



Item #15

**DATE** September 2, 2020

**TO** GCTD Board of Directors

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

**SUBJECT** Receive and File Fixed-Route & Paratransit Services 4<sup>th</sup> Quarter & FY 2019-2020 Year End Update

## I. EXECUTIVE SUMMARY

This quarterly report covers the 4th Quarter (April 1 through June 30) of Fiscal Year 2019-20. 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 total system boardings for the 4th Quarter of FY 2019-20, has decreased 58% over the 4th Quarter of last year and total of -16% compared to last year. The decrease is a direct result of Covid-19 pandemic and the closure of businesses and high schools that have resulted from it.

### 4th Quarter FY19-20 & YTD Systemwide Ridership & Performance

Fixed-Route Ridership	4th Qtr. FY 19-20	4th Qtr. FY 18-19	Percent Change	YTD FY19-20	YTD FY18-19	Percent Change
Total System Boardings	376,729	889,268	-58%	2,958,867	3,524,674	-16%
Average Daily Passengers Weekdays	4,406	11,148	-61%	9,213	11,103	-17%
Average Daily Passengers Saturdays	3,943	6,993	-44%	6,151	7,017	-12%
Average Daily Passengers Sundays	3,347	6,532	-49%	5,408	6,408	-16%
Wheelchair Boardings	5,202	8,253	-37%	31,719	33,684	-6%
Bicycle Boardings	17,908	19,988	-10%	78,331	83,499	-6%
<b>Performance Measures</b>						
Passengers Per Revenue Hour	9.3	17.6	-47%	16	17	-10%
Fare Revenue Per Service Hour	\$0.31	\$13.89	-98%	\$11.03	\$13.76	-20%
Total Fare Revenue	\$12,536	\$702,404	-98%	\$2,062,850	\$2,609,448	-26%
On-Time Performance	89%	88%	Goal > 90%			
% Systemwide Boarding as Free Transfers	0%	22%	Goal < 20%			

