



**DATE** December 2, 2020

**TO** GCTD Board of Directors

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

**SUBJECT** Receive Fixed-Route & ACCESS Services Quarterly Update 1<sup>st</sup> Quarter FY 2020-21 & Update on Planning for Services Changes for 2021

**I. EXECUTIVE SUMMARY**

This quarterly report covers the 1<sup>st</sup> Quarter (July 1 through September 30) of Fiscal Year 2020-21. 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 ridership for the 1<sup>st</sup> quarter of FY 2019-20, has decreased -51% over the 1<sup>st</sup> quarter of last year. The ridership decrease is expected, and a lower level of ridership will continue so long as the pandemic, and related safety measures, continue to prevent businesses, schools, and colleges from fully re-opening.

**1<sup>st</sup> Quarter FY 20-21  
Systemwide Ridership & Performance**

	1 <sup>st</sup> Qtr FY 2020-21	1 <sup>st</sup> Qtr FY 2019-20	Difference	% Change
<b>Fixed-Route Ridership</b>				
Total System Boardings	444,729	905,250	-460,521	-51%
Average Daily Passengers Weekdays	5,247	11,359	-6,112	-54%
Average Daily Passengers Saturdays	4,256	7,587	-3,331	-44%
Average Daily Passengers Sundays	4,048	6,223	-2,185	-35%
Wheelchair Boardings	5,604	8,526	-2,922	-34%
Bicycle Boardings	18,838	22,077	-3,239	-15%
<b>Performance Measures</b>				
Passengers Per Revenue Hour	9.97	18.3	-8.33	-46%
Fare Revenue Per Service Hour	\$0.00	\$13.52	(\$13.52)	-100%
Total Fare Revenue	\$1.50	\$667,546	(\$667,544)	-100%
On-Time Performance	90%	86%	Goal > 90%	
% Systemwide Boarding as Free Transfers		21%	Goal < 20%	

