



Item #14

DATE March 4, 2020

TO GCTD Board of Directors

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

SUBJECT FY 2019-20 2nd Quarter Ridership & Performance Report

I. EXECUTIVE SUMMARY

This quarterly report covers the 2nd Quarter (October 1 through December 31) 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 total system boardings for the 2nd Quarter of FY 2019-20, has decreased -2.3% over the 2nd Quarter of last year. This decrease is not unexpected since GCTD has decreased service levels compared to the same period last year. Additionally, the trend for the late fall and winter months is usually downward before rebounding in the spring.

**2nd Quarter FY 19-20
Systemwide Ridership & Performance**

	2 nd Qtr FY 2019-20	2 nd Qtr FY 2018-19	Difference	% Change
Fixed-Route Ridership				
Total System Boardings	883,000	903,602	-20,602	-2.3%
Average Daily Passengers Weekdays	11,105	11,309	-204	-1.8%
Average Daily Passengers Saturdays	6,862	7,196	-334	-4.6%
Average Daily Passengers Sundays	6,389	6,637	-248	-3.7%
Wheelchair Boardings	9,287	8,258	1,029	12%
Bicycle Boardings	19,501	21,466	-1,965	-9%
Performance Measures				
Passengers Per Revenue Hour	18.0	17.9	0.14	0.8%
Fare Revenue Per Service Hour*	<i>*Not Avail</i>	\$14.39		
Total Fare Revenue*	<i>*Not Avail</i>	\$727,626		
On-Time Performance	84%	87%	<i>Goal > 90%</i>	
% Systemwide Boarding as Free Transfers	20%	21%	<i>Goal < 20%</i>	

