



DATE November 2, 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 – 1st Quarter FY 2016-17

I. EXECUTIVE SUMMARY

This quarterly report covers the 1st Quarter (July 1 through September 30) of Fiscal Year 2016-17. 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 2016-17, has decreased 4% over the 1st quarter of last year. At the Southern California Associations of Governments’ Regional Transportation Technical Advisory Committee (RTTAC), a presentation was given describing potential contributions to the decline in ridership many Southern Californian transit agencies are facing. Possible reasons cited included more people working at home, increased active transportation, increase in vehicle ownership, and increase in availability of driver’s licenses for undocumented immigrants. Additionally, last year, homelessness in Ventura County decreased by 10% which may also be affecting ridership. On a more positive note, ridership on the restructured 14, 15, 17 and 22 routes is up for the first time.

**1st Quarter FY 16-17
Systemwide Ridership & Performance**

	1 st Qtr FY 2016-17	1 st Qtr FY 2015-16	Difference	% Change
Fixed-Route Ridership				
Total System Boardings	943,977	985,746	-41,769	-4.2%
Average Daily Passengers Weekdays	11,824	12,300	-476	-3.9%
Average Daily Passengers Saturdays	7,454	7,762	-308	-4.0%
Average Daily Passengers Sundays	6,951	7,160	-209	-2.9%
Wheelchair Boardings	7,562	7,161	401	6%
Bicycle Boardings	26,147	26,829	-682	-3%
Performance Measures				
Passengers Per Revenue Hour	18.6	19.5	-0.94	-4.8%
Fare Revenue Per Service Hour	\$12.76	\$13.65	\$ (.89)	-6.5%
Total Fare Revenue	\$648,988	\$688,781	\$ (39,792)	-5.8%
On-Time Performance	81.5%	80%	Goal > 90%	
% Systemwide Boarding as Free Transfers	24.0%	25.7%	Goal < 20%	

*Decrease in fare revenue due to delay in VCTC reimbursement for regional pass acceptance.

