



Item 7

DATE February 3, 2021

TO GCTD Board of Directors

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

SUBJECT Receive Presentation on 2nd Quarter FY 20-21 Ridership and Performance Update

I. EXECUTIVE SUMMARY

This quarterly report covers the 2nd Quarter (October 1 through December 31) 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 2nd quarter of FY 2020-21, has decreased -46% over the 2nd 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.

**2nd Quarter FY 20-21
Systemwide Ridership & Performance**

	2 nd Qtr FY 2020-21	2 nd Qtr FY 2019-20	Difference	% Change
Fixed-Route Ridership				
Total System Boardings	480,685	883,000	-402,315	-46%
Average Daily Passengers Weekdays	5,601	11,105	-5,504	-50%
Average Daily Passengers Saturdays	4,837	6,862	-2,025	-30%
Average Daily Passengers Sundays	4,533	6,389	-1,857	-29%
Wheelchair Boardings	5,947	9,287	-3,340	-36%
Bicycle Boardings	19,321	19,501	-180	-1%
Performance Measures				
Passengers Per Revenue Hour	11	18	-7	-39%
Fare Revenue Per Service Hour	\$0.00	\$14.84	(\$14.84)	-100%
Total Fare Revenue	\$0.00	\$727,752	(\$727,752)	-100%
On-Time Performance	89%	84%	Goal > 90%	
% Systemwide Boarding as Free Transfers	0%	21%	Goal < 20%	

GOLD COAST TRANSIT DISTRICT

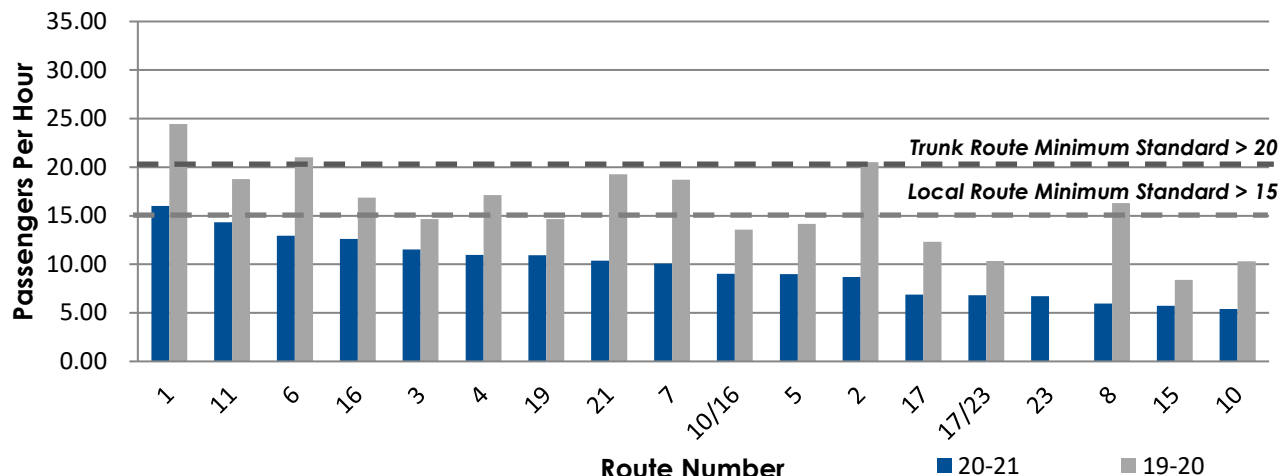
CITY OF OJAI | CITY OF OXNARD | CITY OF PORT HUENEME | CITY OF VENTURA | COUNTY OF VENTURA
1901 AUTO CENTER DRIVE, OXNARD, CA 93036-7966 | P 805.483.3959 | F 805.487.0925 | GCTD.ORG

