



**DATE** February 3, 2016

**TO** GCTD Board of Directors

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

**SUBJECT** Fixed-Route & ACCESS Services Quarterly Update – 2<sup>nd</sup> Quarter FY 2015-16

**I. EXECUTIVE SUMMARY**

This quarterly report covers the 2<sup>nd</sup> Quarter (October 1 through December 31) of Fiscal Year 2015-16. This report includes a summary of performance and operating statistics for both fixed-route and GO ACCESS services.

**II. FIXED-ROUTE BACKGROUND**

Table I shows that fixed-route ridership for the 2<sup>nd</sup> quarter of FY 2015-16 has decreased 1.79% over the 2<sup>nd</sup> quarter of last year. This is the second quarter that has seen a decrease in ridership but it should be noted that FY 2014-15 saw significant increases in ridership. This slight decrease may also be attributed to lower gas prices and colder temperatures than last year. Of note, ridership on routes 5, 19 and 20 saw the most decrease and Route 17 saw the biggest increase in ridership.

**2<sup>nd</sup> Quarter FY 2015-16  
Systemwide Ridership & Performance**

	<b>2nd Qtr FY 2015-16</b>	<b>2nd Qtr FY 2014-15</b>	<b>Difference</b>	<b>% Change</b>
<b>Fixed-Route Ridership</b>				
Total System Boardings	954,287	971,691	-17,404	-1.79%
Average Daily Passengers Weekdays	11,928	12,191	-263	-2.2%
Average Daily Passengers Saturdays	7,673	7,737	-64	-0.8%
Average Daily Passengers Sundays	7,012	6,990	22	0.3%
Wheelchair Boardings	5,251	5,335	-84	-1.6%
Bicycle Boardings	19,456	19,498	-42	-0.2%
<b>Performance Measures</b>				
Passengers Per Revenue Hour	18.9	19.5	-0.6	-3.1%
Fare Revenue Per Service Hour	\$15.17	\$15.74	-\$0.57	-3.6%
Total Fare Revenue	\$766,171	\$783,931	-\$17,760	-2.3%
On-Time Performance	79%	76%	<i>Goal &gt; 90%</i>	
% Systemwide Boarding as Free Transfers	24.5%	25.6%	<i>Goal &lt; 20%</i>	