****FY19-20 2nd Quarter revenue figures are delayed and will be updated in the next quarterly report.***

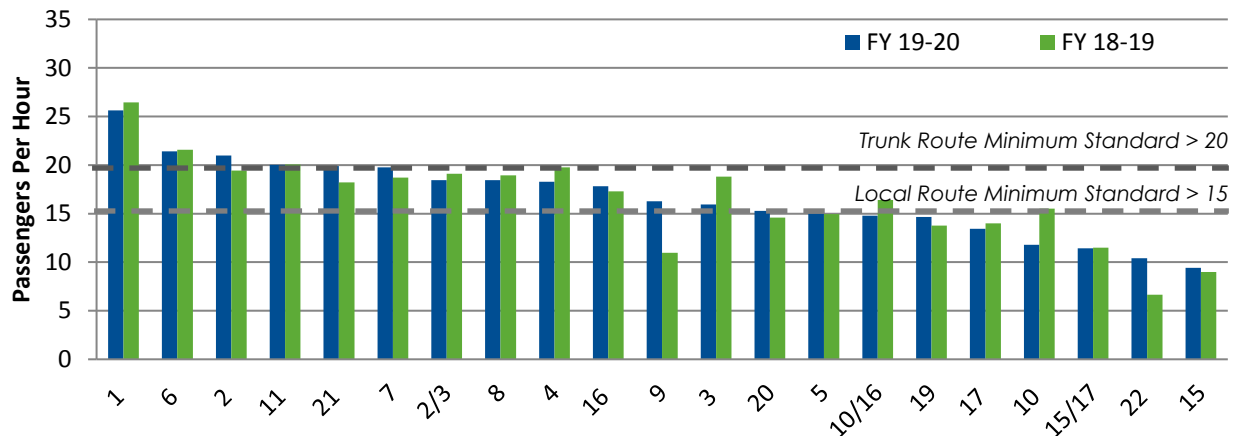
GOLD COAST TRANSIT DISTRICT

2nd 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	131,820	137,777	(5,957)	-4%
2	Colonia - Downtown Oxnard	21,786	19,985	1,802	9%
3	J St - Centerpoint Mall - Naval Base	23,284	27,913	(4,629)	-17%
2/3	<i>Route 2 & 3 Combined</i>	45,070	47,898	(2,828)	-6%
4	North Oxnard - Ventura Rd - St. John's	64,937	67,224	(2,287)	-3%
5	Hemlock - Seabridge - Wooley	18,833	18,044	789	4%
6	Oxnard - Ventura - Main St	237,766	239,986	(2,220)	-1%
7	Oxnard College - Centerpoint Mall	22,892	22,288	604	3%
8	OTC- Oxnard College - Centerpoint Mall	44,442	46,142	(1,700)	-4%
9	Lemonwood - Channel Islands	14,301	13,898	403	3%
10	Pacific View Mall - Telegraph - Saticoy	20,099	24,486	(4,387)	-18%
11	Pacific View Mall - Telephone - Wells	61,789	62,971	(1,183)	-2%
15	Esplanade - El Rio - St. John's	14,648	14,537	112	1%
15/17	<i>Route 15 & 17 Combined</i>	41,339	40,898	441	1.1%
16	Downtown Ojai - Pacific View Mall	65,258	61,738	3,520	6%
10/16	<i>Route 10 & 16 Combined</i>	85,357	86,224	(867)	-1%
17	Esplanade - Oxnard College	26,691	26,361	330	1%
18	Trippers	10,871	11,692	(822)	-7%
19	OTC- 5th St - Airport - Gonzales Rd	11,793	12,760	(967)	-8%
20	Lombard - Sturgis	13,294	16,370	(3,076)	-19%
21	Port Hueneme - Ventura - Victoria Ave	67,696	65,776	1,920	3%
22	Saticoy - St. Johns - Nyeland Acres	10,800	13,654	(2,854)	-21%
TOTAL GCTD SYSTEM		883,000	903,602	-20,602	-2.3%

