



Item #10

**DATE** May 1, 2019

**TO** GCTD Board of Directors

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

**SUBJECT** Fixed-Route & ACCESS Services Quarterly Update – 3<sup>rd</sup> Quarter FY 2018-19

## I. EXECUTIVE SUMMARY

This quarterly report covers the 3<sup>rd</sup> Quarter (January - March) of Fiscal Year 2018-19. 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 3<sup>rd</sup> quarter of FY 2018-19 has decreased 2.3% over the period last fiscal year. GCTD has not implemented any service design changes and there have not been any significant changes to our service area this quarter so staff believes the decrease in ridership is most attributable to the heavy storms the region has experienced in the months of January and February.

**3rd Quarter FY 18-19  
Systemwide Ridership & Performance (All Periods)**

	3rd Qtr FY 2018-19	3rd Qtr FY 2017-18	Difference	% Change
<b>Fixed-Route Ridership</b>				
Total System Boardings	821,524	840,771	-19,247	-2.3%
Average Daily Passengers Weekdays	10,553	10,596	-42	-0.4%
Average Daily Passengers Saturdays	6,149	6,700	-551	-8.2%
Average Daily Passengers Sundays	5,902	6,295	-393	-6.2%
Wheelchair Boardings	7,711	7,445	266	4%
Bicycle Boardings	17,844	21,126	-3,282	-16%
<b>Performance Measures</b>				
Passengers Per Revenue Hour	16.4	16.7	-0.25	-1.5%
Fare Revenue Per Service Hour	\$13.11	\$12.87	\$0.24	1.9%
Total Fare Revenue	\$655,028	\$648,199	\$6,829	1.1%
On-Time Performance	88.3%	88.8%	Goal > 90%	
% Systemwide Boarding as Free Transfers	21%	23.8%	Goal < 20%	