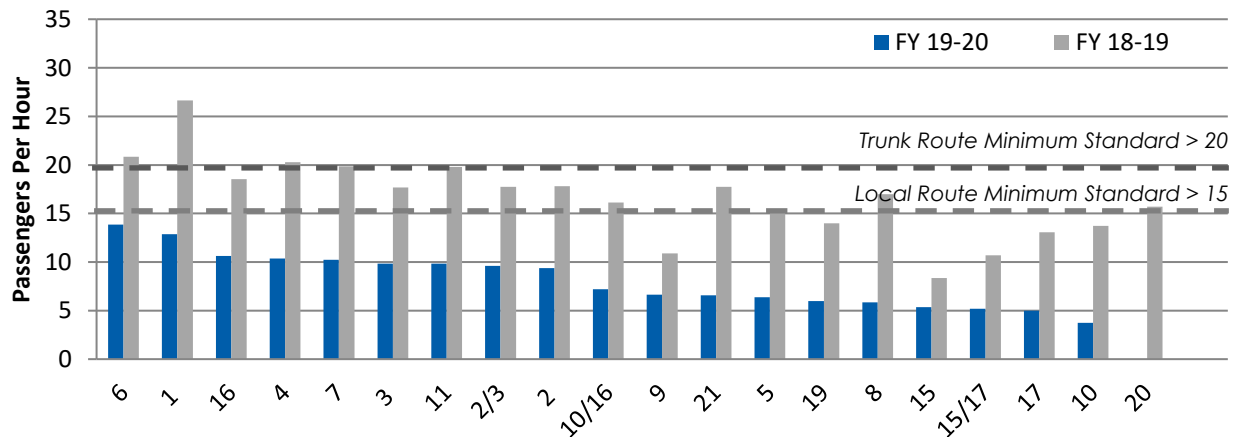
### GOLD COAST TRANSIT DISTRICT

### 4th Quarter FY19-20 Ridership by Route

Route	Route Name	4th Quarter FY 2019-20 Unlinked Passengers	4th Quarter FY 2018-19 Unlinked Passengers	Change	Percent Change
1	Port Hueneme - Oxnard Transit Center	59,974	138,187	(78,213)	-57%
2	Colonia - Downtown Oxnard	9,835	18,399	(8,564)	-47%
3	J St - Centerpoint Mall - Naval Base	14,284	26,243	(11,959)	-46%
2/3*	Route 2 & 3 Combined	24,119	44,642	(20,523)	-46%
4	North Oxnard - Ventura Rd - St. John's	37,057	67,257	(30,200)	-45%
5	Hemlock - Seabridge - Wooley	7,611	19,009	(11,398)	-60%
6	Oxnard - Ventura Rd. - St John's	104,199	234,104	(129,905)	-55%
7	Oxnard College - Centerpoint Mall	11,307	23,230	(11,923)	-51%
8	OTC - Oxnard College - Centerpoint Mall	13,556	41,220	(27,664)	-67%
9	Lemonwood - Channel Islands	7,124	13,525	(6,401)	-47%
10	Pacific View Mall - Telegraph - Saticoy	6,682	21,719	(15,037)	-69%
11	Pacific View Mall - Telephone - Wells Center	23,497	61,577	(38,080)	-62%
15	Esplanade - El Rio - St. John's - Nyeland Acres	7,644	13,831	(6,187)	-45%
15/17*	Route 15 & 17 Combined	16,859	38,512	(21,653)	-56%
16	Downtown Ojai - Pacific View Mall	34,858	65,631	(30,773)	-47%
10/16*	Route 10 & 16 Combined	41,540	87,349	(45,809)	-52%
17	Esplanade - Oxnard College	9,215	24,681	(15,466)	-63%
18	High School Trippers	2	11,217	(11,215)	-100%
19	OTC - 5th - Gonzales Rd	5,319	12,956	(7,637)	-59%
20	OTC - Lomabrd & Sturgis - Gonzales Rd	-	16,910	(16,910)	-100%
21	Pacific View Mall - Victoria - Centerpoint Mall	24,565	64,309	(39,744)	-62%
22	Saticoy - St. John's - Nyeland Acres	-	15,266	(15,266)	-100%
<b>GCTD SYSTEM TOTAL</b>		<b>376,729</b>	<b>889,268</b>	<b>(512,539)</b>	<b>-58%</b>