2nd Quarter FY 20-21 Ridership by Route

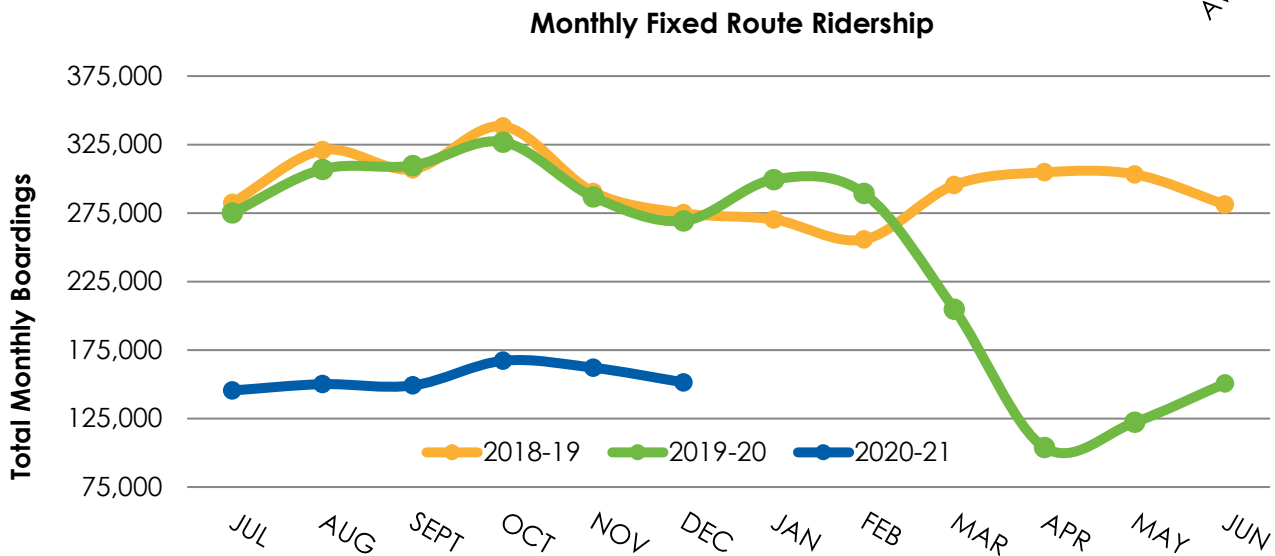
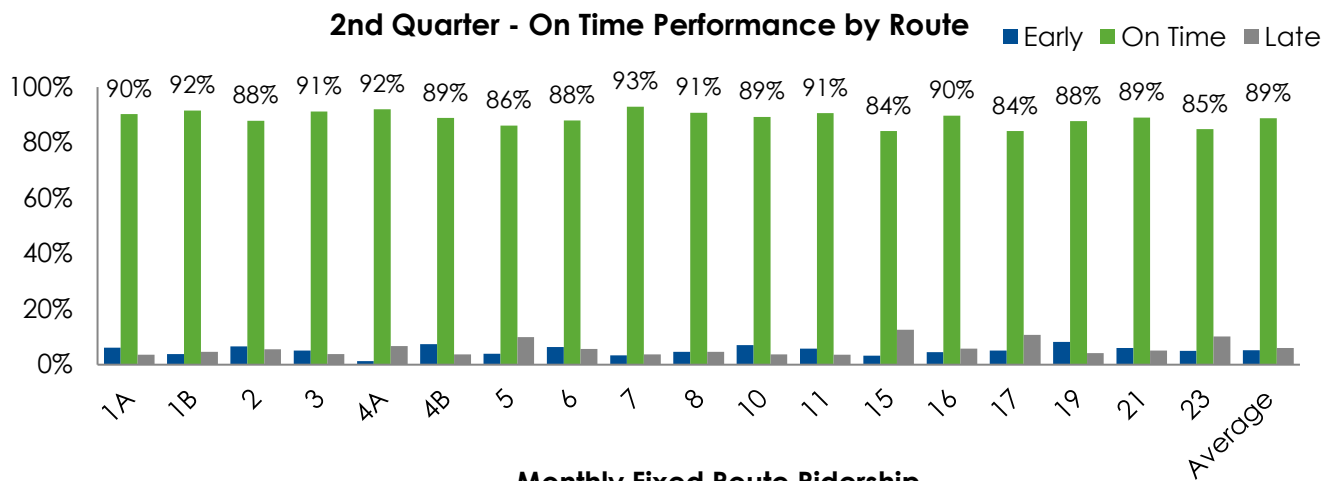
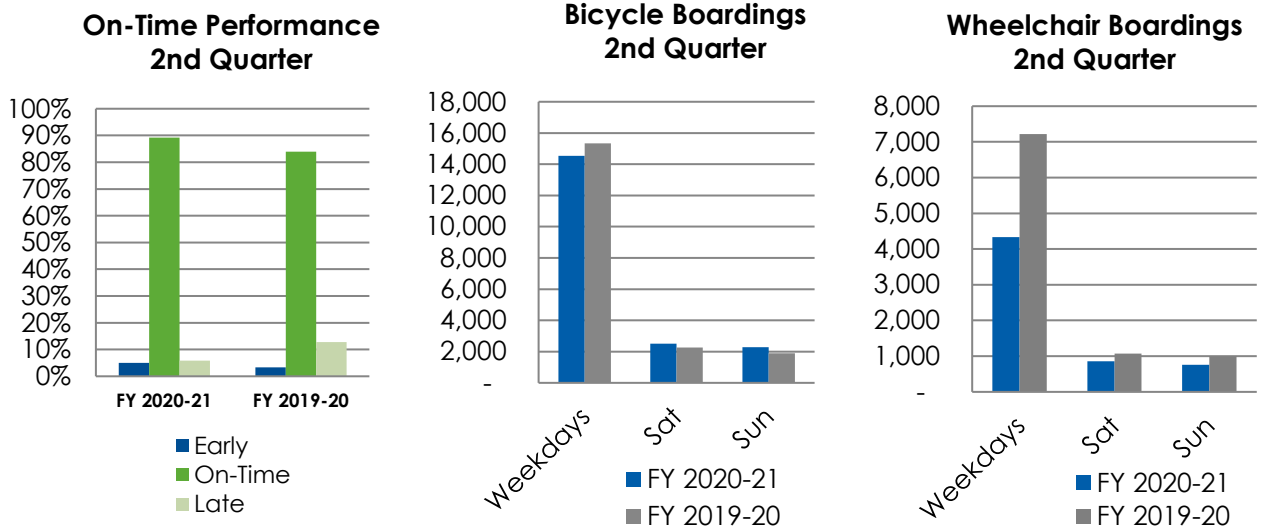
Route	Route Name	2 nd Quarter FY 2020-21 Unlinked Passengers	2 nd Quarter FY 2019-20 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	82,074	131,820	(49,746)	-38%
2	Colonia - Downtown Oxnard	10,280	21,786	(11,506)	-53%
3	J St - Centerpoint Mall - Lemonwood	18,801	23,284	(4,483)	-19%
4	North Oxnard - Ventura Rd - St. John's	40,568	64,937	(24,369)	-38%
5	Hemlock - Seabridge - Wooley	11,205	18,833	(7,628)	-41%
6	Oxnard - Ventura - Main St	129,512	237,766	(108,254)	-46%
7	Oxnard College - Centerpoint Mall	11,430	22,892	(11,462)	-50%
8	OTC- Oxnard College - Centerpoint Mall	11,588	44,442	(32,854)	-74%
9*	Lemonwood - Channel Islands	Service Discontinued	14,301	---	---
10	Pacific View Mall - Telegraph -Saticoy	9,675	20,099	(10,424)	-52%
11	Pacific View Mall - Telephone - Wells	35,666	61,789	(26,123)	-42%
15	Esplanade - El Rio - St. John's	10,280	14,648	(4,368)	-30%
16	Downtown Ojai - Pacific View Mall	40,763	65,258	(24,495)	-38%
17	Esplanade - Oxnard College	15,495	26,691	(11,196)	-42%
18	High School Trippers	Service Suspended	10,871	(10,871)	---
19	OTC- 5th St - Airport - Gonzales Rd	6,241	11,793	(5,552)	-47%
20	Lombard - Sturgis - Gonzales Rd	Service Suspended	13,294	---	---
21	Port Hueneme - Ventura - Victoria Ave	32,424	67,696	(35,272)	-52%
23**	Oxnard College - NBVC - Esplanade	14,683	---	---	---
TOTAL GCT SYSTEM		480,685	883,000	(402,315)	-46%

