



DATE November 1, 2017

TO GCTD Board of Directors

FROM Matt Miller, Transit Planner II *MM*
Margaret Heath-Schoep, Paratransit & Special Projects Manager *MH/Schoep*

SUBJECT Fixed-Route & ACCESS Services Quarterly Update – 1st Quarter FY 2017-18

I. EXECUTIVE SUMMARY

This quarterly report covers the 1st Quarter (July 1 through September 30) of Fiscal Year 2017-18. This report includes a summary of performance and operating statistics for both fixed-route and GO ACCESS services.

II. BACKGROUND

Table I shows that ridership for the 1st quarter of FY 2017-18, has decreased 5% over the 1st quarter of last year. As stated previously, the SCAG’s Regional Transportation Technical Advisory Committee (RTTAC), presented potential contributions to the decline in ridership many Southern Californian transit agencies are facing. Among the reasons cited were an increase in the availability of driver’s licenses to undocumented immigrants and an increase of vehicle ownership. Locally, long term detours and closed stops in high ridership areas like the Esplanade Shopping Center and Wagon Wheel in Oxnard have been putting downward pressure on ridership for Routes 6, 15 and 17. Although ridership has declined, staff is looking forward to implementing mobile ticketing that will increase accessibility of GCTD passes and a route restructure that will reduce travel time and improve frequency.

**1st Quarter FY 17-18
Systemwide Ridership & Performance**

	1 st Qtr FY 2017-18	1 st Qtr FY 2016-17	Difference	% Change
Fixed-Route Ridership				
Total System Boardings	869,877	943,977	-47,090	-5.0%
Average Daily Passengers Weekdays	11,305	11,824	-519	-4.4%
Average Daily Passengers Saturdays	7,094	7,454	-360	-4.8%
Average Daily Passengers Sundays	6,567	6,951	-384	-5.5%
Wheelchair Boardings	8,419	7,562	857	11%
Bicycle Boardings	24,557	26,147	-1,590	-6%
Performance Measures				
Passengers Per Revenue Hour	17.7	18.6	-0.84	-4.5%
Fare Revenue Per Service Hour	\$13.51	\$12.76	\$0.75	5.9%
Total Fare Revenue	\$683,784	\$648,988	\$34,796	5.4%
On-Time Performance	87.8%	81.5%	Goal > 90%	
% Systemwide Boarding as Free Transfers	24.0%	24.0%	Goal < 20%	

