



DATE February 1, 2017

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 – 2nd Quarter FY 2016-17

I. EXECUTIVE SUMMARY

This quarterly report covers the 2nd Quarter (October 1 through December 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 2nd quarter of FY 2016-17, has decreased 6.02% over the 2nd quarter of last year. As mentioned in previous reports, the decrease is likely due to multiple causes such as new availability of driver’s licenses for undocumented immigrants, an increase in vehicle ownership, stop closures due to construction and the recovering economy. Additionally, the second quarter saw a marked increase in days with rainfall. It rained on 15% of the days, compared to just 4% during the 2nd quarter of FY 2015-16 and had over three times as much rainfall. On a more positive note, ridership on the restructured 15, 17 and 22 routes is up for the second quarter in a row.

**2nd Quarter FY 16-17
Systemwide Ridership & Performance**

	2nd Qtr FY 2016-17	2nd Qtr FY 2015-16	Difference	% Change
Fixed-Route Ridership				
Total System Boardings	896,832	954,287	-57,455	-6.0%
Average Daily Passengers Weekdays	11,239	11,928	-689	-5.8%
Average Daily Passengers Saturdays	7,054	7,673	-619	-8.1%
Average Daily Passengers Sundays	6,564	7,012	-448	-6.4%
Wheelchair Boardings	7,378	6,960	418	6%
Bicycle Boardings	23,600	24,697	-1,097	-4%
Performance Measures				
Passengers Per Revenue Hour	17.6	18.9	-1.31	-6.9%
Fare Revenue Per Service Hour	\$14.31	\$15.17	\$ (0.86)	-5.6%
Total Fare Revenue	\$729,748.30	\$766,171.00	\$ (36,423)	-4.8%
On-Time Performance	80.0%	79.0%	<i>Goal > 90%</i>	
% Systemwide Boarding as Free Transfers	23.8%	24.9%	<i>Goal < 20%</i>	