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

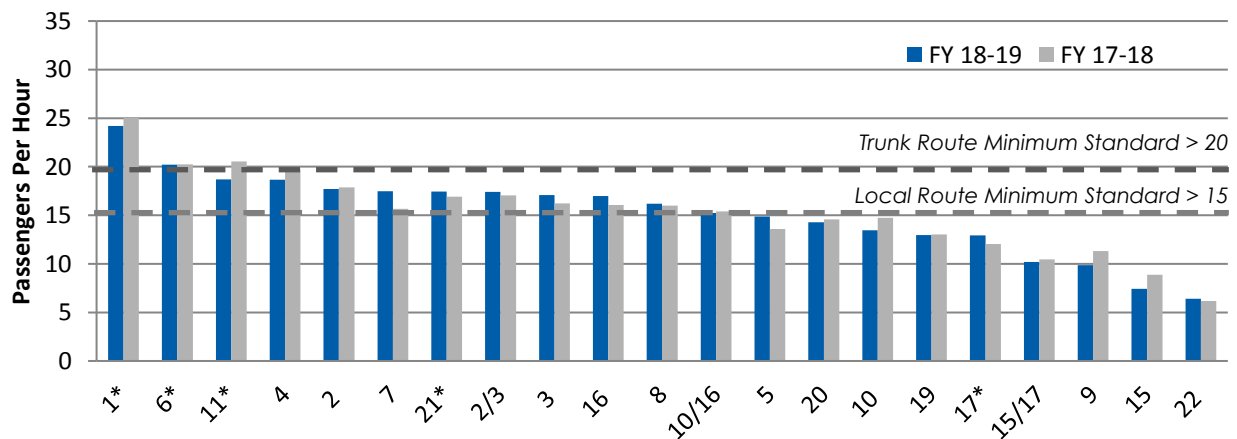
### GOLD COAST TRANSIT DISTRICT

### 3<sup>rd</sup> Quarter FY 18-19 Ridership by Route

Route	Route Name	3 <sup>rd</sup> Quarter FY 2018-19 Unlinked Passengers	3 <sup>rd</sup> Quarter FY 2017-18 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	123,036	128,702	(5,666)	-4.4%
2	Colonia - Downtown Oxnard	17,594	18,411	(817)	-4.4%
3	J St - Centerpoint Mall - Naval Base	24,604	24,208	396	1.6%
2/3	<i>Route 2 &amp; 3 Combined</i>	42,198	42,619	(421)	-1.0%
4	North Oxnard - Ventura Rd - St. John's	60,996	65,470	(4,475)	-6.8%
<b>5</b>	<b>Hemlock - Seabridge - Wooley</b>	<b>18,009</b>	<b>16,529</b>	<b>1,480</b>	<b>9.0%</b>
6	Oxnard - Ventura - Main St	219,939	224,291	(4,353)	-1.9%
<b>7</b>	<b>Oxnard College - Centerpoint Mall</b>	<b>20,067</b>	<b>18,385</b>	<b>1,682</b>	<b>9.1%</b>
8	OTC- Oxnard College - Centerpoint Mall	38,223	38,427	(204)	-0.5%
9	Lemonwood - Channel Islands	12,202	13,721	(1,519)	-11.1%
10	Pacific View Mall - Telegraph - Saticoy	20,559	22,774	(2,215)	-9.7%
11	Pacific View Mall - Telephone - Wells	57,328	63,870	(6,542)	-10.2%
15	Esplanade - El Rio - St. John's	12,076	14,487	(2,411)	-16.6%
15/17	<i>Route 15 &amp; 17 Combined</i>	35,754	36,755	(1,001)	-2.7%
16	Downtown Ojai - Pacific View Mall	59,815	58,310	1,505	2.6%
10/16	<i>Route 10 &amp; 16 Combined</i>	80,374	81,084	(710)	-0.9%
<b>17</b>	<b>Esplanade - Oxnard College</b>	<b>23,678</b>	<b>22,268</b>	<b>1,409</b>	<b>6.3%</b>
18	Trippers	12,527	11,189	1,338	12.0%
19	OTC- 5th St - Airport - Gonzales Rd	11,876	13,701	(1,825)	-13.3%
20	Lombard - Sturgis	15,341	15,442	(101)	-0.7%
<b>21</b>	<b>Port Hueneme - Ventura - Victoria Ave</b>	<b>60,772</b>	<b>57,824</b>	<b>2,948</b>	<b>5.1%</b>
22	Saticoy - St. Johns - Nyeland Acres	12,883	12,762	121	0.9%
<b>TOTAL GCT SYSTEM</b>		<b>821,524</b>	<b>840,771</b>	<b>-19,247</b>	<b>-2.3%</b>

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

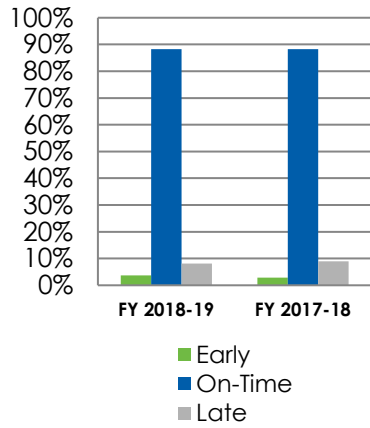
### 3<sup>rd</sup> Quarter FY 18-19 Passengers Per Revenue Hour



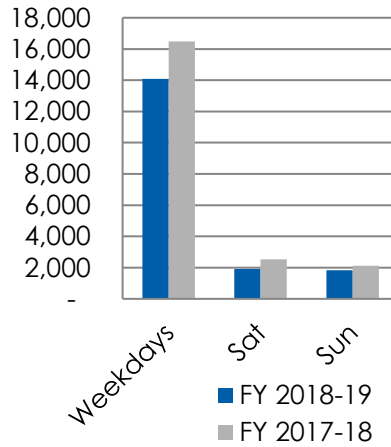
\* Trunk Route

<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.

