



**DATE** May 3, 2017 Item #17

**TO** GCTD Board of Directors

**FROM** Claire Johnson-Winegar, Planning Manager *CJW*  
Margaret Heath, Paratransit & Special Projects Manager

**SUBJECT** Fixed-Route & ACCESS Services Quarterly Update – 3<sup>rd</sup> Quarter FY 2016-17

**I. EXECUTIVE SUMMARY**

This quarterly report covers the 3<sup>rd</sup> Quarter (January 1 through March 31) of Fiscal Year 2016-17. 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 3<sup>rd</sup> quarter of FY 2016-17, has decreased 6.03% over the 3<sup>rd</sup> quarter of last year. January and March saw very minimal ridership decreases; however there was a significant decrease in February, due in part to rainfall as well as having one less weekday compared to last year due to Leap Day. Overall, the third quarter had a great deal of rainfall, compared to the third quarter of last year, with the most striking difference occurring in February. It that month, it rained on 13 more days and had over 25 times as much rainfall. Additionally, in order to more accurately report on-time performance, reporting measurements now exclude buses arriving *before* the scheduled time to the end of the line as *early*. As a result of this as well as adjustments made in January, on-time performance has increased significantly.

**3<sup>rd</sup> Quarter FY 16-17  
Systemwide Ridership & Performance**

	3 <sup>rd</sup> Qtr FY 2016-17	3 <sup>rd</sup> Qtr FY 2015-16	Difference	% Change
<b>Fixed-Route Ridership</b>				
Total System Boardings	867,136	922,770	-55,634	-6.0%
Average Daily Passengers Weekdays	11,090	11,581	-491	-4.2%
Average Daily Passengers Saturdays	6,955	7,516	-561	-7.5%
Average Daily Passengers Sundays	6,162	6,451	-289	-4.5%
Wheelchair Boardings	7,103	7,209	-106	-1%
Bicycle Boardings	23,323	21,735	1,588	7%
<b>Performance Measures</b>				
Passengers Per Revenue Hour	17.3	18.3	-0.96	-5.3%
Fare Revenue Per Service Hour	\$13.30	\$13.98	\$ (0.68)	-4.9%
Total Fare Revenue	\$666,462.71	\$706,203.00	\$ (39,740)	-5.6%
On-Time Performance	88.8%	81.2%	Goal > 90%	
% Systemwide Boarding as Free Transfers	24%	25%	Goal < 20%	