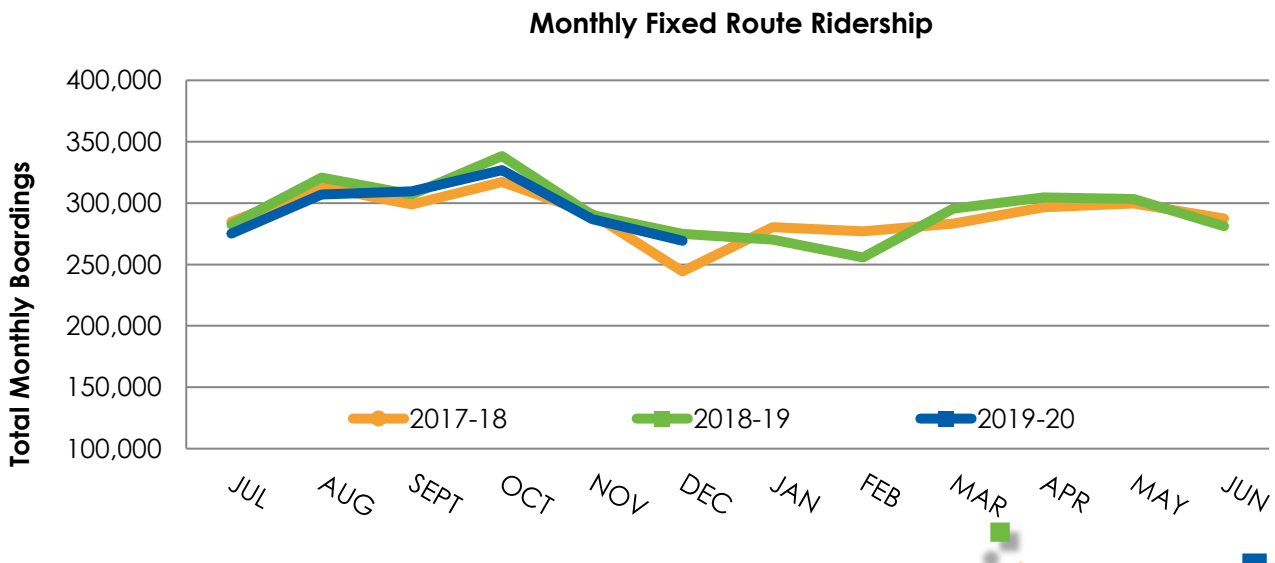
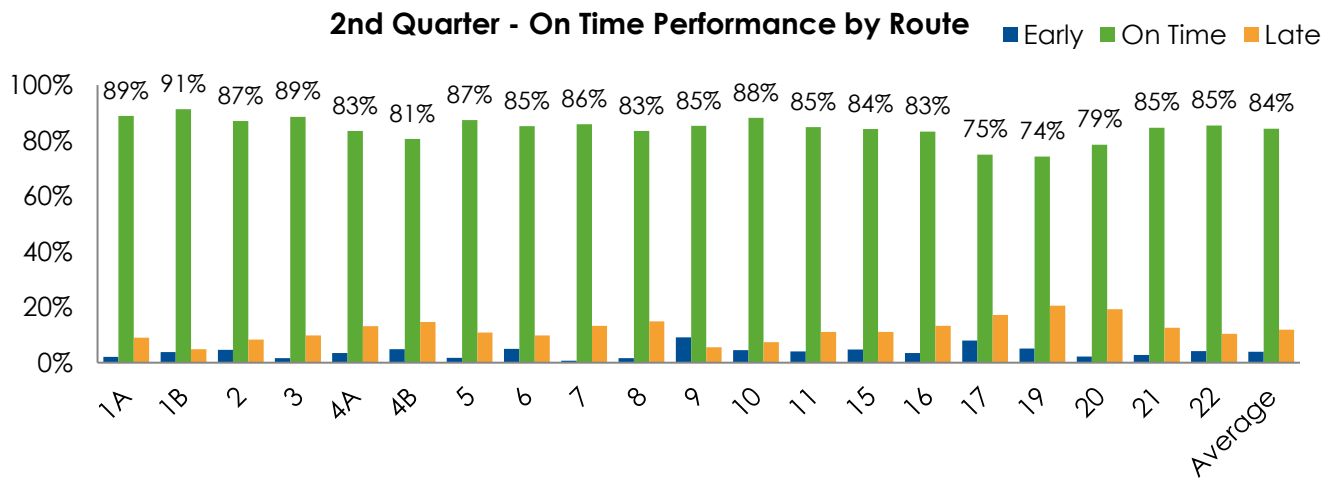
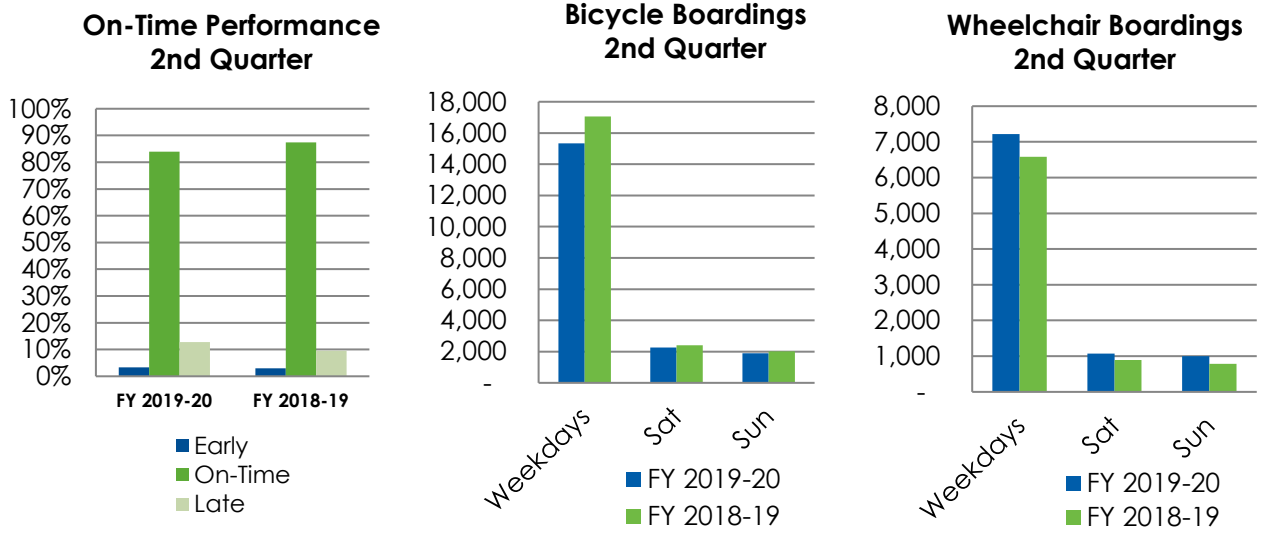
* Data from interlined¹ routes (2/3, 15/17, 10/16) is shown combined to account for Farebox log-in errors.