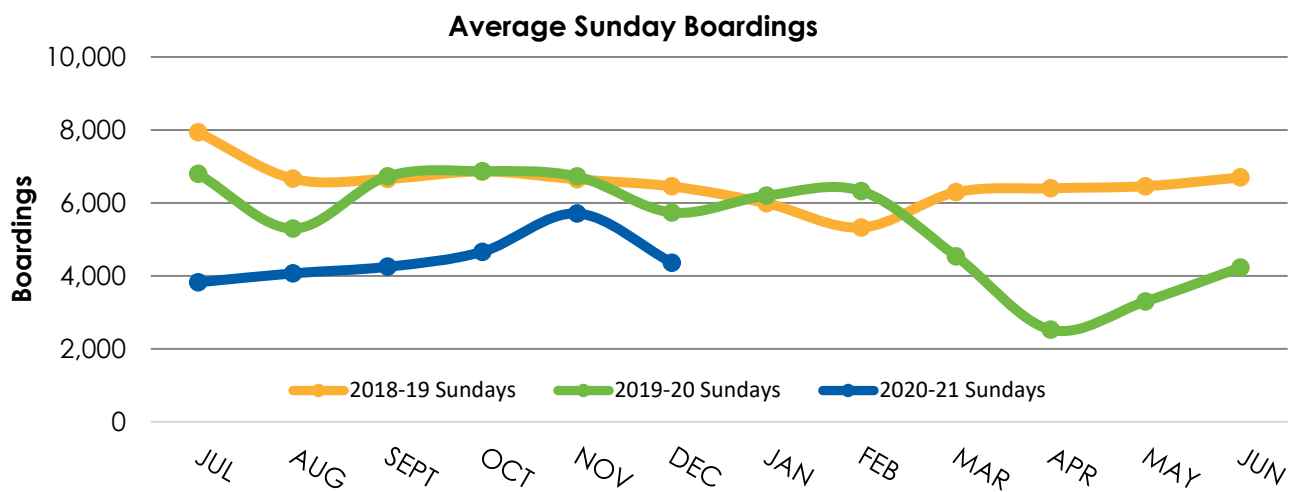
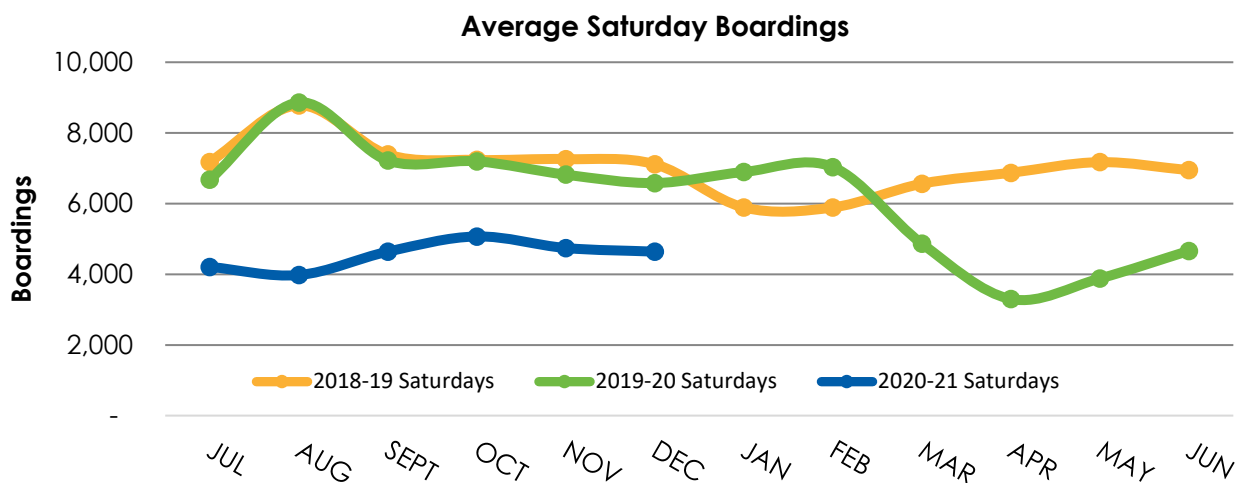
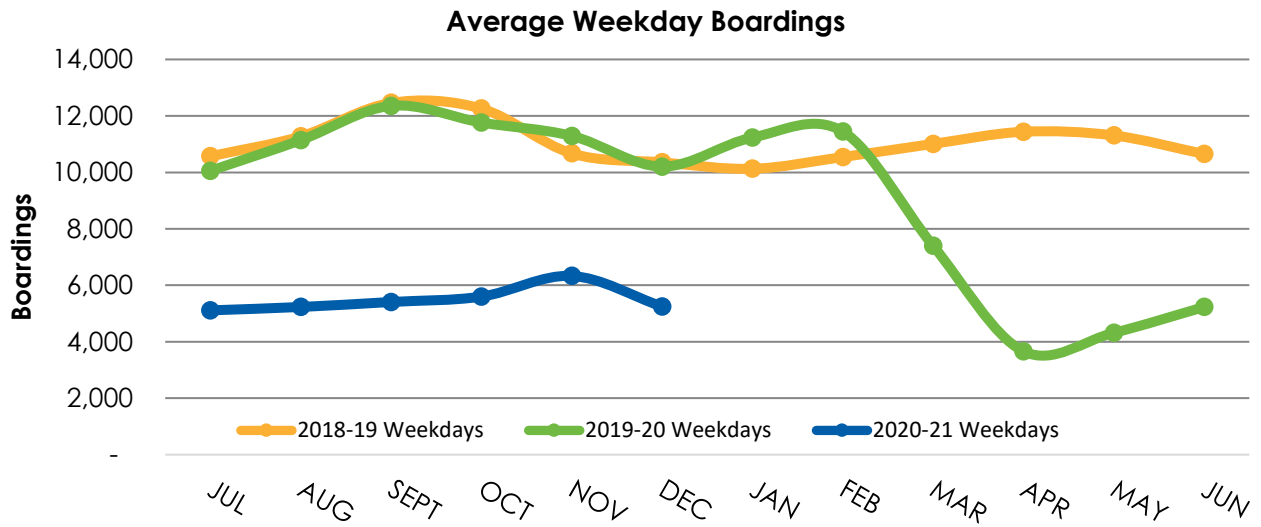
*Route 9 was combined with Route 3 in July 2020 as part of a restructure
 **Route 23 is a new service implemented on July 26, 2020.