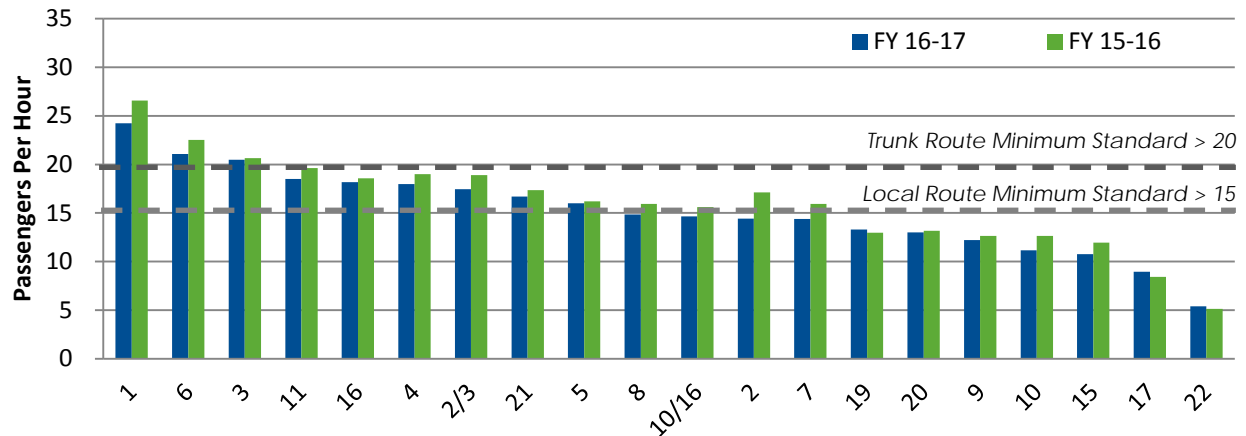
**GOLD COAST TRANSIT DISTRICT**

### 3<sup>rd</sup> Quarter FY 16-17 Ridership by Route

Route	Route Name	3 <sup>rd</sup> Quarter FY 2016-17 Unlinked Passengers	3 <sup>rd</sup> Quarter FY 2015-16 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	128,979	144,488	(15,509)	-10.7%
2	Colonia - Downtown Oxnard	19,304	22,679	(3,375)	-14.9%
3	J St - Centerpoint Mall - Naval Base	25,791	26,024	(233)	-0.9%
2/3	<i>Route 2 &amp; 3 Combined</i>	45,095	48,703	(3,608)	-7.4%
4	North Oxnard - Ventura Rd - St. John's	66,124	71,295	(5,171)	-7.3%
5	Hemlock - Seabridge - Wooley	21,238	21,851	(613)	-2.8%
6	Oxnard - Ventura - Main St	236,657	248,059	(11,402)	-4.6%
7	Oxnard College - Centerpoint Mall	18,177	20,251	(2,074)	-10.2%
8	OTC- Oxnard College - Centerpoint Mall	39,677	44,242	(4,565)	-10.3%
9	Lemonwood - Channel Islands	15,019	15,262	(243)	-1.6%
10	Pacific View Mall - Telegraph - Saticoy	20,488	23,546	(3,058)	-13.0%
11	Pacific View Mall - Telephone - Wells	59,977	62,798	(2,821)	-4.5%
15	Esplanade - El Rio - St. John's	14,887	15,821	(934)	-5.9%
15/17/22	<i>Route 15, 17 &amp; 22 Combined</i>	48,913	49,184	(271)	-0.6%
16	Downtown Ojai - Pacific View Mall	64,200	67,567	(3,367)	-5.0%
10/16	<i>Route 10 &amp; 16 Combined</i>	84,688	91,113	(6,425)	-7.1%
17	Esplanade - Oxnard College	22,702	22,098	604	2.7%
18	Trippers	12,843	11,940	903	7.6%
19	OTC- 5th St - Airport - Gonzales Rd	16,017	16,341	(324)	-2.0%
20	Lombard - Sturgis	15,523	16,236	(713)	-4.4%
21	Port Hueneme - Ventura - Victoria Ave	58,210	61,007	(2,797)	-4.6%
22	Saticoy - St. Johns - Nyeland Acres	11,324	11,265	59	0.5%
<b>TOTAL GCTD SYSTEM</b>		<b>867,136</b>	<b>922,770</b>	<b>-55,634</b>	<b>-6.03%</b>

\* Data from interlined<sup>1</sup> routes (2/3, 14/15, 10/16) is shown combined to account for Farebox log-in errors.

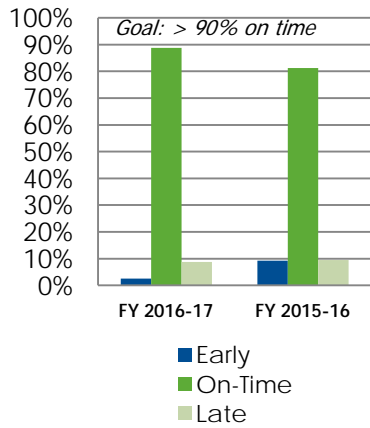
### 3<sup>rd</sup> Quarter FY 16-17 Passengers Per Revenue Hour (Weekdays)



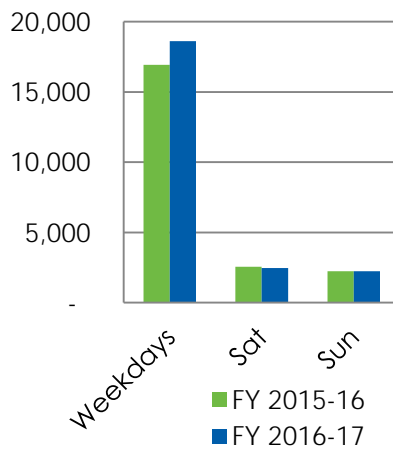
Note: Route 18 (school trippers) not shown in graph.

<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.