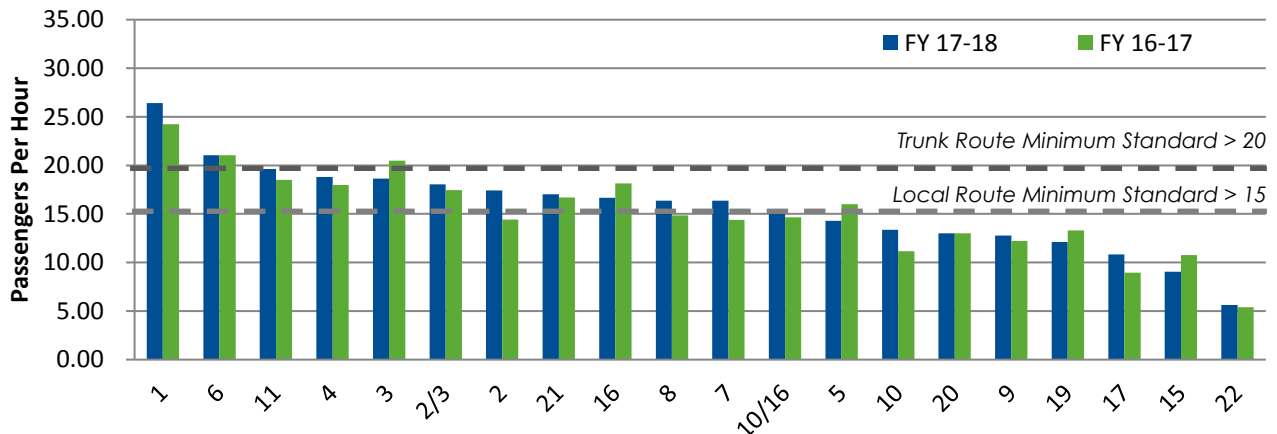
GOLD COAST TRANSIT DISTRICT

1st Quarter FY 17-18 Ridership by Route

Route	Route Name	1st Quarter FY 2017-18 Unlinked Passengers	1st Quarter FY 2016-17 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	143,088	149,824	(6,736)	-4.5%
2	Colonia - Downtown Oxnard	20,206	23,733	(3,527)	-14.9%
3	J St - Centerpoint Mall - Naval Base	27,871	28,298	(427)	-1.5%
2/3	<i>Route 2 & 3 Combined</i>	48,077	52,031	(3,954)	-7.6%
4	North Oxnard - Ventura Rd - St. John's	70,216	72,904	(2,688)	-3.7%
5	Hemlock - Seabridge - Wooley	19,389	20,111	(722)	-3.6%
6	Oxnard - Ventura - Main St	235,958	252,047	(16,089)	-6.4%
7	Oxnard College - Centerpoint Mall	20,349	21,005	(656)	-3.1%
8	OTC- Oxnard College - Centerpoint Mall	45,132	47,633	(2,501)	-5.3%
9	Lemonwood - Channel Islands	16,010	17,953	(1,943)	-10.8%
10	Pacific View Mall - Telegraph -Saticoy	23,703	22,373	1,330	5.9%
11	Pacific View Mall - Telephone - Wells	64,415	65,754	(1,339)	-2.0%
15	Esplanade - El Rio - St. John's	15,267	18,436	(3,169)	-17.2%
14/15/17/22	<i>Route 14, 15, 17 & 22 Combined</i>	51,565	53,774	(2,209)	-4.1%
16	Downtown Ojai - Pacific View Mall	62,407	69,106	(6,699)	-9.7%
10/16	<i>Route 10 & 16 Combined</i>	86,110	91,479	(5,369)	-5.9%
17	Esplanade - Oxnard College	24,214	22,983	1,231	5.4%
18	Trippers	5,319	5,733	(414)	-7.2%
19	OTC- 5th St - Airport - Gonzales Rd	15,466	15,814	(348)	-2.2%
20	Lombard - Sturgis	16,039	15,379	660	4.3%
21	Port Hueneme - Ventura - Victoria Ave	59,754	62,536	(2,782)	-4.4%
22	Saticoy - St. Johns - Nyeland Acres	12,084	12,355	(271)	-2.2%
TOTAL GCT SYSTEM		896,887	943,977	-47,090	-5.0%