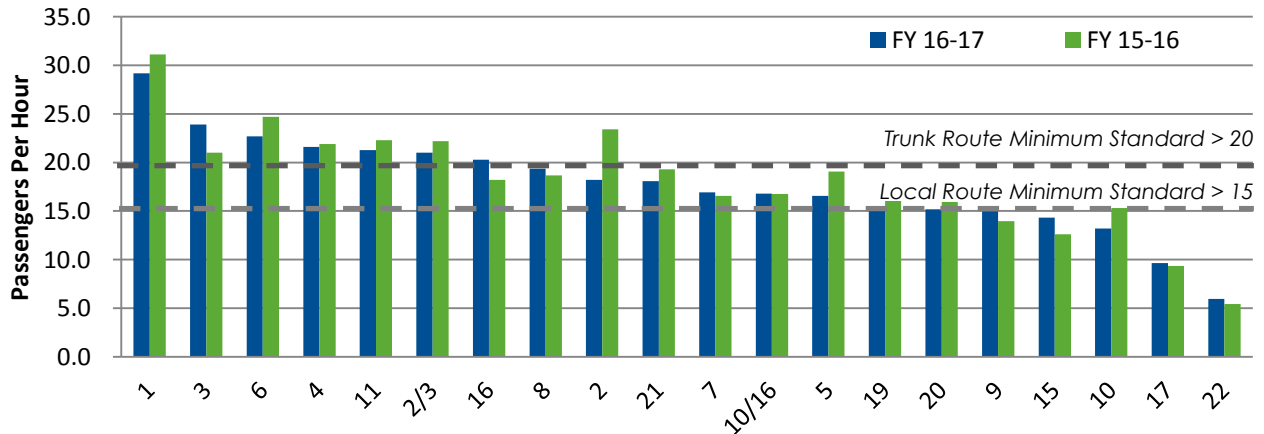
GOLD COAST TRANSIT DISTRICT

2nd Quarter FY 16-17 Ridership by Route

Route	Route Name	2 nd Quarter FY 2016-17 Unlinked Passengers	2 nd Quarter FY 2015-16 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	136,642	151,354	(14,712)	-9.7%
2	Colonia - Downtown Oxnard	20,557	23,525	(2,968)	-12.6%
3	J St - Centerpoint Mall - Naval Base	26,775	27,873	(1,098)	-3.9%
2/3	<i>Route 2 & 3 Combined</i>	47,332	51,398	(4,066)	-7.9%
4	North Oxnard - Ventura Rd - St. John's	70,407	73,272	(2,865)	-3.9%
5	Hemlock - Seabridge - Wooley	18,227	20,717	(2,490)	-12.0%
6	Oxnard - Ventura - Main St	242,836	255,007	(12,171)	-4.8%
7	Oxnard College - Centerpoint Mall	19,009	20,660	(1,651)	-8.0%
8	OTC- Oxnard College - Centerpoint Mall	42,370	44,360	(1,990)	-4.5%
9	Lemonwood - Channel Islands	16,152	16,116	36	0.2%
10	Pacific View Mall - Telegraph -Saticoy	22,780	22,649	131	0.6%
11	Pacific View Mall - Telephone - Wells	61,095	66,663	(5,568)	-8.4%
15	Esplanade - El Rio - St. John's	16,278	16,340	(62)	-0.4%
15/17/22	<i>Route 15, 17 & 22 Combined</i>	52,918	51,507	1,411	2.7%
16	Downtown Ojai - Pacific View Mall	65,733	72,699	(6,966)	-9.6%
10/16	<i>Route 10 & 16 Combined</i>	88,513	95,348	(6,835)	-7.2%
17	Esplanade - Oxnard College	24,614	23,966	648	2.7%
18	Trippers	10,754	11,464	(710)	-6.2%
19	OTC- 5th St - Airport - Gonzales Rd	14,747	16,285	(1,538)	-9.4%
20	Lombard - Sturgis	14,940	16,001	(1,061)	-6.6%
21	Port Hueneme - Ventura - Victoria Ave	60,890	64,135	(3,245)	-5.1%
22	Saticoy - St. Johns - Nyeland Acres	12,027	11,201	826	7.4%
TOTAL GCT SYSTEM		896,832	954,287	(57,455)	-6.0%

* Data from interlined¹ routes (2/3, 14/15, 10/16) is shown combined to account for Farebox log-in errors.

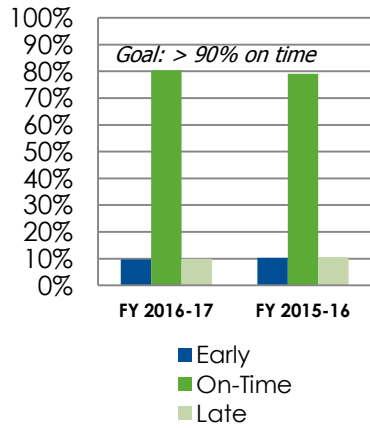
2nd Quarter FY 15-16 Passengers Per Revenue Hour (Weekdays)



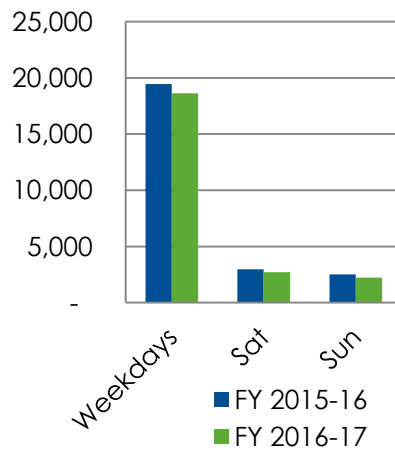
Note: Route 18 (school trippers) not shown in graph.

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.