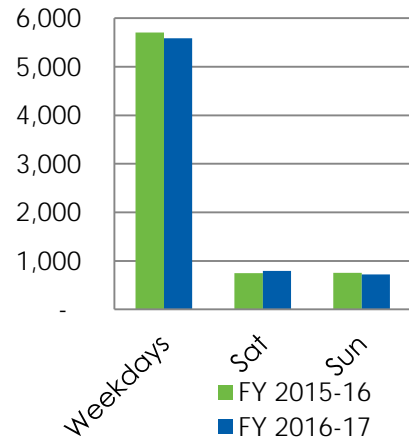
**On-Time Performance  
3rd Quarter**



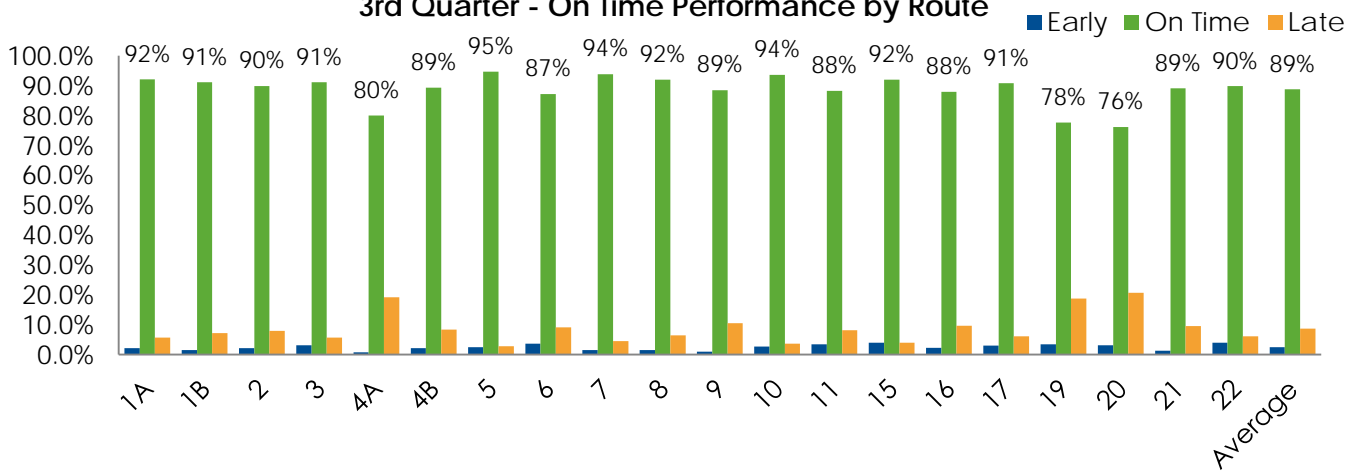
**Bicycle Boardings  
3rd Quarter**



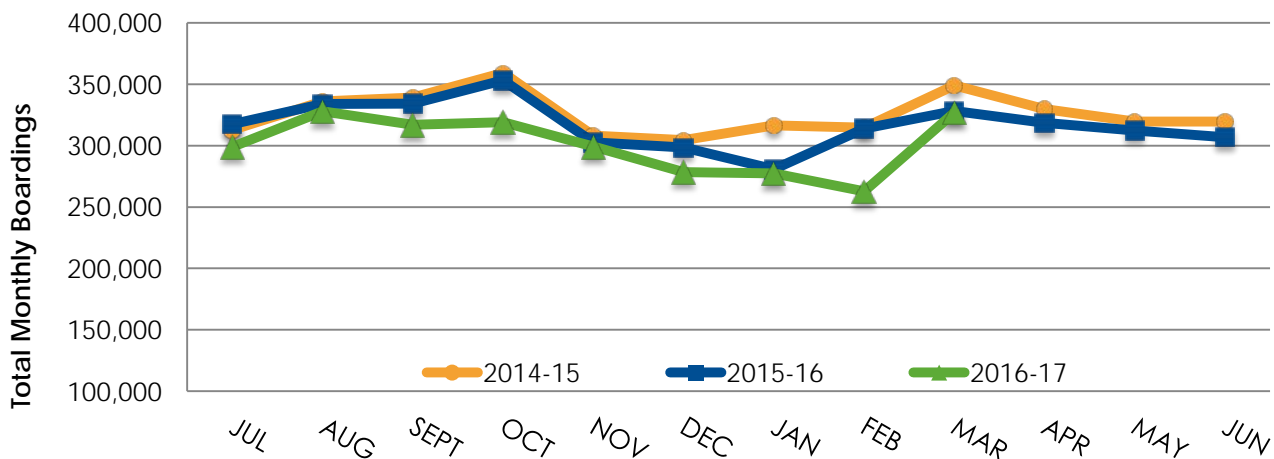
**Wheelchair Boardings  
3rd Quarter**



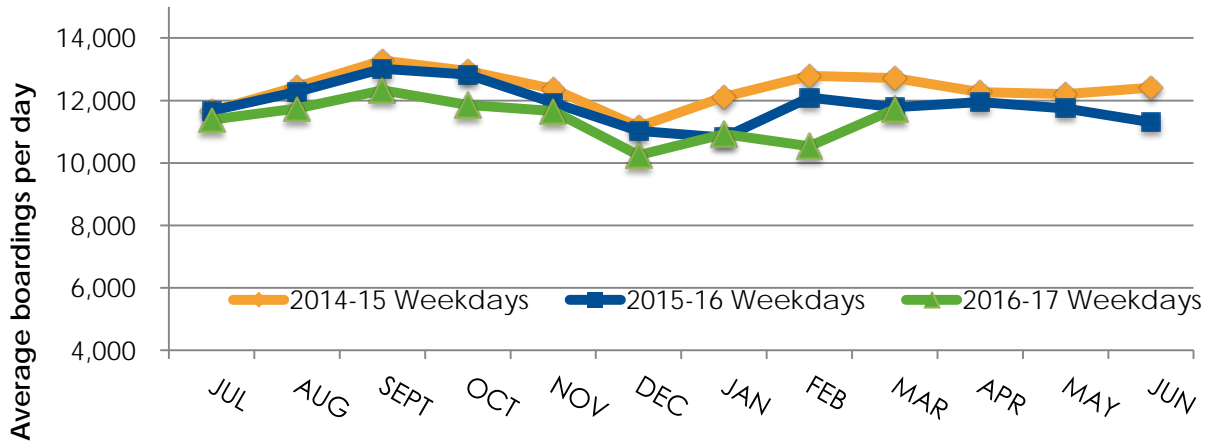
**3rd Quarter - On Time Performance by Route**



