

ITEM 12

FIXED ROUTE AND ACCESS FLEXIBLE SERVICES

Q4 & FY25 YEAR END PERFORMANCE UPDATE

Presenters:

Austin Novstrup, Planning Manager

Robert Lucio, Mobility Coordinator

September 3, 2025

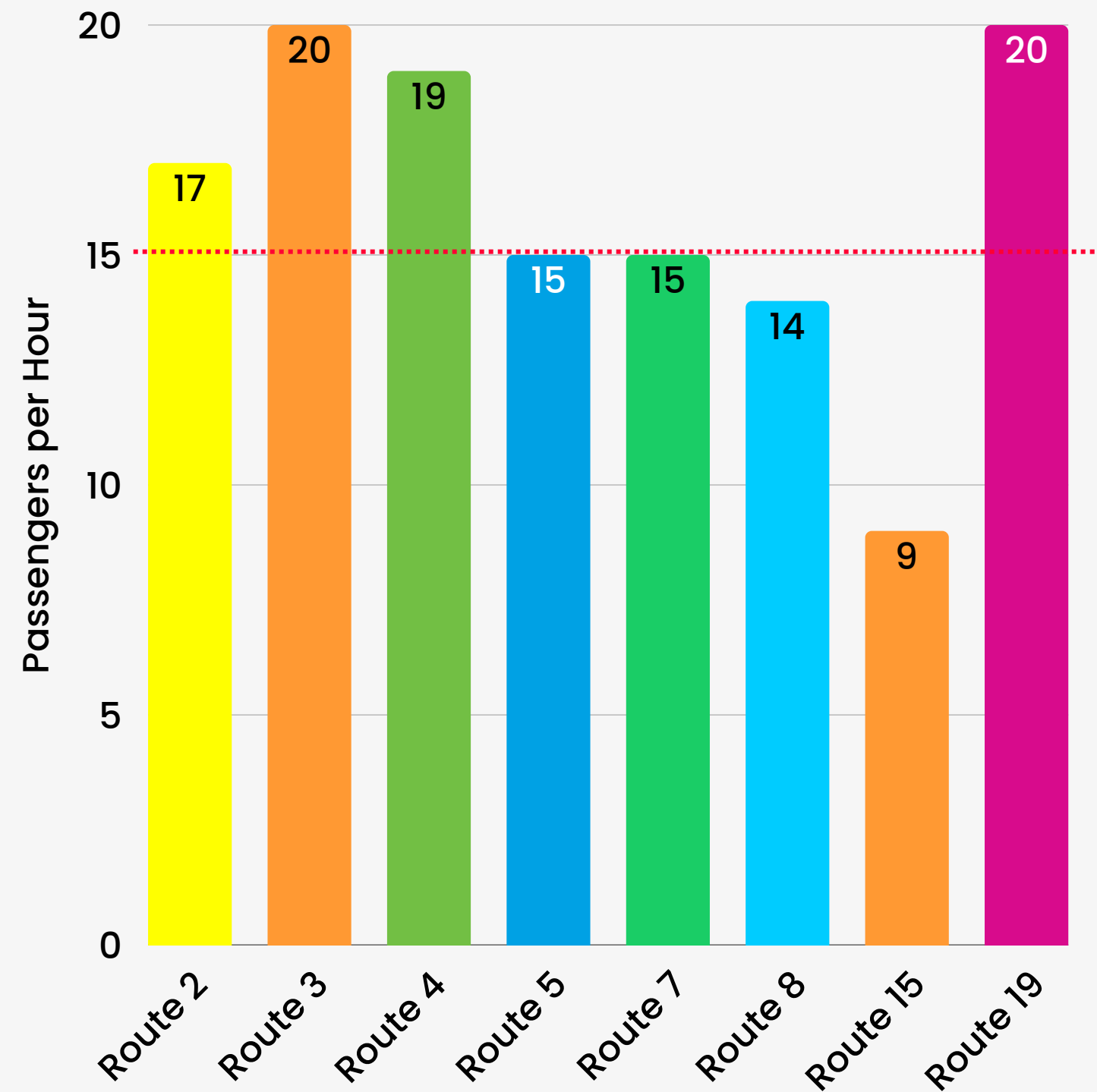




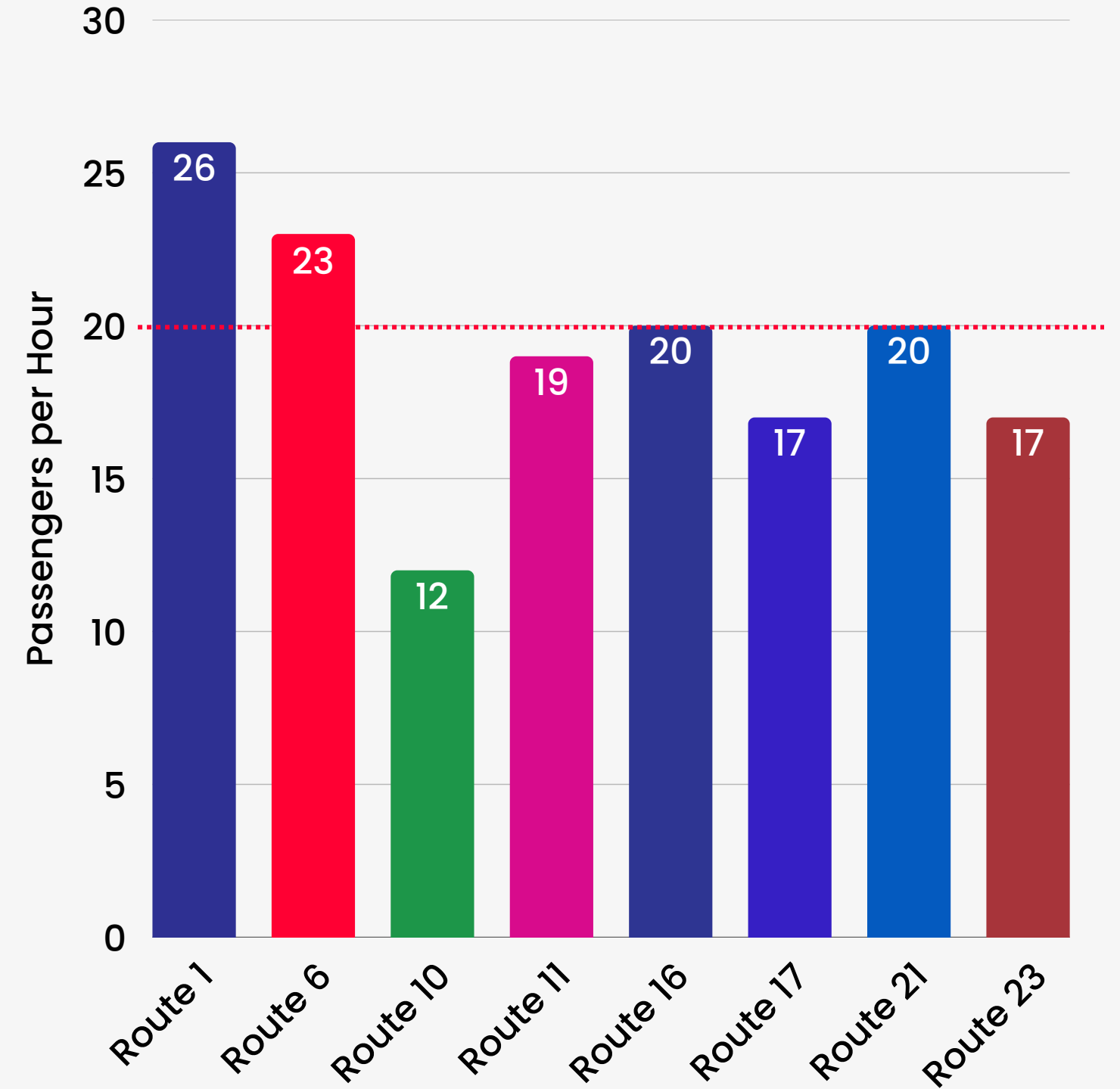
Fixed Route Trends

- Overall, ridership increased by 1.7% year over year.
- 4th Quarter ridership decreased 1% year over year.
- Ridership gains occurred in the 1st and 2nd quarters, with small ridership losses in the 3rd and 4th quarters.
- Routes 17, 18, & 23 annual ridership increased.
- Routes 7, 15, 16 & 19 annual ridership declined.
- Systemwide productivity increased from 19.1 passengers per hour to 19.7
- Ontime Performance improved to 84.4% this year from 82.8% last year.

