



DATE November 4, 2015

TO GCTD Board of Directors

FROM Claire Johnson-Winegar, Planning Manager *CJW*
Margaret Heath, Paratransit & Special Projects Manager MH

SUBJECT Fixed-Route & ACCESS Services Quarterly Update – 1st Quarter FY 2015-16

I. EXECUTIVE SUMMARY

This quarterly report covers the 1st Quarter (July 1 through September 30) of Fiscal Year 2015-16. This report includes a summary of performance and operating statistics for both fixed-route and GO ACCESS services.

II. BACKGROUND

Table I shows that ridership for the 1st quarter of FY 2015-16, has decreased 1% over the 1st quarter of last year. This slight decrease may be attributed to hotter temperatures which makes non-critical or recreational trips less desirable in the heat. Of note, weekend ridership increased substantially on Route 17 which now provides direct service to RiverPark from south and east Oxnard.

**1st Quarter FY 15/16
Systemwide Ridership & Performance**

	1st Qtr FY 2015-16	1st Qtr FY 2014-15	Difference	% Change
Fixed-Route Ridership				
Total System Boardings	977,254	987,896	10,642	-1.0%
Average Daily Passengers Weekdays	12,461	12,426	35	+0.3%
Average Daily Passengers Saturdays	7,778	7,734	+44	-0.6%
Average Daily Passengers Sundays	6,711	7,085	-374	-5.3%
Wheelchair Boardings	7,161	5,607	1,554	+27.7%
Bicycle Boardings	21,735	19,713	-2,022	-10.3%
Performance Measures				
Passengers Per Revenue Hour	19.18	19.9	-0.72	+3.6%
Fare Revenue Per Service Hour	\$13.52	\$16.26	-\$2.74	+16.9%
Total Fare Revenue	\$770,927	\$807,758	-\$36,831	-4.6%
On-Time Performance	81%	79%	Goal > 90%	
% Systemwide Boarding as Free Transfers	25.7%	25.6%	Goal < 20%	

