



DATE May 2, 2018

TO GCTD Board of Directors

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

SUBJECT Fixed-Route & ACCESS Services Quarterly Update – 3rd Quarter FY 2017-18

I. EXECUTIVE SUMMARY

This quarterly report covers the 3rd Quarter (January - March) of Fiscal Year 2017-18. This report includes a summary of performance and operating statistics for both fixed-route and ACCESS paratransit services.

II. BACKGROUND

Table I shows that ridership for the 3rd quarter of FY 2017-18 has decreased 3% over the 3rd quarter of last year. Ridership in January and February saw modest increases, possibly a rebound effect over last year’s rainy weather. We did however see a decrease in March, which is likely due to heavy rains in the early part of the month.

**3rd Quarter FY 17-18
Systemwide Ridership & Performance**

	3rd Qtr FY 2017-18	3rd Qtr FY 2016-17	Difference	% Change
Fixed-Route Ridership				
Total System Boardings	840,771	867,136	-26365	-3.0%
Average Daily Passengers Weekdays	10,596	10,919	-323	-3.0%
Average Daily Passengers Saturdays	7,258	6,955	303	4.4%
Average Daily Passengers Sundays	5,811	6,162	-351	-5.7%
Wheelchair Boardings	7,445	7,103	342	5%
Bicycle Boardings	21,126	23,323	-2197	-9%
Performance Measures				
Passengers Per Revenue Hour	16.7	17.1	-0.41	-2.4%
Fare Revenue Per Service Hour	\$12.87	\$13.14	\$(0.28)	-2.1%
Total Fare Revenue	\$648,199	\$666,462	\$(18,263)	-2.7%
On-Time Performance	88.8%	88.8%	Goal > 90%	
% Systemwide Boarding as Free Transfers	23.8%	24.0%	Goal < 20%	

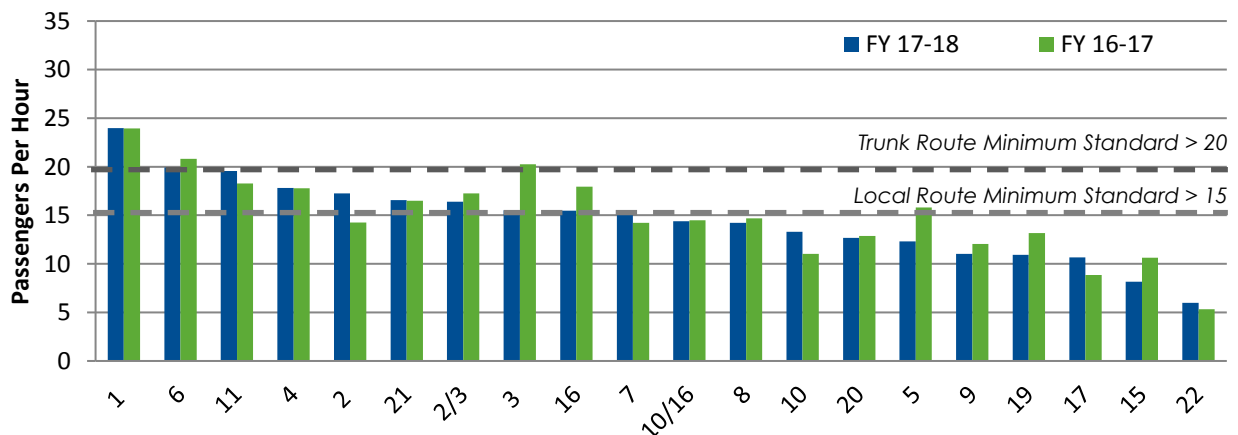
**Decrease in fare revenue due to delay in regional pass reimbursement.*