Annualized (24–25) Ridership Service Evaluation

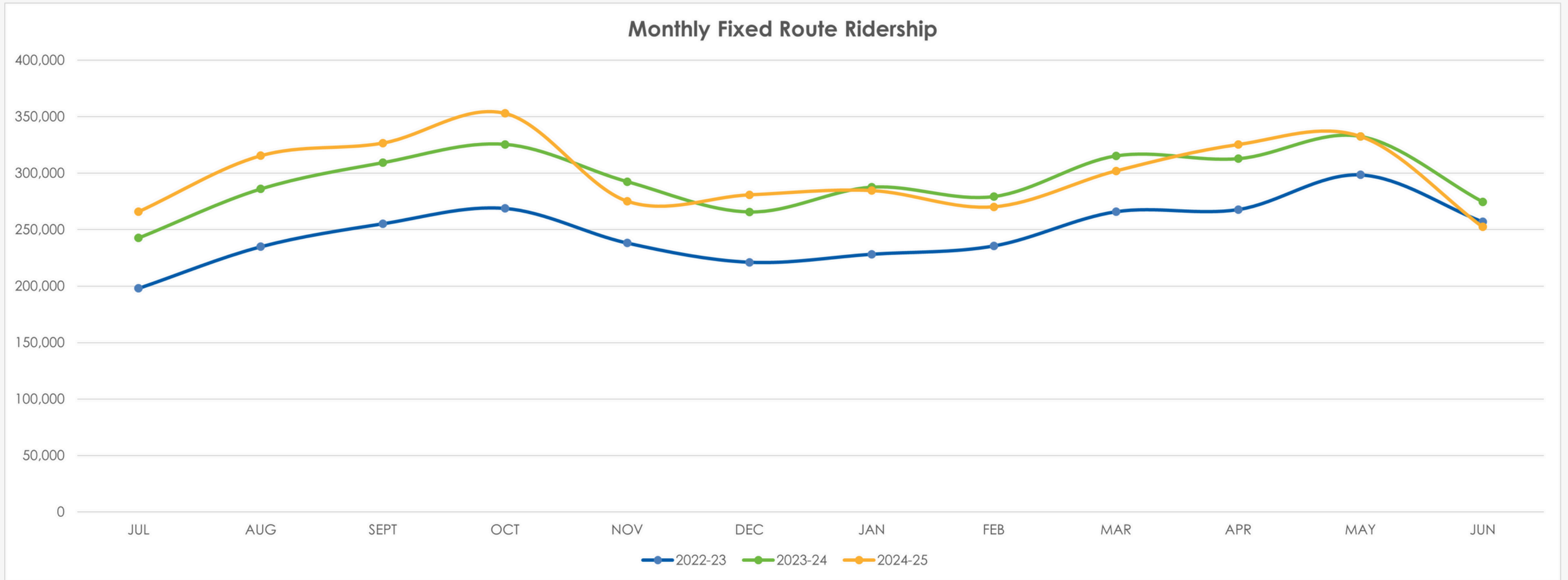


Local Route
Goal: 15 passengers/hour



Trunk Route
Goal: 20 passengers/hour

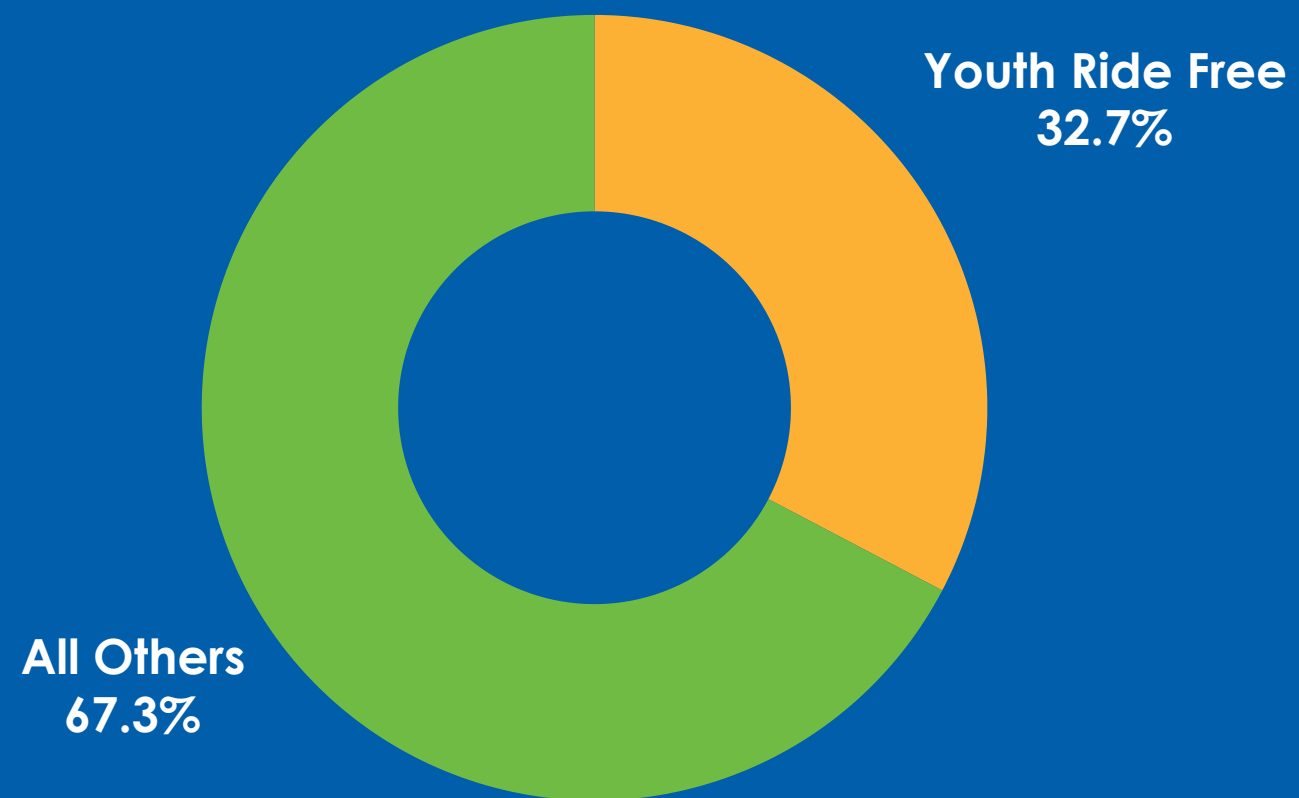
Monthly Ridership



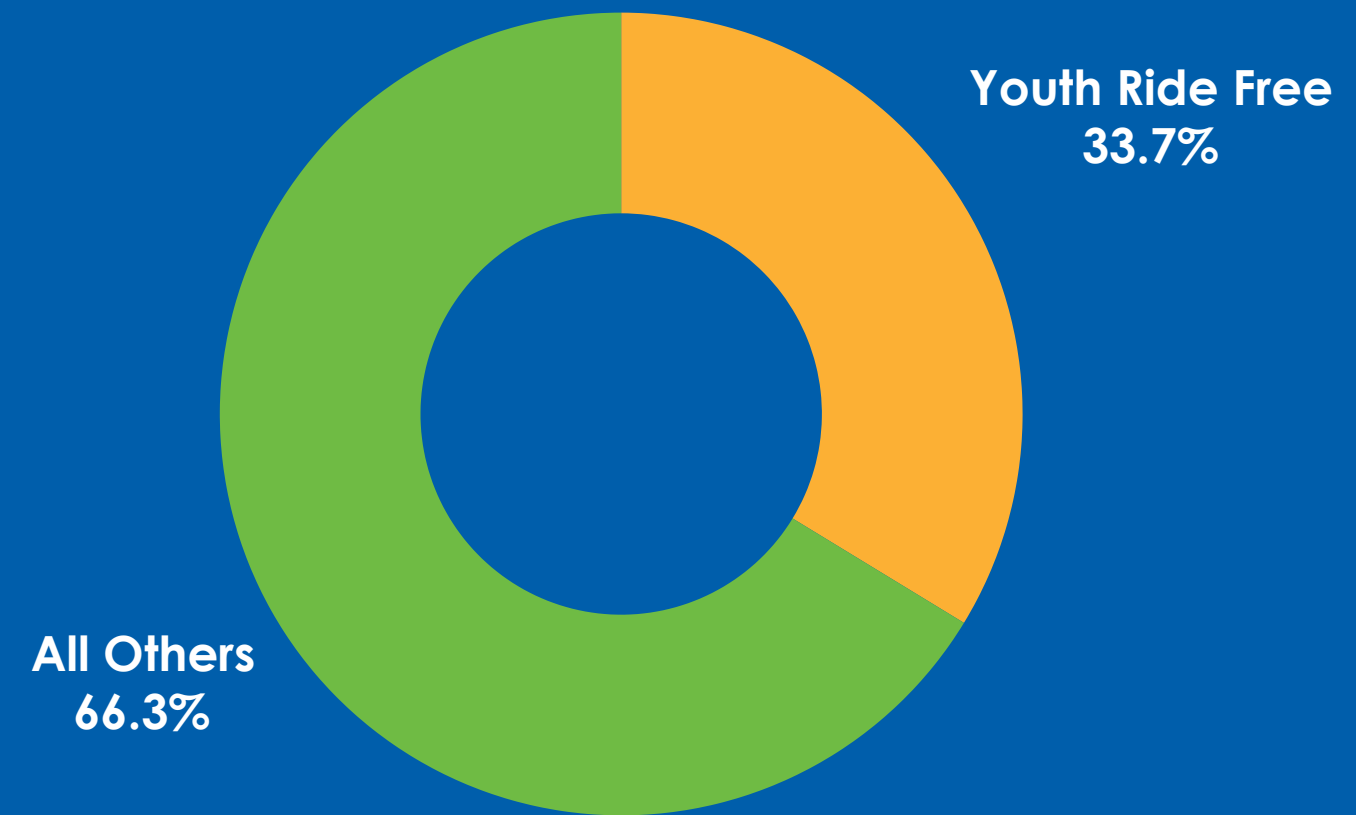
Historical Ridership Trend

Total Monthly Boardings														
	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Total	
1999-00	272,821	269,904	293,558	305,025	286,685	270,469	304,934	247,924	307,353	285,744	306,692	298,919	3,450,028	
2000-01	280,364	299,953	295,878	303,335	278,013	292,799	287,040	235,572	287,631	275,931	290,248	288,087	3,414,851	
2001-02	280,027	294,783	277,526	311,089	272,290	261,075	264,038	260,962	277,924	278,891	275,901	259,698	3,314,204	
2002-03	268,567	270,365	270,806	290,169	255,921	269,643	272,851	245,162	291,700	290,109	285,259	275,935	3,286,487	
2003-04	275,627	266,275	280,059	293,671	251,269	257,757	255,672	239,869	291,384	271,566	271,876	258,820	3,213,845	
2004-05	258,013	255,521	271,257	261,730	253,853	234,182	224,778	226,957	227,166	253,243	254,935	264,278	2,985,913	
2005-06	254,570	270,466	255,975	268,435	271,235	261,733	267,974	248,485	272,221	241,041	285,738	287,455	3,185,328	
2006-07	276,555	307,267	287,709	312,668	281,042	264,451	277,903	270,197	299,303	289,150	285,305	287,439	3,438,989	
2007-08	272,298	297,284	294,639	304,847	271,567	260,540	255,325	287,359	305,024	313,578	303,271	330,143	3,495,875	
2008-09	304,175	311,490	313,626	330,561	258,645	284,866	261,509	255,598	303,451	292,619	285,438	300,001	3,501,979	
2009-10	277,602	294,574	301,285	299,489	283,392	271,907	264,394	272,669	324,827	293,251	276,875	281,687	3,442,005	
2010-11	276,140	294,691	299,905	287,719	272,891	245,767	272,196	250,596	290,146	290,192	295,060	278,236	3,353,539	
