



GOLD COAST TRANSIT DISTRICT

ITEM 7: YEAR IN REVIEW - GO ACCESS & FLEXIBLE SERVICES UPDATE

Presenters:
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PARATRANSIT

A flexible, origin to destination, shared ride transportation service, primarily for individuals with disabilities who cannot use the standard fixed-route bus or rail services. It is a complimentary transportation service required by the ADA.

SERVICE AREA

This service provides individualized rides that are available during the same hours and days as the fixed-route services and within 3/4 mile of the fixed bus routes.

QUICK FACTS

- Ridership: 108,257 annually
- Base Fare: \$4 per ride
- Operate Curb to Curb, Door to Door
- Operate 4:30am - 12am, 7 days a week
- Fleet Size: 28 Paratransit
- Premium Services Offered:



DIRECT SERVICE TO
CAMARILLO



GO ACCESS YEAR IN REVIEW

BACKGROUND

Transition

In October 2024, GCTD transitioned the service from contracted service to direct operation.

New employees:

All contractor employees were offered comparable positions and over 40 employees were hired and onboarded.

Strategic Goal - “Stewardship of Resources”

Maximize use of facility, reduce costs and improve customer service.



GCTD Orientation and Onboarding Day

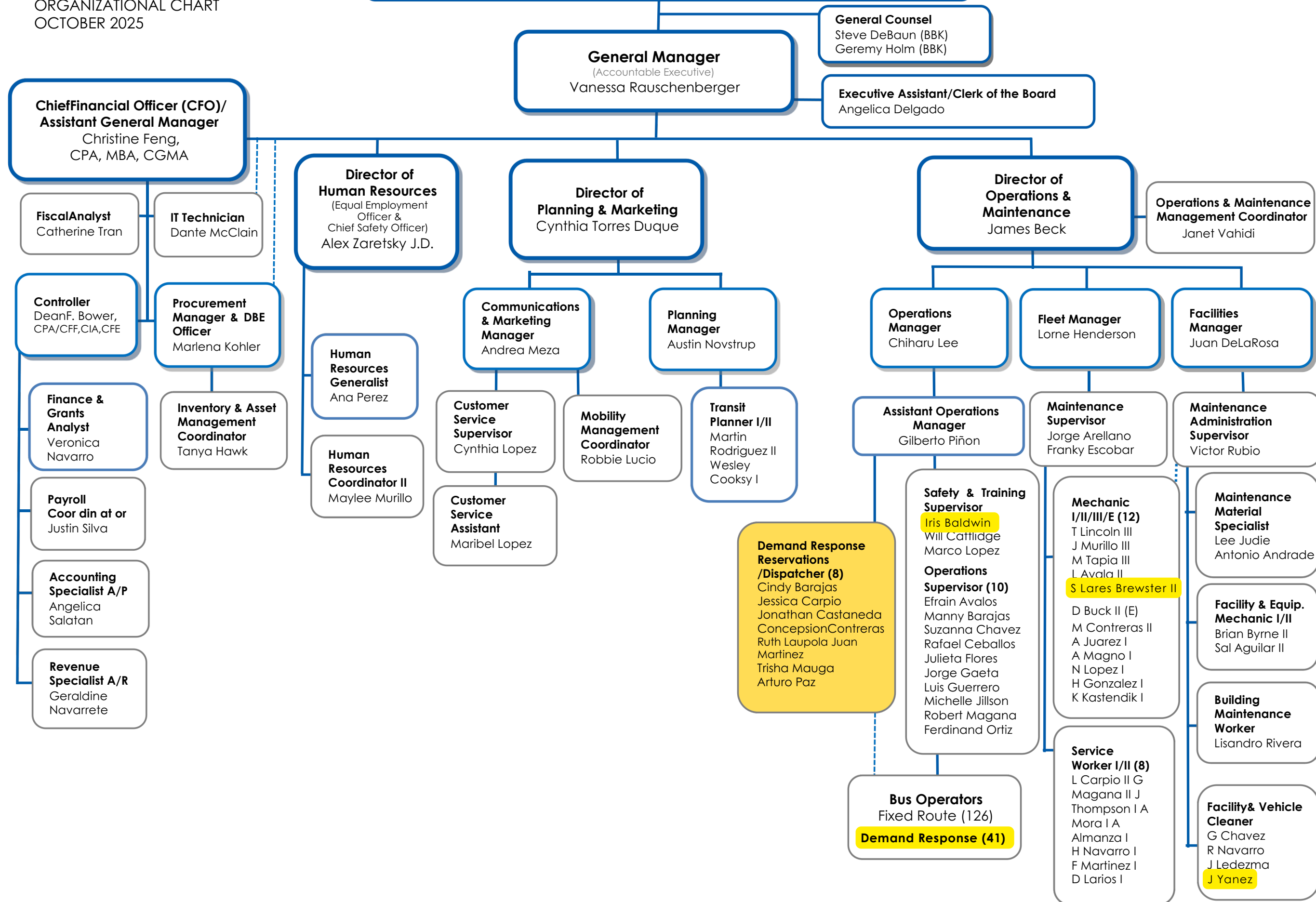




ORGANIZATIONAL CHART
OCTOBER 2025

BOARD OF DIRECTORS

OJAI | OXNARD | PORTHUEENEME | VENTURA | COUNTY OF VENTURA



GO ACCESS YEAR IN REVIEW

KEY OUTCOMES

- One Team, One Location, Breaking Down Silos → Improved Collaboration and Accountability
- Direct Oversight & Flexibility → Oversight in real time leads to faster response times to changing conditions.
- Policy Alignment & Enforcement → Consistent application of policies, improved rider experience.
- Improved Communication and Consistent Training → All staff working side-by-side, all training done in-house, a more unified workforce.
- Maintenance & Safety Oversight → Consistent preventative maintenance, application of same safety standards across fleet, ensuring reliability and passenger safety.
- Operational Efficiency → Vehicles all in one location, eliminating dead head for fueling, improving efficiency and lowering costs.



GO ACCESS YEAR IN REVIEW

BENEFITS TO RIDERS

- Focus on Rider First

Without an intermediary, staff collaborate more openly to address issues with the rider's experience as the top priority.

- Seamless coordination across fixed route & paratransit

Staff who understand both systems can better guide and support riders in building confidence, saving on fares, and gaining more independence.

- Integrated reservations/dispatch & customer service

Dispatchers, reservationists, and customer service working together leads to more accurate information sharing with riders.

- Faster Response to Rider Needs

Real-time oversight allows for quick response from all levels of staff.

