



DATE: March 5, 2015  
 TO: GCTD Board of Directors  
 FROM: Vanessa Rauschenberger, Director of Planning and Marketing *VR*  
 Margaret Heath, Paratransit and Special Projects Manager *MH*  
 SUBJECT: **Fixed-Route & ACCESS Services Quarterly Update -  
 2<sup>nd</sup> Quarter FY 2014-15**

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**I. Executive Summary**

This quarterly report covers the 2nd Quarter (October 1 through December 31, 2014) of Fiscal Year 2014-15. This report includes a summary of performance and operating statistics for both fixed-route and ACCESS services.

**II. Background**

Table I shows that ridership for the 2<sup>nd</sup> quarter of FY 2014-15, has increased slightly by 0.7% over the 2nd quarter of last year. Ridership continued to increase on Route 21 which provides a faster trip between South Oxnard and Ventura over the same period last year. In addition, ridership on Routes 8, 9, 17, 19 and 20 increased slightly this quarter.

**Table I – Systemwide Ridership & Performance**

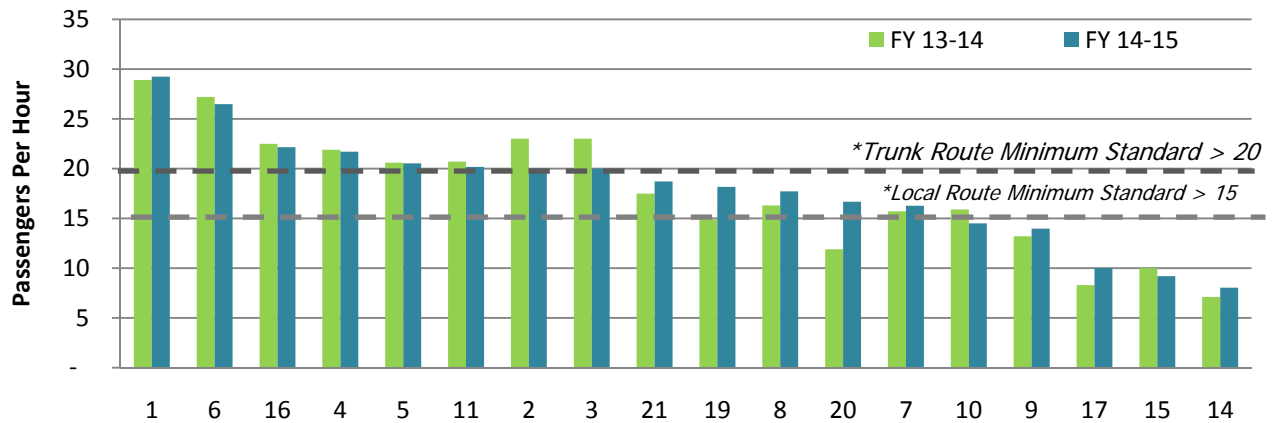
<b>Fixed-Route Ridership</b>	<b>2<sup>nd</sup> Qtr FY 2014-15</b>	<b>2<sup>nd</sup> Qtr FY 2013-14</b>	<b>Difference</b>	<b>% Change</b>
Total System Boardings	969,132	961,950	7,182	0.7%
Average Daily Passengers Weekdays	12,159	11,874	285	2%
Average Daily Passengers Saturdays	7,718	7,596	122	2%
Average Daily Passengers Sundays	6,973	7,616	-643	-8%
Wheelchair Boardings	6,856	4,619	2,237	48%
Bicycle Boardings	24,712	20,081	4,631	23%
<b>Performance Measures</b>				
Passengers Per Revenue Hour	19.45	19.40	.05	0%
Fare Revenue Per Service Hour	\$15.89	\$13.85	\$2.04	+15%
Total Fare Revenue	\$791,429	\$687,133	\$104,296	+15%
On-Time Performance	76%	79%	<i>Goal &gt; 90%</i>	
% Systemwide Boarding as Free Transfers	25.6%	26.4%	<i>Goal &lt; 20%</i>	