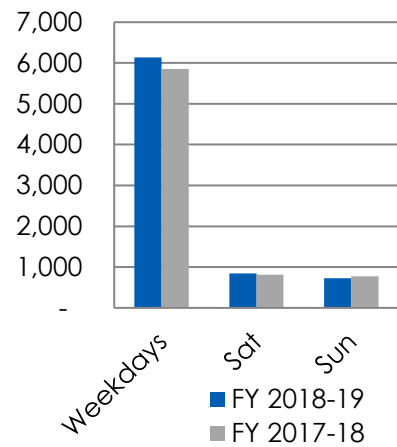
**On-Time Performance  
3rd Quarter**



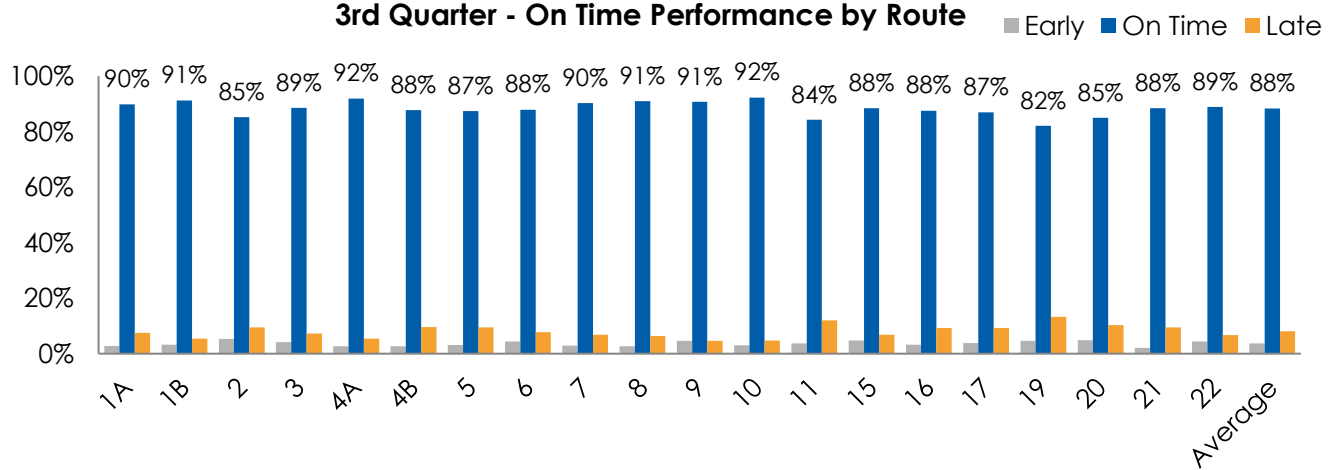
**Bicycle Boardings  
3rd Quarter**



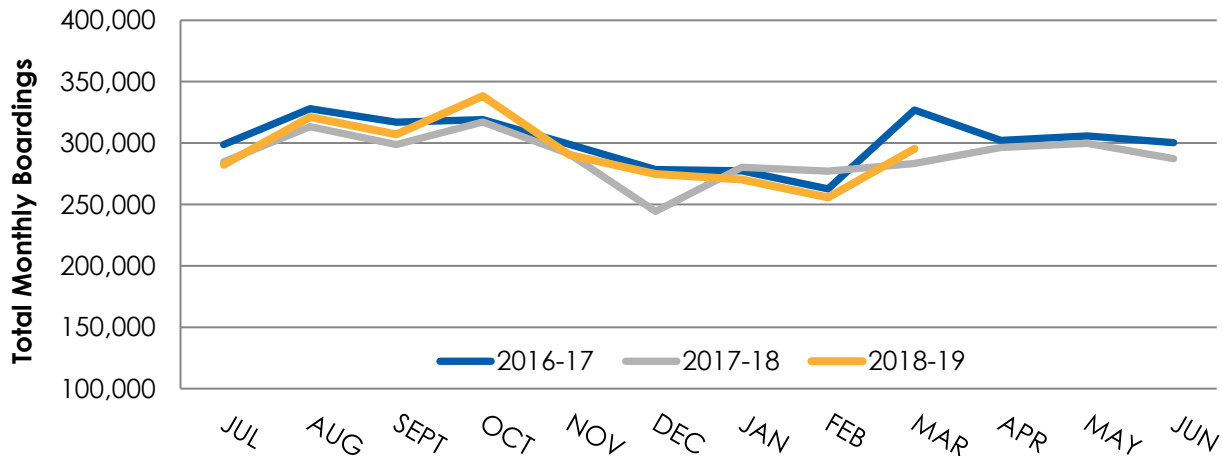
**Wheelchair Boardings  
3rd Quarter**



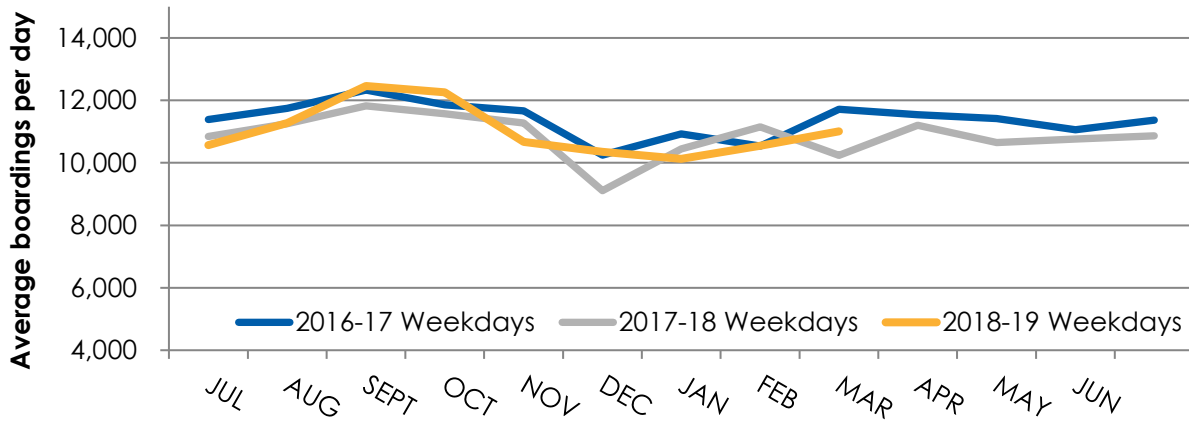
**3rd Quarter - On Time Performance by Route**



