



DATE September 6, 2017

TO GCTD Board of Directors

FROM Claire Johnson-Winegar, Planning Manager *CJW*
Margaret Heath-Schoep, Paratransit & Special Projects Manager *MHSchoep*

SUBJECT Fixed-Route & ACCESS Services 4th Quarter and Year End Update FY 2016-17

I. EXECUTIVE SUMMARY

This report covers the 4th Quarter (April 1 through June 30) and Year End of FY 2016-17. This report includes a summary of performance and operating statistics for fixed-route and paratransit services.

II. FIXED-ROUTE BACKGROUND

Table I shows that fixed-route ridership for the 4th quarter of FY 2016-17 has decreased by 3.1% over the same period last year. Annual ridership is down -4.8%. Decreases may be attributed to a variety of factors, including weather, gas prices, changes in availability of driver's licenses, the economy and development changes. Although ridership decreased this year, it should be noted that FY 2014-15 and 2013-14 saw significant increases in ridership, and we expect overall ridership over the long term to trend upward. The restructure of routes 14, 15, 17 and 22 continues to prove successful as it did see an increase in ridership compared to last year. Additionally, Route 5 saw its first increase in ridership in over two years.

**4th Quarter and Year End FY 16-17
Systemwide Ridership & Performance**

Fixed-Route Ridership	4th Qtr FY 16-17	4th Qtr FY 15-16	% Change	YTD FY 16-17	YTD FY 15-16	% change
Total System Boardings	908,442	937,870	-3.1%	3,616,386	3,800,673	-4.8%
Average Daily Passengers Weekdays	11,335	11,659	-2.8%	11,372	11,869	-4.2%
Average Daily Passengers Saturdays	7,158	7,455	-4.0%	7,157	7,598	-5.8%
Average Daily Passengers Sundays	6,917	7,290	-5.1%	6,660	6,978	-4.6%
Wheelchair Boardings	8,008	7,357	8.8%	30,051	28,687	4.8%
Bicycle Boardings	24,200	23,997	0.8%	97,270	97,528	-0.3%
Performance Measures						
Passengers Per Revenue Hour	17.8	18.6	-4.1%	17.8	18.8	-4.1%
Fare Revenue Per Service Hour	\$13.72	\$14.85	-7.6%	\$13.52	\$14.41	-7.6%
Total Fare Revenue	\$700,102	\$749,913	-6.6%	\$2,745,302	\$2,911,068	-6.6%
On-Time Performance	89.0%	82.2%	Goal > 90%	84.9%	80.7%	
% Boardings as Free Transfers	24.0%	24.8%	Goal < 20%	24.0%	24.8%	