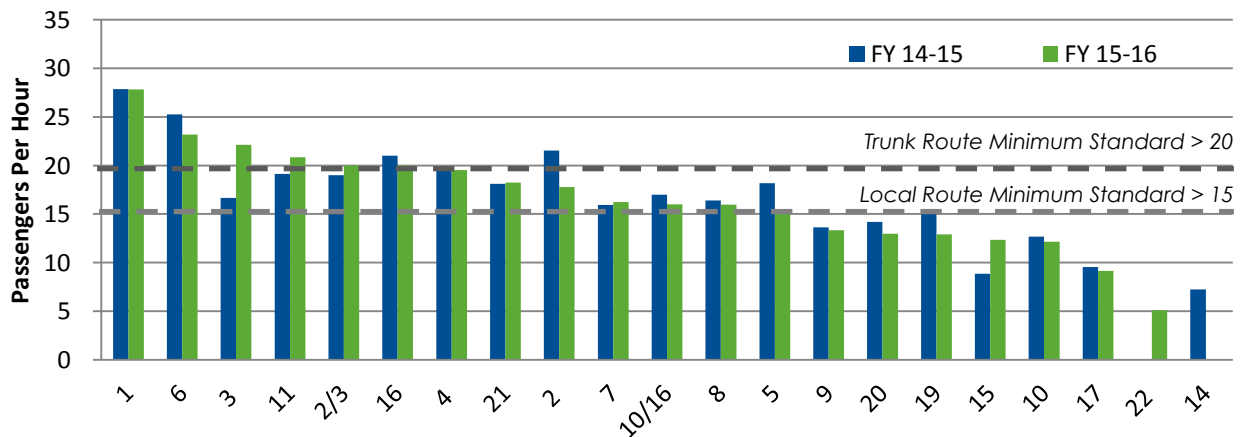
**GOLD COAST TRANSIT DISTRICT**

### 2<sup>nd</sup> Quarter FY 2015-16 Ridership by Route

Route	Route Name	2nd Quarter FY 2015-16 Unlinked Passengers	2nd Quarter FY 2014-15 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	151,354	151,616	(262)	-0.2%
2	Colonia - Downtown Oxnard	23,525	29,206	(5,681)	-19.5%
3	J St - Centerpoint Mall - Naval Base	27,873	21,596	6,277	29.1%
2/3	<i>Route 2 &amp; 3 Combined</i>	51,398	50,802	596	1.2%
4	North Oxnard - Ventura Rd - St. John's	73,272	74,535	(1,263)	-1.7%
5	Hemlock - Seabridge - Wooley	20,717	24,691	(3,974)	-16.1%
6	Oxnard - Ventura - Main St	255,007	259,954	(4,947)	-1.9%
7	Oxnard College - Centerpoint Mall	20,660	20,252	408	2.0%
8	OTC- Oxnard College - Centerpoint Mall	44,360	45,315	(955)	-2.1%
9	Lemonwood - Channel Islands	16,116	17,123	(1,007)	-5.9%
10	Pacific View Mall - Telegraph -Saticoy	22,649	23,708	(1,059)	-4.5%
11	Pacific View Mall - Telephone - Wells	66,663	62,833	3,830	6.1%
14	Esplanade - St. John's - Nyeland Acres	discontinued	13,596	(13,596)	discontinued
15	Esplanade - El Rio - St. John's	16,340	16,613	(273)	-1.6%
14/15/17/22	<i>Route 14, 15, 17 &amp; 22 Combined</i>	51,507	51,545	(38)	-0.1%
16	Downtown Ojai - Pacific View Mall	72,699	76,520	(3,821)	-5.0%
10/16	<i>Route 10 &amp; 16 Combined</i>	95,348	100,228	(4,880)	-4.9%
17	Esplanade - Oxnard College	23,966	21,336	2,630	12.3%
18	Trippers	11,464	12,938	(1,474)	-11.4%
19	OTC- 5th St - Airport - Gonzales Rd	16,285	18,329	(2,044)	-11.2%
20	Lombard - Sturgis	16,001	17,277	(1,276)	-7.4%
21	Port Hueneme - Ventura - Victoria Ave	64,135	64,253	(118)	-0.2%
22	Saticoy - St. Johns - Nyeland Acres	11,201	----	11,201	----
<b>TOTAL GCT SYSTEM</b>		<b>954,287</b>	<b>971,691</b>	<b>-17,404</b>	<b>-1.79%</b>