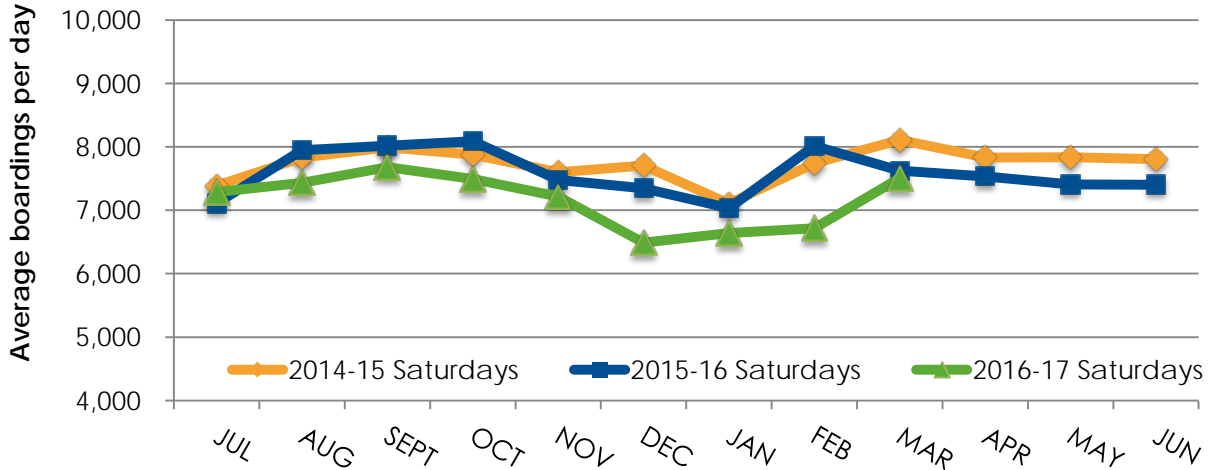
**Monthly Fixed Route Ridership**



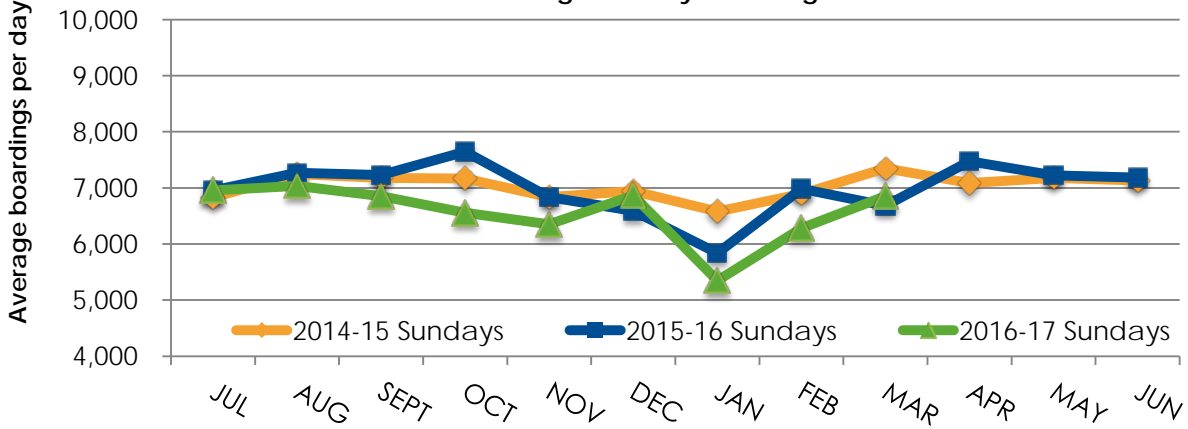
### Average Weekday Boardings



### Average Saturday Boardings



### Average Sunday Boardings



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

<i>Type</i>	<i>Issue</i>	<i>3rd Quarter Comments</i>	<i>3rd Quarter Verified Comments</i>	<i>YTD 2016-17 Verified Comments</i>
Scheduling	On-Time Performance	4	0	2
Operations	Operator Conduct	30	5	10
	Driving Complaints	10	1	4
	Passed by/No Show	8	1	5
Other	Commendations	13	N/A	N/A
	Bus Stop Issues	0	0	0
	Other	4	1	2
<b>Totals</b>		<b>69</b>	<b>8</b>	<b>23</b>

Above is a chart showing complaints and commendations from passengers. All customer complaints or comments are reviewed to determine whether the complaint can be verified. As the chart shows, many of the complaints received are not verified after viewing video footage. All complaints or comments are addressed by staff as appropriate by complaint type.

### III. QUARTERLY SERVICE SUMMARY

In January, GCTD made minor schedule adjustments to improve on-time performance of Route 20. The changes resulted in an almost 10% improvement in on-time performance for the route.

During the quarter, a number of bus stop improvements were completed, including concrete work to make Nyeland Ave & Friedrich Rd ADA accessible and replacing shelters in Ventura at Ventura Ave & Center and Victoria Ave & Telephone Rd.

On March 17<sup>th</sup>, GCTD celebrated our bus operators at part of Driver Appreciation Day by decorating, catering lunch, having a raffle and providing thank you notes to our operators.