2011-12	274,675	284,028	294,928	309,111	280,938	275,764	279,939	293,436	295,445	290,658	299,255	298,231	3,476,408	
2012-13	287,809	322,932	284,096	330,836	282,224	267,106	273,421	279,289	310,808	307,638	318,661	301,650	3,566,470	
2013-14	300,385	326,031	326,564	350,559	304,083	307,308	321,104	295,688	334,382	320,991	314,103	316,560	3,817,758	
2014-15	312,696	336,139	339,061	359,135	308,122	304,436	316,545	314,598	349,167	329,824	319,510	319,615	3,908,848	
2015-16	317,565	333,893	334,288	353,240	302,650	298,397	280,672	313,918	328,180	318,522	312,400	306,948	3,800,673	
2016-17	298,884	328,001	317,092	319,189	299,148	278,495	277,429	262,699	327,008	302,132	305,886	300,424	3,616,387	
2017-18	284,739	313,310	298,838	317,191	291,192	244,382	280,341	277,075	283,355	296,552	299,806	287,380	3,474,161	
2018-19	282,407	320,875	306,997	338,315	290,370	274,917	270,343	255,721	295,460	304,732	303,302	281,235	3,524,673	
2019-20	275,112	307,026	309,662	326,867	286,836	269,297	299,511	289,413	204,965	103,840	122,276	150,611	2,945,417	
2020-21	145,493	150,093	149,143	167,164	167,589	151,432	135,047	142,016	167,194	183,240	169,919	171,181	1,894,011	
2021-22	167,237	178,205	186,186	192,052	213,534	153,763	161,339	170,022	207,969	199,587	204,793	213,957	2,211,645	
2022-23	197,971	234,855	255,215	268,798	238,117	221,137	228,248	235,583	265,872	267,775	298,457	273,189	2,968,921	
2023-24	242,551	285,990	309,272	325,500	292,461	265,643	287,598	279,274	315,262	312,783	332,523	274,652	3,523,508	
2024-25	265,902	315,421	326,618	352,882	275,147	280,809	284,605	270,202	302,002	325,324	332,492	252,376	3,583,780	
Current Year Change	9.6%	10.3%	5.6%	8.4%	-5.9%	5.7%	-1.0%	-3.2%	-4.2%	4.0%	0.0%	-8.1%	1.7%	
Current year vs. Pre-pandemic	-3.3%	2.7%	5.5%	4.3%	-5.2%	2.1%	5.3%	5.7%	2.2%	6.8%	9.6%	-10.3%	0.0%	