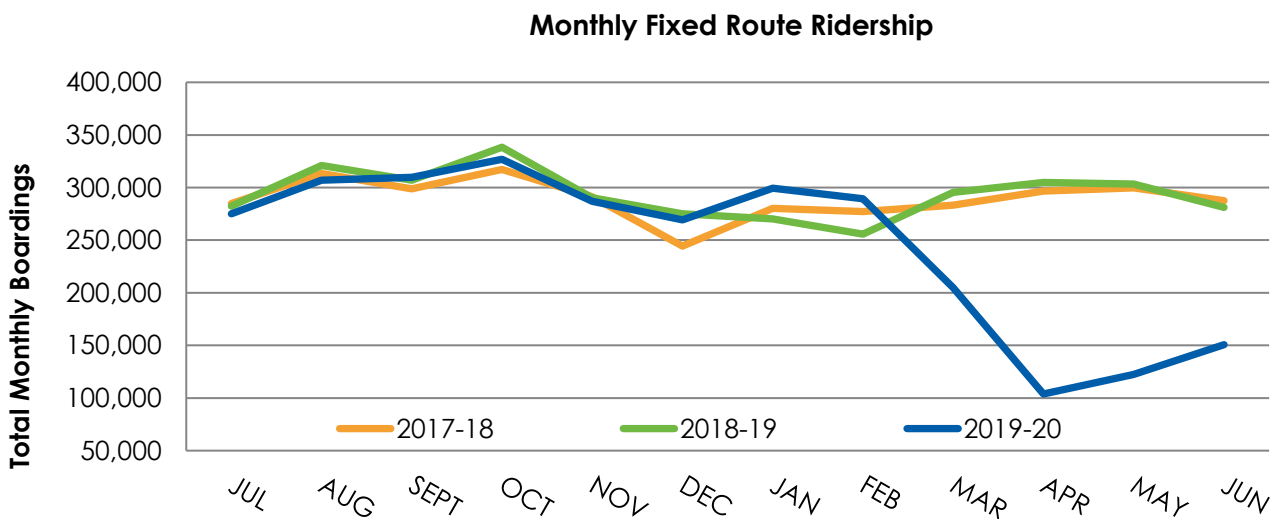
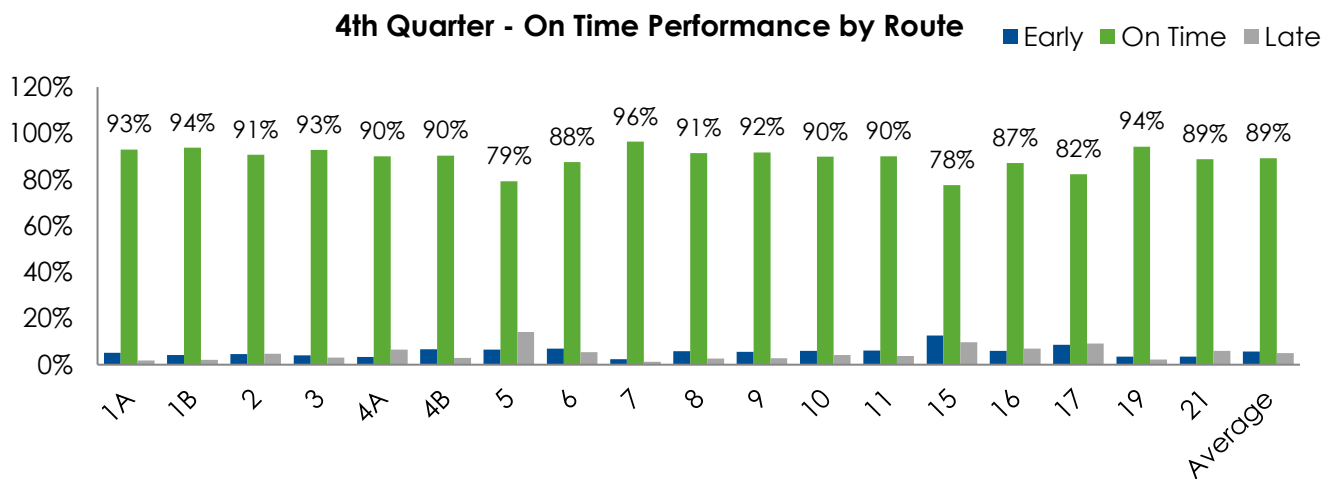
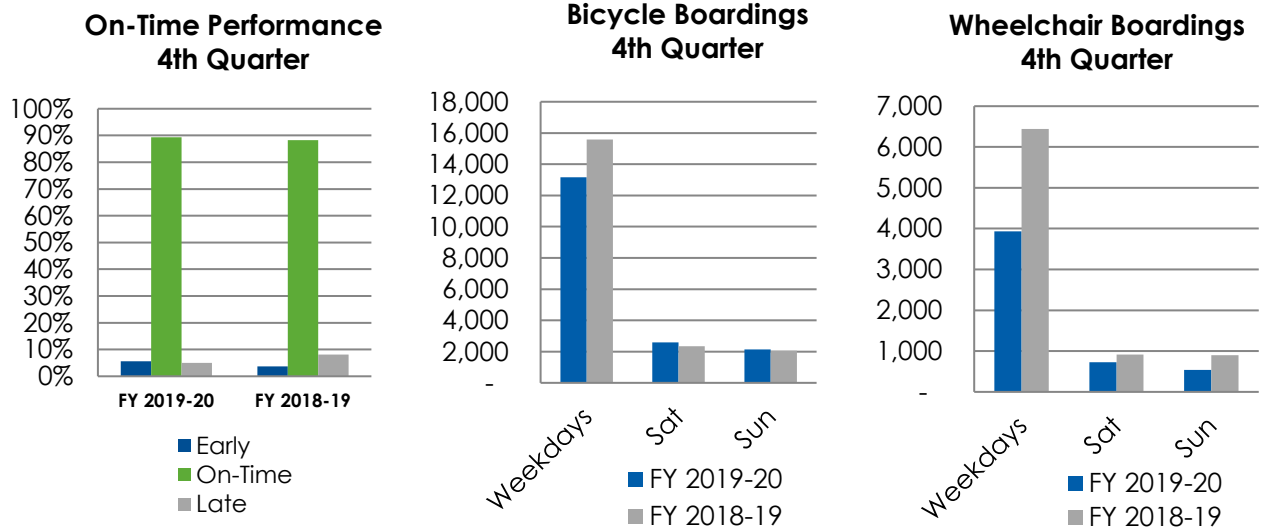
\* Data from interlined<sup>1</sup> routes (2/3, 15/17, 10/16) is shown combined to account for Farebox log-in errors.

