



**Gold Coast Transit District
Technical Advisory Committee (TAC)
Wednesday, February 19, 2025
10:00am
GCTD Board Room
1901 Auto Center Drive, Oxnard, CA 93036**

In compliance with the Americans with Disabilities Act and Government Code Section 54954.2, if special assistance is needed to participate in a Technical Advisory Committee meeting, please contact the clerk at 805-853-3153. Notification of at least 72 hours prior to meeting time will assist staff in assuring that reasonable arrangements can be made to provide accessibility at the meeting.

Meeting Agenda

Item 1	Call to Order/Introductions	Action
Item 2	Public Comment	Info
Item 3	TAC Member Comments	Info
Item 4	GCTD Staff Comments	Info
Item 5	Updates to Current Agenda & Approval of December 2024 Meeting Summary	Action
Item 6	Receive and File Update on Clean California - Amenities Project Austin Novstrup, Planning Manager	Info
Item 7	Receive and File Update Request on FY 2025 Member Claims for TDA Funding Christine Feng, Chief Financial Officer/Assistant General Manager	Info
Item 8	Receive and File Update on 2nd Quarter FY 24-25 Fixed Route and Demand Response Service Austin Novstrup, Planning Manager Robbie Lucio, Mobility Management Coordinator	Info
Item 9	Future Agenda Items	
Item 10	Adjournment	



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Item 5

**Gold Coast Transit District
Technical Advisory Committee (TAC)**
1901 Auto Center Drive, Oxnard, CA 93036
Wednesday, December 18, 2024
10:00am

Meeting Summary

TAC Members Present: Steven Almcrantz, City of Port Hueneme (Chair)
Steve Howlett, City of Oxnard (Vice Chair)
Sergio Albarrán, City of Ventura
Dolores Lopez, VCTC (ex officio)

TAC Members Absent: Susanna Arroyo, County of Ventura
City of Ojai

GCTD Staff Present: Dean Bower, Controller
Austin Novstrup, Planning Manager
Andrea Meza, Marketing Manager
Monica Gonzalez, Transit Planner
Robbie Lucio, Mobility Management Coordinator
Veronica Navaro, Finance & Grants Analyst

Members of the Public: None

Item 1 Call to Order/Introductions

Chair Steven Almcrantz called the meeting to order at 10:02am.

Item 2 Public Comment

None

Item 3 TAC Member Comments

None

Item 4 GCTD Staff Comments

Monica Gonzalez announced that GCTD participated in the Oxnard Christmas Parade on Saturday, December 7, 2024. She also shared that the Hall of Fame Awards ceremony took place on Saturday, December 14, 2024.

Austin Novstrup provided an update on the Clean CA-Bus Amenities Project, noting that most of the amenities have been ordered and delivered. He also reported that the installation of these amenities is underway.

- Item 5 Updated to Current Agenda & Approval October 2024 Meeting Summary**
Steven Almcrantz moved to approve the October 2024 summary. Sergio Albarrán seconded. The motion passed unanimously.
- Item 6 Elect Technical Advisory Committee Officers for Calendar Year 2025**
During the meeting, Steve Howlett nominated Brian Yanez from the City of Oxnard as Vice Chair. Steven Almcrantz nominated Sergio Albarrán from the City of Ventura as Chair. The nominations were put to a vote, which passed unanimously, resulting in Sergio Albarrán being elected as Chair and Brian Yanez as Co-Chair for Calendar Year 2025.
- Item 7 Approve GCTD Technical Advisory Committee Meeting Schedule for 2025**
Monica Gonzalez presented the proposed meeting schedule for 2025, noting that there were no holidays conflicting with the dates. Sergio Albarrán moved to approve the schedule, and the motion was seconded by Dolores Lopez. The committee unanimously voted to approve GCTD's Technical Advisory Committee Meeting Schedule for 2025.
- Item 8 Receive and File Short Range Transit Plan: Implementation Next Steps**
Austin Novstrup provided an update on the implementation of the Short Range Transportation Plan (STRP), which was approved in December 2024. The implementation will occur in phases. Year 1 will focus on laying the groundwork through infrastructure development to support Year 2's efforts, which will center on realigning routes. Year 3 will involve further route realignment, while Year 4 will address schedule and route alignment. In Year 5, the focus will shift to analyzing how the service is functioning after the changes have been implemented.
- Sergio Albarrán noted that upcoming road work on Wells Road, scheduled through CalTrans, may cause delays in implementation for that area.
- Steven Almcrantz inquired about public sentiment regarding the plan. Austin Novstrup responded that the sentiment has been generally positive and emphasized that each phase of the implementation will require its own outreach efforts prior to being carried out.
- Item 9 Receive and File Request for FY 25 Member Claims for TDA Funding**
Dean Bower presented this item and informed TAC members that TDA requests are due by February 15, 2025. He noted that additional information will be shared with members once the budget is finalized.
- Item 10 Future Agenda Items**
- Clean CA-Bus Project Amenities
 - Short Range Transit Plan Implementation Update
- Item 11 Adjournment**

Chair Steven Almcrantz adjourned the meeting at 10:27am.



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DATE February 19, 2025
TO GCTD Technical Advisory Committee
FROM Austin Novstrup, Planning Manger
 Robbie Lucio, Mobility Management Coordinator
SUBJECT Fixed-Route & ACCESS Flexible Services Quarterly Update

I. EXECUTIVE SUMMARY

This quarterly report covers the 2nd Quarter (October 1 through December 31) of Fiscal Year 2024-25. This report includes a summary of performance and operating statistics for both fixed-route and Demand Response Flexible services.

II. FIXED-ROUTE DATA

The table below shows that ridership for the 2nd quarter of FY 2024-25 increased 2.8% over the 2nd quarter of last year. Ridership growth has slowed year over year and is now more in line with projections. This quarter marks the fourth straight quarter where ridership has exceeded pre-pandemic ridership. The Youth Ride Free Program continues to be the largest contributor to ridership growth with youth rides making up nearly a third of all trips taken on the system.

