



Item #9

DATE February 7, 2018

TO GCTD Board of Directors

FROM Matt Miller, Planning Manager *MM*
Margaret Heath-Schoep, Paratransit & Special Projects Manager *MHSchoep*

SUBJECT Fixed-Route & ACCESS Services Quarterly Update – 2nd Quarter FY 2017-18

I. EXECUTIVE SUMMARY

This quarterly report covers the 2nd Quarter (October 1 through December 31) of Fiscal Year 2017-18. 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 2nd quarter of FY 2017-18 has decreased 4.9% over the 2nd quarter of last year. The impact of the Thomas Fire on GCTD operations was significant this quarter. During the first week, of the fire, 3,636 revenue service miles were missed due to road closures, evacuation orders, and poor air quality and roadway visibility. Overall, ridership decreased 4.9% over the second quarter last year. Although GCTD has experienced declining ridership year to date, staff believes the Thomas Fire played the primary role in this quarter's declines.

**2nd Quarter FY 17-18
Systemwide Ridership & Performance**

	2 nd Qtr FY 2017-18	2 nd Qtr FY 2016-17	Difference	% Change
Fixed-Route Ridership				
Total System Boardings	852,764	896,832	-44,068	-4.9%
Average Daily Passengers Weekdays	10,692	11,329	-547	-4.9%
Average Daily Passengers Saturdays	6,982	7,054	-72	-1.0%
Average Daily Passengers Sundays	6,312	6,564	-252	-3.8%
Wheelchair Boardings	7,862	7,378	484	7%
Bicycle Boardings	22,156	23,600	-1,444	-6%
Performance Measures				
Passengers Per Revenue Hour	16.8	17.6	\$0.76	-4.3%
Fare Revenue Per Service Hour	\$12.87	\$14.31	\$(1.45)	-10.1%
Total Fare Revenue	\$651,918	\$729,748	\$(77,829.52)	-10.7%
On-Time Performance	88%	80%	Goal > 90%	
% Systemwide Boarding as Free Transfers	24%	24%	Goal < 20%	