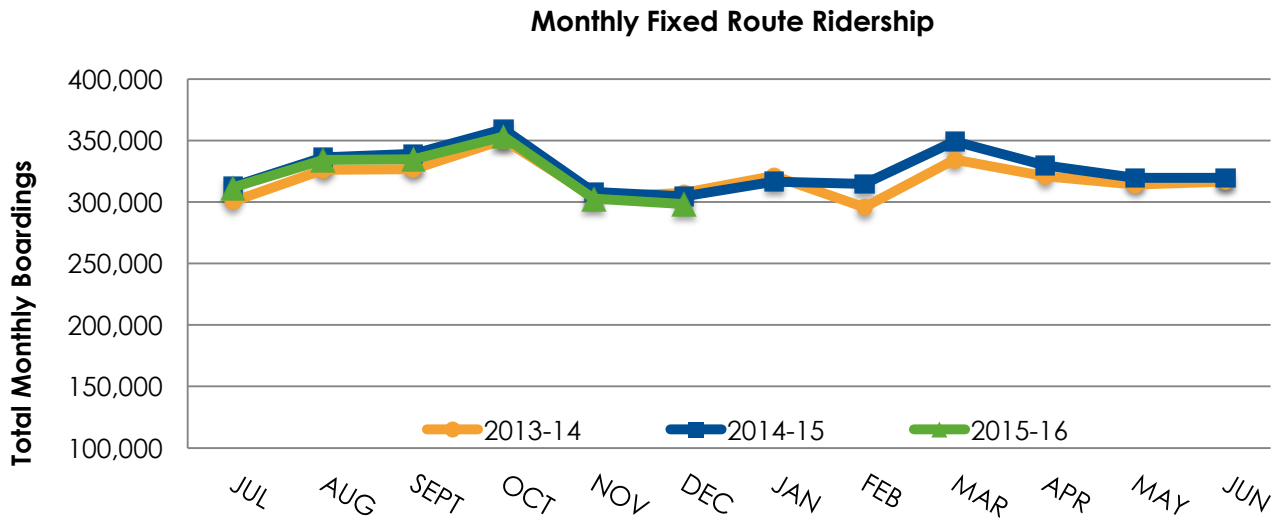
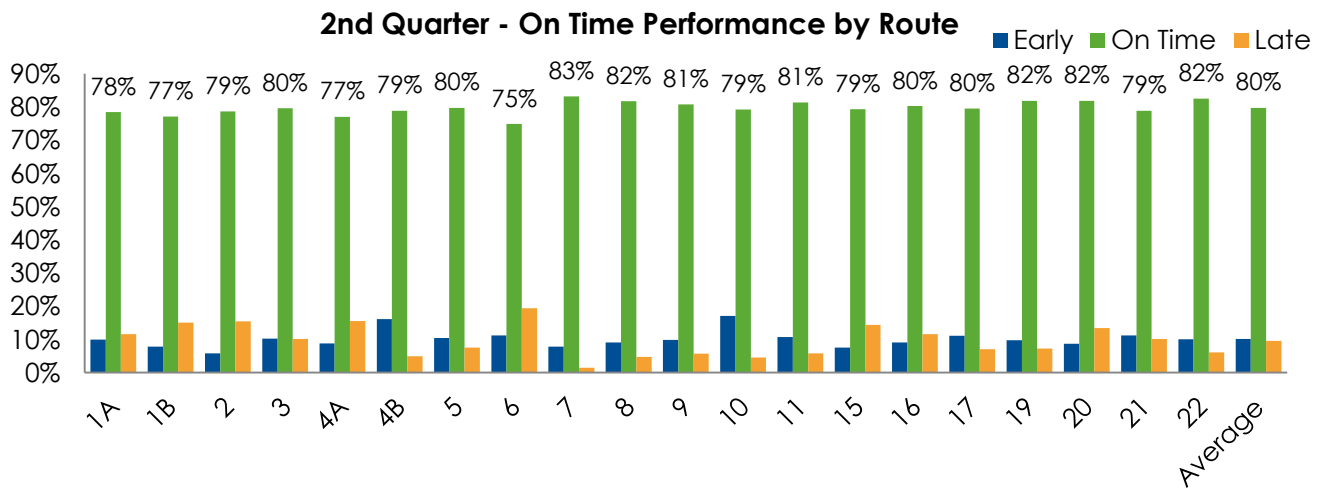
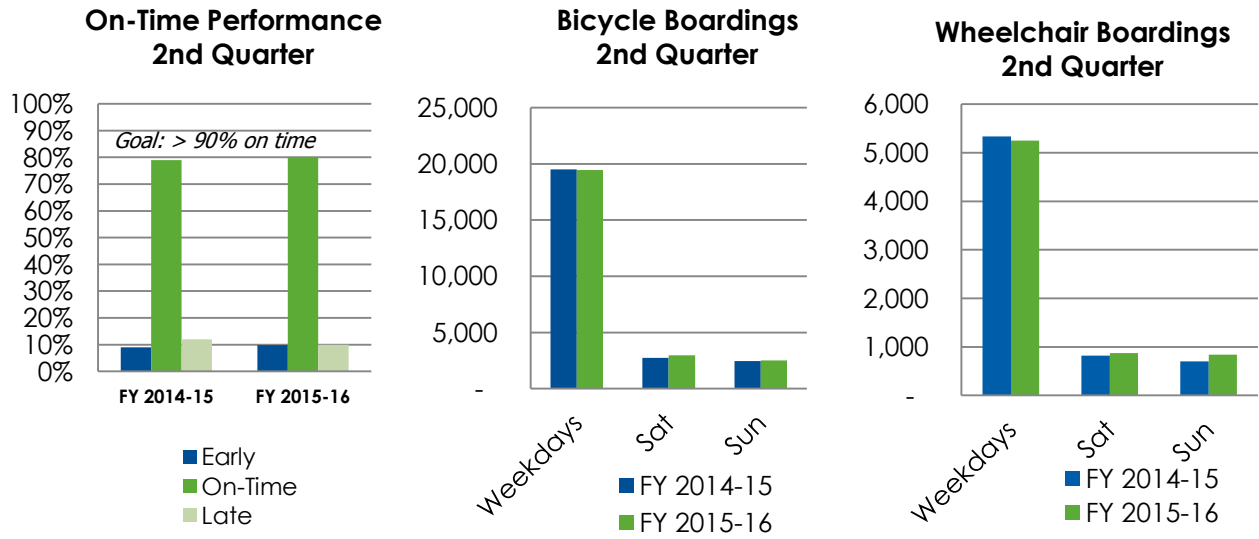
\* Data from interlined<sup>1</sup> routes (2/3, 14/15/17/22, 10/16) is shown combined to account for Farebox log-in errors.