2nd Quarter FY 19-20 Passengers Per Revenue Hour (Weekdays)

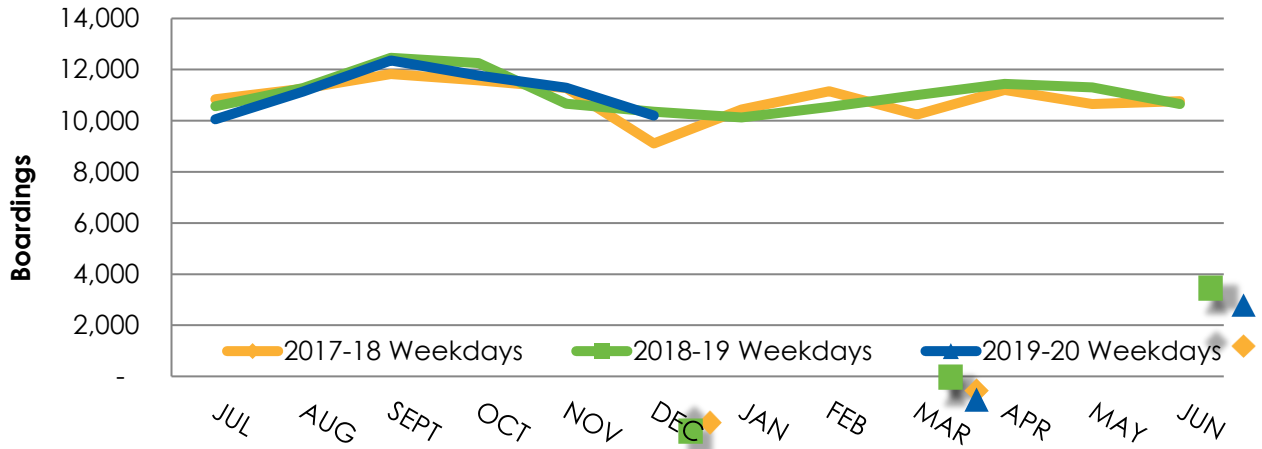


Note: Route 18 (school trippers) not shown in graph.