**2nd Quarter FY 24-25
 Systemwide Ridership & Performance**

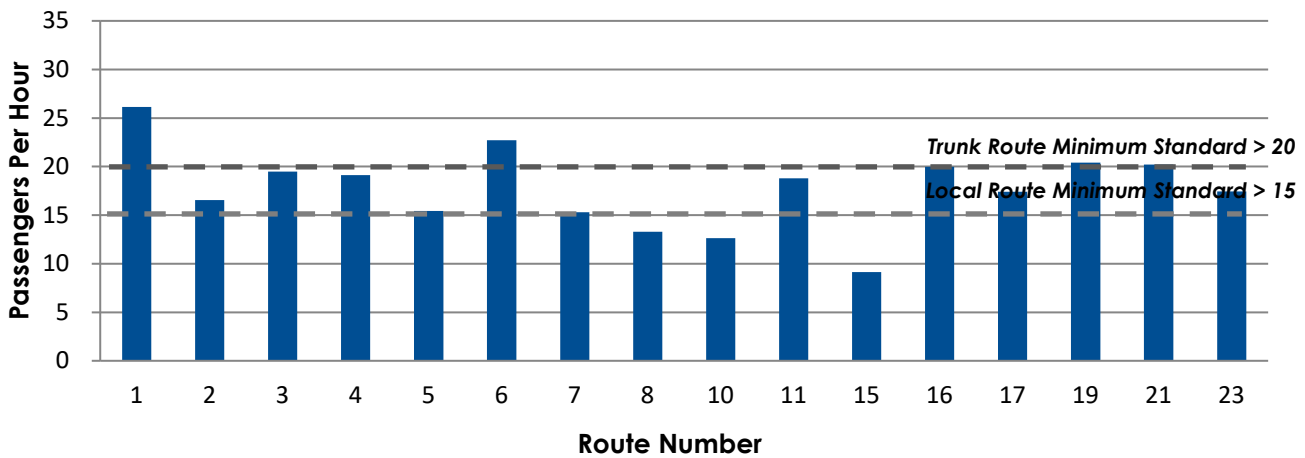
	2nd Qtr FY 2024-25	2nd Qtr FY 2023-24	Difference	% Change
Fixed-Route Ridership				
Total System Boardings	908,838	884,275	24,564	2.8%
Average Daily Passengers Weekdays	11,793	11,523	270	2.3%
Average Daily Passengers Saturdays	6,191	6,275	(84)	-1.3%
Average Daily Passengers Sundays	5,540	5,801	(261)	-4.5%
Wheelchair Boardings	6,271	5,874	397	6.8%
Bicycle Boardings	19,454	19,679	(225)	-1.1%
Performance Measures				
Passengers Per Revenue Hour	20	19	.7	3.6%
Fare Revenue Per Service Hour	\$23.28	\$15.39	\$3.30	16.5%
Total Fare Revenue	\$1,066,129	\$922,614	\$143,515	15.6%
On-Time Performance	79.6%	86%		<i>Goal > 90%</i>
% Systemwide Boarding as Free Transfers	12.2%	13.2%		<i>Goal < 20%</i>

GOLD COAST TRANSIT DISTRICT

2nd Quarter FY 24-25 Ridership by Route

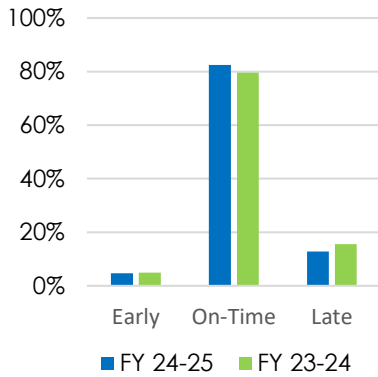
Route	Route Name	2nd Quarter FY 2024-25 Unlinked Passengers	2nd Quarter FY 2023-24 Unlinked Passengers	Change	% Change
1	Port Hueneme - Oxnard Transit Center	124,044	122,486	1,558	1%
2	Colonia - Downtown Oxnard	17,958	17,640	317	2%
3	J St - Centerpoint Mall - Lemonwood	32,567	29,714	2,853	10%
4	North Oxnard - Ventura Rd - St. John's	79,025	76,054	2,971	4%
5	Hemlock - Seabridge - Wooley	18,245	15,857	2,388	15%
6	Oxnard - Ventura - Main St	218,637	216,873	1,764	1%
7	Oxnard College - Centerpoint Mall	14,863	15,787	(924)	-6%
8	OTC- Oxnard College - Centerpoint Mall	21,852	21,657	195	1%
10	Pacific View Mall - Telegraph -Saticoy	25,392	24,155	1,237	5%
11	Pacific View Mall - Telephone - Wells	62,169	62,174	(5)	0%
15	Esplanade - El Rio - St. John's	13,325	14,729	(1,404)	-10%
16	Downtown Ojai - Pacific View Mall	63,891	65,484	(1,593)	-2%
17	Esplanade - Oxnard College	46,344	38,155	8,189	21%
18	Trippers	20,177	22,178	(2,001)	-9%
19	OTC- 5th St - Airport - Gonzales Rd	18,276	18,971	(695)	-4%
21	Port Hueneme - Ventura - Victoria Ave	82,630	77,850	4,780	6%
23	Oxnard College - Naval Base - Esplanade	49,443	44,509	4,934	11%
Total GCTD System		908,838	884,275	24,564	2.8%

2nd Quarter FY 24-25 Passengers Per Revenue Hour (All Periods)

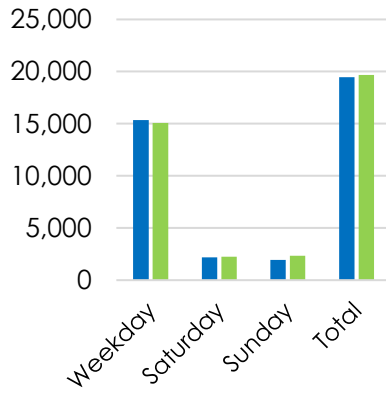


Notes: Route 18 (school trippers) not shown in graph.