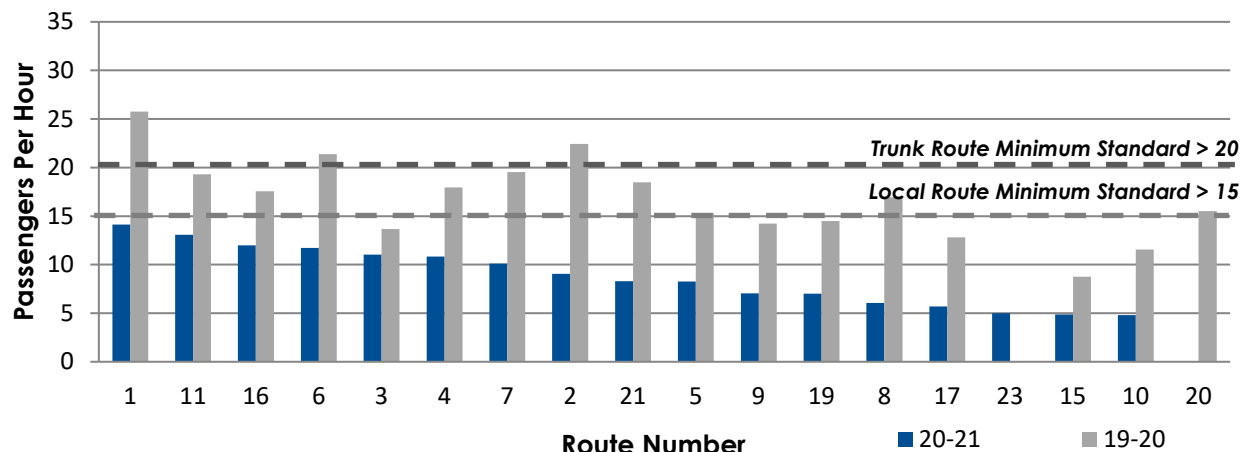
**GOLD COAST TRANSIT DISTRICT**

### 1st Quarter FY 20-21 Ridership by Route

Route	Route Name	1st Quarter FY 2020-21 Unlinked Passengers	1st Quarter FY 2019-20 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	72,082	139,080	(66,99)	-48%
2	Colonia - Downtown Oxnard	10,434	23,844	(13,410)	-56%
3	J St - Centerpoint Mall - Lemonwood	17,712	21,713	(4,001)	-18%
4	North Oxnard - Ventura Rd - St. John's	40,189	67,658	(27,469)	-41%
5	Hemlock - Seabridge - Wooley	10,293	20,475	(10,182)	-50%
6	Oxnard - Ventura - Main St	120,628	242,170	(121,542)	-50%
7	Oxnard College - Centerpoint Mall	11,532	23,931	(12,399)	-52%
8	OTC- Oxnard College - Centerpoint Mall	12,667	46,213	(33,546)	-73%
9	Lemonwood - Channel Islands	2,107	14,724	(12,617)	-86%
10	Pacific View Mall - Telegraph -Saticoy	8,739	21,821	(13,082)	-60%
11	Pacific View Mall - Telephone - Wells	32,720	63,488	(30,768)	-48%
15	Esplanade - El Rio - St. John's	8,292	15,469	(7,177)	-46%
16	Downtown Ojai - Pacific View Mall	39,333	67,577	(28,244)	-42%
17	Esplanade - Oxnard College	13,654	27,432	(13,778)	-50%
18	High School Trippers	Service Suspended	4,996	---	---
19	OTC- 5th St - Airport - Gonzales Rd	6,071	12,195	(6,124)	-50%
20	Lombard - Sturgis - Gonzales Rd	Service Suspended	15,016	---	---
21	Port Hueneme - Ventura - Victoria Ave	29,305	65,674	(36,369)	-55%
23*	Oxnard College - NBVC - Esplanade	8,971	---	8,971	100%
<b>TOTAL GCT SYSTEM</b>		<b>444,729</b>	<b>905,250</b>	<b>-460,521</b>	<b>-51%</b>

\* Route 23 is a new service implemented on July 26, 2020.