3rd Quarter FY 17-18 Ridership by Route

Route	Route Name	3 rd Quarter FY 2017-18 Unlinked Passengers	3 rd Quarter FY 2016-17 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	128,702	128,979	(277)	-0.2%
2	Colonia - Downtown Oxnard	18,411	19,304	(893)	-4.6%
3	J St - Centerpoint Mall - Naval Base	24,208	25,791	(1,583)	-6.1%
2/3	<i>Route 2 & 3 Combined</i>	42,619	45,095	(2,476)	-5.5%
4	North Oxnard - Ventura Rd - St. John's	65,470	66,124	(653)	-1.0%
5	Hemlock - Seabridge - Wooley	16,529	21,238	(4,709)	-22.2%
6	Oxnard - Ventura - Main St	224,291	236,657	(12,366)	-5.2%
7	Oxnard College - Centerpoint Mall	18,385	18,177	208	1.1%
8	OTC- Oxnard College - Centerpoint Mall	38,427	39,677	(1,250)	-3.2%
9	Lemonwood - Channel Islands	13,721	15,019	(1,298)	-8.6%
10	Pacific View Mall - Telegraph - Saticoy	22,774	20,488	2,286	11.2%
11	Pacific View Mall - Telephone - Wells	63,870	59,977	3,893	6.5%
15	Esplanade - El Rio - St. John's	14,487	14,887	(400)	-2.7%
14/15/17/22	<i>Route 14, 15, 17 & 22 Combined</i>	49,517	48,913	605	1.2%
16	Downtown Ojai - Pacific View Mall	58,310	64,200	(5,890)	-9.2%
10/16	<i>Route 10 & 16 Combined</i>	81,084	84,688	(3,604)	-4.3%
17	Esplanade - Oxnard College	22,268	22,702	(434)	-1.9%
18	Trippers	11,189	12,843	(1,655)	-12.9%
19	OTC- 5th St - Airport - Gonzales Rd	13,701	16,017	(2,317)	-14.5%
20	Lombard - Sturgis	15,442	15,523	(81)	-0.5%
21	Port Hueneme - Ventura - Victoria Ave	57,824	58,210	(386)	-0.7%
22	Saticoy - St. Johns - Nyeland Acres	12,762	11,324	1,439	12.7%
TOTAL GCT SYSTEM		840,771	867,136	-26,365	-3.04%

