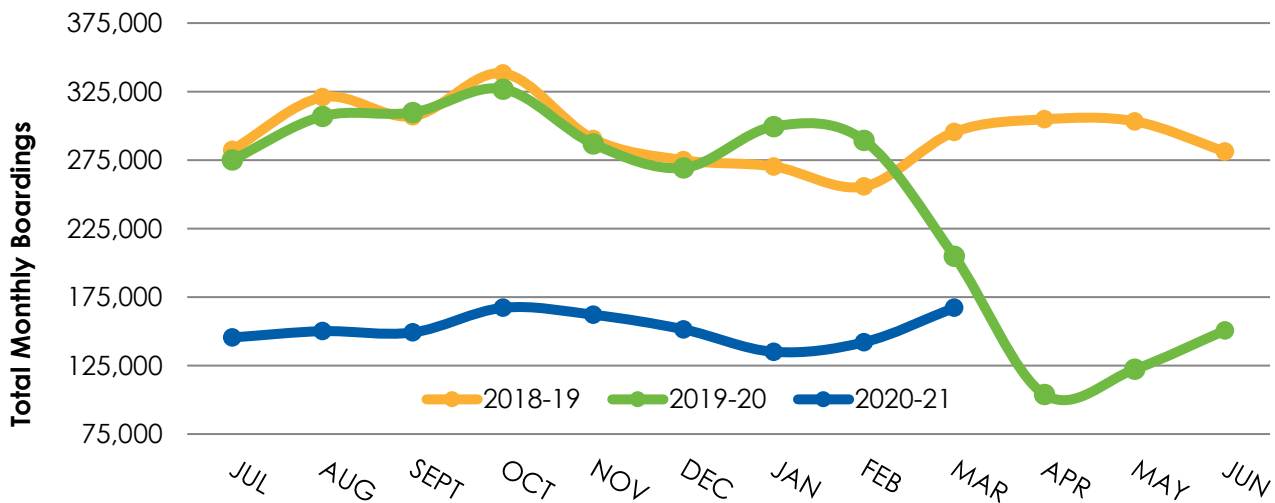
**Wheelchair Boardings
3rd Quarter**

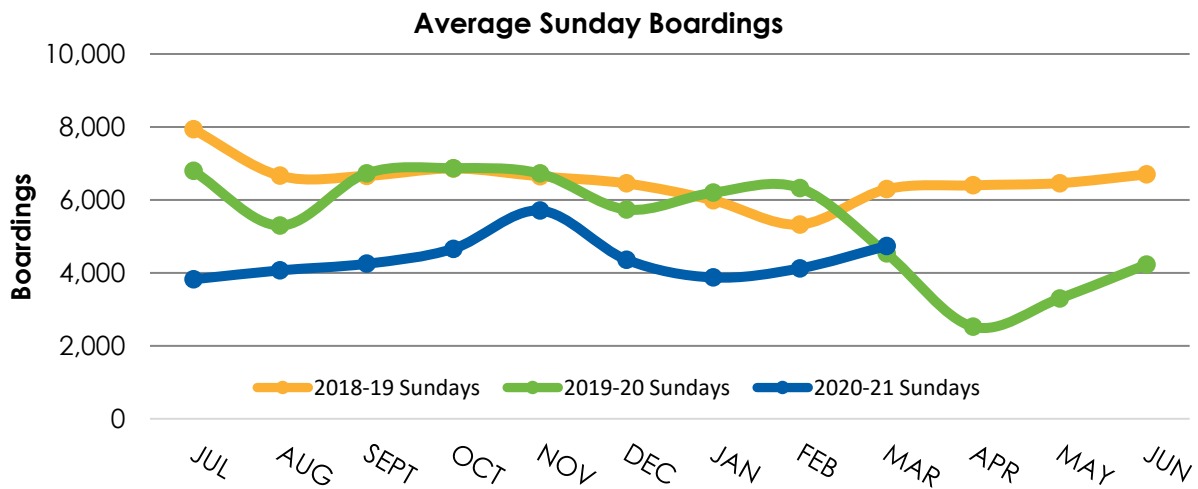