### 1st Quarter FY 20-21 Passengers Per Revenue Hour (All Periods)

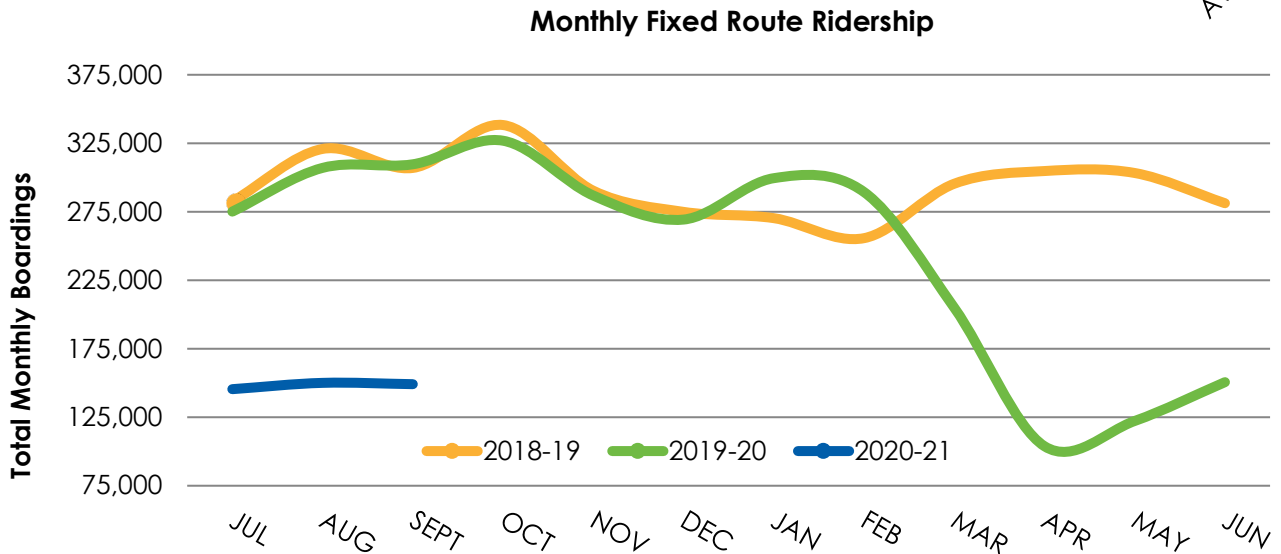
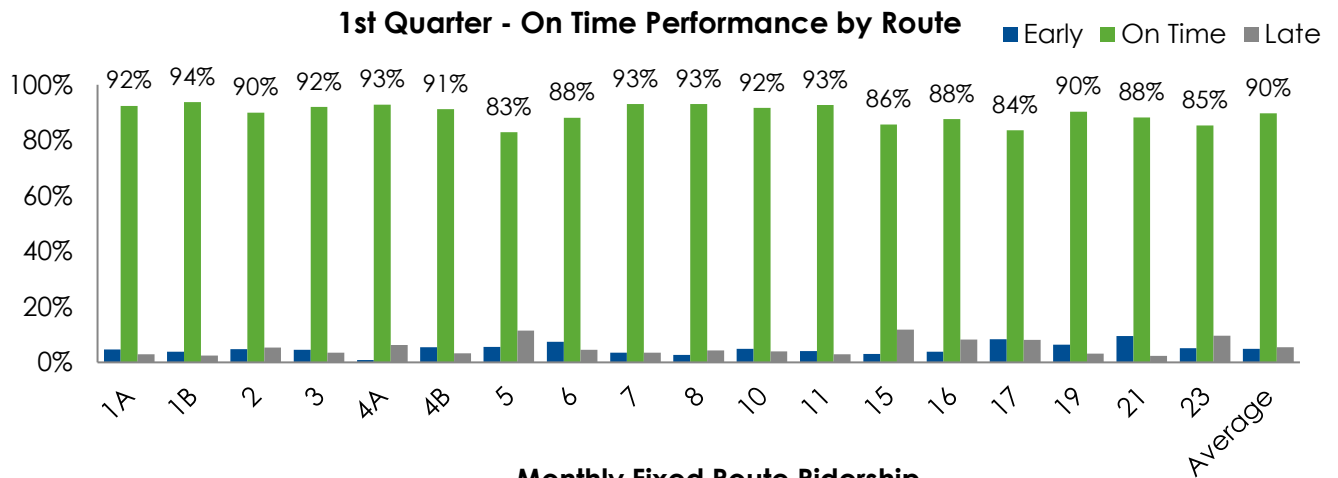
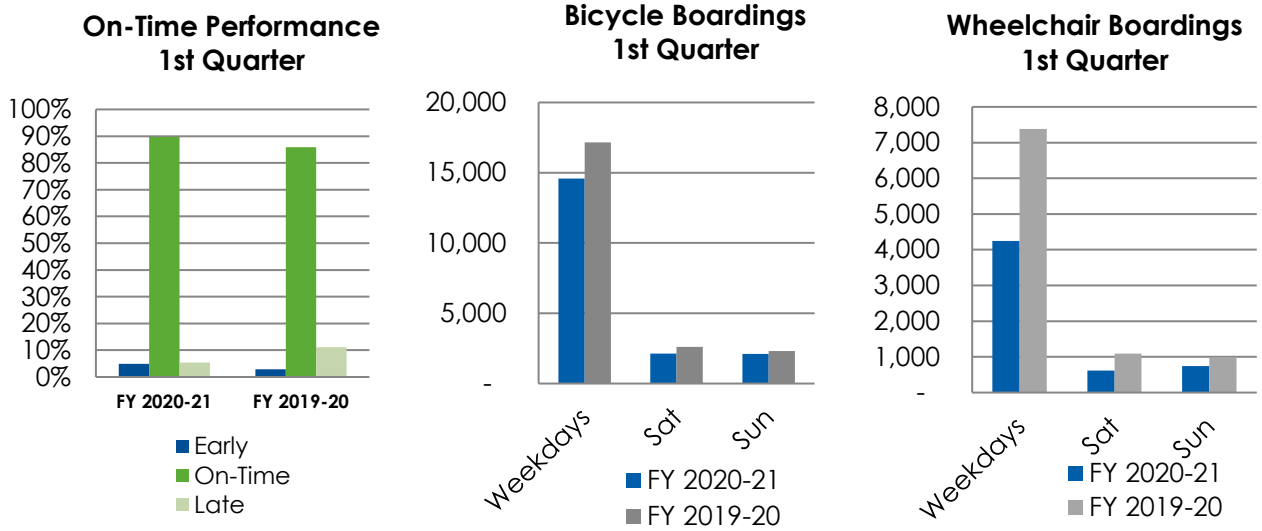