Also in the quarter, staff continued its efforts at increased public awareness of GCTD through several social media campaigns, including #TransitTipTuesday and #NamethatStop.

### IV. ACCESS PARATRANSIT BACKGROUND

GO ACCESS is the federally mandated ADA complementary paratransit program of Gold Coast Transit District. GO ACCESS provides shared ride demand responsive transportation to customers certified as having disabilities that prevent them from independently using the fixed route service. The GO ACCESS service area includes the cities of Ojai, Oxnard, Port Hueneme and Ventura, along with the county unincorporated areas in between the cities. GO ACCESS also provides service to seniors, 65 years of age and older. Connections to other paratransit operators in Ventura County are available.

ADA demand response transportation was required in 1994 in response to advocacy for those who could not safely access fixed route services to education, employment, healthcare and other services. ADA paratransit service is public transportation; it is intended to be similar in length to the comparable fixed route available to the public. The intended design of ADA paratransit transportation is to move multiple persons in the same direction as they travel to and

from their desired destinations, similar to fixed route service design. It is not designed to replace nor replicate individual vehicle transportation. The smaller 16 foot and 23 foot vehicles typically employed in paratransit service delivery are intended to facilitate ease of access to tight locations within the community which improves passenger safety and accessibility.

## V. ACCESS OPERATIONS

### 3rd Quarter FY 2016-17 GO ACCESS Ridership & Performance

<b>Paratransit Ridership</b>	<b>3rd Qtr FY 2016-17</b>	<b>3rd Qtr FY 2015-16</b>	<b>Difference</b>	<b>% Change</b>
Total System Boardings	24,988	23,499	1,489	6.34%
Average Daily Passengers Weekdays	340	323	17	5.26%
Average Daily Passengers Saturdays	130	114	16	14.04%
Average Daily Passengers Sundays	109	103	6	5.83%
Wheelchair Boardings	5,329	5,671	-342	-6.03%
% of Total Boardings Involving Wheelchairs	21.33%	24.13%	-2.81	-11.63%
<b>Performance Measures</b>	<b>3rd Qtr FY 2016-17</b>	<b>3rd Qtr FY 2015-16</b>	<b>Difference</b>	<b>% Change</b>
Passengers Per Revenue Hour	2.10	2.14	-0.04	-1.87%
Fare Revenue Per Revenue Hour	\$ 4.45	\$ 6.29	\$ -1.83	-41.21%
Total Fare Revenue	\$ 52,883	\$ 68,935	\$ -16,052	-23.29%
Systemwide Boardings No Fares	3,995	3,324	671	20.19%
% Systemwide Boardings No Fares	15.99%	14.15%	1.84	11.49%
On-Time Performance	89.47%	75.51%	13.96	18.49%
% of Trips Early	2.75%	11.74%	-8.99	-76.58%
% of Trips Late	7.78%	12.75%	-4.97	-38.98%
% of Trips 15+ Minutes Late	0.78%	1.99%	-1.21	-60.80%

### Ridership & Fares

Total boardings for GO ACCESS increased 6.34% during the 3<sup>rd</sup> quarter this year when compared to the 3<sup>rd</sup> quarter FY 2015-16. The increase remains greatest on weekdays. The average daily boardings on weekdays were 340 compared to 323 last year. Despite the increase in boardings, fares were down 23.29% for the 3<sup>rd</sup> quarter when compared to 3<sup>rd</sup> quarter of FY 2014-15. Last year the Area Agency on Aging (AAA) purchased \$14,700 ACCESS fare media which when combined with the 20.19% increase in No Fare boardings, accounts for the \$16,052 decrease in fares received during 3<sup>rd</sup> quarter this year.

GCTD recently was notified of pending reimbursements from the County of Ventura for qualifying MediCAL trips provided during the 3<sup>rd</sup> and 4<sup>th</sup> Quarters FY 2014-15 in the amount of \$120,367. The reimbursements will be added to the 4<sup>th</sup> Quarter fare summary. Staff is currently working on submitting FY 2015-16 data for reimbursement. Since GCTD first received reimbursements in FY 2013-14 for eligible trips under the MediCAL Administrative Administration (MAA) program, the amounts received have steadily increased. To date this small steady source of annual income has generated \$674,094.00 in additional revenues for GCTD. Other funding sources may be developing as well. GCTD was approached by a firm in late February seeking to promote the now recently released film “Going in Style” starring Morgan Freeman, Alan Arkin and Michael Caine. Ads were installed on 15 cut-aways and were

up for a period of four weeks beginning March 15<sup>th</sup>. The ad policy was revised to incorporate use of the cut-away bus spaces for future opportunities as they may arise.

