



DATE: September 10, 2014
 TO: GCTD Board of Directors
 FROM: Vanessa Rauschenberger, Planning Manager
 Margaret Heath, Paratransit & Special Projects Manager
 RE: **Fixed Route Service Evaluation for 4th Quarter & FY 13/14
 & ACCESS Paratransit Management Report for FY 13/14**

I. EXECUTIVE SUMMARY

This report covers the 4th Quarter (April 2014 through June 2014), Year-End for FY 13/14, and includes information about both fixed-route ridership and performance based on service standards adopted by the Board. This report also includes the FY 13/14 ACCESS Paratransit Management Report.

II. FIXED ROUTE RIDERSHIP

Table I shows ridership for the 4th Quarter and Year-End for FY 13/14. Although passengers per revenue hour decreased over the prior year, overall ridership increased by 7%. The decrease in passengers per hour may be due in part to the new service added in FY 13/14. In addition, the new fareboxes have enabled us to count passengers with greater accuracy. Table II shows ridership for the 4th Quarter and Table III shows the YTD ridership for FY 13/14.

Table I – Systemwide Ridership & Performance

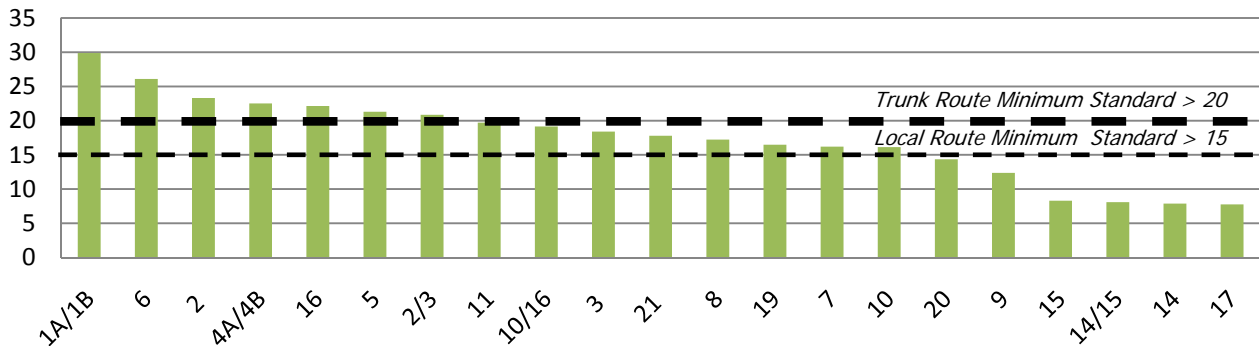
Fixed-Route Ridership	4th Quarter FY 13/14	4th Quarter FY 12/13	+/-	% chg	YTD FY 13/14	YTD FY 12/13	% chg
Total System Boardings	951,654	927,949	23,705	2.6%	3,817,758	3,566,470	7%
Avg. Daily Passengers Wkdy	11,893	11,618	275	2.4%	12,107	11,227	7.8%
Avg. Daily Passengers Sat	7,644	7,393	251	3.4%	7,660	7,142	7.3%
Avg. Daily Passengers Sun	7,011	6,795	216	3.2%	6,999	6,479	8%
Wheelchair Boardings	4,094	5,269	(1,175)	-22.3%	17,779	18,170	-2.2%
Bicycle Boardings	24,049	18,731	5,318	28.4%	86,934	65,377	33%
Passengers Per Rev Hour	19.2	19.8	-0.6	-3.0%	19.4	19.7	-1.5%
Fare Rev Per Service Hour	\$14.11	\$13.99	\$0.12	0.9%	\$ 13.93	\$13.81	0.9%
Total Fare Revenue	\$701,525	\$655,356	\$46,169	7.0%	\$2,743,944	\$2,504,405	9.6%
On-Time Performance	79%	80%	<i>Goal > 90%</i>		78%	81%	
% Boarding as Free Transfer	27%	28%	<i>Goal < 20%</i>		26%	27%	