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

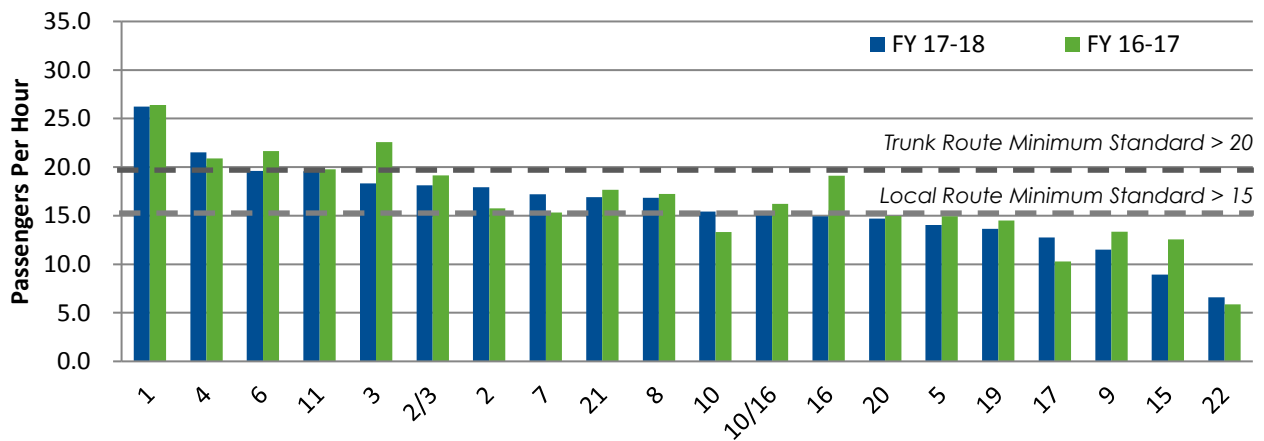
GOLD COAST TRANSIT DISTRICT

2nd Quarter FY 17-18 Ridership by Route

Route	Route Name	2nd Quarter FY 2017-18 Unlinked Passengers	2nd Quarter FY 2016-17 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	135,663	136,642	(979)	-0.7%
2	Colonia - Downtown Oxnard	18,970	20,557	(1,587)	-7.7%
3	J St - Centerpoint Mall - Naval Base	26,666	26,775	(109)	-0.4%
2/3	<i>Route 2 & 3 Combined</i>	45,637	47,332	(1,695)	-3.6%
4	North Oxnard - Ventura Rd - St. John's	71,615	70,407	1,208	1.7%
5	Hemlock - Seabridge - Wooley	17,191	18,227	(1,036)	-5.7%
6	Oxnard - Ventura - Main St	219,168	242,836	(23,669)	-9.7%
7	Oxnard College - Centerpoint Mall	20,175	19,009	1,166	6.1%
8	OTC- Oxnard College - Centerpoint Mall	41,177	42,370	(1,193)	-2.8%
9	Lemonwood - Channel Islands	14,217	16,152	(1,934)	-12.0%
10	Pacific View Mall - Telegraph - Saticoy	23,066	22,780	285	1.3%
11	Pacific View Mall - Telephone - Wells	60,190	61,095	(905)	-1.5%
15	Esplanade - El Rio - St. John's	14,268	16,278	(2,010)	-12.3%
14/15/17/22	<i>Route 14, 15, 17 & 22 Combined</i>	52,079	52,918	(839)	-1.6%
16	Downtown Ojai - Pacific View Mall	55,418	65,733	(10,315)	-15.7%
10/16	<i>Route 10 & 16 Combined</i>	78,484	88,513	(10,030)	-11.3%
17	Esplanade - Oxnard College	24,598	24,614	(16)	-0.1%
18	Trippers	9,490	10,754	(1,264)	-11.8%
19	OTC- 5th St - Airport - Gonzales Rd	14,350	14,747	(398)	-2.7%
20	Lombard - Sturgis	15,457	14,940	517	3.5%
21	Port Hueneme - Ventura - Victoria Ave	57,872	60,890	(3,018)	-5.0%
22	Saticoy - St. Johns - Nyeland Acres	13,214	12,027	1,187	9.9%
TOTAL GCT SYSTEM		852,764	896,832	-44,068	-4.91

* Data from interlined¹ routes (2/3, 15/17, 10/16) is shown combined to account for Farebox log-in errors.

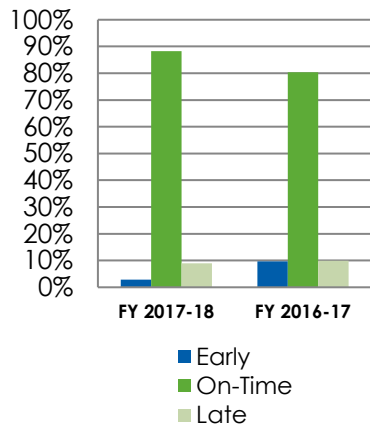
2nd Quarter FY 17-18 Passengers Per Revenue Hour (Weekdays)



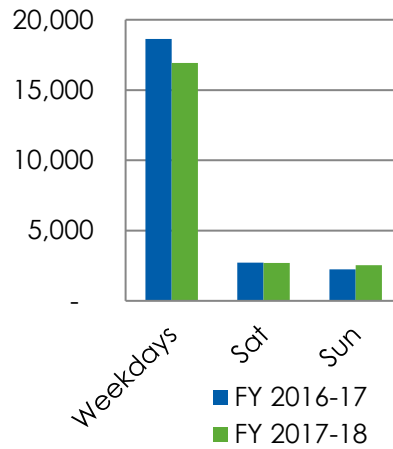
Note: Route 18 (school trippers) not shown in graph.