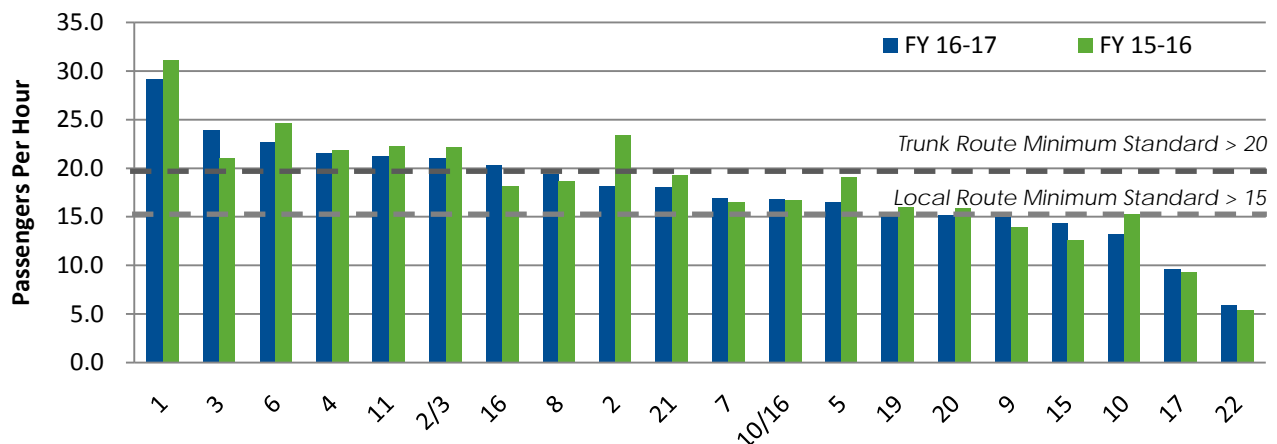
GOLD COAST TRANSIT DISTRICT

1st Quarter FY 16-17 Ridership by Route

Route	Route Name	1st Quarter FY 2016-17 Unlinked Passengers	1st Quarter FY 2015-16 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	149,824	162,321	(12,497)	-7.7%
2	Colonia - Downtown Oxnard	23,733	28,681	(4,948)	-17.3%
3	J St - Centerpoint Mall - Naval Base	28,298	25,550	2,748	10.8%
2/3	<i>Route 2 & 3 Combined</i>	52,031	54,231	(2,200)	-4.1%
4	North Oxnard - Ventura Rd - St. John's	72,904	74,453	(1,549)	-2.1%
5	Hemlock - Seabridge - Wooley	20,111	22,873	(2,762)	-12.1%
6	Oxnard - Ventura - Main St	252,047	263,220	(11,173)	-4.2%
7	Oxnard College - Centerpoint Mall	21,005	20,825	180	0.9%
8	OTC- Oxnard College - Centerpoint Mall	47,633	47,532	101	0.2%
9	Lemonwood - Channel Islands	17,953	16,933	1,020	6.0%
10	Pacific View Mall - Telegraph - Saticoy	22,373	25,221	(2,848)	-11.3%
11	Pacific View Mall - Telephone - Wells	65,754	67,568	(1,814)	-2.7%
14	Esplanade - St. John's - Nyeland Acres	-	3,630	(3,630)	<i>discontinued</i>
15	Esplanade - El Rio - St. John's	18,436	17,174	1,262	7.3%
14/15/17/22	<i>Route 14, 15, 17 & 22 Combined</i>	53,774	51,024	2,750	5.4%
16	Downtown Ojai - Pacific View Mall	69,106	73,344	(4,238)	-5.8%
10/16	<i>Route 10 & 16 Combined</i>	91,479	98,565	(7,086)	-7.2%
17	Esplanade - Oxnard College	22,983	21,728	1,255	5.8%
18	Trippers	5,733	6,542	(809)	-12.4%
19	OTC- 5th St - Airport - Gonzales Rd	15,814	16,880	(1,066)	-6.3%
20	Lombard - Sturgis	15,379	16,496	(1,117)	-6.8%
21	Port Hueneme - Ventura - Victoria Ave	62,536	66,283	(3,747)	-5.7%
22	Saticoy - St. Johns - Nyeland Acres	12,355	8,492	3,863	<i>new</i>
TOTAL GCT SYSTEM		943,977	985,746	(41,769)	-4.2%

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

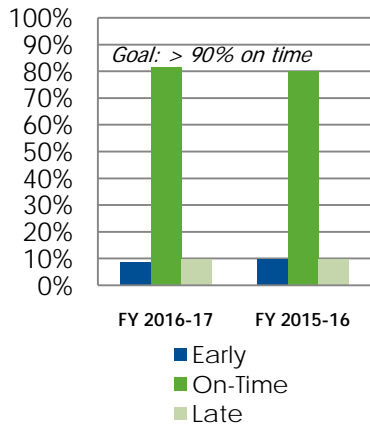
1st Quarter FY 15-16 Passengers Per Revenue Hour (Weekdays)



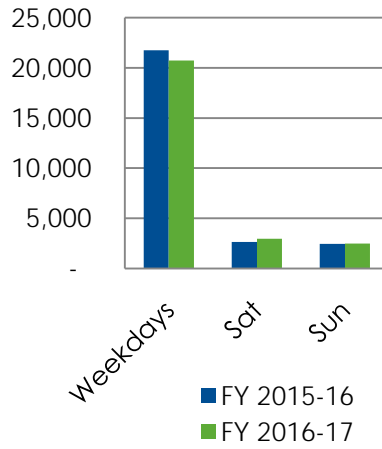
Note: Route 18 (school trippers) not shown in graph.

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.