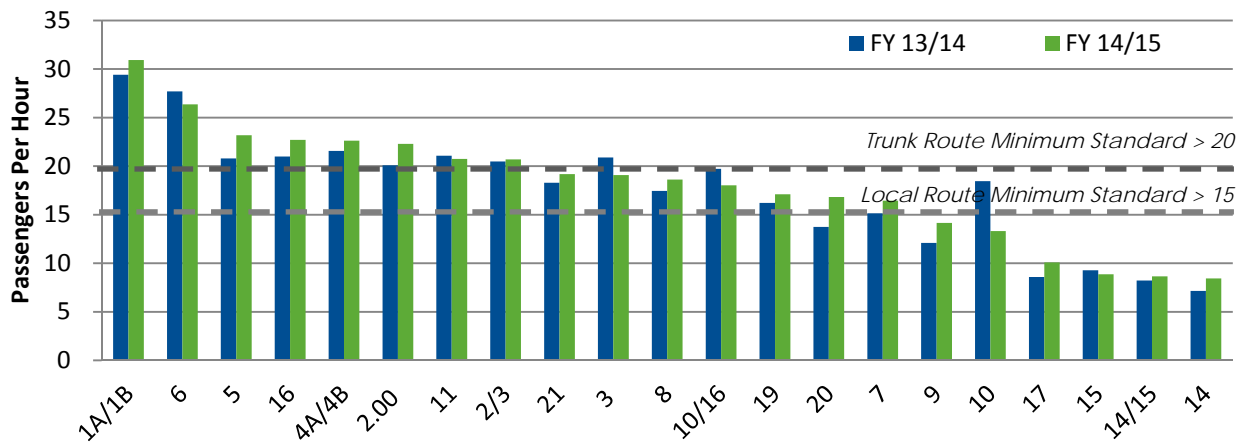
GOLD COAST TRANSIT DISTRICT

1st Quarter FY 15/16 Ridership by Route

Route	Route Name	3rd Quarter FY 2014-15 Unlinked Passengers	3rd Quarter FY 2013-14 Unlinked Passengers	Change	% Change
1	Port Hueneme – OTC	162,321	156,120	6,201	4.0%
2	Colonia – Downtown	28,681	31,139	(2,458)	-7.9%
3	J St – Centerpoint Mall – Naval Base	25,550	22,121	3,429	15.5%
2/3	<i>Route 2 & 3 Combined</i>	54,231	53,260	971	1.8%
4	North Oxnard	74,453	74,936	(483)	-0.6%
5	Hemlock – Seabridge – Wooley	22,873	25,752	(2,879)	-11.2%
6	Oxnard – Ventura – Main Street	263,220	263,132	88	0.0%
7	Oxnard College – Centerpoint – PV Rd	20,825	21,709	(884)	-4.1%
8	OTC – Centerpoint – Oxnard College	47,532	47,784	(252)	-0.5%
9	Lemonwood – Channel Islands	16,933	18,113	(1,180)	-6.5%
11	Telephone Road – Wells Center	67,568	62,046	5,522	8.9%
14	RiverPark – Nyeland Acres	3,630	14,193	(10,563)	-74.4%
15	El Rio – Esplanade	17,174	17,263	(89)	-0.5%
17	Esplanade – Oxnard College	21,728	20,522	1,206	5.9%
22	Wells Center – St.John’s – Nyeland Acres	8,492	-	8,492	100.0%
14/15/17/22	<i>Route 14/15/17/22 Combined</i>	51,024	51,978	(954)	-1.8%
10	Telegraph Road – Saticoy	25,221	26,081	(860)	-3.3%
16	Downtown Ojai – Pacific View Mall	73,344	78,141	(4,797)	-6.1%
10/16	<i>Route 10 & 16 Combined</i>	98,565	104,222	(5,657)	-5.4%
18	Trippers (OHS, VHS, PHS)	6,542	7,681	(1,139)	-14.8%
19	Gonzales – 5 th – Airport	16,880	18,275	(1,395)	-7.6%
20	Rice – Gonzales – 5 th	16,496	16,951	(455)	-2.7%
21	Pacific View Mall – Victoria Ave – C St	66,283	65,937	346	0.5%
TOTAL GCT SYSTEM		977,254	987,896	(10,642)	-1.1%

* Data from interlined¹ routes (2/3, 14/15, 10/16) is shown combined to account for Farebox log-in errors.

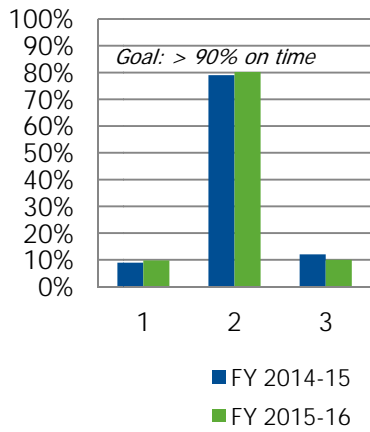
1st Quarter FY 15/16 Passengers Per Revenue Hour (Weekdays)



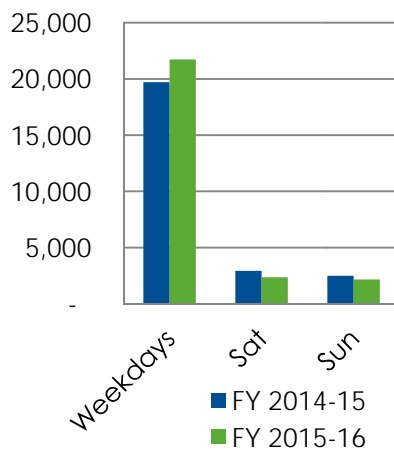
Note: Route 18 (school trippers) not shown in graph.

¹ 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.

