



**Gold Coast Transit District
Technical Advisory Committee (TAC)
Wednesday, October 15, 2025
10:00am
GCTD Board Room
1901 Auto Center Drive, Oxnard, CA 93036**

In compliance with the Americans with Disabilities Act and Government Code Section 54954.2, if special assistance is needed to participate in a Technical Advisory Committee meeting, please contact the clerk at 805-853-3153. Notification of at least 72 hours prior to meeting time will assist staff in assuring that reasonable arrangements can be made to provide accessibility at the meeting.

Meeting Agenda

Item 1	Call to Order/Introductions	Action
Item 2	Public Comment	Info
Item 3	TAC Member Comments	Info
Item 4	GCTD Staff Comments	Info
Item 5	Updates to Current Agenda & Approval of August 2025 Meeting Summary	Action
Item 6	Receive Presentation: Year in Review - GO ACCESS and Flexible Services Cynthia Torres Duque, Director of Planning & Marketing	Info
Item 7	Receive Presentation on FY 25-26 1stth Quarter Fixed-Route and Demand Response Service Planning Report Austin Novstrup, Planning Manager Robbie Lucio, Mobility Management Coordinator	Info
Item 8	Receive Update on January 2026 Service Change Proposal Austin Novstrup, Planning Manager	Info
Item 9	Future Agenda Items	Info
Item 10	Adjournment	Info



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Item 5

**Gold Coast Transit District
Technical Advisory Committee (TAC)**
1901 Auto Center Drive, Oxnard, CA 93036
Wednesday, August 20, 2025
10:00am

Meeting Summary

TAC Members Present: Sergio Albarrán, City of Ventura (Chair)
Alex Puga, City of Ventura
Brian Yanez, City of Oxnard (Vice Chair)
Steven Almcrantz, City of Port Hueneme
Susanna Arroyo, County of Ventura
Aubrey Smith, VCTC (ex-officio)

TAC Members Absent: City of Ojai

GCTD Staff Present: Wesley Cooksey, Transit Planner
Robbie Lucio, Mobility Management Coordinator
Austin Novstrup, Planning Manager
Vanessa Rauschenberger, General Manager
Martin Rodriguez, Transit Planner
Cynthia Torres Duque, Director of Planning and Marketing
Catherine Tran, Fiscal Analyst

Members of the Public: None

Item 1 Call to Order/Introductions

Chair Sergio Albarrán called the meeting to order at 10:00am.

Item 2 Public Comment

There were no public comments.

Item 3 TAC Member Comments

Sergio Albarrán announced the decision to keep Main Street Moves has not been finalized. He added that the City of Ventura is having conversations with Gold Coast on keeping bus stops and service to downtown on Santa Clara regardless of outcome.

Item 4**GCTD Staff Comments**

Austin Novstrup announced that service changes for July 2025 have been in effect for several weeks and that Planning staff will soon begin preparing for January 2026 service changes.

Cynthia Torress Duque announced the Customer Service Center at the Oxnard Transit Center is closed and available by appointment only. The new operations will continue until a more finite decision about closing the customer service center is discussed.

Vanessa Rauschenberger shared she will be presenting on GCTD services at District member's City Councils and Neighborhood Councils. Brian Yanez asked if there would be an item in the next City Council Meeting. Vanessa responded that she received a response from the City of Manager, but indicated that City staff is being mindful of the number of informational items due to extensive public comment periods in recent meetings as response to the federal government Immigration and Customs Enforcement activity.

Vanessa also shared that Gold Coast has reached a tentative agreement with Service Employees International Union (SEIU) for demand response operators and members will vote in the coming week. She added Gold Coast is currently in negotiations with Teamsters representing Dispatchers/Reservationists.

Item 5**Updates to Current Agenda & Approval of April 2025 Meeting Summary**

Susanna Arroyo noted she was present at the previous TAC meeting but the April 2025 Meeting Summary listed the County of Ventura as absent.

Brian Yanez moved to approve the April 2025 Meeting Summary with the correction and Susanna Arroyo seconded the motion. The motion passed unanimously.

Item 6**Approve Recommendation to Discontinue the GO Now On-Demand Microtransit Service**

Cynthia gave a presentation on the South Oxnard Microtransit Pilot Project, GONOW. She gave background on the program's goal to provide South Oxnard with a transportation alternative and reduce vehicle miles traveled with ridesharing. The program launched in July 2023. The service has remained operable to date with funding from a grant received from the California Clean Energy Commission. She presented a performance analysis of the pilot program, including a productivity of less than 1 passenger per vehicle revenue hour and a high-cost efficiency of \$124/passenger trip. She summarized that the service has not met its performance or efficiency goals and allowing the service to end after funding expires would allow the District to avoid substantial new operating expenses, and reallocate resources to other services. Sergio Albarrán asked if there would be any type of communication with passengers who use the service and if there would be any promotion of alternative services. Cynthia responded that there could be a public comment period to allow existing passengers to share feedback.

Sergio Albarrán moved to approve the recommendation to discontinue the GONOW on-demand Microtransit service. Steven Almcrantz seconded the motion. The motion passed unanimously.

Item 7 Consider Approval Contract Award of Contactless Credit and Debit Card Transit Fare Payment System

Cynthia presented the benefits of a contactless open-loop payment that would allow GCTD to award of five-year contract for processor for contactless credit and debit card transactions with Enghouse. Eight operators in Ventura County are part of this award, led by the Ventura County Transportation Commission. Brian asked if the goal is to phase entirely to contactless or digital payment and stop collecting cash fares. Cynthia responded that Operators are still accepting cash, but the option to pay with a debit or credit card would benefit a lot of riders. Aubrey Smith added that open-loop payments are becoming very popular and many agencies in the state, even beyond transit operators, such as Metrolink are adopting the technology.

