



Item #7

**DATE** February 6, 2019

**TO** GCTD Board of Directors

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

**SUBJECT** Fixed-Route & ACCESS Services Quarterly Update – 2<sup>nd</sup> Quarter FY 2018-19

**I. EXECUTIVE SUMMARY**

This quarterly report covers the 2<sup>nd</sup> Quarter (October 1 through December 31) of Fiscal Year 2018-19. 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 2<sup>nd</sup> quarter of FY 2018-19, has continued to increase and is up 6.0% over the 2<sup>nd</sup> quarter of last year. GCTD has recently been able to implement programs to encourage more ridership like Free Fare Days as well as participating in VCTC’s county-wide College Ride Free program. Another explanation for the increase in ridership is due to the large recorded increase in ridership in December 2018 over December 2017. December 2017 was when the Thomas Fire occurred and resulted in GCTD only being able to provide limited service in Ventura and Ojai and cut out 3,636 revenue miles.

**2<sup>nd</sup> Quarter FY 18-19  
Systemwide Ridership & Performance**

	2 <sup>nd</sup> Qtr FY 2018-19	2 <sup>nd</sup> Qtr FY 2017-18	% Change	FY18-19 YTD
<b>Fixed-Route Ridership</b>				
Total System Boardings	903,602	852,764	6.0%	1,813,881
Average Daily Passengers Weekdays	11,135	10,692	4.1%	11,265
Average Daily Passengers Saturdays	7,196	6,982	3.1%	7,463
Average Daily Passengers Sundays	6,637	6,312	5.2%	6,845
Wheelchair Boardings	8,258	7,862	5.0%	32,214
Bicycle Boardings	21,466	22,156	-3.0%	90,785
<b>Performance Measures</b>				
Passengers Per Revenue Hour	17.7	16.8	4.9%	17.9
Fare Revenue Per Service Hour	\$14.22	\$12.87	10.5%	\$14.01
Total Fare Revenue	\$727,626	\$651,919	11.6%	\$1,416,272
On-Time Performance	87%	88%	Goal > 90%	88%
% Systemwide Boarding as Free Transfers	21%	24%	Goal < 20%	21%