**Table II – Route Specific Ridership & Performance – 2<sup>nd</sup> Quarter**

Route	Route Name	2nd Quarter FY 2014-15 Unlinked Passengers	2nd Quarter FY 2013-14 Unlinked Passengers	Change	% Change
1	Port Hueneme – OTC	151,071	148,043	3,028	2.0%
2	Colonia – Downtown	29,050	23,397	5,653	24.2%
3	J St – Centerpoint Mall – Naval Base	21,495	28,334	(6,839)	-24.1%
2 & 3*	Route 2 & 3 Combined	50,545	51,731	(1,186)	-2.3%
4	North Oxnard	74,287	73,680	607	0.8%
5	Hemlock – Seabridge – Wooley	24,508	24,254	254	1.0%
6	Oxnard – Ventura – Main Street	259,526	265,224	(5,698)	-2.1%
7	Oxnard College – Centerpoint – PV Rd	20,199	19,769	430	2.2%
8	OTC – Centerpoint – Oxnard College	45,138	41,471	3,667	8.8%
9	Lemonwood – Channel Islands	17,057	16,240	817	5.0%
11	Telephone Road – Wells Center	62,658	60,728	1,930	3.2%
14	RiverPark – Nyeland Acres	13,548	12,885	663	5.1%
15	El Rio – Esplanade	16,547	18,423	(1,876)	-10.2%
14 & 15*	Route 14 & 15 Combined	30,095	31,308	(1,213)	-3.9%
10	Telegraph Road – Saticoy	23,682	26,734	(3,052)	-11.4%
16	Downtown Ojai – Pacific View Mall	76,471	78,822	(2,351)	-3.0%
10 & 16*	Route 10 & 16 Combined	100,153	105,556	(5,403)	-5.1%
17	Esplanade – Oxnard College	21,294	17,854	3,440	19.3%
18	Trippers (OHS, VHS, PHS)	12,941	15,852	(2,911)	-18.4%
19	Gonzales – 5 <sup>th</sup> – Airport	18,287	16,943	1,344	7.9%
20	Rice – Gonzales – 5 <sup>th</sup>	17,243	13,183	4,060	30.8%
21	Pacific View Mall – Victoria Ave – C St	64,130	60,114	4,016	6.7%
	<b>TOTAL GCT SYSTEM</b>	<b>969,132</b>	<b>969,132</b>	<b>7,182</b>	<b>0.7%</b>