**Table II – Route Specific Ridership & Performance
4th Quarter FY 13/14**

Route	Route Name	4 th Quarter FY 13/14 Unlinked Passengers	4 th Quarter FY 12/13 Unlinked Passengers	% change
1A & 1B	Port Hueneme – OTC	150,441	153,344	-2%
2	Colonia – Downtown	28,385	28,305	0%
3	J St – Centerpoint Mall – Base	22,878	26,685	-14%
2 & 3*	<i>Route 2 & 3 Combined</i>	<i>51,263</i>	<i>54,990</i>	<i>-7%</i>
4A & 4B*	North Oxnard	73,777	82,483	-11%
5	Hemlock – Seabridge – Wooley	24,567	28,185	-13%
6	Oxnard – Ventura – Main Street	253,697	261,117	-3%
7	Oxnard College – Centerpoint – PV Rd	20,469	13,134	56%
8	OTC – Centerpoint – Oxnard College	42,862	43,484	-1%
9	Lemonwood – Channel Islands	15,525	15,214	2%
11	Telephone Road – Wells Center	60,694	55,696	9%
14	RiverPark – Nyeland Acres	14,030	13,908	1%
15	El Rio – Esplanade	14,843	19,898	-25%
14 & 15*	<i>Route 14 & 15 Combined</i>	<i>28,873</i>	<i>33,806</i>	<i>-15%</i>
10	Telegraph Road – Saticoy	26,152	20,090	30%
16	Downtown Ojai – Pacific View Mall	77,283	81,954	-6%
10 & 16*	<i>Route 10 & 16 Combined</i>	<i>103,435</i>	<i>102,044</i>	<i>1%</i>
17	Esplanade – Oxnard College	16,651	16,470	1%
18	Trippers (OHS, VHS, PHS)	13,778	14,142	-3%
19	Gonzales – OTC – 5 th – Airport	18,541	14,637	27%
20**	Eastman – Lombard – Sturgis <i>New in 2013</i>	15,862	1,003	1481%
21**	Victoria – Ventura – Port Hueneme <i>New in 2013</i>	61,219	38,200	60%
TOTAL	GCT System 4th Quarter	951,654	927,949	2.6%

* Some riders on interlined¹ routes (2/3, 14/15, 10/16) may be miscounted due to Farebox log-in errors when changing routes. Combined totals are shown for interlined routes. ** Route 20 & 21 were new routes added in 2013.

4th Quarter - Weekday Passengers Per Hour



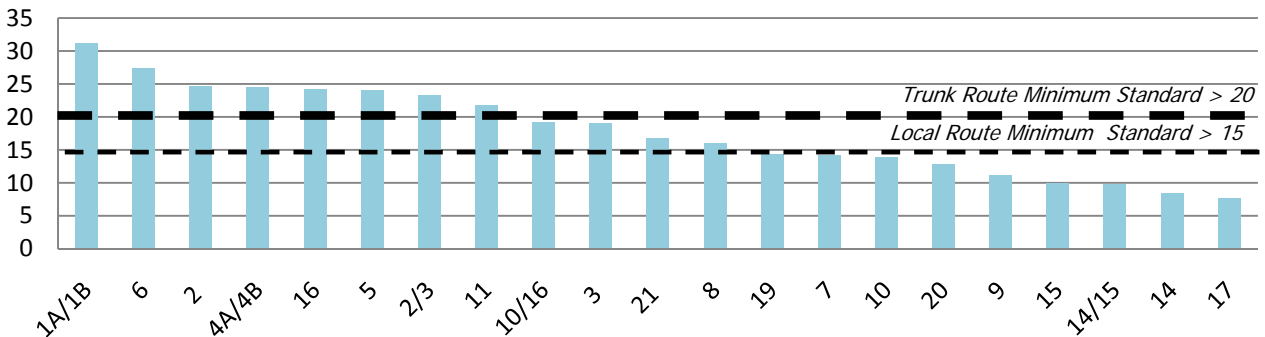
¹ Interlining provides increased efficiency in which the same bus serves more than one route, e.g., it starts service as one route then becomes another route at a point during its scheduled run.