### 4th Quarter FY 19-20 Passengers Per Revenue Hour (Weekdays)

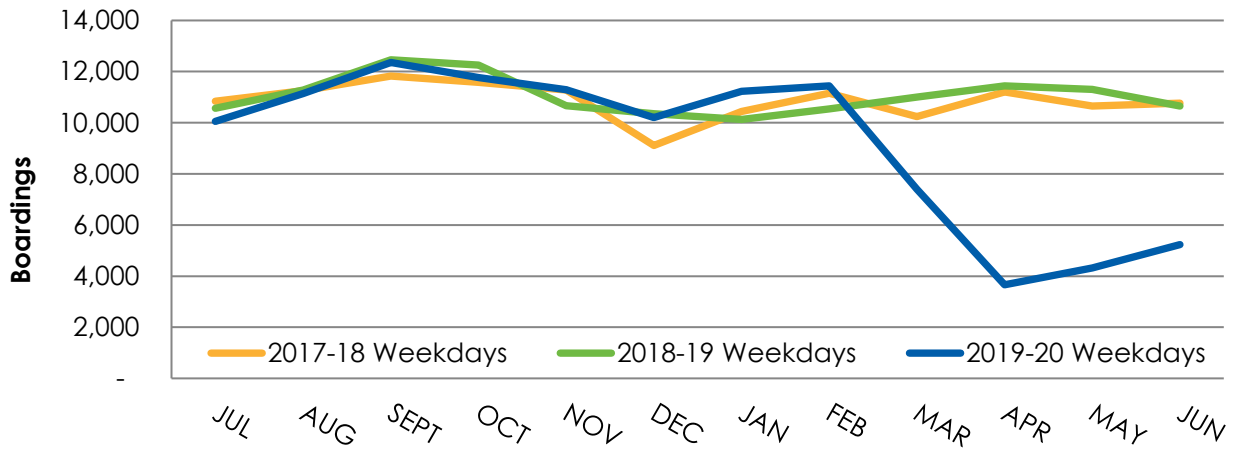


Note: Route 18 (school trippers) not shown in graph.

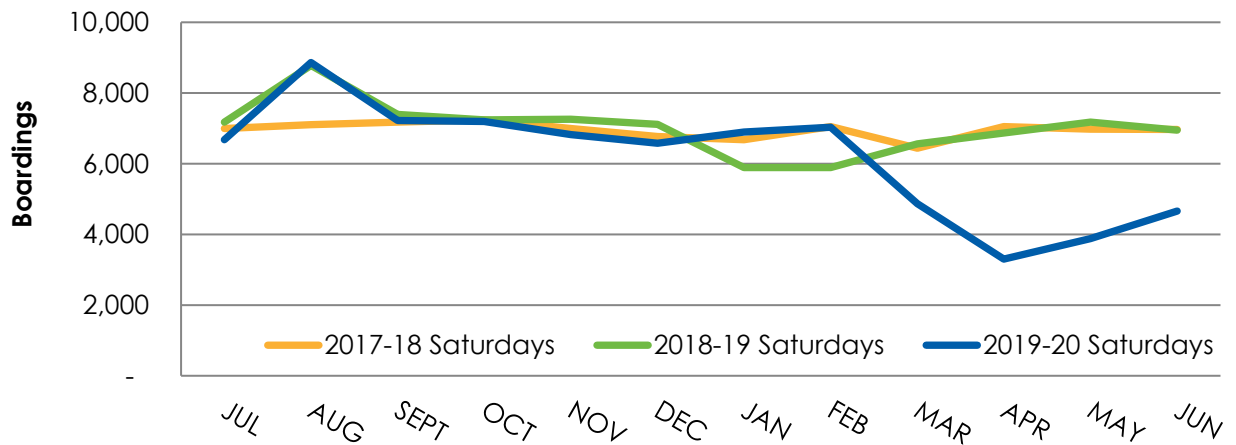
<sup>1</sup> Interlining provides increased efficiency in which the same bus serves more than one route, e.g., it starts service as one route then becomes another route at a point during its scheduled run.