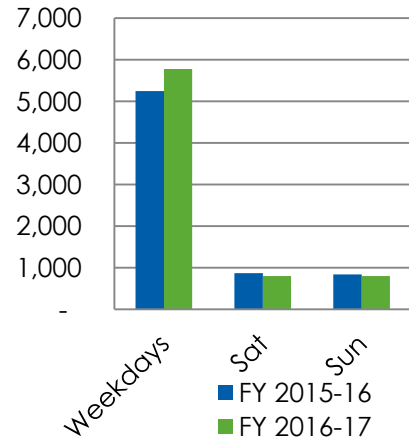
On-Time Performance 2nd Quarter



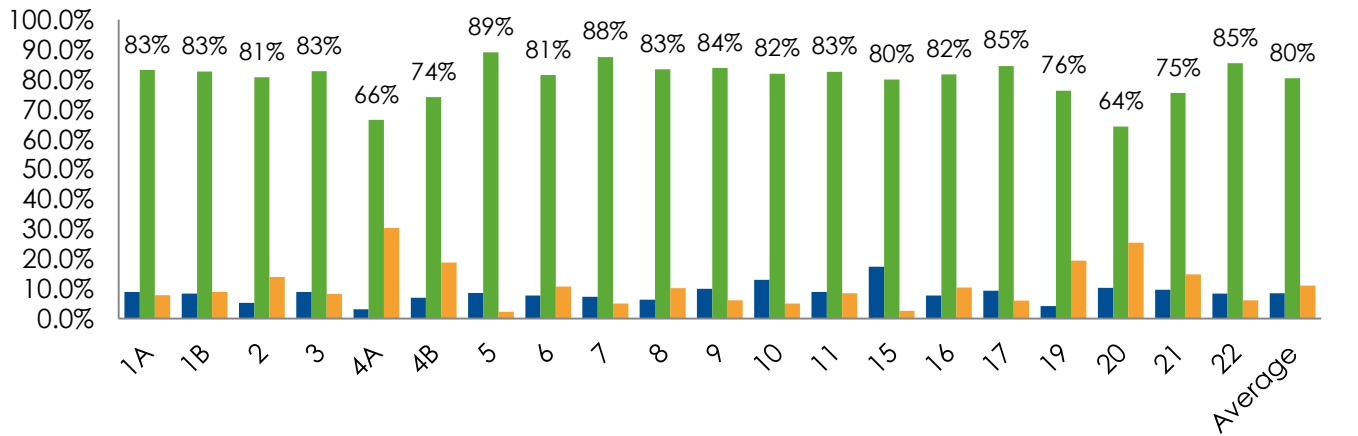
Bicycle Boardings 2nd Quarter



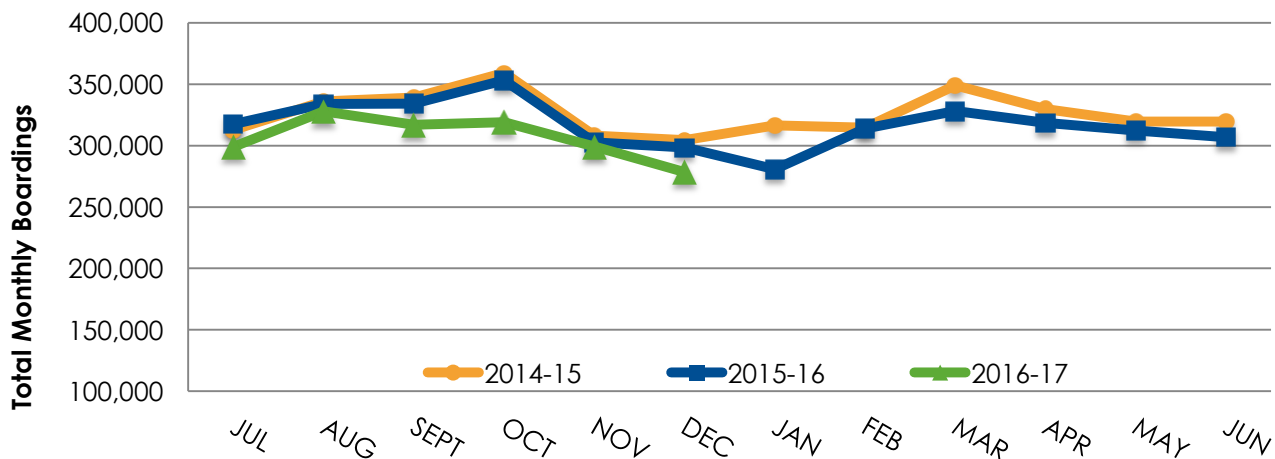
Wheelchair Boardings 2nd Quarter



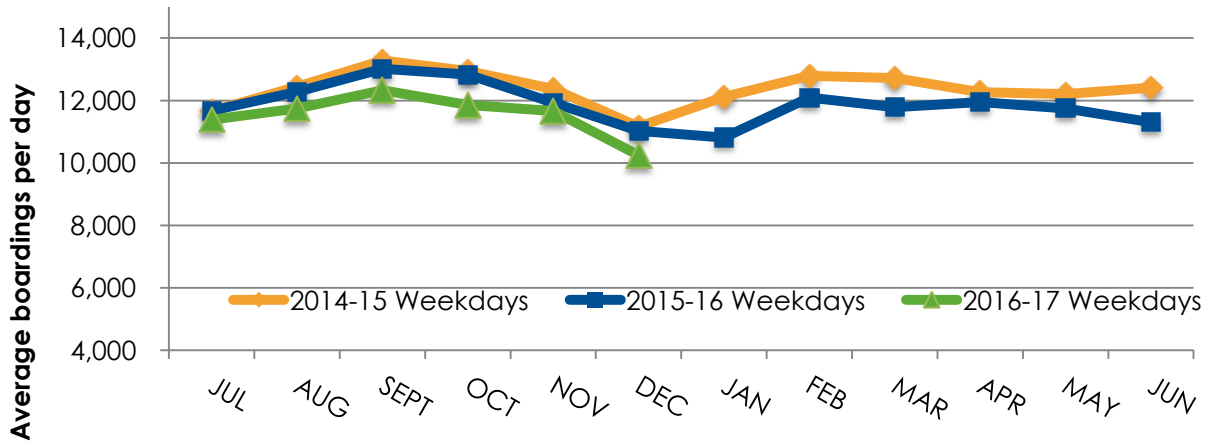
2nd Quarter - On Time Performance by Route



