

FY18-19 YEAR-END HIGHLIGHTS

PRESENTATION TO GCTD BOARD OF DIRECTORS

September 4, 2019



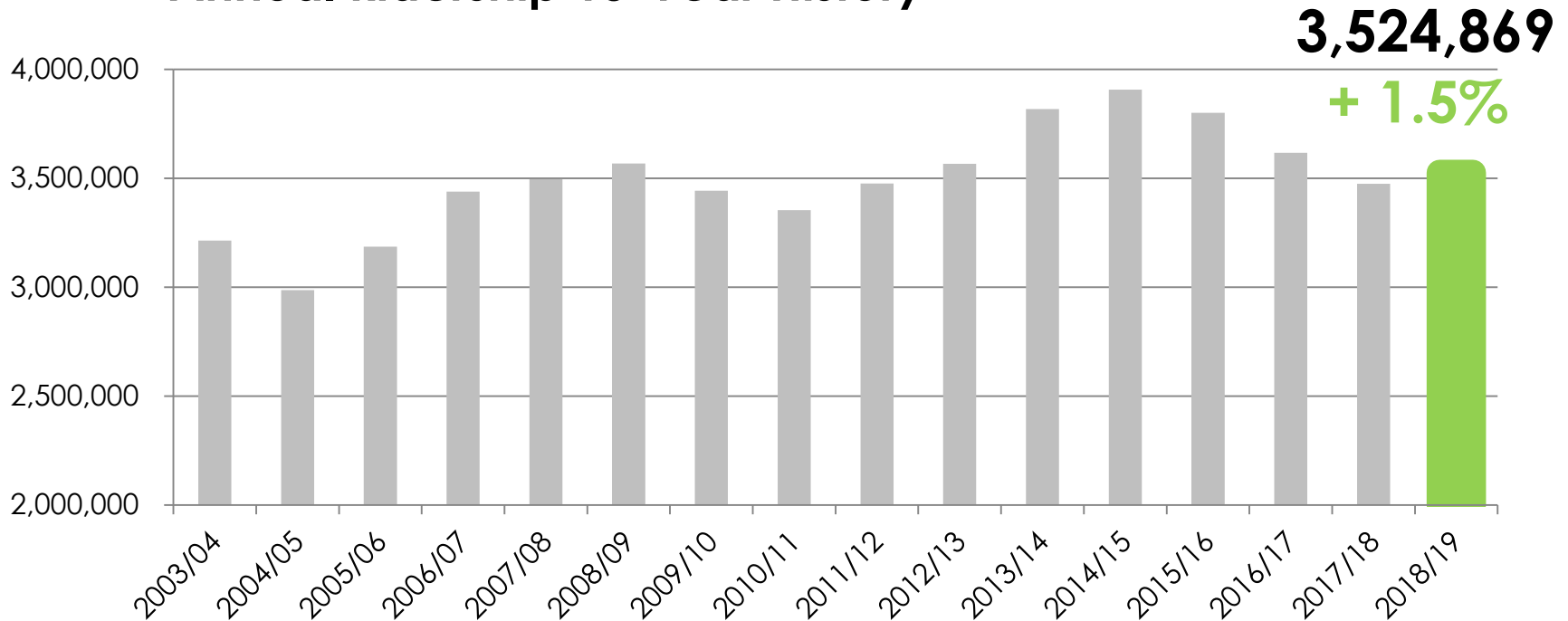
FIXED ROUTE YEAR END UPDATE



FY2018-19 RIDERSHIP



Annual Ridership 15-Year History



3.52 Million Annual Boardings

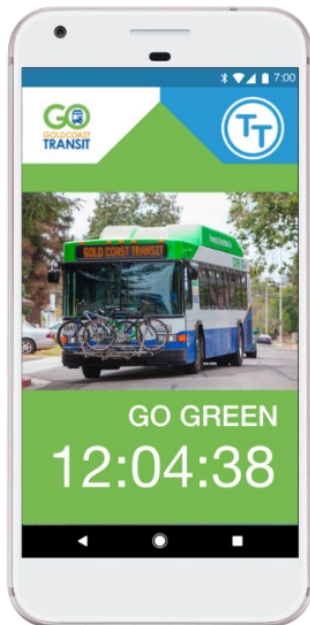
- Up 1.5% since last year
- Up 9.6% over 15-year history
- Reached 98% of forecasted ridership. (3.6 Million)