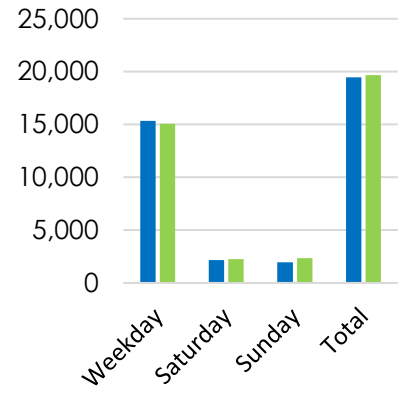
On-Time Performance 2nd Quarter



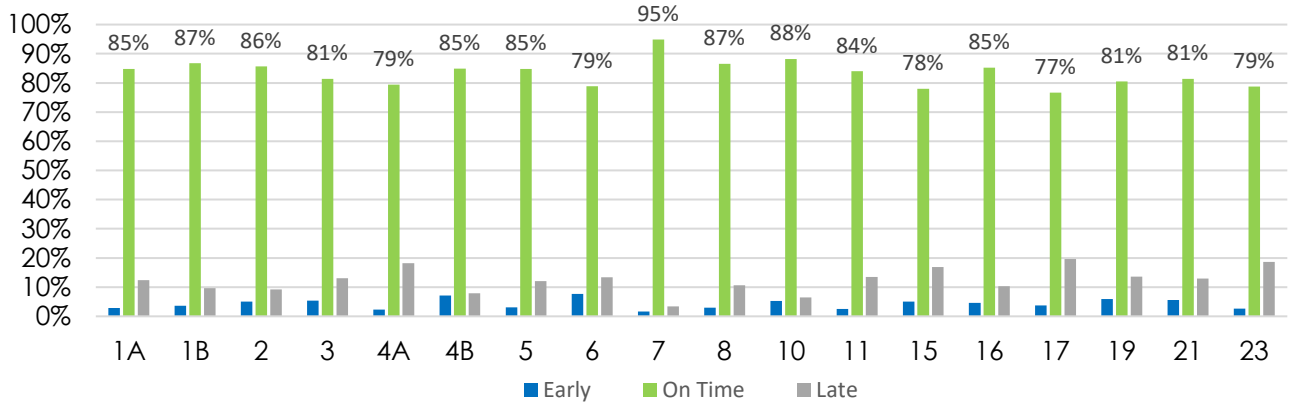
Bicycle Boardings 2nd Quarter



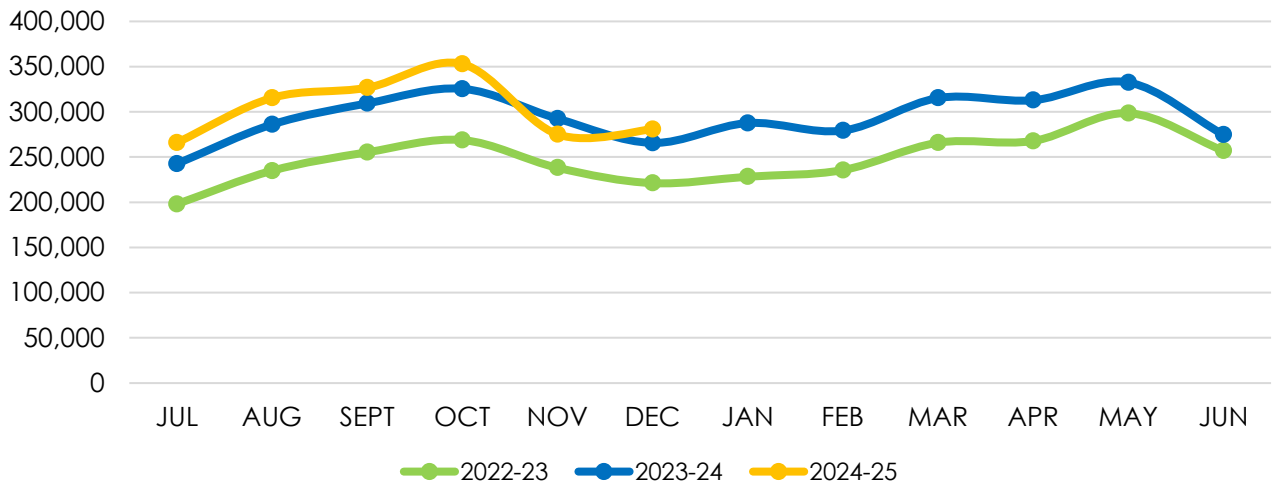
Wheelchair Boardings 2nd Quarter



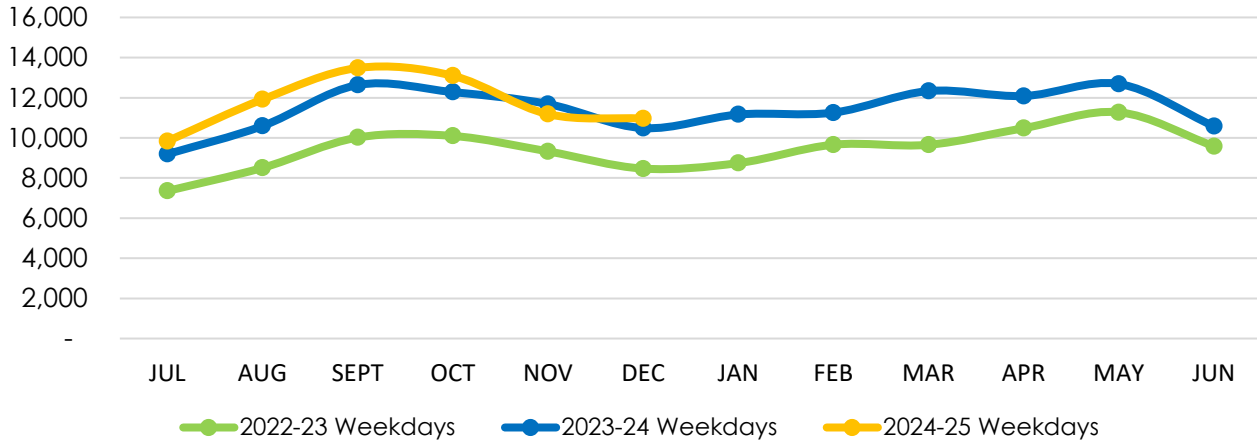
2nd Quarter - On Time Performance by Route