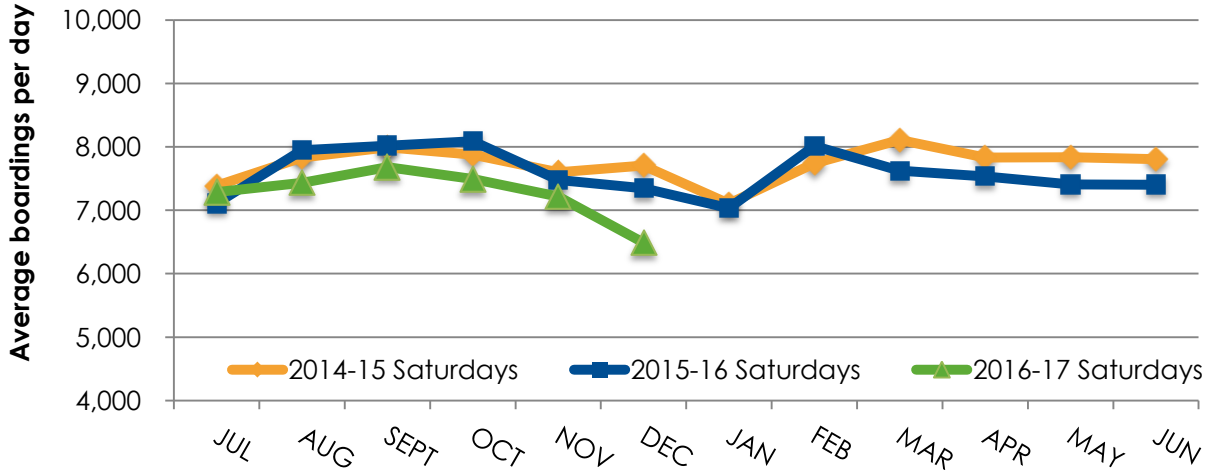
Monthly Fixed Route Ridership



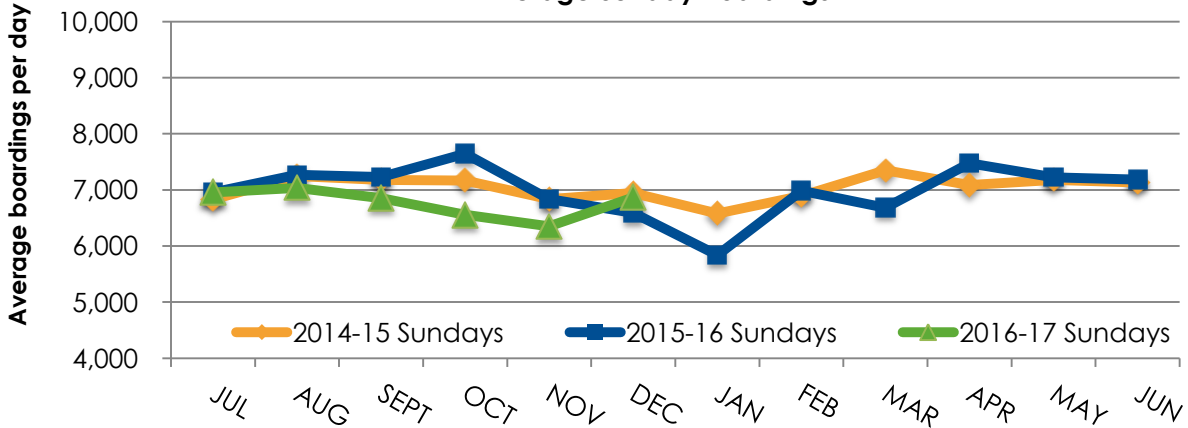
Average Weekday Boardings



Average Saturday Boardings



Average Sunday Boardings



2nd Quarter Complaints by Type

Type	Issue	2nd Quarter Comments	2nd Quarter Verified Comments	Verified Comments YTD 2016-17
Scheduling	On-Time Performance	7	0	2
Operations	Operator Conduct	22	3	5
	Driving Complaints	8	2	3
	Passed by	10	4	4
Other	Commendations	12	N/A	N/A
	Bus Stop Issues	0	0	0
	Other	8	1	1
Totals		60	9	14

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 the second quarter of FY 2016-17, staff continued its efforts at increased public awareness of GCTD through several social media campaigns, such as #TransitTipTuesday, #NamethatStop promotion of GCTD’s Trip Planner, ticket outlets and bicycle rack usage to name a few.