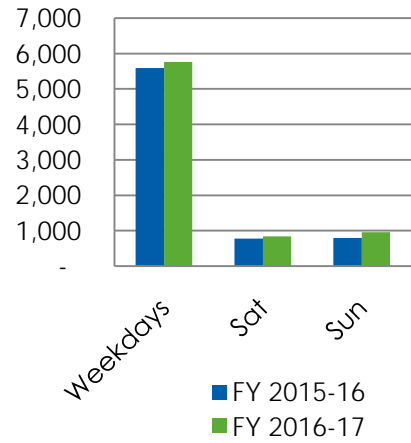
**On-Time Performance
1st Quarter**



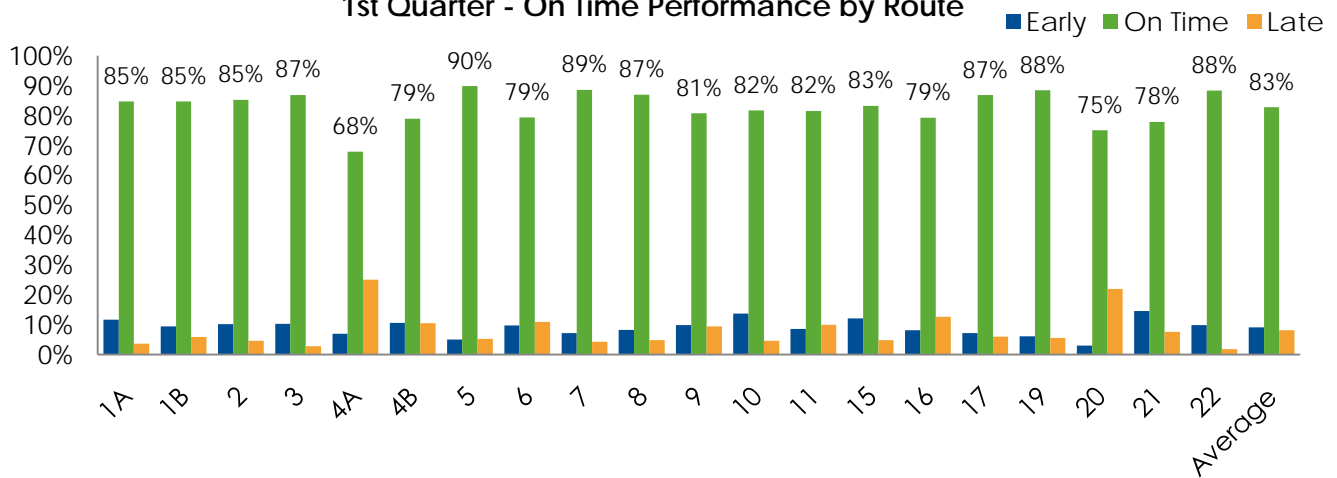
**Bicycle Boardings
1st Quarter**