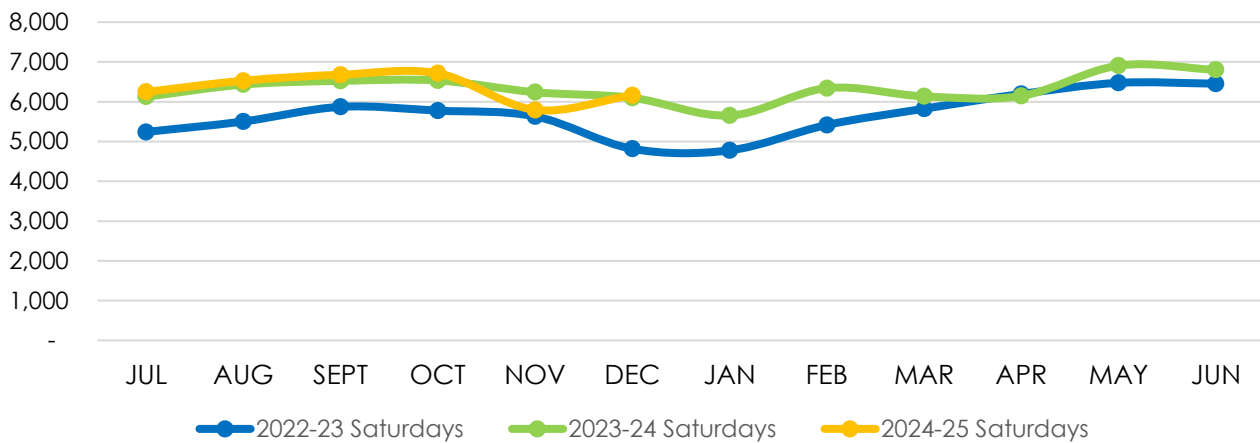
Monthly Fixed Route Ridership



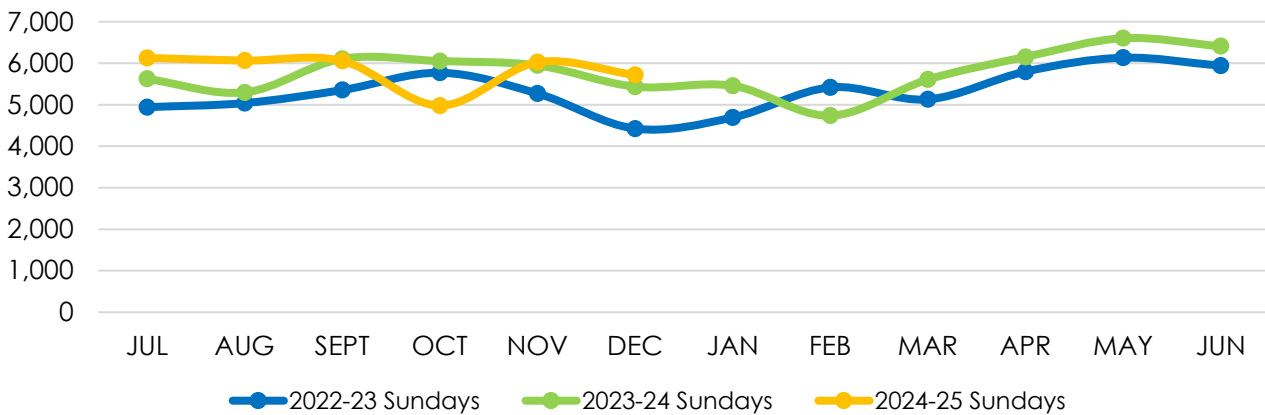
Average Weekday Boardings



Average Saturday Boardings



Average Sunday Boardings



2nd Quarter Complaints/Commendations by Type

Type	Issue	FY24-25 2nd Quarter	FY23-24 2nd Quarter	FY24-25 YTD
Scheduling	On-Time Performance	2	3	3
Operations	Operator Conduct	13	26	22
	Driving Complaints	18	6	25
	Passed by	10	12	19
	Commendations	1	7	4
	Bus Stop Issues	2	0	3
Other	Other*	11	4	18
Totals		57	58	94

*Service suggestions, fare disputes, disturbances, bus did not show, or other system issues