Brian Yanez moved to approve the contract award of contactless credit and debit card transit fare payment system. Steven Almcrantz seconded the motion. The motion passed unanimously.

Item 8 Receive Presentation on SRTP Planning for Year 2 Service Changes

Martin Rodriguez presented Year 1 and Year 2 of the Short Range Transit Plan Implementation Plan. He shared the SRTP was approved in December of 2024 and that Year 1 of the plan includes continuing existing services and planning for Year 2. He added Year 2 will include schedule revisions for Routes 1, 6, 10, and 11, and route re-alignments for Routes 1 and 10. He compared the existing route structure of Route 1 and 10 with the planned re-alignment and explained the benefits of the re-structure. The changes would include updates to bus stop placements, including removals and installations of new bus stops that would affect each member of the District.

He emphasized that implementing the plan would require coordination between the District and members to ensure that the plan remains on schedule. He concluded the presentation by letting members know that in the next several weeks he would be setting up meetings with each member to discuss specific changes that would affect their respective city.

Item 9 Receive Presentation on FY 24-25 4th Quarter & Annualized Fixed-Route and Demand Response Service Planning Report

Austin Novstrup gave an update on the last quarter of FY24-25. Overall ridership increased by 1.7% annually, however he noted that ridership in the 4th quarter had decreased compared to the previous fiscal year. He noted that the Route 17 and 23 interlined routes saw the highest ridership increase, and have consistently seen the highest upward trend in terms of ridership compared to other routes. He added that Route 18 has been very productive in terms of passengers per hour, highly attributed to the Youth Ride Free Program. With the introduction of Route 18B, which serves Oxnard High School and Pacifica High School, Route 19 has seen a considerable ridership decrease.

Brian Yanez asked for an update to the end of Youth Ride Free. Vanessa responded that funding of Youth Ride Free is anticipated to end at the end of this new school year. Aubrey added that available funding would not fund operations of the program, but that staff are looking at potentially other avenues of sustaining the program, such as partnering with local school districts.

Robbie Lucio gave an update on Demand Response and Flexible Services. Most notably ridership has decreased compared to the previous year, and particularly Late Night Safe Ride. He attributed the fare increase from \$2.00 to \$5.00 as the primary reason.

Item 10

Future Agenda Items

- Annual review of Paratransit Services
- FY 25-26 1st Quarter Planning Report
- Service Change Update
- Progress of SRTP

Item 11

Adjournment

Chair Sergio Albarrán adjourned the meeting at 11:21am.



Item 7

DATE October 15, 2025

TO GCTD Technical Advisory Committee

FROM Austin Novstrup, Planning Manager
Robert Lucio, Mobility Management Coordinator

SUBJECT Fixed-Route & ACCESS Flexible Services Quarterly Update

I. EXECUTIVE SUMMARY

This quarterly report covers the 1st Quarter (July 1 through September 30) of Fiscal Year 2025-26. This report includes a summary of performance and operating statistics for both fixed-route and ACCESS Flexible services.

II. FIXED-ROUTE DATA

Ridership for the first quarter of FY 2025-26 decreased by 6% compared to the same period last year. Following the strong rebound that brought total ridership back to—and in some cases above—pre-pandemic levels, a slowdown in growth was anticipated. Despite this emerging trend, total ridership remains higher than the 25-year historical average. The District also continues to benefit from the fare adjustments implemented in FY 2024-25, with fare revenue increasing by more than 10% during this quarter.

1st Quarter FY 25-26 Systemwide Ridership & Performance

	1 st Qtr FY 2025-26	1 st Qtr FY 2024-25	Difference	% Change
Fixed-Route Ridership				
Total System Boardings	854,921	907,941	(53,020)	-5.8%
Average Daily Passengers Weekdays	11,316	11,831	(516)	-4.4%
Average Daily Passengers Saturdays	5,779	6,488	(708)	-10.9%
Average Daily Passengers Sundays	5,317	6,080	(763)	-12.6%
Wheelchair Boardings	6,598	6,134	464	7.6%
Bicycle Boardings	19,796	20,410	(614)	-3.0%
Performance Measures				
Passengers Per Revenue Hour	19	20	-1	-6.4
Fare Revenue Per Service Hour	\$20.05	\$19.22	\$2.32	11.8%
Total Fare Revenue	\$1,005,519	\$871,498	\$111,260	12.4%
On-Time Performance	85.6%	82.5%	Goal > 90%	
% Systemwide Boarding as Free Transfers	11.0%	13.2%	Goal < 20%	