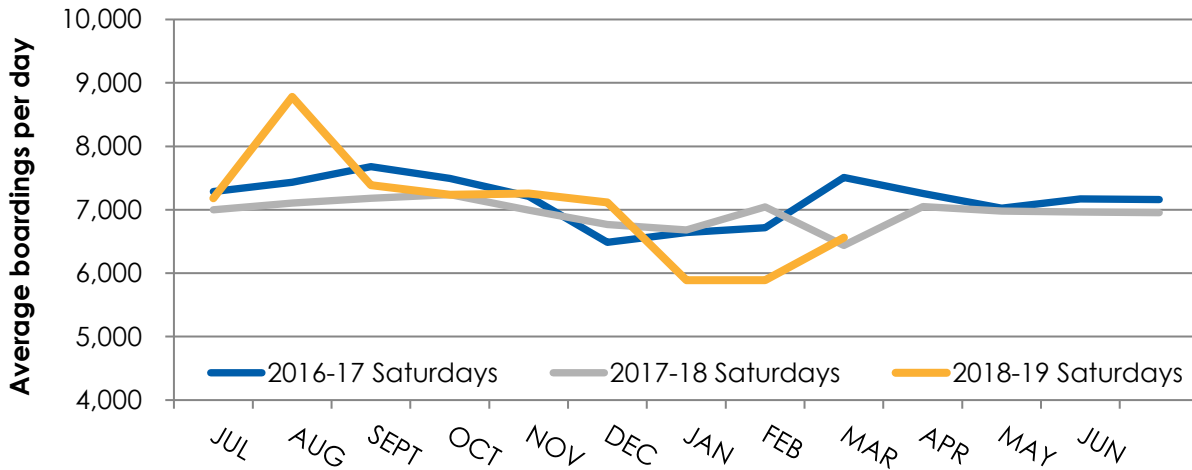
**Monthly Fixed Route Ridership**



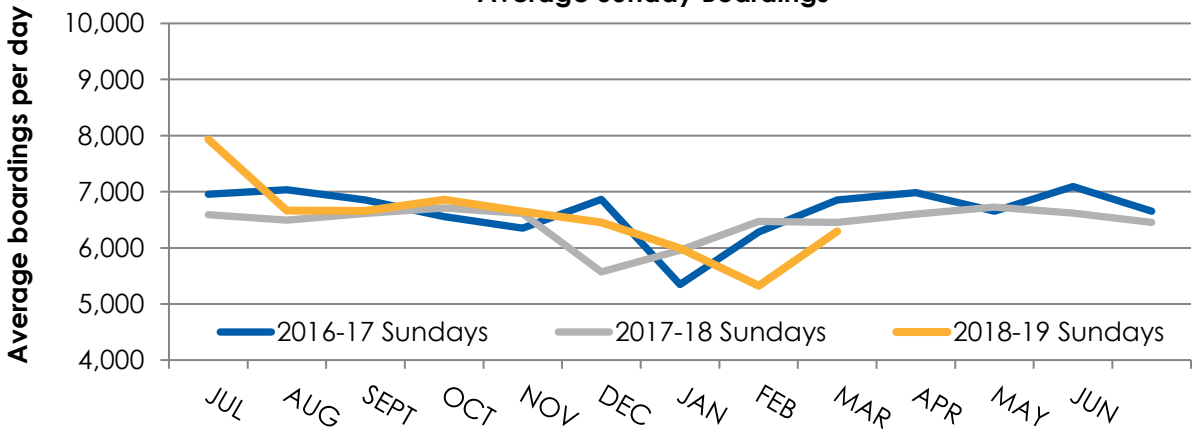
### Average Weekday Boardings



### Average Saturday Boardings



### Average Sunday Boardings



### 3<sup>rd</sup> Quarter Complaints/Commendations by Type

Type	Issue	3 <sup>rd</sup> Quarter Comments	3 <sup>rd</sup> Quarter Verified Comments	Verified Comments FY YTD 2018-19
Scheduling	On-Time Performance	13	2	4
Operations	Operator Conduct	32	0	9
	Driving Complaints	8	0	1
	Passed by	15	4	7
	Commendations	3	N/A	N/A
	Bus Stop Issues	0	0	0
Other	Other	11	1	4
<b>Totals</b>		<b>82</b>	<b>7</b>	<b>25</b>

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

### III. FIXED-ROUTE SERVICE SUMMARY

As stated above, ridership decreased 2.3% systemwide this quarter. Decreases in ridership were seen in all but four routes. Most significantly, was a decrease of 10% on Route 11, that could be due, in part, to construction taking place along Telephone Road which has caused intermittent stop closures since August 2018. One possible explanation for the increase on three of the four routes that saw an increase in ridership is that three directly serve Ventura and Oxnard