**Notes:** Route 18 (school trippers) not shown in graph. No data for Route 23 in FY 19-20 as this is a new route in FY20-21. No data for Route 20 in FY20-21 as this route is suspended.

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Receive Fixed-Route & ACCESS Services Quarterly Update 1<sup>st</sup> Quarter FY 2020-21 & Update on Planning for Services Changes for 2021

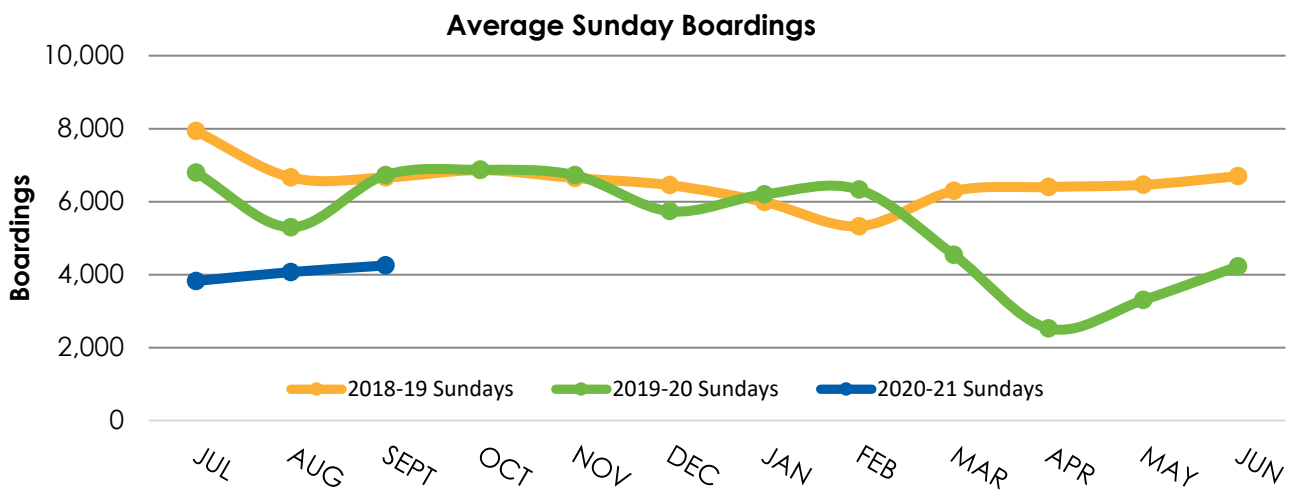
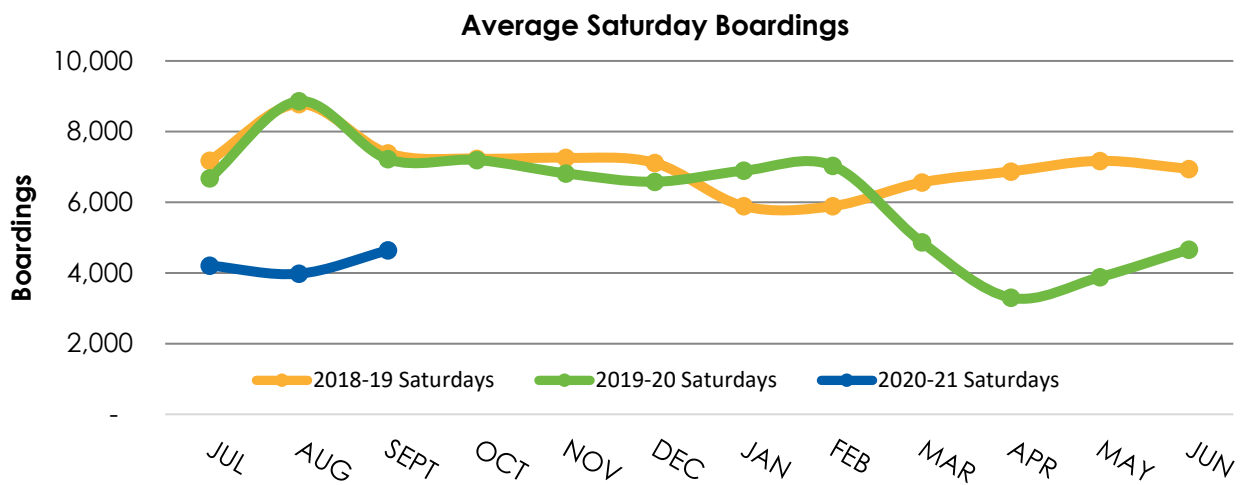
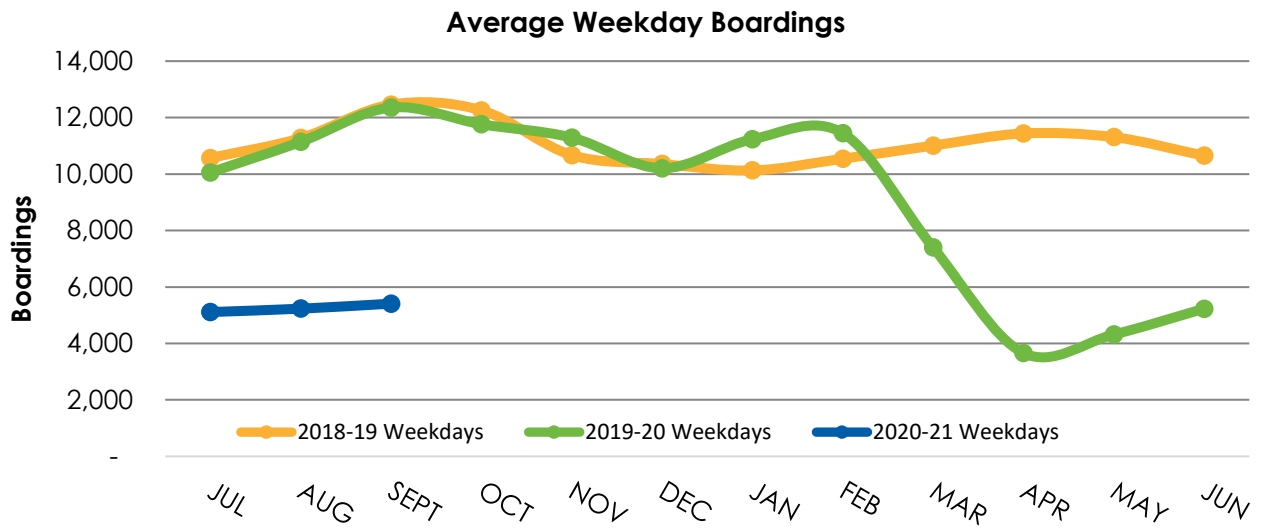
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**1<sup>st</sup> Quarter  
Complaints/Commendations by Type**

<i>Type</i>	<i>Issue</i>	<i>1st Quarter Comments</i>
Scheduling	On-Time Performance	2
Operations	Operator Conduct	21
	Driving Complaints	5
	Passed by	14
	Commendations	1
	Bus Stop Issues	0
Other	Other	6
<b>Totals</b>		<b>49</b>

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

**III. FIXED-ROUTE SERVICE SUMMARY**

Overall, fixed route ridership was down 51% compared to last year and, as previously stated, there is an expectation that ridership will return to pre-pandemic levels when schools and businesses fully reopen without interruption.