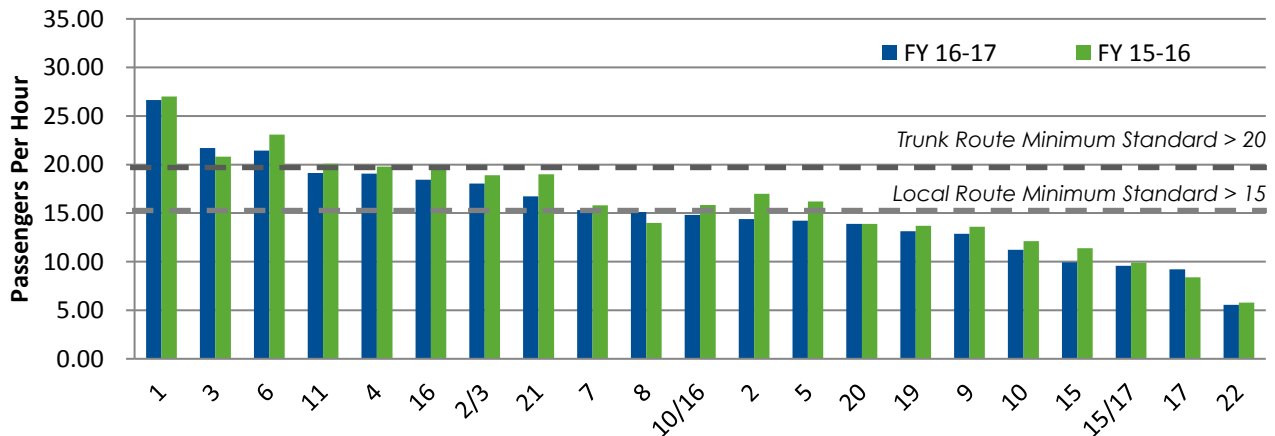
GOLD COAST TRANSIT DISTRICT

4th Quarter FY 2016-17 Ridership by Route

Route	Route Name	4th Quarter FY 2016-17 Unlinked Passengers	4th Quarter FY 2015-16 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	144,631	146,852	(2,221)	-1.5%
2	Colonia - Downtown Oxnard	19,679	26,279	(6,600)	-25.1%
3	J St - Centerpoint Mall - Naval Base	27,908	26,270	1,638	6.2%
2/3	<i>Route 2 & 3 Combined</i>	47,586	52,549	(4,963)	-9.4%
4	North Oxnard - Ventura Rd - St. John's	71,774	71,331	443	0.6%
5	Hemlock - Seabridge - Wooley	19,328	18,917	411	2.2%
6	Oxnard - Ventura - Main St	244,699	253,751	(9,052)	-3.6%
7	Oxnard College - Centerpoint Mall	19,736	20,038	(302)	-1.5%
8	OTC- Oxnard College - Centerpoint Mall	41,239	45,090	(3,851)	-8.5%
9	Lemonwood - Channel Islands	16,174	16,809	(635)	-3.8%
10	Pacific View Mall - Telegraph -Saticoy	21,060	22,563	(1,503)	-6.7%
11	Pacific View Mall - Telephone - Wells	63,022	64,426	(1,404)	-2.2%
15	Esplanade - El Rio - St. John's	14,047	15,092	(1,045)	-6.9%
15/17/22	<i>Route 15, 17 & 22 Combined</i>	49,704	49,897	(193)	-0.4%
16	Downtown Ojai - Pacific View Mall	66,588	71,209	(4,621)	-6.5%
10/16	<i>Route 10 & 16 Combined</i>	87,647	93,772	(6,125)	-6.5%
17	Esplanade - Oxnard College	23,839	22,132	1,707	7.7%
18	Trippers	10,371	10,504	(133)	-1.3%
19	OTC- 5th St - Airport - Gonzales Rd	16,150	17,089	(939)	-5.5%
20	Lombard - Sturgis	17,116	16,870	246	1.5%
21	Port Hueneme - Ventura - Victoria Ave	59,263	59,975	(712)	-1.2%
22	Saticoy - St. Johns - Nyeland Acres	11,818	12,673	(855)	-6.7%
TOTAL GCT SYSTEM		908,442	937,870	-29,428	-3.14%

* Data from interlined¹ routes (2/3, 15/17/22, 10/16) is shown combined to account for Farebox log-in errors.

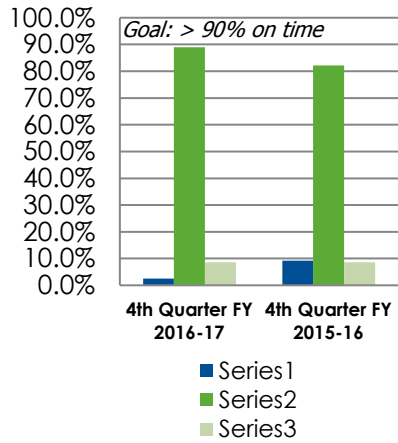
4th Quarter FY 2015-16 Passengers Per Revenue Hour



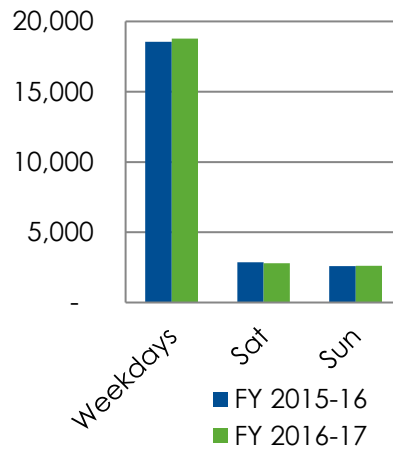
*Note: Route 18 (school trippers) not shown in graph, Route 14 discontinued July 2015 and Route 22 began July 2015.

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.

