



DATE September 4, 2019

TO GCTD Board of Directors

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

SUBJECT Fixed-Route & Paratransit Services 4th Quarter & FY 2018-2019 Year End Update

I. EXECUTIVE SUMMARY

This quarterly report covers the 4th Quarter (April 1 through June 30) and year end for Fiscal Year 2018-19. This report includes a summary of performance and operating statistics for both fixed-route and paratransit services (ACCESS).

II. BACKGROUND

Table I shows that fixed-route ridership for the 4th quarter of FY 18-19 has increased by 0.63% over the same period last year and annual ridership for Fiscal Year 2018- 2019 has increased 1.5%. During the FY 18-19, GCTD held several free fare promotions including Free Fare Summer Saturdays in July and August 2018, Free Fares on Black Friday in November 2018 as well as the year-round participation in the College Easy Ride free fare program, all of which have contributed to higher ridership more visibility for fixed-route transit service in the district. The free fare programs were all supported through the state’s Low Carbon Transportation Operations Program, which funds programs that help reduced vehicle emissions throughout the state.

**4th Quarter FY 18-19
Systemwide Ridership & Performance**

	4th Qtr FY 18-19	4th Qtr FY 17-18	Percent Change	YTD FY 18-19	YTD FY 17-18	Percent Change
Fixed-Route Ridership						
Total System Boardings	889,268	883,739	0.63%	3,524,674	3,474,161	1.5%
Average Daily Passengers Weekdays	11,148	11,038	1%	11,060	10,864	1%
Average Daily Passengers Saturdays	6,993	6,995	-.04%	7,017	6,946	1%
Average Daily Passengers Sundays	6,532	6,644	-1.7%	6,531	6,455	1%
Wheelchair Boardings	8,253	8,488	-3%	33,684	32,214	5%
Bicycle Boardings	19,988	22,946	-13%	83,499	90,785	-8%
Performance Measures						
Passengers Per Revenue Hour	17.6	17.4	0.9%	17.5	17.1	2%
Fare Revenue Per Service Hour	\$13.69	\$12.34	11%	\$13.71	\$12.86	6%
Total Fare Revenue	\$692,254	\$625,546	11%	\$2,763,555	\$2,609,448	6%
On-Time Performance	88%	90%	Goal > 90%	89%	Goal > 90%	
% Boardings as Free Transfers		23%	Goal < 20%	24%	Goal < 20%	

GOLD COAST TRANSIT DISTRICT

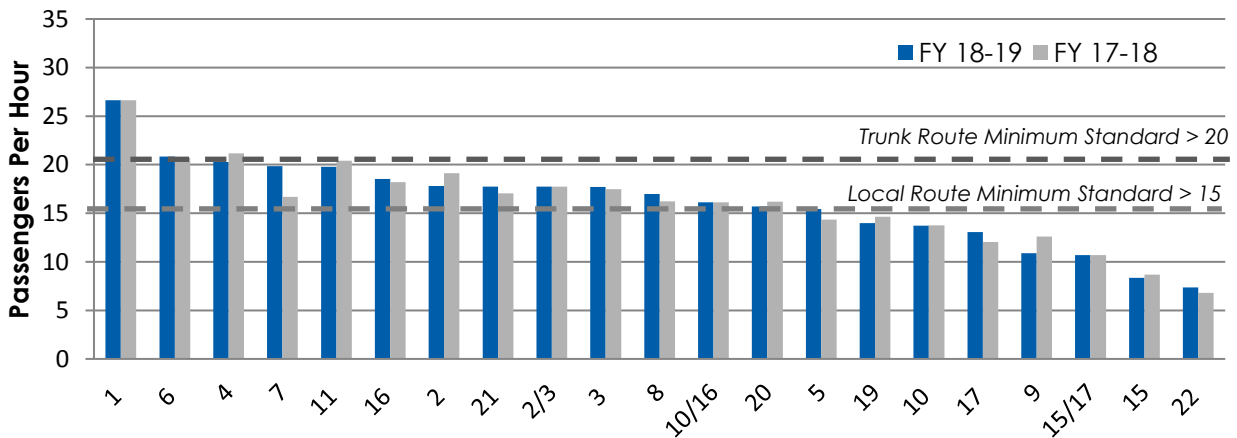
4th Quarter FY 2018-19 Ridership by Route

Route	Route Name	4 th Quarter FY 2018-19 Unlinked Passengers	4 th Quarter FY 2017-18 Unlinked Passengers	Change	Percent Change
1	Port Hueneme - Oxnard Transit Center	138,187	138,527	(340)	-.2%
2	Colonia - Downtown Oxnard	18,399	19,726	(1,328)	-7%
3	J St - Centerpoint Mall - Naval Base	26,243	25,650	593	2%
2/3	<i>Route 2 & 3 Combined</i>	44,642	45,377	(735)	-2%
4	North Oxnard - Ventura Rd - St. John's	67,257	70,189	(2,933)	-4%
5	Hemlock - Seabridge - Wooley	19,009	17,462	1,547	9%
6	Oxnard - Ventura - Main St	234,104	233,251	852	0%
7	Oxnard College - Centerpoint Mall	23,230	19,908	3,322	17%
8	OTC- Oxnard College - Centerpoint Mall	41,220	39,404	1,817	5%
9	Lemonwood - Channel Islands	13,525	15,362	(1,838)	-12%
10	Pacific View Mall - Telegraph -Saticoy	21,719	21,971	(252)	-1%
11	Pacific View Mall - Telephone - Wells	61,577	63,608	(2,301)	-3%
15	Esplanade - El Rio - St. John's	13,831	14,378	(547)	-4%
15/17	<i>Route 15 & 17</i>	38,512	37,394	1,118	3%
16	Downtown Ojai - Pacific View Mall	65,631	65,152	478	1%
10/16	<i>Route 10 & 16 Combined</i>	87,349	87,123	226	0%
17	Esplanade - Oxnard College	24,681	23,016	1,665	7%
18	Trippers	11,217	10,505	712	7%
19	OTC- 5th St - Airport - Gonzales Rd	12,956	15,511	(2,555)	-16%
20	Lombard - Sturgis	16,910	16,875	35	0.2%
21	Port Hueneme - Ventura - Victoria Ave	64,309	58,858	5,450	9%
22	Saticoy - St. Johns - Nyeland Acres	15,266	14,384	881	6%
TOTAL GCTD SYSTEM		889,268	883,739	5529	.63%