In the first quarter of FY2020-21, GCTD implemented service changes that included the new Route 23 and the south Oxnard Restructure which included combining two routes (3 and 9), streamlined service on Route 4 with schedule improvements, and a bus stop consolidation on Route 1 resulting in faster and more frequent service. This fiscal year, Planning staff will pay close attention to the effects these changes have had on passenger activity, although any comparative analysis between fiscal years will prove difficult due to the pandemic’s effect on business and school activity which are traditional drivers of transit travel.

Currently, Planning staff is in the middle of preparing for January 2021 service changes. Staff has finished analyzing on-time performance and demand levels throughout the system and identified areas for improvement and savings. First, to improve on-time performance and connections between routes minor schedule adjustments will be made on Routes 5, 6, 7, 11, 15, and 21.

Second, due to decreased demand because of Countywide COVID-19 safety measures and restrictions frequency in the early morning and late evening hours on Route 6 will be lowered from every 20 minutes to every 45 minutes from 4:50 am to 6:45 am and between 8:00 pm and 9:00 pm.

Lastly, to save time until a full marketing push to bring ridership back can occur and in an effort to extend CMAQ grant funds beyond the planned three years, Routes 17 and 23 will move to a daily “weekend schedule” of once an hour. Currently, these routes are running every 30 minutes, but demand is not high enough to justify this level of service.

As Ventura County moves lower on the California county risk level metrics and more business and schools re-open and expand, staff expects demand to rebound. When demand rebounds, the higher frequency levels on Routes 6, 17 and 23 will be justified and could be reimplemented. The restoration of frequency will coincide with a concerted marketing and awareness effort to encourage passengers to use transit again.