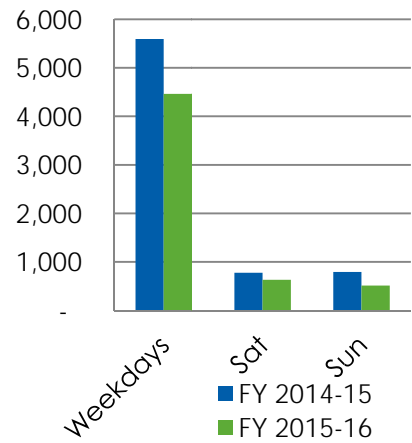
**On-Time Performance
1st Quarter**



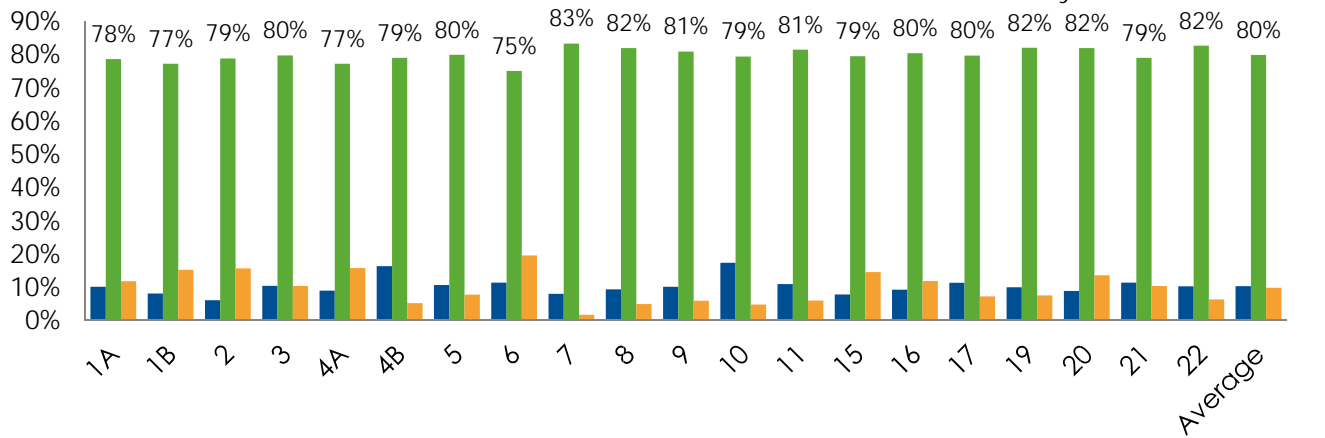
**Bicycle Boardings
1st Quarter**



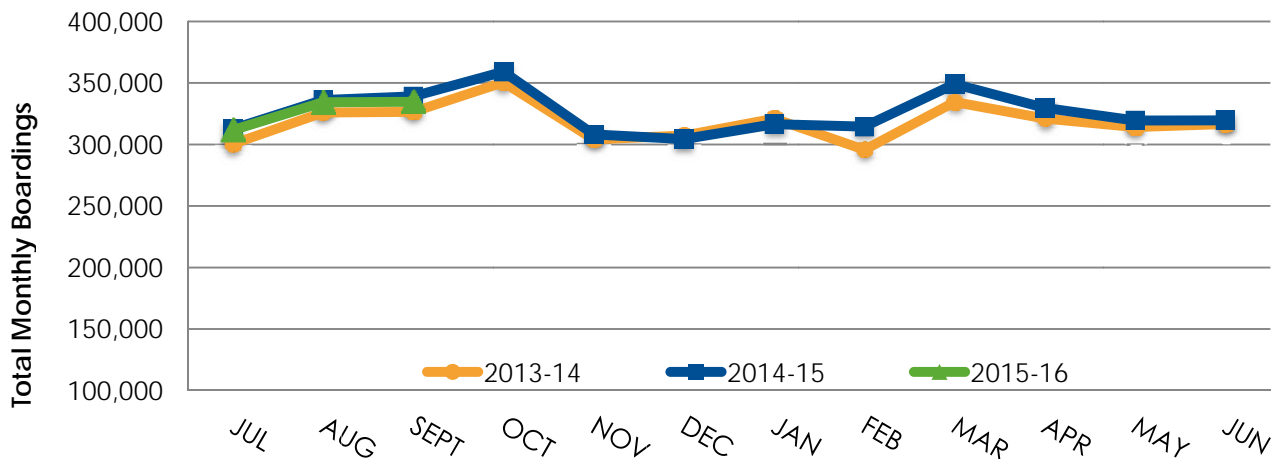
**Wheelchair Boardings
1st Quarter**



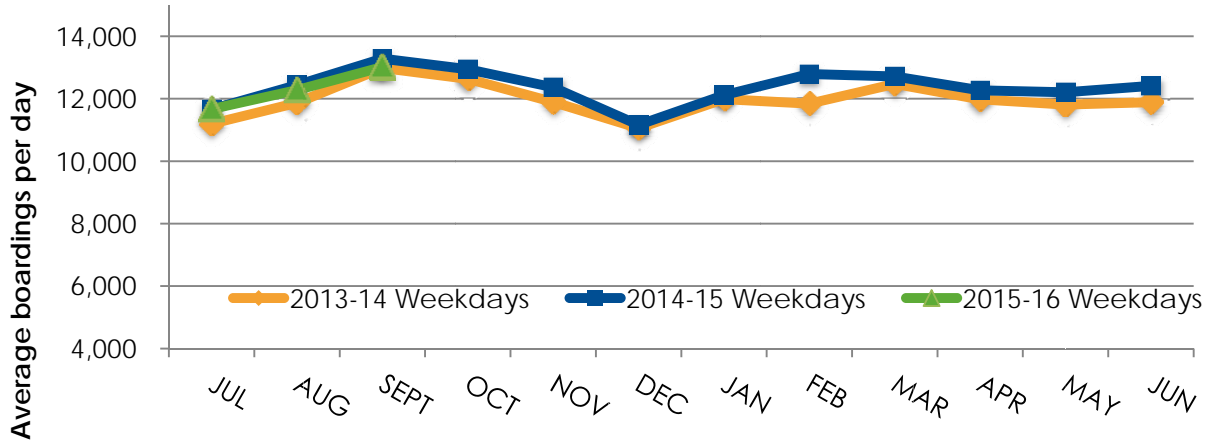
1st Quarter - On Time Performance by Route



