





November 7, 2012

TO: Gold Coast Transit Board of Directors

FROM: Margaret Heath   
Paratransit & Special Projects Manager

SUBJECT: ACCESS Paratransit Management Report for First Quarter FY13  
(July 1 through September 30, 2012)

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## I. EXECUTIVE SUMMMARY

ACCESS is the federally mandated ADA complementary paratransit program of Gold Coast Transit. ACCESS provides shared ride demand response transportation to customers certified as having disabilities that prevent them from independently using the fixed route service. The ACCESS service area includes the cities of Ojai, Oxnard, Port Hueneme and Ventura, along with the county unincorporated areas in between the cities. This service is also provided to seniors, 65 years of age and older. Connections are provided to other paratransit operators in Ventura County. Operating statistics reported are for the First Quarter of fiscal year 2012-13 (July 1 through September 30, 2012).

**IT IS RECOMMENDED that the GCT Board of Directors receive and file this report.**

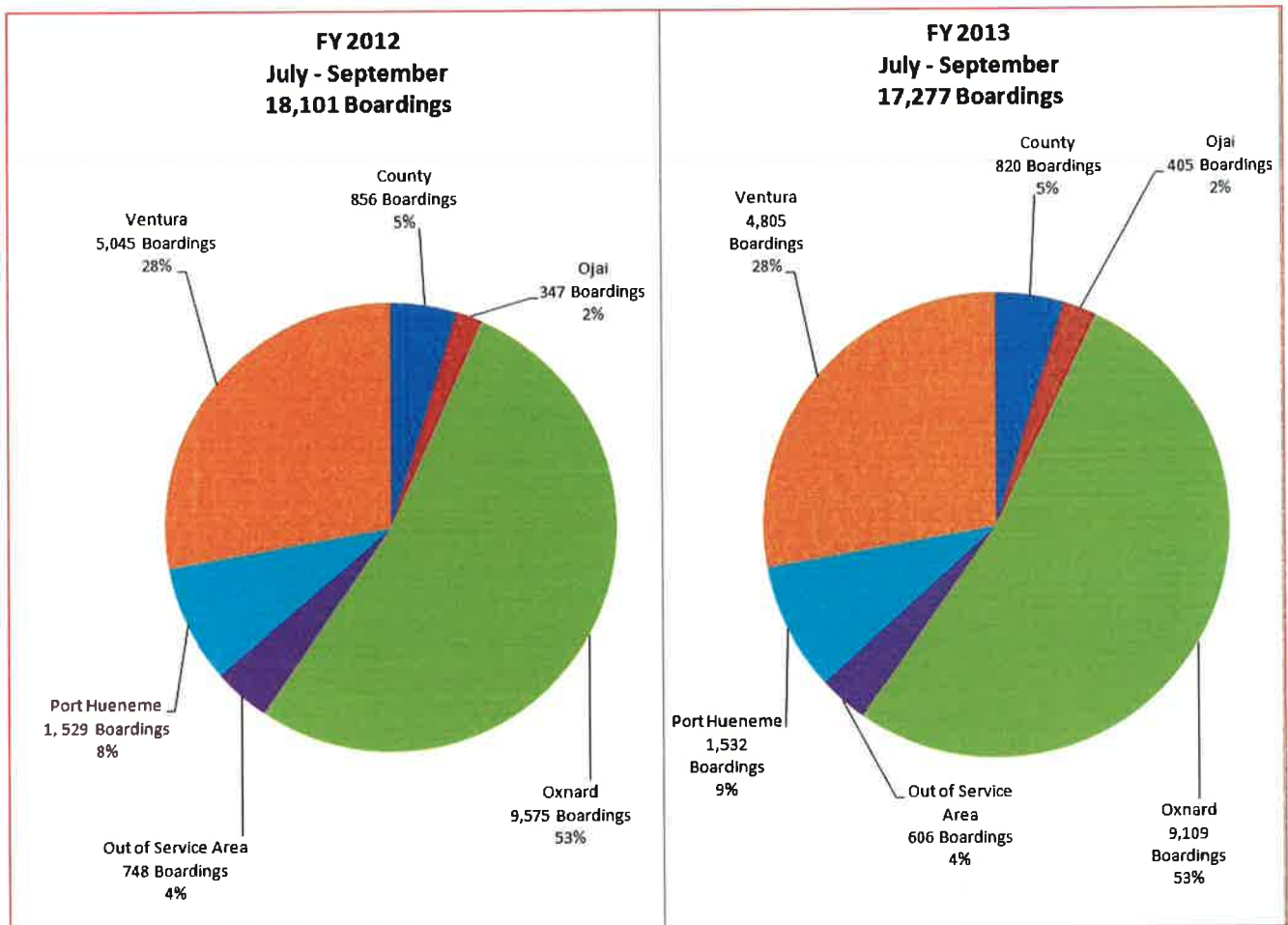
## II. OPERATIONS

**Ridership:** Ridership on GCT ACCESS for the first quarter ending September 30, 2012 was down 4.77% when compared to the same period last year. Subscription trips to employment and medical treatments continue to be down when compared to the same period as last year. Subscription trips are those trips that are frequently repeated within a month to the same destination at the same time of day and day of week. Subscription trips to major trip generators were down by about 70% when compared to the first quarter last year.

- Trips to senior center for congregate meals were down 24.32%

- Trips to Adult Day Health Care centers were down 70.10%
- Trips to Oxnard and Ventura college were down 34.07%

The distribution of ridership by residency remained fairly stable as illustrated in the chart that follows.



**Our Riders:** GCT ACCESS transported 1,049 different individuals during the first quarter of FY 2013. The majority of these individuals, or 55% of the passengers, self restricted to 7 or fewer trips each. (Seven trips represent the use of the system equal to one round trip each month during the quarter). A small group of ACCESS passengers, representing 15% of the total clientele served during the first quarter, used the paratransit service with any frequency, averaging a trip once a week. ACCESS passengers are older; this may contribute to the trend of less frequent travel as evidenced by the decline in subscription trips. Roughly half of ACCESS passengers are

at least 75 years of age. ACCESS provided services to 251 passengers who are at least 85 years of age during the first quarter of FY 2013.

**Customer Feedback:** GCT ACCESS received 3 complaints from customers during the first quarter of FY 2013 for an overall complaint ratio of 0.17 complaints per 1,000 boardings. Quality assurance calls are placed to customers within a couple days of receiving service from ACCESS. Staff will continue to call randomly selected passengers to ask for feedback on recent trips provided. The chart below identifies the types of concerns and feedback customers provided through September 30, 2012.

Type	Issue	First Quarter	FYTD 2012/13
<b>Scheduling</b>			
	Confirmation Calls	1	1
<b>Operations</b>			
	On-Time Performance	1	1
	Operator	1	1
<b>Totals</b>		<b>3</b>	<b>3</b>

### III. SUMMARY AND RECOMMENDATIONS

**IT IS RECOMMENDED that the GCT Board of Directors receive and file this report.**

  
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 General Manager's Concurrence