

FY18-19 YEAR-END HIGHLIGHTS

PRESENTATION TO GCTD BOARD OF DIRECTORS

September 4, 2019



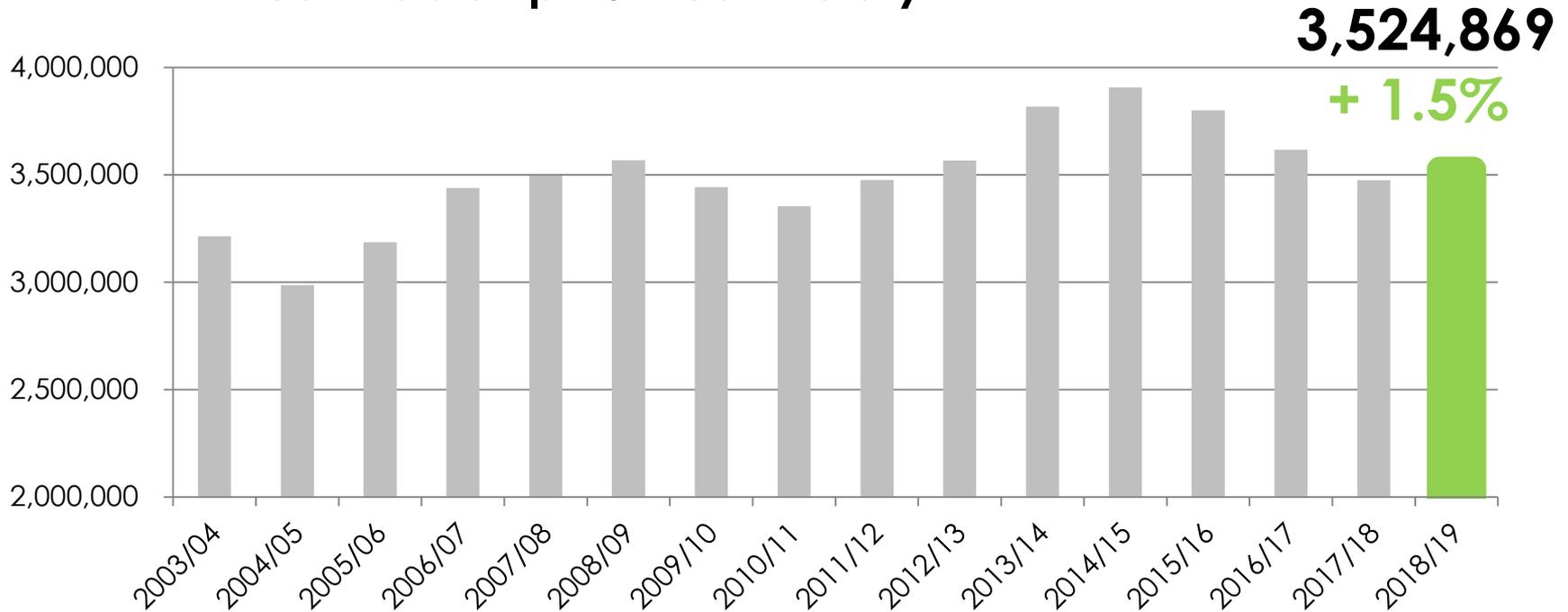
FIXED ROUTE YEAR END UPDATE



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

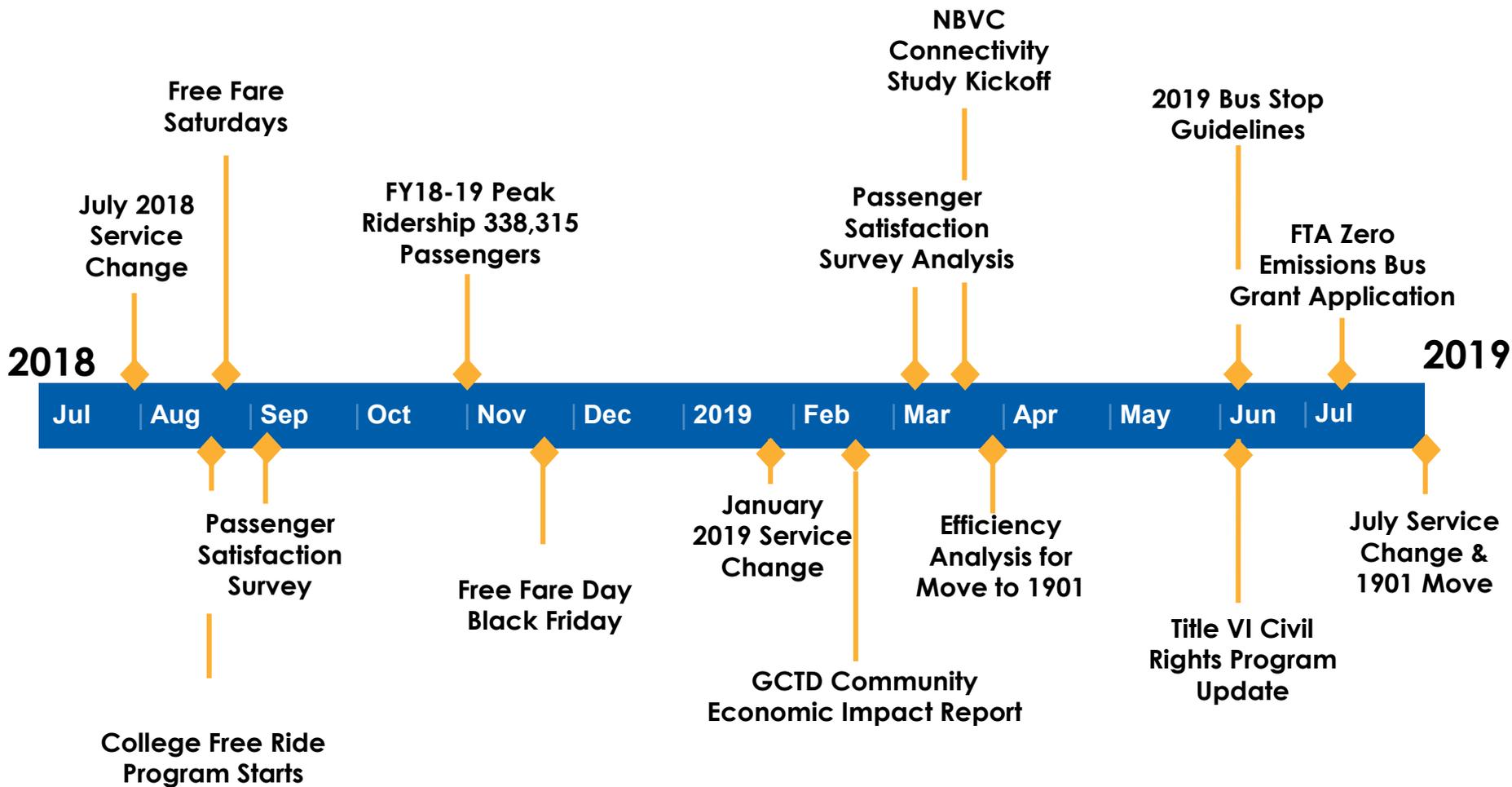


Factors effecting positive increase in ridership:

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



COMPLETED PROJECTS



FY2018-19 PROJECT HIGHLIGHTS



Passenger Satisfaction Survey & Analysis

TAKE A BRIEF SURVEY!
¡TOME UNA BREVE ENCUESTA!

How are we doing?
Help us improve your service by taking a brief survey.

¿Cómo vamos?
Ayúdenos a mejorar su servicio mediante una breve encuesta.