In November, GCTD announced its partnership with the Department of Homeland Security’s See Something Say Something campaign to encourage passengers that the public to speak up when they see anything suspicious. Social media was also used to promote veterans riding free on Veterans Day and half price every day.

In December, we conducted a month long event called #ELFontheGO which involved decorating one of our buses and running it in regular service on select routes. Staff and the holiday bus also participated in the Oxnard Holiday Parade and the Food Share Can Tree event at the Collection. Staff also spent several rainy days passing out GCTD ponchos to passengers.

Also this quarter, staff analyzed on-time performance and worked on making minor schedule adjustments to Route 20, giving it more time in an attempt to improve its on-time performance. Planning staff will monitor the effect of this change as it goes into effect in January.

#ELFontheGO at FOOD Share’s CAN-Tree event, Oxnard Christmas Parade, and en route!



IV. ACCESS PARATRANSIT BACKGROUND

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

The ADA is based on a basic presumption that people with disabilities want to work, want to be members of their communities and physical exclusion and segregation cannot be tolerated. Accommodating a person with a disability is not a matter of charitable action but instead a basic issue of civil rights.

Federal regulations are very clear on the requirements of ADA transportation that compliments local fixed route service in place. The ADA service provider is required to do the following:

1. Provide service to the ADA passenger to the same geographic area that is served by the local fixed route system.
2. Provide service to the ADA passenger during the same hours that fixed route service is available in the local fixed route system.
3. The fare for the ADA trip may not be more than twice that of the Adult fare charged on the local fixed route system.
4. The time traveled by the ADA passenger on the ADA system may not be significantly greater than the time traveled by the ADA passenger if they were to use the local fixed route system.
5. The paratransit provider may negotiate pickup times with the individual, but the provider shall not require an ADA passenger to schedule a trip to begin more than one hour before or after the individual's desired departure time.

Federal regulations for ADA paratransit transportation require that transportation be provided to any ADA passenger who requests service the day before. Trips provided to the ADA passenger may not be more than one hour before or after the time that the passenger requested service. GO ACCESS prefers to negotiate and book times as close to what a passenger requests. Anything more than 20 minutes beyond the customer's request has a higher probability of being cancelled.

Federal guidance specifically prohibits any practice that is construed to be trip prioritization; the most common form of which would be limiting trips or scheduling trips in order by purpose. Other constraints and barriers to service that are not permitted include excessive telephone hold times and excessive travel times on paratransit. ADA paratransit trips may not exceed the comparable travel time on fixed route. GO ACCESS receives an average of 9,000 calls a month. The average hold time is currently about 31 seconds. The average call time is less than 2 minutes. GO ACCESS trips on average tend to be about half of the travel time of a comparable trip on fixed route.

ADA demand response transportation was required in 1994 in response to advocacy for those who could not access fixed route services to education, employment, healthcare and other services. The idea was to bring the bus stop to the closest curb for the disabled individual while

still providing service to multiple individuals. 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. The smaller 16 foot and 23 foot vehicles are intended to facilitate ease of access to tight locations within the community which improves passenger safety and accessibility.

ADA paratransit services are restricted to those who are ADA certified. The ADA certification process is not designed to verify one's health diagnosis nor his/her disability. It is an evaluation of how the disability limits the individual's mobility. More specifically, how the mobility issue impairs the individual's ability to use the fully accessible fixed route services that are both less expensive for the passenger to use and for the agency to provide. ADA paratransit is designed to provide the disabled person the ability to use public transportation to access destinations and resources for education, social events, employment, medical and other services. The Board of Directors' for GCTD predecessor South Coast Area Transit (SCAT) in 1999 adopted a policy of providing similar service to seniors 65 and over. The SCAT Board recognized that addressing the mobility needs of seniors, many of which were similar to those of the ADA community was important to local efforts to sustain the independence of older adults and support aging in place initiatives in the community. Estimates from the 2015 American Community Survey indicate that there are approximately 40,000 persons 65 and older who reside within the GO ACCESS service area representing approximately 11% of the overall population.