**No Fare Boardings**

No Fare (NF) Boardings as a portion of the service continues to slowly grow; this quarter showed an increase of 1.84%. The largest increase of NF Boardings by passenger type was attendees of the Senior Nutrition Program (SNP). The SNP transportation grew 51.08% during the 3<sup>rd</sup> quarter this year when compared to the 3<sup>rd</sup> quarter of last year. Almost all of this increase can be attributed to growth in SNP attendance at the Ventura Avenue Senior Center. SNP transportation does not require a fare; it is restricted to the nearest congregate meal site. SNP transportation is available to seniors, 60 years and older in the GCTD service area to locations in Ventura and Oxnard. HELP of Ojai operates the Ojai SNP site in addition to providing all the transportation to this site. Port Hueneme does not have a congregate meal site. The City opted to eliminate the congregate meal site in favor of going to an all home delivery program as on site participation declined.

**3rd Quarter FY 2016-17  
GO ACCESS No Fare (NF) Boardings**

<b>No Fare (NF) Boardings</b>	<b>3rd Qtr FY 2016-17</b>	<b>% of Pass Type to Total NF Boardings</b>	<b>3rd Qtr FY 2015-16</b>	<b>% of Pass Type to Total NF Boardings</b>	<b>Change</b>	<b>% Change in Ridership</b>
Personal Care Attendants (PCA's)	2,282	57.12%	2,112	63.54%	170	8.05%
ADA Assessments	52	1.30%	39	1.17%	13	33.33%
Nutrition	1,186	29.69%	785	23.62%	401	51.08%
Transfers To CAT/ECTA DAR	475	11.89%	388	11.67%	87	22.42%
<b>Total No Fare Boardings</b>	<b>3,995</b>		<b>3,324</b>		<b>671</b>	<b>20.19%</b>
Total Passenger Boardings	24,988		23,499		1,489	6.34%
<b>% of Total Passenger Boardings that are No Fare</b>		<b>15.99%</b>		<b>14.15%</b>	<b>1.84%</b>	<b>11.49%</b>

**Passenger Boardings & Mobility**

Passenger boardings increased by 1,489 or 6.34% during 3<sup>rd</sup> Quarter FY 2016-17 compared to last year. While the majority of GO ACCESS passengers are ambulatory, it does not mean ambulatory passengers do not require accommodations to travel safely due to mobility impairments including but not limited to low vision issues, unsteady gait and balance issues or the inability to walk distance exceeding an 1/8 of a mile without having to rest. Accordingly, the largest increase in mobility boardings was actually by those ambulatory passengers who apparently chose to reduce risk, perceived or real, associated with boarding the cut-aways using the stairs. Ambulatory passengers opting to board via the lift increased by 151% during the 3<sup>rd</sup> quarter this year when compared to the 3<sup>rd</sup> quarter FY 2015-16. Boarding via the lift is at the discretion of the ambulatory passenger. There are benefits that outweigh the additional time to board an ambulatory passenger via the lift. Exposure to incidents and accidents is reduced. Staff believes this choice reflects the passenger taking responsibility for his/her own safety by exercising caution and safety in their transportation, which is a critical element of successful aging in place.

**3rd Quarter FY 2016-17  
GO ACCESS Passenger & Mobility**

<b>Boardings by Passenger Type</b>	<b>3rd Qtr FY2016-17</b>	<b>% of Pass Type to Total Boardings</b>	<b>3rd Qtr FY 2015-16</b>	<b>% of Pass Type to Total Boardings</b>	<b>Change</b>	<b>% Change in Ridership</b>
Passengers	21,349	85.44%	19,979	85.02%	1,370	6.86%
Personal Care Attendants (PCA's)	2,282	9.13%	2,112	8.99%	170	8.05%
Companions	1,357	5.43%	1,408	5.99%	-51	-3.62%
<b>Total Passenger Boardings</b>	<b>24,988</b>		<b>23,499</b>		<b>1,489</b>	<b>6.34%</b>
<b>Boardings by Mobility Device</b>						
Ambulatory - ALT 1- 2 minutes	19,458	77.87%	17,748	75.53%	1,710	9.63%
Oversized Scooters - ALT 6 minutes	2,061	8.25%	1,845	7.85%	216	11.71%
Wheelchairs -ALT 4 minutes	3,268	13.08%	3,826	16.28%	-558	-14.58%
Lift Use By Standees- ALT 3 minutes	201	0.80%	80	0.34%	121	151.25%
<b>Total Passenger Boardings</b>	<b>24,988</b>		<b>23,499</b>		<b>1,489</b>	<b>6.34%</b>

ALT = Average Load Time

**Safety**

GO ACCESS drivers provided service while driving over 200,000 miles the 3<sup>rd</sup> quarter this year, a 4.16% increase when compared to the 3<sup>rd</sup> quarter of last year. The transit industry considers a preventable accident rate of less than 2.00 per 100,000 miles driven to be very desirable. The accident rate of 0.48 per 100,000 miles is very desirable. Nonetheless, the increase in incidents is not being ignored. The number of Management Pull Out inspections, safety information blitzes and Road Observations by the GO ACCESS Operations and General Manager were increased in January 2017 and remain in effect for the time being. (Definitions of incidents and preventable accidents follow the chart.)