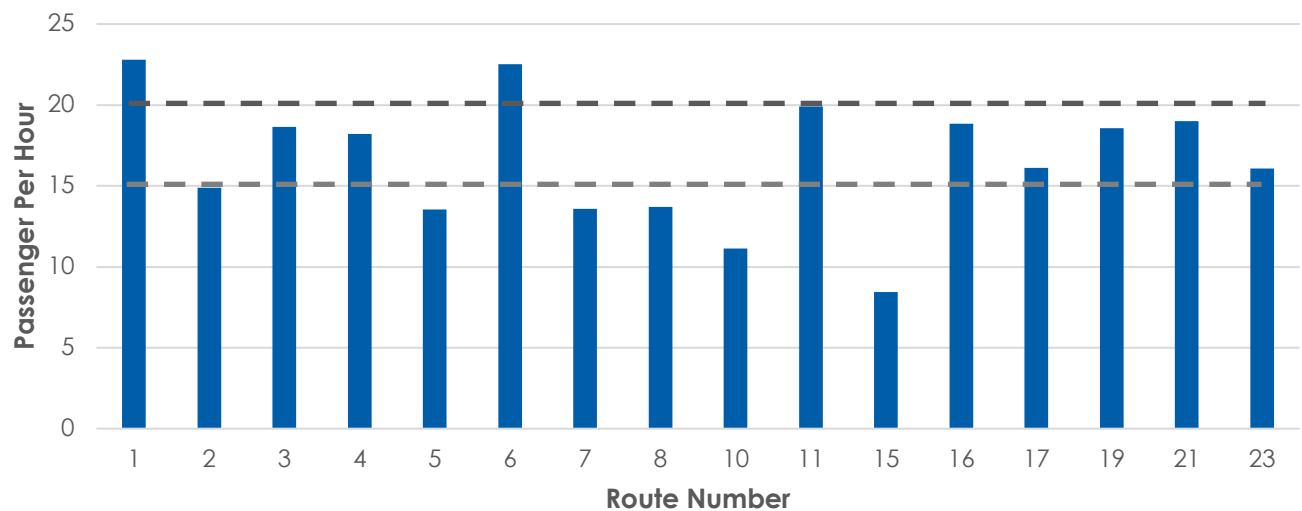
GOLD COAST TRANSIT DISTRICT

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1901 AUTO CENTER DRIVE, OXNARD, CA 93036-7966 | P 805.483.3959 | F 805.487.0925 | GCTD.ORG