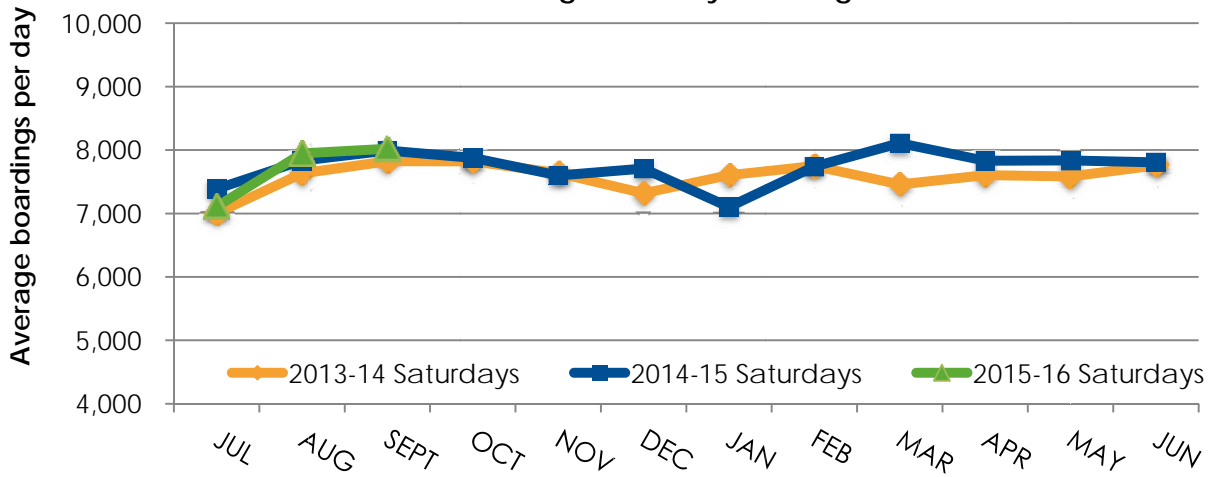
Monthly Fixed Route Ridership



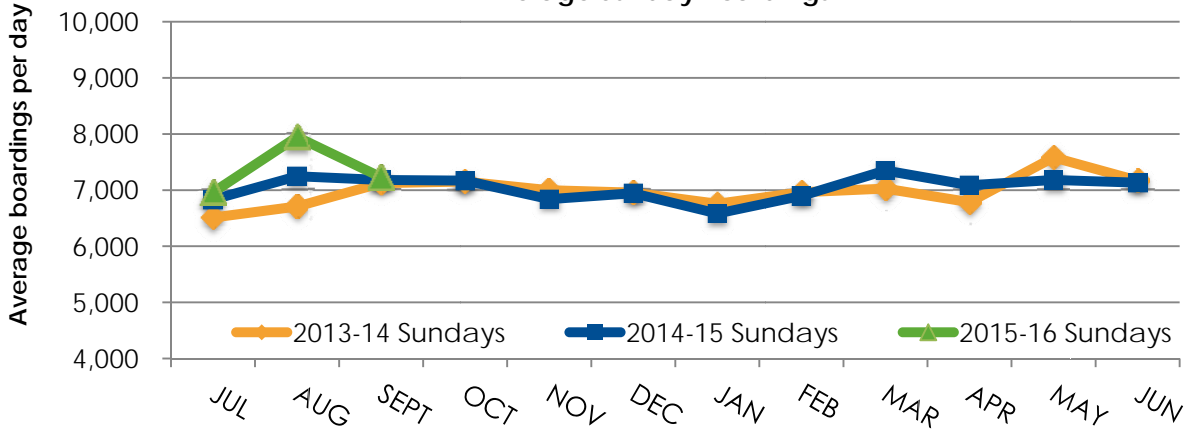
Average Weekday Boardings



Average Saturday Boardings



Average Sunday Boardings



III. FIXED-ROUTE SERVICE SUMMARY

In July 2015, service changes took effect which included the implementation of Route 22 (providing direct service from east Ventura to north Oxnard), restructure of Route 17 (now providing direct service to RiverPark from south and east Oxnard) and additional night service to Oxnard and Ventura Colleges on routes 6, 8 and 17 to accommodate the last class of the day. Minor schedule adjustments were also made to most routes to improve on-time performance. Planning staff will continue to monitor the effect of these changes on route and on-time 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

Total boardings GO ACCESS increased 2.41% during the 1st quarter this year when compared to the 1st quarter of last year. Most of the increase has been for early morning travel to physical therapy, medical and dialysis treatments. GO ACCESS typically has 12 routes in service by 6:30 A.M. to accommodate the growing demand for service. This is a stark contrast with prior years, where the demand for early morning travel required no more than 3 or 4 routes to be in service at 6:30 A.M.

OUR RIDERS

ACCESS received its second shipment of MV-1 vehicles. The vehicles have been inspected. Corrective action by the dealer as well as application of the GO ACCESS logo and paint need to be completed prior to being placed into revenue service. This