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.

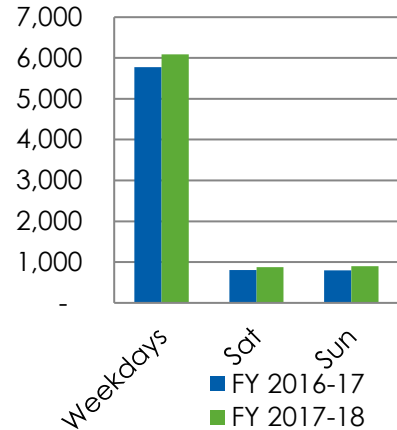
**On-Time Performance
2nd Quarter**



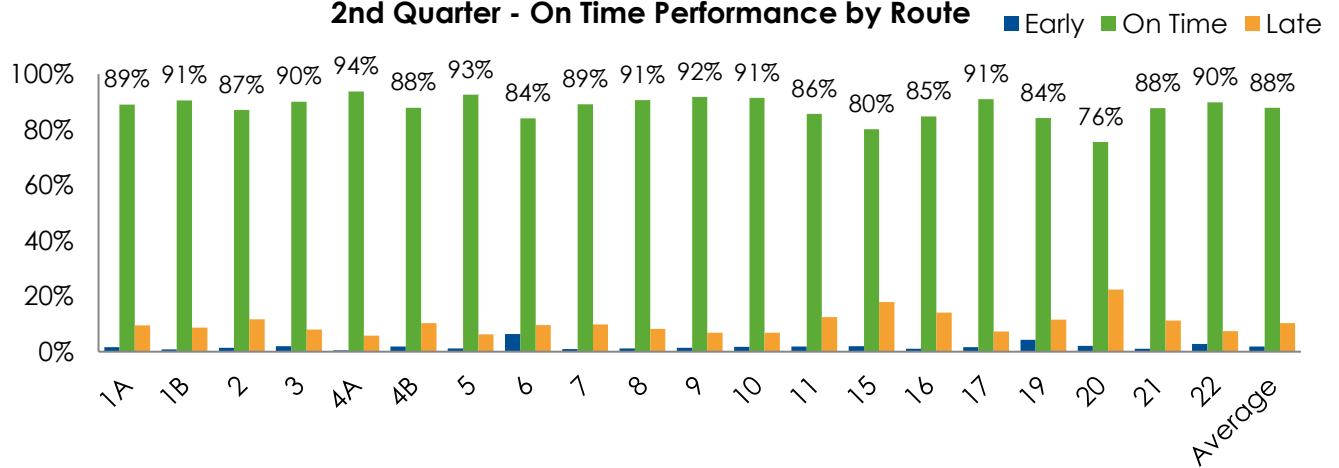