YOUTH RIDE FREE RIDERSHIP

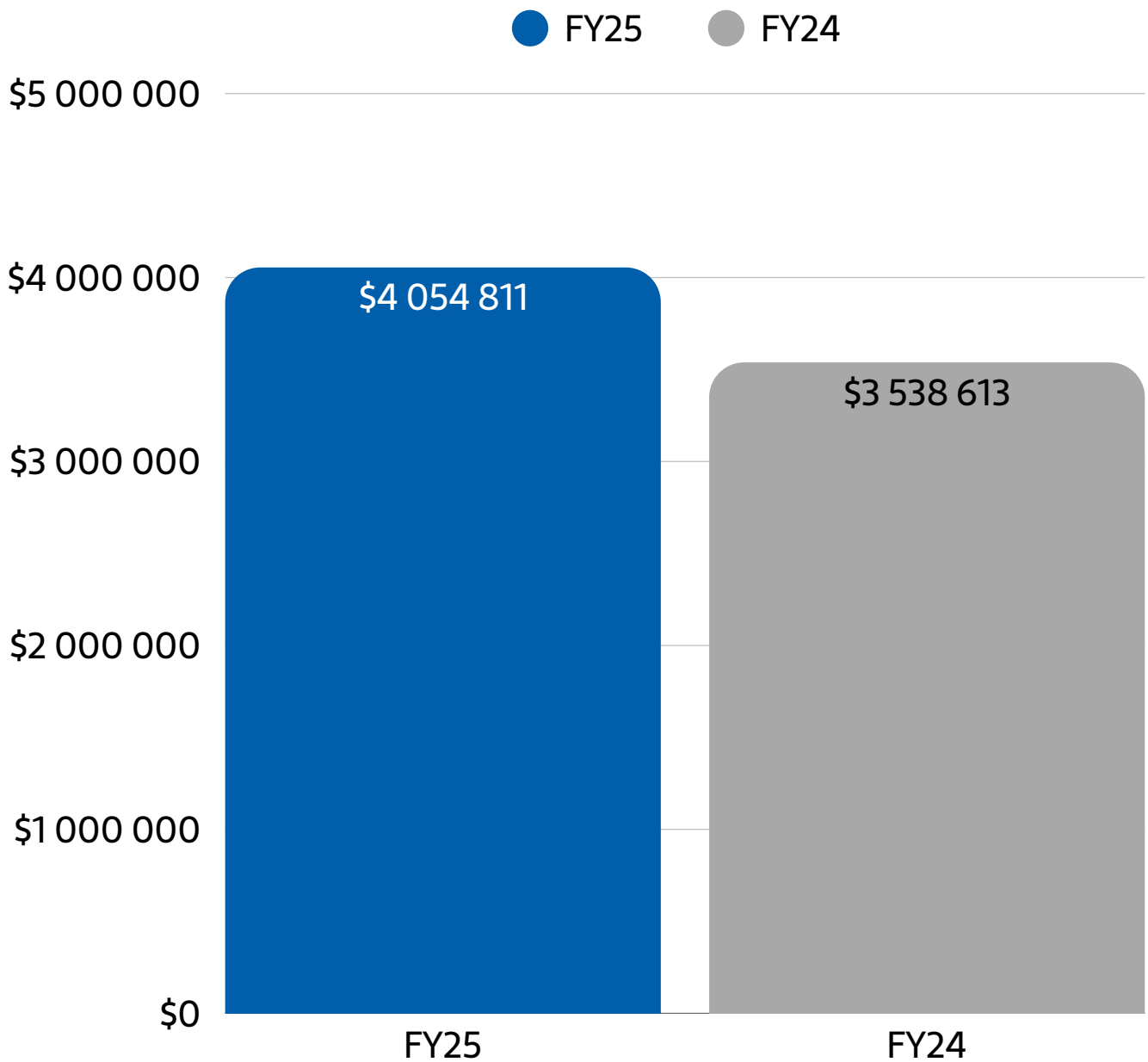


FY24

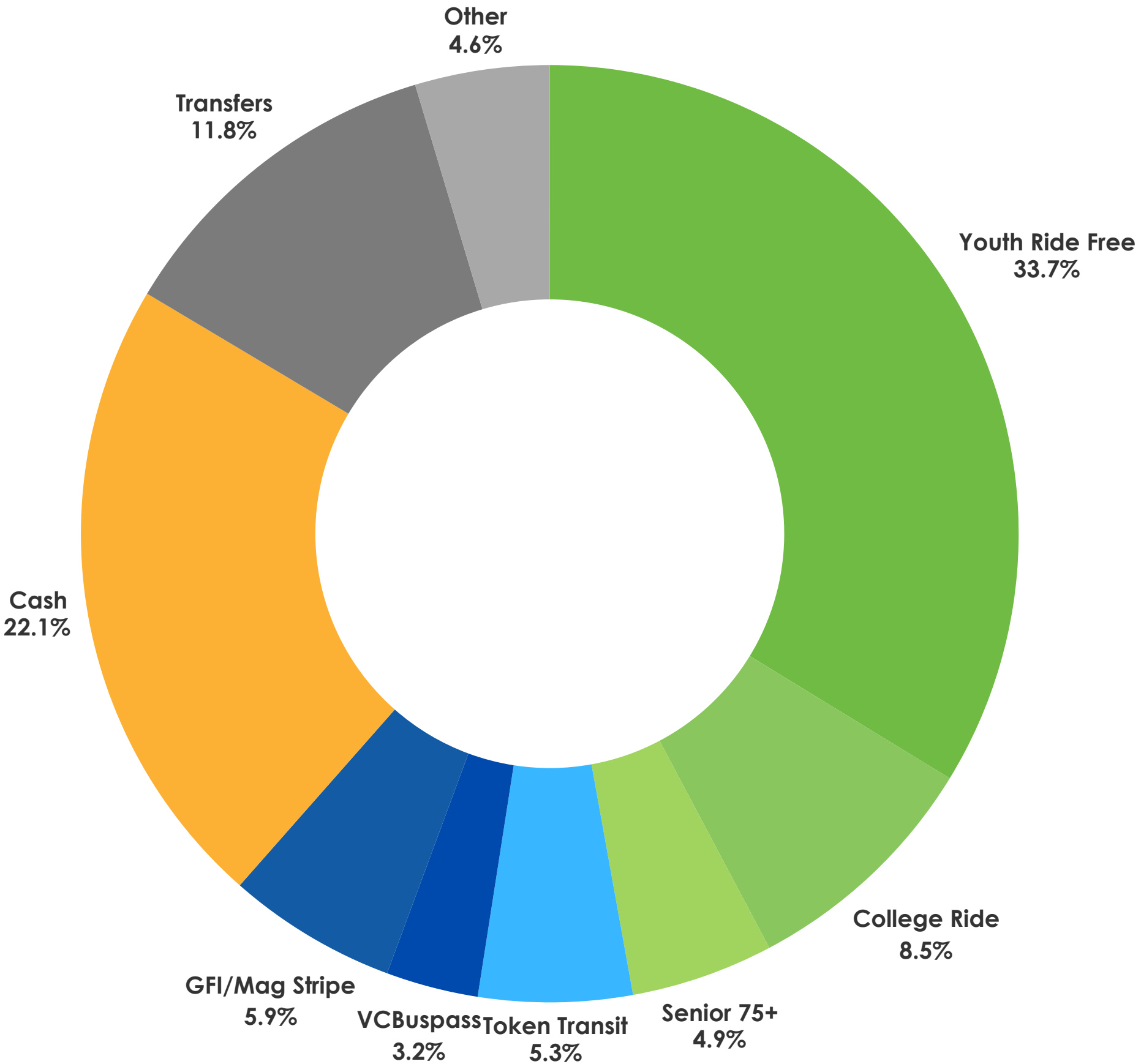


FY25

FARES



BOARDINGS BY PAYMENT TYPE



FY25

GO ACCESS



SAFE RIDES
Morning & Night Transportation

GO NOW
ON DEMAND RIDES
A SERVICE PROVIDED BY GOLD COAST TRANSIT

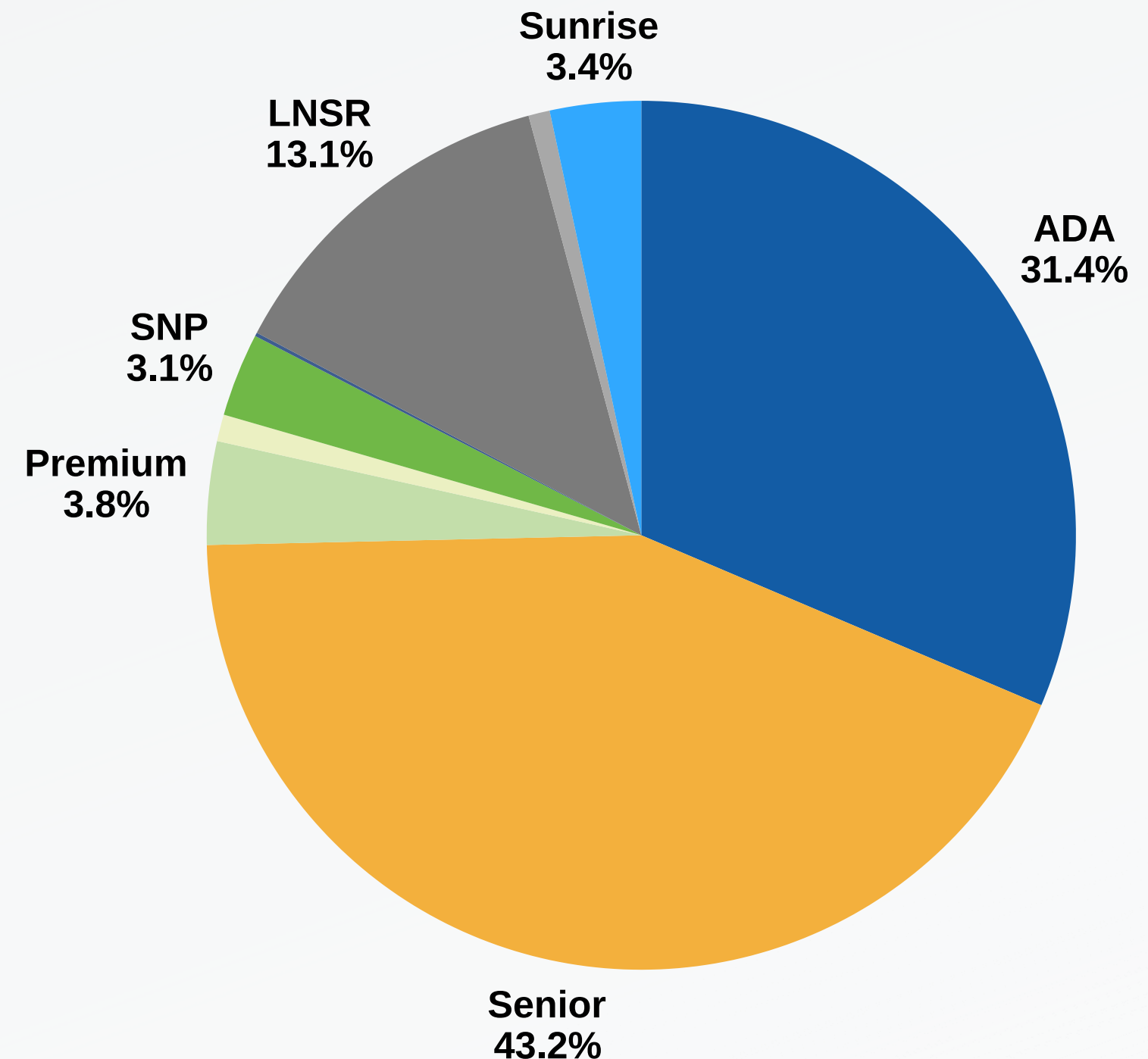