Colleges, so the belief is that free fares for students continues to be a driver of ridership for students but not for the majority of riders. Regarding the other routes with decreased ridership, staff believes that the heavy rainstorms that our service area experienced kept those who would use transit from doing so.

In January, staff implemented minor service changes and conducted outreach to distribute new Bus Books (and ponchos in anticipating of rainy season) to our riders. Also, in January, staff completed a passenger survey which providing info on preferences of over 600 passengers. Results were shared online and also by the Ventura County Star.

In February, planning staff completed the Economic Impact Report for GCTD which used budget data to provide information about direct and indirect impact of operations, maintenance of buses and capital projects to the local economy. Also, in February staff participated in the “Superbowl of Caring” Foodshare drive raising over \$1,366 in donations to #TackleHunder.



#### 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

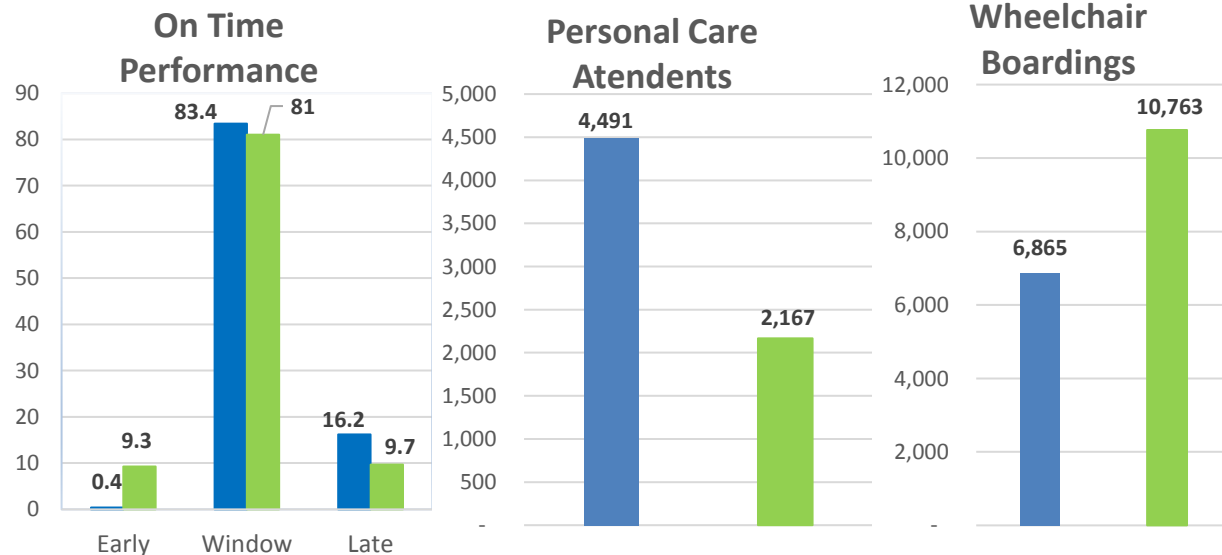
**3rd Quarter FY 2018-19  
 GO ACCESS Ridership & Performance**