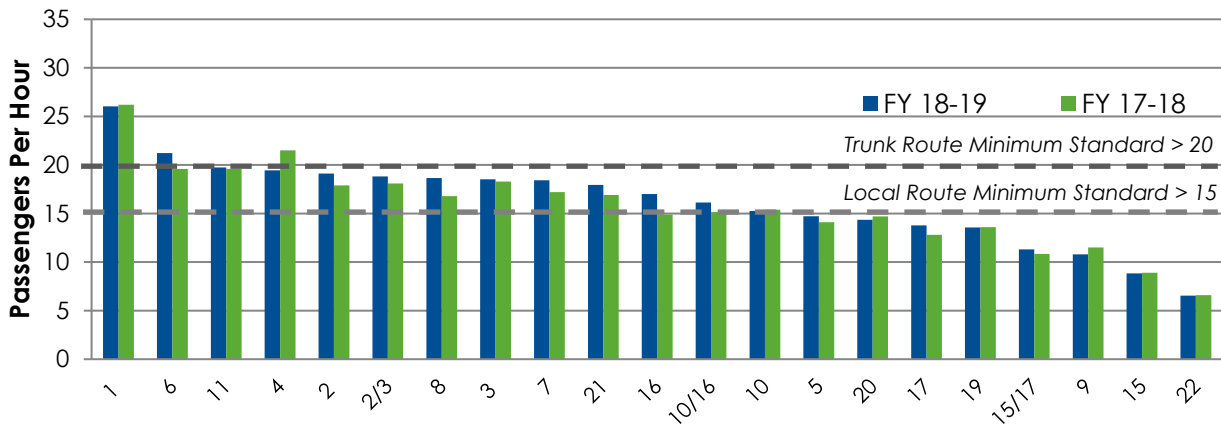
**GOLD COAST TRANSIT DISTRICT**

### 2<sup>nd</sup> Quarter FY 18-19 Ridership by Route

Route	Route Name	2 <sup>nd</sup> Quarter FY18-19 Passengers	2 <sup>nd</sup> Quarter FY17-18 Passengers	% Change	FY 18-19 YTD
1	Port Hueneme - Oxnard Transit Center	137,777	135,663	1.6%	282,413
2	Colonia - Downtown Oxnard	19,985	18,970	5.3%	42,032
3	J St - Centerpoint Mall - Naval Base	27,913	26,666	4.7%	55,456
2/3*	<i>Route 2 &amp; 3 Combined</i>	47,898	45,637	5.0%	97,489
4	North Oxnard - Ventura Rd - St. John's	67,224	71,615	-6.1%	137,935
5	Hemlock - Seabridge - Wooley	18,044	17,191	5.0%	37,429
6	Oxnard - Ventura - Main St	239,986	219,168	9.5%	478,032
7	Oxnard College - Centerpoint Mall	22,288	20,175	10.5%	43,834
8	OTC- Oxnard College - Centerpoint Mall	46,142	41,177	12.1%	93,037
9	Lemonwood - Channel Islands	13,898	14,217	-2.2%	28,935
10	Pacific View Mall - Telegraph - Saticoy	24,486	23,066	6.2%	47,642
11	Pacific View Mall - Telephone - Wells	62,971	60,190	4.6%	126,755
15	Esplanade - El Rio - St. John's	14,537	14,268	1.9%	30,013
15/17/22*	<i>Route 15, 17 &amp; 22 Combined</i>	54,552	52,079	4.7%	109,408
16	Downtown Ojai - Pacific View Mall	61,738	55,418	11.4%	125,981
10/16*	<i>Route 10 &amp; 16 Combined</i>	86,224	78,484	9.9%	173,924
17	Esplanade - Oxnard College	26,361	24,598	7.2%	51,372
18	Trippers	11,692	9,490	23.2%	17,536
19	OTC- 5th St - Airport - Gonzales Rd	12,760	14,350	-11.1%	26,790
20	Lombard - Sturgis	16,370	15,457	5.9%	33,403
21	Port Hueneme - Ventura - Victoria Ave	65,776	57,872	13.7%	127,262
22	Saticoy - St. Johns - Nyeland Acres	13,654	13,214	3.3%	28,022
<b>TOTAL GCT SYSTEM</b>		<b>903,602</b>	<b>852,764</b>	<b>6.0%</b>	<b>1,813,881</b>