<b>Measure</b>	<b>3rd Qtr FY 2016-17</b>	<b>3rd Qtr FY 2015-16</b>	<b>Change</b>	<b>% Change</b>
Total Miles Driven	207,741	199,450	8,291	4.16%
Total Driving Staff	29	25	4	16.00%
Average Miles Driven/Staff	7,163	7,978	-815	-10.22%
Total Incidents	6	7	-1	-14.29%
Average Miles Between Incidents	34,623	28,493	6,130	21.51%
Preventable Accidents	1	1	0	100.00%
<b>Accident Rate Per 100,000 Miles</b>	<b>0.48</b>	<b>.50</b>		<b>-3.99%</b>

**Incident or accident:** any occurrence, event or action (regardless of how minor) which does not follow established ACCESS procedures or presents a threat or problem to ACCESS, its passengers, members of the public or its employees.

**Preventable accident:** an incident or accident that has been reviewed where the operator of the vehicle failed to exercise every reasonable precaution to prevent the incident/accident.

**County Wide Human Service Coordinated Update**

At its April meeting, the VCTC Commission approved staff recommendation to adopt the County Wide Human Service Coordinated plan update prepared by its consultants. It is anticipated that VCTC will issue a call for 5310 projects later this spring. In March, staff submitted a 5310 grant application to CalTrans that would fund a demonstration project to eliminate transfers with



Camarillo Dial-A-Ride services for a premium fare. The application incorporated several letters of support from local advocacy organizations including the Ventura County AAA, Ojai Cares, Caregivers and Life After Brain Injury. Individual passengers also voiced support for this concept. Transfers are emotionally and even physically overwhelming to the frail adult who, typically is traveling beyond their service area for specialized treatment. Providing direct service is anticipated to reduce passenger stress and improve their travel experience, eliminate the necessity and expense of dispatch coordination efforts between two systems, reduce inefficient dwell time for connecting vehicles and possibly provide additional reimbursement opportunities for MediCAL eligible trips.

**Community Outreach**

Staff conducted outreach at the South Oxnard Senior Center, Braille Low Vision Support Group, Tri-County Regional Center in Oxnard as well as Caregivers and the Independent Living Resource Center in Ventura to answer questions about using all forms of public transportation. In February, GCTD Operations hosted members of the Low Vision Support Group during new bus operator training for the fixed route. This was an opportunity to provide sensitivity training with personal perspective on what it is like to travel on fixed route with limited or no vision. These passengers spent an hour discussing the differences in each one’s low vision disability as it relates to functioning in a public environment, and how simple things greatly enhance the passenger’s riding experience. The discussion was well received by the trainees.

May is Older Americans Month. GCTD will be sending postcards to all GO ACCESS passengers who will turn 75 this year to reminding them of the option to enhance their transportation options by choosing to ride free all day on the fixed route services.

**Feedback**

GO ACCESS received 12 comments from customers during 3<sup>rd</sup> Quarter FY 2016-17 for an overall complaint ratio of 0.48 complaints per 1,000 boardings. A highly desirable complaint ratio would be one of less than 1.00 per 1,000 boardings. GCTD and its Contractor are committed to providing mobility in the community. GO ACCESS personnel witness daily the impact of good mobility services to not only the lives of the passengers they serve, but the passengers’ families as well. Accordingly, all passenger feedback is taken seriously. Feedback is received via phone calls initiated by passengers, comments made on the customer service feedback forms located on the GCTD website as well as calls made to passengers to check on their experience of a trip provided within the previous seven days. Passenger comments help staff identify areas of opportunities both in areas of performance and developing passenger information. The chart that follows identifies the types of concerns and feedback customers provided this fiscal year through March 31, 2017.

**3rd Quarter - Complaints by Type**

<i>Type</i>	<i>Issue</i>	<i>3<sup>rd</sup> Quarter</i>	<i>YTD 2016-17</i>
Scheduling	Travel Time	2	4
	Negotiating Times	2	6
	On-Time Performance	2	6
Operations	Operator	4	8
	Dispatch	0	1
Other	No Show Policy	1	4
	Reservations	0	4
	Policies	1	9
Totals		<b>12</b>	<b>42</b>



May 3, 2017

Fixed-Route & ACCESS Services Quarterly Update – 3<sup>rd</sup> Quarter FY 2016-17

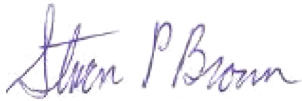
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## **VI. GO ACCESS - SUMMARY**

Passenger ridership was up 6.34% during the 3<sup>rd</sup> Quarter FY 2016-17 compared to last year. Passenger on time performance as measured by trips where the driver arrives for the passenger within a twenty minute window continues to improve; March OTP was 90.32%. MAA reimbursements of \$120,367 will be received in the 4<sup>th</sup> Quarter, which will improve the farebox recovery ratio. Staff submitted a 5310 grant application to CalTrans in a statewide competitive process where awards will be announced later this year. Efforts continue to identify additional funding and cost reduction opportunities that will maintain service quality goals and objectives of GO ACCESS.

