



July 23rd, 2019

MEMORANDUM

To: Pomona Valley Transportation Authority
From: Nicole Carranza, Senior Program Manager
Subject: **Operations Report June 2019**

Total for Get About Services

❖ **Ridership**

- Get About's overall YTD ridership through June FY19 was 10% lower than the same period in FY18. Patronage by riders in mobility devices is 14% lower than last year.

❖ **Cost**

- The cost per passenger is running about 16% ahead of last year. Total costs are running 5% higher than last year.

❖ **On Time Performance**

- Get About's overall on time was 90.2%, meeting the standard of 90%. No-Shows were 3.35%, slightly over our goal of less than 3%.

❖ **Complaints**

- 1 complaint was received on the Get About Van service

Total ridership on Get About services decreased by 10% in the month of June. All of the Get About services saw a decline in ridership compared to YTD June FY18, One Step and Ready now had the largest decrease with ridership 20% lower than FY18. On-time performance has improved on all taxi services. Network went through a change in software and has improved on-time performance and as a result the complaints have dropped, with zero complaints for June on Get About. On the van side operated by First Transit, ridership is 7% behind last year in June. On-time

performance on the van was 89.5%, just under the required standard of 90%. There was only one complaint for Get About Van.

Van Service

❖ Ridership

- Van service YTD ridership through June is 7% lower than in FY18. Wheelchair ridership is up by 3% YTD.

❖ Cost

- Total Costs for the van service are 2.12% higher and costs per passenger increased by 9.70% for the same period in FY18. This is due to the employee wage increase.

❖ Service Quality

- One complaint was received. No-Shows were at 2.71%, meeting the standard of less than 3%.

❖ On Time Performance

- On time was 89.5%, slightly under the standard of 90%.

Get About Regular Cab Services

❖ Ridership

- Regular Get About cab ridership YTD is 7% lower compared to FY18.

❖ Cost

- Total costs are 9.41% above last year due to the increase in the new contract rate that took effect in July.

❖ Service Quality

- Zero Get About cab complaints were received.

❖ On time performance

- On-time performance was 90.3% meeting the standard of 90%

One Step Over the Line

❖ Ridership

- Ridership for One Step Over the Line is 24% lower than FY18 YTD.

❖ Cost

- Total Costs are down by 9.48% compared to FY18, cost per passenger is up by 18.61%.

❖ Service Quality

- Zero complaints were received.

❖ On Time Performance

- OTP for the cab was 94.6%, above our standard of 92%.

Ready Now

- ❖ **Ridership**
 - Ridership YTD is 21% lower than last year.
- ❖ **Cost**
 - The cost per passenger was \$14.45, Ready Now's total cost is 16.86% lower than FY18 due to the decrease in ridership.
- ❖ **Service Quality**
 - Zero complaints were received.
- ❖ **On Time Performance**
 - On time performance was 91.7% , meeting our standard of 90%. No-shows were 3.53%, this is slightly above our standard of below 3%.

Ridership by City

Pomona's ridership YTD share increased by 1.3% compared to FY18. La Verne's YTD share decreased by 15.6%. Claremont's Get About ridership YTD share has increased by 16%. San Dimas share of Get About rides compared to FY 18 is the same as last year at 7.8%.

<u>Get About Ridership</u>				
July-June				
	<u>FY 2018</u>		<u>FY2019</u>	
<u>Claremont</u>	15,853	11.6%	16,475	13.4%
<u>La Verne</u>	21,745	16.0%	16,595	13.5%
<u>Pomona</u>	87,877	64.6%	80,060	65.3%
<u>San Dimas</u>	10,645	7.8%	9,528	7.8%
<u>Total</u>	136,120	100%	122,658	100.0%

Claremont Dial-a-Ride

- ❖ **Ridership**
 - Claremont Dial-a-Ride total ridership through June is 16% lower than FY18 YTD.
- ❖ **Cost**
 - Overall Claremont costs are 7% lower than last year. Cab costs are 22% lower for FY19 YTD. Group costs are 6% higher.
- ❖ **Service Quality**
 - Zero complaints were received.
- ❖ **On Time Performance**
 - OTP for the cab was 92.4%, meeting our standard of 92%.

San Dimas Dial-a-Cab

❖ **Ridership**

- San Dimas ridership for this year is 26% lower than last year.

❖ **Cost**

- Costs are about 12.13% lower than last year.

❖ **Service Quality**

- One complaint was received in June.

❖ **On Time Performance**

- On time performance was 91%, No-Shows are at 2.22%.

Pomona Group Service

❖ **Ridership**

- Pomona Group ridership is about 16% lower than FY18 YTD.

❖ **Cost**

- Total Costs are 1% lower than FY18 YTD.

❖ **Service Quality**

- Zero complaints were received.

❖ **On Time Performance**

- 93.3% OTP.



September 4th, 2019

MEMORANDUM

To: Pomona Valley Transportation Authority
From: Nicole Carranza, Senior Program Manager
Subject: **Operations Report July 2020**

Total for Get About Services

❖ **Ridership**

- Get About's overall YTD ridership through July FY20 was 9% higher than the same period in FY19. Patronage by riders in mobility devices is 16% higher than last year.

❖ **Cost**

- The cost per passenger is running about .04% ahead of last year. Total costs are running 9% higher than last year.