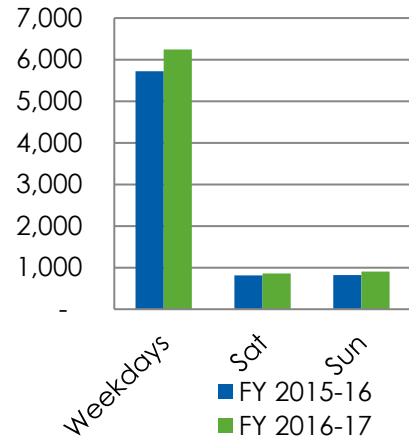
**On-Time Performance
4th Quarter**



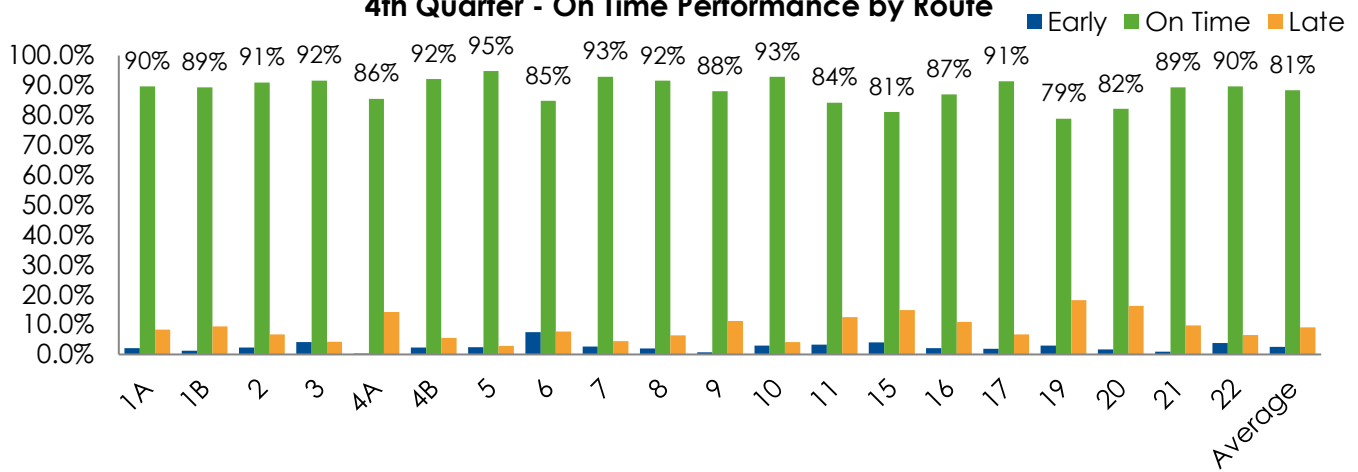
**Bicycle Boardings
4th Quarter**



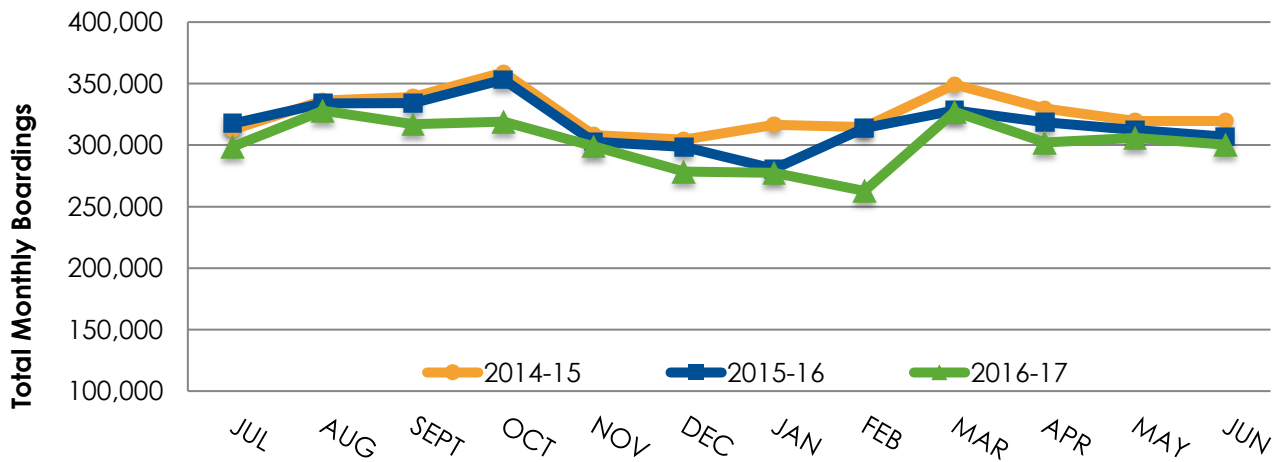
**Wheelchair Boardings
4th Quarter**



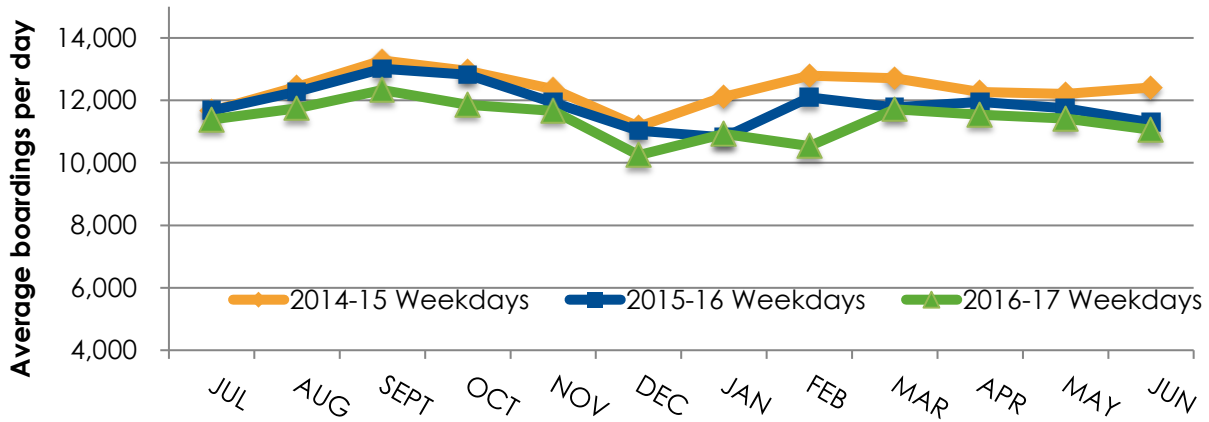
4th Quarter - On Time Performance by Route