III. FIXED-ROUTE SERVICE SUMMARY

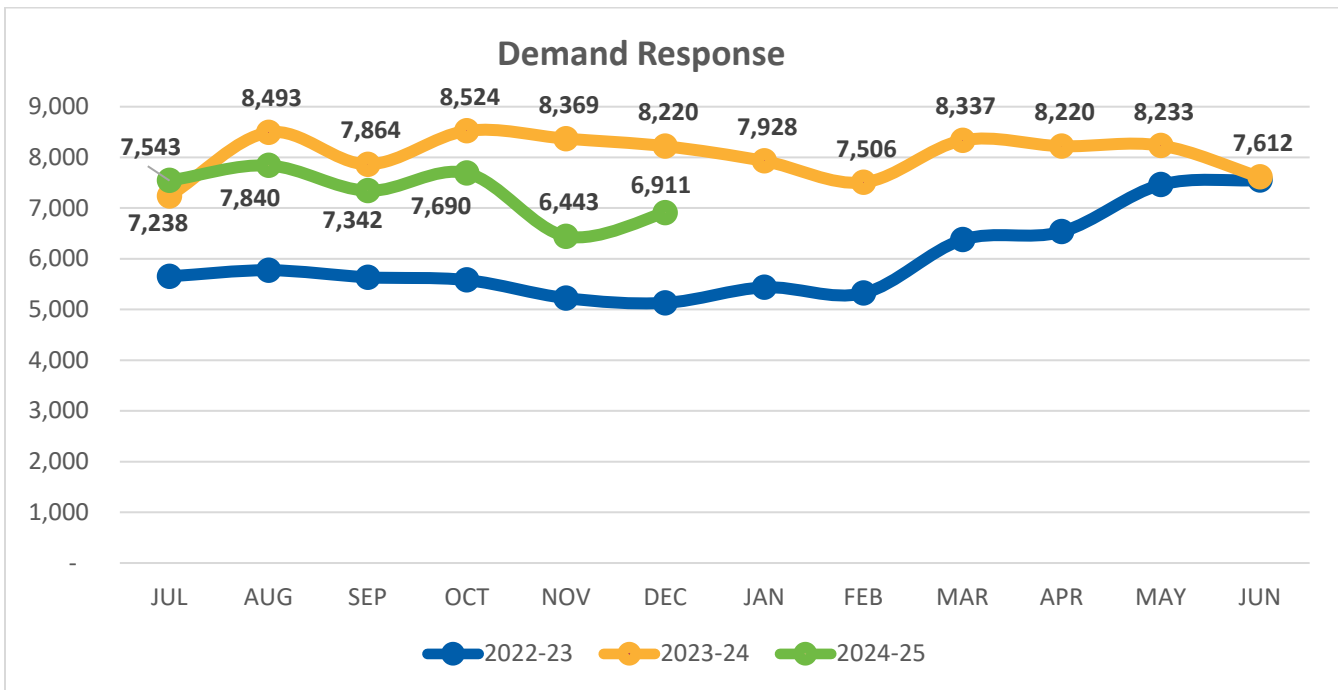
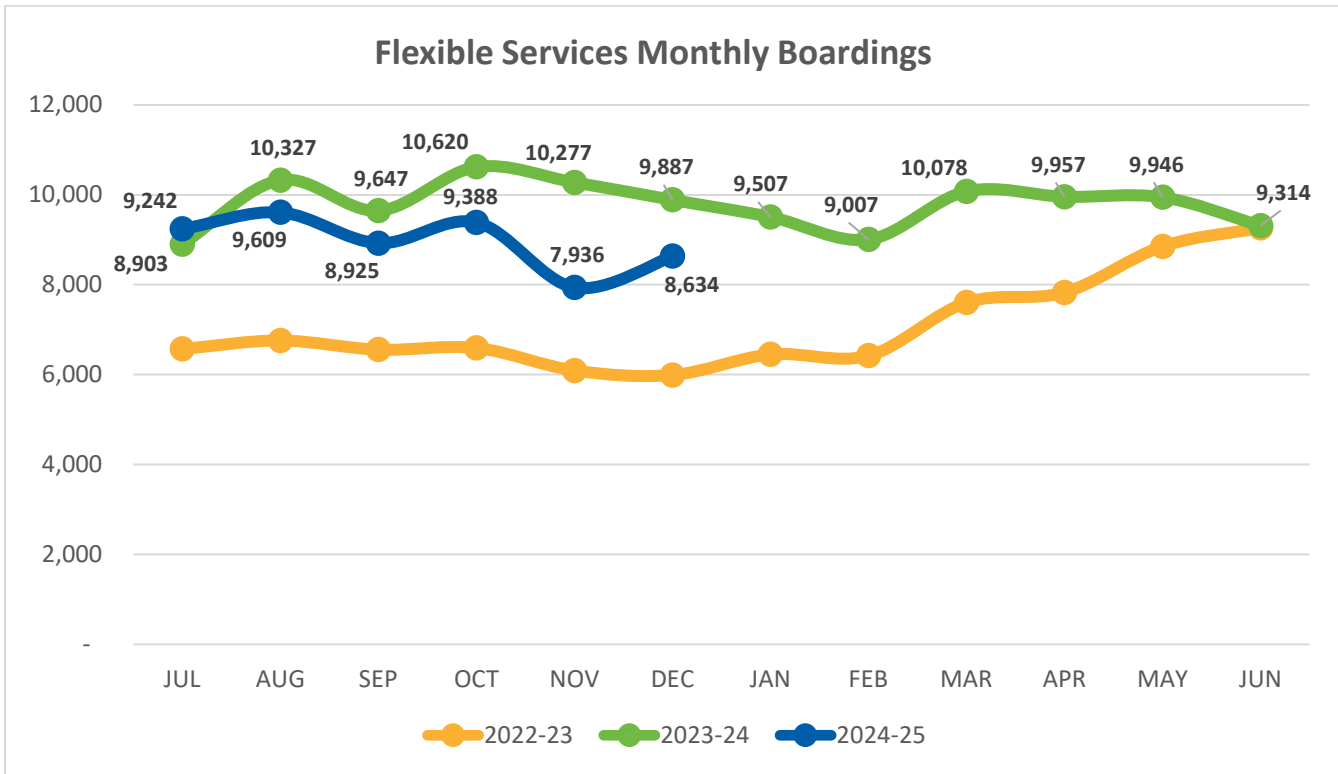
With an increase of just under 3% over the same quarter last year, ridership growth has slowed compared to last year’s growth rate 21%. This is anticipated as the youth ride free program matures. It is worth noting that both October and December ridership had increased by over 5%. In November ridership was down 6% likely a result of reduced travel countywide as schools and businesses closed due to the South Mountain Fire in Camarillo. The Ventura Road Demonstration route continues to record well above average ridership growth increasing by 11% year over year while the Route 17 serving Rose Avenue between River Park and Oxnard, saw the highest overall growth at 21%.