### 2ndQuarter FY 2015-16 Passengers Per Revenue Hour

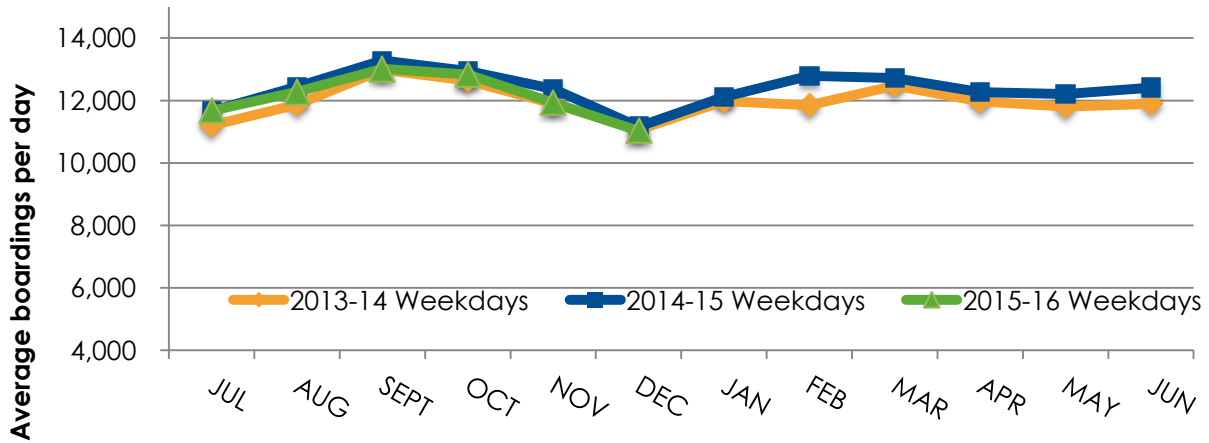


Note: Route 18 (school trippers) not shown in graph, Route 14 discontinued July 2015 and Route 22 began July 2015.

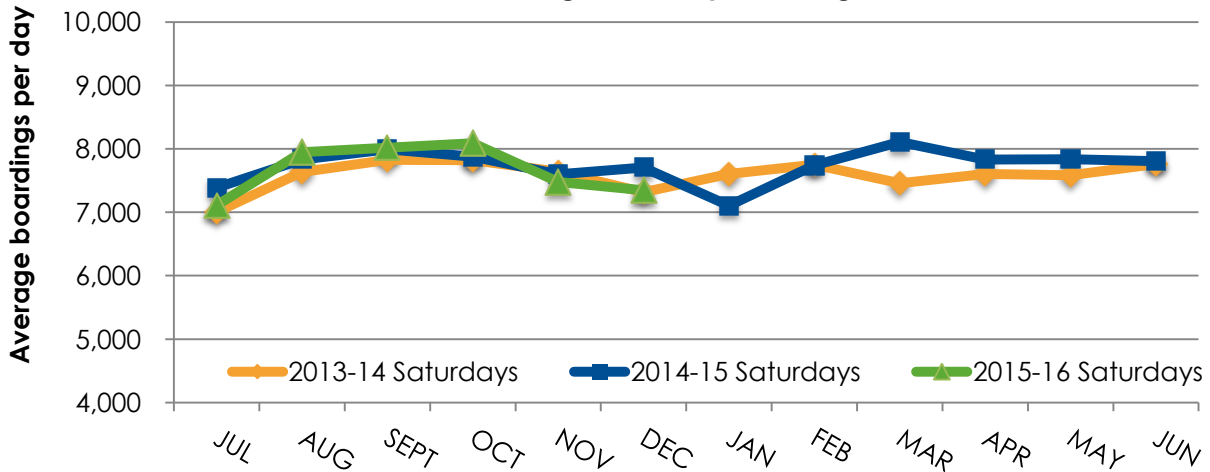
<sup>1</sup> Interlining provides increased efficiency in which the same bus serves more than one route, e.g., it starts service as one route then becomes another route at a point during its scheduled run.



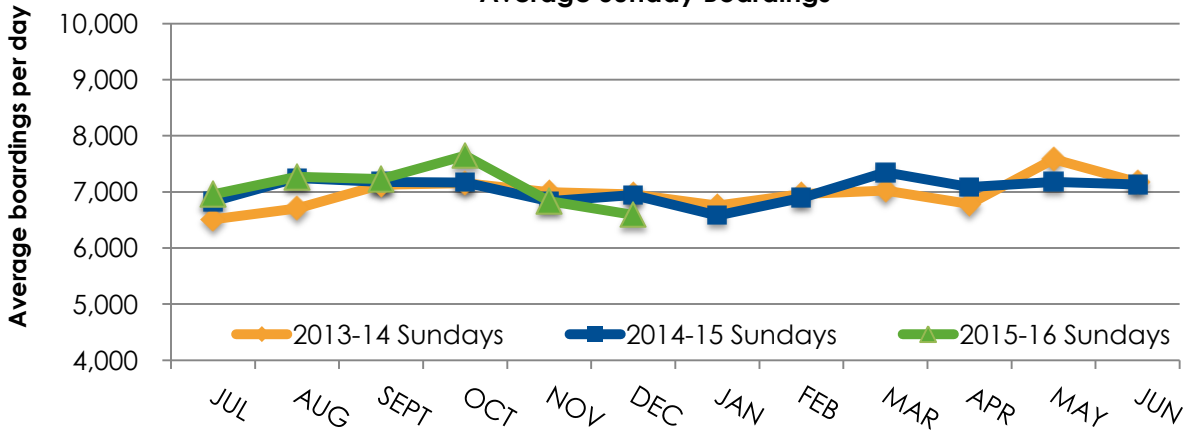
### Average Weekday Boardings



### Average Saturday Boardings



### Average Sunday Boardings



### III. FIXED-ROUTE SERVICE SUMMARY

Throughout the quarter, planning staff monitored service performance in preparation for the service change that took place in January 2016. Staff used data from the Automatic Passenger Counters and input received from operators and supervisors, specifically from the Planning Advisory Committee, to make schedule adjustments that should help improve on-time performance.