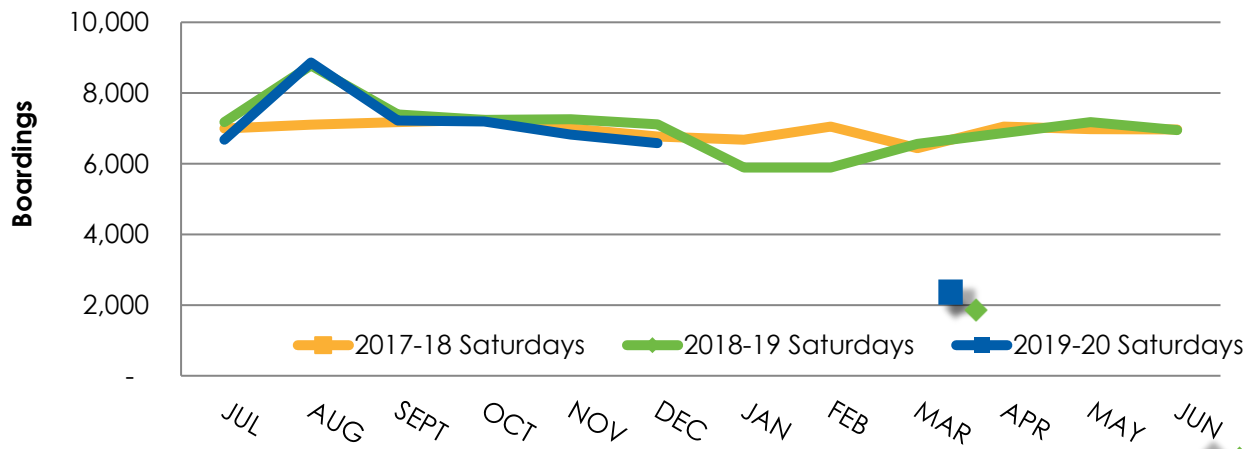
¹ Interlining provides increased efficiency in which the same bus serves more than one route, e.g., it starts service as one route then becomes another route at a point during its scheduled run.



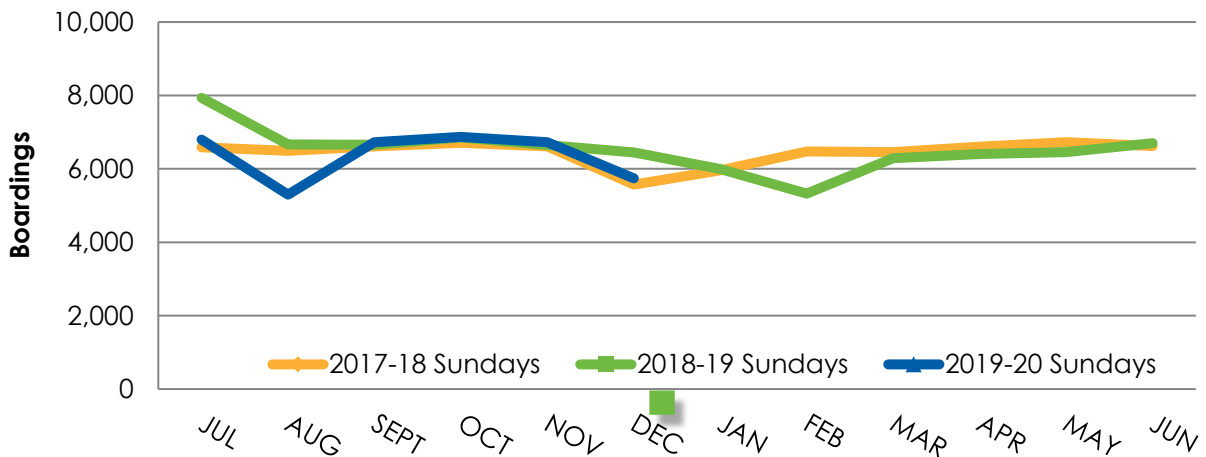
Average Weekday Boardings



Average Saturday Boardings



Average Sunday Boardings



**2nd Quarter – Fixed Route
 Complaints/Commendations by Type**

<i>Type</i>	<i>Issue</i>	<i>2nd Quarter Comments</i>	<i>2nd Quarter Verified Comments</i>	<i>Verified Comments FY YTD 2019-20</i>
Scheduling	On-Time Performance	9	0	2
Operations	Operator Conduct	24	6	1
	Driving Complaints	6	0	0
	Passed by	8	1	2
	Commendations	4	-	4
	Bus Stop Issues	0	0	0
Other	Other	10	0	0
Totals		61	7	9

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

III. FIXED-ROUTE SERVICE SUMMARY

As stated previously, this quarter recorded a -2.3% decrease in total system boardings which was not unexpected due to a small reduction in service hours over same period last year, a very wet November and December and the continuation of a nationwide trend of higher rates of car ownership and a decrease in public transit use.