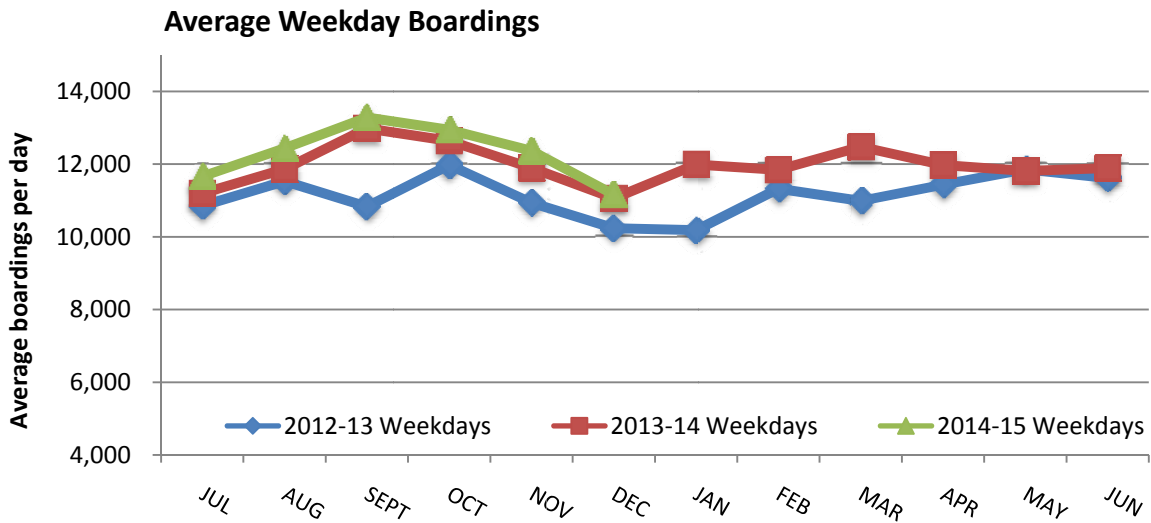
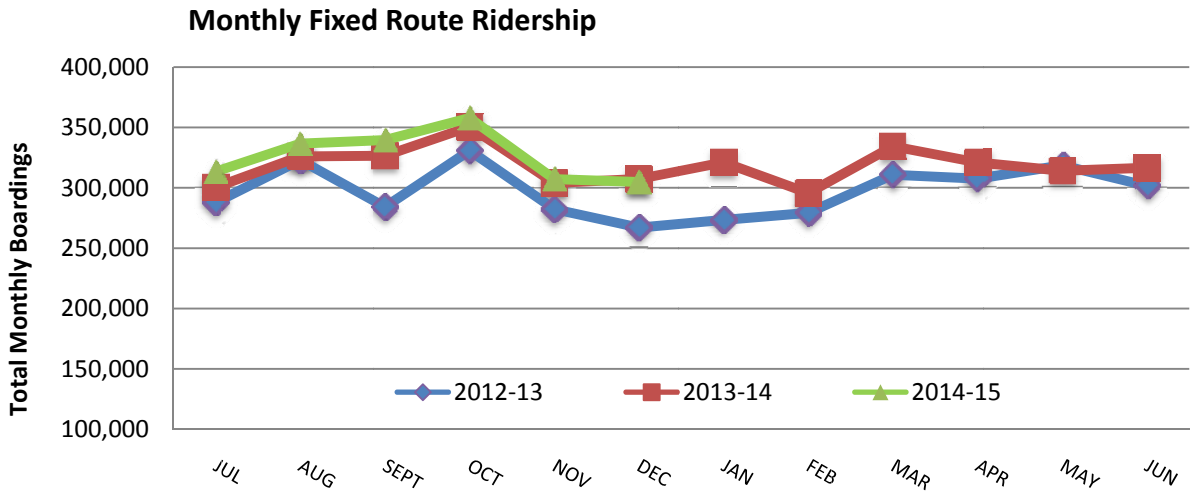
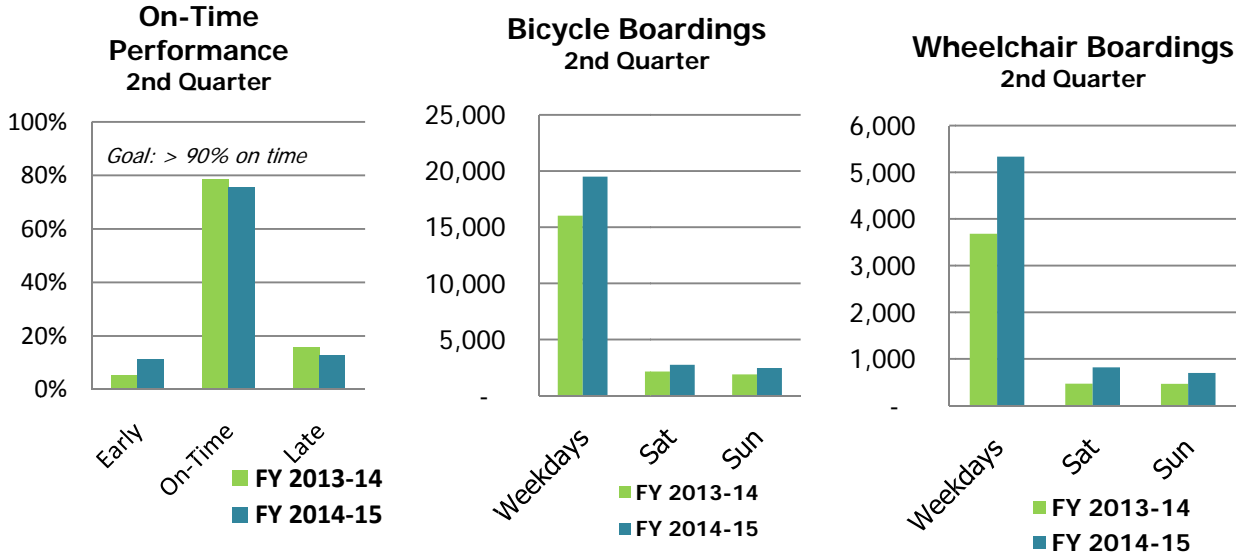
\* Some riders on interlined<sup>1</sup> routes (2/3, 14/15, 10/16) may be miscounted due to FAREBOX log-in errors when changing routes.