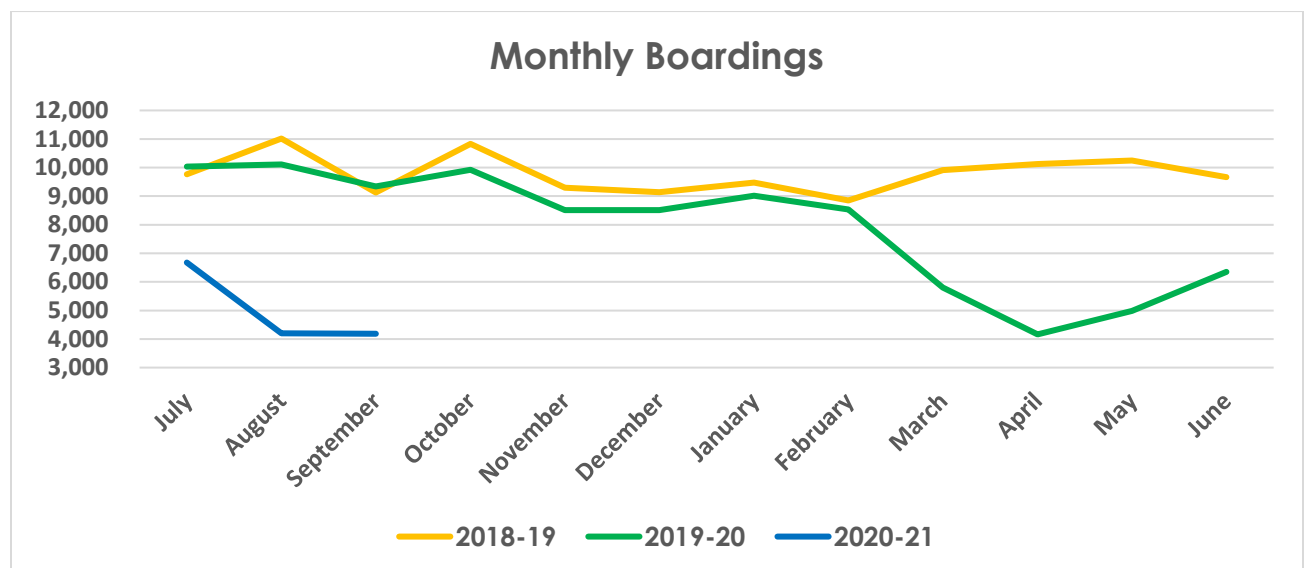
#### IV. ACCESS OPERATIONS

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

**1st Quarter FY 2020-21  
GO ACCESS Ridership & Performance**

<b>Paratransit Ridership</b>	<b>1st Qtr FY 2020-21</b>	<b>1st Qtr FY 2019-20</b>	<b>Difference</b>	<b>% Change</b>
Total System Boardings	15,079	29,479	-14,400	-48.84%
Average Daily Passengers Weekdays	213	393	-180	-45.80%
Average Daily Passengers Saturdays	69	183	-114	-62.30%
Average Daily Passengers Sundays	30	145	-115	-79.31%
<b>Performance Measures</b>	<b>1st Qtr FY 2020-21</b>	<b>1st Qtr FY 2019-20</b>	<b>Difference</b>	<b>% Change</b>
Passengers Per Revenue Hour	2.24	2.37	-0.13	-5.48%
On Time Performance (Arrive within the window)	96.0%	85.0%	-11.0	+12.94%
Early (Before start of pick up window)	2.3%	5.1%	-2.8	-54.90%
Late (After end of pick up window)	1.8%	9.9%	-8.1	-81.81%



**1<sup>st</sup> Quarter - Feedback**

<b>Type</b>	<b>Issue</b>	<b>1<sup>st</sup> Quarter Comments</b>	<b>1<sup>st</sup> Quarter Verified Comments</b>	<b>YTD 2020-21 Verified Comments</b>
Scheduling	Travel Time	0	0	0
	Schedules	0	0	0
Operations	Operator	0	0	0
	Dispatch	1	1	1
Other	Reservations	0	0	0
	Policies	1	1	1
	Commendations	0	N/A	N/A
<b>Totals</b>		<b>2</b>	<b>2</b>	<b>2</b>

**VI. GO ACCESS - HIGHLIGHTS**

GO ACCESS boardings decreased 48.84% during the 1st quarter this year when compared to the 1st quarter of last year. The majority, if not all of the reduction is assumed to be COVID-19 related.

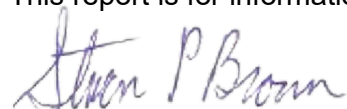
The paratransit services are demand based, meaning that 5,764 fewer service hours and 83,510 fewer miles were consumed this year than for the same period as last year. Total invoices for service provided the GO ACCESS operator for the same period were down 40% when compared to 1<sup>st</sup> Quarter FY 2019 - 20. Due to the reduced demand, staff made the decision to park the gasoline Ford Transits as often as possible. Gasoline fuel averaged \$3.77/gallon during 1<sup>st</sup> Quarter FY 2019 – 20 and the GO ACCESS services consumed almost 6,500 gallons of fuel during the Quarter. This year, fewer than 310 gallons of fuel were consumed and the average price was down 61 cents a gallon, resulting in an additional \$23K in budget savings.

Staff was recently re-elected to the Board of the California Association for Coordinated Transportation (CALACT) for a two-year term to begin in January 2021. CALACT is a state-wide organization that represents all California transit organizations along with the interests of small, rural and specialized providers. Founded in 1984, it is comprised of over 300 members including small and large transit organizations, governmental planning and social service agencies, suppliers and consultants.