Also in November 2015, the Board approved the FY 2015-2019 Short Range Transit Plan. The SRTP is intended to provide the public with information about GCTD's service and operational needs for the next five years.

### IV. ACCESS PARATRANSIT - BACKGROUND

GO ACCESS (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 provides service to seniors 65 years of age and older. Connections to other paratransit operators in Ventura County are available.

### V. ACCESS OPERATIONS

Total boardings for ACCESS increased by 1,881 boardings, a 9.06% gain during 2<sup>nd</sup> Quarter FY 2015-16 when compared to 2<sup>nd</sup> Quarter FY 2014-15. The increase continues primarily in early morning travel to physical therapy, medical and dialysis treatment, as noted in the 1st Quarter report.

#### 2nd Quarter FY 2015-16 GO ACCESS Ridership & Performance

	<i>2nd Qtr FY 2014-15</i>	<i>2nd Qtr FY 2015-16</i>	<i>Difference</i>	<i>% Change</i>
<b>Paratransit Ridership</b>				
Total System Boardings	20,768	22,649	1,881	9.06%
Average Daily Passengers Weekdays	282	309	27	9.57%
Average Daily Passengers Saturdays	107	111	4	3.74%
Average Daily Passengers Sundays	103	111	8	7.77%
Wheelchair Boardings	4,821	5,360	539	11.18%
% of Total Boardings Involving Wheelchairs	23.21%	23.67%	0.005	1.95%
<b>Performance Measures</b>				
Passengers Per Revenue Hour	2.29	2.14	-0.15	-6.55%
Fare Revenue Per Service Hour	\$ 4.85	\$ 6.19	\$ 1.34	27.60%
Total Fare Revenue	\$ 44,529	\$ 67,170	\$ 22,642	50.85%
Systemwide Boardings No Fares	3,978	3,415	-563	-14.15%
% Systemwide Boardings No Fares	19.15%	15.08%	-0.041	-21.28%
On-Time Performance	68.00%	65.40%	-0.026	-3.82%
% of Trips Early	17.20%	21.60%	0.044	25.58%
% of Trips Late	14.80%	13.00%	-0.018	-12.16%
% of Trips 15+ Minutes Late	3.30%	2.80%	-0.005	-15.15%

Total Fare Revenue for GO ACCESS was up \$22,242 for 2<sup>nd</sup> Quarter FY 2015-16 compared to last year, or +50.85%. This increase reflects a \$15,000+ purchase of ticket books by the Area Agency on Aging for distribution to eligible seniors in the service area. GO ACCESS provides transportation to several locations where fares are not collected. Overall No Fare boardings were down 563 boardings for 2<sup>nd</sup> Quarter FY 2015-16 compared to last year, or -14.15%.

### **No Fare Boardings**

ADA regulations do not permit Personal Care Attendants (PCA's) to be charged fares when traveling with an ADA passenger. PCA's must take the same trip as the ADA passenger they are traveling with. If the person assigned the PCA role is disabled themselves, this does not disqualify him/her from riding as a PCA. PCA boardings were down 232 boardings for 2<sup>nd</sup> Quarter FY 2015-16 compared to last year, or -9.76%. PCA boardings represented 62.78% of the total no fare boardings on GO ACCESS during 2<sup>nd</sup> Quarter FY 2015-16.

Transportation to congregate Senior Nutrition Program (SNP) meal sites in Oxnard and Ventura are donation based and represented 24.98% of the total No Fare trips provided in 2<sup>nd</sup> Quarter FY 2015-16. Overall SNP boardings were down 412 boardings for 2<sup>nd</sup> Quarter FY 2015-16 compared to last year, or -32.59%.

In 1999 at the behest of VCTC, GCTD entered into a transfer agreement with Camarillo DAR (CAT) where ADA passengers seeking to cross transit borders pay only the first transit provider in the trip. A passenger leaving the GCTD service area via transfer to CAT pays the \$3.00 fare to GO ACCESS at pick-up. GO ACCESS transports the passenger to meet the CAT vehicle at the transfer point. No fare is paid to CAT upon boarding. CAT completes the trip to the final destination within Camarillo. When the passenger returns via CAT to the transfer point, they already paid CAT upon boarding. There is no fare paid to GO ACCESS at the transfer point to continue the trip to the final destination within the GCTD service area. No Fare transfer boardings were up 105 boardings for 2<sup>nd</sup> Quarter FY 2015-16 compared to last year, or +37.63%. GCTD has no other No Fare transfer agreements among the Ventura County public paratransit providers.