2nd 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.





**2nd Quarter
Complaints/Commendations by Type**

<i>Type</i>	<i>Issue</i>	<i>2nd Quarter Comments</i>
Scheduling	On-Time Performance	2
Operations	Operator Conduct	22
	Driving Complaints	4
	Passed by	9
	Commendations	5
	Bus Stop Issues	0
Other	Other	3
Totals		45

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

III. FIXED-ROUTE SERVICE SUMMARY

Overall, fixed route ridership was down 46% compared to 2nd quarter last year and, as previously stated, there is an expectation that ridership will eventually return to pre-pandemic levels when schools and businesses fully reopen without interruption. The return of riders to the GCTD system will also be contingent upon service levels available to the public as economic and public health conditions improve.

In the second quarter of FY20-21, GCTD Planning staff continued to monitor service changes that were implemented in July 2020. Additionally, staff is nearly complete with a systemwide bus stop inventory. The inventory will include various information about the 700 bus stops in the service area including amenities available, amenity condition and adjacent land uses. The inventory will be shared with our partner jurisdiction and will help guide recommended improvements.

New Route 23: Oxnard College - NBVC – Esplanade Update

Route 23 is a CMAQ funded demonstration route with three years of initial funding. The route connects Port Hueneme and south Oxnard to North Oxnard via Ventura Road. Initial stop level ridership analysis shows that passengers are travelling to major retail and service destinations along Ventura Road and the Esplanade shopping center. The route’s ridership has grown 64% between the last two quarters and as our communities work through the pandemic it is expected that ridership will continue to increase.

Route 23 Total Ridership		
6 Month Total	Change between Qtr1 & Qtr2	Change between Qtr1 & Qtr2
23,654	5,712	+64%