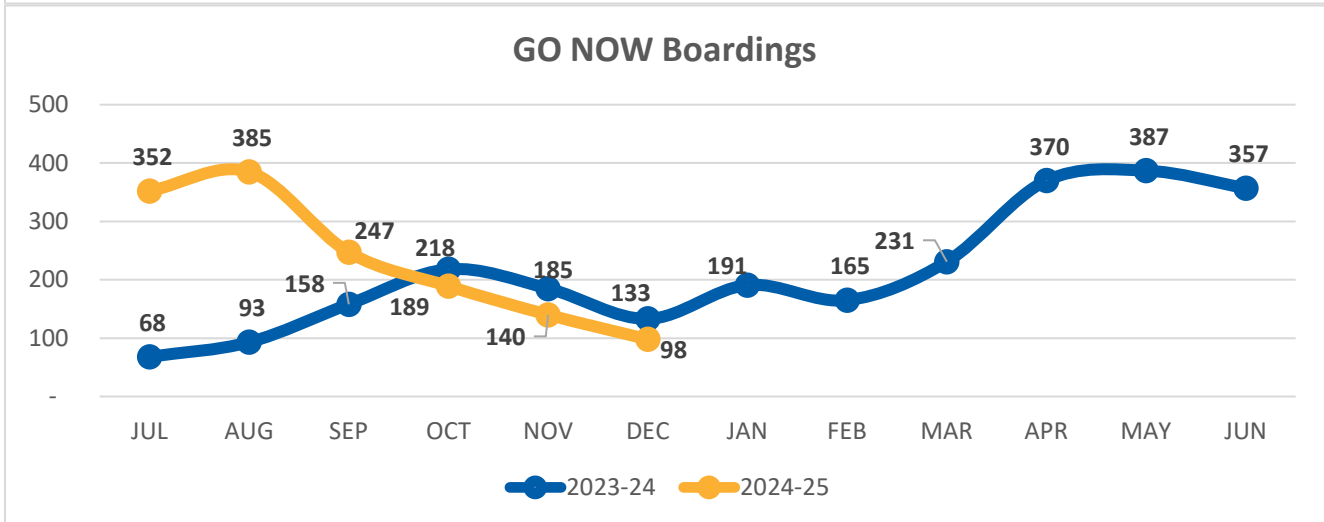
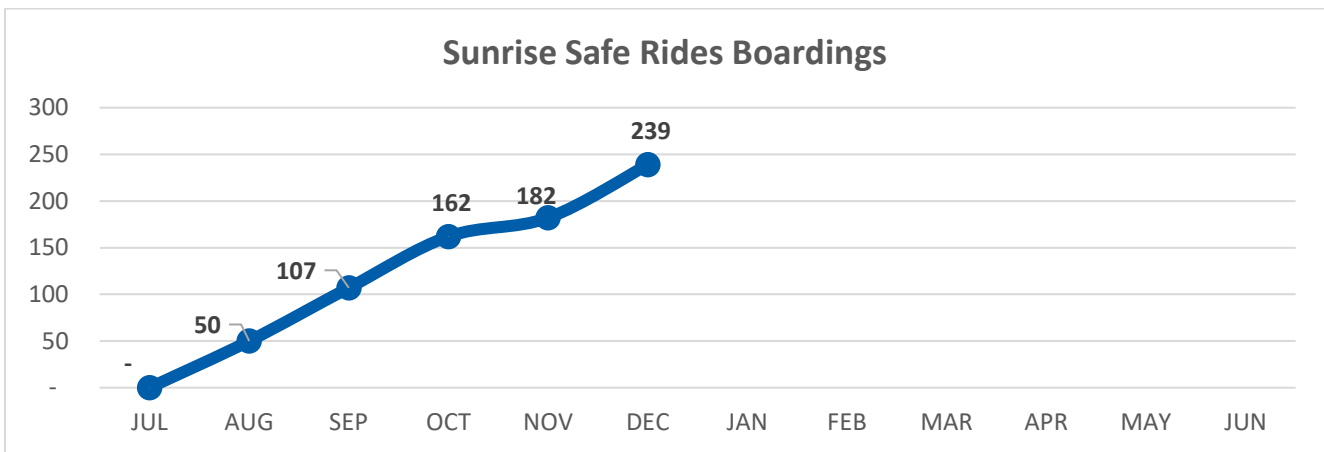
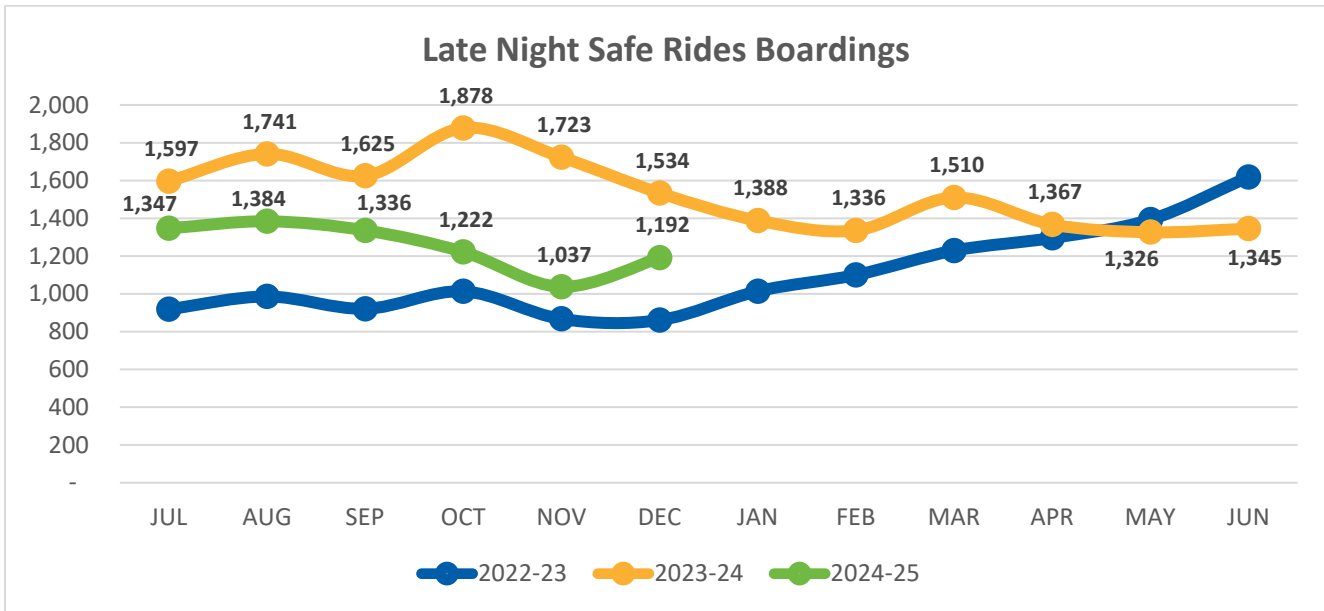
On-time performance improved from 80% in this quarter last year to 82% this year. The improvement is likely a result of the completion of several major road work projects eliminating the impacts of traffic delays they had caused. The impact of increased ridership has continued to present a challenge for maintaining ontime performance as dwell time increases with higher passenger loads. Staff will continue to monitor these trends and adjustments to improve schedule performance were already implemented as part of the January 2025 service changes.

Fare revenue grew by relatively modest 15% considering the implementation of increased fares in July. This likely the result of an increasing number of passenger taking advantage of discounted fare programs and a reduced reimbursement rate from the Youth Ride Free program. This is another trend staff will continue to monitor as we assessing the efficacy and efficiency of our fare structure.

V. ACCESS FLEXIBLE SERVICES DATA

GO ACCESS’s flexible services include the federally mandated ADA paratransit service to complement Gold Coast Transit District’s fixed route services. Other transportation options to assist with mobility in the community include transportation for seniors, 65 years of age and older, congregate transportation to Senior Nutrition meal sites, and Health Zones, all part of GCTD’s flexible services. The program helps passengers preserve their independence through this advance-reservation demand response transportation, which studies show is essential to protecting the quality of life for mobility-impaired members of the community. These efforts are intended to improve the overall customer experience by presenting GCTD’s transportation network as an integrated system that helps our customers connect with people, places, and opportunities, one trip at a time.