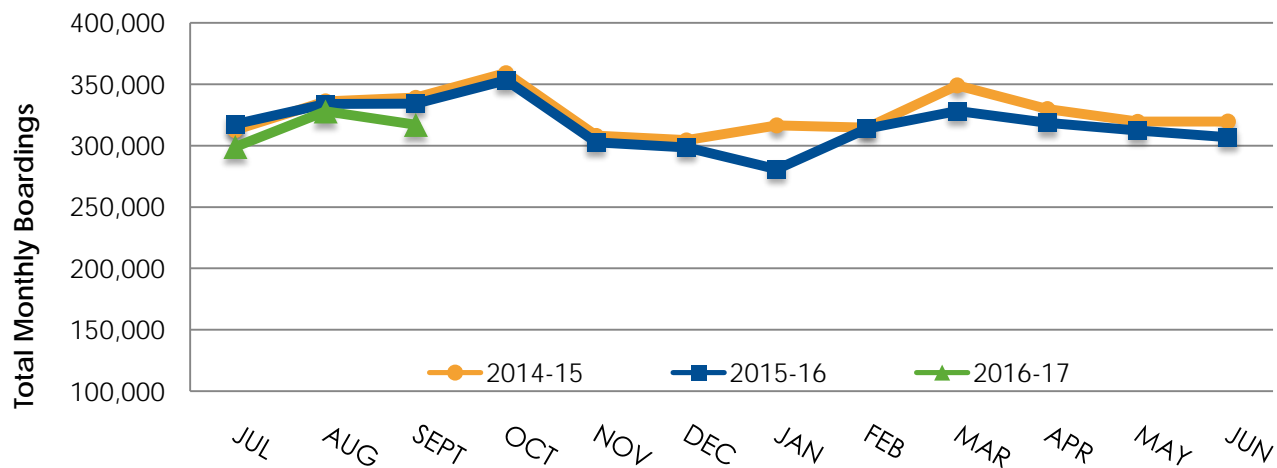
**Wheelchair Boardings
1st Quarter**



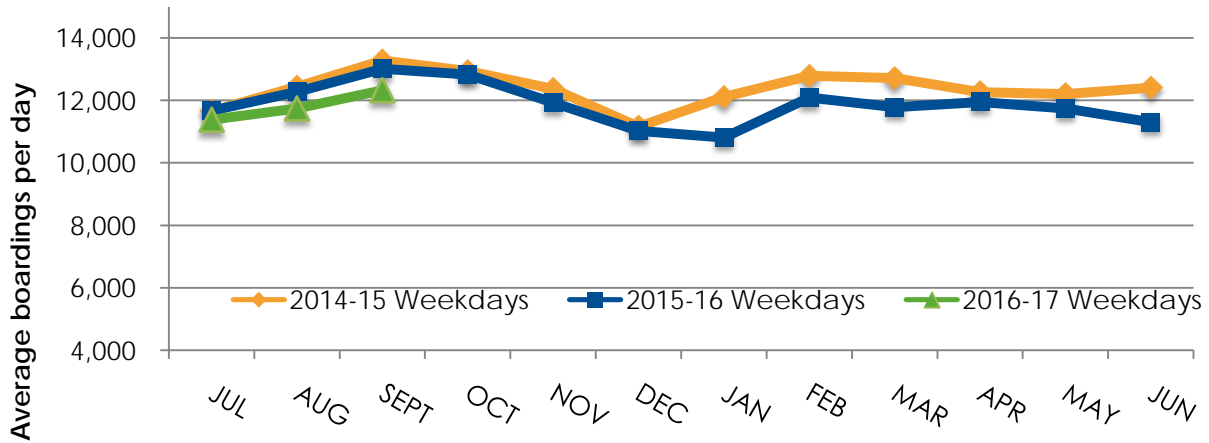
1st Quarter - On Time Performance by Route