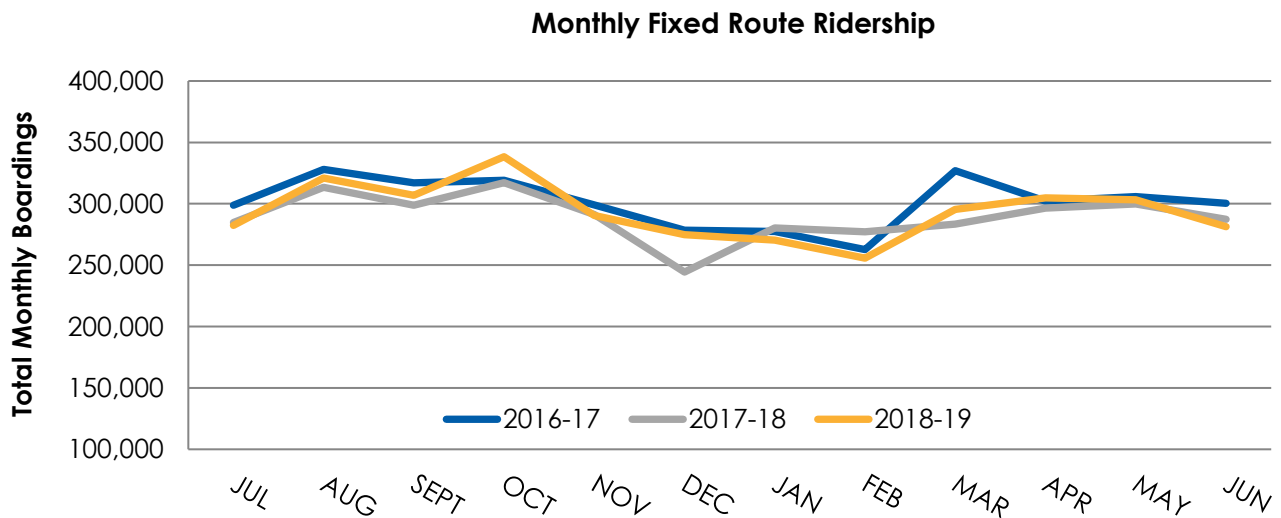
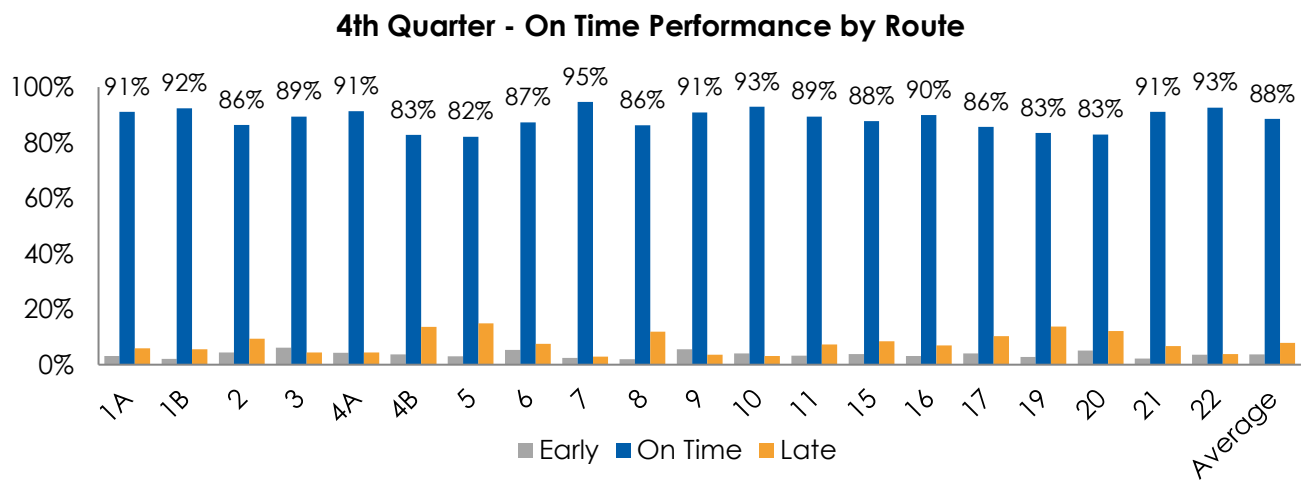
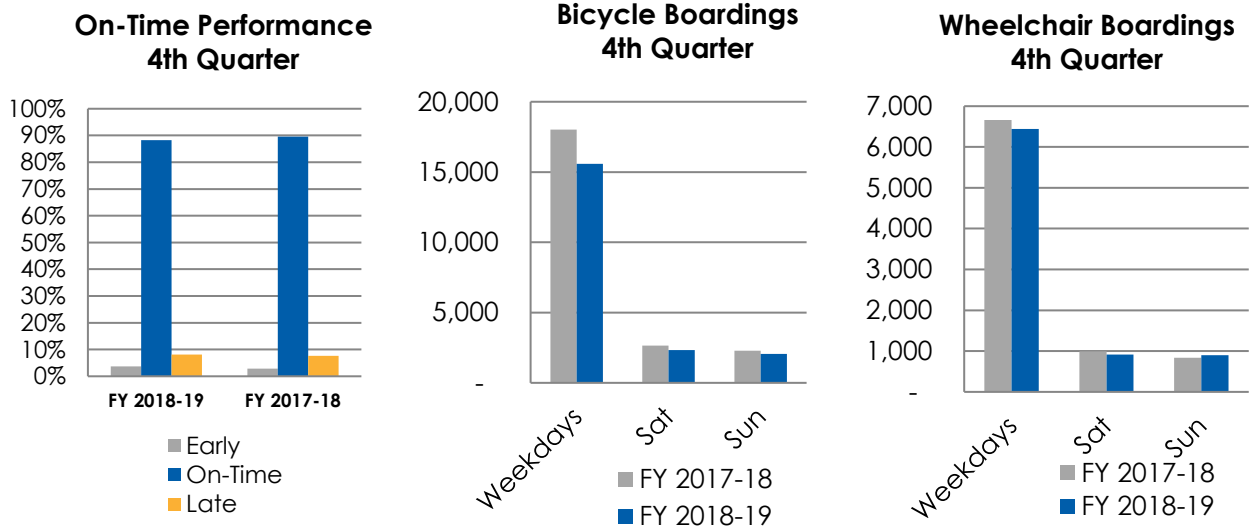
* Data from interlined¹ routes (2/3, 15/17, 10/16) is shown combined to account for Farebox log-in errors.