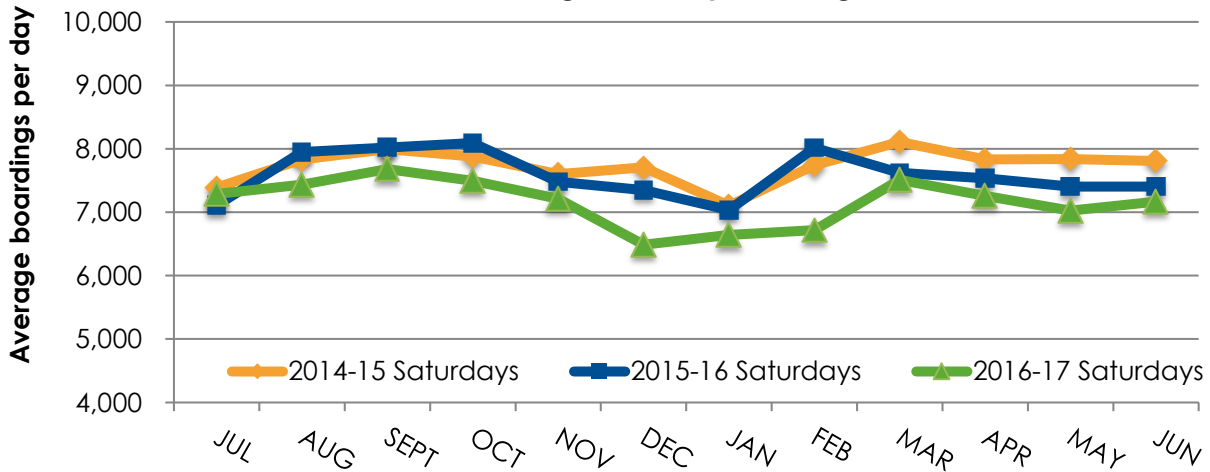
Monthly Fixed Route Ridership



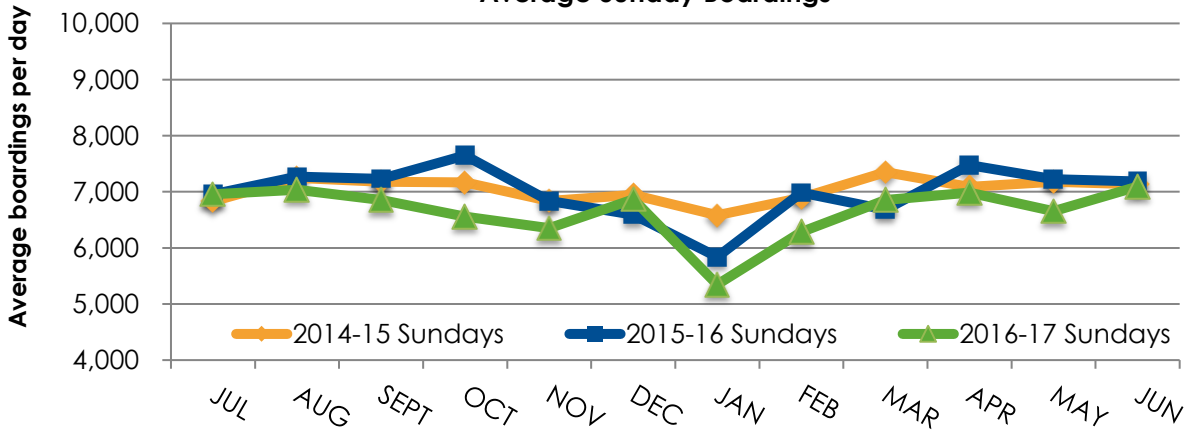
Average Weekday Boardings



Average Saturday Boardings



Average Sunday Boardings



Year End FY 2016-17 Annual Ridership by Route

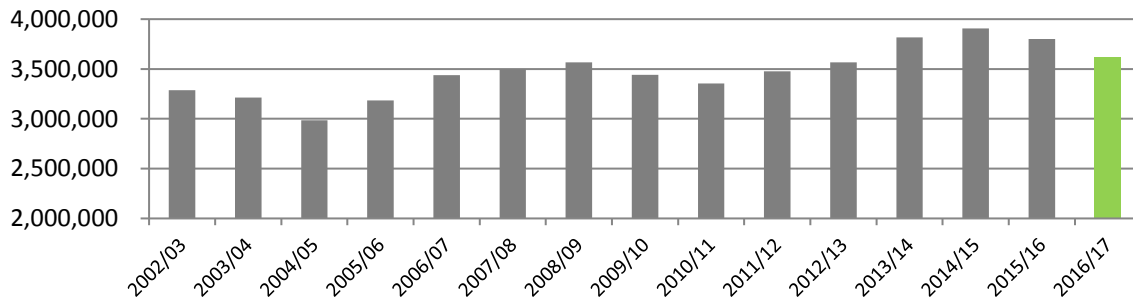
Route	Route Name	Year End FY 2016-17 Unlinked Passengers	Year End FY 2015-16 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	560,075	605,015	(44,940)	-8%
2	Colonia - Downtown Oxnard	83,273	101,164	(17,891)	-21%
3	J St - Centerpoint Mall - Naval Base	108,772	105,717	3,055	3%
2/3	<i>Route 2 & 3 Combined</i>	192,044	206,881	(14,837)	-8%
4	North Oxnard - Ventura Rd - St. John's	281,209	290,351	(9,142)	-3%
5	Hemlock - Seabridge - Wooley	78,904	84,358	(5,454)	-7%
6	Oxnard - Ventura - Main St	976,239	1,020,037	(43,798)	-4%
7	Oxnard College - Centerpoint Mall	77,927	81,774	(3,847)	-5%
8	OTC- Oxnard College - Centerpoint Mall	170,919	181,224	(10,305)	-6%
9	Lemonwood - Channel Islands	65,298	65,120	178	0%