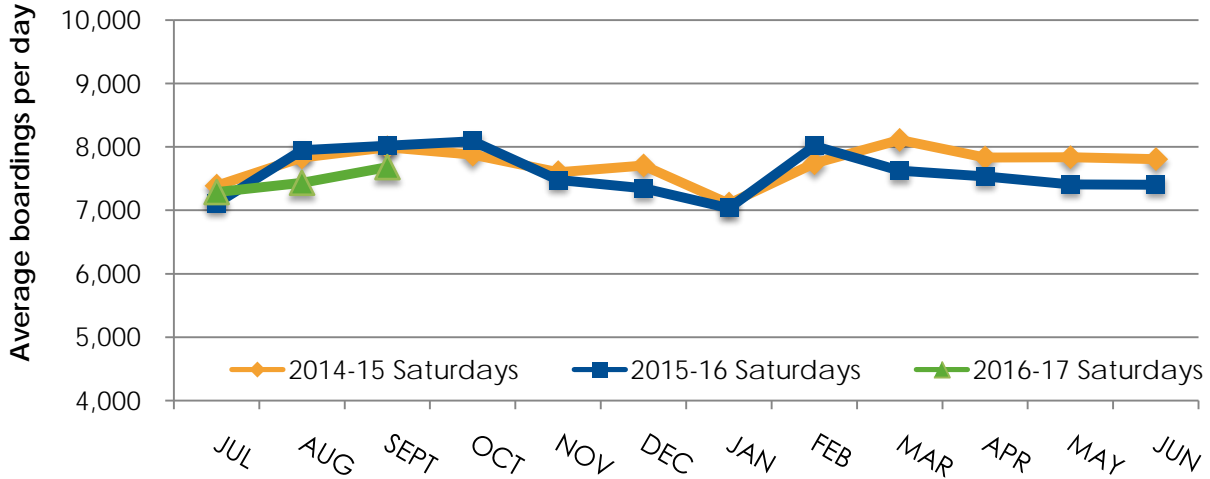
Monthly Fixed Route Ridership



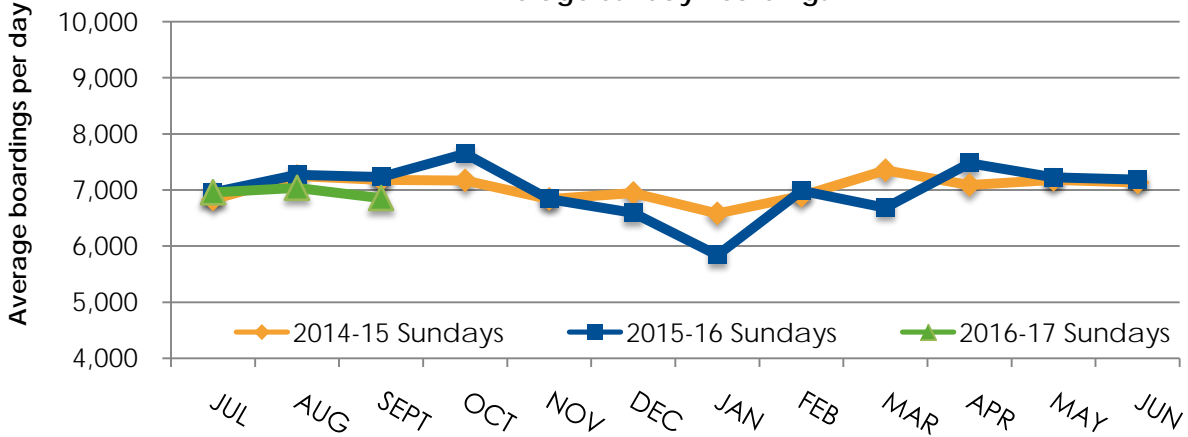
Average Weekday Boardings



Average Saturday Boardings



Average Sunday Boardings



1st Quarter Complaints by Type

Type	Issue	1st Quarter Comments	1st Quarter Verified Comments	Verified Comments YTD 2016-17
Scheduling	On-Time Performance	9	2	2
Operations	Operator Conduct	11	2	2
	Driving Complaints	7	1	1
	Passed by	6	0	0
Other	Commendations	13	N/A	N/A
	Bus Stop Issues	0	0	0
	Other	3	0	0
Totals		49	5	5

Above is a chart showing complaints and commendations from passengers. As the chart shows, many of the complaints received are not verified after viewing video footage.

III. FIXED-ROUTE SERVICE SUMMARY

In July 2016, service changes took effect which included schedule changes to many routes to attempt to improve on-time performance. Planning staff will continue to monitor the effect of these changes on route and on-time performance. Over the past quarter we have also increased our social media activity to help raise awareness of GCTD's Trip Planner and use of public transit to special events. One special contest was held #SelfieSeptember which asked passengers to like and follow us to get entered into a contest to win a 15-ride pass. During the month we gained over 60 new followers, and make over 2,300 impressions (views) of our post and social media sites. We will continue to implement our expanded social media calendar throughout the year.

Sample of some of the #SelfieOnTheGO submissions!



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

1st Quarter FY 2016-17 GO ACCESS Ridership & Performance

Paratransit Ridership	1st Qtr FY 2015-16	1st Qtr FY 2016-17	Difference	% Change
Total System Boardings	21,918	25,236	3,318	15.14%
Average Daily Passengers Weekdays	299	309	10	3.34%
Average Daily Passengers Saturdays	107	111	4	3.74%
Average Daily Passengers Sundays	94	111	17	18.09%
Wheelchair Boardings	5,047	5,380	333	6.60%
% of Total Boardings Involving Wheelchairs	23.03%	21.32%	-1.71	-7.41%
Performance Measures	1st Qtr FY 2015-16	1st Qtr FY 2016-17	Difference	% Change
Passengers Per Revenue Hour	2.20	2.07	-0.13	-6.11%
Fare Revenue Per Service Hour	\$ 6.26	\$ 8.00	\$ 1.75	27.95%
Total Fare Revenue	\$ 62,316	\$ 97,770	\$ 35,455	56.90%
Systemwide Boardings No Fares	3,469	3,845	+376	+10.84%
% Systemwide Boardings No Fares	15.78%	15.24%	-0.54	-3.42%
On-Time Performance	64.44%	89.21%	+24.80	38.44%
% of Trips Early	18.67%	4.03%	-14.64	-78.41%
% of Trips Late	16.89%	6.75%	-10.14	-60.04%
% of Trips 15+ Minutes Late	3.24%	1.16%	-1.08	-64.20%