- Consistent training & policies → reliable rider experience

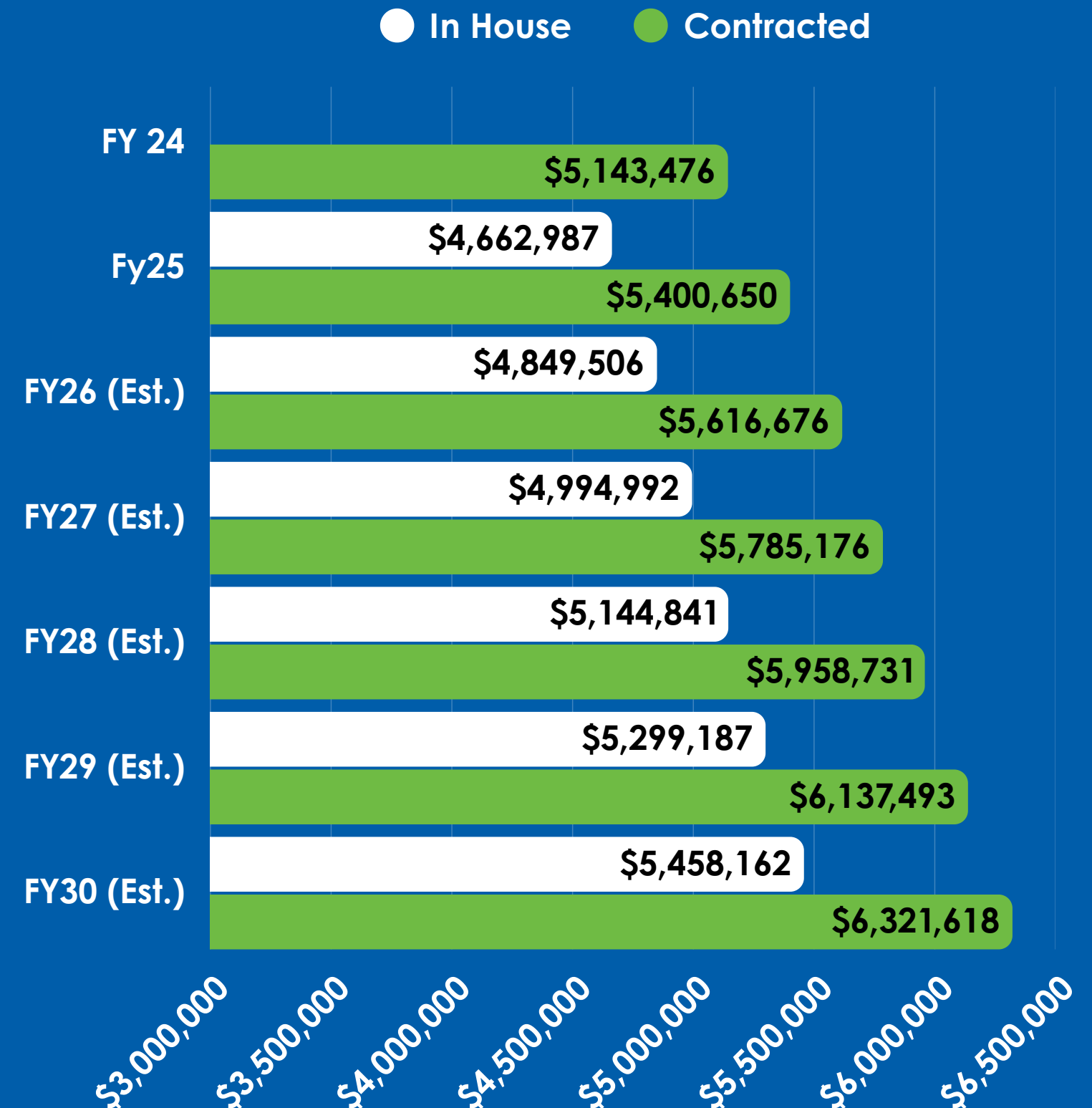
Clearer information and guidance enhance the overall quality of the rider experience



COST BENEFIT ANALYSIS

- Eliminated duplicate operations & overhead → Net savings of \$740k annually
- Facility Utilization Increased: Fixed-cost utilization improved by 18%
- Shared Resources → Centralized HR, payroll, training and maintenance (no added admin staff) leads to saving in support costs.
- Greater Budget Control with Reduced Reliance on Overtime → Direct oversight of labor, staff scheduling, and vehicle deployment has given GCTD greater visibility into day-to-day costs and take action.
- Managing future ADA/Paratransit Costs → Manage demand and encourage capable riders to use fixed-route when possible. Integrating operations positions GCTD to help riders make this transition.
- Long-Term Fiscal Sustainability → Projected \$4.1 Million in annual savings over 5 years.

Comparison of Projected Paratransit Operating Costs



MEASURING RESULTS

- Transition to direct operation = measurable operational and cultural benefits
- Reduced Overhead = projected long-term savings
- Building a stronger, more sustainable paratransit program for the future

Attachment 4: FY25 Annual Flexible Services

FY25 ANNUAL FLEXIBLE SERVICES EVALUATION TABLE

	ALL SERVICES			FY 2025	FY 2024
	AVERAGE	AVERAGE	AVERAGE		
	WEEKDAY	SATURDAY	SUNDAY	MONTHLY	MONTHLY
	BOARDINGS	BOARDINGS	BOARDINGS	BOARDINGS	BOARDINGS
July	357	186	158	9,242	8,903
August	365	183	161	9,609	10,327
September	370	170	168	8,925	9,647
October	348	175	167	9,296	10,620
November	320	176	149	7,892	10,277
December	334	184	172	8,633	9,887
January	328	178	157	8,575	9,507
February	352	202	169	8,508	9,007
March	355	183	162	9,208	10,078
April	363	183	165	9,388	9,957
May	383	195	172	9,789	9,946
June	358	185	181	9,192	9,314
BOARDINGS:				108,257	117,470

