

Info Item B



October 30, 2013

TO: Gold Coast Transit Board of Directors

FROM: Margaret Heath 
Paratransit & Special Projects Manager

SUBJECT: ACCESS Paratransit Management Report for First Quarter FY14
(July 1 through September 30, 2013)

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 2013-14 (July 1 through September 30, 2013).

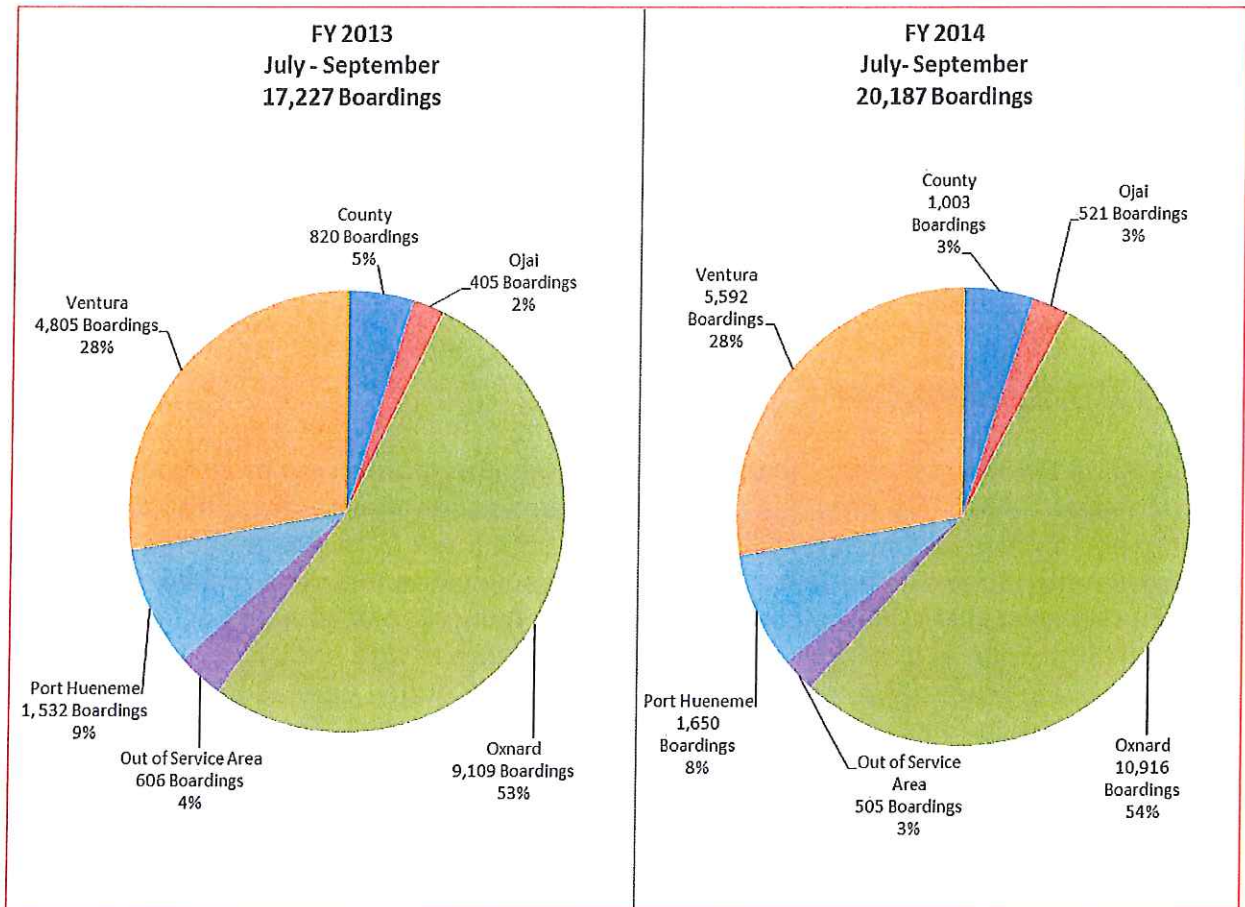
IT IS RECOMMENDED that the GCT Board of Directors receive and file this report.

II. OPERATIONS

Ridership: Ridership increased 16.84% on GCT ACCESS for the first quarter ending September 30, 2013 when compared to the first quarter of FY 2012-13. The majority of the increase in transportation requests was generated through subscription service. As more subscription requests are generated, opportunities to combine trips without negatively impacting passenger schedules are presented. These opportunities can reduce waste. 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 the dialysis and senior centers were up significantly when compared to the same period as last year.

- Trips to Adult Day Health Care centers increased 51%
- Trips to medical and physical therapy increased 47%
- Trips to senior center for congregate meals increased 29%

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



Our Riders: GCT ACCESS transported 1,153 different individuals during the first quarter of FY 2014. A small group of passengers representing ten percent of the total individuals served accounted for 43% of the demand for service. Passengers who use ACCESS more than once a week typically go to senior nutrition congregate meal site, to medical or physical therapy or to an adult day health care center. Many ACCESS passengers are encouraged to and do use fixed route service when the trip is appropriate. Forty-two percent of our passengers are at least 75 years of age and therefore qualify to ride at no charge on fixed route. The low floor buses are easily accessible and where the destination is a short distance from the bus stop, many ACCESS passengers prefer to exercise their ability to preserve limited financial resources.

Customer Feedback: GCT ACCESS received seven complaints from customers during the first quarter of FY 2013 for an overall complaint ratio of 0.35 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, 2013.

Type	Issue	First Quarter	FYTD 2013/14
Scheduling			
	Holiday Schedule	1	1
	Travel Time	2	2
Operations			
	On-Time Performance	2	2
	Operator	1	1
Other			
	Certifications	1	1
Totals		7	7

III. SUMMARY AND RECOMMENDATIONS

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

General Manager's Concurrence