**2nd Quarter FY 2024-25
 GO ACCESS Ridership & Performance**

Flexible Services Ridership	2nd Qtr FY 2024-25	2nd Qtr FY 2023-24	Difference	% Change
Total System Boardings	25,958	30,784	-4,826	-16%
Average Daily Passengers Weekdays	335	405	-70	-17%
Average Daily Passengers Saturdays	179	206	-27	-13%
Average Daily Passengers Sundays	163	181	-18	-10%

Performance Measures	2nd Qtr FY 2024-25	2nd Qtr FY 2023-24	Difference	% Change
Passengers Per Revenue Hour	2.0	2.16	0.16	-7%
On-Time Performance (Arrive within the window)	84%	93%	-9	-10%
Early (Before the start of the pick-up window)	5%	2%	3	150%
Late (After the end of the pick-up window)	11%	5%	6	120%

**2nd Quarter FY 2024-25
 GO ACCESS Flexible Services Customer Feedback**

Type	Issue	2nd Quarter Comments	2nd Quarter Verified Comments	YTD 2024-25 Verified Comments
Scheduling	Travel Time	11	10	13
	Schedules	9	4	5
Operations	Operator	3	0	2
	Dispatch	1	1	3
Other	Reservations	0	0	0
	Policies	0	0	0
	Commendations	1	1	1
Totals		25	16	24

IV. ACCESS FLEXIBLE SERVICES SUMMARY

Flexible Services completed its first full quarter of in-house operations, facing some initial challenges in staffing Demand Response (DR) drivers. As a result, On-Time Performance dropped to 84%, leading to an increase in customer comments, while ridership declined to 25,958 boardings compared to 30,778 in the same quarter last year. However, by December, staffing levels had improved with new DR operators completing training. Further recruitment efforts are underway to maintain staffing levels which should result improvement to service availability and performance in the upcoming quarter.

SAFE RIDES

Late-Night Safe Rides is a demonstration service introduced in May 2021 to encourage fixed route use by providing customers with reliable, safe public transit service late at night. Though designed to assist late-shift employees, especially those within the food, hospitality, and service sectors – as a general public dial-a-ride (GP DAR) the service is available to anyone. The GPDAR service provides transportation throughout the entire GCTD service area. Service hours have been (to coincide with when the first fixed route goes out of service) from 7 PM to midnight (to address restaurant and second shift needs.) Average monthly trips exceed 1,000 boardings, accounting for almost 1/5 of the Flexible Service boardings. The concept has been very well received. In July 2024 GCTD launched a new pilot service

Sunrise Safe Rides in the early morning hours from 4:30 AM to 7 AM, with a fare of \$5. This service has been well received by essential workers going to and from work.

GO NOW MICRO-TRANSIT

This service was launched in late June 2023 as a neighborhood-focused transportation pilot using an electric vehicle to serve the densely populated South Oxnard community. Designed to mimic TNC transportation (Uber/Lyft), trips are requested via APP. Funded by CA Clean Energy fund distributed by the Ventura County Regional Energy Alliance (VCREA) and JARC funds from the Ventura County Transportation Commission (VCTC) to support public transit commute options to places of employment that are not easily accessible to the existing fixed route network.

The program just completed one year of service. During this time, there have been many lessons learned, and staff continues to monitor the program to assess its effectiveness. Ridership was initially slow to materialize as the model of the service (i.e. app-based, on-demand) was a departure from the other, more traditional services we offer. After extensive outreach, travel training, and promotion, ridership began to grow over the summer months, with the highest ridership recorded in the month of August. However, since September, there has been a decline in ridership. Staff continues to analyze these trends and travel patterns, while also taking customer feedback into account to work on service enhancements. Additionally, GCTD has reached out to the APP software vendor to explore potential improvements that could enhance customer experience.

IX. RECOMMENDATION

IT IS RECOMMENDED that the GCTD Technical Advisory Committee receive and file this report.

This report is for information only.

Attachment A: 2nd Quarter FY 2024-25 Fixed-Route Service Evaluation
Attachment B: 2nd Quarter FY 2024-25 Access Flexible Services Evaluation

Fixed Route Service Evaluation Report FY 24-25 2nd Quarter

Ridership Measure: Passengers Per Revenue Hour						
Route #	Route Name	Service Type	Total Revenue Hours	Total Passengers	Passengers per Revenue Hour	Quartile
1	Port Hueneme - Oxnard Transit Center	Trunk	4,696	122,486	26	1
6	Oxnard - Ventura - Main St	Trunk	9,471	216,873	23	1
19	OTC- 5th St - Airport - Gonzales Rd	Local	882	18,971	22	1
16	Downtown Ojai - Pacific View Mall	Trunk	3,161	65,484	21	1
21	Port Hueneme - Ventura - Victoria Ave	Trunk	4,039	77,850	19	2
11	Pacific View Mall - Telephone - Wells	Trunk	3,267	62,174	19	2
4	North Oxnard - Ventura Rd - St. John's	Local	4,086	76,054	19	2
3	J St - Centerpoint Mall - Lemonwood	Local	1,824	29,714	16	2
23	Oxnard College - Naval Base - Esplanade	Trunk	2,797	44,509	16	3
2	Colonia - Downtown Oxnard	Local	1,188	17,640	15	3
7	Oxnard College - Centerpoint Mall	Local	1,082	15,787	15	3
17	Esplanade - Oxnard College	Trunk	2,620	38,155	15	3
5	Hemlock - Seabridge - Wooley	Local	1,169	15,857	14	4
8	OTC- Oxnard College - Centerpoint Mall	Local	1,808	21,657	12	4
10	Pacific View Mall - Telegraph -Saticoy	Trunk	2,042	24,155	12	4
15	Esplanade - El Rio - St. John's	Local	1,779	14,729	8	4

Excluded Routes

18	High School Trippers	Booster	278	22,178	80
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Systemwide Performance Target & 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 highways.	20
Local	Routes that connect residential areas to major commercial and employment centers and travel on both arterial and residential streets.	15