V. ACCESS OPERATIONS

2nd Quarter FY 2016-17 GO ACCESS Ridership & Performance

Paratransit Ridership	2nd Qtr FY 2016-17	2nd Qtr FY 2015-16	Difference	% Change
Total System Boardings	25,392	22,649	2,743	12.11%
Average Daily Passengers Weekdays	345	308	37	12.01%
Average Daily Passengers Saturdays	134	111	23	20.77%
Average Daily Passengers Sundays	119	111	8	7.21%
Wheelchair Boardings	5,539	4,573	966	21.12%
% of Total Boardings Involving Wheelchairs	21.81%	20.19%	-1.62	-8.04%
Performance Measures	2nd Qtr FY 2016-17	2nd Qtr FY 2015-16	Difference	% Change
Passengers Per Revenue Hour	2.02	2.14	-0.12	-5.61%
Fare Revenue Per Revenue Hour	\$ 12.38	\$ 6.27	\$ 6.11	97.58%
Total Fare Revenue	\$ 154,651	\$ 66,420	\$ 88,231	+132.83%
Systemwide Boardings No Fares	3,927	3,415	+512	+14.99%
% Systemwide Boardings No Fares	15.47%	15.087%	+0.39	+2.57%
On-Time Performance	88.22%	63.12%	+25.10	39.77%
% of Trips Early	4.28%	23.84%	-19.56	-82.05%
% of Trips Late	7.50%	13.04%	-5.54	-42.48%
% of Trips 15+ Minutes Late	0.76%	2.83%	-2.07	-73.14%

Ridership & Fares

Total boardings for GO ACCESS increased 12.11% during the 2nd quarter this year when compared to the 2nd quarter of last year. The increase is greatest on weekdays. The average

daily boardings on weekdays were 345 compared to 308 last year. In November 2016, GCTD received reimbursements from the County of Ventura for qualifying MediCAL trips provided during the 1st and 2nd Quarters FY 2014-15 in the amount of \$105, 838. These reimbursements are calculated as part of the paratransit fares.

No Fare Boardings

No Fare (NF) Boardings as a portion of the service may be beginning to grow; this quarter showed a slight increase of 0.39%. The largest increase of NF Boardings by passenger type was Personal Care Attendants (PCA's). The ADA requires that one PCA be allowed to travel with the passenger at no additional charge. The PCA must board and alight the vehicle at the same locations the passenger he/she is accompanying. The role of the PCA may be filled by many different individuals. The PCA privilege stays with the ADA certified passenger, not the person assisting the passenger. The PCA privilege is exclusive to paratransit transportation. The ADA certified rider may use fixed route, but there is no requirement to allow the PCA to ride along at no fare. GCTD policy is to encourage the paratransit passenger to select the mode most suitable for the particular trip they take on public transportation. This practice not only helps move demand to the less expensive fixed route mode, it increases options and flexibility for the paratransit passenger.

2nd Quarter FY 2016-17 GO ACCESS No Fare (NF) Boardings

No Fare (NF) Boardings	% of Pass Type to Total NF Boardings		% of Pass Type to Total NF Boardings		Change	% Change in Ridership
	2nd Qtr FY 2015-16	2nd Qtr FY 2016-17	2nd Qtr FY 2015-16	2nd Qtr FY 2016-17		
Personal Care Attendants (PCA's)	2,144	62.78%	2,840	67.44%	+696	+32.46%
ADA Assessments	35	1.02%	22	0.99%	-13	-37.14%
Nutrition	852	24.95%	526	20.55%	-326	-38.26%
Transfers To CAT/ECTA DAR	384	11.24%	494	11.03%	+110	+28.65%
Total No Fare Boardings	3,415		3,927		+512	+14.99%
Total Passenger Boardings	22,649		25,392		2,743	12.11%
% of Total Passenger Boardings that are No Fare	15.08%		15.47%		+0.39%	+2.57%

Passenger Boardings & Mobility

Passenger boardings increased by 2,743 boardings during 2nd Quarter FY 2016-17 compared to last year, by +12.11%. The number of PCA's increased by 696 boardings during 2nd Quarter FY 2016-17 compared to last year, or +32.40%. PCA's comprised 11.18% of the overall passengers. The role of the PCA is to assist the ADA passenger on the trip; the assistance provided may not be necessary on the actual trip but at either end of the trip provided. Typically the presence of the PCA facilitates quicker passenger boarding which leads to reduced dwell time at each stop. The number of paying companions who accompanied eligible riders increased by 8.12% when compared to last year. Passengers are allowed to have as many paying companions travel with them as there is space available.