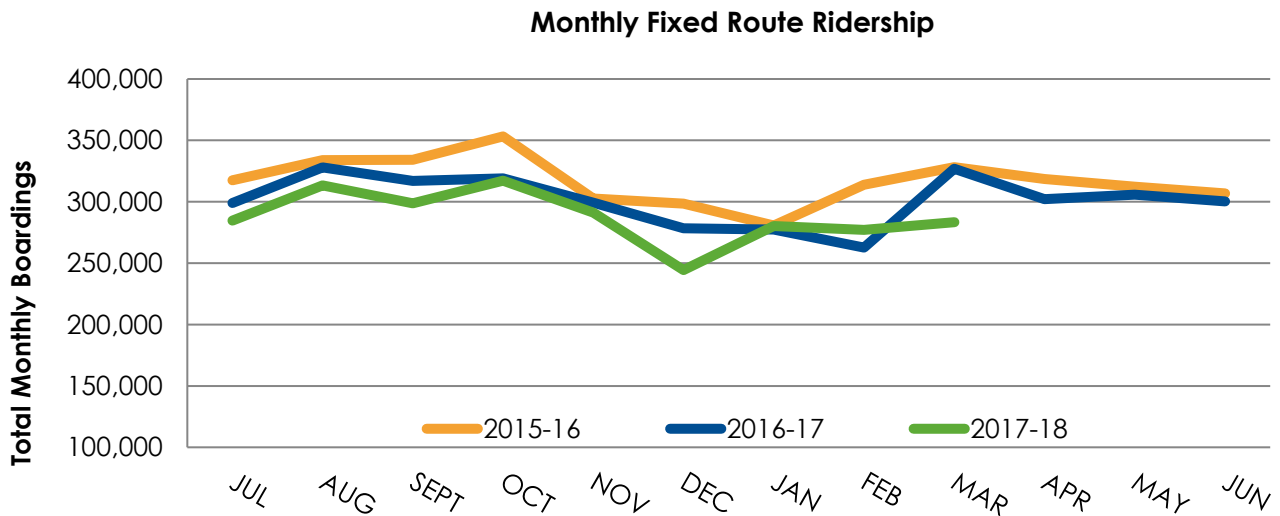
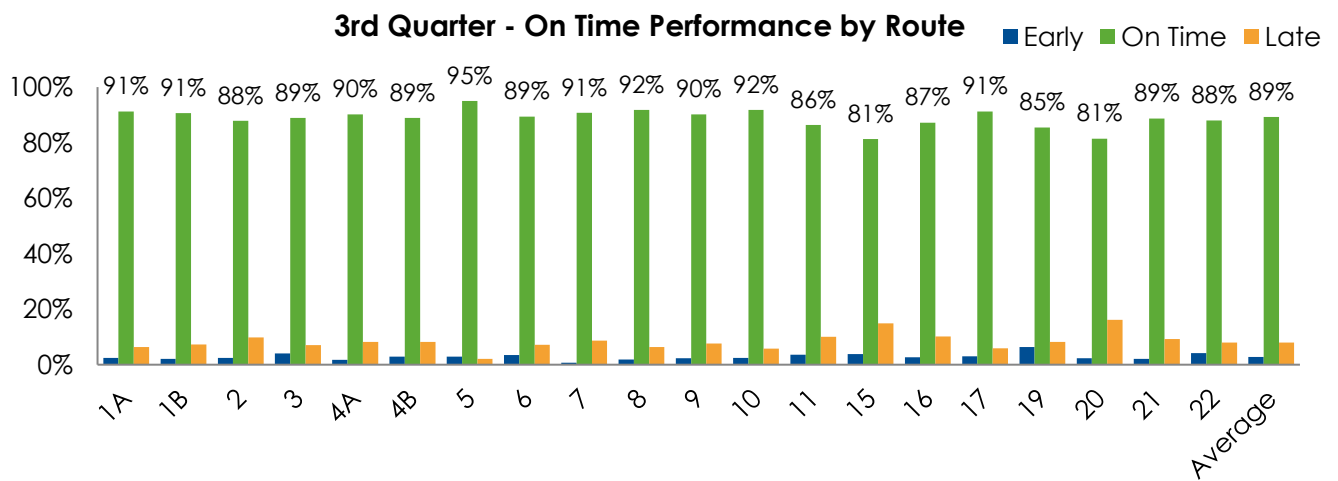
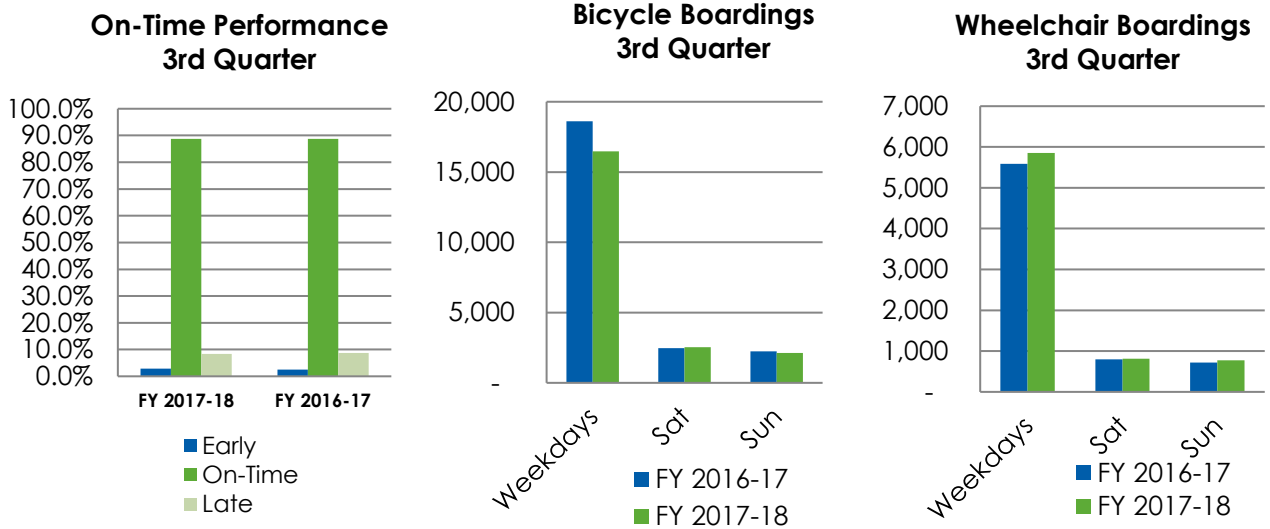
* Data from interlined¹ routes (2/3, 15/17, 10/16) is shown combined to account for Farebox log-in errors.