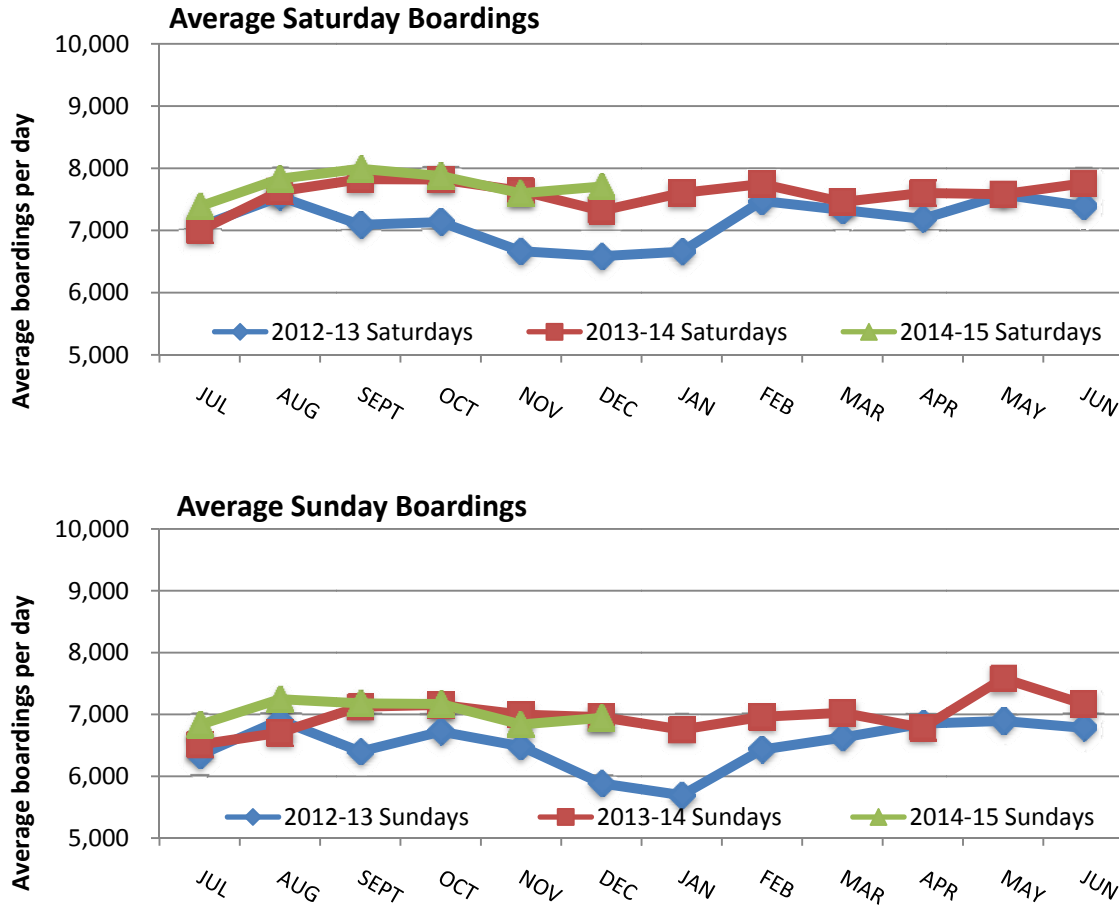
**Weekday Passengers Per Revenue Hour - 2nd Quarter**



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

<sup>1</sup> Interlining provides increased efficiency in which the same bus serves more than one route, e.g., it starts service as one route then becomes another route at a point during its scheduled run.





### III. Fixed-Route Service Summary

In November 2014, staff issued a Short Range Transit Plan survey online and onboard buses to collect input on how GCT should develop future service. To date we have collected over 600 survey responses. Planning staff also conducted community meetings at the Oxnard Transportation Center and South Oxnard Community Center, and plans to conduct additional meetings in Ventura this spring.

Although ridership increased slightly this quarter, December ridership decreased 1%. This decrease could be possibly attributed to having one less weekday operating day in December 2014 vs. 2013. Planning staff will continue to monitor ridership to see how service changes implemented in August 2014 and February 2015 effect overall system performance.