**2nd Quarter FY 2016-17
GO ACCESS Passenger & Mobility**

Boardings by Passenger Type	2nd Qtr FY 2016-17	% of Pass Type to Total Boardings	2nd Qtr FY 2015-16	% of Pass Type to Total Boardings	Change	% Change in Ridership
Passengers	21,101	83.10%	19,162	84.60%	1,939	10.12%
Personal Care Attendants (PCA's)	2,840	11.18%	2,146	9.47%	696	32.40%
Companions	1,451	5.71%	1,341	5.93%	108	8.12%
Total Passenger Boardings	25,392		22,649		2,743	12.11%
Boardings by Mobility Device						
Ambulatory - ALT 1- 2 minutes	19,853	78.67%	18,076	79.81%	1,777	9.83%
Oversized Scooters - ALT 6 minutes	2,129	8.38%	1,876	8.28%	253	13.49%
Wheelchairs -ALT 4 minutes Lift Use By Standees- ALT 3 minutes	3,152	12.41%	2,608	11.51%	544	20.86%
	258	1.02%	89	0.39%	169	192.05%
Total Passenger Boardings	25,392		22,649		2,743	12.11%

ALT = Average Load Time

Safety

GO ACCESS prides itself on providing safe, reliable transportation for mobility impaired individuals in our community. The transit industry considers a preventable accident rate of less than 2.00 per 100,000 miles driven to be very desirable. An incident or accident is defined as 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. A preventable accident is defined as 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. The accident rate of 1.84 per 100,000 miles is within the desirable rate. 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. To encourage awareness quarterly incentives were restructured to recognize improvements on a monthly basis.

Measure	2nd Qtr FY 2016-17	2nd Qtr FY 2015-16	Change	% Change
Total Miles Driven	217,350	198,817	+18,533	+9.32%
Total Driving Staff	31	23	+8	34.78%
Average Miles Driven/Staff	7,011	8,644	-1,633	-18.89%
Total Incidents	7	8	-1	-12.50%
Average Miles Between Incidents	31,050	24,852	+6,198	+24.94%
Preventable Accidents	4	0	4	100.00%
Accident Rate Per 100,000 Miles	1.84	0.00		

County Wide Human Service Coordinated Update

It is anticipated that Federal 5310 grant opportunities will be available this spring. Projects selected for funding must be "included in a locally developed, coordinated public transit-human services transportation plan," and that the plan be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public" utilizing transportation services. These coordinated plans identify the transportation needs of individuals with disabilities, older adults, and people with low incomes, provide

strategies for meeting these needs, and prioritize transportation services for funding and implementation. Ventura County Transportation Commission (VCTC) and its consultant team have been working on a five-year update since last summer. VCTC staff will present the coordinated plan update to the Commission this spring. Staff facilitated four focus group sessions in the fall seeking public comments from the constituency GCTD serves. Staff attended the VCTC led stakeholder workshops in January that discussed strategies to address gaps in mobility around Ventura County. Participants evaluated each strategy and assigned a weight of priority.

Customer Outreach

Staff conducted several meet and greets with members of the public at the Wilson Senior Center, Palm Vista Senior Center and St. John’s Regional Medical Center in Oxnard to answer questions about using all forms of public transportation. GO ACCESS partnered with Oxnard Senior Services to provide transportation for senior nutrition participants to the annual Christmas party at the Oxnard Performing Arts Center on December 9, 2016. The annual Christmas Tree Lane tour had 45 participants. Passengers were transported throughout the cities to enjoy holiday decorations in various parts of the service area.



Feedback

GO ACCESS received 13 comments from customers during 2nd Quarter FY 2016-17 for an overall complaint ratio of 0.51 complaints per 1,000 boardings. GCTD and 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. Passenger comments help staff identify areas of opportunities both in areas of performance and passenger information. The chart that follows identifies the types of concerns and feedback customers provided through December 31, 2016. Half of the feedback received during the second quarter identified a possible need to survey passengers in preparation for an effective passenger information campaign. Staff anticipates a survey will be completed by the end of the fiscal year.