<b>Paratransit Ridership</b>	<b>3rd Qtr FY 2018-19</b>	<b>3rd Qtr FY 2017-18</b>	<b>Difference</b>	<b>% Change</b>
Total System Boardings	28,240	28,348	-108	-.38%
Average Daily Passengers Weekdays	384	385	-1	-0.3%
Average Daily Passengers Saturdays	170	157	+27	+8.3%
Average Daily Passengers Sundays	138	131	+22	+5.3%

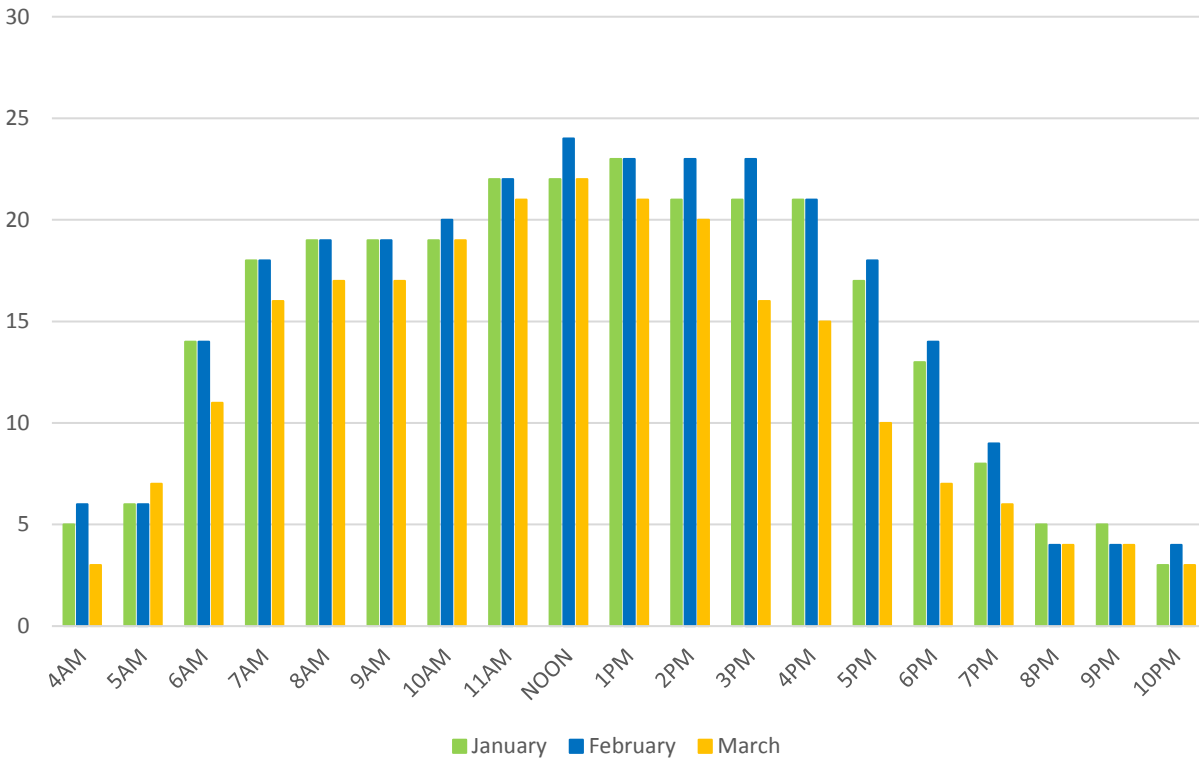
  

<b>Performance Measures</b>	<b>3rd Qtr FY 2018-19</b>	<b>3rd Qtr FY 2017-18</b>	<b>Difference</b>	<b>% Change</b>
Passengers Per Revenue Hour	2.28	2.17	+0.11	+5.1%
Total Fare Revenue	\$81,069	\$ 60,659	\$ 20,410	+33.65%