Flexible Services

4th Quarter Ridership

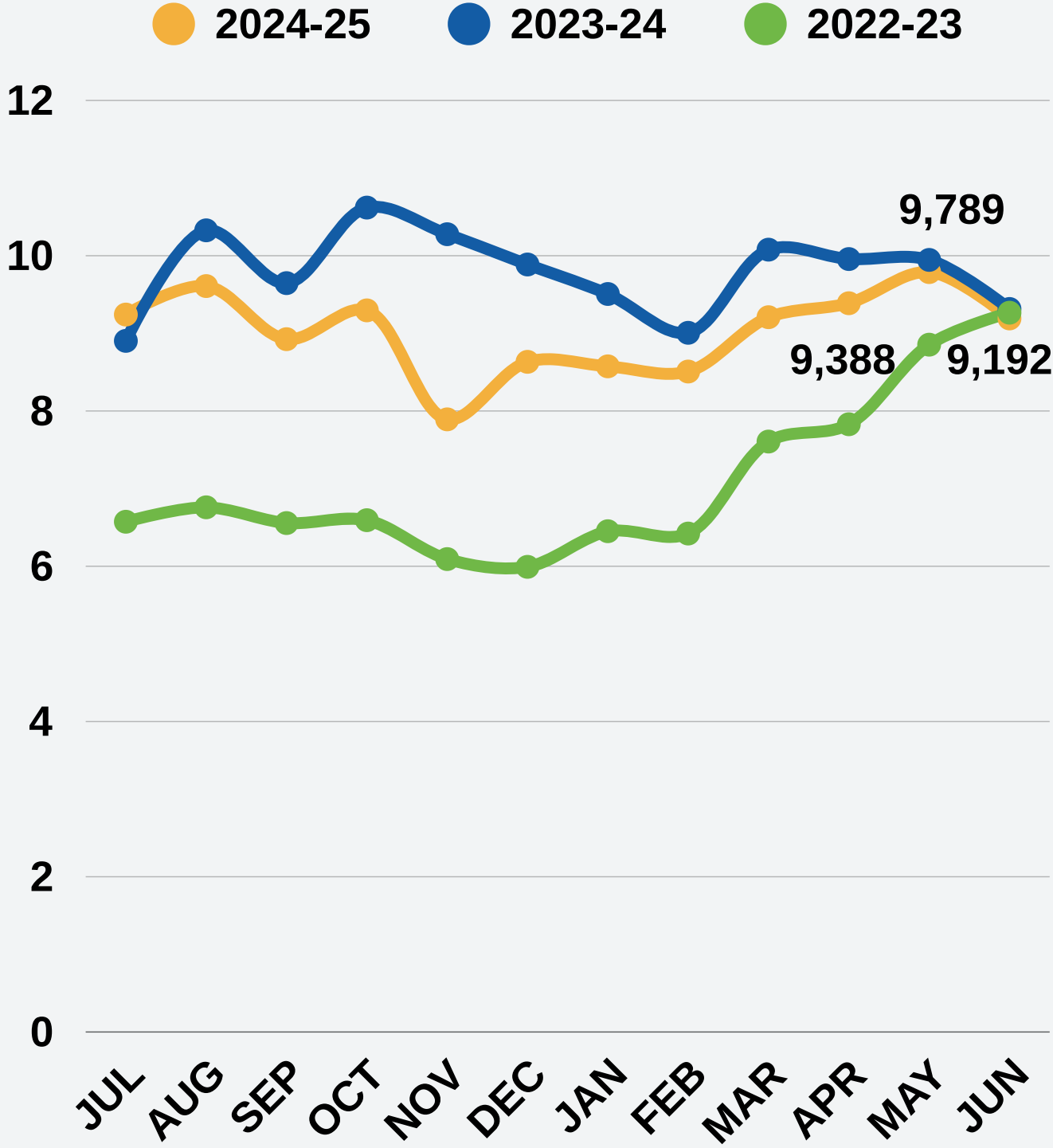
4th Quarter By Program

- Senior - 12,235
- ADA - 8,882
- Late Night Safe Rides - 3,707
- Sunrise Safe Rides - 958
- Camarillo Direct - 1,086
- Senior Nutrition - 879
- Health Zones - 282
- GO NOW - 224
- Transfer - 38