3rd Quarter FY 17-18 Passengers Per Revenue Hour (Weekdays)

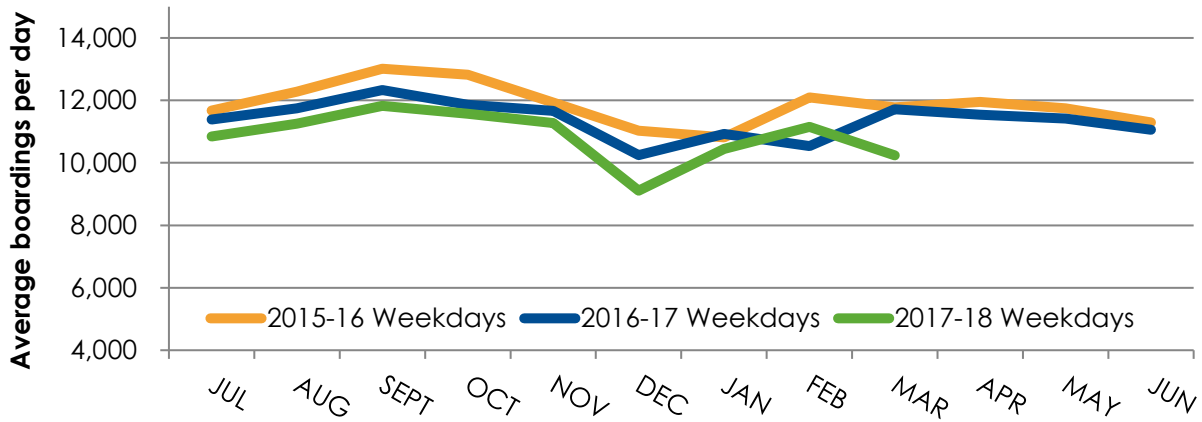


Note: Route 18 (school trippers) not shown in graph.

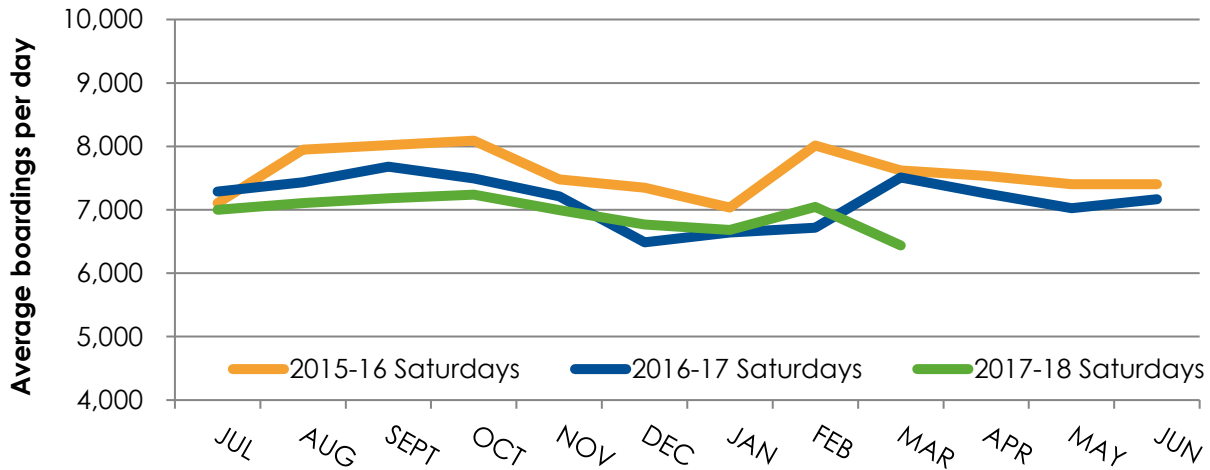
¹ Interlining provides increased efficiency in which the same bus serves more than one route, e.g., it starts service as one route then becomes another route at a point during its scheduled run.