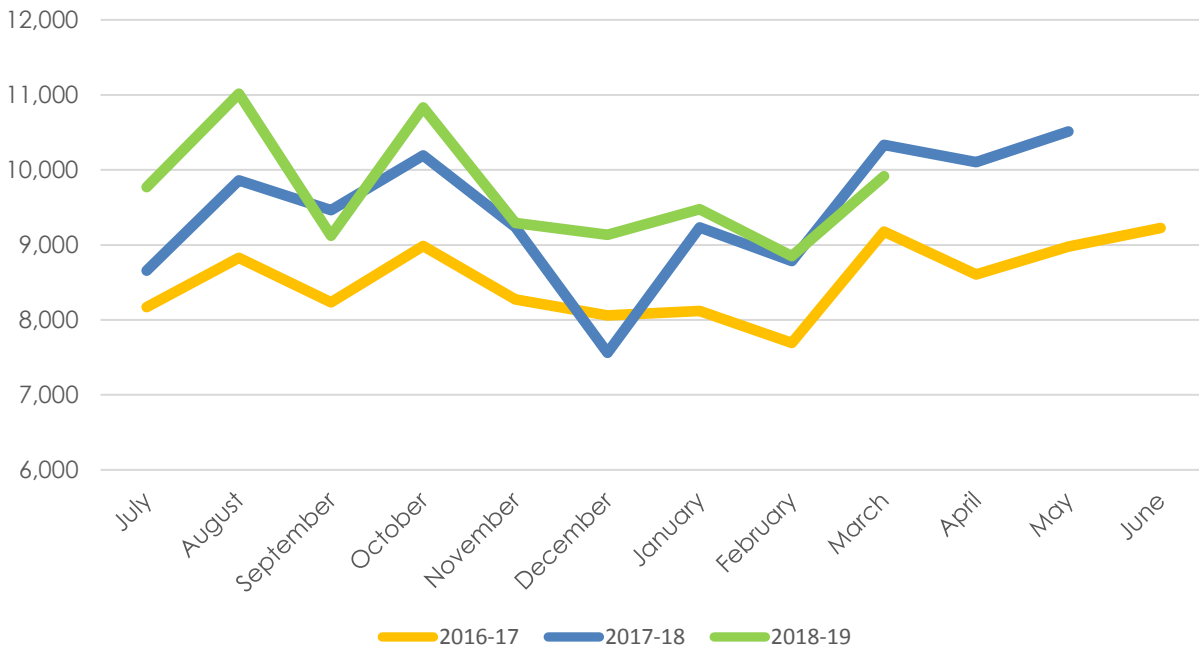
■ FY 2017-18      ■ FY 2018-19



### GO ACCESS Routes By Time of Day



### GO ACCESS Monthly Boardings



3rd Quarter - Feedback

<b>Type</b>	<b>Issue</b>	<b>3rd Quarter</b>	<b>YTD 2018-19</b>
Scheduling	Travel Time	2	5
	Schedules	1	7
	On-Time Performance	0	7
Operations	Operator	3	11
	Dispatch	2	5
Other	Reservations	0	2
	Policies	0	3
Commendations		1	6



## VI. GO ACCESS - HIGHLIGHTS

Total boardings GO ACCESS decreased .38% during the 3rd quarter this year when compared to the 3rd quarter of last year. The wet weather throughout the quarter had an impact on ridership. Wheelchair boardings increased more than 56% 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 significant increase in wheelchair boardings combined with the weather created some On Time Performance challenges. GO ACCESS passengers experienced an overall on-time performance of 81.0% during the 3<sup>rd</sup> Quarter of FY2018/19. On-time performance is measured as arriving within the twenty-minute window. A trip that arrives early is considered not on time. The OTP measuring only late trips was actually 90.7%.

The Board approved the purchase of Ecolane scheduling and dispatch software for the paratransit services in September 2017 continues to yield benefits. Passengers now receive their confirmed pick up windows at the end of the reservation call. Customers get an automated call to their phone announcing the pending arrival of a vehicle. Customers have ten minutes to greet their driver. Dwell time by vehicles waiting for customers have been reduced by 8% since this feature was rolled out in early February. The software provides dispatchers with improved visibility - to see where the revenue vehicles are. Productivity continues to improve as measured by the passengers per vehicle revenue hour. This translate into an improved ability 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