10	Pacific View Mall - Telegraph - Saticoy	86,701	93,979	(7,278)	-8%
11	Pacific View Mall - Telephone - Wells	249,848	261,455	(11,607)	-5%
14	Esplanade - St. John's - Nyeland Acres	n/a	3,630	(3,630)	<i>discontinued</i>
15	Esplanade - El Rio - St. John's	63,647	64,427	(780)	-1%
14/15/17/22	<i>Route 14, 15, 17 & 22 Combined</i>	205,309	201,612	3,697	2%
16	Downtown Ojai - Pacific View Mall	265,627	284,819	(19,192)	-7%
10/16	<i>Route 10 & 16 Combined</i>	352,328	378,798	(26,470)	-8%
17	Esplanade - Oxnard College	94,138	89,924	4,214	4%
18	Trippers	39,701	40,450	(749)	-2%
19	OTC- 5th St - Airport - Gonzales Rd	62,728	66,595	(3,867)	-6%
20	Lombard - Sturgis	62,958	65,603	(2,645)	-4%
21	Port Hueneme - Ventura - Victoria Ave	240,899	251,400	(10,501)	-4%
22	Saticoy - St. Johns - Nyeland Acres	47,524	43,631	3,893	8%
TOTAL GCT SYSTEM		3,616,386	3,800,673	(184,287)	-4.8%

* Data from interlined¹ routes (2/3, 14/15/17/22, 10/16) is shown combined to account for Farebox log-in errors.