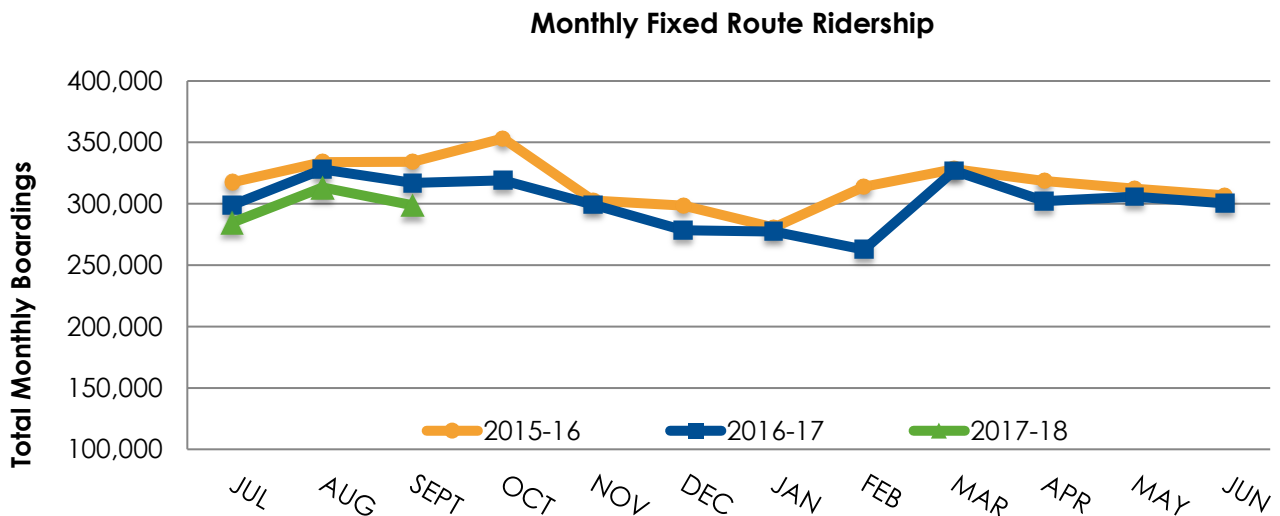
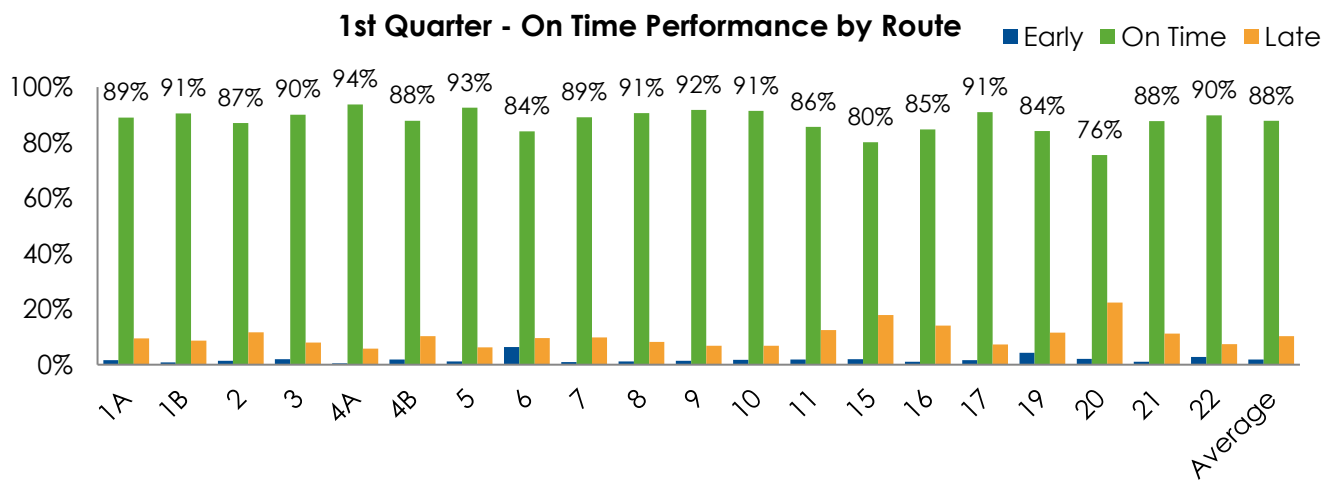
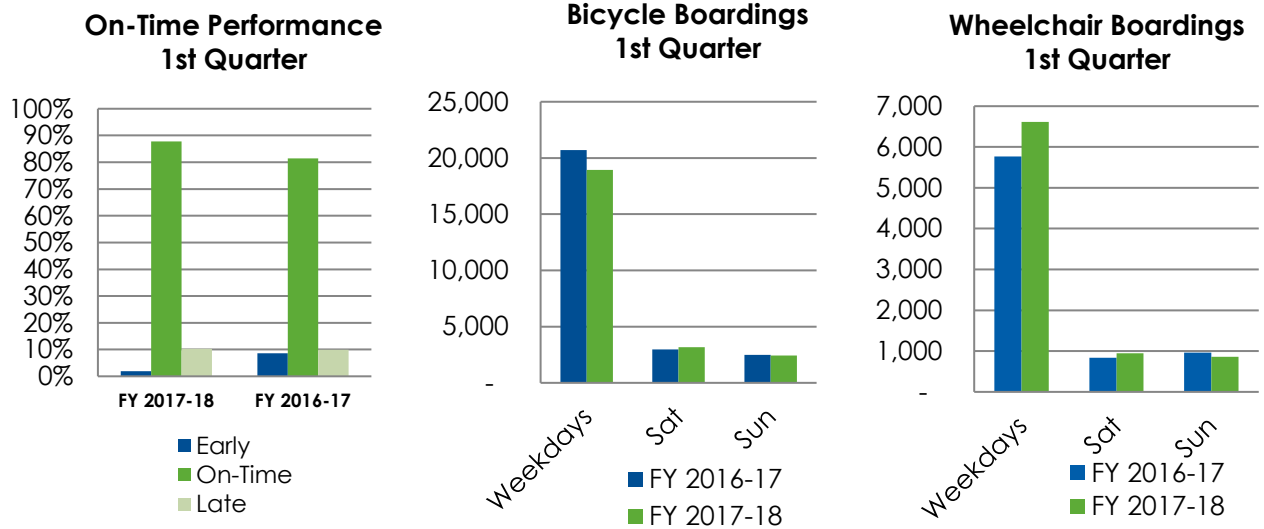
* Data from interlined¹ routes (2/3, 15/17, 10/16) is shown combined to account for Farebox log-in errors.