**Table III – Route Specific Ridership & Performance
Year End FY 13/14**

Route	Route Name	Year End FY 13/14 Unlinked Passengers	Year End FY 12/13 Unlinked Passengers	% change
1A & 1B	Port Hueneme – OTC	600,854	587,764	2%
2	Colonia – Downtown	100,901	124,421	-19%
3	J St – Centerpoint Mall – Base	105,002	77,850	35%
2 & 3*	<i>Route 2 & 3 Combined</i>	205,903	202,271	2%
4A & 4B*	North Oxnard	297,858	321,298	-7%
5	Hemlock – Seabridge – Wooley	100,525	117,185	-14%
6	Oxnard – Ventura – Main Street	1,046,340	1,085,734	-4%
7	Oxnard College – Centerpoint – PV Rd	77,481	61,273	26%
8	OTC – Centerpoint – Oxnard College	169,664	176,820	-4%
9	Lemonwood – Channel Islands	62,197	55,847	11%
11	Telephone Road – Wells Center	243,444	204,964	19%
14	RiverPark – Nyeland Acres	53,720	66,184	-19%
15	El Rio – Esplanade	69,916	69,681	0%
14 & 15*	<i>Route 14 & 15 Combined</i>	123,636	135,865	-9%
10	Telegraph Road – Saticoy	104,951	90,994	15%
16	Downtown Ojai – Pacific View Mall	311,561	304,480	2%
10 & 16*	<i>Route 10 & 16 Combined</i>	416,512	395,474	5%
17**	Esplanade – Oxnard College	69,223	58,613	18%
18	Trippers (OHS, VHS, PHS)	54,065	45,794	18%
19	Gonzales – OTC – 5 th – Airport	68,274	51,852	32%
20**	Eastman – Lombard – Sturgis – Shuttle	49,223	5,722	760%
21**	Victoria – Ventura – Port Hueneme	232,559	55,548	319%
40**	Victoria – Ventura – Port Hueneme	-	4,446	-100%
TOTAL	GCT System YTD – YEAR END	3,817,758	3,566,470	+7%

* Some riders on interlined¹ routes (2/3, 14/15, 10/16) may be miscounted due to FAREBOX log-in errors when changing routes. Combined totals are shown for interlined routes. ** Route 17 started in Feb 2012, Route 20 (full route) started in 1st Quarter 2013, Route 40 discontinued 1st Quarter 2012. Route 21 service began in Feb 2013.

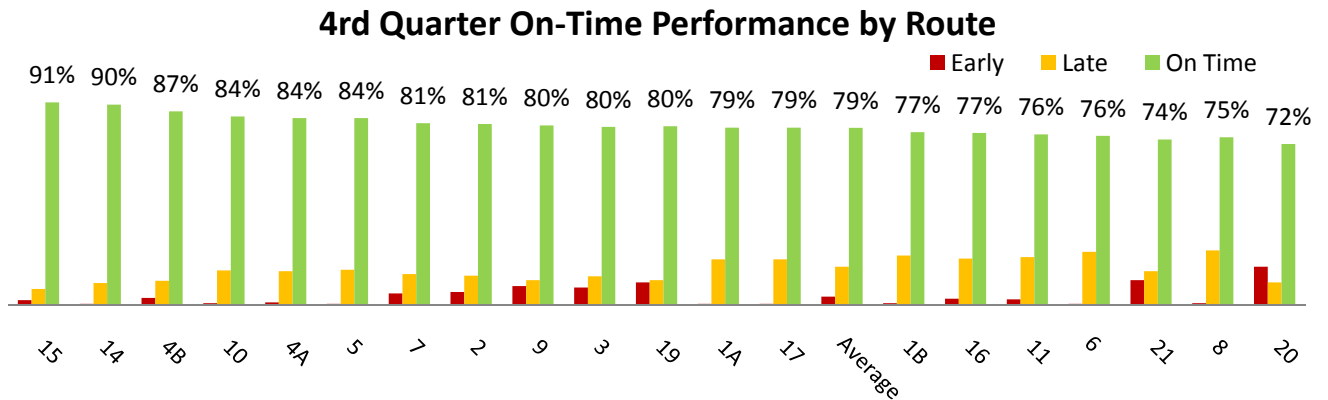
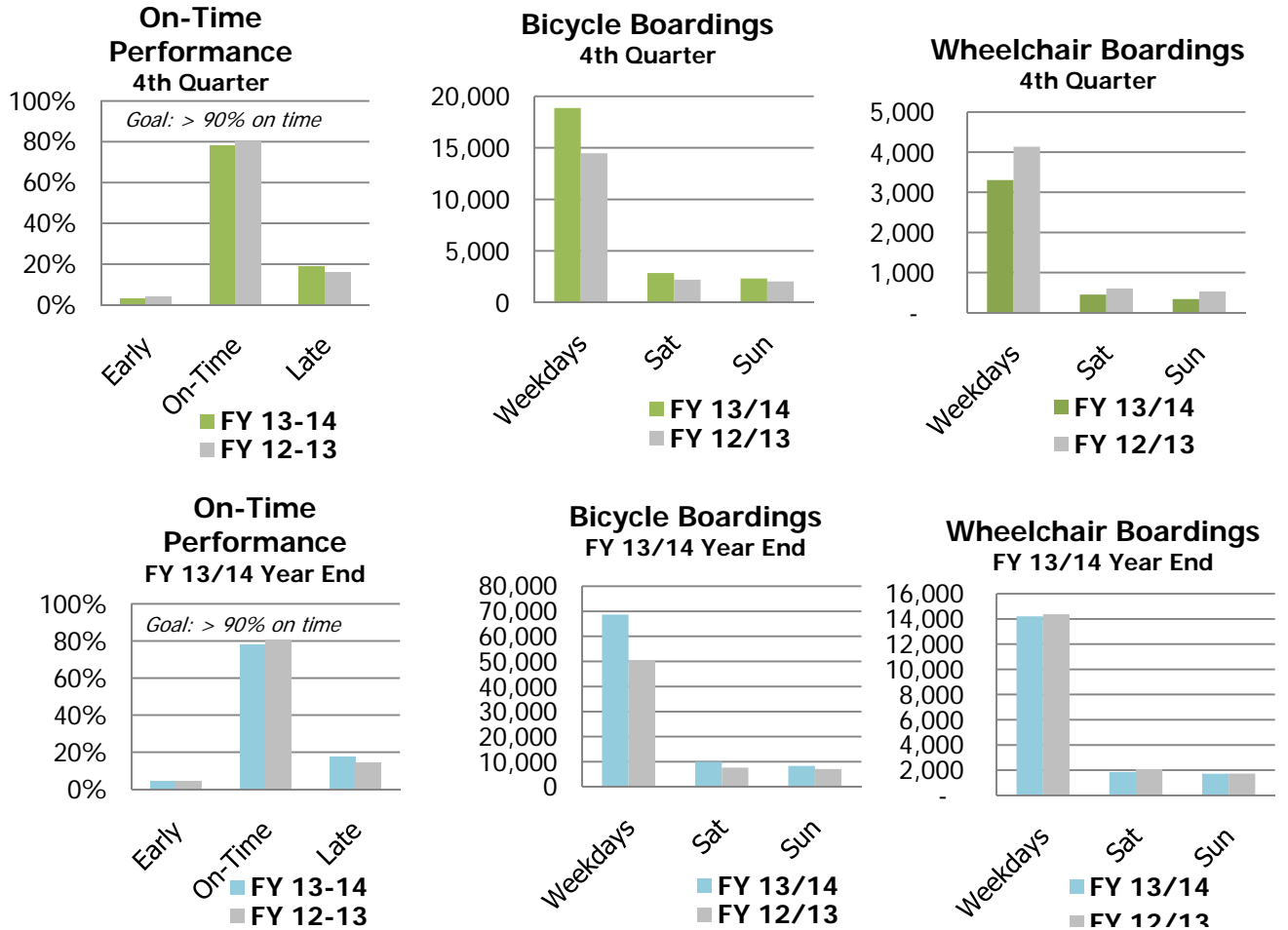
FY 13/14 - Weekday Passengers Per Hour