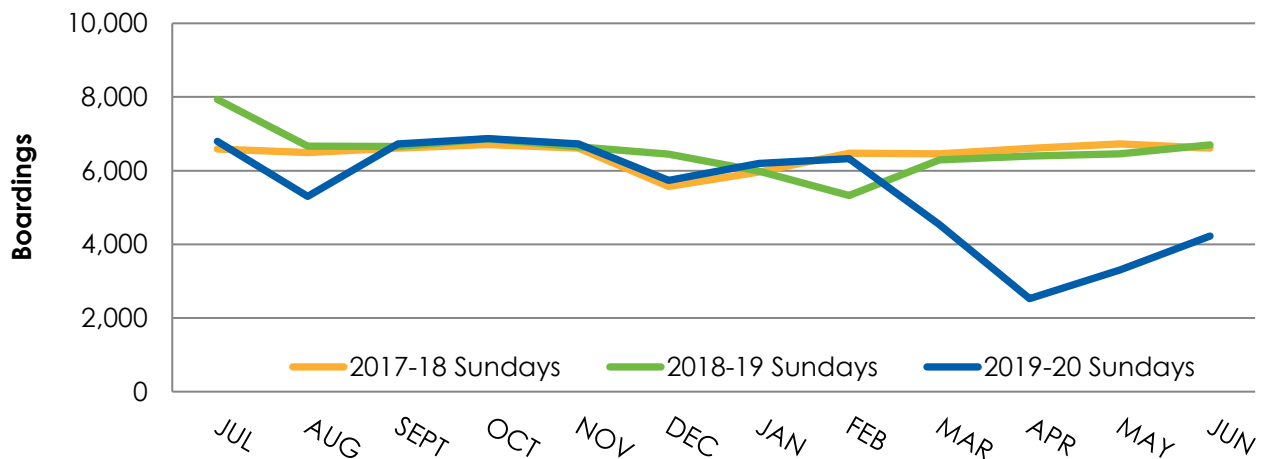
### Average Weekday Boardings



### Average Saturday Boardings



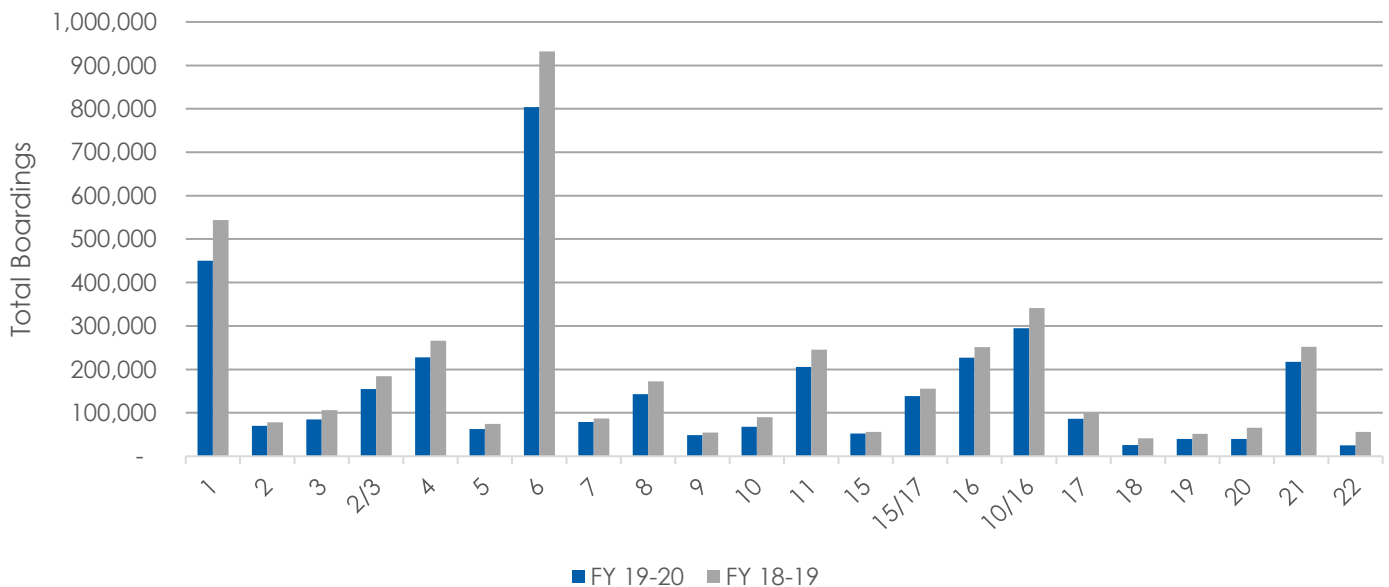
### Average Sunday Boardings



### End of Year FY 2019-20 Ridership by Route

Route	Route Name	Year End FY 2019-20 Unlinked Passengers	Year End FY 2018-19 Unlinked Passengers	Change	Percent Change
1	Port Hueneme - Oxnard Transit Center	450,196	543,635	-93,439	-17%
2	Colonia - Downtown Oxnard	70,382	78,025	-7,643	-10%
3	J St - Centerpoint Mall - Naval Base	84,613	106,303	-21,690	-20%
2/3	<i>Route 2 &amp; 3 Combined</i>	154,995	184,328	-29,333	-16%
4	North Oxnard - Ventura Rd - St. John's	227,970	266,188	-38,218	-14%
5	Hemlock - Seabridge - Wooley	62,918	74,448	-11,530	-15%
6	Oxnard - Ventura - Main St	804,217	932,074	-127,857	-14%
7	Oxnard College - Centerpoint Mall	79,100	87,131	-8,031	-9%
8	OTC- Oxnard College - Centerpoint Mall	142,680	172,480	-29,800	-17%
9	Lemonwood - Channel Islands	48,558	54,662	-6,104	-11%
10	Pacific View Mall - Telegraph - Saticoy	67,740	89,920	-22,180	-25%
11	Pacific View Mall - Telephone - Wells	205,805	245,659	-39,854	-16%
15	Esplanade - El Rio - St. John's	52,593	55,920	-3,326	-6%
15/17	<i>Route 15, &amp; 17 Combined</i>	138,928	155,651	-16,723	-11%
16	Downtown Ojai - Pacific View Mall	226,984	251,427	-24,443	-10%
10/16	<i>Route 10 &amp; 16 Combined</i>	294,724	341,347	-46,623	-14%
17	Esplanade - Oxnard College	86,335	99,731	-13,397	-13%
18	Trippers	25,997	41,280	-15,283	-37%
19	OTC- 5th St - Airport - Gonzales Rd	39,707	51,622	-11,914	-23%
20	Lombard - Sturgis	40,013	65,654	-25,641	-39%
21	Port Hueneme - Ventura - Victoria Ave	217,748	252,343	-34,595	-14%
22	Saticoy - St. Johns - Nyeland Acres	25,311	56,171	-30,861	-55%
<b>TOTAL GCTD SYSTEM</b>		<b>2,958,867</b>	<b>3,524,674</b>	<b>-565,806</b>	<b>-16%</b>

### End of Year 2019-20 Ridership by Route



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

<i>Type</i>	<i>Issue</i>	<i>4th Quarter Comments</i>
Scheduling	On-Time Performance	3
Operations	Operator Conduct	31
	Driving Complaints	7
	Passed by	10