## **RECOMMENDATION**

**IT IS RECOMMENDED that the Board of Directors receive and file this report.** This report is for information only.



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General Manager's Concurrence

*Attachment 1: 3<sup>rd</sup> Quarter FY 2016-17 Fixed-Route Service Evaluation*

**3rd Quarter FY 16-17 - Service Evaluation Report  
RIDERSHIP MEASURE**

Route #	Route Name	Service Type	Total Revenue Hours	Total Passengers	Passengers per Revenue Hour	Route Ranking
1	Port Hueneme - OTC	Trunk	5,323	128,979	24.2	1
6	Oxnard - Ventura/Main St.	Trunk	11,235	236,657	21.1	1
3	Southside	Local	1,260	25,791	20.5	1
11	Telephone Road - Saticoy	Local	3,238	59,977	18.5	1
16	Ojai	Trunk	3,536	64,200	18.2	1
4	North Oxnard	Local	3,680	66,124	18.0	2
21	Victoria Ave	Trunk	3,485	58,210	16.7	2
5	Parkwest	Local	1,327	21,238	16.0	2
8	Oxnard College	Local	2,671	39,677	14.9	2
2	Colonia	Local	1,337	19,304	14.4	3
7	South Oxnard	Local	1,264	18,177	14.4	3
19	Gonzales/OTC/Fifth	Local	1,203	16,017	13.3	3
20	Eastman - Lombard - Stugis	Local	1,193	15,523	13.0	3
9	Lemonwood/Gisler	Local	1,231	15,019	12.2	4
10	Telegraph Road - Saticoy	Local	1,838	20,488	11.1	4
15	El Rio - Northeast	Local	1,384	14,887	10.8	4
17	Vineyard Central Rose	Trunk	2,538	22,702	8.9	4

\*Route 15, 17 restructured in July 2015.

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

**Excluded Routes**

Route #	Route Name	Total Revenue Hours	Total Passengers	Passengers per Revenue Hour	Reason Excluded:
18	Trippers	275	12,843	46.7	booster service
22	Wells - Nyeland	2,099	11,324	5.4	started July 2015

**Systemwide Performance Target**

Service Type	Description	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 Per Hour (Depreciated)	Total Cost	Cost Per Passenger	Average Fare Per Passenger	Subsidy Per Passenger	Route Ranking	Quartile
1	128,979	5,323	Trunk	\$ 94.41	\$ 502,544	\$ 3.90	\$0.67	\$ 3.23	1	1
6	236,657	11,235	Trunk	\$ 94.41	\$ 1,060,696	\$ 4.48	\$0.81	\$ 3.67	2	1
3	25,791	1,260	Local	\$ 94.41	\$ 118,957	\$ 4.61	\$0.68	\$ 3.93	3	1
16	64,200	3,536	Local	\$ 94.41	\$ 333,834	\$ 5.20	\$0.91	\$ 4.29	5	1
11	59,977	3,238	Trunk	\$ 94.41	\$ 305,700	\$ 5.10	\$0.72	\$ 4.38	4	2
4	66,124	3,680	Local	\$ 94.41	\$ 347,429	\$ 5.25	\$0.67	\$ 4.58	6	2
21	58,210	3,485	Trunk	\$ 94.41	\$ 329,019	\$ 5.65	\$0.84	\$ 4.81	7	2
5	21,238	1,327	Local	\$ 94.41	\$ 125,282	\$ 5.90	\$0.72	\$ 5.18	11	2
8	39,677	2,671	Local	\$ 94.41	\$ 252,169	\$ 6.36	\$0.75	\$ 5.61	10	2
7	18,177	1,264	Local	\$ 94.41	\$ 119,334	\$ 6.57	\$0.72	\$ 5.85	9	3
2	19,304	1,337	Local	\$ 94.41	\$ 126,226	\$ 6.54	\$0.63	\$ 5.91	8	3
19	16,017	1,203	Local	\$ 94.41	\$ 113,575	\$ 7.09	\$0.74	\$ 6.35	14	3
20	15,523	1,193	Local	\$ 94.41	\$ 112,631	\$ 7.26	\$0.73	\$ 6.53	13	3
9	15,019	1,231	Local	\$ 94.41	\$ 116,219	\$ 7.74	\$0.68	\$ 7.06	12	4
10	20,488	1,838	Local	\$ 94.41	\$ 173,526	\$ 8.47	\$0.88	\$ 7.59	15	4
15	14,887	1,384	Local	\$ 94.41	\$ 130,663	\$ 8.78	\$0.74	\$ 8.04	16	4
17	22,702	2,538	Trunk	\$ 94.41	\$ 239,613	\$ 10.55	\$0.84	\$ 9.71	17	4

\*Route 15, 17 restructured in July 2015.

**Excluded Routes**

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	Reason Excluded:
18	12,843	275	Trippler	\$ 94.41	\$ 25,963	\$ 2.02	\$ 1.200	\$ 0.82			booster service
22	11,324	2,099	Local	\$ 94.41	\$ 198,167	\$ 17.50	\$ 0.710	\$ 16.79			started July 2015