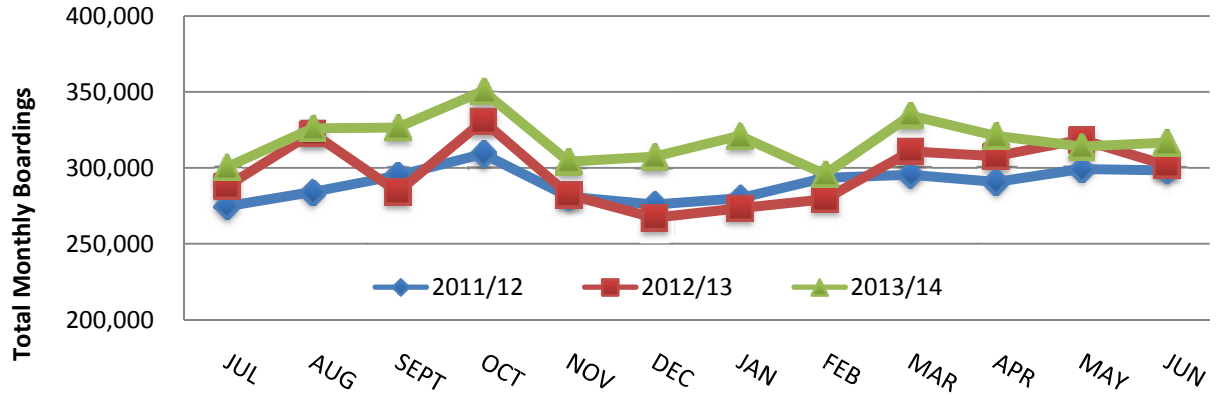
¹ Interlining provides increased efficiency in which the same bus serves more than one route, e.g., it starts service as one route then becomes another route at a point during its scheduled run.