Ridership & Fares

Total boardings GO ACCESS increased 15.14% during the 1st quarter this year when compared to the 1st quarter of last year. The increase continues to manifest itself in 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. Area Agency on Aging (AAA) continues to facilitate use of the GO ACCESS by purchasing fare tickets. In July 2016 AAA purchased \$46,500 of GO ACCESS fares for distribution. This large purchase is reflected in the 56.90% increase in fare revenue during first quarter of this year.

Fleet Management & Replacement Plan

ACCESS received its second shipment of five MV-1 vehicles at the end of July. The vehicles were put into revenue service over a period of several weeks ending in early September as the required dealer corrective actions and branding were completed. The GO ACCESS fleet is currently comprised of 13 MV-1 vehicles and 16 cut-aways. The fleet will remain at 29 vehicles until the next replacement vehicles arrive. The larger fleet will accommodate the larger peak fleet of 23 vehicles and more extensive maintenance required in the older cut-aways. The cut-aways currently have an average mileage of 200,000 and require more maintenance and associated down time. In September the Board approved a November 2016 purchase of cut-aways. This purchase is anticipated to arrive in March, 2017.



Photo: Example of smaller paratransit vehicle, MV1.

No Fare Boardings

The proportion of No Fare Boardings as a portion of the service continues to diminish, which helps the state TDA 10.0% Fare Box recovery ratio requirement for Demand Response services such as GO ACCESS. No Fare Boardings as a proportion of the GO ACCESS services were down -3.24% during 1st Quarter FY 2016-17 compared to last year. Categories of No Fare boardings that were down in the 1st Quarter FY 2016-17 compared to last year included Senior Nutrition Program (SNP) boardings (down 113) and certification assessment boardings (down 30) in the 1st Quarter FY 2016-17 compared to last year. Personal Care Attendants (PCA's) boardings however, were up 471 as well as transfers, which increased 58 in the 1st Quarter FY 2016-17 compared to last year. The overall increase in No Fare boardings was 10.84%.

1st Quarter FY 2016-17 GO ACCESS No Fare (NF) Boardings

No Fare (NF) Boardings	% of Pass Type to Total NF Boardings		% of Pass Type to Total NF Boardings		% Change in Ridership
	1st Qtr FY 2015-16	1st Qtr FY 2016-17	1st Qtr FY 2015-16	1st Qtr FY 2016-17	
Personal Care Attendants (PCA's)	2,122	2,593	61.35%	67.44%	+471
ADA Assessments	68	38	1.97%	0.99%	-30
Nutrition	903	790	26.11%	20.55%	-113
Transfers To CAT/ECTA DAR	366	424	10.58%	11.03%	+58
Total No Fare Boardings	3,469	3,845			+376
Total Passenger Boardings	21,918	25,236			3,318
% of Total Passenger Boardings that are No Fare	15.78%	15.24%			-0.54%
					+10.84%

Passenger Boardings & Mobility

Passenger boardings increased by 2,786 boardings during 1st Quarter FY 2016-17 compared to last year, by +15.18%. The number of PCA's increased by 471 boardings during 1st Quarter FY 2016-17 compared to last year, or +22.20%. This may appear as a significant increase; however PCA's represented 10.28 % of the overall passengers. The role of the PCA is to assist the ADA passenger on the trip; the presence of the PCA typically facilitates quicker boarding and reduced dwell time which in turn reduces the overall cost of providing this critical transportation service to the mobility impaired. The number of paying companions who accompanied eligible riders increased by 4.24% when compared to last year.