group should be in revenue service by the end of the month. GCTD now has eight of the MV-1 vehicles which have not only been favorably received by passengers, but members of the public as well. The range of approximately 240 miles per tank of fuel allows these vehicles to stay in revenue service all day without the multiple re-fueling trips necessary to keep the cut-aways in service all day.



Photo: Example of smaller paratransit vehicle, MV1.

CUSTOMER FEEDBACK

GO ACCESS received 16 complaints from customers during the 1st quarter of FY 2014-15 for an overall complaint ratio of 0.73 complaints per 1,000 boardings. While low, the number of complaints reflect the

November 4, 2015

Fixed-Route & ACCESS Services Quarterly Update – 1st Quarter FY 2015-16

Page 6 of 6

challenges the contractor is having in replacing drivers who have left to pursue other opportunities. It typically takes three weeks to train a qualified candidate on the ADA, paratransit passenger safety and commercial driving. 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 September 30, 2015.

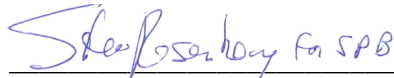
**1st Quarter
Complaints by Type**

<i>Type</i>	<i>Issue</i>	<i>1st Quarter</i>	<i>YTD 2014-15</i>
Scheduling	Travel Time	0	0
Operations	On-Time Performance	6	6
	Operator	7	7
Other	No Show Policy	1	1
	Reservations	2	2
Totals		16	16

VI. RECOMMENDATION

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

This report is for information only.



General Manager's Concurrence

Attachment:

1. 1st Quarter FY 2015-16 Fixed-Route Service Evaluation