1st Quarter FY 17-18 Passengers Per Revenue Hour (Weekdays)

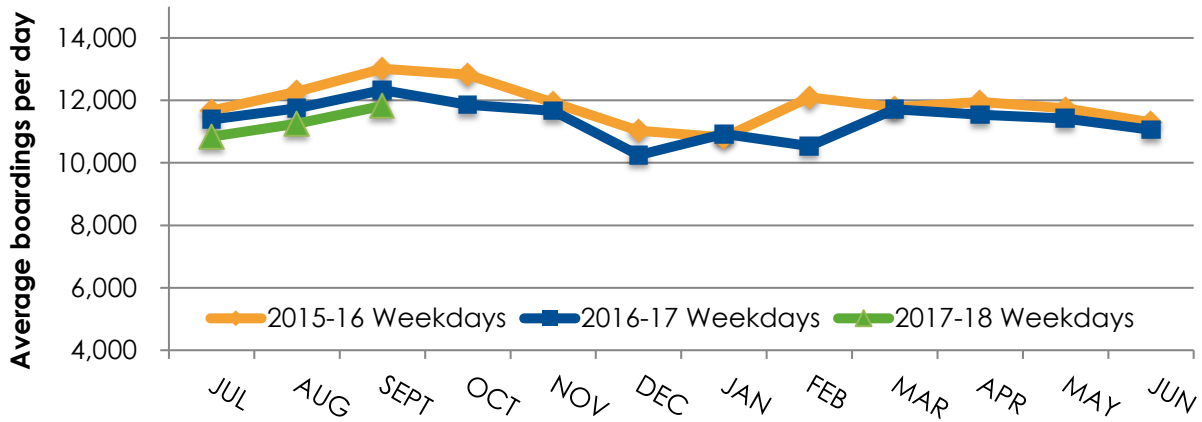


Note: Route 18 (school trippers) not shown in graph.

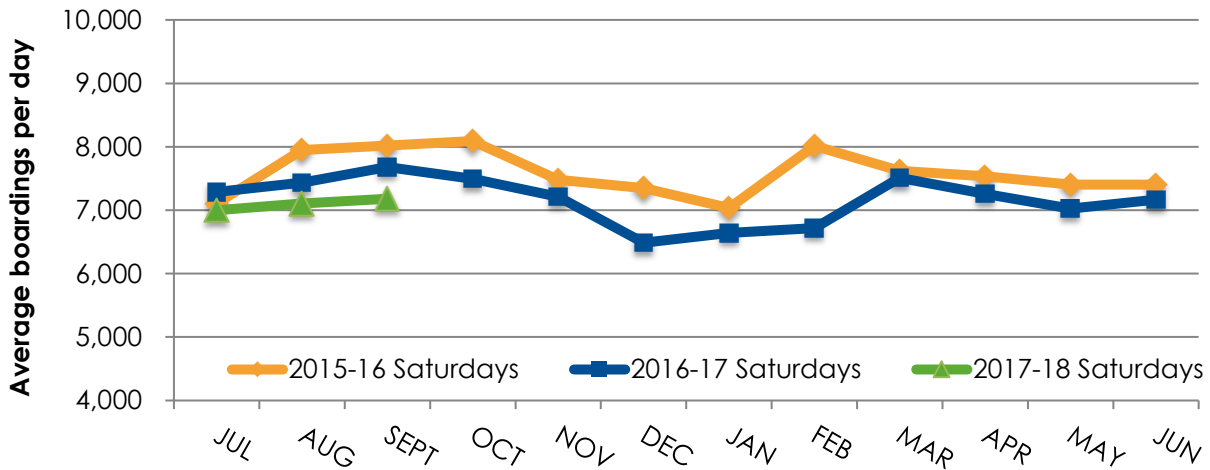
¹ Interlining provides increased efficiency in which the same bus serves more than one route, e.g., it starts service as one route then becomes another route at a point during its scheduled run.



