

# OPERATIONS & MAINTENANCE REPORT

PRESENTATION TO GCTD BOARD OF DIRECTORS

November 6, 2024



# GCTD September 2024 K.P.I. Key Performance Indicators



TOTAL REVENUE MILES	166,383
TOTAL ROADCALLS	21
MAJOR ROADCALLS TOTAL	5
OTHER ROADCALLS TOTAL	16
MECHANIC DISPATCHED ROADCALLS	2
TOTAL BUS TRADES	27
SERVICE INTERRUPTIONS	8
BUSES TOWED	1

Customer Service Interruptions	8
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Miles Between Customer Service Interrupt	20797.9
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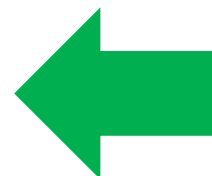
MILES BETWEEN MAJOR ROADCALLS	33,277
MILES BETWEEN OTHER ROADCALLS	10,399
<b>MBRC</b>	<b>7,923</b>

**7,500 Miles Goal**



**MBRC = Miles Between Road-calls**

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



**10,000 Miles Goal**



# Preventive Maintenance

Bus #	Previous Hub	Current Hub	Difference	On Time	Date Completed
3500	58610	63065	4455	Yes	9/18/2024
3501	37800	42657	4857	Yes	9/29/2024
3502	4693	9277	4584	Yes	9/3/2024
3503	64862	69584	4722	Yes	9/26/2024
3506	316881	321177	4296	Yes	9/3/2024
3507	355288	359540	4252	Yes	9/25/2024
3508	2428	7282	4854	Yes	9/25/2024
3509	317334	321888	4554	Yes	9/29/2024
3512	314393	319082	4689	Yes	9/3/2024
3513	309678	314280	4602	Yes	9/22/2024
3514	138836	143540	4704	Yes	9/10/2024
3515	220536	224938	4402	Yes	9/18/2024
4020	73691	78298	4607	Yes	9/16/2024
4038	125453	130101	4648	Yes	9/3/2024
4042	71304	75892	4588	Yes	9/19/2024
4045	56476	61068	4592	Yes	9/9/2024
4046	123190	127834	4644	Yes	9/21/2024
4047	112276	116947	4671	Yes	9/22/2024
4049	19456	24306	4850	Yes	9/6/2024
4050	74835	79605	4770	Yes	9/8/2024
4051	85029	89787	4758	Yes	9/28/2024
4053	179486	183960	4474	Yes	9/13/2024
4056	236693	241683	4990	Yes	9/24/2024
4057	315658	320494	4836	Yes	9/7/2024
4058	188799	193168	4369	Yes	9/9/2024
4059	27034	31680	4646	Yes	9/5/2024
4061	48063	52402	4339	Yes	9/23/2024
4062	115689	120656	4967	Yes	9/10/2024
4065	130272	134931	4659	Yes	9/28/2024
4068	86964	91660	4696	Yes	9/21/2024
4069	86955	90961	4006	Yes	9/18/2024
4070	89680	94242	4562	Yes	9/15/2024
4071	92006	96783	4777	Yes	9/30/2024
4072	77006	81584	4578	Yes	9/6/2024
4073	58787	63550	4763	Yes	9/4/2024
4075	19240	23941	4701	Yes	9/10/2024
4077	37546	42326	4780	Yes	9/24/2024
4078	38841	43745	4904	Yes	9/7/2024

- 38 Buses Serviced
- No late services late by FTA or CHP guidelines
- 0 service late by GCTD standards.



Great job by maintenance staff in keeping on track with scheduled maintenance

# GCTD Operations K.P.I. September 2024

## Key Performance Indicators



Missed service: 172 miles  
Boarding: 323,361  
Revenue Miles : 155,696 miles

On Time Performance: **82.60%**



**90% goal**

Missed Service: **0.001%**



**Less than 1% goal**

Preventable Accidents: **2**

**1 per 100,000 miles goal**

Customer Contacts: **8**

**1 per 10,000 Boardings**



# C.T.A. Conference Employee Raffle Winners

CALIFORNIA TRANSIT ASSOCIATION'S 59<sup>TH</sup> ANNUAL FALL CONFERENCE & EXPO

# CONNECTING US

**Hatim Ghazi**  
Bus Operator



**Charles Skercervic**  
Bus Operator



GCTD will be providing the opportunity for two (2) GCTD represented employees to attend the California Transit Association's 59<sup>th</sup> Annual Fall Expo and Convention.



## **Bettie Lara: New Demand Response Operations Manager**

Bettie has extensive hands-on experience in ADA/Paratransit and Call Center management, including prior experience managing large scale demand response services including work for LA ACCESS / MV Transportation.

- Now having internal recruitment for Assistant Operations Manager
- Started a new DR Bus Operator class
- Recruiting for a new DR Bus Operator class (Goal 35-38 Operators)
- Internal recruitment for DR Reservationist / Dispatcher

- Working on cleaning / fueling schedules
- Working on securing vital parts for WC ramps
- Working on preventative maintenance schedules
- Addressing engine and transmission failures
- New DR vehicles arriving later this month



# Oxnard City CNG Fueling



- Oxnard City continues to ramp up fueling at GCTD
- The last 2 months we have provided over 3000 of CNG per month to the city
- Oxnard city is being charged the same rate as they were paying (cost at Patton Court) but is saving a tremendous amount of funds on staff time.



QUESTIONS?