FY2018-19 RIDERSHIP

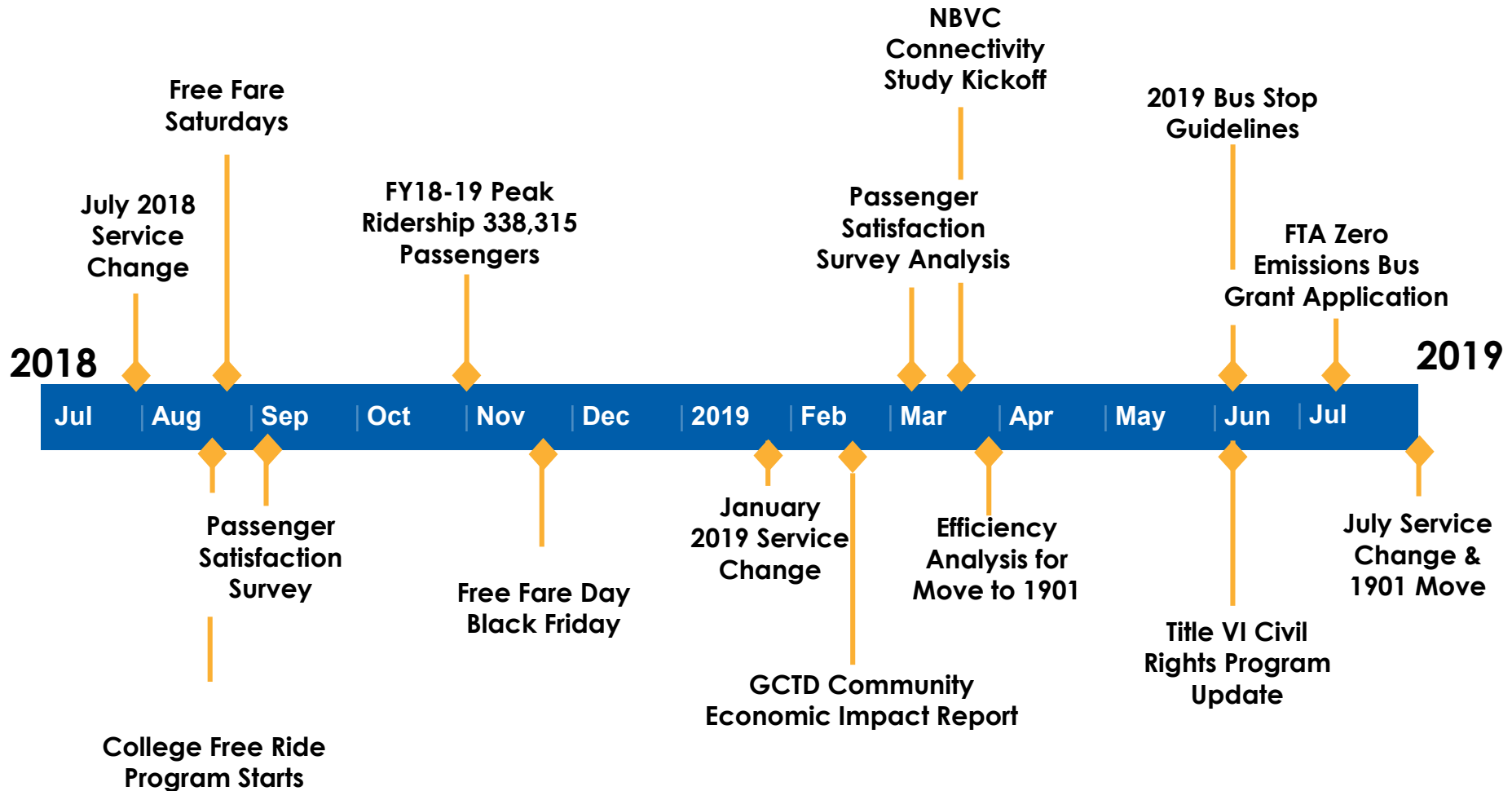


Factors effecting positive increase in ridership:

- College Ride Free Program
- Free Fare Days
- Mobile Ticketing



COMPLETED PROJECTS



FY2018-19 PROJECT HIGHLIGHTS



Passenger Satisfaction Survey & Analysis



Community Economic Impact Report



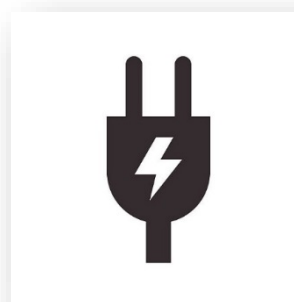
Updated Bus Stop Guidelines



Efficiency Plan for Operations 1901 Move



FTA Zero Emissions Bus Grant Application



NBVC Connectivity Study Kickoff

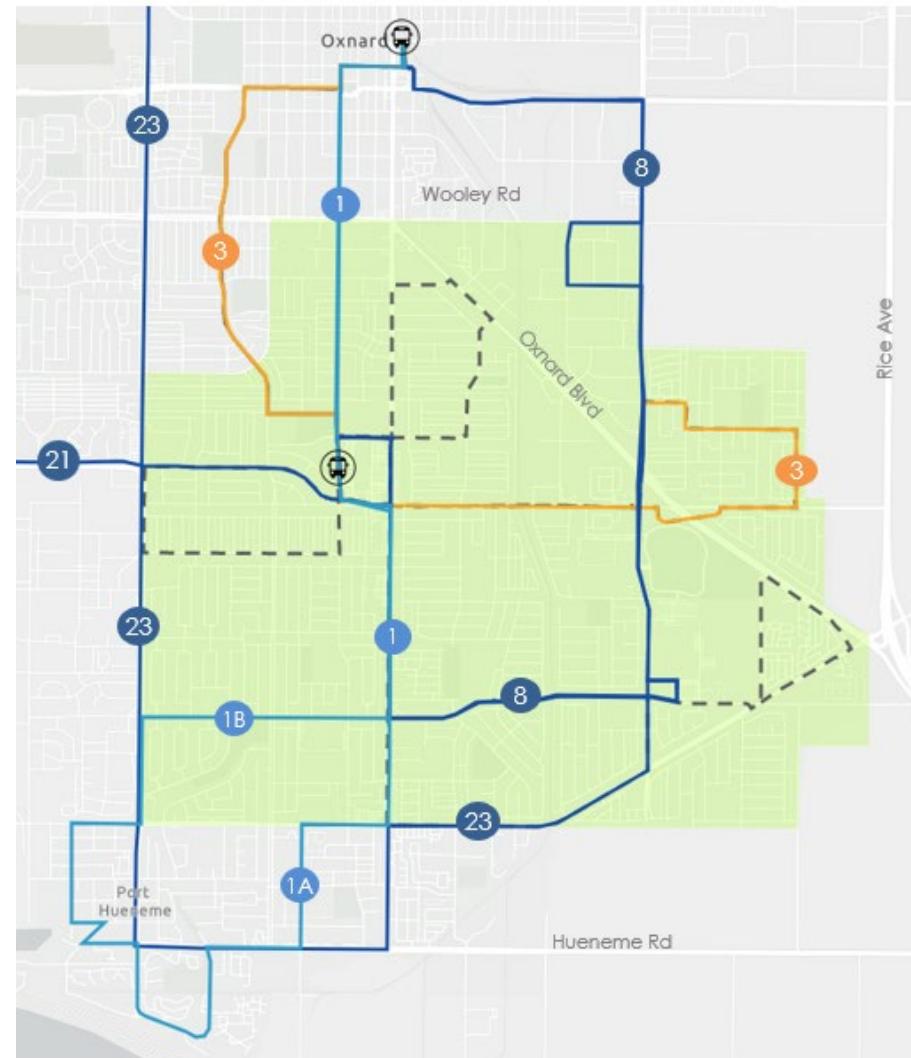


PROJECTS IN THE WORKS



Preparing for 2020 Service Changes:

- **NEW** Route 23 – Ventura Road
- Related Route Changes
- Bus Stop Consolidation



PROJECTS IN THE WORKS



Building Transit Supportive Communities Plan

- To raise awareness about how the built environment can support transit use
- Work with City partners and community stakeholders to develop a toolkit