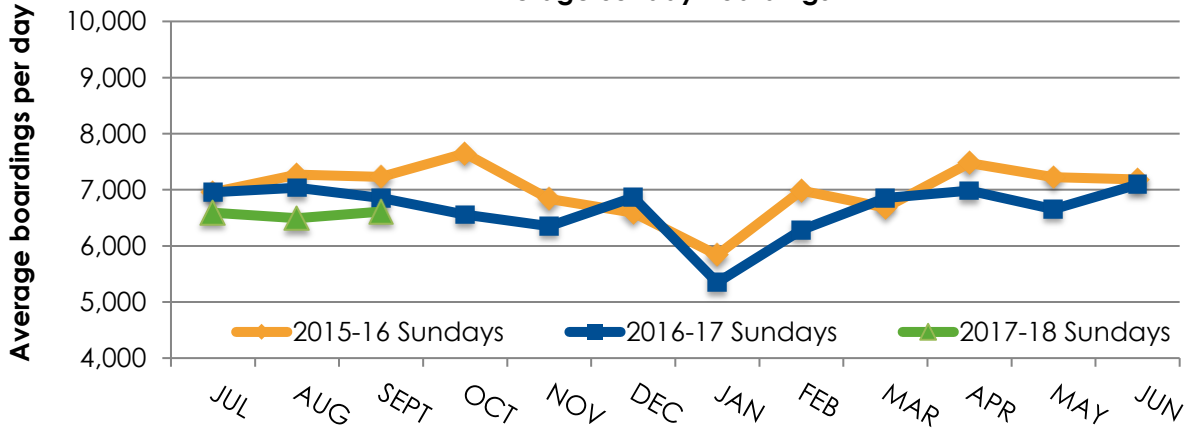
Average Weekday Boardings



Average Saturday Boardings



Average Sunday Boardings



**1st Quarter
Complaints/Commendations by Type**

Type	Issue	1st Quarter Comments	1st Quarter Verified Comments	Verified Comments YTD 2017-18
Scheduling	On-Time Performance	5	1	1
Operations	Operator Conduct	15	2	2
	Driving Complaints	2	1	1
	Passed by	13	0	0
	Commendations	14	N/A	N/A
	Bus Stop Issues	0	0	0
Other	Other	6	1	1
Totals		49	5	5

Above is a chart showing complaints and commendations from passengers. As the chart shows, many of the complaints received are not verified after viewing video footage.

III. FIXED-ROUTE SERVICE SUMMARY

In July 2017, service changes took effect which included schedule changes to many routes to attempt to be more efficient and improve on-time performance. Planning staff will continue to monitor the effect of these changes on route and on-time performance. Staff has continued to increase GCTD’s social media presence with contests like #NameThatStop and #DumpthePump Summer Selfie Contest which asked passengers to follow GCTD on Instagram, take a selfie while riding the bus and post it on Instagram to be entered to win a new Beach Cruiser. Over the course of the contest GCTD gained over 100 followers. Staff will continue to implement our expanded social media calendar throughout the year to increase public awareness of GCTD.

G.M. Steve Brown and Winner of #DumpthePump Summer Selfie Contest



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 transportation allows passengers to access essential programs and services. Passengers frequently tell staff that they are able to remain independent because GO ACCESS assists individuals by providing mobility within the community.