In the second quarter, planning staff completed service adjustments for the January 26, 2020 service changes which included the discontinuation of Route 22 which as a demonstration route did not meet service goals and the restructuring of Route 15 to serve Nyeland Acres. Outreach to inform the public about these changes and alternative services that are available occurred prior to the changes. Additionally, signs with information about the changes and a list of alternatives was posted on the poles of the Route 22 bus stop signs. These service changes also included several route schedule adjustments to improve schedule reliability.

In October, Planning Staff held an outreach event at the South Oxnard Community Center to present service adjustments that are planned to be implemented in July 2020 which included the new Route 23, South Oxnard improvements and a conceptual Micro-Transit service area map and information. Planning staff also attended the November El Rio MAC meeting to inform and educate the council about the January 2020 service changes.



In November, as part of the Building Transit Supportive Communities project, Staff held a community workshop at GCTD headquarters to work with Cities' Staff, Public Agency Staff and other stakeholders in identifying locations and ways that jurisdictions can plan and build in ways that support transit use. A second workshop is planned for March 2020.

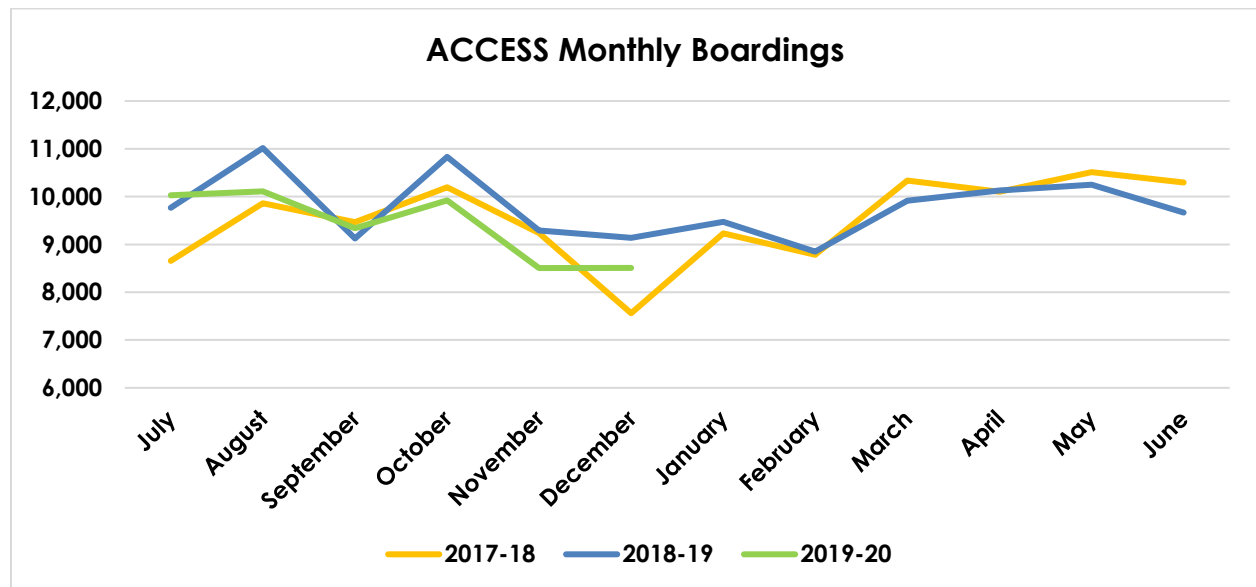
IV. ACCESS OPERATIONS

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

2nd Quarter FY 2019-20 GO ACCESS Ridership & Performance

Paratransit Ridership	2nd Qtr FY 2019-20	2nd Qtr FY 2018-19	Difference	% Change
Total System Boardings	26,941	29,262	-2,231	-7.93%
Average Daily Passengers Weekdays	359	392	-33	-8.42%
Average Daily Passengers Saturdays	163	172	-9	-5.23%
Average Daily Passengers Sundays	138	144	-6	-4.17%
Performance Measures	2nd Qtr FY 2019-20	2nd Qtr FY 2018-19	Difference	% Change
Passengers Per Revenue Hour	2.32	2.30	+0.02	+0.87%
On Time Performance (Arrive within the window)	91.3%	91.0%	+0.3	+0.33%
Early (Before start of pick up window)	4.4%	3.5%	+0.9	+25.71%
Late (After end of pick up window)	4.3%	5.5%	-1.2	-21.82%