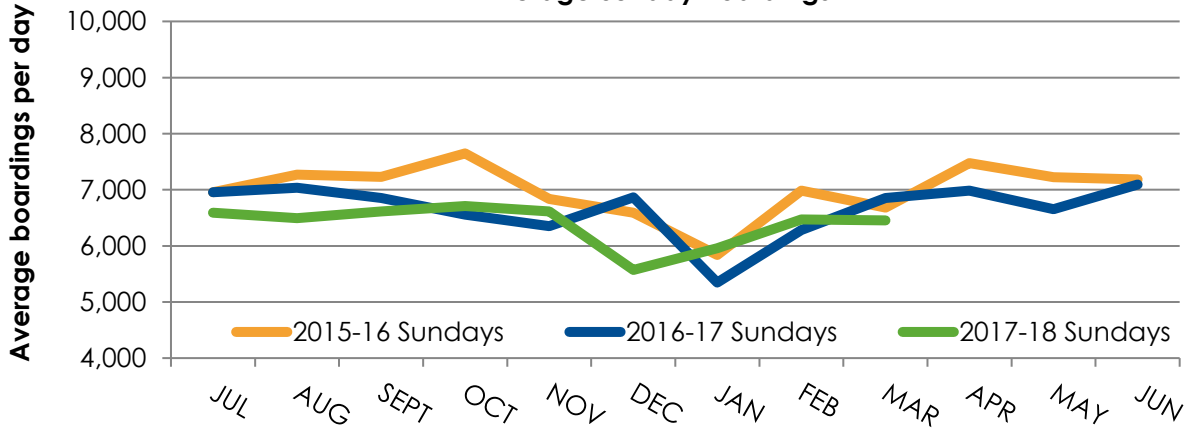
Average Weekday Boardings



Average Saturday Boardings



Average Sunday Boardings



**3rd Quarter
 Complaints/Commendations by Type**

Type	Issue	3rd Quarter Comments	3rd Quarter Verified Comments	Verified Comments YTD 2017-18
Scheduling	On-Time Performance	6	1	4
Operations	Operator Conduct	29	1	8
	Driving Complaints	9	5	10
	Passed by	9	6	8
	Commendations	14	N/A	N/A
Other	Bus Stop Issues	0	0	0
	Other	15	1	4
Totals		82	14	34

Above is a chart showing complaints and commendations received from passengers this past quarter and YTD. Each comment we receive is reviewed and either verified or non-verified based on video review.

III. FIXED-ROUTE SERVICE SUMMARY

In January, ridership recovered from the impacts felt by the Thomas Fire in December and was up over a percent from January 2017.

In February, GCTD released an RFP for a Comprehensive Efficiency Analysis of GCTD Operations and Service Planning to be conducted in preparation for the move to the new Operations and Maintenance Facility at 1901 Auto Center Dr. The relocation to the new facility is expected to result in changes to long established GCTD transit operations and practices. Staff expects this study to identify cost savings opportunities and efficiency gains through improved deadhead trips, operator relief and break locations, blocking and run-cutting practices.

In March, Planning staff implemented a bus stop consolidation plan to reduce travel time and speed up service on the Route 6 on Main Street in Ventura. The plan called for the consolidation of four stops to two and to eliminate five others that were improperly spaced. This resulted in travel time savings for passengers due to less stopping at locations that were spaced less than .25 mile apart.

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

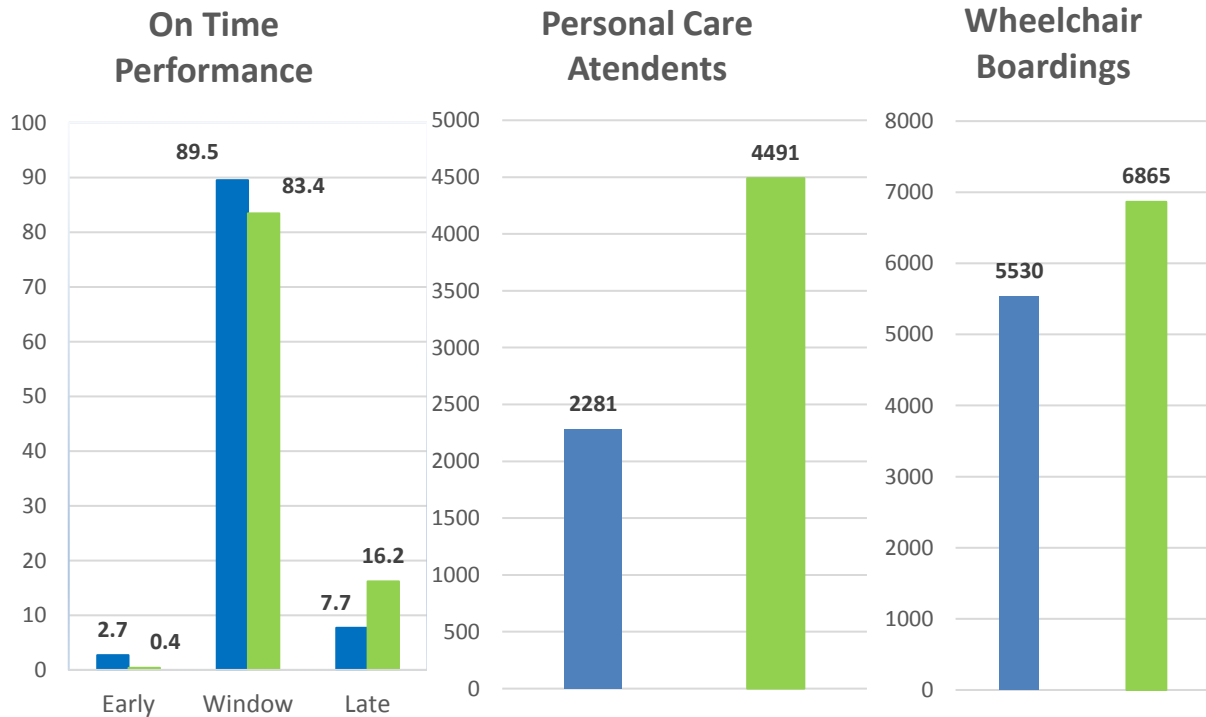
**3rd Quarter FY 2017-18
GO ACCESS Ridership & Performance**