Note: Routes not shown in graph are Route 18 (Trippers)

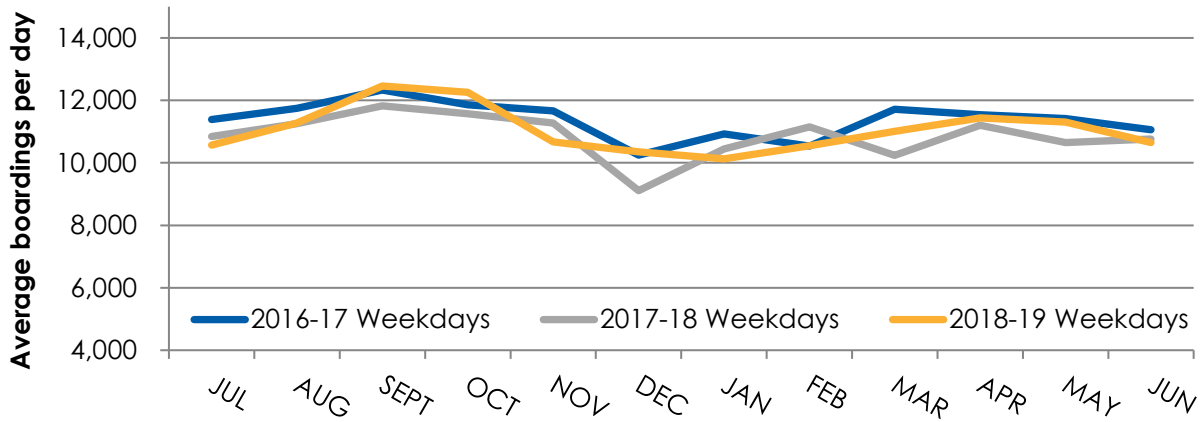
4th Quarter FY 18-19 Passengers Per Revenue Hour



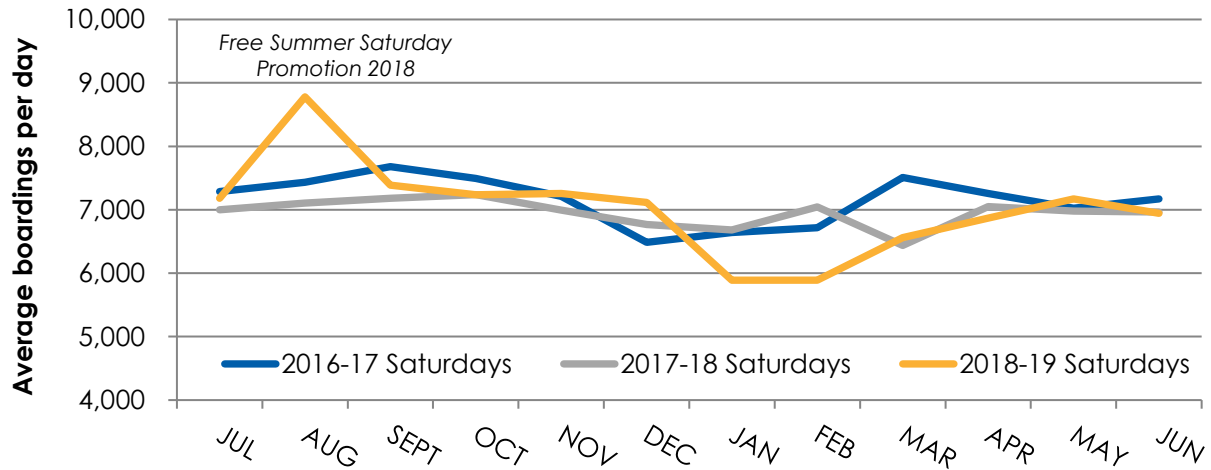
¹ Interlining provides increased efficiency in which the same bus serves more than one route, e.g., it starts service as one route then becomes another route at a point during its scheduled run.