ADA regulations prohibit fare collection from individuals who are traveling to ADA certification assessments. These trips are to a site currently located on the first floor of Oxnard City Hall. Transportation to the appointments is booked by Mobility Management Partners (MMP) for residents within the GCTD service area. All in-person ADA assessments for a specific transit provider have to be conducted consistently. The Oxnard City Hall location was chosen because of the proximity to a fixed route bus stop, a light controlled intersection and ADA accessible sidewalks. This environment permits the opportunity to gauge an individual's cognitive ability to safely navigate a pedestrian path to/from a bus stop. If a passenger cannot get to a bus stop safely, the fixed route system still represents limitations to that individual's ability to use the less expensive fixed route service. ADA assessment trips comprise fewer than two percent of the total No Fare trips provided. No Fare ADA certification assessment boardings were down 24 boardings for 2<sup>nd</sup> Quarter FY 2015-16 compared to last year, or -40.68%.

**2nd Quarter FY 2015-16  
GO ACCESS No Fare (NF) Boardings**

<b>No Fare (NF) Boardings</b>	<b>2nd Qtr FY 2014- 15</b>	<b>% of Pass Type to Total NF Boardings</b>	<b>2nd Qtr FY 2015-16</b>	<b>% of Pass Type to Total NF Boardings</b>	<b>Change</b>	<b>% Change in Ridership</b>
Nutrition	1,264	31.77%	852	24.95%	-412	-32.59%
Personal Care Attendants (PCA's)	2,375	59.73%	2,145	62.78%	-230	-9.68%
ADA Assessments	59	1.48%	35	1.02%	-24	-40.68%
Transfers To CAT DAR	279	7.01%	384	11.24%	105	37.63%
<b>Total No Fare Boardings</b>	<b>3,978</b>		<b>3,415</b>		<b>-563</b>	<b>-14.15%</b>
<b>Total Passenger Boardings</b>	<b>20,768</b>		<b>22,649</b>		<b>1881</b>	<b>9.06%</b>
<b>% Total Passenger Boardings that are No Fare</b>	<b>19.15%</b>		<b>15.08%</b>		<b>-0.041</b>	<b>-21.28%</b>

**Passenger Boardings & Mobility**

Passenger boardings increased by 2,081 boardings during 2<sup>nd</sup> Quarter FY 2015-16 compared to last year, by +12.18%. The number of PCA's decreased by 230 boardings during 2<sup>nd</sup> Quarter FY 2015-16 compared to last year, or -9.68%. The insignificant farebox recovery ratio improvement represented by the reduced number of PCA boardings is more than offset by the reduction in the passenger per hour efficiency.

**2nd Quarter FY 2015-16  
GO ACCESS Passenger & Mobility**

<b>Passenger Type</b>	<b>2nd Qtr FY 2014-15</b>	<b>% of Pass Type to Total Boardings</b>	<b>2nd Qtr FY 2015-16</b>	<b>% of Pass Type to Total Boardings</b>	<b>Change</b>	<b>% Change in Ridership</b>
Passengers	17,081	82.25%	19,162	84.60%	2,081	12.18%
Personal Care Attendants (PCA's)	2,375	11.44%	2,145	9.47%	-230	-9.68%
Companions	1,312	6.32%	1,342	5.93%	30	2.29%
<b>Total Passenger Boardings</b>	<b>20,768</b>		<b>22,649</b>		<b>1881</b>	<b>9.06%</b>
<b>Mobility</b>						
Ambulatory - ALT 1- 2 minutes	15,829	76.22%	17,199	75.94%	1370	8.66%
Oversized Scooters - ALT 6 minutes	1,880	9.05%	1876	8.28%	-4	-0.21%
Wheelchairs -ALT 4 minutes	2,941	14.16%	3,484	15.38%	543	18.46%
Lift Use By Standees- ALT 3 minutes	118	0.57%	90	0.40%	-28	-23.73%
<b>Total Passenger Boardings</b>	<b>20,768</b>		<b>22,649</b>		<b>1881</b>	<b>9.06%</b>

ALT = Average Load Time

Passengers include those individuals who are able to make reservations for transportation on GO ACCESS. Passengers are eligible due to certification by the VCTC that the disability the passenger has prevents the individual from accessing GCTD's fixed route service for some or all of their transportation or they are 65 years of age and older. ADA eligible passengers are allowed to have Personal Care Attendants or PCA's travel them at no additional charge. Companions are those fare paying guests who accompany eligible passengers on a given trip.