III. FIXED-ROUTE SERVICE SUMMARY

Although ridership declined overall compared to last year, we anticipate ridership will continue to trend up as it has for the past 15-years. Some of the reasons for the decrease this year are due the increased rain, low gas prices, increase of auto-loans availability, availability of undocumented residents to obtain a license and a decrease in college enrollment.

GCTD Annual Ridership 15-Year History



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 a positive note, this year on-time performance improved all four quarters and is now at 89.0%. GCTD implemented one service change during the year with the main objective to improve on-time performance and schedule reliability. As part of that service change, frequency was also improved on Route 6.

FY 2016-17 Year-End Highlights

One of the most significant highlights from the year was commencement of construction on the new facility that happened in late March. The groundbreaking held in May had a significant turnout from the community with guest speakers including Congresswoman Julia Brownley, Supervisor John Zaragoza, Councilmember Brian MacDonald and Darren Kettle. Construction is well underway.

Another major highlight of the year were two successful grant awards; one through the Caltrans Sustainable Communities program for a First-Mile, Last-Mile Connectivity Study for Naval Base Ventura County (NBVC), and one through SCAG’s Sustainability Planning Grant program for a Building Transit Supportive Communities grant. The first will look at ways to improve transportation and connectivity to the community for NVBC. The Building Transit Supportive Communities grant will produce a plan that recommends areas of the community where transit can be most effective. It will also include a guest speaker and workshop that engages the community regarding “how to” and “what to avoid” to make land use and planning decisions that support effective transit.



Also during the year, GCTD held or attended many public outreach events and conducted many social media campaigns. One of the most exciting public outreach campaigns was the holiday Elf on the GO bus that ran throughout December, bringing cheer to the community.

In the next year, staff will continue working on projects including updating installing new and more visually appealing bus stop signs, installing Automatic Voice Annunciators, conducting preliminary planning for the new Route 23 identified in the SRTP and applying grant funding, and working on a list of priority projects for the agency.

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

<i>Type</i>	<i>Issue</i>	<i>4th Quarter Comments</i>	<i>4th Quarter Verified Comments</i>	<i>YTD 2016-17 Verified Comments</i>
Scheduling	On-Time Performance	7	2	9
Operations	Operator Conduct	16	2	12
	Driving Complaints	4	2	6
	Passed by/No Show	4	0	5
Other	Commendations	9	N/A	N/A
	Bus Stop Issues	0	0	0
	Other	9	1	3
Totals		49	7	35

Above is a chart showing complaints and commendations from passengers. All customer complaints or comments are reviewed to determine whether the complaint can be verified. As the chart shows, many of the complaints received are not verified after viewing video footage. All complaints or comments are addressed by staff as appropriate by complaint type.

IV. ACCESS PARATRANSIT BACKGROUND

Passenger ridership was up 6.35% during the 4th Quarter FY 2016-17 compared to last year. Several factors may account for this including increased participation at senior congregate meal sites, more demand for dialysis transportation and the aging population. Approximately 40% of the county's 120,000 seniors age 65 years and older reside within the GCTD service area. The improved driver on time performance of 92.04% and low preventable accident rate appear to bolster the confidence of first time passengers who turn to GO ACCESS for transportation.

V. ACCESS OPERATIONS

4th Quarter FY 2016-17 GO ACCESS Ridership & Performance

Paratransit Ridership	4th Qtr FY 2016-17	4th Qtr FY 2015-16	Difference	% Change
Total System Boardings	26,808	25,208	1,600	6.35%
Average Daily Passengers Weekdays	364	346	18	5.20%
Average Daily Passengers Saturdays	152	125	27	21.60%
Average Daily Passengers Sundays	118	110	8	7.27%
Wheelchair Boardings	5,934	5,661	273	4.82%
% of Total Boardings Involving Wheelchairs	22.14%	22.46%	-0.32	-1.43%