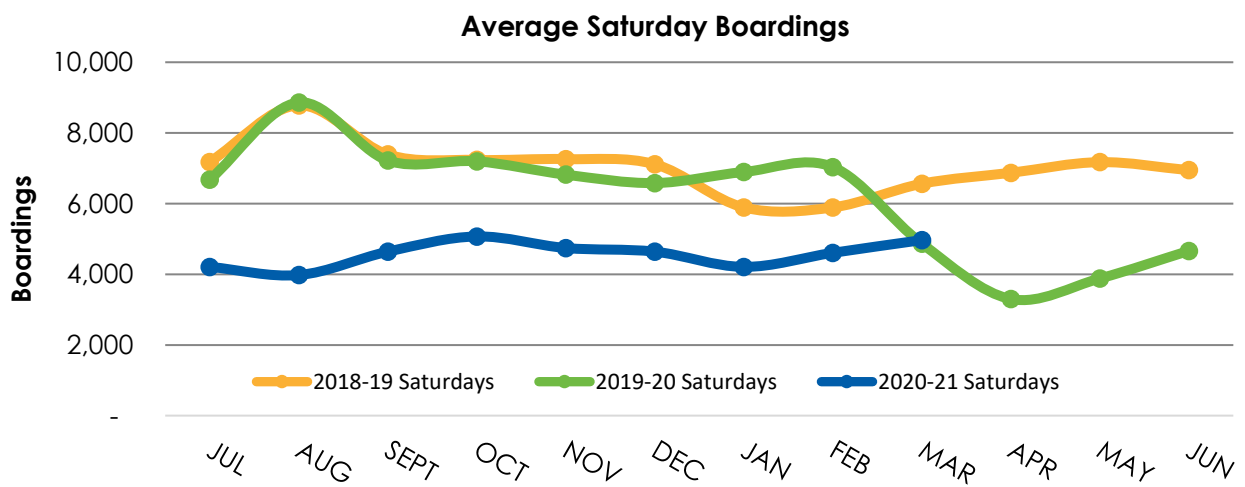
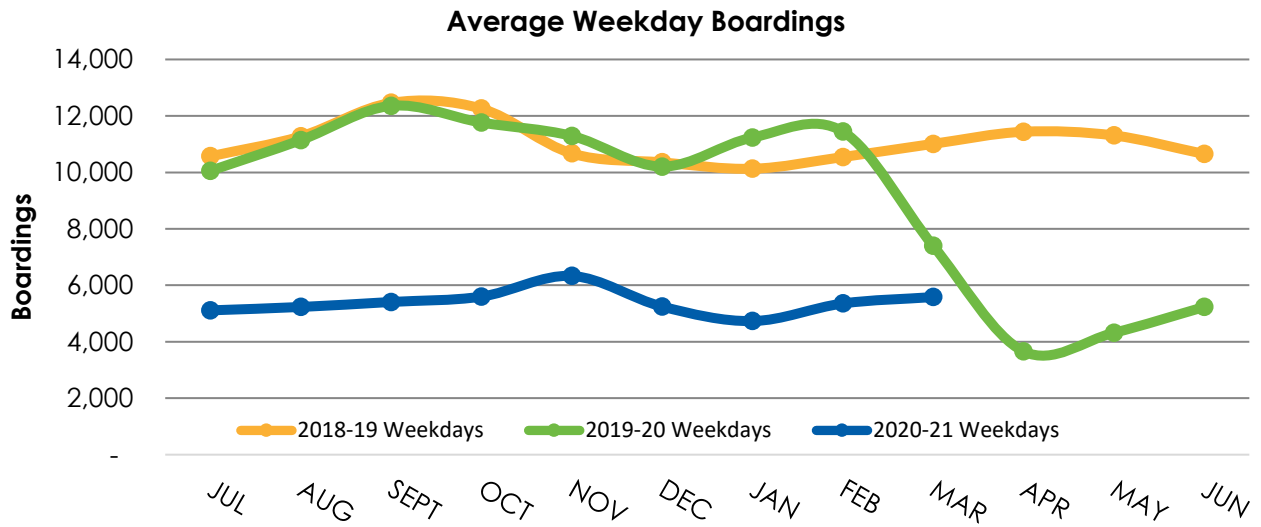