**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

## 1st Quarter FY 20-21: Service Evaluation Report

### RIDERSHIP MEASURE: Passengers Per Revenue Hour

Route #	Route Name	Service Type	Total Revenue Hours	Total Passengers	Passengers per Revenue Hour	Quartile
1	Port Hueneme - OTC	Trunk	5,105	72,082	14.1	1
11	Telephone Road - Saticoy	Trunk	2,505	32,720	13.1	1
16	Ojai	Trunk	3,284	39,333	12.0	1
6	Oxnard - Ventura/Main St.	Trunk	10,304	120,628	11.7	1
3	Southside	Local	1,608	17,712	11.0	2
4	North Oxnard	Local	3,707	40,189	10.8	2
7	South Oxnard	Local	1,139	11,532	10.1	2
2	Colonia	Local	1,152	10,434	9.1	2
21	Port Hueneme - Ventura - Victoria Ave	Trunk	3,533	29,305	8.3	3
5	Parkwest	Local	1,245	10,293	8.3	3
9	Lemonwood - Channel Islands	Local	299	2,107	7.0	3
19	Gonzales - OTC - Fifth	Local	905	6,071	6.7	3
8	Oxnard College	Local	2,094	12,667	6.1	3
17	Esplanade - Oxnard College	Trunk	2,397	13,654	5.7	3
23*	Oxnard College - Naval Base - Esplanade	Trunk	1,798	8,971	5.0	4
15	El Rio - Northeast	Local	1,708	8,292	4.9	4
10	Telegraph Road - Saticoy	Trunk	1,812	8,739	4.8	4

\*Route 23 is a CMAQ funded demonstration route that started in July 2020.

#### Excluded Routes

Route #	Route Name	Total Revenue Hours	Total Passengers	Passengers per Revenue Hour	Reason Excluded:
18	High School Trippers - Did Not Operate in 1st Quarter	-	-	-	booster service

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	72,082	5,105	Trunk	\$ 100.67	\$ 513,910	\$ 7.13	\$ 0.00	\$ 7.13	1	1
11	32,720	2,505	Trunk	\$ 100.67	\$ 252,138	\$ 7.71	\$ 0.00	\$ 7.71	2	1
16	39,333	3,284	Trunk	\$ 101.67	\$ 333,905	\$ 8.49	\$ 0.00	\$ 8.49	3	1
6	120,628	10,304	Trunk	\$ 100.67	\$ 1,037,339	\$ 8.60	\$ 0.00	\$ 8.60	4	1
3	17,712	1,608	Local	\$ 100.67	\$ 161,847	\$ 9.14	\$ 0.00	\$ 9.14	5	1
4	40,189	3,707	Local	\$ 100.67	\$ 373,174	\$ 9.29	\$ 0.00	\$ 9.29	6	2
7	11,532	1,139	Local	\$ 100.67	\$ 114,693	\$ 9.95	\$ 0.00	\$ 9.95	7	2
2	10,434	1,152	Local	\$ 100.67	\$ 115,992	\$ 11.12	\$ 0.00	\$ 11.12	8	2
21	29,305	3,533	Trunk	\$ 100.67	\$ 355,667	\$ 12.14	\$ 0.00	\$ 12.14	9	2
5	10,293	1,245	Local	\$ 100.67	\$ 125,334	\$ 12.18	\$ 0.00	\$ 12.18	10	3
9	2,107	299	Local	\$ 100.67	\$ 30,120	\$ 14.30	\$ 0.00	\$ 14.30	11	3
19	6,071	905	Local	\$ 100.67	\$ 91,106	\$ 15.01	\$ 0.00	\$ 15.01	12	3
8	12,667	2,094	Local	\$ 100.67	\$ 210,773	\$ 16.64	\$ 0.00	\$ 16.64	13	3
17	13,654	2,397	Trunk	\$ 100.67	\$ 241,346	\$ 17.68	\$ 0.00	\$ 17.68	14	4
23	8,971	1,798	Trunk	\$ 100.67	\$ 181,005	\$ 20.18	\$ 0.00	\$ 20.18	15	4
15	8,292	1,708	Local	\$ 100.67	\$ 171,894	\$ 20.73	\$ 0.00	\$ 20.73	16	4
10	8,739	1,812	Trunk	\$ 100.67	\$ 182,444	\$ 20.88	\$ 0.00	\$ 20.88	17	4

\*Route 23 is a CMAQ funded demonstration route that started in July 2020.

#### Excluded Routes

Route #	Total Revenue Hours	Total Passengers	Service Type	Systemwide Operating Cost Per Hour	Total Cost	Cost Per Passenger	Average Fare Per Passenger	Subsidy Per Passenger	Reason Excluded:
18	-	-	Tripper	\$ 100.67	\$ -	\$ -	\$ -	\$ -	booster service