Attachment 1: 3<sup>rd</sup> Quarter FY 2018-19 Fixed-Route Service Evaluation



### 3rd Quarter FY 18-19: Service Evaluation Report

#### RIDERSHIP MEASURE: Passengers Per Revenue Hour

Route #	Route Name	Service Type	Total Revenue Hours	Total Passengers	Passengers per Revenue Hour	Route Ranking
1	Port Hueneme - OTC	Trunk	5,348	123,036	23.0	1
6	Oxnard - Ventura/Main St.	Trunk	11,179	219,939	19.7	1
11	Telephone Road - Saticoy	Trunk	3,248	57,328	17.7	1
21	Victoria Ave	Trunk	3,598	60,772	16.9	1
2	Colonia	Local	1,053	17,594	16.7	1
4	North Oxnard	Local	3,675	60,996	16.6	2
7	South Oxnard	Local	1,212	20,067	16.6	2
16	Ojai	Trunk	3,772	59,815	15.9	2
3	Southside	Local	1,572	24,604	15.7	2
8	Oxnard College	Local	2,698	38,223	14.2	3
5	Parkwest	Local	1,326	18,009	13.6	3
19	Gonzales/OTC/Fifth	Local	917	11,876	13.0	3
20	Eastman - Lombard - Stugis	Local	1,223	15,341	12.5	3
10	Telegraph Road - Saticoy	Trunk	1,706	20,559	12.1	4
17	Vineyard Central Rose	Trunk	2,053	23,678	11.5	4
9	Lemonwood/Gisler	Local	1,243	12,202	9.8	4
15	El Rio - Northeast	Local	1,783	12,076	6.8	4
22	Wells - Nyeland	Trunk	2,113	12,883	6.1	4

Excluded Routes					Reason Excluded:
18	Trippers	246	12,527	51.0	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 highways.	20
Local	Routes that connect residential areas to major commercial and employment centers and travel on both arterial and residential streets.	15

#### ECONOMIC MEASURE: Subsidy Per Passenger

Route #	Total Passengers	Total Revenue Hours	Service Type	Systemwide Operating Cost Per Hour	Total Cost	Cost Per Passenger	Average Fare Per Passenger	Subsidy Per Passenger	Route Ranking	Quartile
1	123,036	5,348	Trunk	\$ 100.67	\$ 538,426	\$ 4.38	\$0.63	\$ 3.75	1	1
6	219,939	11,179	Trunk	\$ 100.67	\$ 1,125,390	\$ 5.12	\$0.66	\$ 4.46	2	1
11	57,328	3,248	Trunk	\$ 100.67	\$ 326,998	\$ 5.70	\$0.58	\$ 5.13	3	1
21	60,772	3,598	Trunk	\$ 100.67	\$ 362,166	\$ 5.96	\$0.62	\$ 5.34	4	1
2	17,594	1,053	Local	\$ 100.67	\$ 105,990	\$ 6.02	\$0.61	\$ 5.41	5	1
7	20,067	1,212	Local	\$ 100.67	\$ 121,981	\$ 6.08	\$0.63	\$ 5.45	6	2
4	60,996	3,675	Local	\$ 100.67	\$ 369,941	\$ 6.07	\$0.58	\$ 5.49	7	2
16	59,815	3,772	Trunk	\$ 100.67	\$ 379,691	\$ 6.35	\$0.78	\$ 5.56	8	2
3	24,604	1,572	Local	\$ 100.67	\$ 158,249	\$ 6.43	\$0.59	\$ 5.84	9	2
8	38,223	2,698	Local	\$ 100.67	\$ 271,567	\$ 7.10	\$0.67	\$ 6.43	10	3
5	18,009	1,326	Local	\$ 100.67	\$ 133,520	\$ 7.41	\$0.63	\$ 6.78	11	3
19	11,876	917	Local	\$ 100.67	\$ 92,264	\$ 7.77	\$0.67	\$ 7.10	12	3
20	15,341	1,223	Local	\$ 100.67	\$ 123,160	\$ 8.03	\$0.63	\$ 7.40	13	3
10	20,559	1,706	Trunk	\$ 100.67	\$ 171,773	\$ 8.36	\$0.67	\$ 7.69	14	4
17	23,678	2,053	Trunk	\$ 100.67	\$ 206,682	\$ 8.73	\$0.69	\$ 8.04	15	4
9	12,202	1,243	Local	\$ 100.67	\$ 125,123	\$ 10.25	\$0.62	\$ 9.63	16	4
15	12,076	1,783	Local	\$ 100.67	\$ 179,453	\$ 14.86	\$0.57	\$ 14.29	17	4
22	12,883	2,113	Trunk	\$ 100.67	\$ 212,694	\$ 16.51	\$0.67	\$ 15.84	18	4

Excluded Routes										Reason Excluded:	
18	12,527	246	Tripper	\$ 100.67	\$ 24,731	\$ 1.97	\$ 1.025	\$ 0.95			booster service