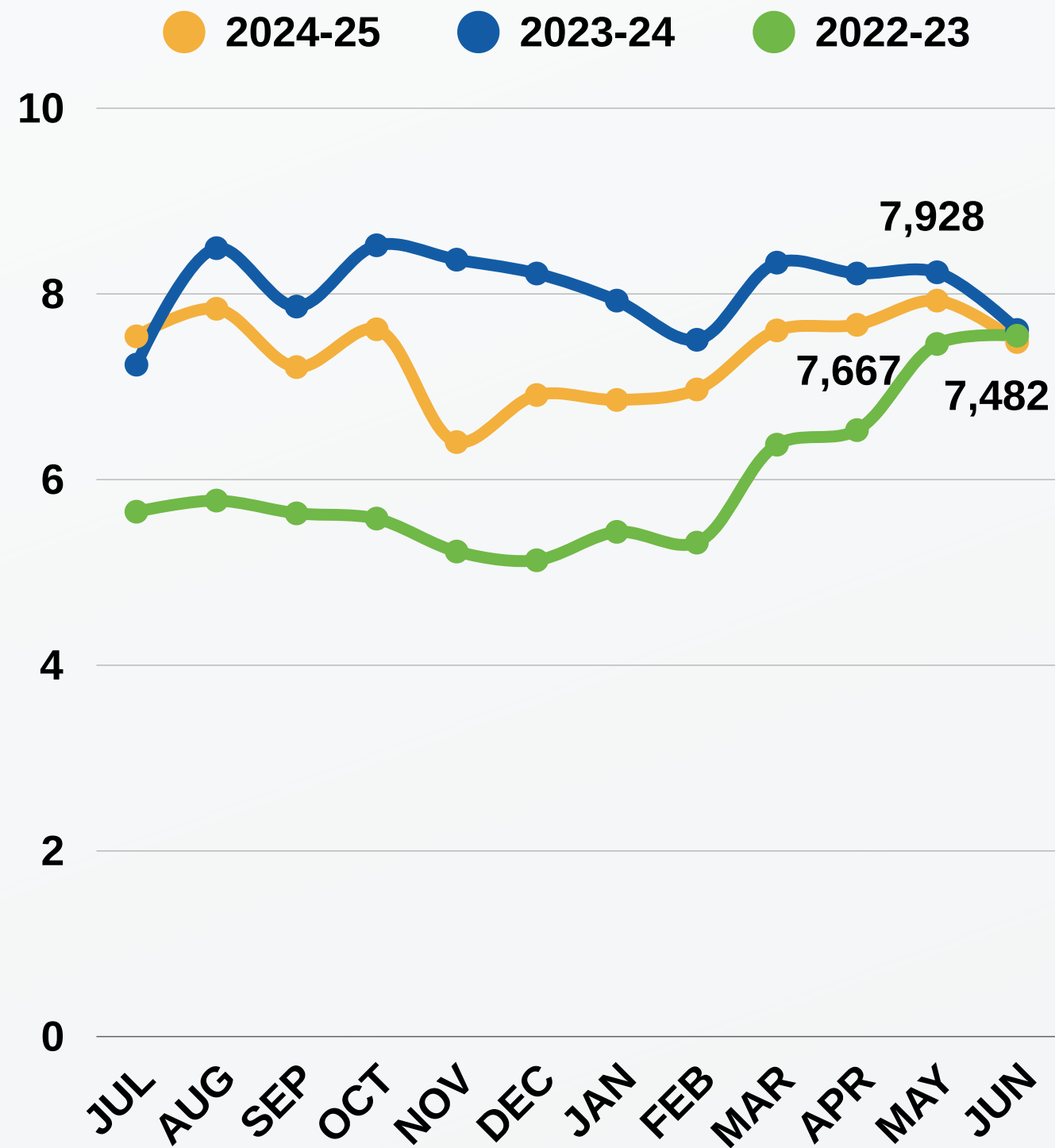
Total Boardings



Boardings
FY Q4' 24-25 = 28,369
FY Q4' 23-24 = 29,217
FY Q4' 22-23 = 25,949

**FY Q4' 25 Decrease of 2.9%
Over FY Q4' 24**