III. On-Time Performance, Bicycle & Wheelchair Boardings

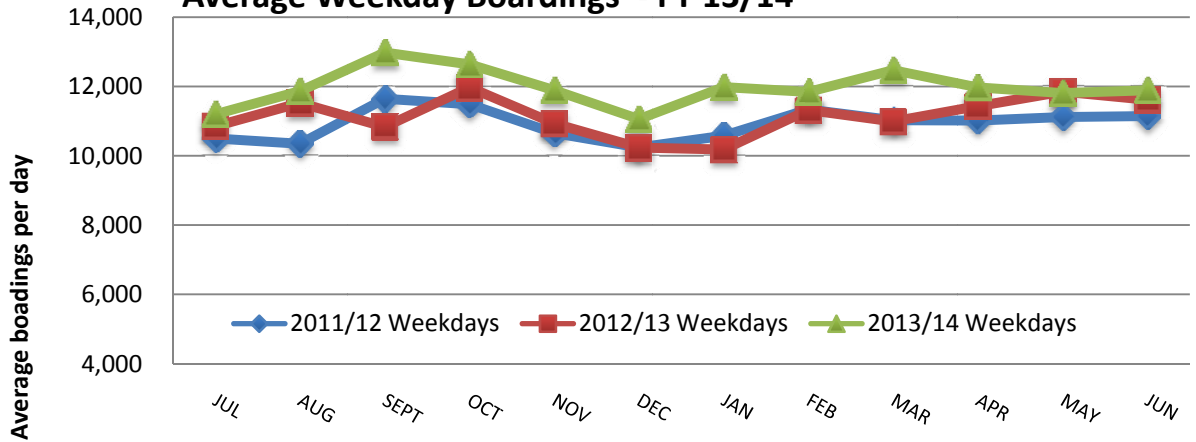
The graphs below show on-time performance and bicycle and wheelchair boardings for the 4th Quarter and Year End for FY 13/14. On-Time performance has slightly decreased by 1% which may be due in part to increased boardings. Bicycle boardings have continued to increase almost 20% over FY 12/13, while annual wheelchair boardings have decreased by 2%.



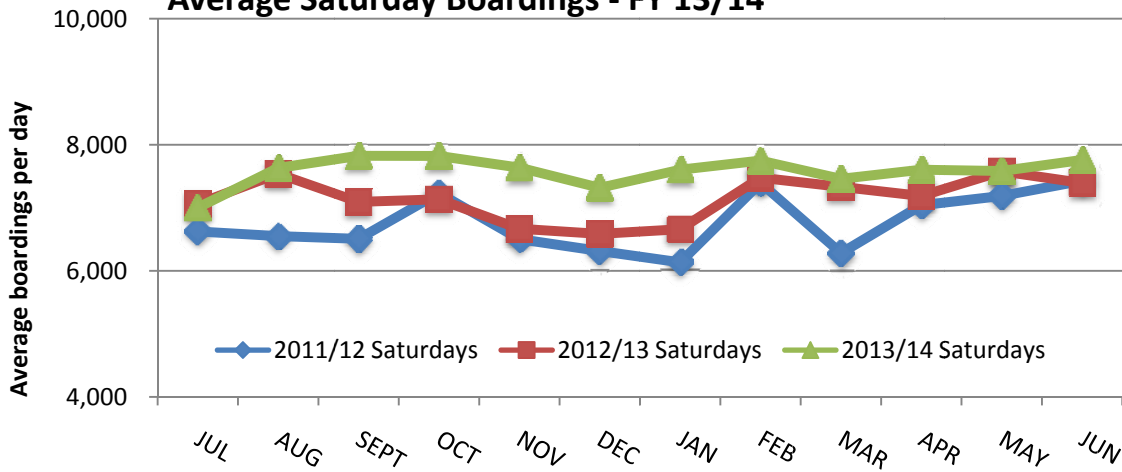
Monthly Fixed Route Ridership - FY 13/14