Economic Measure: Subsidy Per Passenger									
Route #	Service Type	Total Revenue Hours	Total Passengers	Systemwide Operating Cost Per Hour	Total Cost	Cost Per Passenger	Average Fare Per Passenger	Subsidy Per Passenger	Quartile
1	Trunk	4,696	122,486	\$ 134.29	\$ 630,592	\$ 5.15	\$0.98	\$ 4.17	1
6	Trunk	9,471	216,873	\$ 134.29	\$ 1,271,840	\$ 5.86	\$1.05	\$ 4.81	1
19	Local	882	18,971	\$ 134.29	\$ 118,444	\$ 6.24	\$1.10	\$ 5.15	1
16	Trunk	3,161	65,484	\$ 134.29	\$ 424,444	\$ 6.48	\$1.10	\$ 5.38	1
21	Trunk	4,039	77,850	\$ 134.29	\$ 542,364	\$ 6.97	\$1.03	\$ 5.94	1
11	Trunk	3,267	62,174	\$ 134.29	\$ 438,705	\$ 7.06	\$1.02	\$ 6.04	1
4	Local	4,086	76,054	\$ 134.29	\$ 548,709	\$ 7.21	\$1.01	\$ 6.20	1
3	Local	1,824	29,714	\$ 134.29	\$ 244,945	\$ 8.24	\$0.97	\$ 7.27	2
23	Trunk	2,797	44,509	\$ 134.29	\$ 375,555	\$ 8.44	\$1.12	\$ 7.32	2
17	Trunk	2,620	38,155	\$ 134.29	\$ 351,806	\$ 9.22	\$1.10	\$ 8.12	2
2	Local	1,188	17,640	\$ 134.29	\$ 159,537	\$ 9.04	\$0.90	\$ 8.14	2
7	Local	1,082	15,787	\$ 134.29	\$ 145,235	\$ 9.20	\$1.00	\$ 8.20	2
5	Local	1,169	15,857	\$ 134.29	\$ 156,918	\$ 9.90	\$0.92	\$ 8.97	3
8	Local	1,808	21,657	\$ 134.29	\$ 242,729	\$ 11.21	\$1.06	\$ 10.15	3
10	Trunk	2,042	24,155	\$ 134.29	\$ 274,173	\$ 11.35	\$1.14	\$ 10.22	3
15	Local	1,779	14,729	\$ 134.29	\$ 238,902	\$ 16.22	\$0.96	\$ 15.26	4

Excluded Routes

18	High School Trippers	176	13,457	\$ 134.29	\$ 23,576	\$ 1.75	\$ 0.979	\$ 0.77
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GOLD COAST TRANSIT DISTRICT FLEXIBLE SERVICES

	ALL SERVICES			FY 2025	FY 2024	
	AVERAGE	AVERAGE	AVERAGE			
	WEEKDAY	SATURDAY	SUNDAY	MONTHLY	MONTHLY	COST/
	BOARDINGS	BOARDINGS	BOARDINGS	BOARDINGS	BOARDINGS	TRIP
October	348	175	167	9,388	10,620	\$ 56.64
November	322	176	149	7,936	10,277	\$ 60.22
December	334	186	172	8,634	9,887	\$ 59.31
2nd QTR BOARDINGS:				25,958	30,784	

SERVICE REQUIRED TO BE PROVIDED UNDER FTA REGULATIONS

Eligibility: Certification of mobility disability. Service started July, 1996

ADA	% of TTL	Pass/VSH	% Change from prior FY	QTR 2 FY 2025 BOARDINGS	QTR 2 FY 2024 BOARDINGS	OTP
	29%	2.08	-28%	7,568	10,489	81%

SERVICE AVAILABLE TO SENIORS/DISABLED NOT REQUIRED TO BE PROVIDED

Eligibility: 62+; no fare transportation to the nearest congregate meal site. Service started October, 1999

SENIOR NUTRITION PROGRAM	% of TTL	Pass/VSH	% Change from prior FY	QTR 2 FY 2025 BOARDINGS	QTR 2 FY 2024 BOARDINGS	OTP
	2.3%	2.66	50%	591	395	75%

Eligibility: 65+. Service started October, 1999

SENIORS	% of TTL	Pass/VSH	% Change from prior FY	QTR 2 FY 2025 BOARDINGS	QTR 2 FY 2024 BOARDINGS	OTP
	45.6%	2.14	-8%	11,845	12,897	81%

Eligibility: ADA or 65+; CAMARILLO transfers started October 1999. SP DAR in 2001, TO in 2002

TRANSFERS	% of TTL	Pass/VSH	% Change from prior FY	QTR 2 FY 2025 BOARDINGS	QTR 2 FY 2024 BOARDINGS	OTP
	0.3%	1.69	48%	77	52	83%

Eligibility: ADA or 65+; Started in 2018

CAMARILLO DIRECT CONNECT	% of TTL	Pass/VSH	% Change from prior FY	QTR 2 FY 2025 BOARDINGS	QTR 2 FY 2024 BOARDINGS	OTP
	4.2%	1.78	6%	1,086	1,020	81%

SERVICE AVAILABLE TO GENERAL PUBLIC NOT REQUIRED TO BE PROVIDED

Eligibility: Temporary medical or mobility impairment; No age restriction; Started in 2013

HEALTH ZONES	% of TTL	Pass/VSH	% Change from prior FY	QTR 2 FY 2025 BOARDINGS	QTR 2 FY 2024 BOARDINGS	OTP
	1.3%	1.83	30%	330	254	81%

Eligibility: Must be at least 16 to ride without adult. Started in 2021

LATE NIGHT SAFE RIDES	% of TTL	Pass/VSH	% Change from prior FY	QTR 2 FY 2025 BOARDINGS	QTR 2 FY 2024 BOARDINGS	OTP
	13.3%	1.74	-33%	3,451	5,135	96%

Eligibility: Must be at least 16 to ride without adult. Started in 2023

GO NOW	% of TTL	Pass/VSH	% Change from prior FY	QTR 2 FY 2025 BOARDINGS	QTR 2 FY 2024 BOARDINGS	OTP
	1.6%	1.49	-20%	427	536	85%

Note: Pilot started May/June 2023, no fare collected until July 2023.

SUNRISE SAFE RIDES	% of TTL	Pass/VSH	% Change from prior FY	QTR 2 FY 2025 BOARDINGS	QTR 2 FY 2024 BOARDINGS	OTP
	2.2%	2.14	100%	583	0	80%

Note: Pilot started July 2024.