Performance Measures	4th Qtr FY 2016-17	4th Qtr FY 2015-16	Difference	% Change
Passengers Per Revenue Hour	2.07	2.20	-0.13	-5.91%
Fare Revenue Per Revenue Hour	\$ 4.56	\$ 4.73	\$ -0.17	-3.64%
Total Fare Revenue	\$ 62,358	\$ 54,082	\$ 8,276	15.30%
Systemwide Boardings No Fares	4,128	3,603	575	14.57%
% Systemwide Boardings No Fares	15.40%	14.29%	1.11	7.74%
On-Time Performance	92.04%	84.00%	12.04	14.33%
% of Trips Early	1.80%	6.69%	-4.89	-73.09%
% of Trips Late	6.16%	9.31%	-3.15	-33.83%
% of Trips 15+ Minutes Late	0.64%	1.99%	-1.35	-67.84%

Fares

Fare revenues for GO ACCESS increased 15.30% during the 4th quarter this year when compared to the 4th quarter FY 2015-16. More boardings contributed to higher fare revenues, however most of the increase is due to a large purchase by Area Agency on Aging for GO ACCESS ticket books. In addition to the passenger fares noted above, MediCAL Administrative Administration (MAA) reimbursements in the amount of \$120,367 were received in April from the County of Ventura. The reimbursements were for qualifying MediCAL trips provided during the 3rd and 4th Quarters FY 2014-15.

No Fare Boardings

No Fare (NF) Boardings as a portion of the service grew incrementally. This quarter showed an overall increase of 1.11%. Senior Nutrition Program (SNP) transportation grew 48.55% during the 4th quarter this year when compared to the 4th quarter of last year. Most of the increase in SNP transportation continued to be at the Ventura Avenue Senior Center. GCTD has provided SNP transportation at no charge to the participant since 1999. The program provides critical nutrition support to seniors, especially low-income individuals. Congregate meal program participants receive the benefits of an improved dietary intake, decreased social isolation, exercise opportunities as well as information and education on health/nutrition issues.

4th Quarter FY 2016-17 GO ACCESS No Fare (NF) Boardings

No Fare (NF) Boardings	% of Pass Type to Total NF Boardings		% of Pass Type to Total NF Boardings		Change	% Change in Ridership
	4th Qtr FY 2016-17	4th Qtr FY 2015-16	4th Qtr FY 2016-17	4th Qtr FY 2015-16		
Personal Care Attendants (PCA's)	2,350	2,301	57.12%	63.54%	49	2.17%
ADA Assessments	37	35	1.30%	1.17%	2	5.71%
Nutrition	1,282	863	29.69%	23.62%	419	48.55%
Transfers To CAT/ECTA DAR	459	405	11.89%	11.67%	54	13.33%
Total No Fare Boardings	4,128	3,603			525	14.57%
Total Passenger Boardings	26,808	25,208			1,600	6.35%
% of Total Passenger Boardings that are No Fare	15.40%	14.29%			1.11%	7.77%

Passenger Boardings & Mobility

Passenger boardings increased by 1,600 or 6.35% during 4th Quarter FY 2016-17 compared to last year. Ambulatory passengers opting to board via the lift increased by 142% during the 4th quarter this year when compared to the 4th quarter FY 2015-16. Ambulatory passengers elect to use the lift for a variety of reasons, most frequently due to diminished vision and balance concerns. The benefits that outweigh the additional time to board an ambulatory passenger via the lift include reduced exposure to incidents and accidents. The last preventable passenger injury on GO ACCESS was 252 days ago. Elective use of the lift by the passenger has contributed to this achievement.

4th Quarter FY 2016-17 GO ACCESS Passenger & Mobility

Boardings by Passenger Type	% of Pass Type to Total Boardings		% of Pass Type to Total Boardings		Change	% Change in Ridership
	4th Qtr FY2016-17	4th Qtr FY 2015-16	4th Qtr FY2016-17	4th Qtr FY 2015-16		
Passengers	23,097	21,254	86.16%	84.31%	1,843	8.67%
Personal Care Attendants (PCA's)	2,350	2,301	8.77%	9.13%	49	2.17%
Companions	1,361	1,653	5.08%	6.56%	-292	-17.66%
Total Passenger Boardings	26,808	25,208			1,600	6.35%
Boardings by Mobility Device						
Ambulatory - ALT 1- 2 minutes	20,685	19,469	77.16%	77.23%	1,216	6.24%
Oversized Scooters - ALT 6 minutes	2,343	1,895	7.52%	7.52%	448	23.58%
Wheelchairs -ALT 4 minutes	3,591	3,766	13.40%	14.94%	-175	-4.67%
Lift Use By Standees- ALT 3 minutes	189	78	0.71%	0.31%	111	142.31%
Total Passenger Boardings	26,808	25,208			1,600	6.35%

ALT = Average Load Time

Safety

GO ACCESS drivers reduced the accident rate 69.50% to 0.43 per 100,000 miles while driving 9.62% more miles to provide service to customers in the 4th quarter this year. The increased safety culture is a result of increased Management Pull Out inspections, safety information blitzes implemented since January 2017. As of August 28, 2017 GO ACCESS drivers have provided 158 days of revenue service without a preventable accident and 252 days of revenue service without a preventable passenger injury.