Paratransit Ridership	3rd Qtr FY 2017-18	3rd Qtr FY 2016-17	Difference	% Change
Total System Boardings	29,706	24,988	+4,718	+18.9%
Average Daily Passengers Weekdays	385	340	+45	+13.3%
Average Daily Passengers Saturdays	157	130	+27	+20.7%
Average Daily Passengers Sundays	131	109	+22	+20.2%

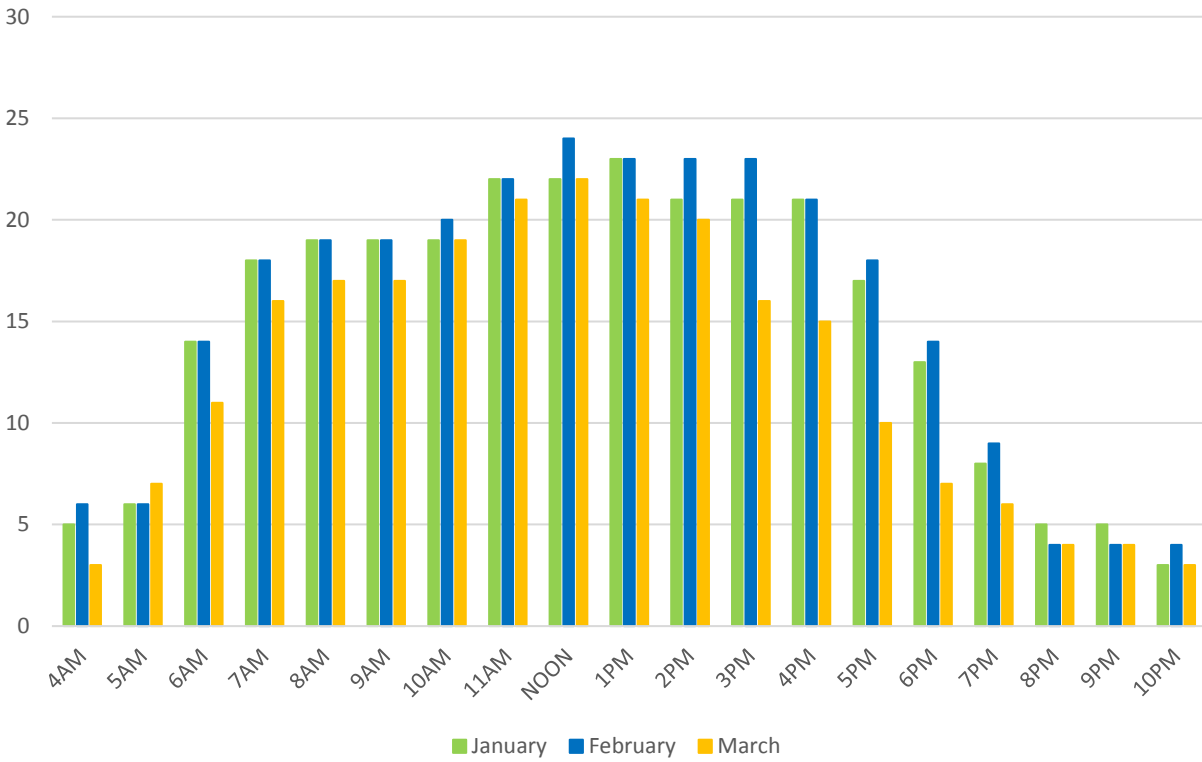
Performance Measures	3rd Qtr FY 2017-18	3rd Qtr FY 2016-17	Difference	% Change
Passengers Per Revenue Hour	2.24	2.17	-0.07	-3.3%
Total Fare Revenue	\$60,659	\$ 52,883	\$ 7,776	+14.7%