3rd Quarter - On Time Performance by Route



Monthly Fixed Route Ridership





3rd Quarter Complaints/Commendations by Type

<i>Type</i>	<i>Issue</i>	<i>FY 20-21 3rd Quarter Comments</i>	<i>FY 19-20 3rd Quarter Comments</i>	<i>Percent Change</i>
Scheduling	On-Time Performance	4	3	33%
Operations	Operator Conduct	21	18	17%
	Driving Complaints	2	9	-78%
	Passed by	15	13	15%
	Commendations	8	1	700%
	Bus Stop Issues	1	0	100%
Other	Other	5	20	-75%
Totals		56	67	-16%

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

III. FIXED-ROUTE SERVICE SUMMARY

As shown above ridership is down about 44% versus the same period last year which is not a surprise. Since the outbreak of COVID-19 service levels were reduced, essential trips only were encouraged, and capacity was limited all to limit the spread of the virus. As a result of these practices, other government safety orders and business closures travel demand dropped. Staff expects increases in ridership to return as vaccinations are widely administered and safety restrictions are lifted.

In January, Planning staff completed a bi-annual service change which included minor route schedule adjustments and restoring service on our most utilized routes, Route 1 and 6. In addition to monitoring ridership trends and on-time performance, GCTD planning staff has been working a variety of other ongoing projects.

Staff has just completed part one of three of a systemwide bus stop inventory which consisted of collected conditions and other attribute information such as location and local land use data at over 680 bus stops. The next step in the process will be the release of an existing conditions report that will detail the numbers of amenities available at each stop in each city as well as their condition rating. This will provide cities with a snapshot of what bus stop conditions are like in their city. The third step of this project will identify a process by which Cities can approach maintenance, repair, replacement, and addition of amenities with an eye on equity. Additionally, a list of improvements will be developed to help guide cities as they plan for bus stop improvements during the annual TDA budget request process or when grant opportunities present themselves.

Planning staff also completed the second annual Community Economic Impact Report. The report details the positive economic impacts that GCTD’s operations and capital spending has on the community. Staff will present the findings of this report to the Board of Directors in June.

Lastly, the entire Planning and Marketing team has been working on getting ready for the resumption of fare collection. Communications and Marketing has been communicating plans to the public and other staff have been helping operations and maintenance prepare for the programming of fareboxes and updating training materials.