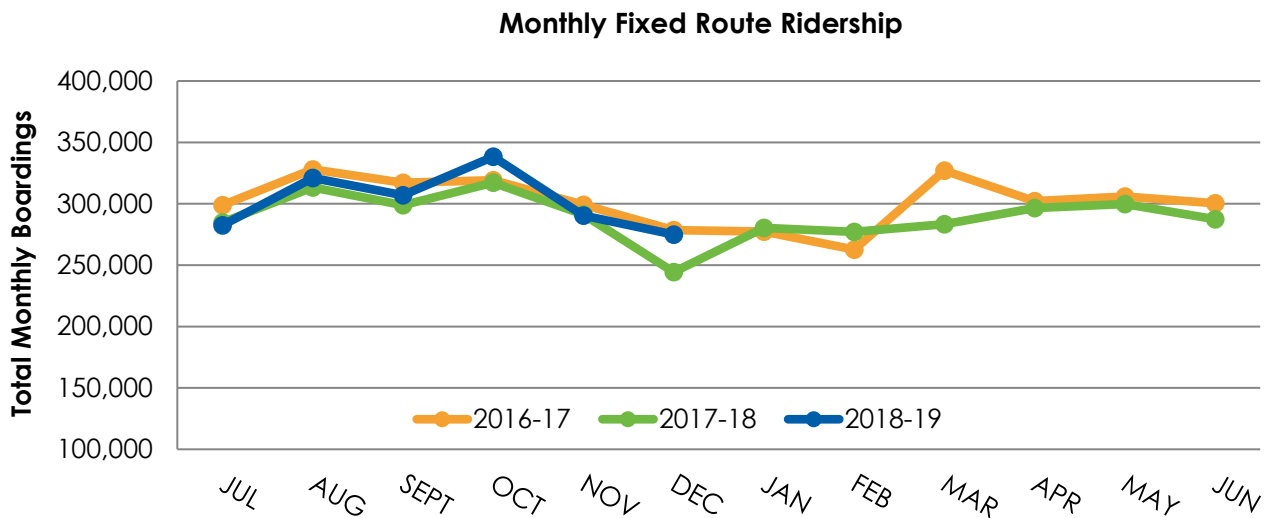
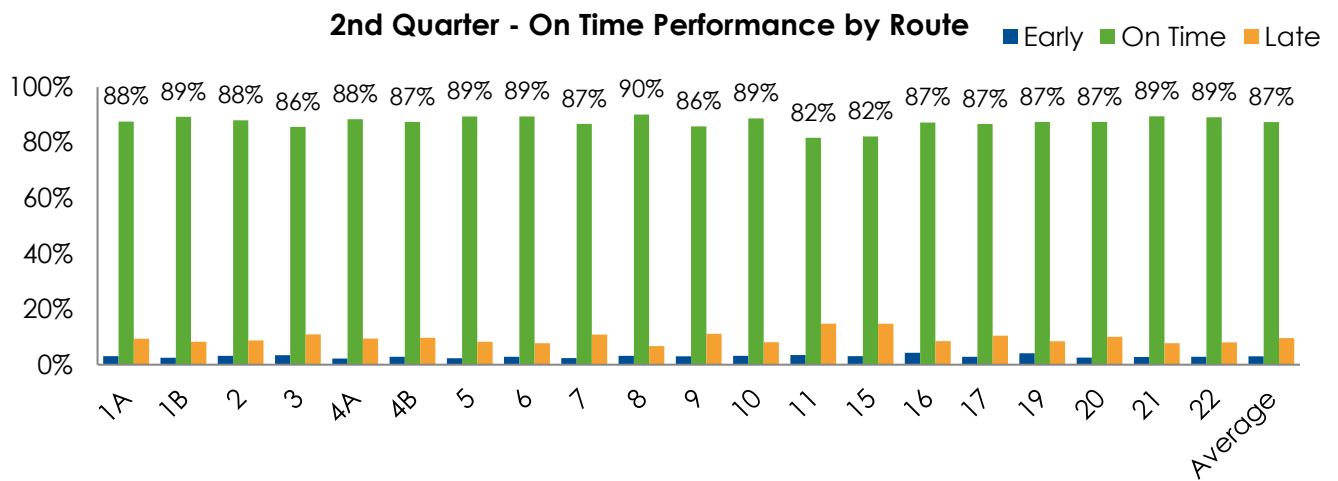
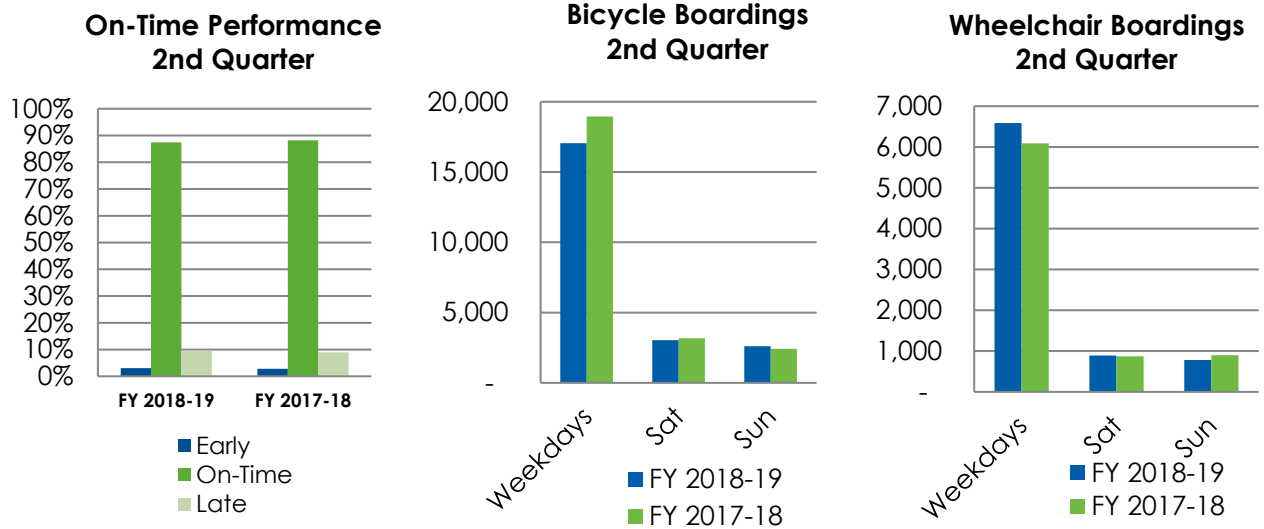
\* Data from interlined<sup>1</sup> routes (2/3, 15/17, 10/16) is shown combined to account for Farebox log-in errors.