1st Quarter FY 2016-17
GO ACCESS Passenger & Mobility

Boardings by Passenger Type	1st Qtr FY 2015-16	% of Pass Type to Total Boardings	1st Qtr FY 2016-17	% of Pass Type to Total Boardings	Change	% Change in Ridership
Passengers	18,358	83.76%	21,144	83.79%	2,786	15.18%
Personal Care Attendants (PCA's)	2,122	9.68%	2,593	10.28%	471	22.20%
Companions	1,438	6.56%	1,499	5.94%	61	4.24%
Total Passenger Boardings	21,918		25,236		3,318	15.14%
Boardings by Mobility Device						
Ambulatory - ALT 1- 2 minutes	16,818	76.73%	19,751	78.27%	2,933	17.44%
Oversized Scooters - ALT 6 minutes	2,059	9.39%	1,904	7.54%	-155	-7.53%
Wheelchairs -ALT 4 minutes	2,988	13.63%	3,476	13.77%	488	16.33%
Lift Use By Standees- ALT 3 minutes	53	0.24%	105	0.42%	52	98.11%
Total Passenger Boardings	21,918		25,236		3,318	15.14%

ALT = Average Load Time

The majority, or 88% of the additional 3,318 boardings this year involved passengers who were ambulatory, they did not require either a mobility device or use of the lift. This also reduces the overall dwell time over the course of a route. 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. These factors have contributed to the improved on-time performance noted earlier in this report.

Outreach to Senior Services

GO ACCESS hosted Senior Service staff from the City of Oxnard at its facility on Maulhardt Avenue in late September. The purpose of the outreach was to engage and foster communication with peer service providers in the community. Peer service providers can provide additional assistance to the senior if we empower them with good information about GO ACCESS. The outreach gave GO ACCESS staff an opportunity to demonstrate what they do and to answer many what-if questions. Several help table sessions are scheduled at the Oxnard Senior Centers throughout the second Quarter. GO ACCESS staff will be available at a table at each center for two hours to answer questions and provide information about both demand response services and fixed options.

Safety

GO ACCESS prides itself on providing safe, reliable transportation for mobility impaired individuals in our community. Safety is extremely important to the ridership and their family members. As demand for the service increases, there is a correlating increase in the number of miles and risk exposure. The transit industry considers a preventable accident rate of less than 2.00 to be very desirable. An incident or accident is defined as any occurrence, event or action (regardless of how minor) which does not follow established ACCESS procedures or presents a threat or problem to ACCESS, its passengers, members of the public or its employees. A preventable accident is defined as an incident or accident that has been reviewed where the operator of the vehicle failed to exercise every reasonable precaution to prevent the incident/accident. Although there was a preventable incident/accident in 1st Quarter of this fiscal year, the accident rate of 0.48 per 100,000 miles is well within the desirable rate.

Measure	1st Qtr FY 2015-16	1st Qtr FY 2016-17	Change	% Change
Total Miles Driven	185,970	208,947	+22,977	+12.36%
Total Driving Staff	25	34	+9	36.00%
Average Miles Driven/Staff	7,439	6,146	-1,293	-17.39%
Total Incidents	3	4	+1	+33.33%
Average Miles Between Incidents	61,990	52,237	-9,753	-15.73%
Preventable Accidents	0	1	1	100.00%
Accident Rate Per 100,000 Miles	0.00	0.48		

Customer Feedback

GO ACCESS received 14 comments from customers during 1st Quarter FY 2016-17 for an overall complaint ratio of 0.55 complaints per 1,000 boardings. These comments help staff identify areas of opportunities both in areas of performance and passenger information. The chart that follows identifies the types of concerns and feedback customers provided through September 30, 2016.

1st Quarter - Complaints by Type

Type	Issue	1st Quarter	YTD 2015-16
Scheduling	Travel Time	1	1
	Negotiating Times	3	3
	On-Time Performance	2	2
Operations	Operator	2	2
	Dispatch	1	1
Other	No Show Policy	0	3
	Reservations	4	4
	Policies	1	1
Totals		14	14



VI. GO ACCESS - SUMMARY

Passenger ridership was up 15% during the 1st Quarter FY 2016-17 compared to last year. Passenger on time performance as measured by trips where the driver arrives for the passenger within a twenty minute window is trending in the low 90 percentile. The improved on time performance appears to have instilled confidence in staff and clients alike without straining resources to provide mobility to more constituents.