FY 2016-17 ■

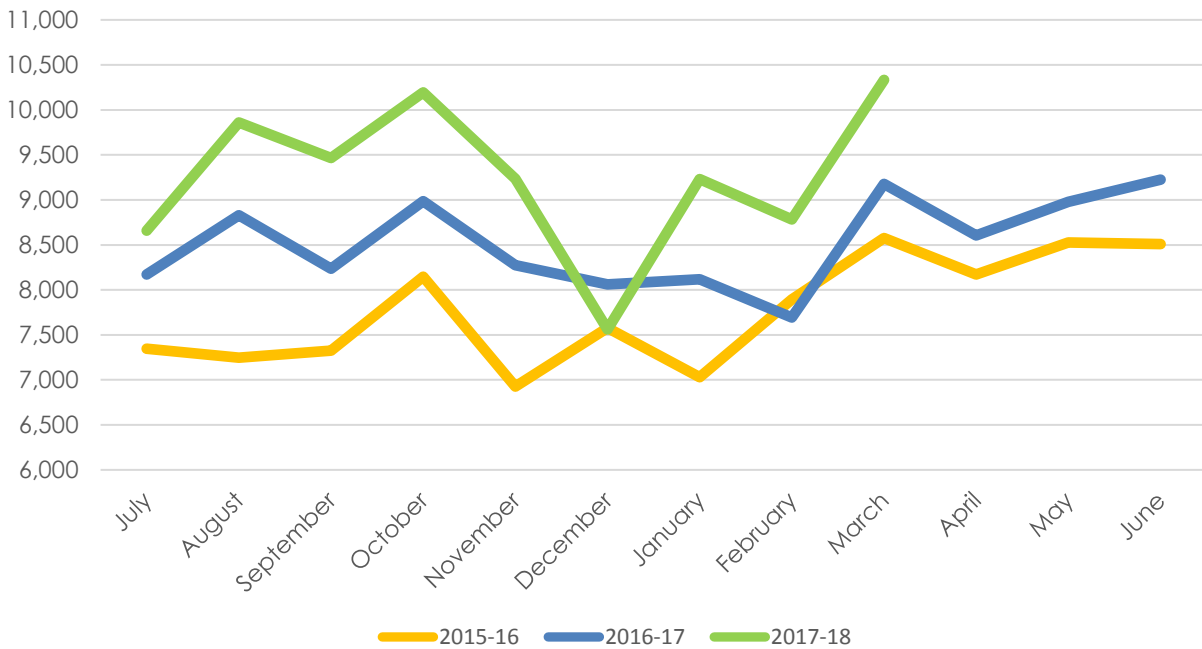
 FY 2017-18 ■



GO ACCESS Routes By Time of Day



GO ACCESS Monthly Boardings



3rd Quarter - Feedback

Type	Issue	3rd Quarter	YTD 2017-18
Scheduling	Travel Time	2	3
	Schedules	1	6
	On-Time		
Operations	Performance	2	7
	Operator	2	8
	Dispatch	0	3
Other	Reservations	0	2
	Policies	1	3
Commendations		0	5



VI. GO ACCESS - HIGHLIGHTS

Total GO ACCESS boardings increased 18.9% during the 3rd quarter this year when compared to the 3rd 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 24% when compared to last year. Boardings involving wheelchairs typically add at least five minutes per boarding to deploy accessibility equipment and then safely secure the passenger in his/her equipment. The additional time involved per boarding can impact the ability to efficiently combine trips without negatively impacting passenger wait times. GO ACCESS passengers experienced an overall on-time performance of 83.4% during the 3rd Quarter of FY2017/18. On-time performance was challenged in March during the Ecolane scheduling software migration. Steps were taken to mitigate the impact to passengers of the lower OTP as staff learned to use the new software. Currently the OTP in April is 90%.

The Board approved the purchase of Ecolane scheduling and dispatch software for the paratransit services in September 2017. The new system went live on March 1st with immediate results. Passengers now receive their confirmed pick up windows at the end of the reservation call. The previous software required calls be made to passengers after reservations had closed to provide a confirmed pick up window. This old method was used in an attempt to get maximum productivity while providing service to customers. In March 2017, the passenger productivity was 2.16 passengers per vehicle revenue hour. With the implementation of the Ecolane system, productivity improved to 2.36 passengers per vehicle revenue hour, an improvement of 9.4%. What this means for ACCESS is that as the demand for service continues to grow, GCTD is better positioned to absorb some of the growth without necessarily always adding additional hours (and cost).