2nd Quarter - Complaints by Type

Type	Issue	2nd Quarter	YTD 2016-17
Scheduling	Travel Time	1	2
	Negotiating Times	1	4
	On-Time Performance	2	4
Operations	Operator	2	4
	Dispatch	0	1
Other	No Show Policy	0	3
	Reservations	0	4
	Policies	7	8
Totals		13	27



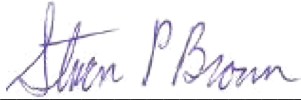
VI. GO ACCESS - SUMMARY

Passenger ridership was up 12% during the 2nd 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 is trending in the high 80 percentile. The improved on time performance appear to instill confidence in both staff and clients without straining resources to provide mobility to more constituents. MediCAL Administrative Activities reimbursements of \$105,838 received in November 2016 help fund the paratransit services. Staff continues to look for other funding opportunities that will maintain service quality and improve cost effectiveness.

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: 2nd Quarter FY 2016-17 Fixed-Route Service Evaluation

**2nd 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	5,432	136,642	25.2	1
6	Oxnard - Ventura/Main St.	Trunk	11,417	242,836	21.3	1
3	Southside	Local	1,287	26,775	20.8	1
4	North Oxnard	Local	3,764	70,407	18.7	1
11	Telephone Road - Saticoy	Local	3,295	61,095	18.5	1
16	Ojai	Trunk	3,610	65,733	18.2	2
21	Victoria Ave	Trunk	3,540	60,890	17.2	2
8	Oxnard College	Local	2,758	42,370	15.5	2
2	Colonia	Local	1,368	20,557	15.0	2
7	South Oxnard	Local	1,290	19,009	14.7	3
5	Parkwest	Local	1,357	18,227	13.4	3
9	Lemonwood/Gisler	Local	1,256	16,152	12.9	3
20	Eastman - Lombard - Stugis	Local	1,184	14,940	12.6	3
10	Telegraph Road - Saticoy	Local	1,879	22,780	12.1	4
19	Gonzales/OTC/Fifth	Local	1,229	14,747	12.0	4
15	El Rio - Northeast	Local	1,414	16,278	11.5	4
17	Vineyard Central Rose	Trunk	2,591	24,614	9.5	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	215	10,754	50.0	booster service
22	Wells - Nyeland	2,126	12,027	5.7	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	151,354	5,436	Trunk	\$ 94.41	\$ 513,213	\$ 3.39	\$0.70	\$ 2.69	1	1
6	255,007	11,006	Trunk	\$ 94.41	\$ 1,039,076	\$ 4.07	\$0.85	\$ 3.22	2	1
3	27,873	1,260	Local	\$ 94.41	\$ 118,957	\$ 4.27	\$0.74	\$ 3.53	3	1
11	66,663	3,198	Trunk	\$ 94.41	\$ 301,923	\$ 4.53	\$0.80	\$ 3.73	4	1
16	72,699	3,637	Local	\$ 94.41	\$ 343,369	\$ 4.72	\$0.93	\$ 3.79	5	2
4	73,272	3,754	Local	\$ 94.41	\$ 354,415	\$ 4.84	\$0.69	\$ 4.15	6	2
21	64,135	3,518	Trunk	\$ 94.41	\$ 332,134	\$ 5.18	\$0.88	\$ 4.30	7	2
2	23,525	1,324	Local	\$ 94.41	\$ 124,999	\$ 5.31	\$0.66	\$ 4.65	8	2
7	20,660	1,272	Local	\$ 94.41	\$ 120,090	\$ 5.81	\$0.77	\$ 5.04	9	2
8	44,360	2,776	Local	\$ 94.41	\$ 262,082	\$ 5.91	\$0.78	\$ 5.13	10	3
5	20,717	1,350	Local	\$ 94.41	\$ 127,454	\$ 6.15	\$0.75	\$ 5.40	11	3
9	16,116	1,208	Local	\$ 94.41	\$ 114,047	\$ 7.08	\$0.73	\$ 6.35	12	3
20	16,001	1,234	Local	\$ 94.41	\$ 116,502	\$ 7.28	\$0.80	\$ 6.48	13	3
19	16,285	1,260	Local	\$ 94.41	\$ 118,957	\$ 7.30	\$0.81	\$ 6.49	14	4
10	22,649	1,864	Local	\$ 94.41	\$ 175,980	\$ 7.77	\$0.91	\$ 6.86	15	4
15	16,340	1,324	Local	\$ 94.41	\$ 124,999	\$ 7.65	\$0.70	\$ 6.95	16	4
17	23,966	2,622	Trunk	\$ 94.41	\$ 247,543	\$ 10.33	\$0.85	\$ 9.48	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	11,464	255	Trippler	\$ 94.41	\$ 24,075	\$ 2.10	\$ 1.280	\$ 0.82			booster service
22	11,201	2,194	Local	\$ 94.41	\$ 207,136	\$ 18.49	\$ 0.730	\$ 17.76			started July 2015