**Bicycle Boardings
2nd Quarter**



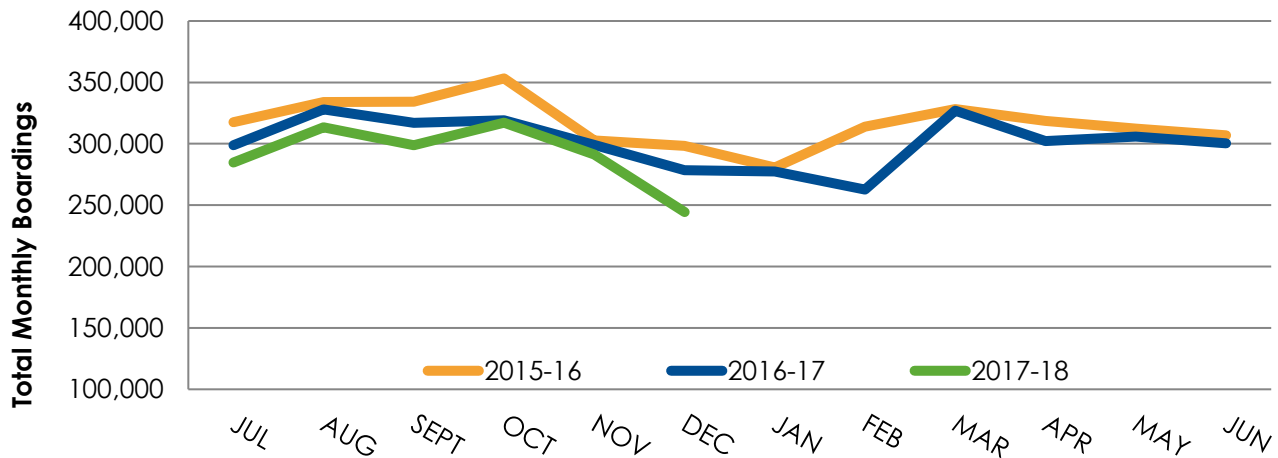
**Wheelchair Boardings
2nd Quarter**



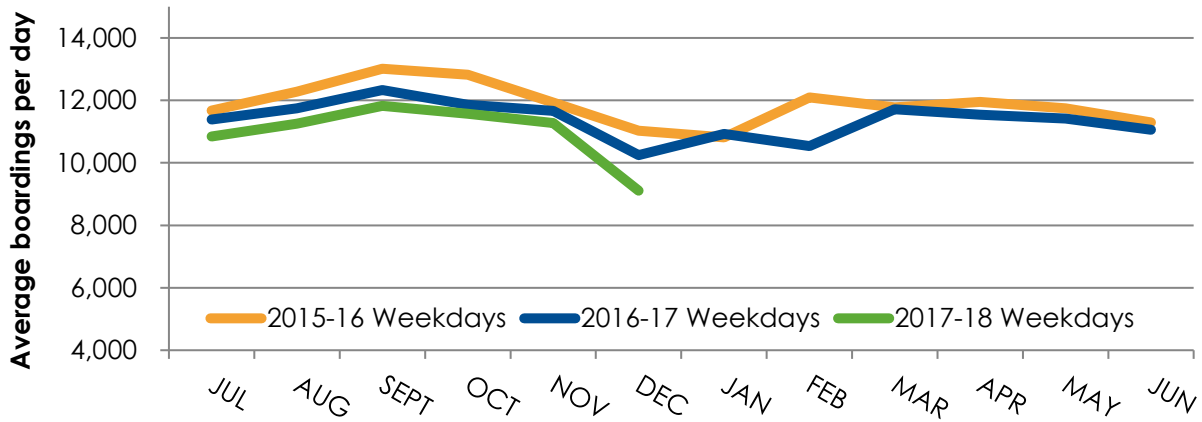
2nd Quarter - On Time Performance by Route