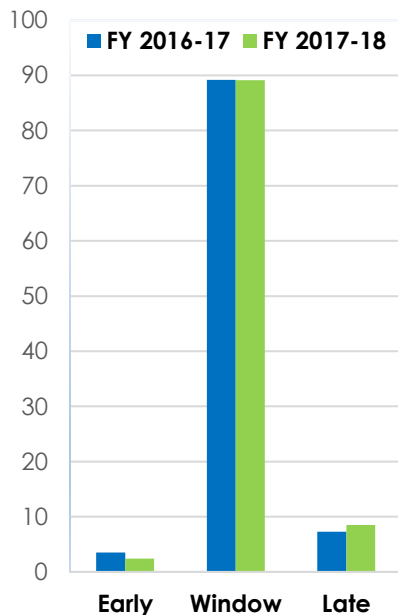
V. ACCESS OPERATIONS

**1st Quarter FY 2017-18
GO ACCESS Ridership & Performance**

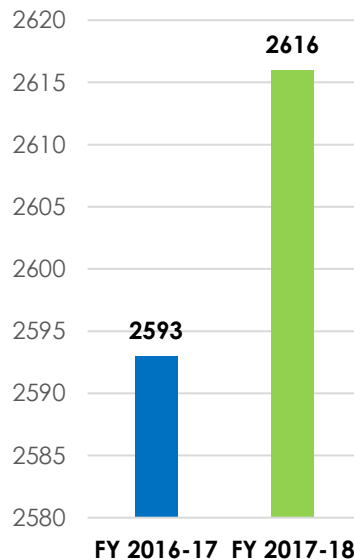
Paratransit Ridership	1st Qtr FY 2017-18	1st Qtr FY 2016-17	Difference	% Change
Total System Boardings	27,979	25,236	+2,743	+10.87%
Average Daily Passengers Weekdays	385	309	+76	+24.60%
Average Daily Passengers Saturdays	163	111	+52	+46.85%
Average Daily Passengers Sundays	109	111	-2	+1.80%

Performance Measures	1st Qtr FY 2017-18	1st Qtr FY 2016-17	Difference	% Change
Passengers Per Revenue Hour	1.84	2.07	-0.23	-11.11%
Total Fare Revenue	\$ 98,618	\$ 97,770	\$ 848	+0.87%