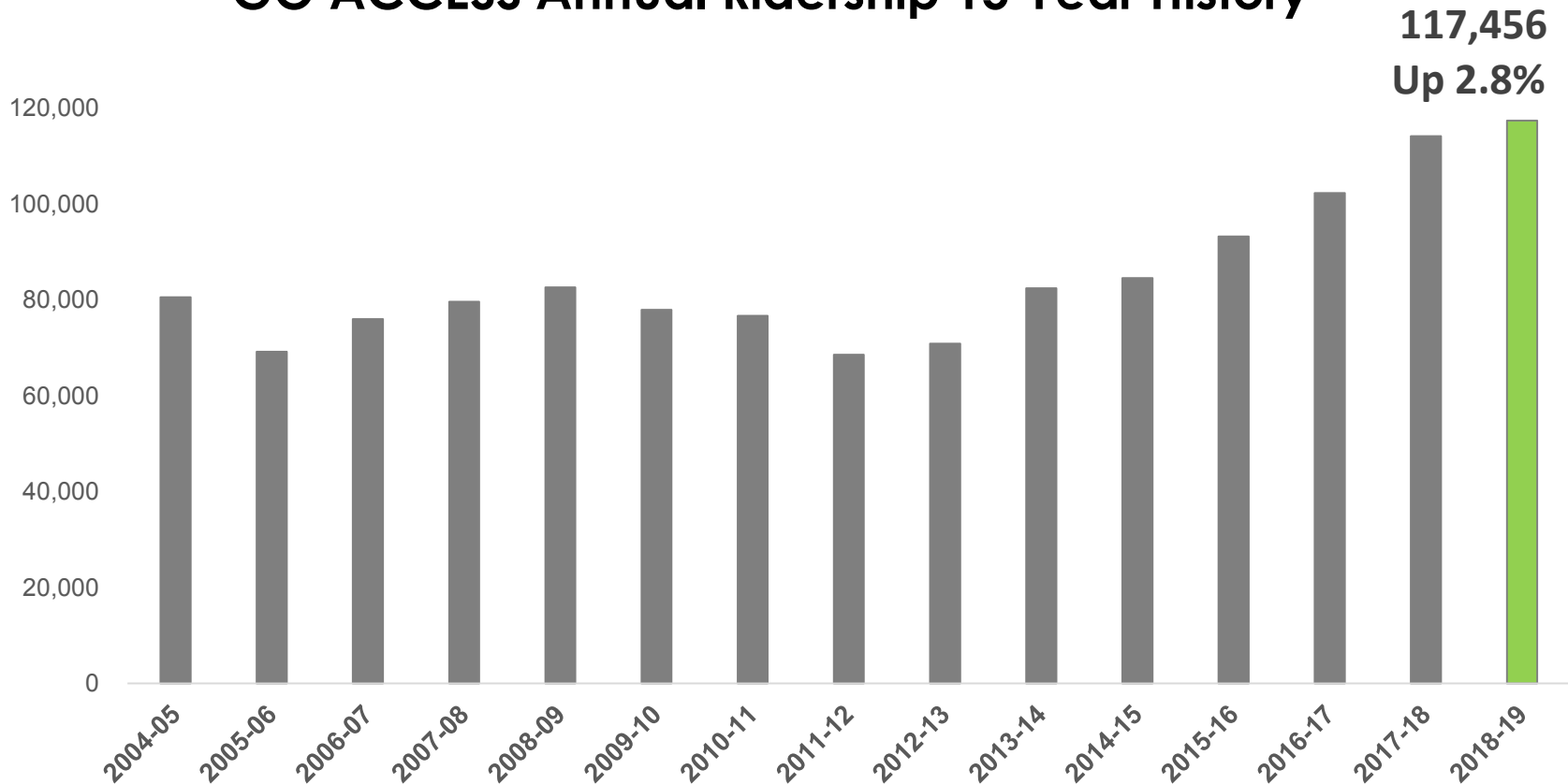


PARATRANSIT YEAR END UPDATE

FY2018-19 RIDERSHIP



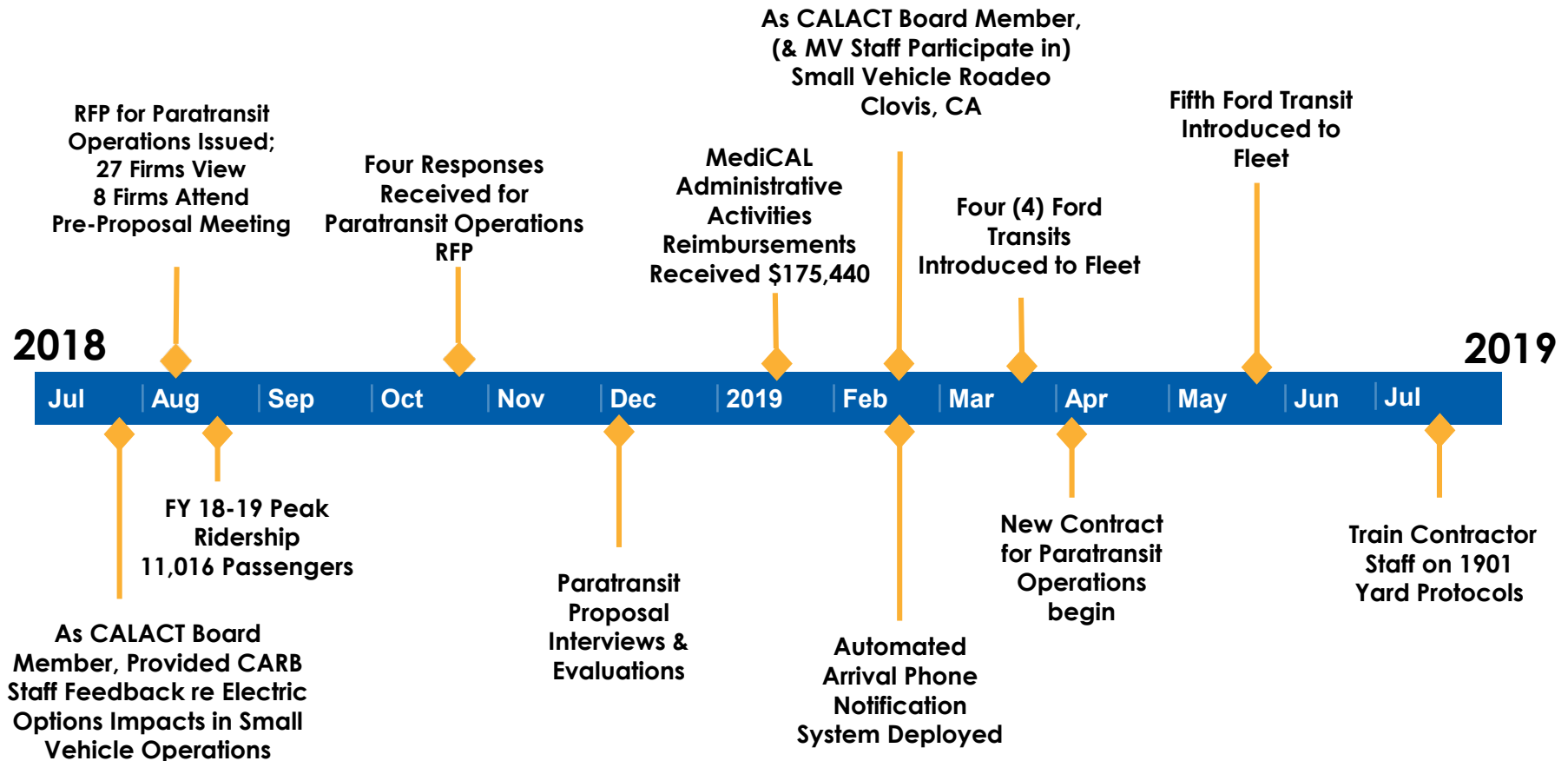
GO ACCESS Annual Ridership 15 Year History



117 Thousand - Annual Boardings

- Up 2.8% over last year
- Up 31.4% over 15-year history

COMPLETED PROJECTS



UPDATE FLEET MIX



ADVANCE NOTIFICATION



10 Minutes

PICK UP WINDOW



- **20-30 minute window industry standard**
- **Pick-Up Window defined as when customer should expect vehicle to arrive**
- **Goals:**
 - **Improve ability to accommodate another passenger while maintaining customer focus**
 - **Implement prior FTA recommendation**
- **2nd Qtr FY2020 test period (Oct–Dec 2019)**

Questions?