- Passengers per hour: 2-3
- Cost per revenue hour: \$82.96 (previously billed cost per revenue hour was \$90.32)
- Estimated cost per trip: \$50.17

GO ACCESS YEAR IN REVIEW

LESSONS LEARNED

- **Enhancing Data Integrity:** Improved accuracy in reporting & streamlined decision making.
- **Policy Review:** Reviewing policies and procedures with a fresh perspective has allowed staff to identify areas for improvement.
- **Fleet Maintenance:** Transitioned 28 vehicles required updates to practices and cross training.
- **Strengthened Training and Onboarding:** New operators benefit from unified training training aligned with GCTD policies and goals.
- **Building Trust:** Frontline staff now have direct access to GCT supervisors and Management, creating a more collaborative and inclusive working environment.



GO ACCESS YEAR IN REVIEW

GOALS FOR THE YEAR AHEAD

Travel Training and New Incentives to Use Fixed-Route

Expand efforts to encourage capable riders to use fixed-route when possible. This includes travel training and exploring fare incentives.

Enhance Customer Communication

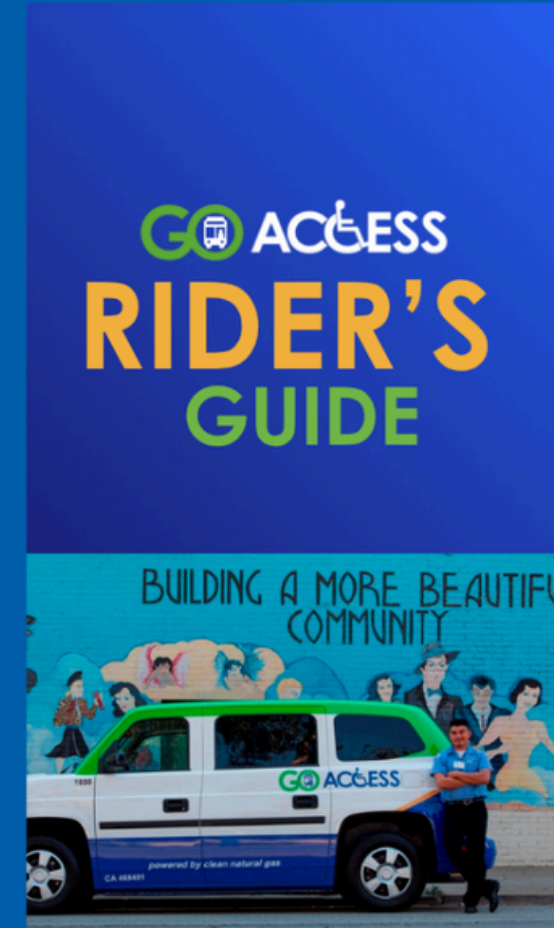
Complete Rider Guide and Passenger Survey, ensuring new and existing riders are well informed.

Technology Review

Review current systems, such as scheduling software, and explore new technologies that can improve service delivery and efficiency.

Strengthening Policy Alignment and ADA Compliance

Revamp training, develop new compliance manuals, and conduct an internal ADA compliance audit with the help of an ADA expert.



ADA Compliance Training



GO ACCESS YEAR IN REVIEW

GOALS FOR THE YEAR AHEAD

Regional Coordination and Partnership

The Ventura County Transportation Commission is currently conducting a study to explore the potential of enhancing regional Paratransit service, as part of their draft Short-Range Transit Plan.

GCTD staff have provided input to VCTC staff, on this and meets regularly with other Transit Operators on this topic in support of our shared goals of improving access and operational efficiency.

Some of the areas we are exploring:

- Switching to a Regional Dispatch Software that enables “self-service scheduling”
- Transition to Digital Regional Radio System to support day to day and emergency communication
- Exploring a single ADA/Paratransit phone number (using technology to route calls)
- Alignment of policies where possible (eligibility, fares, etc)
- Potentially expanding MOUs between municipal operators to support seamless cross-jurisdictional trips (similar to our MOU with the City of Camarillo)





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Action: It is recommended that the Board Receive and File this report and provide any feedback to staff on material presented.

THANK YOU

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