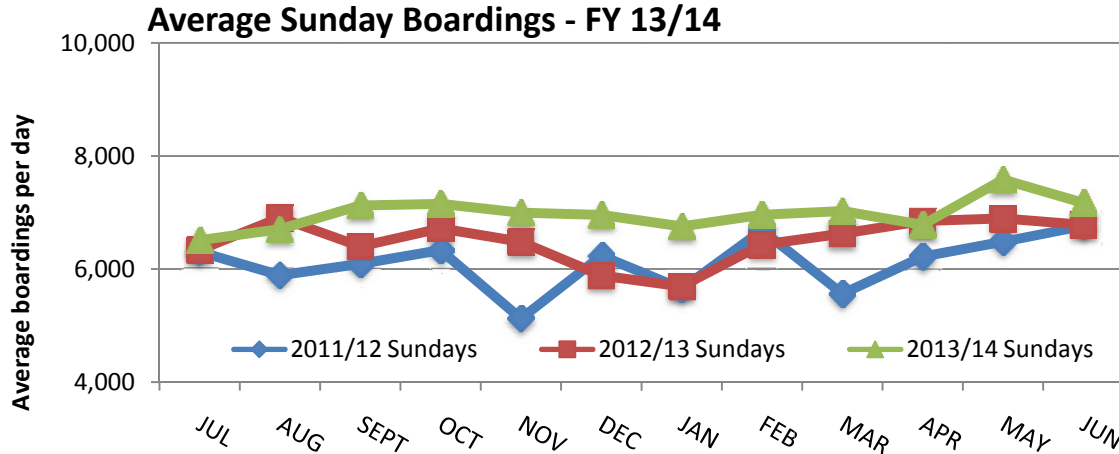


Average Weekday Boardings - FY 13/14



Average Saturday Boardings - FY 13/14





IV. ACCESS PARATRANSIT FY 13/14 Management Report

ACCESS is the ADA complementary paratransit program of Gold Coast Transit District that provides shared ride demand response transportation to customers certified as having disabilities that prevent them from independently using fixed route service and to seniors, 65 years of age and older. Connections are provided to other paratransit operators in Ventura County. Operating statistics reported are for FY 13/14.

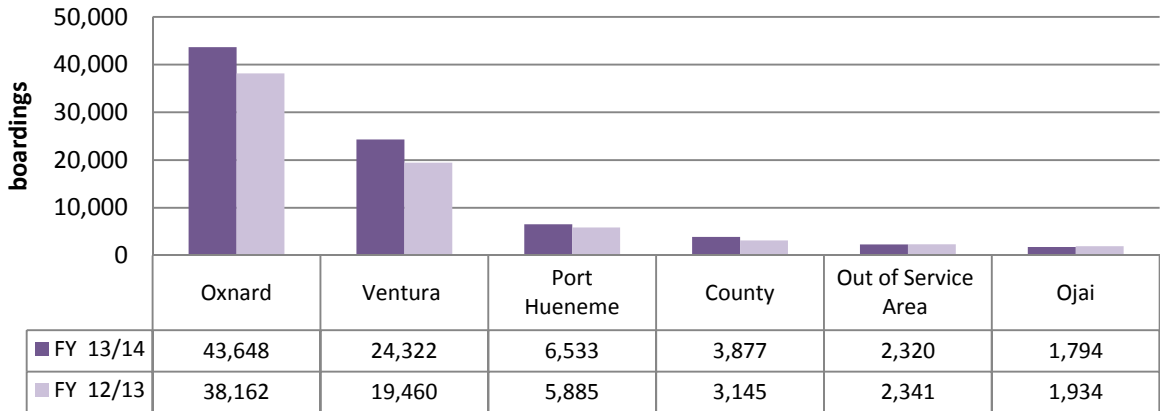
Ridership: Demand for ACCESS services during FY 13/14 was up 16.1% compared with FY 12/13, increasing to 82,495 from 70,927 boardings. The ridership increases were seen throughout the fiscal year. Month to month increases ranged from as little as 9% to as high as 27%. Demand for services is anticipated to grow throughout FY 14/15. More ADA and senior passengers, care providers and family members are becoming aware of the service as a mobility option. It is especially attractive for passengers who use equipment such as scooters, walkers and wheelchairs, etc. The pilot program approved in June 2013 that provides available seats to temporarily disabled individuals did not significantly increase ridership nor operating costs. On a monthly basis these previously “non-qualified” trips added approximately fifty trips. The majority of these trips were for single zone travel, thus the fare was \$3.00 each way. (The same as the ADA/Senior fare.)

The increase in demand appears to be driven by primarily by new subscription requests to dialysis treatments and by newly certified ADA passengers. Subscription trips are those trips that are frequently repeated within a month to the same destination at the same time of day and day of week. A diagnosis of renal failure requiring dialysis will typically mean transportation is needed three times a week for treatments. Over the course of a year, a single dialysis patient can require 312 trips for treatment alone. Many dialysis patients/passengers need transportation to other locations as well. Senior nutrition program (SNP) congregate meal sites continue to account for about 7% of the overall demand. Though these trips are donation based, they are highly productive. Participants in SNP are transported to the congregate meal site closest to the participant’s home for a donation to receive a nutritionally balanced meal five days a week.