### IV. ACCESS Paratransit Background

ACCESS is the federally mandated ADA complementary paratransit program of Gold Coast Transit District. ACCESS provides shared ride demand responsive 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. ACCESS also provide service to seniors, 65 years of age and older. Connections to other paratransit operators in Ventura County are available.

## V. ACCESS Operations

**Ridership** - Boardings increased 3% on ACCESS for the 2nd quarter ending December 31, 2014 when compared to the 2nd quarter of last year. ACCESS experienced a crash of the scheduling software system when the remotely hosted hardware failed on Friday, February 13<sup>th</sup>. Staff implemented emergency response protocols to continue service using manual systems. Passengers and service were not impacted. The database was restored within twelve hours. Staff is working with Trapeze to recover trip specific data that may have been lost during the failure.

**Our Riders** - ACCESS continues to receive transportation requests from passengers who reside in locations that are extraordinarily difficult for the traditional 23' cutaway vehicles to access. The current fleet is eligible for retirement. The Board recently approved revising the paratransit fleet mix to include the smaller MV-1 to serve these passengers. The first delivery of these smaller vehicles is tentatively scheduled for late March.



**Photo:**

*Example of smaller paratransit vehicle, MV1.*

**Customer Feedback** - ACCESS received 15 complaints from customers during the 2nd quarter of FY 2014-15 for an overall complaint ratio of 0.7 complaints per 1,000 boardings. Quality assurance calls are placed to customers within a couple days of receiving service from ACCESS. Staff calls randomly selected passengers to solicit feedback on recently provided service. The chart below identifies the types of concerns and feedback customers provided through December 31, 2014.

**Complaints by Type**

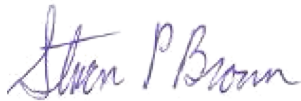
Type	Issue	2nd Quarter	YTD 2014-15
<b>Scheduling</b>	Travel Time	0	2
<b>Operations</b>	On-Time Performance	4	9
	Operator	3	3
<b>Other</b>	No Show Policy	4	4
	Reservations	4	10
<b>Totals</b>		<b>15</b>	<b>28</b>

**MediCAL Reimbursement Update** - GCTD established a Medical Administrative Activities contract with the County of Ventura in 2011 that allows GCTD to claim reimbursement for ACCESS trips provided to MediCAL recipients traveling to eligible destinations. In December 2014 GCTD received reimbursement in the amount of \$157, 861 for eligible trips provided during FY 2012-13. This revenue is in addition to the total farebox receipts (\$170,054) received during FY 2012-13. Staff anticipates that reimbursement for trips provided during FY 2013-14 will be received late in the 4<sup>th</sup> quarter of the current fiscal year.

## **VI. Recommendation**

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

This report is for information only.



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General Manager's Concurrence

*Attachment:*

1. *2nd Quarter FY 2014-15 Fixed-Route Service Evaluation*

**2nd Quarter FY 14-15 - Service Evaluation Report  
RIDERSHIP MEASURE**

Route #	Route Name	Service Type	Total Revenue Hours	Total Passengers	Passengers per Revenue Hour	Route Ranking	Quartile hange from previous Quarter	Quartile
1A/1B	Port Hueneme - OTC - PV Rd - Bard Rd	Trunk	5,443	151,071	27.8	1		1
6	Oxnard - Ventura - Main St.	Trunk	10,293	259,526	25.2	2		1
2	Colonia - Downtown Oxnard	Local	1,356	29,050	21.4	3		1
16	Downtown Ojai - Pacific View Mall	Local	3,641	76,471	21.0	4		1
4A/4B	North Oxnard - Ventura Rd - St. John's	Local	3,760	74,287	19.8	5		2
11	Pacific View Mall - Telephone - Wells Center	Trunk	3,282	62,658	19.1	6		2
21	Port Hueneme - Ventura - Victoria Ave	Trunk	3,550	64,130	18.1	7		2
5	Hemlock - Seabridge - Wooley	Local	1,357	24,508	18.1	8		2
3	J St - Centerpoint Mall - Naval Base	Local	1,297	21,495	16.6	9		2
8	OTC - Oxnard College - Centerpoint Mall	Local	2,763	45,138	16.3	10		3
7	Oxnard College - Centerpoint Mall - PV Rd	Local	1,270	20,199	15.9	11		3
19	OTC - 5th - Gonzales Rd - Oxnard Airport	Local	1,221	18,287	15.0	12		3
20	Eastman - Lombard - Sturgis	Local	1,218	17,243	14.2	13		3
9	Lemonwood/Gisler	Local	1,257	17,057	13.6	14	+1	3
10	Telegraph Road - Saticoy	Local	1,873	23,682	12.6	15	-1	4
17	Esplanade - Oxnard College	Trunk	2,237	21,294	9.5	16		4
15	El Rio - Northeast	Local	1,877	16,547	8.8	17		4
14	RiverPark - Nyeland Acres	Local	1,877	13,548	7.2	18		4