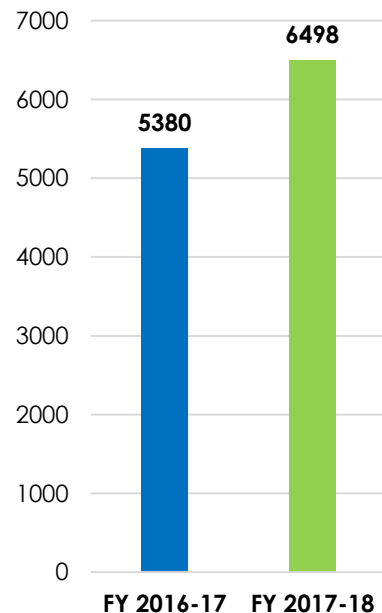
On Time Performance

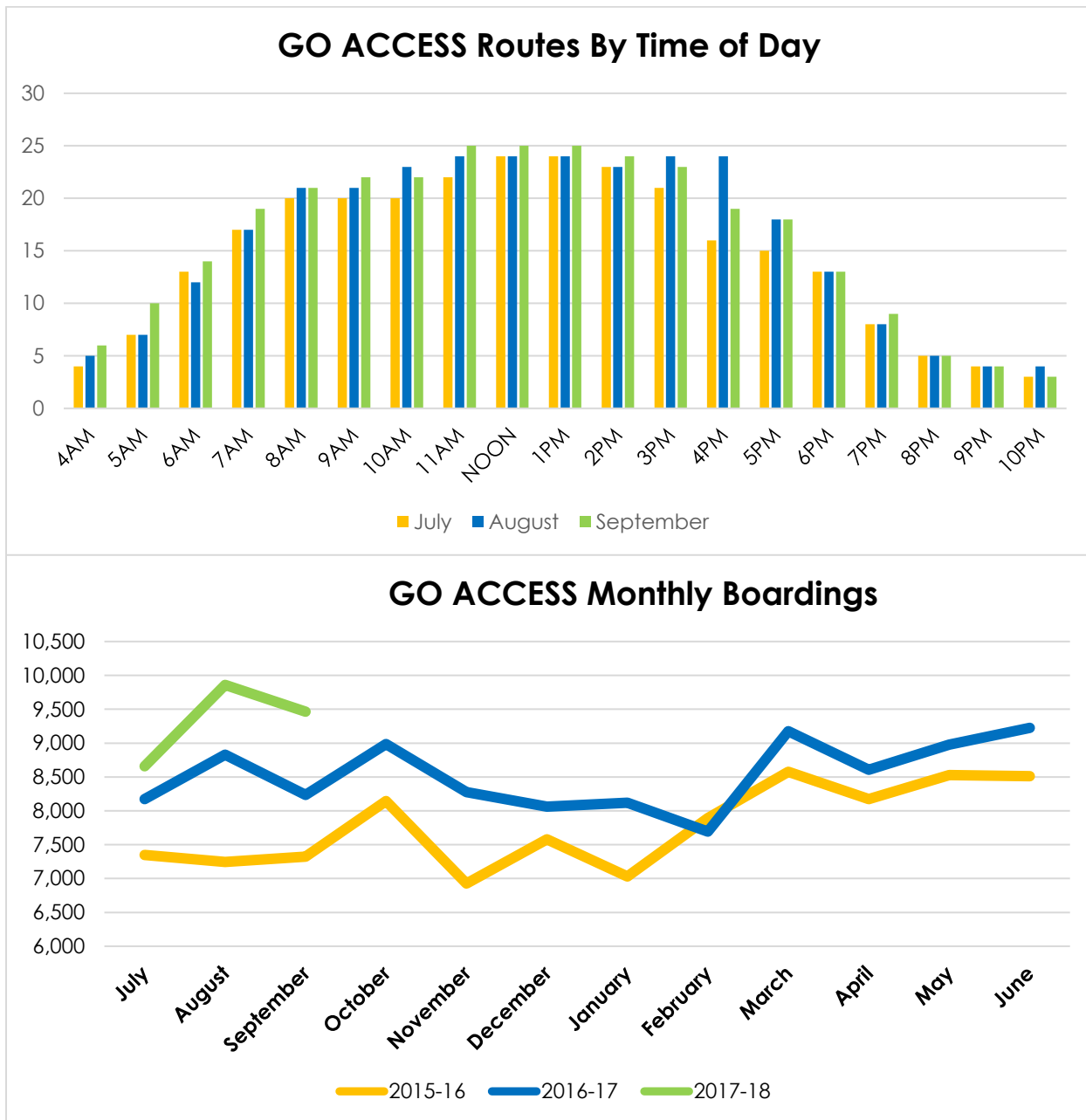


Personal Care Attendants



Wheelchair Boardings





1st Quarter - Feedback

Type	Issue	1 st Quarter	YTD 2017-18
Scheduling	Travel Time	1	1
	Schedules	4	4
	On-Time		
Operations	Performance	2	2
	Operator	1	1
	Dispatch	2	2
Other	Reservations	1	1
	Policies	1	1
Commendations		4	4



VI. GO ACCESS - HIGHLIGHTS

Total boardings GO ACCESS increased 10.87% during the 1st quarter this year when compared to the 1st quarter of last year. Wheelchair boardings increased more than 20% when compared to last year, adding significant time required to perform the additional trips. On-time performance remained relatively stable at 89.11% for all trips. Passengers continue to use the service primarily for medical purposes. Approximately 60% of GO ACCESS transportation requested is to physical therapy, medical and dialysis treatments.

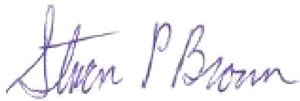
In September GCTD received MediCAL Administrative Activity reimbursements in the amount of \$131,104 for trips provided during FY2015/2016 to eligible passengers going to eligible locations.

GO ACCESS continues to demonstrate an excellent safety record. The paratransit services achieved a record 189 days of providing service to customers without a preventable incident or accident.

