



April 30, 2014

**ITEM #14**

TO: Gold Coast Transit Board of Directors

FROM: Margaret Heath *M Heath*  
Paratransit & Special Projects Manager

SUBJECT: ACCESS Paratransit Management Report for 3rd Quarter FY 2013-14  
(January 1 through March 31, 2014)

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## 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 Third Quarter of Fiscal Year 2013-14 (January 1 through March 31, 2014).

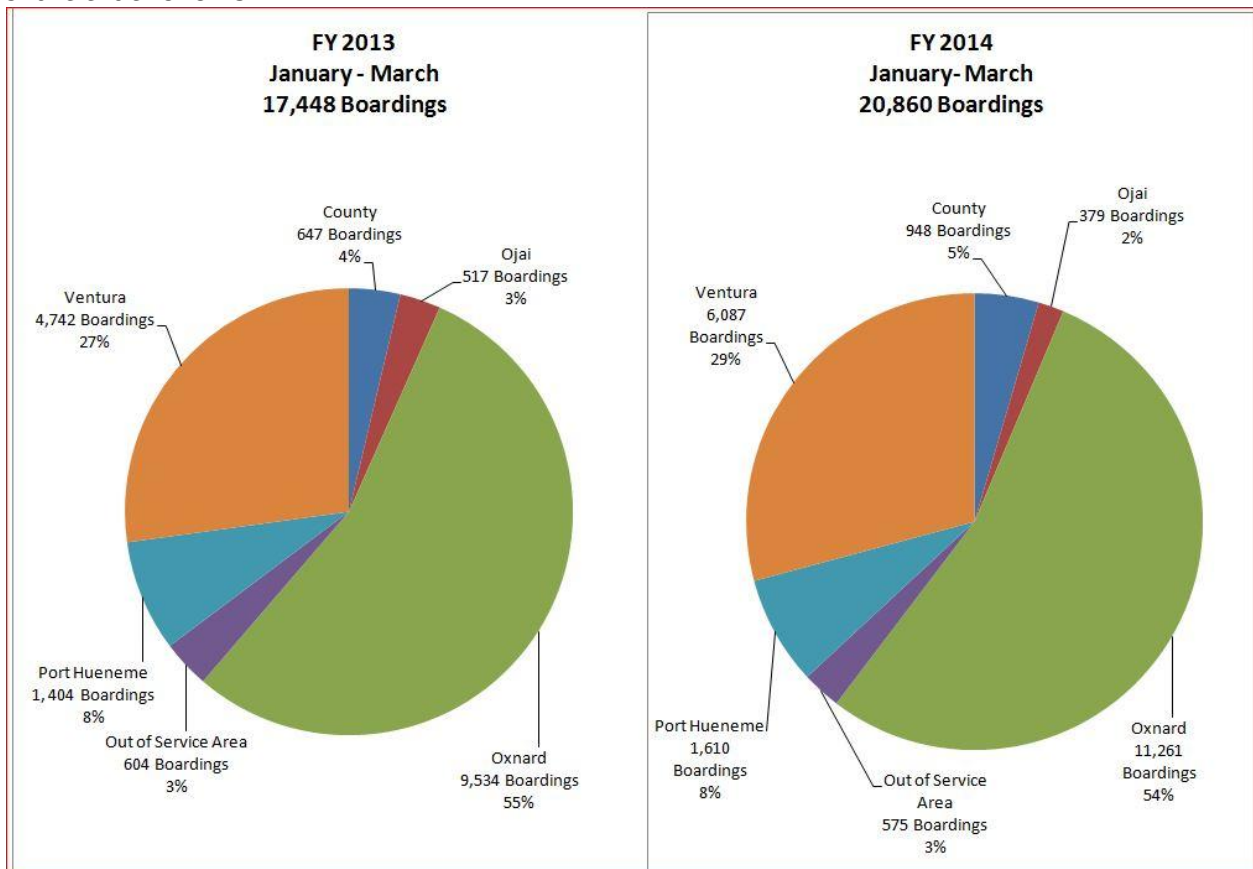
**IT IS RECOMMENDED that the GCT Board of Directors receive and file this report.**

## II. OPERATIONS

**Ridership:** GCT ACCESS ridership increased 19.6% for the third quarter ending March 31, 2014, marking the fourth consecutive quarter of double digit increases when comparing ridership year-to-year. The distribution of travel requests from passengers along with the changes from last year by order of volume are shown on the following table. Oxnard had the largest gain with 1,727 more trips provided than last year.

Ridership Changes By Residency Third Quarter FY 14				
Jurisdiction	FY 14	FY 13	% +/-	Trips +/-
Oxnard	11,261	9,534	18.11%	1,727
Ventura	6,087	4,742	28.35%	1,345
County	948	647	46.56%	301
Port Hueneme	1,610	1,404	14.66%	206
Non JPA	575	604	-4.74%	-29
Ojai	379	517	-26.71%	-138
	20,860	17,448	19.56%	3,412

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



**Our Riders:** ACCESS provided service to 1,181 passengers during the third quarter of FY 2013-14. This represents an increase of 10% in the number of passengers served. ACCESS passengers are also using the service more frequently than they did last year. Subscription requests to locations frequented more than once a week by the passenger increased approximately 15% when compared to last year. These destinations would

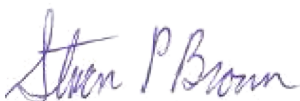
include employment, dialysis and physical therapy as well as programming provided at adult day health care centers and the senior meal congregate site.

**Customer Feedback:** GCT ACCESS received 13 complaints from customers during the third quarter of FY 2013-14 for an overall complaint ratio of 0.62 complaints per 1,000 boardings. Though an enviable rating, the increase in concerns passengers articulated was not ignored. Passenger feedback reflected telephone communication and on-time performance issues. Strong phone communication skills are integral to the smooth delivery of service. ACCESS reservations staff was provided supplemental customer service training throughout the third quarter. Scheduling personnel continue to take feedback from bus operators to assure adequate travel times to destinations. The chart below identifies the types of concerns and feedback customers provided through March 31, 2014.

Type	Issue	Third Quarter	FYTD 2013/14
<b>Scheduling</b>			
	Holiday Schedule	0	1
	Negotiating Times	1	2
	No Show/ Lt Cxl Policy	4	4
	Reservations	1	1
	Travel Time	0	3
<b>Operations</b>			
	Dispatching	0	1
	On-Time Performance	5	7
	Operator	1	5
<b>Other</b>			
	Certifications	0	2
	Equipment	1	1
<b>Totals</b>		<b>7</b>	<b>27</b>

### III. SUMMARY AND RECOMMENDATIONS

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



General Manager's Concurrence