2nd Quarter – ACCESS Customer Feedback

<i>Type</i>	<i>Issue</i>	<i>2nd Quarter Comments</i>	<i>2nd Quarter Verified Comments</i>	<i>YTD 2019-20 Verified Comments</i>
Scheduling	Travel Time	0	0	0
	Schedules	1	0	0
Operations	Operator	4	1	1
	Dispatch	0	0	2
Other	Reservations	0	0	3
	Policies	1	0	0
	Commendations	0	N/A	N/A
Totals		6	1	5

VI. GO ACCESS - HIGHLIGHTS

GO ACCESS boardings decreased -7.93% during the 2nd Quarter this year when compared to the 2nd Quarter of last year. The ridership decrease coincides with the lower volume of paratransit fare media purchased by outside organizations for provision to their clients. Organizations purchased 12,090 passenger fare tickets during the first six months year, down 54% when compared to the 26,910 tickets purchased in the first six months of last fiscal year. While this decrease has helped to reduce costs of service, over the last two years, organizations purchasing ACCESS fares for their clients in lieu of providing and coordinating transportation has had a significant impact on ACCESS operating budget. As discussed at September 2019 Board meeting, staff is currently researching organizational fare policy options, which will enable GCTD to meet the growing demand in a way that is fiscally sustainable. A report on options will be brought back to the Board at a future meeting.

The test expansion of the pick-up window to 30 minutes began in October 2019, with little to no feedback or comments on the change. The advance notification feature introduced in early 2019 appears to have offset any perceived disadvantages an expanded window. The automatic notification announces the pending arrival of a passenger's ride. Customers have approximately 10 minutes before the driver arrives, followed by another three minutes before the driver will proceed to the next stop. The 30-minute pick up window is used by all Ventura County operators except for Camarillo Area Transit, who uses a 20-minute window. This expanded window promotes more opportunities to react to last minute cancellations and efficiently combine trips without negatively impacting customers throughout the day. Combining trips where possible is an important ongoing cost containment practice of paratransit service delivery.

Staff recently completed negotiations with TransLoc to provide pre-pilot microtransit case simulation consulting followed by 12 months of revenue service scheduling software support. The \$27,000 contract is fully funded by existing PTMISEA grant funds. The January 27th kick-off conference call discussed the process, data requirements and next steps for simulation study. The next step may take several months of drafting and vetting before a data-based concept for the pilot is finalized. The proposed South Oxnard microtransit pilot project aims to improve first/last mile connectivity for current GCTD riders and perhaps drive new customer acquisition by operating a new service that provides demand-responsive pick-ups and drops-offs, with real-time customer information.

In December GCTD donated a recently retired paratransit vehicle to a City of Ventura homeless shelter operated by Mercy House. The vehicle is anticipated to facilitate mobility options for its residents. As a community partner, the donation represented to GCTD an opportunity to support social service programs benefitting the most vulnerable populations, many of whom are also our customers. The All Roads Connect to Housing (ARCH) year-round shelter opened in late January 2020.