Community Economic Impact Report

ECONOMIC IMPACT REPORT
PRESENTATION TO GCTD BOARD OF DIRECTORS

February 2019

Beatris Megerdichian
Transit Planner

Updated Bus Stop Guidelines

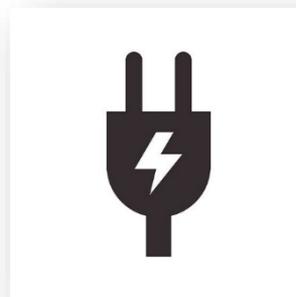
GOLD COAST TRANSIT DISTRICT BUS STOP GUIDELINES
ADOPTED JUNE 6, 2019

Efficiency Plan for Operations 1901 Move

GO GOLD COAST TRANSIT

Join us
GOLD COAST TRANSIT DISTRICT'S RIBBON CUTTING CEREMONY
to commemorate the opening of its new Operations and Maintenance Facility

FTA Zero Emissions Bus Grant Application



NBVC Connectivity Study Kickoff

NO WAY TO AND FROM THE BASE?

Gold Coast Transit District wants to improve how you get to and from Naval Base Ventura County. Visit one of our Open Houses to tell us what changes matter to you!

Transit Open Houses

July 9, 2019 1600 - 1800 Duke's Place, Bldg. PH-1467 Port Hueneme	July 10, 2019 1100 - 1300 Flightline Cafe Backroom, Bldg. PM-227 Point Mugu
--	--

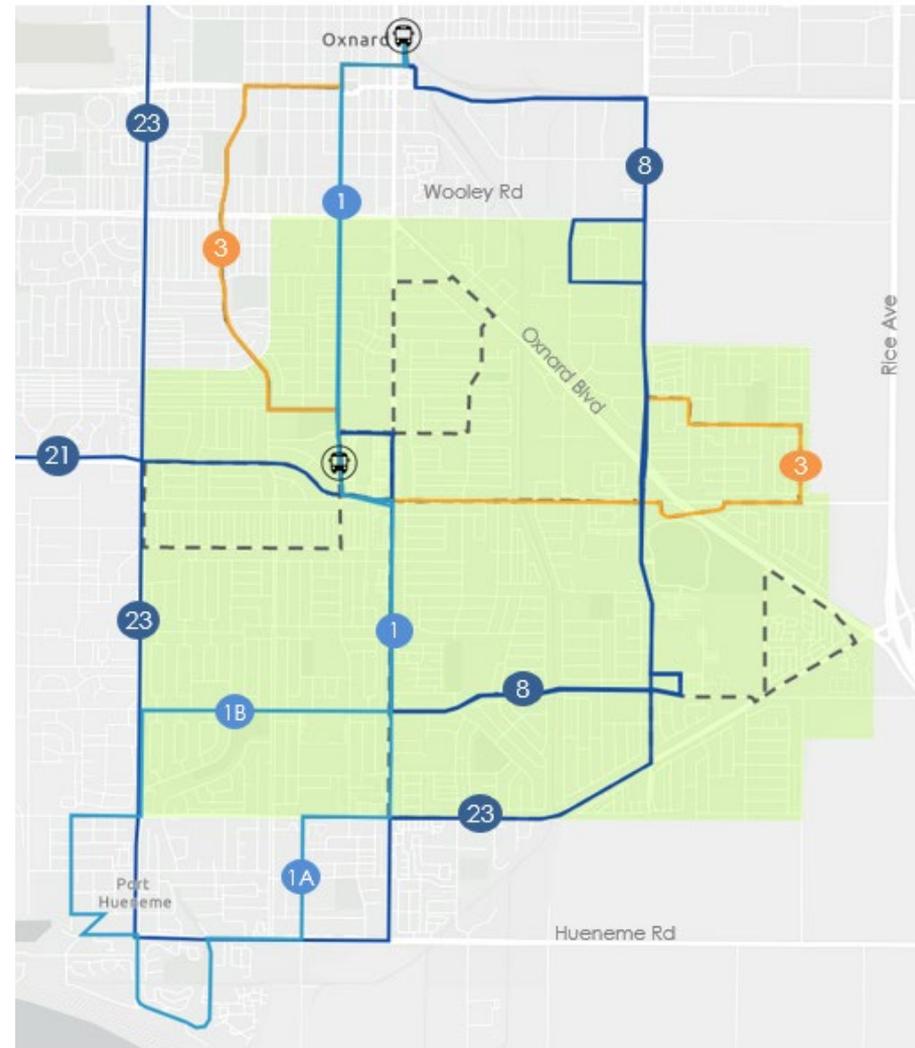
You can also tell us what you think about transit to NBVC at:
www.surveymonkey.com/NBVCAccess