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 2016-17 Fixed-Route Service Evaluation

**1st Quarter FY 16-17 - 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	5,432	149,824	27.6	1
6	Oxnard - Ventura/Main St.	Trunk	11,298	252,047	22.3	1
3	Southside	Local	1,287	28,298	22.0	1
11	Telephone Road - Saticoy	Trunk	3,295	65,754	20.0	1
4	North Oxnard	Local	3,764	72,904	19.4	1
16	Ojai	Local	3,608	69,106	19.2	2
21	Victoria Ave	Trunk	3,540	62,536	17.7	2
2	Colonia	Local	1,368	23,733	17.4	2
8	Oxnard College	Local	2,758	47,633	17.3	2
7	South Oxnard	Local	1,290	21,005	16.3	3
5	Parkwest	Local	1,357	20,111	14.8	3
9	Lemonwood/Gisler	Local	1,256	17,953	14.3	3
15*	El Rio - Northeast	Local	1,414	18,436	13.0	3
20	Eastman - Lombard - Stugis	Local	1,203	15,379	12.8	4
19	Gonzales/OTC/Fifth	Local	1,252	15,814	12.6	4
10	Telegraph Road - Saticoy	Local	1,879	22,373	11.9	4
17*	Vineyard Central Rose	Trunk	2,591	22,983	8.9	4

*Route 15, 17 restructured in July 2015.

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:
18	Trippers	119	5,733	48.1	booster service
22	Wells - Nyeland	2,157	12,355	5.7	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
1	149,824	5,432	Trunk	\$ 94.41	\$ 512,835	\$ 3.42	\$0.58	\$ 2.84	1	1
6	252,047	11,298	Trunk	\$ 94.41	\$ 1,066,644	\$ 4.23	\$0.66	\$ 3.57	2	1
3	28,298	1,287	Local	\$ 94.41	\$ 121,506	\$ 4.29	\$0.59	\$ 3.70	3	1
16	69,106	3,608	Local	\$ 94.41	\$ 340,631	\$ 4.93	\$0.78	\$ 4.15	6	1
11	65,754	3,295	Trunk	\$ 94.41	\$ 311,081	\$ 4.73	\$0.56	\$ 4.17	4	2
4	72,904	3,764	Local	\$ 94.41	\$ 355,359	\$ 4.87	\$0.54	\$ 4.33	5	2
21	62,536	3,540	Trunk	\$ 94.41	\$ 334,211	\$ 5.34	\$0.67	\$ 4.67	7	2
8	47,633	2,758	Local	\$ 94.41	\$ 260,383	\$ 5.47	\$0.65	\$ 4.82	11	2
2	23,733	1,368	Local	\$ 94.41	\$ 129,153	\$ 5.44	\$0.57	\$ 4.87	8	2
7	21,005	1,290	Local	\$ 94.41	\$ 121,789	\$ 5.80	\$0.65	\$ 5.15	10	3
5	20,111	1,357	Local	\$ 94.41	\$ 128,114	\$ 6.37	\$0.62	\$ 5.75	9	3
9	17,953	1,256	Local	\$ 94.41	\$ 118,579	\$ 6.60	\$0.57	\$ 6.03	14	3
15*	18,436	1,414	Local	\$ 94.41	\$ 133,496	\$ 7.24	\$0.62	\$ 6.62	16	3
20	15,379	1,203	Local	\$ 94.41	\$ 113,575	\$ 7.39	\$0.57	\$ 6.82	12	4
19	15,814	1,252	Local	\$ 94.41	\$ 118,201	\$ 7.47	\$0.59	\$ 6.88	13	4
10	22,373	1,879	Local	\$ 94.41	\$ 177,396	\$ 7.93	\$0.70	\$ 7.23	15	4
17*	22,983	2,591	Trunk	\$ 94.41	\$ 244,616	\$ 10.64	\$0.72	\$ 9.92	17	4

*Route 15, 17 restructured in July 2015.

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	Reason Excluded:
18	5,733	119	Trippler	\$ 94.41	\$ 11,235	\$ 1.96	\$ 1.030	\$ 0.93		booster service
22	12,355	2,157	Local	\$ 94.41	\$ 203,642	\$ 16.48	\$ 0.600	\$ 15.88		started July 26