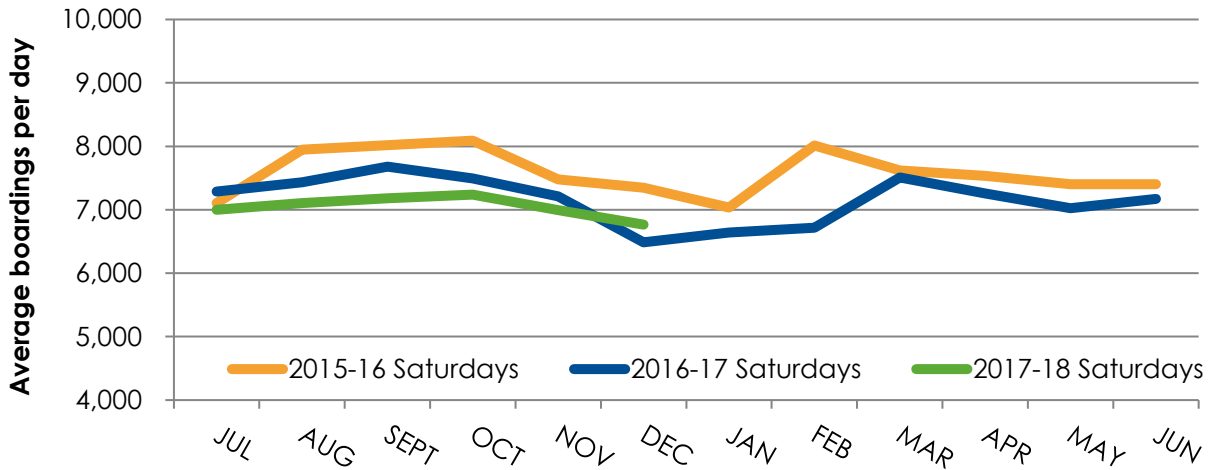
Monthly Fixed Route Ridership



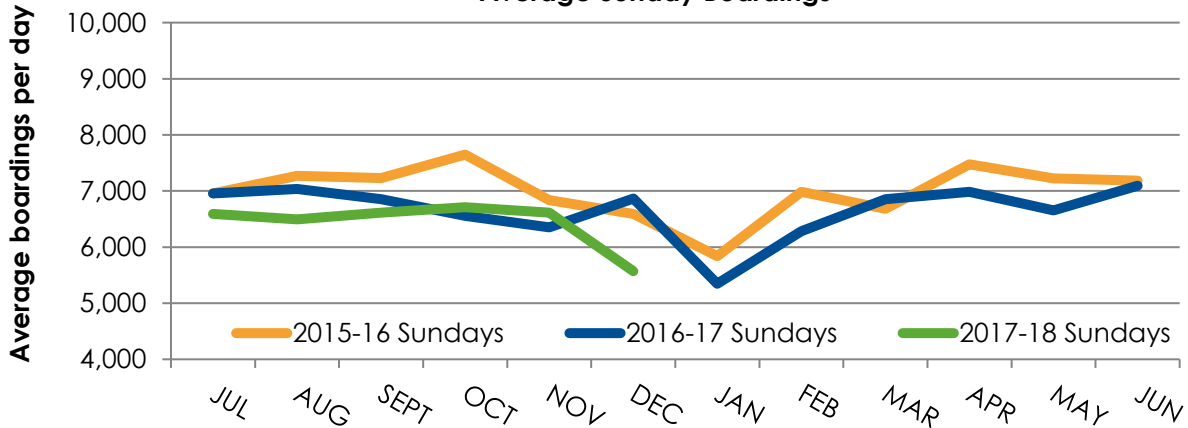
Average Weekday Boardings



Average Saturday Boardings



Average Sunday Boardings



**2nd Quarter
Complaints/Commendations by Type**

Type	Issue	2nd Quarter Comments	2nd Quarter Verified Comments	Verified Comments YTD 2017-18
Scheduling	On-Time Performance	10	2	3
Operations	Operator Conduct	19	5	7
	Driving Complaints	13	4	5
	Passed by	10	2	2
	Commendations	6	N/A	N/A
Other	Bus Stop Issues	0	0	0
	Other	3	2	3
Totals		49	15	20

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 October, GCTD staff attended several local high school “back to school” events to help students and parents learn how to ride the bus, use Google Transit as well as educate them about how to purchase passes.

In November, GCTD participated in the countywide Veterans Ride Free on Veterans Day (Nov 10th and 11th) and launched the Token Transit mobile ticket app. So far, we have received positive feedback about the ease of use of the app. The app expands access to multi-ride fares and reduces boarding time therefore reducing travel time.

In December, the “ELF on the GO” holiday bus returned, sponsored in part by Montecito Back and Trust and Rubberneck signs and made appearances across the service area.

Also, in December, service levels and ridership were severely impacted by the Thomas Fire. During the first week of the fire, 3,636 revenue service miles were missed due to road closures, mandatory evacuation orders, and low visibility due to bad air quality. The miles of service missed resulted in a significant ridership decrease compared to the same week last year.