### 2<sup>nd</sup> Quarter FY 18-19 Passengers Per Revenue Hour (Weekdays)

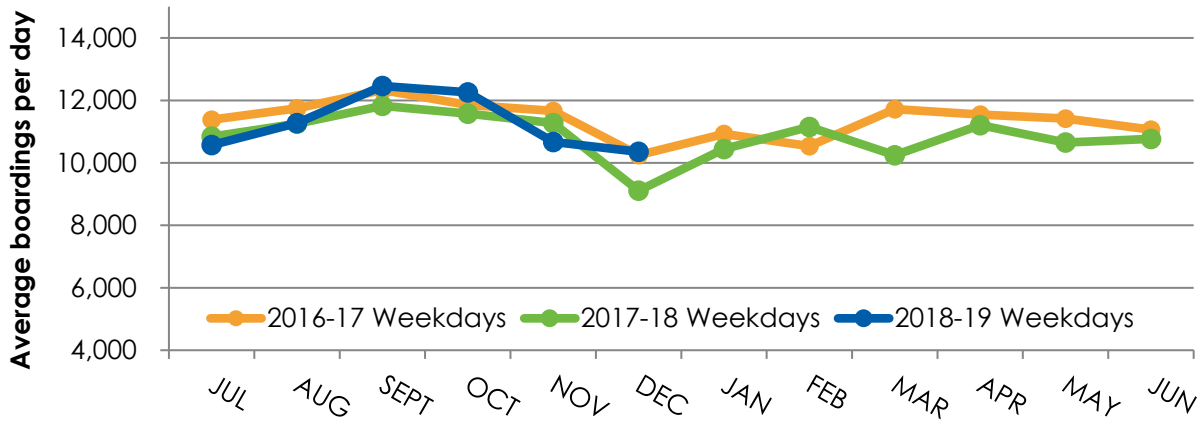


Note: Route 18 (school trippers) not shown in graph.

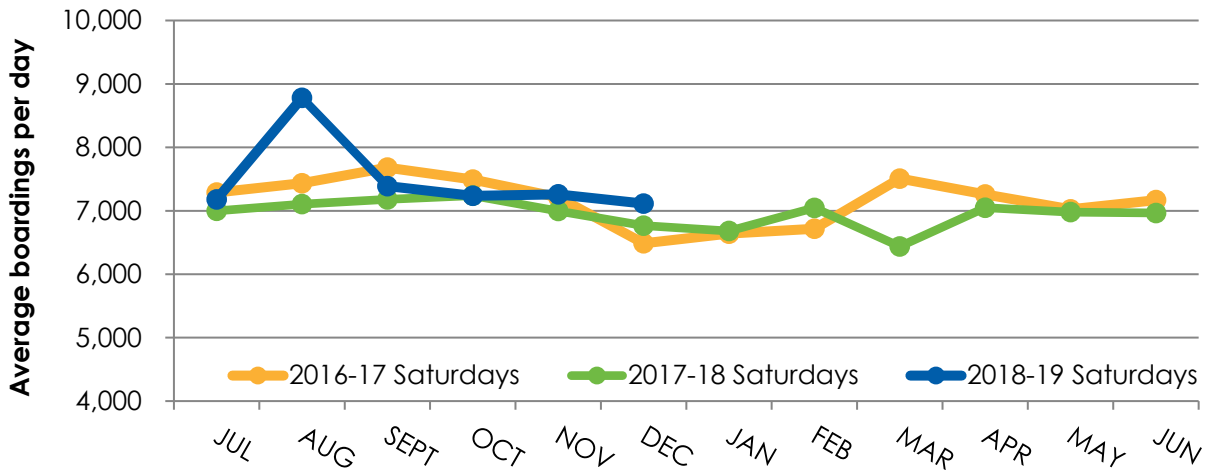
<sup>1</sup> Interlining provides increased efficiency in which the same bus serves more than one route, e.g., it starts service as one route then becomes another route at a point during its scheduled run.