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



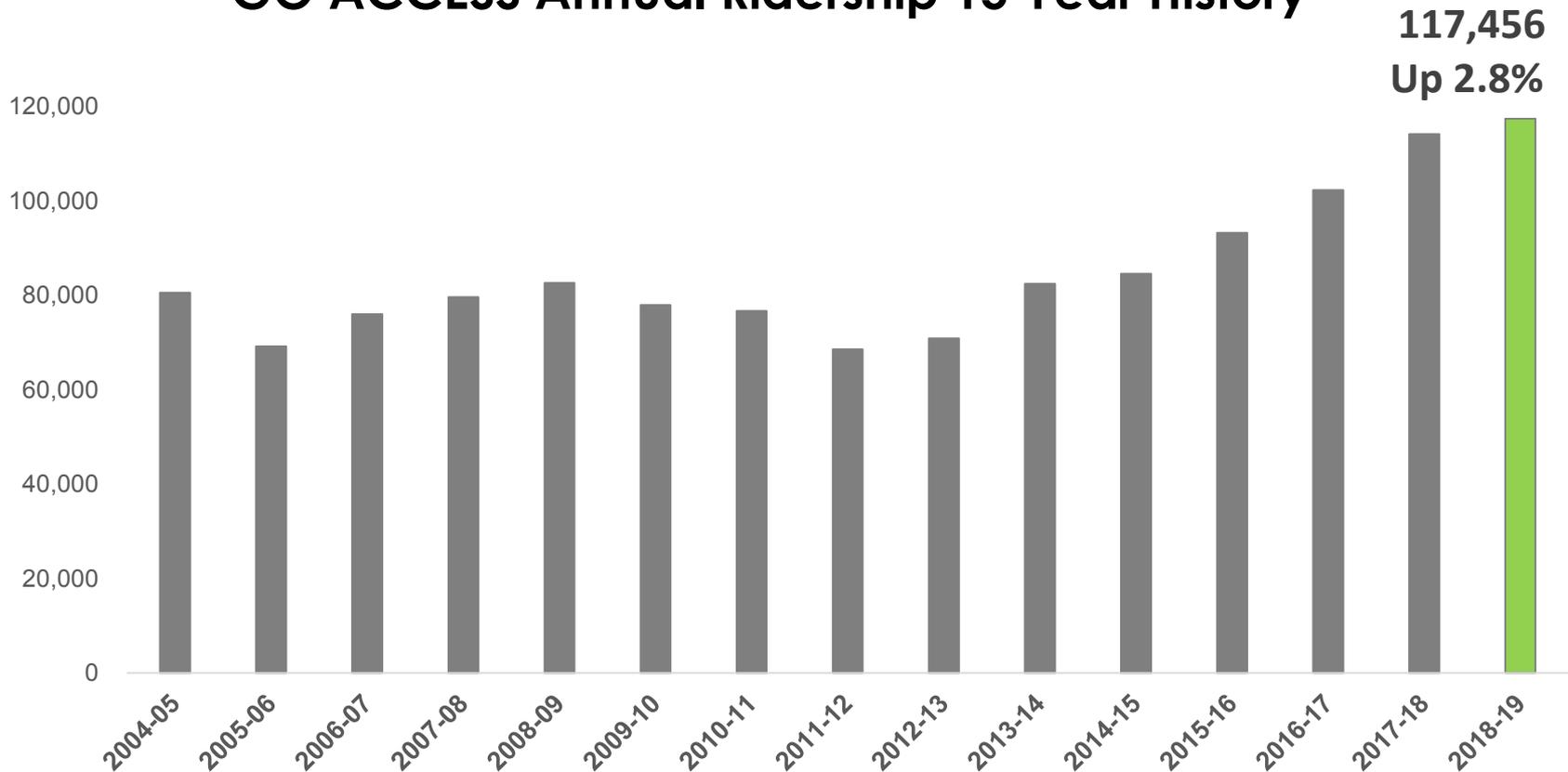


PARATRANSIT YEAR END UPDATE

FY2018-19 RIDERSHIP



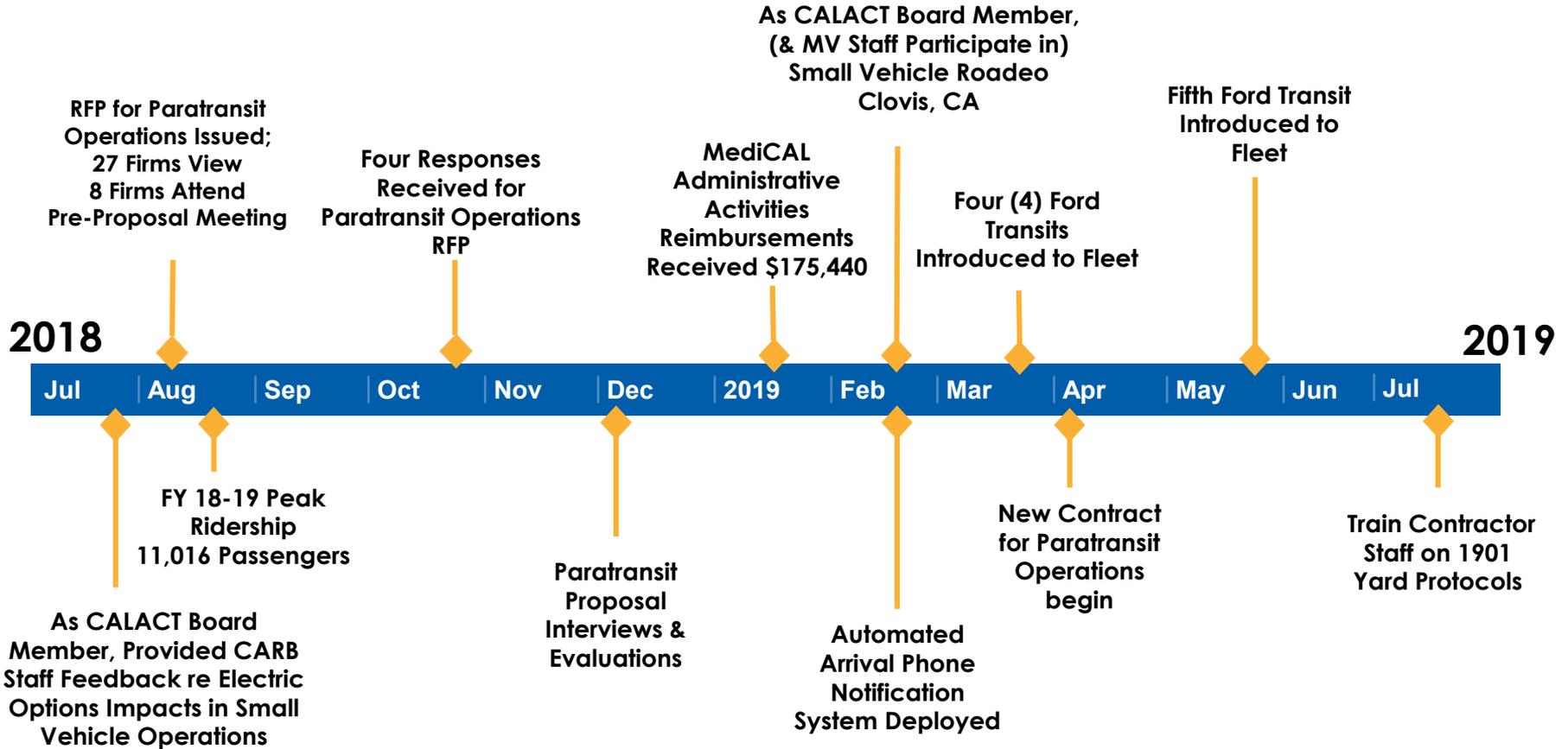
GO ACCESS Annual Ridership 15 Year History



117 Thousand - Annual Boardings

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

COMPLETED PROJECTS



UPDATE FLEET MIX



ADVANCE NOTIFICATION



ain St

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?