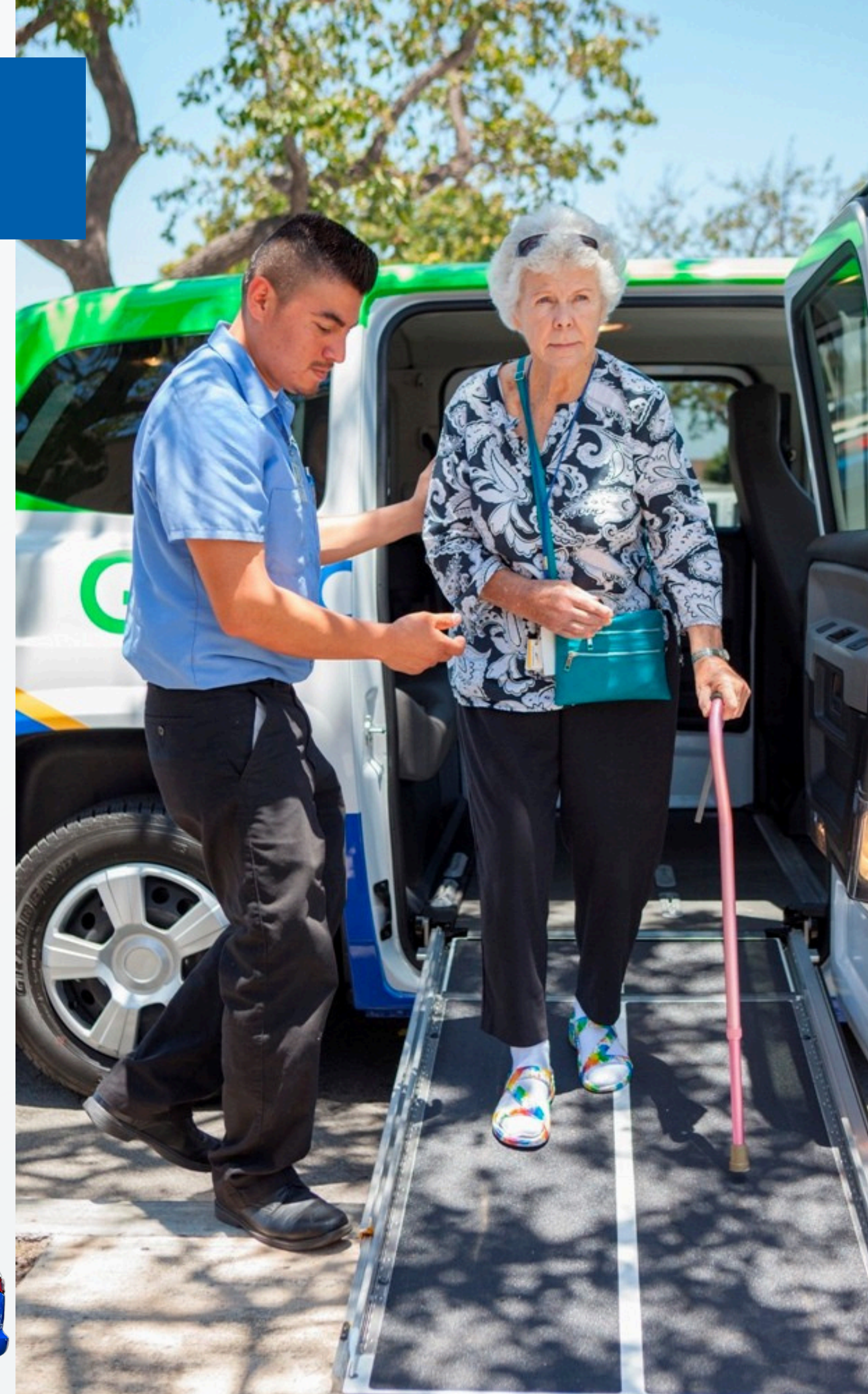
Boardings

FY Q4' 24-25 = 23,077

FY Q4' 23-24 = 24,065

FY Q4' 22-23 = 21,544

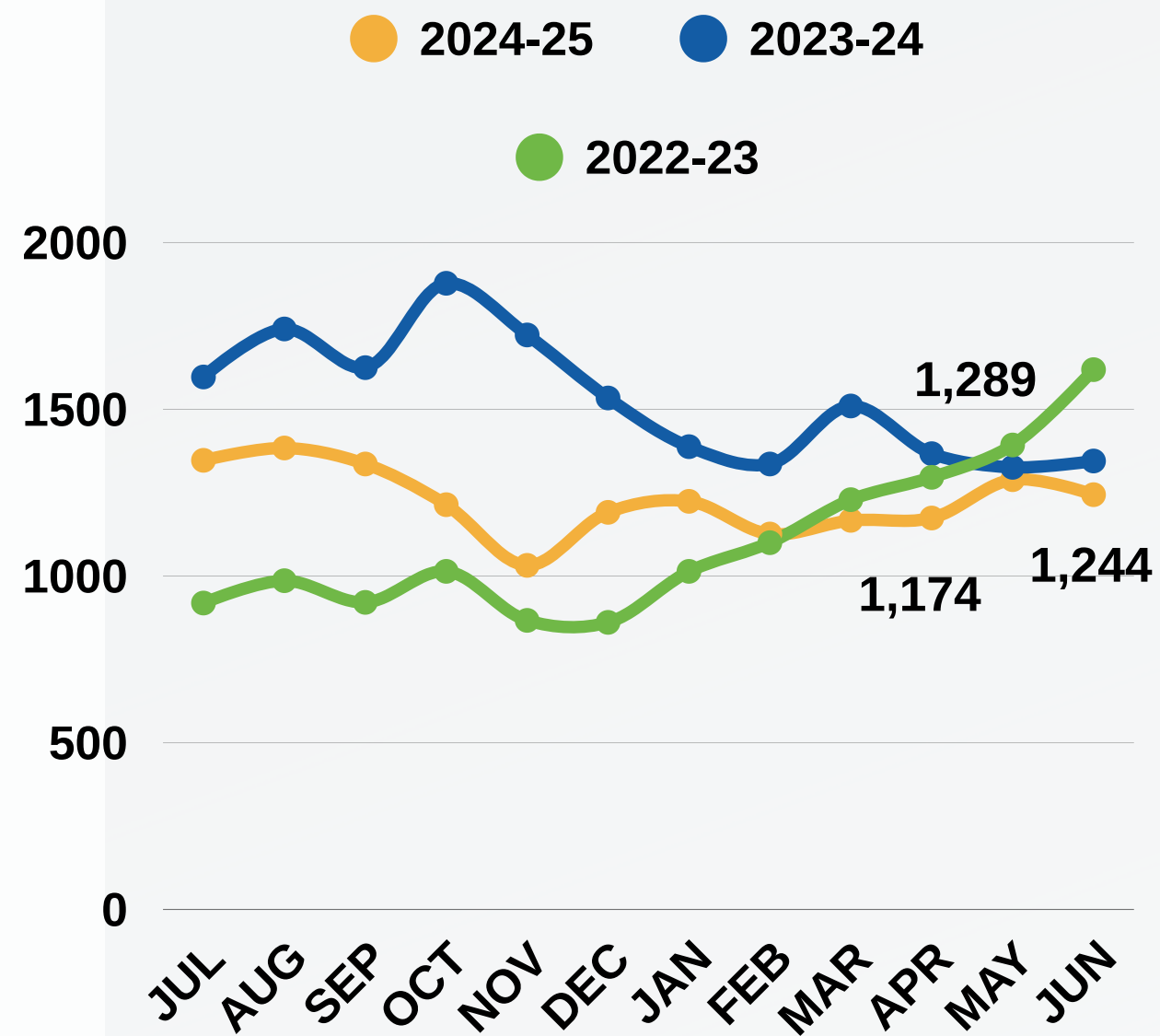
FY Q4' 25 Decrease of 4.1%
Over FY Q4' 24