As the most populous city, Oxnard generated the most demand for ACCESS, taking 43,648 trips; or 53% of all rides. Ventura residents consumed 24,322 trips, representing 29% of all

ACCESS rides. ACCESS demand increased throughout the service area, except for Ojai. Transfers from outside the service area remained flat.

ACCESS Boardings By City



Our Riders: ACCESS provided service to 2,200 individuals during the course of the year, compared with 2,001 people in FY 12/13. Approximately one third of ACCESS passengers chose to have Personal Care Attendants (PCA) ride with them to assist them on their trips. The assistance the PCA provides may not necessarily be on the transportation itself but at the destination or origin of the trip. This may either be an employee of the eligible rider, a relative, a friend, or a care provider. The PCA may be a different person each trip. The customer determines the need for a PCA, just as they do his or her own mobility aid. The ADA requires that an ADA eligible person be allowed to travel with a PCA. The 17% increase in PCA boardings kept pace with the overall ridership increase of 17%.

The ADA has provisions for visitors who reside outside a local service area to be provided paratransit service for 21 days in any 365-day period without having to go through an additional certification process. In FY 13/14 GCT provided service to the residents from the following areas within the county, most of them via transfer connections: Camarillo, Fillmore, Moorpark, Oak Park, Santa Paula, Simi Valley and Thousand Oaks. GCT also provided ADA paratransit services to individuals visiting from outside Ventura County: Baldwin Park, Encino, North Hills, North Hollywood, Los Angeles, Redlands, San Diego, Santa Ana and Tarzana.

Customer Feedback: GCT ACCESS received 40 complaints from customers during FY 13/14, for an overall ratio of 0.48 complaints per 1,000 boardings. While this is a significant increase from the 0.19 complaints per 1,000 boardings in FY 12/13, it is still an enviable ratio. Almost half of the complaints (17 total), came from two customers who moved into the service area from other locations. Both passengers related that they experienced a higher frequency of direct trip service and did not have to share the vehicle with other passengers. The chart below shows the types of concerns and feedback customers had during FY 13/14.

The continued relative stability of the GCTD ACCESS bus operator force has been instrumental in providing a consistent level of service in what is a very personal form of public transportation. GCTD ACCESS bus operators provide quality service to some of the most vulnerable members of the population. The operators perform their duties tirelessly and with great compassion on a daily basis. GCTD ACCESS' staff is currently comprised of 34 individuals, with 19 having five or more years experience serving senior/disabled populations.

The 21 operators have a total of 108 years combined driving experience providing service to GCTD customers.

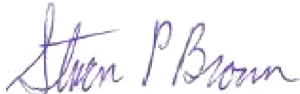
Customer Feedback	Issue	FY 13/14 4 th Quarter	FY 13/14 Year-End
Scheduling	Holiday Schedule	0	1
	Negotiating Times	1	3
	No Show/Late Cxl Policy	0	4
	Reservations	0	1
	Travel Time	0	3
Operations	Dispatching	0	1
	On-Time Performance	5	12
	Operator	4	9
Other	Certifications	0	2
	Equipment	3	4
Totals		13	40

IV. YEAR END SUMMARY

- Fixed-route ridership increased 7% and ACCESS ridership increased 16%.
- Ridership on the **Route 21** serving Centerpoint Mall, Victoria Ave & Pacific View Mall has continued to steadily increase becoming the 5th most popular route in the system. Due to public demand, weekend service was added in August 2013.
- **Route 5** has seen a 14% decrease in ridership that may be due in part to the proximity of Route 21 along Victoria Ave which provides a faster trip between Oxnard to Ventura.
- Ridership on **Routes 9, 14, 15, and 17** have fallen below adopted performance standards for the last six months. Planning staff will be conducting a review of these routes for possible modification in the coming year to increase performance.
- All schedules were incorporated into Google Transit in February 2014 and Trip Planner is now available on our website.

V. SUMMARY & RECOMMENDATIONS

This report is for information only.