Note: Route rankings are based only on those routes that existed for the entire year.

**Excluded Routes**

18A,18C,18D,18F School Trippers	Tripper	243	12,941	53.26
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New Routes should meet the applicable target for their class of service (trunk, local) after three years.

**Systemwide Performance Target**

		Passengers per Revenue Hour
Trunk	Routes that link 2 or more major or regional commercial and employment centers and travel on arterial roads or HWYS.	20
Local	Routes that connect residential areas to major commercial and employment centers and travel on both arterial and residential streets.	15

**ECONOMIC MEASURE**

Route #	Total Passengers	Total Revenue Hours	Service Type	Systemwide Average Cost Per Hour		Cost Per Passenger	Average Fare Per Passenger	Subsidy Per Passenger	Route Ranking	Quartile
				(Depreciated)	Total Cost					
1	151,071	5,443	Trunk	\$ 96.45	\$ 524,977	\$ 3.48	\$0.71	\$ 2.77	1	1
6	259,526	10,293	Trunk	\$ 96.45	\$ 992,760	\$ 3.83	\$0.86	\$ 2.97	2	1
16	76,471	3,641	Local	\$ 96.45	\$ 351,174	\$ 4.59	\$0.96	\$ 3.63	3	1
2	29,050	1,356	Local	\$ 96.45	\$ 130,786	\$ 4.50	\$0.73	\$ 3.77	4	1
4	74,287	3,760	Local	\$ 96.45	\$ 362,652	\$ 4.88	\$0.72	\$ 4.16	5	2
11	62,658	3,282	Trunk	\$ 96.45	\$ 316,549	\$ 5.05	\$0.81	\$ 4.24	6	2
21	64,130	3,550	Trunk	\$ 96.45	\$ 342,398	\$ 5.34	\$0.89	\$ 4.45	7	2
5	24,508	1,357	Local	\$ 96.45	\$ 130,883	\$ 5.34	\$0.81	\$ 4.53	8	2
3	21,495	1,297	Local	\$ 96.45	\$ 125,096	\$ 5.82	\$0.69	\$ 5.13	9	2
8	45,138	2,763	Local	\$ 96.45	\$ 266,491	\$ 5.90	\$0.77	\$ 5.13	10	3
7	20,199	1,270	Local	\$ 96.45	\$ 122,492	\$ 6.06	\$0.78	\$ 5.28	11	3
19	18,287	1,221	Local	\$ 96.45	\$ 117,765	\$ 6.44	\$0.83	\$ 5.61	12	3
20	17,243	1,218	Local	\$ 96.45	\$ 117,476	\$ 6.81	\$0.81	\$ 6.00	13	3
9	17,057	1,257	Local	\$ 96.45	\$ 121,238	\$ 7.11	\$0.73	\$ 6.38	14	3
10	23,682	1,873	Local	\$ 96.45	\$ 180,651	\$ 7.63	\$0.93	\$ 6.70	15	4
17	21,294	2,237	Trunk	\$ 96.45	\$ 215,759	\$ 10.13	\$0.93	\$ 9.20	16	4
15	16,547	1,877	Local	\$ 96.45	\$ 181,037	\$ 10.94	\$0.70	\$ 10.24	17	4
14	13,548	1,877	Local	\$ 96.45	\$ 181,037	\$ 13.36	\$0.72	\$ 12.64	18	4

**Excluded Routes**

18A,18C,18D,18F	12,941	243	\$ 96.45	\$ 23,437	\$ 1.81	\$1.23	\$ 0.58
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