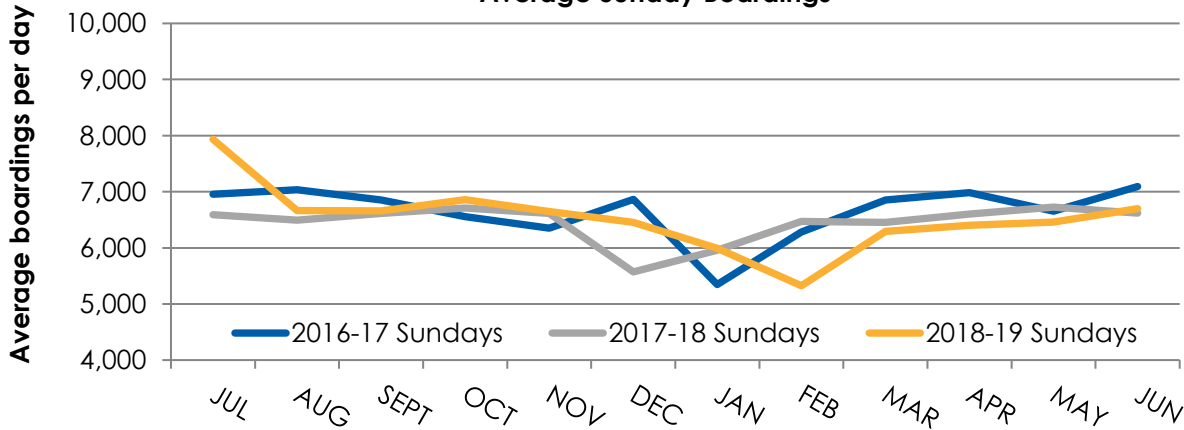
Average Weekday Boardings



Average Saturday Boardings



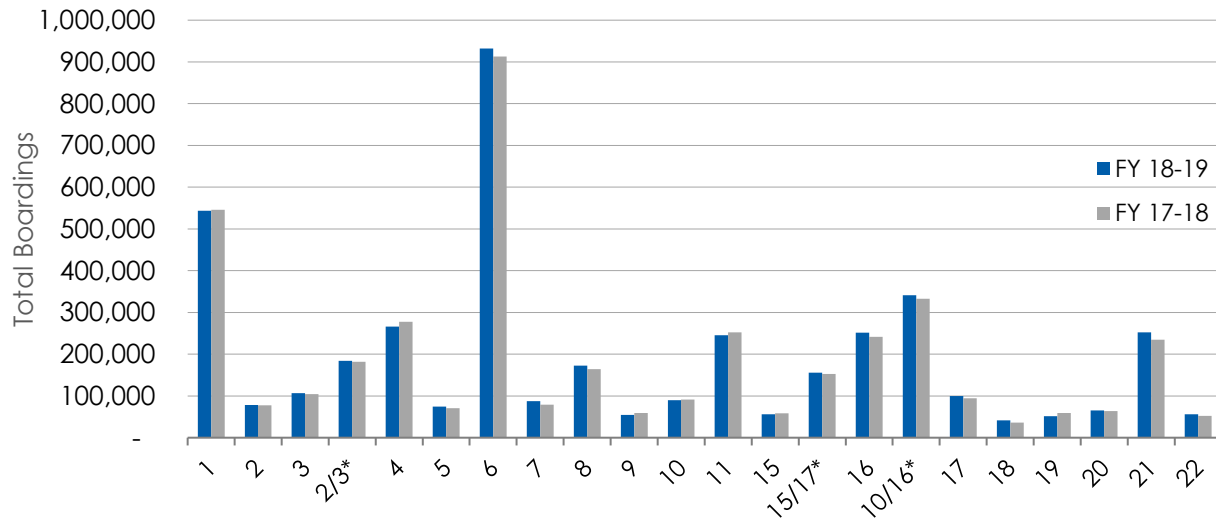
Average Sunday Boardings



End of Year FY 2018-19 Ridership by Route

Route	Route Name	Year End FY 2018-19 Unlinked Passengers	Year End FY 2017-18 Unlinked Passengers	Change	Percent Change
1	Port Hueneme - Oxnard Transit Center	543,635	545,980	(2,344)	-0.4%
2	Colonia - Downtown Oxnard	78,025	77,314	711	1%
3	J St - Centerpoint Mall - Naval Base	106,303	104,396	1,908	2%
2/3	<i>Route 2 & 3 Combined</i>	184,328	181,710	2,619	1%
4	North Oxnard - Ventura Rd - St. John's	266,188	277,491	(11,303)	-4%
5	Hemlock - Seabridge - Wooley	74,448	70,571	3,877	5%
6	Oxnard - Ventura - Main St	932,074	912,668	19,406	2%
7	Oxnard College - Centerpoint Mall	87,131	78,817	8,314	11%
8	OTC- Oxnard College - Centerpoint Mall	172,480	164,139	8,341	5%
9	Lemonwood - Channel Islands	54,662	59,311	(4,649)	-8%
10	Pacific View Mall - Telegraph - Saticoy	89,920	91,514	(1,593)	-2%
11	Pacific View Mall - Telephone - Wells	245,659	252,082	(6,423)	-3%
15	Esplanade - El Rio - St. John's	55,920	58,399	(2,480)	-4%
15/17	<i>Route 15, & 17 Combined</i>	155,651	152,496	3,155	2%
16	Downtown Ojai - Pacific View Mall	251,427	241,287	10,139	4%
10/16	<i>Route 10 & 16 Combined</i>	341,347	332,801	8,546	3%
17	Esplanade - Oxnard College	99,731	94,096	5,635	6%
18	Trippers	41,280	36,503	4,777	13%
19	OTC- 5th St - Airport - Gonzales Rd	51,622	59,027	(7,406)	-13%
20	Lombard - Sturgis	65,654	63,813	1,841	3%
21	Port Hueneme - Ventura - Victoria Ave	252,343	234,308	18,035	8%
22	Saticoy - St. Johns - Nyeland Acres	56,171	52,445	3,727	7%
TOTAL GCTD SYSTEM		3,524,674	3,474,161	50,513	1.5%

End of Year 2018 - 19 Ridership by Route



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

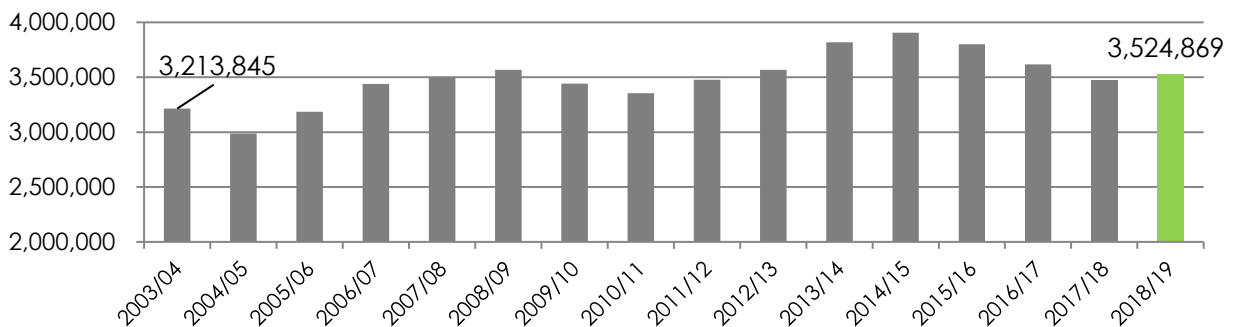
Type	Issue	4th Quarter Comments	4th Quarter Verified Comments	Verified Comments YTD 2018-19
Scheduling	On-Time Performance	6	N/A	6
Operations	Operator Conduct	26	N/A	12
	Driving Complaints	13	N/A	11
	Passed by	7	N/A	9
	Commendations	3	-	-
Other	Bus Stop Issues	0	-	0
	Other	8	N/A	5
Totals		63	N/A	43

Above is a chart showing complaints and commendations received from passengers this past quarter and YTD. Each comment we receive is reviewed and either verified or non-verified based on video review.

III. FIXED-ROUTE SERVICE SUMMARY