	Commendations	5
	Bus Stop Issues	0
Other	Other	10
<b>Totals</b>		<b>66</b>

**III. FIXED-ROUTE SERVICE SUMMARY**

This quarter and the latter part of the fiscal year was marked by the effects the pandemic on our communities and as previously stated, ridership has decreased by 16%. In spite of the large decline, we continue to recognize the important role transit continues to play in transporting essential workers to the places that keeps our communities going and providing others with an option to get to those essential services like the grocery store and medical appointments. This is no more evident than by 4,000 daily trips continuing to be taken by passengers on GCTD buses.

In April, Planning Staff focused on monitoring the implementation of emergency service reductions put into service in response to the pandemic. Beginning during the last week of March, service levels were reduced by 25% to accommodate stay well at home orders and operator shortages.

In May and June Planning staff refocused on projects that were underway before COVID-19 like the Building Transit Supportive Communities (BTSC) project, the First Mile-last Mile Connectivity Study for Naval Base Ventura County, and the July 2020 service changes which included the restructure of routes in south Oxnard and new Route 23. The Building Transit Supportive Communities project was brought to the Board in May and completed in June. Planning is working on the next steps for the implementation of the recommendations from the project.

In June, Staff finalized the plans for the July 2020 service changes and began the work of coordinating with the Cities of Oxnard and Port Hueneme to remove bus stops, relocate stop amenities, and install entirely new bus stops throughout their jurisdictions. Additionally, GCTD Planning, Operations and Maintenance staff worked together to update public bus route information installed at nearly 300 stops in Ventura, Oxnard and Port Hueneme. GCTD is looking forward to the results of the improvements made throughout the service area.