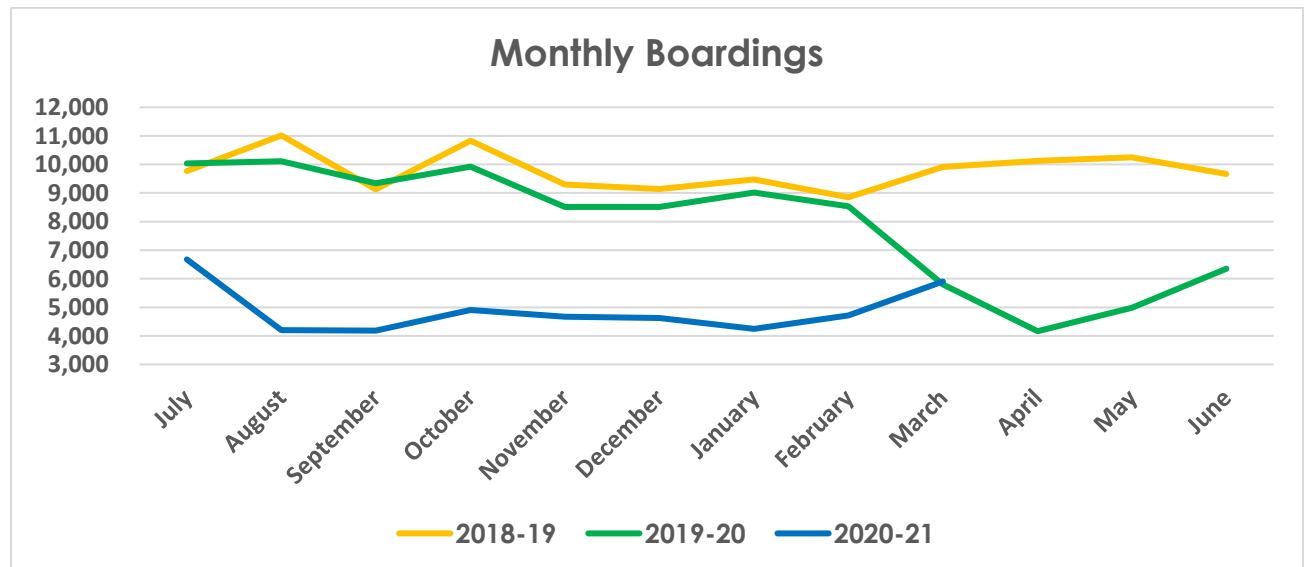
IV. ACCESS OPERATIONS

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 2020-21
GO ACCESS Ridership & Performance**

Paratransit Ridership	3rd Qtr FY 2020-21	3rd Qtr FY 2019-20	Difference	% Change
Total System Boardings	14,864	23,326	-8,462	-36.28%
Average Daily Passengers Weekdays	206	313	-107	-34.19%
Average Daily Passengers Saturdays	83	137	-54	-39.42%
Average Daily Passengers Sundays	61	115	-54	-46.96%
Performance Measures	3rd Qtr FY 2020-21	3rd Qtr FY 2019-20	Difference	% Change
Passengers Per Revenue Hour	2.00	2.24	-0.24	-10.7%
On Time Performance (Arrive within the window)	91.7%	91.4%	+0.3	+0.3%
Early (Before start of pick-up window)	2.3%	5.1%	- 2.8	- 54.9%
Late (After end of pick-up window)	6.0%	3.5%	+2.5	+71.4%



3rd Quarter - Feedback

Type	Issue	3rd Quarter Comments	3rd Quarter Verified Comments	YTD 2020-21 Verified Comments
Scheduling	Travel Time	0	0	0
	Schedules	0	0	0
Operations	Operator	0	0	0
	Dispatch	0	0	1
Other	Reservations	0	0	1
	Policies	0	0	1
	Commendations	0	N/A	N/A
Totals		0	0	3

VI. GO ACCESS - HIGHLIGHTS

GO ACCESS boardings continued to be down as the community cautiously resumed pre-pandemic activity. Boardings decreased 36.28% during the 3rd quarter this year when compared to the 3rd quarter of last year. Current public health social distancing requirements of the COVID-19 pandemic discourage combining trips where passengers are not from the same household. This accounts for the 10% reduction in the overall system productivity which translates into an increase in overall cost per trip provided. Since the GO ACCESS paratransit services are demand based, the service hours and required to provide requested service is down providing some budgetary savings.

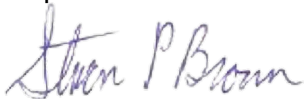
GCTD’s LATE NIGHT SAFE RIDE demonstration service will launch in late April. This service is designed to encourage fixed route ridership by providing a safe late night return solution for our first responders, medical health employees and those who will be returning to the restaurant and retail sector when the economy opens up. Data gathered from this demonstration project may assist the Planning Department in future service modifications.

GCTD received notice that the Clean Energy Commission approved it’s grant application to purchase and operate the county’s first all-electric demand response vehicle in the South Oxnard area. Service details for GOnow will be finalized using input from the TAC and the Board. This project will use an electric vehicle to provide an immediate on-demand connection to transit hubs and job sites within the approximate 2 sq mile service area, connecting customers to employment and health opportunities beyond the South Oxnard neighborhood.