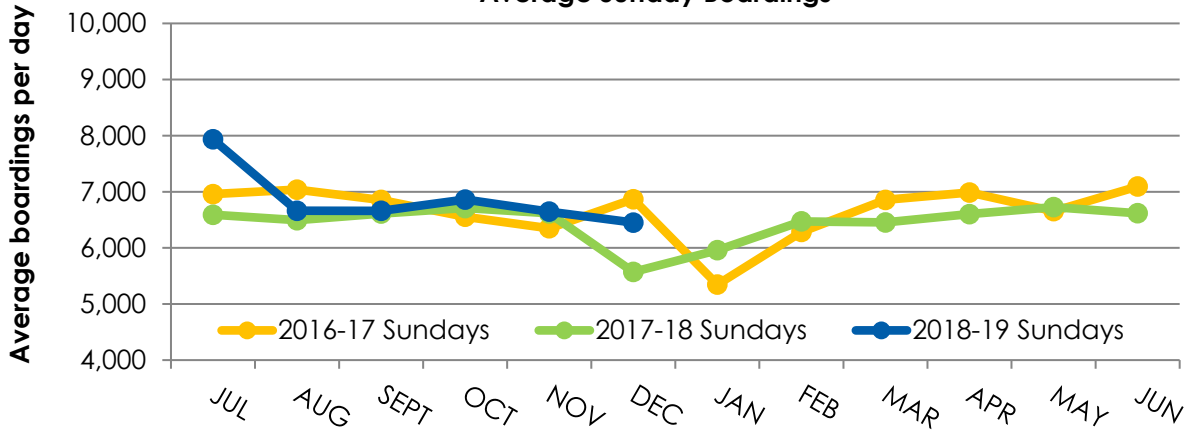
### Average Weekday Boardings



### Average Saturday Boardings



### Average Sunday Boardings



**2<sup>nd</sup> Quarter  
Complaints/Commendations by Type**

<i>Type</i>	<i>Issue</i>	<i>2<sup>nd</sup> Quarter Comments</i>	<i>2<sup>nd</sup> Quarter Verified Comments</i>	<i>Verified Comments FY YTD 2018-19</i>
Scheduling	On-Time Performance	10	0	2
Operations	Operator Conduct	43	2	9
	Driving Complaints	11	1	1
	Passed by	24	4	7
	Commendations	14	N/A	N/A
	Bus Stop Issues	1	0	0
Other	Other	15	0	3
<b>Totals</b>		<b>118</b>	<b>7</b>	<b>22</b>

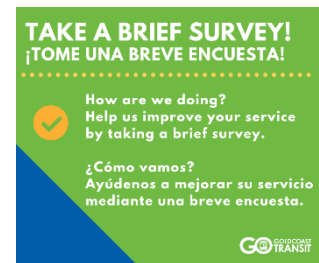
Above is a chart showing complaints and commendations received from passengers. Each comment we receive is reviewed and either verified or non-verified based on video review.

**III. FIXED-ROUTE SERVICE SUMMARY**

This quarter, we recorded a systemwide ridership increase of 6%. Five of the top six highest increases were on routes that directly serve the local colleges. This indicates that college students are increasingly turning to transit to travel to school. The ridership increase was confirmed by looking at the number of boardings and alightings at the bus stops surrounding Oxnard and Ventura Colleges.

It is important to be mindful that while our current increases in ridership are likely attributed to the Ventura County Free College Ride program, this program is a temporary 2-yr pilot program with the student fares funded by the LCTOP program. In order for the program to be continued, additional funding will be needed (which may include student fees or additional grant funding). It should also be noted that LCTOP funding could be used to increase service to these campuses in the future. Additionally, free rides for a specific segment of the population will not resolve long term ridership declines that transit has been experiencing. To address long term ridership decline GCTD will need to think how to redesign the system to offer more frequent, faster and attractive service.

In the 2<sup>nd</sup> quarter, as part of the agency’s effort to “always move forward”, GCTD released a bilingual passenger survey onboard buses and online soliciting feedback about the transit service, passengers’ satisfaction with our service and ways to improve. After three months, Planning Staff has collected close to 600 survey responses, and is now working on an analysis of the feedback received. This feedback will be used to examine and propose new ways GCTD can redesign its routes and schedules to better serve the needs of the community.



