On 11/29/2020 GCTD reduced service to Saturday-Sunday Schedule. Reasons GCTD made the move to reduced service:

- Several missed runs / trips including most of Route 7 and 15 on 11/23.
- Available Operators fell well below the designated amount (125) of Operators needed to deliver reliable service to the public we serve.
- We had lost the ability to provide back-up shuttle buses to accommodate bus overcrowding (Stranding passengers).
- We went many days without a “Stand-by” bus to provide support for mechanical issues in route. The caused many delays in service.
- Bus Operator’s were logging up to 59 hours in a week and some worked 20+ straight days (51 pieces of OT before we started last week).
- Vacation calendar for Bus Operators is full (9 Operators daily) on most days until after new years.
### October 2020 K.P.I.’s

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miles Between Major Roadcalls</td>
<td>16,407</td>
</tr>
<tr>
<td>Miles Between Other Roadcalls</td>
<td>36,095</td>
</tr>
<tr>
<td>MBRC</td>
<td>11,280</td>
</tr>
</tbody>
</table>

**MBRC = Miles Between Road-calls**

#### Key Metrics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Revenue Miles</td>
<td>180,477</td>
</tr>
<tr>
<td>Total Roadcalls</td>
<td>16</td>
</tr>
<tr>
<td>Major Roadcalls Total</td>
<td>11</td>
</tr>
<tr>
<td>Other Roadcalls Total</td>
<td>5</td>
</tr>
<tr>
<td>Mechanic Dispatched Roadcalls</td>
<td>9</td>
</tr>
<tr>
<td>Total Bus Trades</td>
<td>55</td>
</tr>
<tr>
<td>Service Interruptions</td>
<td>19</td>
</tr>
<tr>
<td>Buses Towed</td>
<td>2</td>
</tr>
</tbody>
</table>

**Customer Service Interruptions** are delays to GCTD customers of 5 minutes or more.

- **7,500 Miles Goal**
  - **MBRC = Miles Between Road-calls**
- **10,000 Miles Goal**
Maintenance Preventive Maintenance

- GCTD buses are inspected and serviced per FTA / CHP guidelines. GCTD services all buses every 5,000 miles.


- 1 of these was considered late for GCTD standards (87 miles late).

- 0 of the 39 services were late per the FTA allowance of 10% or 5500 Miles.

- These are outstanding statistics from the Maintenance Department at GCTD.
Operations October 2020 Key Performance Indicators (KPI’s)

On Time Performance: 88.8%  
90% goal

Missed Service: .001%  
Less than 1% goal

Preventable Accidents: 3  
1 per 100,000 miles goal

Customer Contacts: 11  
1 contact per 10,000 boarding’s
C.H.P. Annual Inspections Passed

• GCTD started preparation in early September
• CHP Officer Pia was pleased with the condition of the GCTD fleet.
• Thank you to all GCTD staff in Maintenance, Operations and Risk Management for your good work!
OPERATIONS: Safety Meetings

• All GCTD Operators attend 8 safety classes a year to maintain their California CDL passenger credentials.

• Will Cattlidge, Safety and Training Supervisor, creates and delivers the safety presentations to the Bus Operators and Maintenance staff each month.
Rigo Nava: Safety and Training Supervisor (30 years at GCTD)

- Instruct and train new Bus Operators on professional defensive driving techniques by using the **LLLCC Method**: Look ahead; Look around; Leave room; Communicate.
- Instruct Bus Operators on proper radio and emergency procedures.
- Instruct Bus Operators on how to conduct pre-trip and post-trip inspections of GCTD buses.
- 6 to 8 weeks to complete training
Driver Shield Installations Completed
Oxnard PD conducted their yearly training on GCTD buses.
K.P.I. Day Social Distance Employee Recognition

GCTD provided socially distanced / sanitary pizza & snacks for all staff.

Staff achieved 90% Goal for on time performance.
Employees of the Quarter

Jaime Espinoza

Manuel Barajas
Question #14: Rate how important are the following current and future amenities to you when riding a Gold Coast Transit Bus?
Sanitization #1 Concern

Buses in Route
Happy Holidays!
QUESTIONS?