**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.

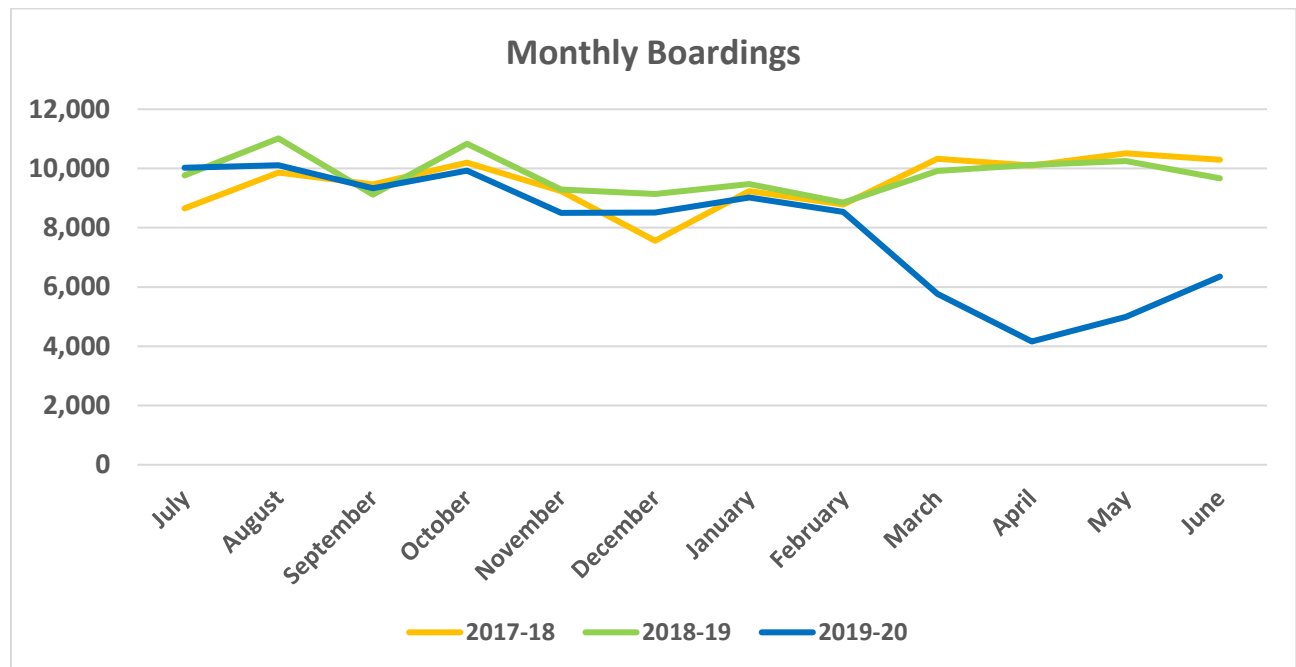
**V. ACCESS OPERATIONS**

**4th Quarter FY 2019-20  
GO ACCESS Ridership & Performance**

<b>Paratransit Ridership</b>	<b>4th Qtr. FY 2019-20</b>	<b>4th Qtr. FY 2018-19</b>	<b>Difference</b>	<b>% Change</b>
Total System Boardings	15,505	30,045	-14,540	-48.39%
Average Daily Passengers Weekdays	226	400	-174	-43.50%
Average Daily Passengers Saturdays	55	187	-132	-70.59%
Average Daily Passengers Sundays	21	150	-129	-86.00%

<b>Performance Measures</b>	<b>4th Qtr. FY 2019-20</b>	<b>4th Qtr. FY 2018-19</b>	<b>Difference</b>	<b>% Change</b>
Passengers/Meals Delivered Per Revenue Hour	2.87	2.35	+0.52	+22.13%
On Time Performance (Arrive within the window)	94.9%	85.0%	+10.4	+11.65%
Early (Before start of pick up window)	3.4%	4.3%	- 4.2	- 20.93%
Late (After end of pick up window)	1.7%	10.3%	- 6.2	- 83.50%



**4th Quarter - Feedback**

<b>Type</b>	<b>Issue</b>	<b>4th Quarter Comments</b>	<b>4th Quarter Verified Comments</b>	<b>2019-20 Verified Comments</b>
Scheduling	Travel Time	0	0	0
	Schedules	0	0	0
Operations	Operator	1	1	2
	Dispatch	1	1	3
Other	Reservations	0	0	3
	Policies		0	0
	Commendations	1	N/A	N/A
<b>Totals</b>		<b>2</b>	<b>2</b>	<b>8</b>

**VI. GO ACCESS - HIGHLIGHTS**

GO ACCESS boardings decreased 48.39% during the 4th Quarter this year when compared to the 4th Quarter of last year. This decline is directly related to the COVID-19 outbreak and the local public health directives guiding response to the pandemic. Recognizing the importance of keeping drivers healthy to transport vulnerable populations to critical services including dialysis and groceries, MV personnel disinfect vehicles throughout the day. Once a passenger has reached his/her destination and disembarks the vehicle, the operator quickly disinfects any area the passenger may have made contact with. This extra step has been instrumental to keeping our guests safe. Operator shields have been ordered for the paratransit fleet to provide additional health protection for our operators and our customers.

Passenger ridership is recovering slowly as the County has not yet re-opened. Demand for travel consists primarily of essential travel. The resulting capacity allowed GO ACCESS staff to deliver groceries to home bound seniors and low-income individuals throughout the service area. This program ended July 31, 2020 after completing 10,348 deliveries to 4,212 individuals providing 144,984 meals since the end of March.