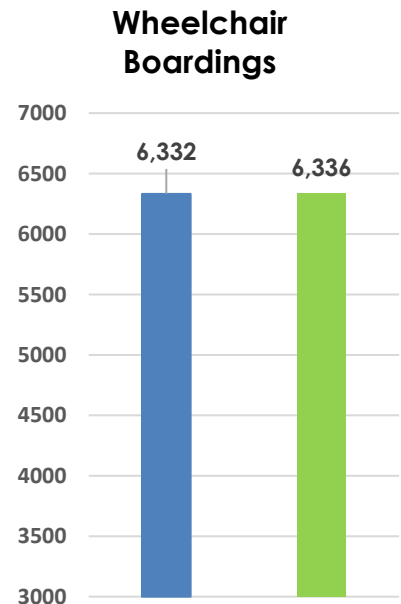
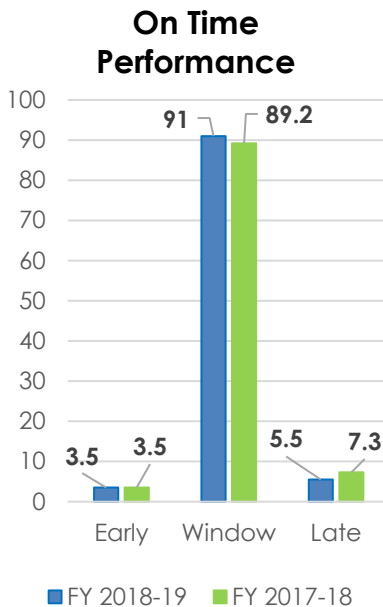
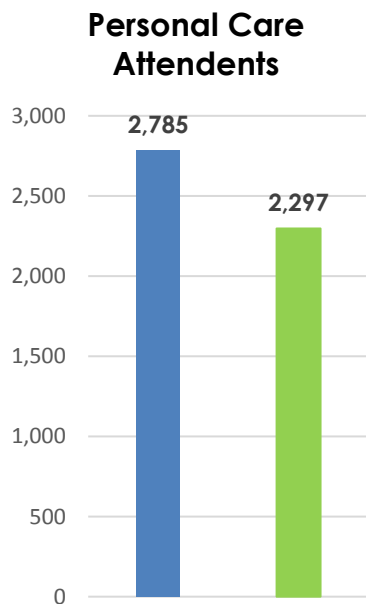
#### IV. ACCESS OPERATIONS

GO ACCESS provides ADA complementary transportation for eligible passengers. This report provides a summary of ridership and performance for the 2<sup>nd</sup> Quarter of FY 2018-19.