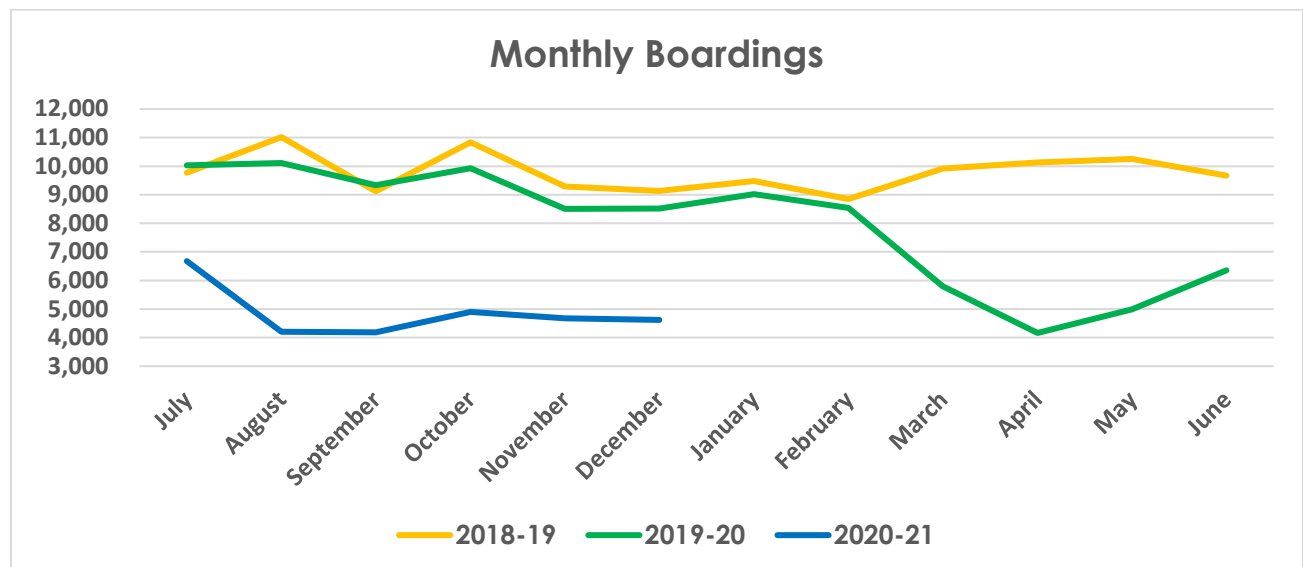
IV. ACCESS OPERATIONS

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

2nd Quarter FY 2020-21 GO ACCESS Ridership & Performance

Paratransit Ridership	2nd Qtr FY 2020-21	2nd Qtr FY 2019-20	Difference	% Change
Total System Boardings	14,192	26,941	-12,749	-47.32%
Average Daily Passengers Weekdays	193	359	-166	-46.24%
Average Daily Passengers Saturdays	87	163	-76	-46.63%
Average Daily Passengers Sundays	51	138	-87	-63.04%
Performance Measures	2nd Qtr FY 2020-21	2nd Qtr FY 2019-20	Difference	% Change
Passengers Per Revenue Hour	1.97	2.32	-0.35	-15.09%
On Time Performance (Arrive within the window)	94.0%	91.3%	+2.7	+2.96%
Early (Before start of pick-up window)	3.0%	4.4%	-1.3	-31.82%
Late (After end of pick-up window)	3.0%	4.3%	-1.4	-30.23%



2nd Quarter - Feedback

Type	Issue	2nd Quarter Comments	2nd Quarter Verified Comments	YTD 2020-21 Verified Comments
Scheduling	Travel Time	0	0	0
	Schedules	0	0	0
Operations	Operator	0	0	0
	Dispatch	0	0	1
Other	Reservations	1	1	1
	Policies	0	0	1
	Commendations	0	N/A	N/A
Totals		1	1	3

VI. GO ACCESS - HIGHLIGHTS

GO ACCESS boardings continue to be down as the impact of COVID continues to be felt within the community. Boardings decreased 47.32% during the 2nd quarter this year when compared to the 2nd quarter of last year. Current public health social distancing requirements of the COVID-19 pandemic severely reduce the ability to combine trips when possible. This accounts for the slight reduction of 15% in the overall system productivity which translates into an increase in overall cost per trip provided. Since the GO ACCESS paratransit services are demand based, the service hours and miles required to provide requested service is down providing some budgetary savings.

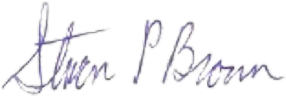
GCTD was recently awarded funding for innovative demand response solutions to address the needs of essential worker commutes during the COVID-19 pandemic. Jobs Access Reverse Commute (JARC) funding specific to COVID-19 in the amount of \$236,456 was awarded for a pilot LATE NIGHT SAFE RIDE service aimed at encouraging fixed route ridership by providing a safe late night return solution for our first responders, medical health employees and those who will be returning to the restaurant and retail sector as the economy re-opens. The soft launch for this JARC CARES project is anticipated later in Third Quarter FY2021.