The Average Load Times (ALT's) noted above reflect load time on the larger 23" cutaway vehicles. An average of 1-2 minutes is shaved off for each category when using an MV-1 sedan to transport passengers. GO ACCESS is receiving more requests to ride in the smaller vehicle primarily because of the smoother ride afforded the passenger. The traditional cut-away vehicle sits significantly higher off the ground. Efforts to mitigate the enormous bounce experienced in the cut-away is somewhat mitigated by installing additional after market suspension systems. Suspension is an important feature in paratransit vehicles; passengers who use wheelchairs and over-sized chairs/scooters comprise a combined 23.21% of the ridership. These passengers do not have the benefit sitting on a thick seat cushion that absorbs vehicle bounces.

### Reservations and Capacity

The number of trips requested by passengers rose by 1,895 trips or 8.69% during the 2<sup>nd</sup> Quarter FY 2015-16 when compared to last year. All trips requested were scheduled. The total number of all passenger cancellations (Cxl) types was down by a total of 55 instances or -1.27%. GO ACCESS has sufficient capacity to meet the trip requests of passengers using the more economical and passenger friendly MV-1 sedan to transport our passengers.

#### 2nd Quarter FY 2015-16 GO ACCESS Reservations and Potential Capacity

Reservations	2nd Qtr FY 2014-15	% Activity Type to Total Reservations FY 2014-15	2nd Qtr FY 2015-16	% Activity Type to Total Reservations FY 2015-16	Change	% Change in Activity
Total Trips Requested	21,812		23,707		1,895	+8.69%
Cxl Made in Advance of Date of Service Requested	1,345	6.17%	1,024	4.32%	-321	-23.87%
Cxl Made 4 or more hours before trip on day of trip	1,332	6.11%	1,926	8.12%	594	+44.59%
Cxl Made Less than 4 hours before requested trip	889	4.08%	540	2.28%	-349	-39.26%
Cxl Made At the Door	254	1.16%	255	1.08%	1	+0.39%
Passenger No Show & Driver Arrived in Window	525	2.41%	545	2.30%	20	+3.81%
Missed Trip Passenger No Show & Driver Arrived After Window	61	0.28%	12	0.05%	-49	-80.33%
<b>ALL Cancellations</b>	<b>4,345</b>	<b>19.92%</b>	<b>4,290</b>	<b>18.10%</b>	<b>-55</b>	<b>-1.27%</b>



**Customer Feedback**

GO ACCESS received 17 complaints from customers during 2<sup>nd</sup> Quarter of FY 2015-16 for an overall complaint ratio of 0.75 complaints per 1,000 boardings. While low, the tenor of the complaints reflected some of the challenges the contractor experienced replacing drivers who left during 1<sup>st</sup> Quarter to pursue other opportunities. It typically takes three weeks to train a qualified candidate on the ADA, paratransit passenger safety and commercial driving. Staff calls are made to randomly selected passengers in an effort to solicit feedback on recently provided service. The chart that follows identifies the types of concerns and feedback customers provided through December 31, 2015.

**2<sup>nd</sup> Quarter  
Complaints by Type**

<i>Type</i>	<i>Issue</i>	<i>2<sup>nd</sup> Quarter</i>	<i>YTD 2015-16</i>
Scheduling	Travel Time	0	0
	On-Time Performance	8	14
Operations	Operator	5	12
	Dispatch	2	2
Other	No Show Policy	1	2
	Reservations	1	3
<b>Totals</b>		<b>17</b>	<b>33</b>

**VI. GO ACCESS - SUMMARY**

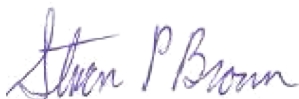
GO ACCESS experienced staffing challenges with the loss of several drivers in late July to other opportunities. Despite challenges with on-time performance which is improving, ridership was up 9.08% and there is plenty of existing untapped capacity.

Passengers continue to respond very positively to the quieter, smoother ride in the new MV-1 vehicles purchased in the first of a three phase paratransit vehicle replacement plan approved by the Board. Over the next few months we will be continuing to evaluate the performance of these vehicles as we incorporate them into our paratransit fleet. We have begun year two of the paratransit fleet replacement plan, and are currently testing vehicles to determine the best course of action for the next 8 vehicles.