Measure	4th Qtr FY 2016-17	4th Qtr FY 2015-16	Change	% Change
Total Miles Driven	232,557	212,152	20,405	9.62%
Total Driving Staff	31	27	4	14.81%
Average Miles Driven/Staff	7,502	7,857	-355	4.52%
Total Incidents	4	11	-7	-63.64%
Average Miles Between Incidents	58,139	19,287	38,852	201.44%
Preventable Accidents	1	3	-2	-66.67%
Accident Rate Per 100,000 Miles	0.43	1.41		-69.50%

Incident or accident: any occurrence, event or action (regardless of how minor) which does not follow established ACCESS procedures or presents a threat or problem to ACCESS, its passengers, members of the public or its employees.

Preventable accident: an incident or accident that has been reviewed where the operator of the vehicle failed to exercise every reasonable precaution to prevent the incident/accident.

Feedback

Passenger comments help staff identify areas of opportunities both in areas of performance and developing passenger information. GO ACCESS received 11 comments from customers during 4th Quarter FY 2016-17. The overall complaint ratio of 0.48 complaints per 1,000 boardings is below what the industry considers to be a highly desirable ratio of less than 1.00 per 1,000 boardings. The chart that follows identifies the types of concerns and feedback customers provided this fiscal year through March 31, 2017.

4th Quarter - Complaints by Type

Type	Issue	4th Quarter	YTD 2016-17
Scheduling	Travel Time	0	4
	Negotiating Times	1	7
	On-Time Performance	0	6
Operations	Operator	4	12
	Dispatch	2	3
Other	No Show Policy	0	4
	Reservations	3	7
	Policies	1	10
Totals		11	53



VI. GO ACCESS - SUMMARY

Passenger ridership was up 6.35% during the 4th Quarter FY 2016-17 compared to last year. The driver on time performance of 92.04% is an improvement over the previous year. Passenger complaints per 1,000 boardings decreased to a ratio of 0.48. MAA reimbursements continue to contribute to revenues; reimbursements in the amount of \$120,367 were received during 4th Quarter this year.

FY 2016-17 Year-End Highlights

GO ACCESS updated equipment throughout the year to improve the customer experience while reducing costs and potential exposure. Seven of the popular MV-1 vehicles were added to the paratransit fleet. The smaller vehicle saved an additional \$329,000 in total capital costs when compared to the cut-away. The lighter vehicles have significantly better gas mileage which will reduce operating costs over the life of the vehicles. All of the MV-1 vehicles were also equipped with on board cameras. The cameras have been instrumental in reducing the time spent to satisfactorily complete safety investigations and resolve customer concerns.

The total MAA reimbursement received this year was \$323,527. To date this source of income has generated \$674,094 in additional revenues for GCTD. As dialysis transportation increases, it is reasonable to anticipate increased MAA reimbursements to offset this cost.

In addition, Margaret Heath, Paratransit and Special Project Manager, was named to the California Association of Coordinated Transportation (CalACT) Board of Directors for a two year term. CalACT is a statewide, non-profit organization that has represented the interests of transportation providers since 1984. The membership includes individuals and agencies from diverse facets of transportation, including transit operators of all sizes, planning and government agencies, social service agencies, suppliers and consultants.

Staff conducted outreach throughout the year at various community centers to answer questions about using all forms of public transportation. The popular Christmas Tree Lane tour makes the holiday season more festive for our senior and disabled passengers, many of whom live alone. The tour winds throughout the service area to enjoy holiday decorations.

In the coming year staff will complete a scheduling and reporting software implementation and migration, replace vehicles with odometers exceeding 230,000 miles, host a state audit on MAA reimbursements, submit grant applications for service coordination, update customer service information and release a solicitation for operating the paratransit services.

VII. 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 On behalf of SB

Attachment:

1. 4th Quarter FY 2016-17 Fixed-Route Service Evaluation