Annual ridership has increased 1.5% compared to last year and in the long view, GCTD ridership has risen 10% over the past 15 years. The 1.5% increase this year bucks a nationwide trend of declining transit ridership in the face of ever-increasing vehicle miles travelled (VMT), low-cost auto loans, attractive alternative travel options and changes in public preferences. The increases are most likely due to GCTD’s, and county partners’, efforts in attracting and retaining riders with programs to lower the barrier to transit like free fares on the weekends, free fares for college students and easy mobile fare payments making GCTD’s service more attractive which has helped generate higher ridership. Some ridership increases may also be attributed to rebounding from the declines seen during the 2017 Thomas Fire.

GCTD Annual Ridership 15-Year History



FY 2018-19 Year-End Highlights

GCTD began FY18-19 with a new project to attract more riders to our service, Free Fare Summer Saturdays in July and August 2018 which coincided with the Ventura County Fair. As seen in the graph on Page 4 of this report, Saturday boardings rose dramatically in July and August in response to the program. Offering free fares was made possible through the California Low Carbon Transit Operations Program (LCTOP) funding that GCTD receives each year.

In the Fall 2018, GCTD released an onboard passenger survey to capture the attitudes and satisfaction levels of current riders of our transit service. GCTD collected over 600 surveys and published an analysis of survey data which found that GCTD enjoys generally high satisfaction levels but there are areas where passengers would like to see GCTD improve in like offering more frequent and faster service.

In the second half of the fiscal year, the Planning Department published GCTD's first ever Community Economic Impact Report that detailed the agency's impact on the community and surrounding areas when it comes to jobs created directly and indirectly, as well as economic growth generated through the agency's activities related to providing transit service.

In March of 2018, the agency kicked off a year-long study that will look at the feasibility of improving first mile and last mile connections to NBVC. So far, outreach efforts on the Port Hueneme and Point Mugu installations have been completed. Also completed in the Spring of 2019, new Bus Stop Guidelines were adopted and shared with member jurisdictions' planning departments to assist in the placement and design of stops.