**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: 4th Quarter FY 2019-20 Fixed-Route Service Evaluation



### 4th Quarter FY 19-20: 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
6	Oxnard - Ventura/Main St.	Trunk	8,046	104,199	13.0	1
1	Port Hueneme - OTC	Trunk	4,667	59,974	12.9	1
16	Ojai	Trunk	3,431	34,858	10.2	1
4	North Oxnard	Local	3,725	37,057	10.0	1
7	South Oxnard	Local	1,158	11,307	9.8	2
2	Colonia	Local	1,062	9,835	9.3	2
11	Telephone Road - Saticoy	Trunk	2,537	23,497	9.3	2
3	Southside	Local	1,545	14,284	9.3	2
21	Victoria Ave	Trunk	3,516	24,565	7.0	3
9	Lemonwood/Gisler	Local	1,122	7,124	6.4	3
5	Parkwest	Local	1,245	7,611	6.1	3
19	Gonzales/OTC/Fifth	Local	891	5,319	6.0	3
8	Oxnard College	Local	2,510	13,556	5.4	3
15	El Rio - Northeast	Local	1,482	7,644	5.2	3
17	Vineyard Central Rose	Trunk	1,901	9,215	4.9	4
10	Telegraph Road - Saticoy	Trunk	1,875	6,682	3.6	4
20*	Eastman - Lombard - Stugis	Local	-	-	-	4
22**	Wells - Nyeland	Trunk	-	-	-	4

\*Route 20 was suspended in April 2020 due to COVID-19

\*\*Route 22 was discontinued in January 2020

**Excluded Routes**

18	High School Trippers - Did Not Operate in 4th Quarter	-	-	-	Reason Excluded: booster service
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**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
6	104,199	8,046	Trunk	\$ 100.67	\$ 809,991	\$ 7.77	\$ 0.00	\$ 7.77	1	1
1	59,974	4,667	Trunk	\$ 100.67	\$ 469,777	\$ 7.83	\$ 0.00	\$ 7.83	2	1
16	34,858	3,431	Trunk	\$ 100.67	\$ 345,348	\$ 9.91	\$ 0.00	\$ 9.91	3	1
4	37,057	3,725	Local	\$ 100.67	\$ 374,945	\$ 10.12	\$ 0.00	\$ 10.12	4	2
7	11,307	1,158	Local	\$ 100.67	\$ 116,576	\$ 10.31	\$ 0.00	\$ 10.31	5	2
11	23,497	2,537	Trunk	\$ 100.67	\$ 255,349	\$ 10.87	\$ 0.00	\$ 10.87	6	2
2	9,835	1,062	Local	\$ 100.67	\$ 106,912	\$ 10.87	\$ 0.00	\$ 10.87	7	2
3	14,284	1,545	Local	\$ 100.67	\$ 155,535	\$ 10.89	\$ 0.00	\$ 10.89	8	3
21	24,565	3,516	Trunk	\$ 100.67	\$ 353,956	\$ 14.41	\$ 0.00	\$ 14.41	9	3
9	7,124	1,122	Local	\$ 100.67	\$ 112,952	\$ 15.86	\$ 0.00	\$ 15.86	10	3
5	7,611	1,245	Local	\$ 100.67	\$ 125,334	\$ 16.47	\$ 0.00	\$ 16.47	11	3
19	5,319	891	Local	\$ 100.67	\$ 89,697	\$ 16.86	\$ 0.00	\$ 16.86	12	4
8	13,556	2,510	Local	\$ 100.67	\$ 252,631	\$ 18.64	\$ 0.00	\$ 18.64	13	4
15	7,644	1,482	Local	\$ 100.67	\$ 149,193	\$ 19.52	\$ 0.00	\$ 19.52	14	4
17	9,215	1,901	Trunk	\$ 100.67	\$ 191,323	\$ 20.76	\$ 0.00	\$ 20.76	15	4
10	6,682	1,875	Trunk	\$ 100.67	\$ 188,756	\$ 28.25	\$ 0.00	\$ 28.25	16	4
20*	-	-	Local	\$ 100.67	\$ -	\$ -	\$ 0.00	\$ -	17	4
22**	-	-	Trunk	\$ 100.67	\$ -	\$ -	\$ 0.00	\$ -	17	4

\*Route 20 was suspended in April 2020 due to COVID-19

\*\*Route 22 was discontinued in January 2020

**Excluded Routes**

18	-	-	Trippler	\$ 100.67	\$ -	\$ -	\$ -	\$ -	Reason Excluded: booster service
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