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: 2nd Quarter FY 2019-20 Fixed-Route Service Evaluation

2nd 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	5,391	131,820	24.5	1
6	Oxnard - Ventura/Main St.	Trunk	11,313	237,766	21.0	1
2	Colonia	Local	1,062	21,786	20.5	1
21	Victoria Ave	Trunk	3,515	67,696	19.3	1
11	Telephone Road - Saticoy	Trunk	3,289	61,789	18.8	1
7	South Oxnard	Local	1,224	22,892	18.7	2
4	North Oxnard	Local	3,791	64,937	17.1	2
16	Ojai	Local	3,867	65,258	16.9	2
8	Oxnard College	Local	2,729	44,442	16.3	2
20	Eastman - Lombard - Stugis	Local	869	13,294	15.3	3
9	Lemonwood/Gisler	Local	942	14,301	15.2	3
3	Southside	Local	1,590	23,284	14.7	3
19	Gonzales/OTC/Fifth	Local	805	11,793	14.6	3
5	Parkwest	Local	1,330	18,833	14.2	4
17	Vineyard Central Rose	Trunk	2,165	26,691	12.3	4
10	Telegraph Road - Saticoy	Local	1,954	20,099	10.3	4
22	Wells - Nyeland	Trunk	1,205	10,800	9.0	4
15	El Rio - Northeast	Local	1,749	14,648	8.4	4

Excluded Routes

18	High School Trippers	235	10,871	46.3	Reason Excluded: booster service
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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	131,820	5,391	Trunk	\$ 100.67	\$ 542,735	\$ 4.12	\$0.54	\$ 3.58	1	1
6	237,766	11,313	Trunk	\$ 100.67	\$ 1,138,920	\$ 4.79	\$0.52	\$ 4.27	2	1
2	21,786	1,062	Local	\$ 100.67	\$ 106,912	\$ 4.91	\$0.53	\$ 4.38	3	1
21	67,696	3,515	Trunk	\$ 100.67	\$ 353,902	\$ 5.23	\$0.48	\$ 4.75	4	1
7	22,892	1,224	Local	\$ 100.67	\$ 123,234	\$ 5.38	\$0.50	\$ 4.88	5	1
11	61,789	3,289	Trunk	\$ 100.67	\$ 331,053	\$ 5.36	\$0.45	\$ 4.91	6	2
16	65,258	3,867	Trunk	\$ 100.67	\$ 389,313	\$ 5.97	\$0.70	\$ 5.27	7	2
4	64,937	3,791	Local	\$ 100.67	\$ 381,610	\$ 5.88	\$0.48	\$ 5.40	8	2
8	44,442	2,729	Local	\$ 100.67	\$ 274,681	\$ 6.18	\$0.55	\$ 5.63	9	2
20	13,294	869	Local	\$ 100.67	\$ 87,516	\$ 6.58	\$0.54	\$ 6.04	10	3
9	14,301	942	Local	\$ 100.67	\$ 94,831	\$ 6.63	\$0.53	\$ 6.10	11	3
19	11,793	805	Local	\$ 100.67	\$ 81,073	\$ 6.87	\$0.54	\$ 6.34	12	3
3	23,284	1,590	Local	\$ 100.67	\$ 160,045	\$ 6.87	\$0.51	\$ 6.36	13	3
5	18,833	1,330	Local	\$ 100.67	\$ 133,933	\$ 7.11	\$0.52	\$ 6.60	14	4
17	26,691	2,165	Trunk	\$ 100.67	\$ 217,927	\$ 8.16	\$0.50	\$ 7.66	15	4
10	20,099	1,954	Trunk	\$ 100.67	\$ 196,702	\$ 9.79	\$0.49	\$ 9.30	16	4
22	10,800	1,205	Trunk	\$ 100.67	\$ 121,341	\$ 11.24	\$0.60	\$ 10.63	17	4
15	14,648	1,749	Local	\$ 100.67	\$ 176,021	\$ 12.02	\$0.48	\$ 11.54	18	4

Excluded Routes

18	10,871	235	Tripper	\$ 100.67	\$ 23,657	\$ 2.18	\$ 0.890	\$ 1.29	Reason Excluded: booster service
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*FY19-20 2nd Quarter fare revenue is delayed and fare information contain above is estimated and is for illustrative purposes only. Fare revenue figures will be updated in the next quarterly report.