Projects that have been underway in FY18-19 and are continuing into FY19-20 are the Syncromatics AVL/AVA System installation and configuration and Ventura Road Route service planning and bus stop construction. These projects will result in increased service levels and convenience for those using transit.

IV. ACCESS PARATRANSIT BACKGROUND

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 assists passengers access programs and services essential to them.

V. ACCESS OPERATIONS

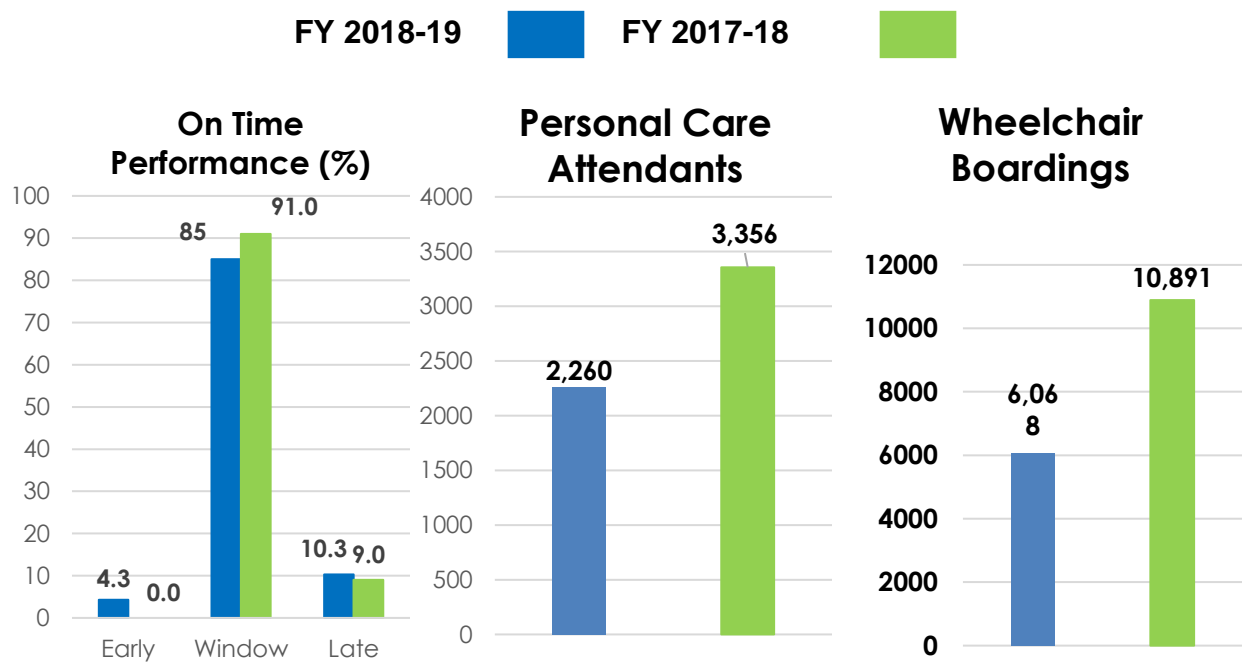
4th Quarter FY 2018-19 GO ACCESS Ridership & Performance

Paratransit Ridership	4th Qtr FY 2018-19	4th Qtr FY 2017-18	Difference	% Change
Total System Boardings	30,045	30,911	-866	-3%
Average Daily Passengers Weekdays	400	420	-20	-5%
Average Daily Passengers Saturdays	187	163	+24	+15%
Average Daily Passengers Sundays	150	144	+6	+4%
Performance Measures	4th Qtr FY 2018-19	4th Qtr FY 2017-18	Difference	% Change
Passengers Per Revenue Hour	2.35	2.24	+0.11	+5%
Total Fare Revenue	\$ 74,271	\$ 80,058	\$ -5,787	-7%

GO ACCESS boardings decreased during the 4th quarter this year when compared to the same period last year. This is the first time in four years that a decrease in boardings has been noted. Although 122 more individual clients actually used GO ACCESS in 4th quarter 2019 than in 4th quarter 2018, there has been a significant reduction in personal care assistants (1,316) traveling with ADA Certified passengers, which accounts for the three percent overall reduction in boardings.

Revenues for GO ACCESS decreased seven percent during the fourth quarter, when compared to the fourth quarter of 2018. The decrease in on-board fare revenue collected can be attributed to the on-going bulk purchases made by various organizations to supply their customers with GO ACCESS tickets. The use of pre-paid tickets increased 34% during 4th quarter of fiscal 2019 when compared to 4th quarter fiscal 2018 ticket use.

The cost to operate GO ACCESS services decreased three percent overall in the fourth quarter of fiscal 2019. The improved efficiencies from the customer call ahead service installed in late January this year along with a lower rate negotiated with the Contractor in the new contract combined to reduce the overall operating costs by approximately \$23,000 in the 4th quarter of fiscal 2019 when compared to 4th quarter fiscal 2018.