1st Quarter FY 25-26 Ridership by Route

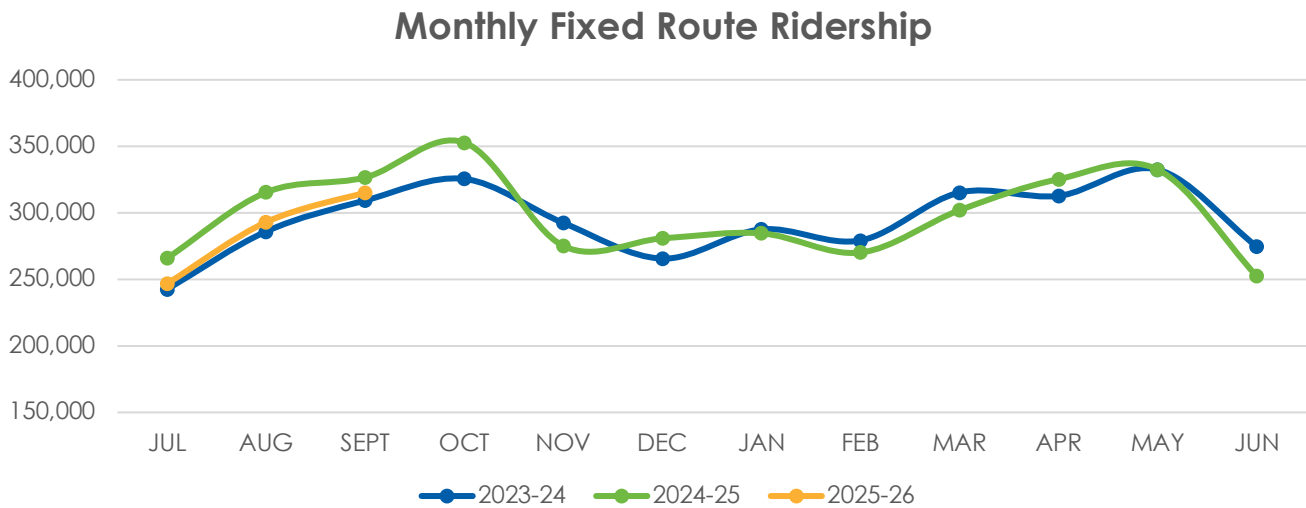
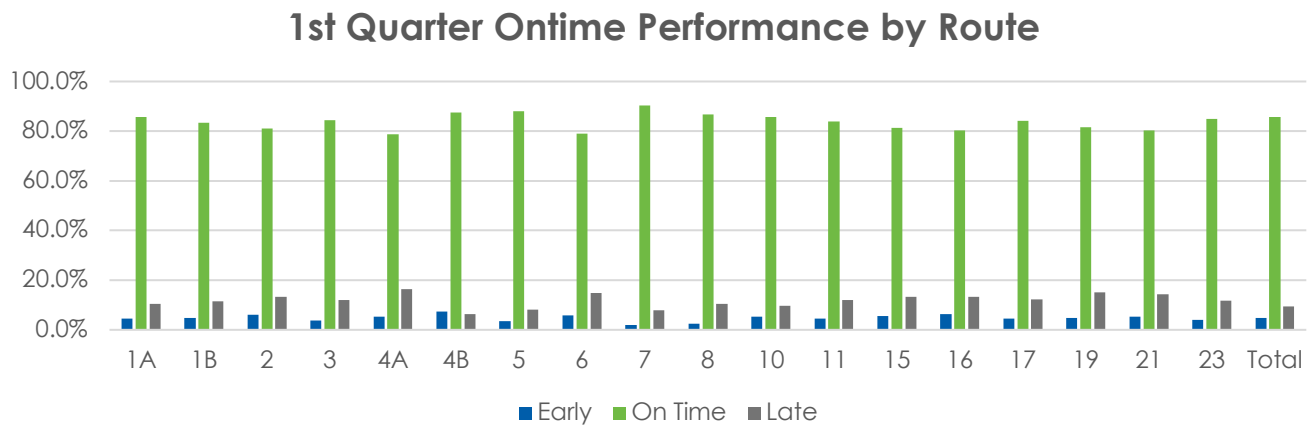
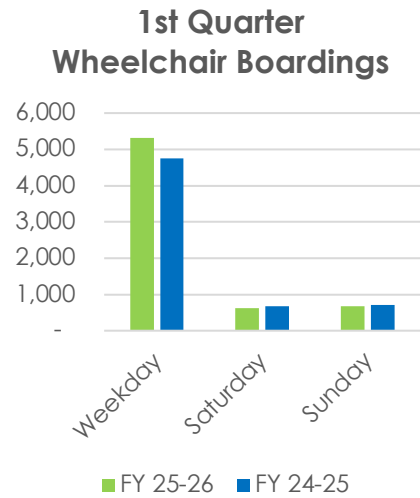
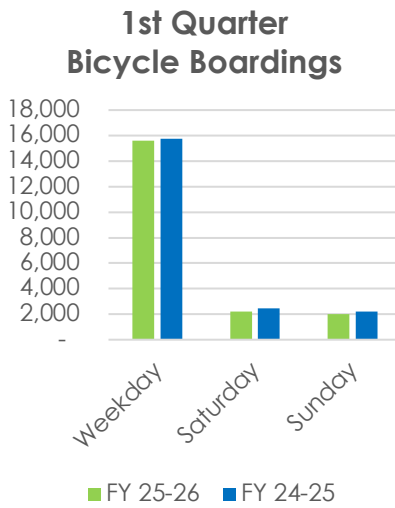
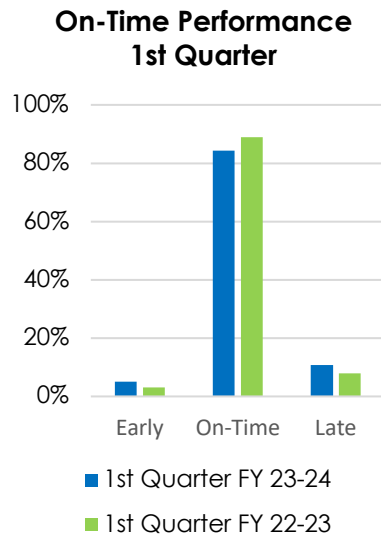
Route	Route Name	1st Quarter FY 2025-26 Unlinked Passengers	1st Quarter FY 2024-25 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	107,012	125,142	(18,130)	-14%
2	Colonia - Downtown Oxnard	16,030	18,694	(2,664)	-14%
3	J St - Centerpoint Mall - Lemonwood	30,855	33,226	(2,371)	-7%
4	North Oxnard - Ventura Rd - St. John's	74,624	77,168	(2,544)	-3%
5	Hemlock - Seabridge - Wooley	15,932	18,578	(2,646)	-14%
6	Oxnard - Ventura - Main St	214,822	220,765	(5,943)	-3%
7	Oxnard College - Centerpoint Mall	13,113	14,608	(1,496)	-10%
8	OTC- Oxnard College - Centerpoint Mall	22,341	22,194	148	1%
10	Pacific View Mall - Telegraph -Saticoy	22,882	24,231	(1,349)	-6%
11	Pacific View Mall - Telephone - Wells	65,320	65,737	(417)	-1%
15	Esplanade - El Rio - St. John's	12,327	14,359	(2,032)	-14%
16	Downtown Ojai - Pacific View Mall	59,595	65,761	(6,166)	-9%
17	Esplanade - Oxnard College	43,383	45,294	(1,911)	-4%
18	Trippers	15,344	13,457	1,887	14%
19	OTC- 5th St - Airport - Gonzales Rd	16,644	17,318	(673)	-4%
21	Port Hueneme - Ventura - Victoria Ave	77,177	81,575	(4,398)	-5%
23	Oxnard College - Naval Base - Esplanade	47,519	49,835	(2,316)	-5%
Total GCTD System (no combined routes)		854,921	907,941	(53,020)	-6%

1st Quarter FY26 Passengers Per Revenue Hour

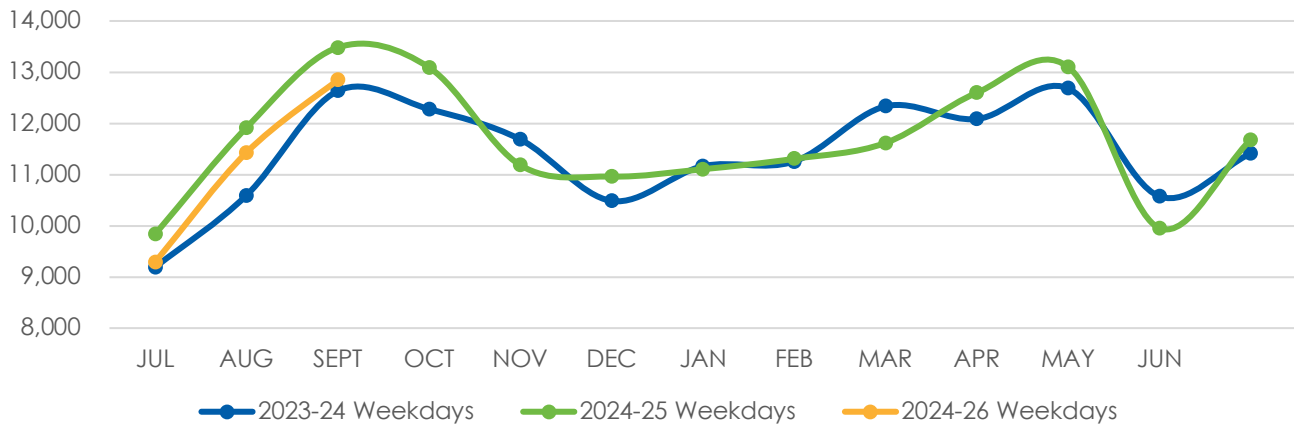


Notes: Route 18 (school trippers) not shown in graph.