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

**3rd Quarter FY 17-18 - Service Evaluation Report
RIDERSHIP MEASURE**

Route #	Route Name	Service Type	Total Revenue		Passengers per Revenue Hour	Route Ranking
			Hours	Total Passengers		
1	Port Hueneme - OTC	Trunk	5,364	128,702	24.0	1
6	Oxnard - Ventura/Main St.	Trunk	11,256	224,291	19.9	1
11	Telephone Road - Saticoy	Trunk	3,266	63,870	19.6	1
4	North Oxnard	Local	3,677	65,470	17.8	1
2	Colonia	Local	1,066	18,411	17.3	1
21	Port Hueneme - Ventura - Victoria Ave	Trunk	3,489	57,824	16.6	2
3	Southside	Local	1,559	24,208	15.5	2
16	Ojai	Local	3,763	58,310	15.5	2
7	South Oxnard	Local	1,216	18,385	15.1	2
8	Oxnard College	Local	2,700	38,427	14.2	3
10	Telegraph Road - Saticoy	Local	1,714	22,774	13.3	3
20	Eastman - Lombard - Stugis	Local	1,219	15,442	12.7	3
5	Parkwest	Local	1,342	16,529	12.3	3
9	Lemonwood/Gisler	Local	1,245	13,721	11.0	4
19	Gonzales - OTC - Fifth	Local	1,252	13,701	10.9	4
17	Esplanade - Oxnard College	Trunk	2,084	22,268	10.7	4
15	El Rio - Northeast	Local	1,775	14,487	8.2	4
22	Wells - Nyeland	Local	2,127	12,762	6.0	4

Excluded Routes					Reason Excluded:	
18	Trippers		118	5,319	45.1	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	128,702	5,364	Trunk	\$ 94.41	\$ 506,431	\$ 3.93	\$ 3.24	1	1
6	224,291	11,256	Trunk	\$ 94.41	\$ 1,062,639	\$ 4.74	\$ 3.94	2	1
11	63,870	3,266	Trunk	\$ 94.41	\$ 308,355	\$ 4.83	\$ 4.11	3	1
4	65,470	3,677	Local	\$ 94.41	\$ 347,185	\$ 5.30	\$ 4.63	4	1
2	18,411	1,066	Local	\$ 94.41	\$ 100,666	\$ 5.47	\$ 4.79	5	1
21	57,824	3,489	Trunk	\$ 94.41	\$ 329,432	\$ 5.70	\$ 4.89	6	2
3	24,208	1,559	Local	\$ 94.41	\$ 147,231	\$ 6.08	\$ 5.39	7	2
16	58,310	3,763	Local	\$ 94.41	\$ 355,289	\$ 6.09	\$ 5.18	8	2
7	18,385	1,216	Local	\$ 94.41	\$ 114,793	\$ 6.24	\$ 5.48	9	2
8	38,427	2,700	Local	\$ 94.41	\$ 254,862	\$ 6.63	\$ 5.84	10	3
10	22,774	1,714	Local	\$ 94.41	\$ 161,817	\$ 7.11	\$ 6.25	11	3
20	15,442	1,219	Local	\$ 94.41	\$ 115,061	\$ 7.45	\$ 6.72	12	3
5	16,529	1,342	Local	\$ 94.41	\$ 126,710	\$ 7.67	\$ 6.96	13	3
9	13,721	1,245	Local	\$ 94.41	\$ 117,523	\$ 8.57	\$ 7.84	14	4
19	13,701	1,252	Local	\$ 94.41	\$ 118,205	\$ 8.63	\$ 7.86	15	4
17	22,268	2,084	Trunk	\$ 94.41	\$ 196,759	\$ 8.84	\$ 8.01	16	4
15	14,487	1,775	Local	\$ 94.41	\$ 167,564	\$ 11.57	\$ 10.82	17	4
22	12,762	2,127	Local	\$ 94.41	\$ 200,810	\$ 15.74	\$ 15.00	18	4

Excluded Routes										Reason Excluded:
18	11,189	269	Tripper	\$ 94.41	\$ 25,396	\$ 2.27	\$ 1.210	\$ 1.06		booster service