ON-TIME PICKUPS AND THE PICKUP WINDOW

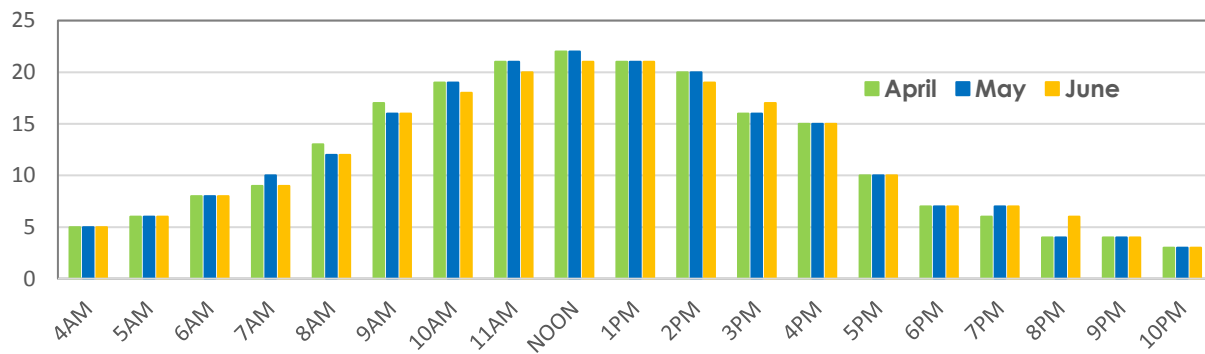
An on-time pickup is viewed as a vehicle arrival within an on-time window established by the transit agency (referred to as the pickup window). This is standard practice within the transit industry. The pickup window serves to distinguish between an on-time pickup and a late or early one; it also defines the period during which the rider is expected to be ready and waiting for the vehicle to arrive. Transit agencies frequently use 20 to 30 minutes as their on-time pickup window. In Ventura County, all of the public paratransit operators in the county established a 30-minute pick-up/on-time window. The exception is GCTD & Camarillo Area Transit who use a window that is 20 minutes total. Gold Coast Transit District currently regards a vehicle as on time if it arrives within 10 minutes before/after the scheduled pickup (-10/+10).

During the last Triennial Review in 2016, the auditor representing FTA strongly suggested we migrate to a thirty-minute window. To be considered on time the pickup must occur during the

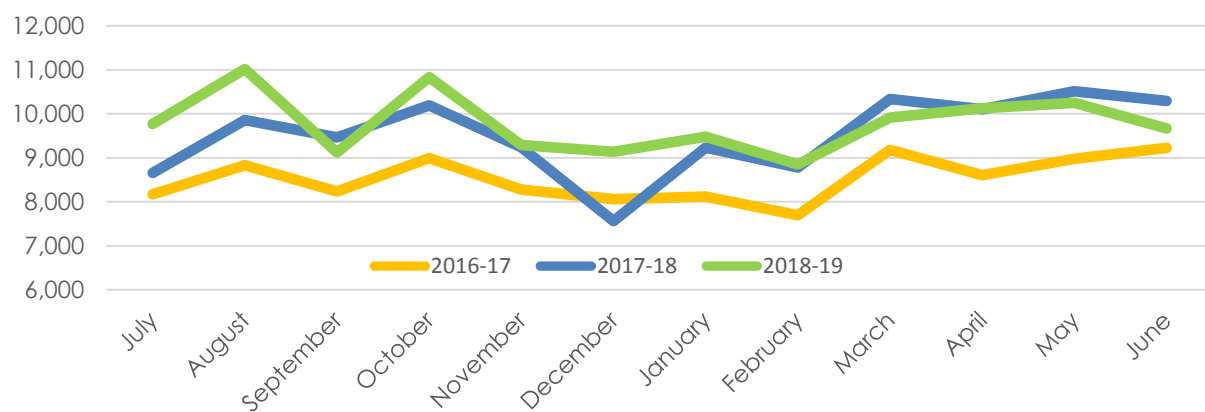
window, not earlier or later. A pickup window of 30 minutes (-15/+15) is standard in the transit industry. Currently on-time performance on GO ACCESS is 85%; the majority of the trips the do not fall within the window are +/- five minutes or less. Using the same 4th Quarter data and applying a 30-minute window would improve the on-time performance measure to 93%.

Staff recognized that long wait times can potentially produce or exacerbate anxiety levels for passengers. To mitigate this, staff moved to implement the automatic arrival notification alert feature available in the scheduling software system earlier this year. The implementation was successful as many passengers welcomed this change. The automated voice call to the passenger when the paratransit vehicle is nearing their pick-up location has improved the customer's overall experience. Customers receive calls the day before service with a reminder of the pick-up window negotiated during the reservation. A second call is placed to the customer when the vehicle is within ten minutes of arrival. The success of this project allows staff to implement prior Triennial recommendations of expanding the pick-up window without compromising delivery of service. The change in the window time by GCTD would also make our pick-up policy consistent with the majority of the county's transit operators.

GO ACCESS Routes By Time of Day



GO ACCESS Monthly Boardings



4th Quarter – Customer Feedback

Type	Issue	4th Quarter	FY 2018-19
Scheduling	Travel Time	2	5
	Schedules	1	8
	On-Time Performance	0	7
Operations	Operator	5	13
	Dispatch	3	6
Other	Reservations	0	2
	Policies	0	3
Commendations		1	6

VI. GO ACCESS - HIGHLIGHTS

The arrival notification alert feature of the paratransit scheduling software became operational in late January 2019. GCTD secured several options to the Ecolane scheduling software installed in March 2018. The arrival notification alert feature automatically calls out to passengers the night before their trips and then on the day of travel as the vehicle is approaching the passenger. The evening call out will enable passengers to cancel trips they no longer need, allowing for more efficient delivery of service the next day. Cancellation rates have increased which in turn has kept the number of no shows by passengers flat. **The time savings from this feature has contributed to the five percent improvement in passenger per hour productivity.**

Five gasoline powered fuel-efficient NorCal vans went into service in March. CNG powered vehicles of this size are not available as an original equipment manufactured product. Staff continues to observe development of electric power options. Passenger feedback regarding these vehicles continues to be very positive. Passengers with wheelchairs too big to fit in the smaller MV-1 vehicle have enjoyed the smoother ride offered in the NorCal van. The continued use of smaller vehicles to provide service to our customers has also contributed to an improvement in the passenger per hour productivity. Drivers are able to provide access to tighter locations with greater ease improving safety for vulnerable passengers while reducing average boarding time.