Ridership Impact from Thomas Fire

	<i>October 2017</i>	<i>November 2017</i>	<i>December 2017</i>
Weekday	11,577	11,273	9,110
Saturday	7,239	6,997	6,766
Sunday	6,710	6,616	5,671

	Dec 2017	Dec 2016
Average Weekday Ridership - 1st Week of Mo.	7,376 (-37%)	11,784
Average Weekday Ridership - 3rd Week of Mo.	9,784 +0.6%	9,215

IV. ACCESS PARATRANSIT BACKGROUND

GO ACCESS is the federally mandated ADA complementary paratransit program of Gold Coast Transit District. GO ACCESS also provides service to seniors, 65 years of age and older. The transportation allows passengers to access essential programs and services. Passengers frequently tell staff that they are able to remain independent because GO ACCESS assists individuals by providing mobility within the community.

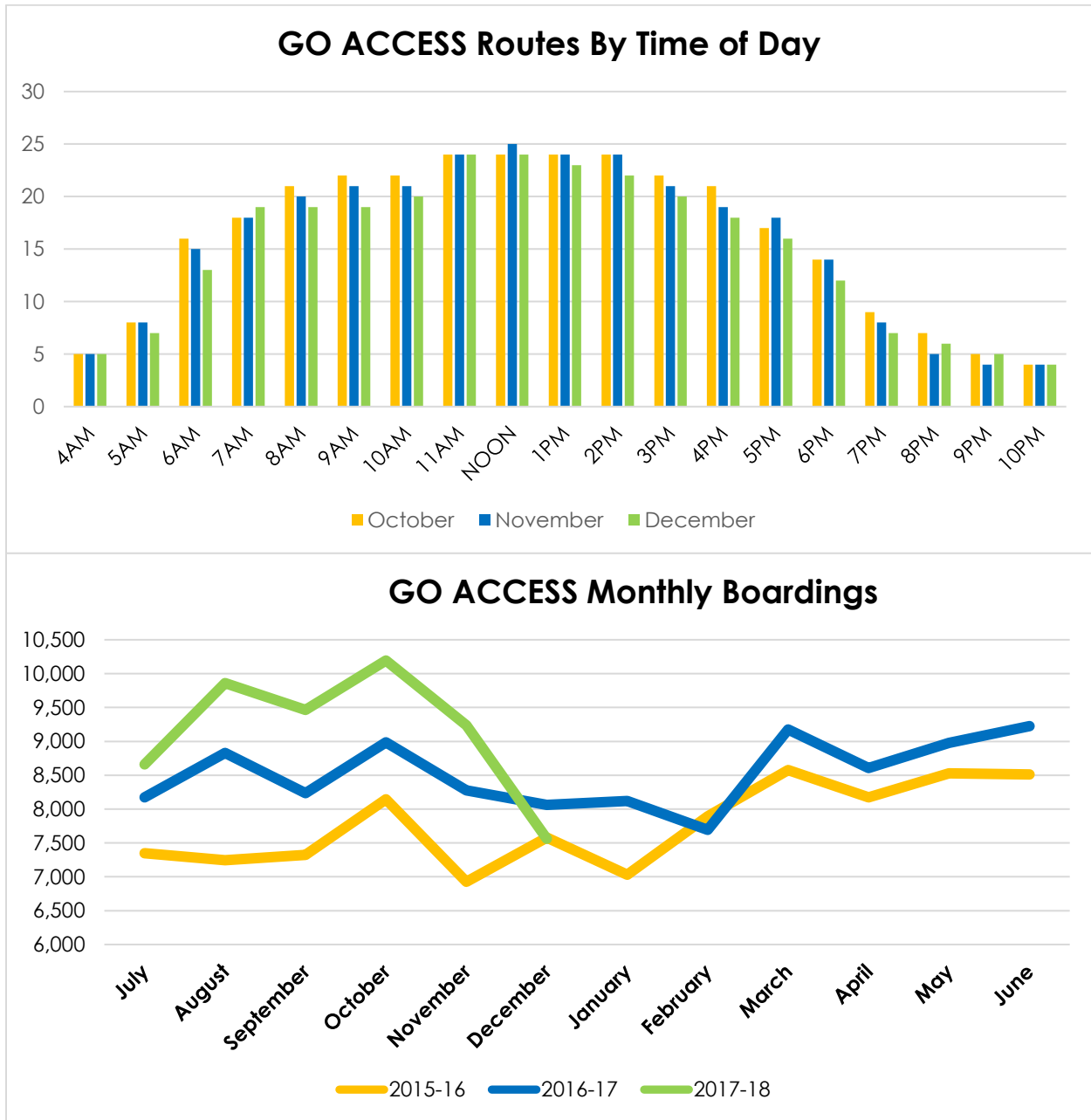
V. ACCESS OPERATIONS

2nd Quarter FY 2017-18 GO ACCESS Ridership & Performance

	2nd Qtr FY 2017-18	2nd Qtr FY 2016-17	Difference	% Change
Paratransit Ridership				
Total System Boardings	26,991	25,322	+1,669	+6.59%
Average Daily Passengers Weekdays	372	345	+27	+7.83%
Average Daily Passengers Saturdays	144	134	+10	+7.46%
Average Daily Passengers Sundays	119	119	+/-	+/- 0%
Performance Measures				
Passengers Per Revenue Hour	1.81	1.86	-0.05	-2.69%
Total Fare Revenue	\$ 76,523	\$ 53,286	\$ 23,237	+43.61%

FY 2016-17 ■ FY 2017-18 ■





2nd Quarter - Feedback

Type	Issue	2nd Quarter	YTD 2017-18
Scheduling	Travel Time	0	1
	Schedules	1	5
	On-Time		
Operations	Performance	3	5
	Operator	5	6
	Dispatch	1	3
Other	Reservations	1	2