**VII. 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. 2nd Quarter FY 2015-16 Fixed-Route Service Evaluation

**2nd Quarter FY 15-16 - Service Evaluation Report  
RIDERSHIP MEASURE**

Route #	Route Name	Service Type	Total Revenue Hours	Total Passengers	Passengers per Revenue Hour	Route Ranking
1	Port Hueneme - OTC	Trunk	5,436	151,354	27.2	1
6	Oxnard - Ventura/Main St.	Trunk	11,006	255,007	22.6	1
3	Southside	Local	1,260	27,873	21.6	1
11	Telephone Road - Saticoy	Trunk	3,198	66,663	20.4	1
16	Ojai	Local	3,637	72,699	19.5	1
4	North Oxnard	Local	3,754	73,272	19.1	2
21	Victoria Ave	Trunk	3,518	64,135	17.8	2
2	Colonia	Local	1,324	23,525	17.4	2
7	South Oxnard	Local	1,272	20,660	15.9	2
8	Oxnard College	Local	2,776	44,360	15.6	3
5	Parkwest	Local	1,350	20,717	15	3
9	Lemonwood/Gisler	Local	1,208	16,116	13	3
20	Eastman - Lombard - Stugis	Local	1,234	16,001	12.7	3
19	Gonzales/OTC/Fifth	Local	1,260	16,285	12.6	4
15	El Rio - Northeast	Local	1,324	16,340	12.1	4
10	Telegraph Road - Saticoy	Local	1,864	22,649	11.9	4
17	Vineyard Central Rose	Trunk	2,622	23,966	8.9	4

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

**Excluded Routes**

Route #	Route Name	Total Revenue Hours	Total Passengers	Passengers per Revenue Hour	Reason Excluded:
14	Esplanade - St. John's - Nyeland Acres	-	-	-	discontinued
18	Trippers	255	11,464	45.0	booster service
22	Wells - Nyeland	2,194	11,201	5.0	started July 26

**Systemwide Performance Target**

Service Type	Description	Passengers per Revenue Hour Target
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 (Depreciated)	Total Cost	Cost Per Passenger	Average Fare Per Passenger	Subsidy Per Passenger	Route Ranking	Quartile
17	23,966	2,622	Trunk	\$ 94.41	\$ 247,543	\$ 10.33	\$ 0.854	\$ 9.48	1	1
15	16,340	1,324	Local	\$ 94.41	\$ 124,999	\$ 7.65	\$ 0.700	\$ 6.95	2	1
10	22,649	1,864	Local	\$ 94.41	\$ 175,980	\$ 7.77	\$ 0.907	\$ 6.86	3	1
19	16,285	1,260	Local	\$ 94.41	\$ 118,957	\$ 7.30	\$ 0.812	\$ 6.49	4	1
20	16,001	1,234	Local	\$ 94.41	\$ 116,502	\$ 7.28	\$ 0.795	\$ 6.49	5	2
9	16,116	1,208	Local	\$ 94.41	\$ 114,047	\$ 7.08	\$ 0.729	\$ 6.35	6	2
5	20,717	1,350	Local	\$ 94.41	\$ 127,454	\$ 6.15	\$ 0.752	\$ 5.40	7	2
8	44,360	2,776	Local	\$ 94.41	\$ 262,082	\$ 5.91	\$ 0.785	\$ 5.12	8	2
7	20,660	1,272	Local	\$ 94.41	\$ 120,090	\$ 5.81	\$ 0.769	\$ 5.04	9	2
2	23,525	1,324	Local	\$ 94.41	\$ 124,999	\$ 5.31	\$ 0.655	\$ 4.66	10	3
21	64,135	3,518	Trunk	\$ 94.41	\$ 332,134	\$ 5.18	\$ 0.882	\$ 4.30	11	3
4	73,272	3,754	Local	\$ 94.41	\$ 354,415	\$ 4.84	\$ 0.695	\$ 4.14	12	3
16	72,699	3,637	Local	\$ 94.41	\$ 343,369	\$ 4.72	\$ 0.927	\$ 3.80	13	3
11	66,663	3,198	Trunk	\$ 94.41	\$ 301,923	\$ 4.53	\$ 0.804	\$ 3.73	14	3
3	27,873	1,260	Local	\$ 94.41	\$ 118,957	\$ 4.27	\$ 0.738	\$ 3.53	15	4
6	255,007	11,006	Trunk	\$ 94.41	\$ 1,039,076	\$ 4.07	\$ 0.848	\$ 3.23	16	4
1	151,354	5,436	Trunk	\$ 94.41	\$ 513,213	\$ 3.39	\$ 0.702	\$ 2.69	17	4

**Excluded Routes**

Route #	Total Passengers	Total Revenue Hours	Service Type	Systemwide Average Cost Per Hour (Depreciated)	Total Cost	Cost Per Passenger	Average Fare Per Passenger	Subsidy Per Passenger	Route Ranking	Quartile	Reason Excluded:
14	-	-		\$ -	\$ -	\$ -	\$ -	\$ -			discontinued
18	11,464	255	Trippler	\$ 94.41	\$ 24,075	\$ 2.10	\$ 1.280	\$ 0.82			booster service
22	11,201	2,194	Local	\$ 94.41	\$ 207,136	\$ 18.49	\$ 0.731	\$ 17.76			started July 26