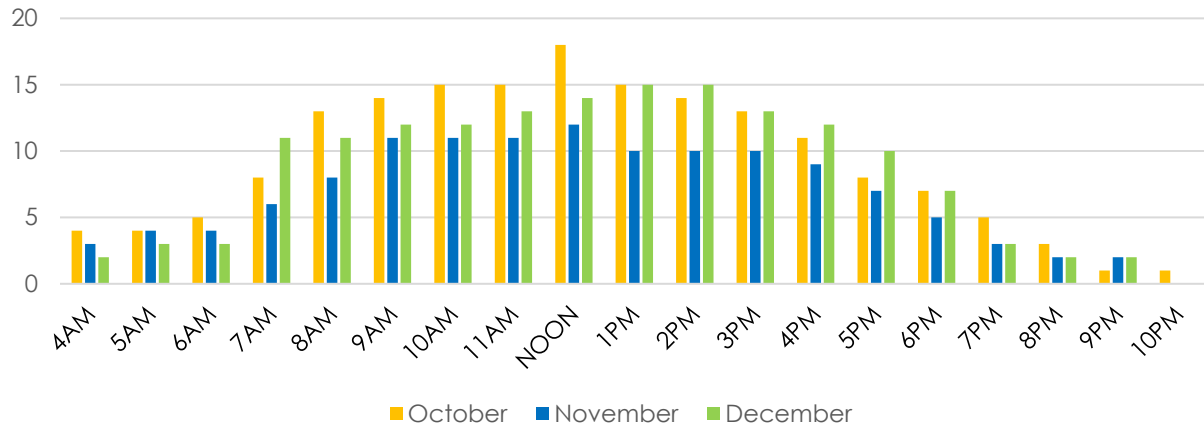


**2nd Quarter FY 2018-19  
GO ACCESS Ridership & Performance**

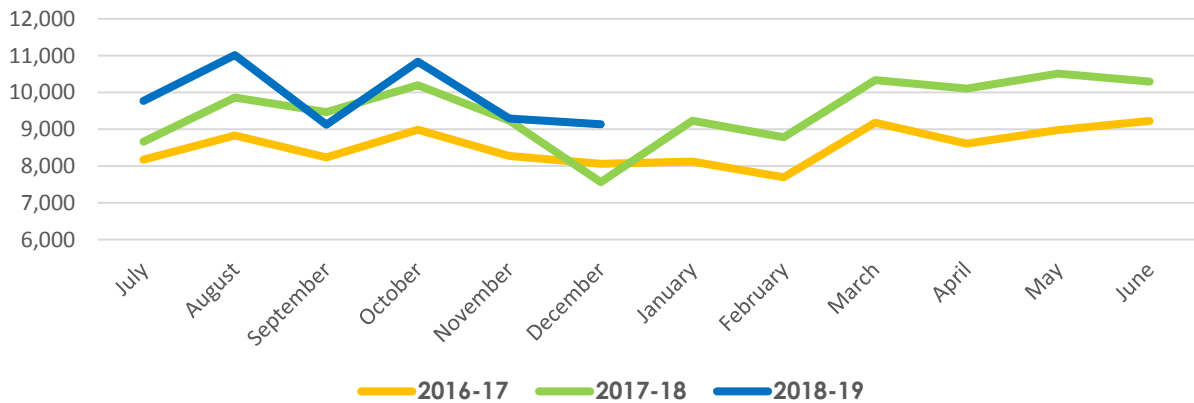
	<i>2nd Qtr FY 2018-19</i>	<i>2nd Qtr FY 2017-18</i>	<i>% Change</i>	<i>FY18-19 YTD</i>
<b>Paratransit Ridership</b>				
Total System Boardings	29,262	26,991	+8.4%	59,171
Average Daily Passengers Weekdays	392	371	+5.7%	400
Average Daily Passengers Saturdays	172	144	+19.4%	173
Average Daily Passengers Sundays	144		+20.0%	141
<b>Performance Measures</b>				
Passengers Per Revenue Hour	2.30	2.00	+15.0%	2.33
Total Fare Revenue	\$ 83,199	\$ 76,523	+8.7%	\$ 193,530



### GO ACCESS Routes By Time of Day



### Monthly Boardings



### 2<sup>nd</sup> Quarter - Feedback

Type	Issue	2 <sup>nd</sup> Quarter Comments	2 <sup>nd</sup> Quarter Verified Comments	YTD 2018-19 Verified Comments
<b>Scheduling</b>	Travel Time	2	0	1
	Schedules	3	2	2
<b>Operations</b>	Operator	5	2	4
	Dispatch	1	1	4
<b>Other</b>	Reservations	5	1	2
	Policies	0	0	0
	Commendations	0	N/A	N/A
<b>Totals</b>		<b>16</b>	<b>6</b>	<b>13</b>

### V. GO ACCESS - HIGHLIGHTS

Total boardings for GO ACCESS increased 8.4% during the 2<sup>nd</sup> quarter this year when compared to the 2<sup>nd</sup> quarter of last year. Year-to-date, boardings are 59,171 through December 31, 2018, which represents a 7.6% increase in YTD boardings when compared the same period in the last fiscal year. The ridership increases in the 2<sup>nd</sup> Quarter can be primarily attributed to

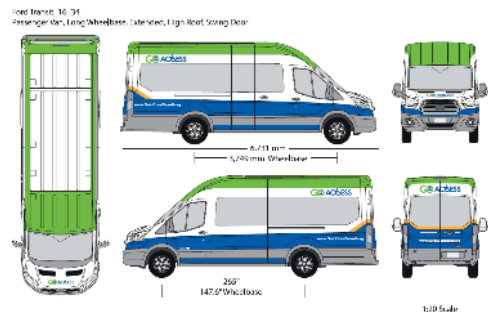
the rebound from last year's Thomas Fire, which resulted in lower ridership in December of last year. GCTD recognizes that the demand for paratransit services continues to grow in our community and is continually looking at ways to manage the growth.

In January, GCTD received reimbursements from the County of Ventura's MediCal Administrative Activities (MAA) in the amount of \$175,440 for trips provided to qualified passengers to qualified locations during the first two quarters of FY2017. Since the passage of Assembly Bill 2394 in 2016, this will likely be the last year that GCTD will be able to receive the benefit of MAA reimbursement for medical eligible trips.

## VI. GO ACCESS TELEPHONE & FLEET UPDATES

GO ACCESS launched the Interactive Voice Response (IVR) feature to GO ACCESS passengers in mid-January. The system is now providing customers with nightly phone calls reminding them of their upcoming trip reservations as well as a call 5 minutes prior to the vehicle arriving, alerting them that the vehicle is on the way. So far, early feedback has been positive that the system is helping to reduce wait time and no shows.