	Policies	1	2
Commendations		1	5



VI. GO ACCESS - HIGHLIGHTS

Total boardings GO ACCESS increased 6.59% during the 2nd quarter this year when compared to the 2nd quarter of last year. Transportation requests to physical therapy, medical and dialysis treatments continue to drive the increases in demand. Wheelchair boardings increased more than 20% when compared to last year. Boardings involving wheelchairs typically add at least five minutes per boarding to deploy accessibility equipment and safely secure the equipment. The additional time involved per boarding impacts the ability to efficiently combine trips without negatively impacting passenger wait times. On-time performance continues to improve. Go ACCESS passengers experienced an overall on-time performance of 90.9% during the 2nd Quarter of FY2017/18.

The Thomas Fire that began in the evening hours of December 4, 2017 had an impact on GO ACCESS average daily boardings as shown in the chart below. During the early January rainstorms, GO ACCESS partnered with Interface/211 Ventura to provide evacuation services for senior and disabled residents in areas identified by the Office of Emergency Management as being at risk for mudslide activity.

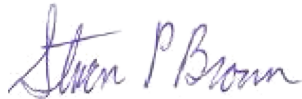
Thomas Fire Impact on GO ACCESS
Average Daily Ridership (Fire started December 4)

	Dec 1-4	Dec 5-10	Dec 11-31
Weekday	436	173	337
Saturday	190	100	141
Sunday	126	74	123

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: 2nd Quarter FY 2017-18 Fixed-Route Service Evaluation