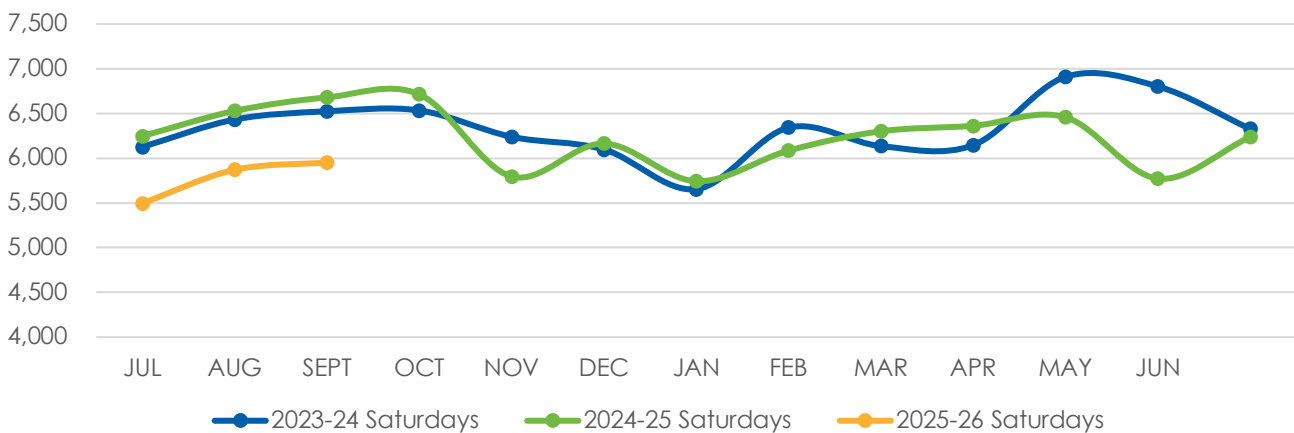
Local Route Minimum Standard > 15
Trunk Route Minimum Standard > 20



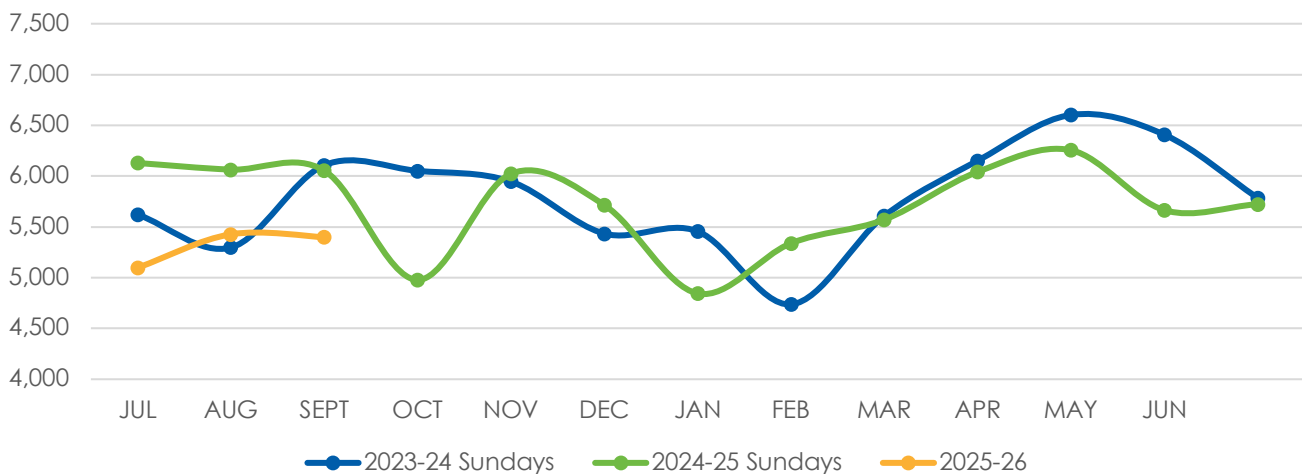
Average Weekday Boardings



Average Saturday Boardings



Average Sunday Boardings



1st Quarter Complaints/Commendations by Type

Type	Issue	FY25-26 1 st Quarter	FY24-25 1 st Quarter	FY25-26 YTD
Scheduling	On-Time Performance	1	1	1
Operations	Operator Conduct	29	9	29
	Driving Complaints	12	7	12
	Passed by	27	9	27
	Commendations	13	4	13
	Bus Stop Issues	9	1	9
Other	Other*	11	7	11
Totals		102	38	102

*Service suggestions, fare disputes, disturbances, bus did not show, or other system issues