Delivery of the Ford Transit vans has been delayed to February. The customizations are completed at a facility in Chico, CA. The Chico area was severely impacted by the November 2018 Paradise Fire. Once delivered, these ADA compliant vehicles will accommodate multiple mobility device and seating configurations to successfully serve up to 95% of the trips currently dispatched. The delay has allowed staff to add hands-free communication options to the vehicles for the drivers, reducing the potential of distracted driving.



## 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: 2<sup>nd</sup> Quarter FY 2018-19 Fixed-Route Service Evaluation*



## 2nd 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	5,480	137,777	25.1	1
6	Oxnard - Ventura/Main St.	Trunk	11,483	239,986	20.9	1
11	Telephone Road - Saticoy	Trunk	3,334	62,971	18.9	1
2	Colonia	Local	1,077	19,985	18.6	1
7	South Oxnard	Local	1,240	22,288	18.0	1
4	North Oxnard	Local	3,758	67,224	17.9	2
21	Victoria Ave	Trunk	3,689	65,776	17.8	2
3	Southside	Local	1,608	27,913	17.4	2
8	Oxnard College	Local	2,759	46,142	16.7	2
16	Ojai	Local	3,855	61,738	16.0	3
10	Telegraph Road - Saticoy	Local	1,745	24,486	14.0	3
19	Gonzales/OTC/Fifth	Local	246	12,760	13.6	3
5	Parkwest	Local	1,351	18,044	13.4	3
20	Eastman - Lombard - Stugis	Local	1,242	16,370	13.2	4
17	Vineyard Central Rose	Trunk	2,106	26,361	12.5	4
9	Lemonwood/Gisler	Local	1,272	13,898	10.9	4
15	El Rio - Northeast	Local	1,820	14,537	8.0	4
22	Wells - Nyeland	Trunk	2,169	13,654	6.3	4

Excluded Routes					Reason Excluded:
18	Trippers		246	11,692	47.5 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 HWYS.	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	137,777	5,480	Trunk	\$ 100.67	\$ 551,709	\$ 4.00	\$0.73	\$ 3.28	1	1
6	239,986	11,483	Trunk	\$ 100.67	\$ 1,155,984	\$ 4.82	\$0.84	\$ 3.98	2	1
11	62,971	3,334	Trunk	\$ 100.67	\$ 335,662	\$ 5.33	\$0.77	\$ 4.56	3	1
2	19,985	1,077	Local	\$ 100.67	\$ 108,383	\$ 5.42	\$0.69	\$ 4.73	4	1
21	65,776	3,689	Trunk	\$ 100.67	\$ 371,412	\$ 5.65	\$0.85	\$ 4.80	5	1
7	22,288	1,240	Local	\$ 100.67	\$ 124,785	\$ 5.60	\$0.79	\$ 4.80	6	2
4	67,224	3,758	Local	\$ 100.67	\$ 378,283	\$ 5.63	\$0.71	\$ 4.91	7	2
3	27,913	1,608	Local	\$ 100.67	\$ 161,844	\$ 5.80	\$0.71	\$ 5.09	8	2
8	46,142	2,759	Local	\$ 100.67	\$ 277,796	\$ 6.02	\$0.83	\$ 5.19	9	2
16	61,738	3,855	Local	\$ 100.67	\$ 388,120	\$ 6.29	\$0.94	\$ 5.35	10	3
10	24,486	1,745	Local	\$ 100.67	\$ 175,673	\$ 7.17	\$0.86	\$ 6.31	11	3
19	12,760	940	Local	\$ 100.67	\$ 94,663	\$ 7.42	\$0.85	\$ 6.57	12	3
5	18,044	1,351	Local	\$ 100.67	\$ 135,997	\$ 7.54	\$0.76	\$ 6.78	13	3
20	16,370	1,242	Local	\$ 100.67	\$ 125,043	\$ 7.64	\$0.81	\$ 6.83	14	4
17	26,361	2,106	Trunk	\$ 100.67	\$ 212,055	\$ 8.04	\$0.87	\$ 7.18	15	4
9	13,898	1,272	Local	\$ 100.67	\$ 128,057	\$ 9.21	\$0.69	\$ 8.52	16	4
15	14,537	1,820	Local	\$ 100.67	\$ 183,241	\$ 12.61	\$0.71	\$ 11.89	17	4
22	13,654	2,169	Local	\$ 100.67	\$ 218,336	\$ 15.99	\$0.78	\$ 15.21	18	4

Excluded Routes										Reason Excluded:
18	11,692	246	Tripper	\$ 100.67	\$ 24,778	\$ 2.12	\$ 1.241	\$ 0.88		booster service