**2nd Quarter FY 17-18 - Service Evaluation Report
RIDERSHIP MEASURE**

Route #	Route Name	Service Type	Total Revenue	Total Passengers	Passengers per Revenue Hour	Route Ranking
			Hours			
1	Port Hueneme - OTC	Trunk	5,408	135,663	25.1	1
6	Oxnard - Ventura/Main St.	Trunk	11,291	219,168	19.4	1
4	North Oxnard	Local	3,716	71,615	19.3	1
11	Telephone Road - Saticoy	Trunk	3,282	60,190	18.3	1
2	Colonia	Local	1,064	18,970	17.8	1
3	Southside	Local	1,589	26,666	16.8	2
21	Victoria Ave	Trunk	3,498	57,872	16.5	2
7	South Oxnard	Local	1,225	20,175	16.5	2
8	Oxnard College	Local	2,726	41,177	15.1	2
16	Ojai	Local	3,804	55,418	14.6	3
10	Telegraph Road - Saticoy	Local	1,725	23,066	13.4	3
5	Parkwest	Local	1,357	17,191	12.7	3
20	Eastman - Lombard - Stugis	Local	1,229	15,457	12.6	3
17	Vineyard Central Rose	Trunk	2,080	24,598	11.8	4
19	Gonzales/OTC/Fifth	Local	1,265	14,350	11.3	4
9	Lemonwood/Gisler	Local	1,255	14,217	11.3	4
15	El Rio - Northeast	Local	1,811	14,268	7.9	4
22	Wells - Nyeland	Local	2,126	13,214	6.2	4

Excluded Routes					Reason Excluded:
18	Trippers		206	9,490	46.1 booster service

Systemwide Performance Target		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		Average Fare Per Passenger	Subsidy Per Passenger	Route Ranking	Quartile
				Per Hour (Depreciated)	Total Cost				
1	135,663	5,408	Trunk	\$ 94.41	\$ 510,587	\$ 3.76	\$ 3.10	1	1
6	219,168	11,291	Trunk	\$ 94.41	\$ 1,066,021	\$ 4.86	\$ 4.11	2	1
4	71,615	3,716	Local	\$ 94.41	\$ 350,820	\$ 4.90	\$ 4.27	3	1
11	60,190	3,282	Trunk	\$ 94.41	\$ 309,829	\$ 5.15	\$ 4.48	6	1
2	18,970	1,064	Local	\$ 94.41	\$ 100,484	\$ 5.30	\$ 4.66	4	1
3	26,666	1,589	Local	\$ 94.41	\$ 150,055	\$ 5.63	\$ 4.97	5	2
21	57,872	3,498	Trunk	\$ 94.41	\$ 330,291	\$ 5.71	\$ 4.96	7	2
7	20,175	1,225	Local	\$ 94.41	\$ 115,626	\$ 5.73	\$ 5.04	11	2
8	41,177	2,726	Local	\$ 94.41	\$ 257,380	\$ 6.25	\$ 5.53	8	2
16	55,418	3,804	Local	\$ 94.41	\$ 359,151	\$ 6.48	\$ 5.62	10	3
10	23,066	1,725	Local	\$ 94.41	\$ 162,877	\$ 7.06	\$ 6.26	9	3
5	17,191	1,357	Local	\$ 94.41	\$ 128,133	\$ 7.45	\$ 6.77	14	3
20	15,457	1,229	Local	\$ 94.41	\$ 116,042	\$ 7.51	\$ 6.84	16	3
17	24,598	2,080	Trunk	\$ 94.41	\$ 196,397	\$ 7.98	\$ 7.20	12	4
19	14,350	1,265	Local	\$ 94.41	\$ 119,458	\$ 8.32	\$ 7.62	13	4
9	14,217	1,255	Local	\$ 94.41	\$ 118,506	\$ 8.34	\$ 7.61	15	4
15	14,268	1,811	Local	\$ 94.41	\$ 170,958	\$ 11.98	\$ 11.28	17	4
22	13,214	2,126	Local	\$ 94.41	\$ 200,701	\$ 15.19	\$ 14.51	18	4

Excluded Routes										Reason Excluded:
18	9,490	206	Tripper	\$ 94.41	\$ 19,425	\$ 2.05	\$ 1.095	\$ 0.95		booster service