III. FIXED-ROUTE SERVICE SUMMARY

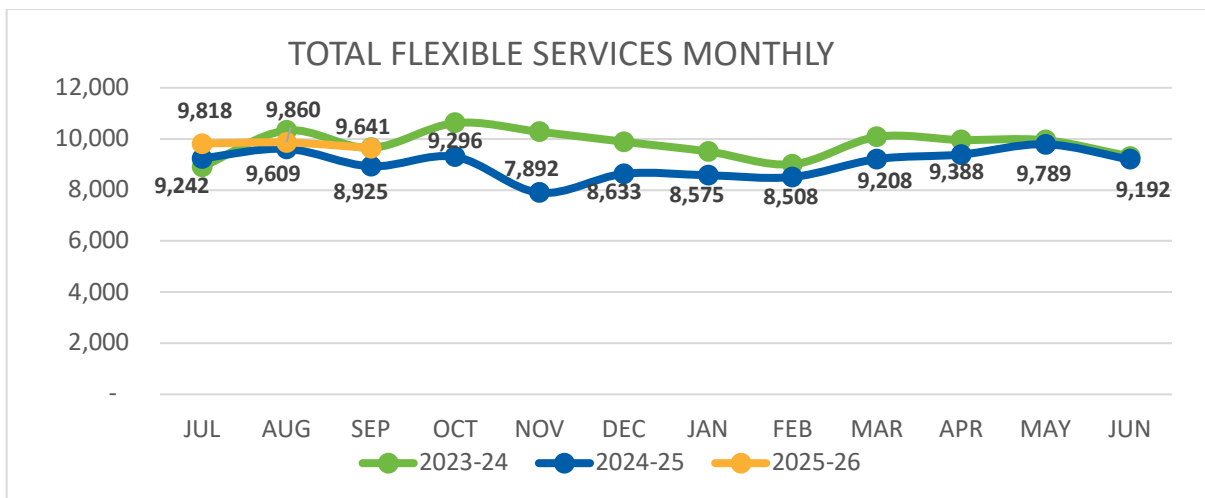
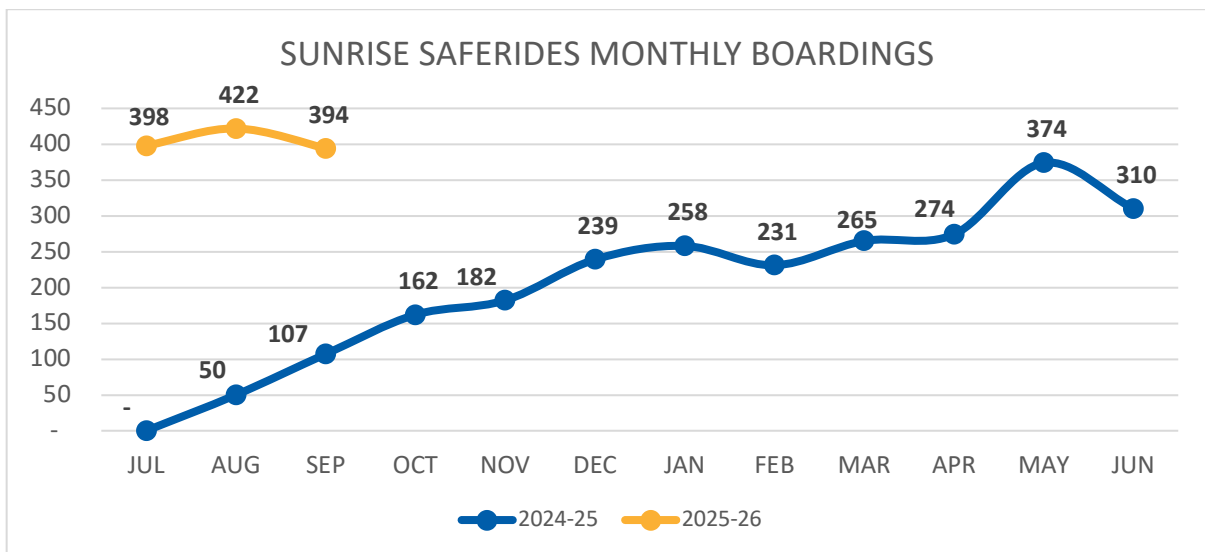
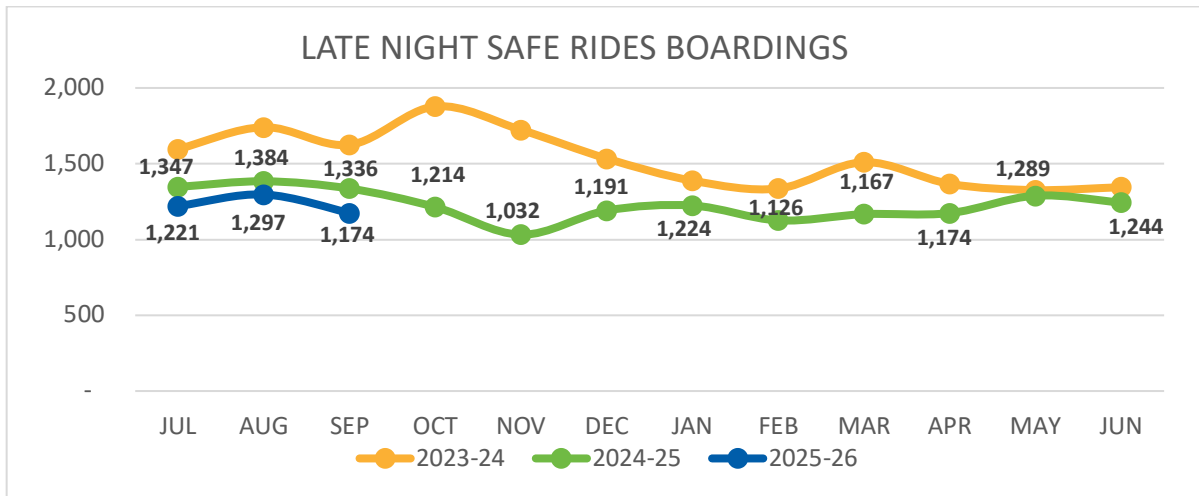
In the first quarter of FY 25-26 ridership on decreased by just under 6% over the first quarter of FY 24-25. This appears to be the continuation of trend that began in the third quarter of FY25. Ridership losses were observed on all but one route. The most impacted routes are Routes 1, 2, 5 and 15 which all recorded a 14% decrease with Route 1 seeing over 18,000 fewer riders in the period. Weekday ridership fell by only 5% while weekend ridership fell by more than 10%. It is likely that reductions in weekend service frequencies on some routes is contributing to this trend.