SAFE RIDES

Morning & Night Transportation



LNSR Boardings

FY Q4' 24-25 = 3,707

FY Q4' 23-24 = 4,038

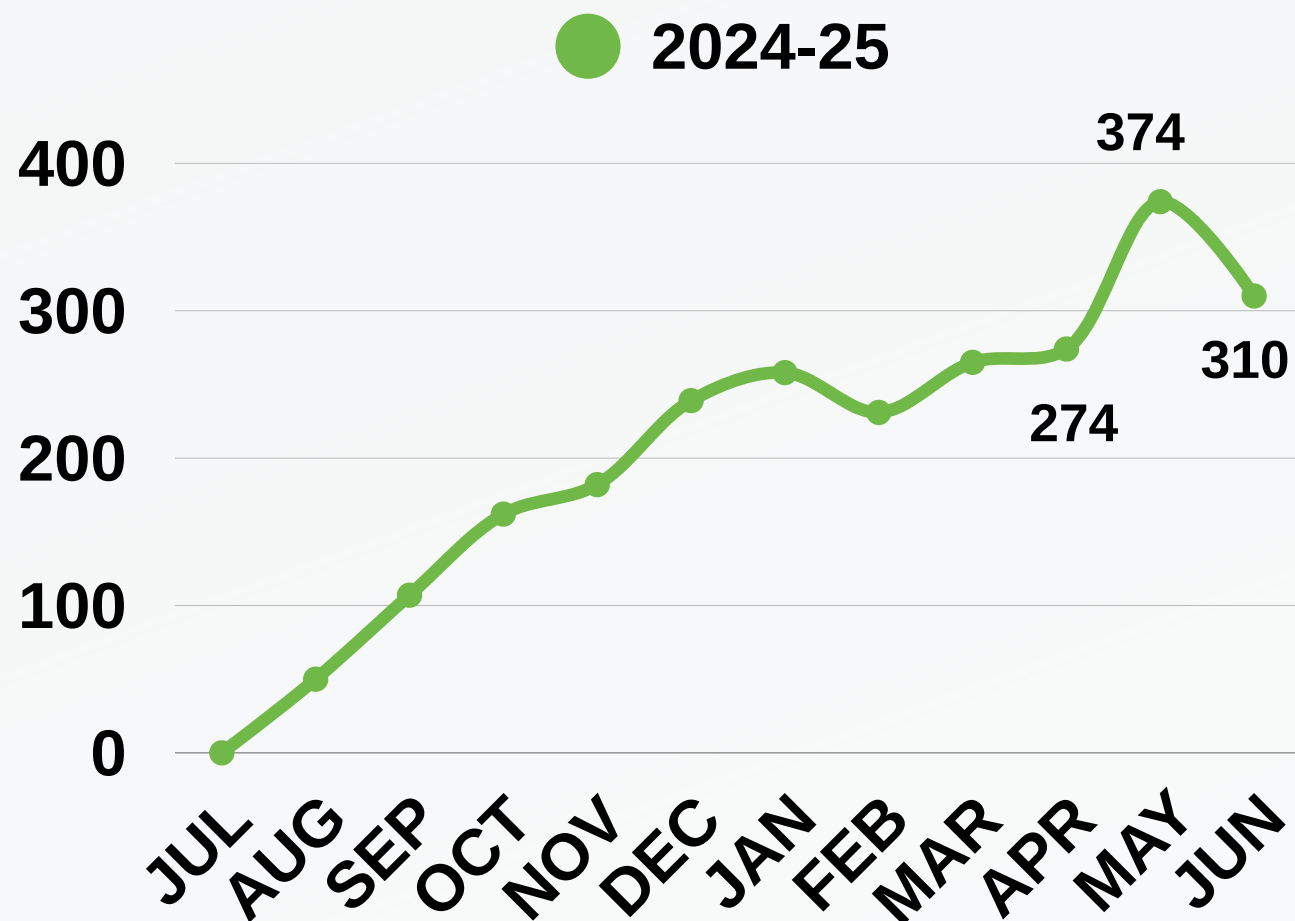
FY Q4' 22-23 = 4,308

FY 25 Decrease of 8.2%

Sunrise Boardings

FY Q4' 24-25 = 958

New Pilot July 2024





HIGHLIGHTS



EVENTS IN Q4

- Ventura College Earth Day
- Bike Rodeo & Resource Fair
- Service Change Outreach

HIGHLIGHTS IN Q4

- New Driver Tablet Install & Started Camera Campaign
- One New Ford Transit In Revenue Service

Mobility Trainer Passes

- Program in place since 2018
- 245 mobility passes issued in FY25
- One-on-one and small group training
- Class sizes range from 7–24 students
- 75+ training hours per classroom each month & about 9+ hours per person
- Trainers provide feedback on routes, sidewalks, and stops

“My class has learned so much this year! I have students who have built so many new skills. Honestly, it's been from the transportation training. They have become more confident and have learned so much.”

“Most recently Gold Coast created and employment opportunity for 3 people supported by The Arc - soon 3 individuals who had a life dream/goal of securing paid employment will see this dream come true, all because of Gold Coast recognition of the abilities people offer.”



Golf and Stuff CBI by Grace H.

I went with my classmates to Golf and Stuff last month.. We took bus 6 and got off by the USA gas station. We walked to golf n stuff and got there about 10:00. We played a round of golf. We ate lunch there. We ate hot dogs, chips, and a drink. They don't offer pizza or nachos during the week. We had enough time to play games in the arcade. We took the 12:15 route 6 bus back to school. It was a great day!!





THANK YOU

QUESTIONS or COMMENTS?

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