GCTD also received \$298,400 in JARC Funding to launch an innovative on-demand micro-transit project in South Oxnard. This project will use an electric vehicle to provide an immediate on-demand connection to transit hubs and job sites within the approximate 2 sq mile service area.

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

2nd 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	5,133	82,074	16.0	1
11	Telephone Road - Saticoy	Trunk	2,493	35,666	14.3	1
6	Oxnard - Ventura/Main St.	Trunk	10,016	129,512	12.9	1
16	Ojai	Trunk	3,231	40,763	12.6	1
3	Southside	Local	1,631	18,801	11.5	2
4	North Oxnard	Local	3,701	40,568	11.0	2
19	Gonzales - OTC - Fifth	Local	571	6,241	10.9	2
21	Port Hueneme - Ventura - Victoria Ave	Trunk	3,129	32,424	10.4	3
7	South Oxnard	Local	1,133	11,430	10.1	3
5	Parkwest	Local	1,245	11,205	9.0	3
2	Colonia	Local	1,185	10,280	8.7	3
17	Esplanade - Oxnard College	Trunk	2,250	15,495	6.9	4
23	Oxnard College - Naval Base - Esplanade	Trunk	2,187	14,683	6.7	4
8	Oxnard College	Local	1,943	11,588	6.0	4
15	El Rio - Northeast	Local	1,790	10,280	5.7	4
10	Telegraph Road - Saticoy	Trunk	1,790	9,675	5.4	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 2nd Quarter	-	-	-	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	82,074	5,133	Trunk	\$ 100.67	\$ 516,709	\$ 6.30	\$ 0.00	\$ 6.30	1	1
11	35,666	2,493	Trunk	\$ 100.67	\$ 250,970	\$ 7.04	\$ 0.00	\$ 7.04	2	1
6	129,512	10,016	Local	\$ 100.67	\$ 1,008,316	\$ 7.79	\$ 0.00	\$ 7.79	3	1
16	40,763	3,231	Trunk	\$ 101.67	\$ 328,496	\$ 8.06	\$ 0.00	\$ 8.06	4	1
3	18,801	1,631	Local	\$ 100.67	\$ 164,142	\$ 8.73	\$ 0.00	\$ 8.73	5	2
4	40,568	3,701	Trunk	\$ 100.67	\$ 372,529	\$ 9.18	\$ 0.00	\$ 9.18	6	2
19	6,241	571	Local	\$ 100.67	\$ 57,483	\$ 9.21	\$ 0.00	\$ 9.21	7	2
21	32,424	3,129	Trunk	\$ 100.67	\$ 314,996	\$ 9.71	\$ 0.00	\$ 9.71	8	2
7	11,430	1,133	Trunk	\$ 100.67	\$ 114,009	\$ 9.97	\$ 0.00	\$ 9.97	9	3
5	11,205	1,245	Trunk	\$ 100.67	\$ 125,334	\$ 11.19	\$ 0.00	\$ 11.19	10	3
2	10,280	1,185	Local	\$ 100.67	\$ 119,294	\$ 11.60	\$ 0.00	\$ 11.60	11	3
17	15,495	2,250	Local	\$ 100.67	\$ 226,528	\$ 14.62	\$ 0.00	\$ 14.62	12	3
23	14,683	2,187	Local	\$ 100.67	\$ 220,165	\$ 14.99	\$ 0.00	\$ 14.99	13	4
8	11,588	1,943	Trunk	\$ 100.67	\$ 195,551	\$ 16.88	\$ 0.00	\$ 16.88	14	4
15	10,280	1,790	Trunk	\$ 100.67	\$ 180,149	\$ 17.52	\$ 0.00	\$ 17.52	15	4
10	9,675	1,790	Local	\$ 100.67	\$ 180,149	\$ 18.62	\$ 0.00	\$ 18.62	16	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	-	-	Trippler	\$ 100.67	\$ -	\$ -	\$ -	\$ -	booster service