However, given the timing of the shift, the specific routes most affected, and the sharper decline in weekend ridership, it is likely that increased immigration enforcement activity within the GCTD service area has been a significant contributing factor. As a result of the overall decline, only half of all routes are currently meeting the established service standard for passengers per hour. Nevertheless, total ridership remains consistent with long-term historical averages.

Systemwide on-time performance increased year over year from 82.5% to 85.6%. This improvement can be attributed to reduced traffic delays following the completion of major construction projects, schedule adjustments implemented over the past year, and the continued diligence of operations staff in maintaining schedule reliability. In addition, the recent reduction in ridership has alleviated previous concerns about bus crowding. Planning staff continue to monitor peak-period ridership and will recommend adjustments to tripper and booster services as needed to prevent overcrowding.

IV. FLEXIBLE SERVICES DATA

GO ACCESS's flexible services include the federally mandated ADA paratransit service to complement Gold Coast Transit District's fixed route services. In addition, the flexible services provide service to seniors, 65 years of age and older, congregate transportation to Senior Nutrition meal sites, Health Zones, and other transportation options to assist with mobility in the community. The program helps passengers preserve their independence through this advance-reservation demand response transportation, which studies show is essential to protecting the quality of life for mobility-impaired members of the community. These efforts are intended to improve the overall customer experience by presenting GCTD's transportation network as an integrated system that helps our customers connect with people, places, and opportunities, one trip at a time.



**1st Quarter FY 2025-26
GO ACCESS Ridership & Performance**

Paratransit Ridership	1st Qtr FY 2025-26	1st Qtr FY 2024-25	Difference	% Change
Total System Boardings	29,319	27,776	+1,543	+5.6%
Average Daily Passengers Weekdays	379	364	+15	+4.1%
Average Daily Passengers Saturdays	202	180	+22	+12.2%
Average Daily Passengers Sundays	185	163	+22	+13.5%
Performance Measures	1st Qtr FY 2025-26	1st Qtr FY 2024-25	Difference	% Change
Passengers Per Revenue Hour	2.11	2.16	-0.05	-2.3%
On Time Performance (Arrive within the window)	87.1%	87.9%	-0.8	-0.9%
Early (Before start of pick up window)	7.6%	3.3%	4.3	+132.2%
Late (After end of pick up window)	5.2%	8.8%	-3.6	-40.6%

1st Quarter – Feedback

Type	Issue	1st Quarter Comments	1st Quarter Verified Comments	YTD 2025-26 Verified Comments
Scheduling	Travel Time	4	2	2
	Schedules	6	5	5
Operations	Operator	12	7	7
	Dispatch/Reservations	5	4	4
Other	Policies	2	0	0
	Commendations	6	6	6
	Other	5	1	1
Totals		40	25	25

V. FLEXIBLE SERVICES SUMMARY

SAFE RIDES: Late-Night Safe Rides a demonstration service introduced in May 2021 to encourage fixed route use by providing customers with reliable, safe public transit service late at night. Though designed to assist late-shift employees, especially those within the food, hospitality, and service sectors – as a general public dial-a-ride (GP DAR) the service is available to anyone. The GPDAR service provides transportation throughout the entire GCTD service area. Service hours expanded hours (to coincide with when the first fixed route goes out of service) from 7 PM to midnight (to address restaurant and second shift needs.) Average monthly trips exceed 1,200 boardings, the concept has been very well received.

In July 2024 GCTD launched a new pilot service Sunrise Safe Rides in the early morning hours from 4:30 AM to 7 AM. Fare is \$5. The service has been well received by our passengers. Sunrise Safe Rides continues to build on its success from the prior year. Between July and September 2025, boardings averaged 405 per month, compared to 86 during the same period in FY 2024–25—a substantial increase as the program has matured and gained visibility. This growth reflects strong early adoption and consistent demand from morning commuters. The higher ridership levels demonstrate that the service is becoming a reliable mobility option for early-hour travelers.

FLEXIBLE SERVICES: During the first quarter of FY 2025–26 (July–September), total Flexible Services averaged over 9,750 monthly boardings, reflecting a 5.6% increase compared to the same

period in FY 2024–25, which averaged around 9,250 boardings. This upward trend suggests a positive start to the new fiscal year, with ridership recovering from last year’s mid-year decline. While boardings remain slightly below FY 2023–24 levels, the current year’s performance indicates a stabilization in service demand and consistent utilization across months. Service has been enhanced through the implementation of best practices, ongoing adjustments, and safety training. This has empowered our team to effectively utilize the available tools for our ongoing success.

IX. RECOMMENDATION

IT IS RECOMMENDED that the GCTD Technical Advisory Committee receive and file this report.

This report is for information only.