The Board approved a new five-year contract with MV Transportation, Inc. to operate the GO ACCESS services through the end of fiscal 2024. The lower rate negotiated with the Contractor in the new contract combined to reduce the overall operating costs by approximately \$23,000 in the 4th quarter of fiscal 2019 when compared to 4th quarter fiscal 2018. The cost to operate GO ACCESS services decreased three percent overall in the fourth quarter of fiscal 2019. The improved efficiencies from the customer call ahead service installed in late January this year along With lower rates are anticipated to generate future cost savings. The contract employs 41 area residents who serve some of the most vulnerable of the District’s customers with care and compassion.

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

4th Quarter FY 18-19: 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	5,418	138,187	25.5	1
6	Oxnard - Ventura/Main St.	Trunk	11,342	234,104	20.6	1
7	South Oxnard	Local	1,226	23,230	19.0	1
11	Telephone Road - Saticoy	Trunk	3,294	61,577	18.7	1
4	North Oxnard	Local	3,716	67,257	18.1	1
21	Victoria Ave	Trunk	3,643	64,309	17.7	2
2	Colonia	Local	1,065	18,399	17.3	2
16	Ojai	Local	3,811	65,631	17.2	2
3	Southside	Local	1,590	26,243	16.5	2
8	Oxnard College	Local	2,729	41,220	15.1	3
5	Parkwest	Local	1,336	19,009	14.2	3
19	Gonzales/OTC/Fifth	Local	926	12,956	14.0	3
20	Eastman - Lombard - Stugis	Local	1,228	16,910	13.8	3
10	Telegraph Road - Saticoy	Local	1,726	21,719	12.6	4
17	Vineyard Central Rose	Trunk	2,083	24,681	11.9	4
9	Lemonwood/Gisler	Local	1,257	13,525	10.8	4
15	El Rio - Northeast	Local	1,800	13,831	7.7	4
22	Wells - Nyeland	Trunk	2,141	15,266	7.1	4

Excluded Routes

Route #	Route Name	Service Type	Total Revenue Hours	Total Passengers	Passengers per Revenue Hour	Reason Excluded:
18	Trippers	Tripper	241	11,217	46.5	booster service

Systemwide Performance Target

Service Type	Description	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	138,187	5,418	Trunk	\$ 100.67	\$ 545,383	\$ 3.95	\$0.71	\$ 3.24	1	1
6	234,104	11,342	Trunk	\$ 100.67	\$ 1,141,819	\$ 4.88	\$0.79	\$ 4.09	2	1
7	23,230	1,226	Local	\$ 100.67	\$ 123,385	\$ 5.31	\$0.72	\$ 4.59	3	1
11	61,577	3,294	Trunk	\$ 100.67	\$ 331,625	\$ 5.39	\$0.71	\$ 4.68	4	1
4	67,257	3,716	Local	\$ 100.67	\$ 374,113	\$ 5.56	\$0.67	\$ 4.89	5	1
21	64,309	3,643	Trunk	\$ 100.67	\$ 366,788	\$ 5.70	\$0.79	\$ 4.92	6	2
16	65,631	3,811	Trunk	\$ 100.67	\$ 383,680	\$ 5.85	\$0.91	\$ 4.94	7	2
2	18,399	1,065	Local	\$ 100.67	\$ 107,187	\$ 5.83	\$0.69	\$ 5.14	8	2
3	26,243	1,590	Local	\$ 100.67	\$ 160,045	\$ 6.10	\$0.68	\$ 5.42	9	2
8	41,220	2,729	Local	\$ 100.67	\$ 274,681	\$ 6.66	\$0.81	\$ 5.86	10	3
5	19,009	1,336	Local	\$ 100.67	\$ 134,478	\$ 7.07	\$0.72	\$ 6.36	11	3
19	12,956	926	Local	\$ 100.67	\$ 93,207	\$ 7.19	\$0.78	\$ 6.41	12	3
20	16,910	1,228	Local	\$ 100.67	\$ 123,610	\$ 7.31	\$0.74	\$ 6.57	13	3
10	21,719	1,726	Trunk	\$ 100.67	\$ 173,723	\$ 8.00	\$0.83	\$ 7.17	14	4
17	24,681	2,083	Trunk	\$ 100.67	\$ 209,652	\$ 8.49	\$0.81	\$ 7.68	15	4
9	13,525	1,257	Local	\$ 100.67	\$ 126,589	\$ 9.36	\$0.68	\$ 8.68	16	4
15	13,831	1,800	Local	\$ 100.67	\$ 181,183	\$ 13.10	\$0.69	\$ 12.41	17	4
22	15,266	2,141	Trunk	\$ 100.67	\$ 215,514	\$ 14.12	\$0.75	\$ 13.37	18	4

Excluded Routes

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	Reason Excluded:
18	11,217	241	Tripper	\$ 100.67	\$ 24,261	\$ 2.16	\$ 1.180	\$ 0.98	booster service