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

3rd Quarter FY 20-21: Service Evaluation Report

RIDERSHIP MEASURE: Passengers Per Revenue Hour

Route #	Route Name	Service Type	Justification	Total Revenue Hours	Total Passengers	Passengers per Revenue Hour	Quartile
1	Port Hueneme - OTC	Trunk		5,118	75,604	14.8	1
11	Telephone Road - Saticoy	Trunk		2,465	30,746	12.5	1
6	Oxnard - Ventura/Main St.	Trunk		10,263	123,780	12.1	1
16	Ojai	Trunk		3,195	38,209	12.0	1
3	Southside	Local		1,612	19,231	11.9	2
21	Port Hueneme - Ventura - Victoria Ave	Trunk		2,412	28,625	11.9	2
4	North Oxnard	Local		3,659	37,397	10.2	2
7	South Oxnard	Local		1,120	10,956	9.8	3
2	Colonia	Local		1,172	10,162	8.7	3
5	Parkwest	Local		1,231	9,812	8.0	3
23	Oxnard College - Naval Base - Esplanade	Trunk		1,697	12,121	7.1	3
17	Esplanade - Oxnard College	Trunk		1,649	11,722	7.1	4
8	Oxnard College	Local		1,921	12,280	6.4	4
19	Gonzales - OTC - Fifth	Local		668	4,040	6.1	4
15	El Rio - Northeast	Local		1,770	9,175	5.2	4
10	Telegraph Road - Saticoy	Trunk		1,770	8,673	4.9	4

*Route 23 is a CMAQ funded demonstration route that started in July 2020.

Excluded Routes	Reason Excluded:
18 High School Trippers	21 25 1.0 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	75,604	5,118	Trunk	\$ 100.67	\$ 515,246	\$ 6.82	\$ 0.00	\$ 6.82	1	1
11	30,746	2,465	Trunk	\$ 100.67	\$ 248,182	\$ 8.07	\$ 0.00	\$ 8.07	2	1
6	123,780	10,263	Local	\$ 100.67	\$ 1,033,176	\$ 8.35	\$ 0.00	\$ 8.35	3	1
3	19,231	1,612	Local	\$ 100.67	\$ 162,319	\$ 8.44	\$ 0.00	\$ 8.44	4	1
21	28,625	2,412	Trunk	\$ 100.67	\$ 242,806	\$ 8.48	\$ 0.00	\$ 8.48	5	2
16	38,209	3,195	Trunk	\$ 101.67	\$ 324,846	\$ 8.50	\$ 0.00	\$ 8.50	6	2
4	37,397	3,659	Trunk	\$ 100.67	\$ 368,390	\$ 9.85	\$ 0.00	\$ 9.85	7	2
7	10,956	1,120	Trunk	\$ 100.67	\$ 112,742	\$ 10.29	\$ 0.00	\$ 10.29	8	2
2	10,162	1,172	Local	\$ 100.67	\$ 117,968	\$ 11.61	\$ 0.00	\$ 11.61	9	3
5	9,812	1,231	Trunk	\$ 100.67	\$ 123,942	\$ 12.63	\$ 0.00	\$ 12.63	10	3
23	12,121	1,697	Local	\$ 100.67	\$ 170,830	\$ 14.09	\$ 0.00	\$ 14.09	11	3
17	11,722	1,649	Local	\$ 100.67	\$ 166,052	\$ 14.17	\$ 0.00	\$ 14.17	12	3
8	12,280	1,921	Trunk	\$ 100.67	\$ 193,379	\$ 15.75	\$ 0.00	\$ 15.75	13	4
19	4,040	668	Local	\$ 100.67	\$ 67,248	\$ 16.65	\$ 0.00	\$ 16.65	14	4
15	9,175	1,770	Trunk	\$ 100.67	\$ 178,147	\$ 19.42	\$ 0.00	\$ 19.42	15	4
10	8,673	1,770	Local	\$ 100.67	\$ 178,147	\$ 20.54	\$ 0.00	\$ 20.54	16	4

*Route 23 is a CMAQ funded demonstration route that started in July 2020.

Excluded Routes	Reason Excluded:
18 25 21 Tripper \$ 100.67 \$ 193,379 \$ 15.75 \$ 15.75	booster service