General Manager's Concurrence

Attached: 4th Quarter Fixed-Route Performance Report

**4th Quarter FY 13-14 - Service Evaluation Report
RIDERSHIP MEASURE**

Route #	Route Name	Service Type	Total Revenue Hours	Total Passengers	Passengers per Revenue Hour	Route Ranking	Rank change from previous Quarter	Quartile
1A/1B	Port Hueneme - OTC - PV Rd - Bard Rd	Trunk	5,238	150,441	28.7	1		1
6	Oxnard - Ventura - Main St.	Trunk	10,133	253,697	25.0	2		1
16	Downtown Ojai - Pacific View Mall	Local	3,617	77,283	21.4	3		1
2	Colonia - Downtown Oxnard	Local	1,359	28,385	20.9	4	+3	1
4A/4B	North Oxnard - Ventura Rd - St. John's	Local	3,627	73,777	20.3	5	+1	2
5	Hemlock - Seabridge - Wooley	Local	1,326	24,567	18.5	6	+2	2
11	Pacific View Mall - Telephone - Wells Center	Trunk	3,282	60,694	18.5	7	-3	2
3	J St - Centerpoint Mall - Naval Base	Local	1,282	22,878	17.9	8	-3	2
7	Oxnard College - Centerpoint Mall - PV Rd	Local	1,273	20,469	16.1	9	+2	3
8	OTC - Oxnard College - Centerpoint Mall	Local	2,718	42,862	15.8	10	-1	3
10	Telegraph Road - Saticoy	Local	1,868	26,152	14.0	11	-1	3
19	OTC - 5th - Gonzales Rd - Oxnard Airport	Local	1,347	18,541	13.8	12		3
9	Lemonwood/Gisler	Local	1,263	15,525	12.3	13		4
15	El Rio - Northeast	Local	1,998	14,843	7.4	14		4
17	Esplanade - Oxnard College	Trunk	2,269	16,651	7.3	15		4
14	RiverPark - Nyeland Acres	Local	1,998	14,030	7.0	16		4

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

Excluded Routes

18A,18C,18D,18F	School Trippers	Trippler	247	13,778	55.84
20	Eastman - Lombard - Sturgis	Local	1,306	15,862	12.15
21	Port Hueneme - Ventura - Victoria Ave	Trunk	3,555	61,219	17.22

New Routes should meet the applicable target for their class of service (trunk, local) after three years.

Systemwide Performance Target

		Passengers per Revenue Hour
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
1A/1B	150,441	5,238	Trunk	\$ 96.45	\$ 505,161	\$ 3.36	\$0.71	\$ 2.65	1	1
6	253,697	10,133	Trunk	\$ 96.45	\$ 977,347	\$ 3.85	\$0.74	\$ 3.11	2	1
16	77,283	3,617	Local	\$ 96.45	\$ 348,854	\$ 4.51	\$0.85	\$ 3.66	3	1
2	28,385	1,359	Local	\$ 96.45	\$ 131,076	\$ 4.62	\$0.68	\$ 3.94	4	1
4A/4B	73,777	3,627	Local	\$ 96.45	\$ 349,824	\$ 4.74	\$0.65	\$ 4.09	5	2
5	24,567	1,326	Local	\$ 96.45	\$ 127,922	\$ 5.21	\$0.71	\$ 4.49	6	2
11	60,694	3,282	Trunk	\$ 96.45	\$ 316,503	\$ 5.21	\$0.67	\$ 4.55	7	2
3	22,878	1,282	Local	\$ 96.45	\$ 123,610	\$ 5.40	\$0.68	\$ 4.73	8	2
7	20,469	1,273	Local	\$ 96.45	\$ 122,801	\$ 6.00	\$0.76	\$ 5.24	9	3
8	42,862	2,718	Local	\$ 96.45	\$ 262,190	\$ 6.12	\$0.75	\$ 5.36	10	3
10	26,152	1,868	Local	\$ 96.45	\$ 180,210	\$ 6.89	\$0.80	\$ 6.09	11	3
19	18,541	1,347	Local	\$ 96.45	\$ 129,959	\$ 7.01	\$0.73	\$ 6.28	12	3
9	15,525	1,263	Local	\$ 96.45	\$ 121,778	\$ 7.84	\$0.71	\$ 7.14	13	4
15	14,843	1,998	Local	\$ 96.45	\$ 192,707	\$ 12.98	\$0.72	\$ 12.26	14	4
17	16,651	2,269	Trunk	\$ 96.45	\$ 218,855	\$ 13.14	\$0.83	\$ 12.31	15	4
14	14,030	1,998	Local	\$ 96.45	\$ 192,707	\$ 13.74	\$0.70	\$ 13.03	16	4

Excluded Routes

18A,18C,18D,18F	13,778	247		\$ 96.45	\$ 23,799	\$ 1.73	\$1.00	\$ 0.73
20	15,862	1,306		\$ 96.45	\$ 125,964	\$ 7.94	\$0.68	\$ 7.26
21	61,219	3,555		\$ 96.45	\$ 342,893	\$ 5.60	\$0.77	\$ 4.83