<i>Attachment 1:</i>	<i>1st Quarter FY 2025-26 Fixed-Route Service Evaluation</i>
<i>Attachment 2:</i>	<i>1st Quarter FY 2025-26 Flexible Services Evaluation</i>

Fixed Route Service Evaluation Report FY 25-26 1st Quarter

Ridership Measure: Passengers Per Revenue Hour						
Route #	Route Name	Service Type	Total Revenue Hours	Total Passengers	Passengers per Revenue Hour	Quartile
1	Port Hueneme - Oxnard Transit Center	Trunk	4,697	107,012	23	4
6	Oxnard - Ventura - Main St	Trunk	9,537	214,822	23	4
11	Pacific View Mall - Telephone - Wells	Trunk	3,280	65,320	20	4
21	Port Hueneme - Ventura - Victoria Ave	Trunk	4,066	77,177	19	4
16	Downtown Ojai - Pacific View Mall	Trunk	3,164	59,595	19	3
3	J St - Centerpoint Mall - Lemonwood	Local	1,657	30,855	19	3
19	OTC- 5th St - Airport - Gonzales Rd	Local	896	16,644	19	3
4	North Oxnard - Ventura Rd - St. John's	Local	4,094	74,624	18	3
17	Esplanade - Oxnard College	Trunk	2,691	43,383	16	2
23	Oxnard College - Naval Base - Esplanade	Trunk	2,957	47,519	16	2
2	Colonia - Downtown Oxnard	Local	1,076	16,030	15	2
8	OTC- Oxnard College - Centerpoint Mall	Local	1,631	22,341	14	2
7	Oxnard College - Centerpoint Mall	Local	964	13,113	14	1
5	Hemlock - Seabridge - Wooley	Local	1,176	15,932	14	1
10	Pacific View Mall - Telegraph -Saticoy	Trunk	2,059	22,882	11	1
15	Esplanade - El Rio - St. John's	Local	1,457	12,327	8	1

Excluded Routes

18	High School Trippers	Booster	201	15,344	76
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Systemwide Performance Target & 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 #	Service Type	Total Revenue Hours	Total Passnegers	Systemwide Operating Cost Per Hour	Total Cost	Cost Per Passenger	Average Fare Per Passenger	Subsidy Per Passenger	Quartile
1	Trunk	4,697	107,012	\$ 166.20	\$ 780,669	\$ 7.30	\$1.10	\$ 6.20	4
6	Trunk	9,537	214,822	\$ 166.20	\$ 1,585,060	\$ 7.38	\$1.18	\$ 6.20	4
11	Trunk	3,280	65,320	\$ 166.20	\$ 545,133	\$ 8.35	\$1.13	\$ 7.22	4
16	Trunk	3,164	59,595	\$ 166.20	\$ 525,835	\$ 8.82	\$1.29	\$ 7.54	4
21	Trunk	4,066	77,177	\$ 166.20	\$ 675,769	\$ 8.76	\$1.22	\$ 7.54	3
19	Local	896	16,644	\$ 166.20	\$ 148,915	\$ 8.95	\$1.20	\$ 7.75	3
3	Local	1,657	30,855	\$ 166.20	\$ 275,349	\$ 8.92	\$1.12	\$ 7.80	3
4	Local	4,094	74,624	\$ 166.20	\$ 680,478	\$ 9.12	\$1.11	\$ 8.01	3
17	Trunk	2,691	43,383	\$ 166.20	\$ 447,278	\$ 10.31	\$1.25	\$ 9.06	2
23	Trunk	2,957	47,519	\$ 166.20	\$ 491,420	\$ 10.34	\$1.27	\$ 9.07	2
2	Local	1,076	16,030	\$ 166.20	\$ 178,864	\$ 11.16	\$1.07	\$ 10.08	2
8	Local	1,631	22,341	\$ 166.20	\$ 271,094	\$ 12.13	\$1.20	\$ 10.93	2
7	Local	964	13,113	\$ 166.20	\$ 160,228	\$ 12.22	\$1.10	\$ 11.12	1
5	Local	1,176	15,932	\$ 166.20	\$ 195,501	\$ 12.27	\$1.12	\$ 11.15	1
10	Trunk	2,059	22,882	\$ 166.20	\$ 342,211	\$ 14.96	\$1.23	\$ 13.73	1
15	Local	1,457	12,327	\$ 166.20	\$ 242,142	\$ 19.64	\$1.09	\$ 18.55	1

Excluded Routes

18	High School Trippers	201	15,344	\$ 166.20	\$ 33,340	\$ 2.17	\$ 1.355	\$ 0.82
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Item 8

DATE October 15, 2025
TO GCTD Technical Advisory Committee
FROM Austin Novstrup, Planning Manager
SUBJECT January 2026 Service Change Update

SUMMARY

Staff will give a brief presentation on the progress of service planning efforts for the January 2026 fixed-route service change.

BACKGROUND

Each fiscal year GCTD makes two adjustments to fixed-route service schedules these adjustments are typically planned for implementation in late July and again in January.

After conducting operator outreach, reviewing customer feedback, and analyzing on-time performance and ridership data planning staff has determined that the adjustments listed below will be incorporated into the schedules for January 2026 Service Change that will take occur on Sunday January 4, 2026.

Minor Schedule Adjustments

Weekday

Routes 6, 11, and 18

Weekend

None

Modified Schedule

Weekday

None

Weekend

None

RECOMMENDATION

It is recommended that the GCTD Technical Advisory Committee receive and file this presentation and provide any feedback to staff on the material presented.

GOLD COAST TRANSIT DISTRICT

CITY OF OJAI | CITY OF OXNARD | CITY OF PORT HUENEME | CITY OF VENTURA | COUNTY OF VENTURA
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