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: 1st Quarter FY 2017-18 Fixed-Route Service Evaluation

**1st Quarter FY 17-18 - Service Evaluation Report
RIDERSHIP MEASURE**

Route #	Route Name	Service Type	Total Revenue		Passengers per Revenue Hour	Route Ranking
			Hours	Total Passengers		
1	Port Hueneme - OTC	Trunk	5,413	143,088	26.4	1
6	Oxnard - Ventura/Main St.	Trunk	11,202	235,958	21.1	1
11	Telephone Road - Saticoy	Trunk	3,283	64,415	19.6	1
4	North Oxnard	Local	3,731	70,216	18.8	1
3	Southside	Local	1,495	27,871	18.6	1
2	Colonia	Local	1,159	20,206	17.4	2
21	Victoria Ave	Trunk	3,506	59,754	17.0	2
16	Ojai	Local	3,743	62,407	16.7	2
8	Oxnard College	Local	2,755	45,132	16.4	2
7	South Oxnard	Local	1,244	20,349	16.4	3
5	Parkwest	Local	1,357	19,389	14.3	3
10	Telegraph Road - Saticoy	Local	1,773	23,703	13.4	3
20	Eastman - Lombard - Stugis	Local	1,233	16,039	13.0	3
9	Lemonwood/Gisler	Local	1,255	16,010	12.8	4
19	Gonzales/OTC/Fifth	Local	1,276	15,466	12.1	4
17	Vineyard Central Rose	Trunk	2,238	24,214	10.8	4
15	El Rio - Northeast	Local	1,687	15,267	9.0	4
22	Wells - Nyeland	Local	2,151	12,084	5.6	4

Excluded Routes

18	Trippers	118	5,319	45.1	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 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

Route #	Total Passengers	Total Revenue Hours	Service Type	Systemwide Average Cost Per Hour (Depreciated)		Total Cost	Cost Per Passenger	Average Fare Per Passenger		Subsidy Per Passenger	Route Ranking	Quartile
				\$	\$			\$	\$			
1	143,088	5,413	Trunk	\$ 94.41	\$ 511,055	\$ 3.57	\$0.69	\$ 2.89	1	1		
6	235,958	11,202	Trunk	\$ 94.41	\$ 1,057,607	\$ 4.48	\$0.80	\$ 3.68	2	1		
11	64,415	3,283	Trunk	\$ 94.41	\$ 309,915	\$ 4.81	\$0.73	\$ 4.08	3	1		
4	70,216	3,731	Local	\$ 94.41	\$ 352,251	\$ 5.02	\$0.65	\$ 4.37	6	1		
3	27,871	1,495	Local	\$ 94.41	\$ 141,120	\$ 5.06	\$0.69	\$ 4.37	4	1		
21	59,754	3,506	Trunk	\$ 94.41	\$ 331,008	\$ 5.54	\$0.81	\$ 4.73	5	2		
16	62,407	3,743	Local	\$ 94.41	\$ 353,413	\$ 5.66	\$0.92	\$ 4.75	7	2		
2	20,206	1,159	Local	\$ 94.41	\$ 109,419	\$ 5.42	\$0.65	\$ 4.77	11	2		
8	45,132	2,755	Local	\$ 94.41	\$ 260,052	\$ 5.76	\$0.77	\$ 5.00	8	2		
7	20,349	1,244	Local	\$ 94.41	\$ 117,429	\$ 5.77	\$0.73	\$ 5.04	10	3		
5	19,389	1,357	Local	\$ 94.41	\$ 128,133	\$ 6.61	\$0.73	\$ 5.88	9	3		
10	23,703	1,773	Local	\$ 94.41	\$ 167,363	\$ 7.06	\$0.87	\$ 6.19	14	3		
20	16,039	1,233	Local	\$ 94.41	\$ 116,408	\$ 7.26	\$0.70	\$ 6.56	16	3		
9	16,010	1,255	Local	\$ 94.41	\$ 118,464	\$ 7.40	\$0.71	\$ 6.69	12	4		
19	15,466	1,276	Local	\$ 94.41	\$ 120,437	\$ 7.79	\$0.76	\$ 7.03	13	4		
17	24,214	2,238	Trunk	\$ 94.41	\$ 211,286	\$ 8.73	\$0.84	\$ 7.89	15	4		
15	15,267	1,687	Local	\$ 94.41	\$ 159,279	\$ 10.43	\$0.74	\$ 9.69	17	4		
22	12,084	2,151	Local	\$ 94.41	\$ 203,076	\$ 16.80	\$0.73	\$ 16.08	18	4		

Excluded Routes

18	5,319	118	Tripper	\$ 94.41	\$ 11,140	\$ 2.09	\$ 1.223	\$ 0.87	Reason Excluded: booster service
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