



February 5, 2014

TO: Gold Coast Transit Board of Directors

FROM: Margaret Heath 
Paratransit & Special Projects Manager

SUBJECT: ACCESS Paratransit Management Report for Second Quarter FY 2013-14
(October 1 through December 31, 2013)

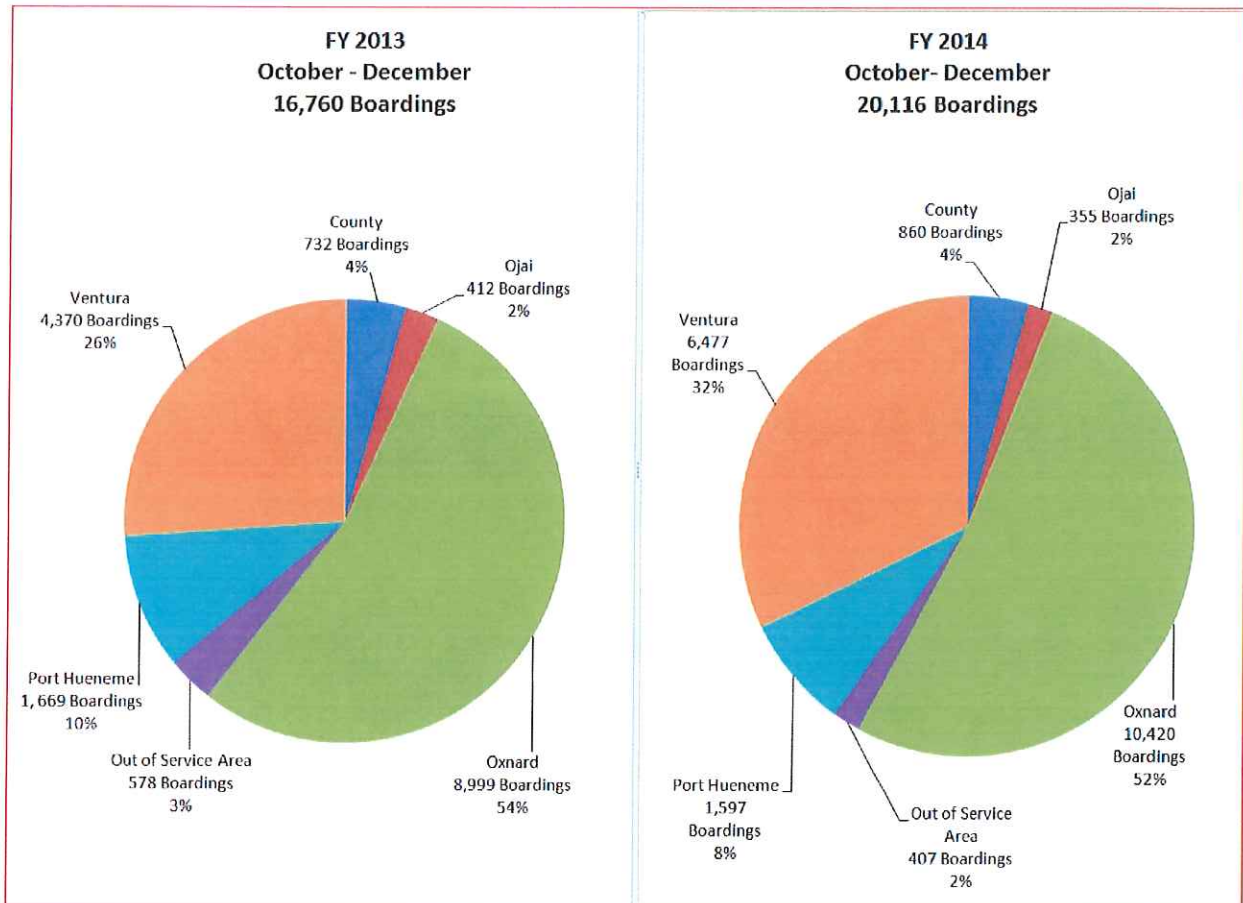
I. EXECUTIVE SUMMARY

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. This service is also provided to seniors, 65 years of age and older. The ACCESS service area includes the cities of Ojai, Oxnard, Port Hueneme and Ventura, along with the county unincorporated areas in between the cities. Connections are provided to other paratransit operators in Ventura County. Operating statistics reported are for the Second Quarter of Fiscal Year 2013-14 (October 1 through December 31, 2013).

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

II. OPERATIONS

Ridership: Ridership continued to show a strong increase in demand. GCT ACCESS ridership increased 20.0% for the second quarter ending December 31, 2013 when compared to the second quarter of FY 2012-13. The increase in demand for ACCESS transportation was driven by Ventura residents. Transportation for Ventura residents increased 48% when compared to the same time last year. By contrast, county requests increased 17% and usage by Oxnard residents increased 16%. Requests for service by non residents using ACCESS was down 30%. The majority of these trips originate at the transfer points for service to or from outside the service area. Ojai residents used ACCESS 14% less when compared to last year. The distribution of ridership by residency remained fairly stable as illustrated in the chart that follows.



Our Riders: ACCESS's passenger make up is not different from other demand responsive services. While ACCESS serves many individuals, the majority of these passengers take a few trips each month. ACCESS provides service to roughly 1,200 unique individuals each quarter. During the second quarter of FY 2013-14 service was provided to 1,161 passengers. Ninety percent of the passengers used ACCESS on average three times each month. 100 passengers representing approximately nine percent of the total individuals served accounted for 48% of the service provided. The majority of this group of passengers are frequently using ACCESS for transportation to and from medical appointments, physical therapy, dialysis treatments or to programming that is provided at an adult day health care center, senior meal congregate site or educational facility.

Customer Feedback: GCT ACCESS received seven complaints from customers during the second quarter of FY 2013-14 for an overall complaint ratio of 0.35 complaints per 1,000 boardings. The majority of the passengers who use the service have no regular interaction with staff. This highlights the importance of strong communication skills at all levels of the organization, especially the bus operator. Approximately half of the issues identified in the second quarter concerned driver performance. ACCESS enjoys a high passenger safety rating, having experienced few incidents over the years of the contract. Staff will continue to monitor the Contractor's

efforts to maintain passenger safety and communication skills. The chart below identifies the types of concerns and feedback customers provided through December 30, 2013.

| Type | Issue | Second Quarter | FYTD 2013/14 |
|-------------------|---------------------|----------------|--------------|
| Scheduling | | | |
| | Holiday Schedule | 0 | 1 |
| | Negotiating Times | 1 | 1 |
| | Travel Time | 1 | 3 |
| Operations | | | |
| | Dispatching | 1 | 1 |
| | On-Time Performance | 0 | 2 |
| | Operator | 3 | 4 |
| Other | | | |
| | Certifications | 1 | 2 |
| Totals | | 7 | 14 |

III. SUMMARY AND RECOMMENDATIONS

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


 General Manager's Concurrence