❖ **On Time Performance**

- Get About's overall on time was 90.8%, meeting the standard of 90%. We will be monitoring No-Shows since they were 3.03%, slightly over our goal of less than 3%.

❖ **Complaints**

- 4 complaints were received in July, 2 on the Get About Van service and 2 on Get About Cab Service.

Total ridership on Get About services increased by 9% in the month of July. Get About Cab and Get About One Step saw a decline in ridership compared to July FY19, One Step had the largest decrease with ridership 10% lower than FY19. Ready Now increased ridership by 25% compared to July FY19. On-time performance has improved on all taxi services. Network has made many changes to improve OTP and has either exceeded or met OTP standards on all services. On the van side operated by First Transit, ridership is 10% higher than last year in July. On-time performance on the van was 90.3%, just above the required standard of 90%. There was 2 complaints for Get About Van and 2 complaints for GA Cab.

Van Service

❖ Ridership

- Van service ridership in July is 10% higher than in FY19. Wheelchair ridership is up by 20% YTD.

❖ Cost

- Total costs for the van service are 10% higher and costs per passenger decreased by .5% for the same period in FY19.

❖ Service Quality

- Two complaints were received. No-Shows were at 2.4%, meeting the standard of less than 3%.

❖ On Time Performance

- On time was 90.3%, slightly over the standard of 90%.

Get About Regular Cab Services

❖ Ridership

- Regular Get About cab ridership in July is 5% lower compared to FY19.

❖ Cost

- Total costs are 9.31% lower than last year, cost per passenger is down by 4.36%.

❖ Service Quality

- There were 2 Get About cab complaints received.

❖ On time performance

- On-time performance was 91% meeting the standard of 90%

One Step Over the Line

❖ Ridership

- Ridership for One Step Over the Line is 10% lower than FY19 YTD.

❖ Cost

- Total Costs are down by 12.91% compared to FY19, cost per passenger is down by 2.86%.

❖ Service Quality

- Zero complaints were received.

❖ On Time Performance

- OTP for the cab was 92.1%, slightly above our standard of 92%.

Ready Now

- ❖ **Ridership**
 - Ridership YTD is 25% higher than last year.
- ❖ **Cost**
 - The cost per passenger was \$14.08, Ready Now's total cost is 20.62% higher than FY19 due to the increase in ridership.
- ❖ **Service Quality**
 - Zero complaints were received.
- ❖ **On Time Performance**
 - On time performance was 92.2% , meeting our standard of 90%. No-shows were 2.88%, this is below our standard of below 3%.

Ridership by City

Pomona's ridership YTD share decreased by 1.7% compared to FY19. La Verne's YTD share decreased by 16.5%. Claremont's Get About ridership YTD share has increased by 17.6%. San Dimas share of Get About rides compared to FY 19 has increased by 20.8%.

<u>Get About Ridership</u>				
July				
	<u>FY 2019</u>		<u>FY2020</u>	
<u>Claremont</u>	1,172	11.9%	1,501	14%
<u>La Verne</u>	1,487	15.1%	1,347	12.6%
<u>Pomona</u>	6,503	65.9%	6,944	64.8%
<u>San Dimas</u>	712	7.2%	928	8.7%
<u>Total</u>	9,874	100%	10,720	100%

Claremont Dial-a-Ride

- ❖ **Ridership**
 - Claremont Dial-a-Ride total ridership in July is 1% lower than FY19 YTD.
- ❖ **Cost**
 - Overall Claremont costs are 15% lower than last year. Cab costs are 4% lower than FY19 YTD. Group costs are 52% lower than last year.
- ❖ **Service Quality**
 - Zero complaints were received.
- ❖ **On Time Performance**
 - OTP for the cab was 94%, exceeding our standard of 92%.

San Dimas Dial-a-Cab

❖ **Ridership**

- San Dimas ridership for this year is 28% higher than last year.

❖ **Cost**

- Costs are 30% higher than July FY2019.

❖ **Service Quality**

- One complaint was received in July.

❖ **On Time Performance**

- On time performance was 92.7%, No-Shows are at 2.08%.

Pomona Group Service

❖ **Ridership**

- Pomona Group ridership is about 206% higher than FY19.

❖ **Cost**

- Total Costs are 165% higher than FY19 due to increase in ridership.

❖ **Service Quality**

- Zero complaints were received.

❖ **On Time Performance**

- OTP is 90.4% in July.



October 9th, 2019

MEMORANDUM

To: Pomona Valley Transportation Authority

From: Erika Cardenas, Mobility Manager

Subject: **Operations Report August 2020**

Total for Get About Services

❖ **Ridership**

- Get About's overall YTD ridership through August FY20 was 5% higher than the same period in FY19. Patronage by riders in mobility devices is 15% higher than last year.

❖ **Cost**

- The cost per passenger is running about 1% ahead of last year. Total costs are running 6% higher than last year.

❖ **On Time Performance**

- Get About's overall on time was 90.3%, meeting the standard of 90%. We will be monitoring No-Shows since they were 3.61%, slightly over our goal of less than 3%.

❖ **Complaints**

- 1 complaint was received in August on the Get About Cab.

Total ridership on Get About services increased by 5% in the month of August. Get About Cab and Get About One Step saw a decline in ridership compared to August FY19, One Step had the largest decrease with ridership 22% lower than FY19. Ready Now increased ridership by 16% compared to August FY19. On-time performance has improved on all taxi services. On the van side operated by First Transit, ridership is 8% higher than last year in August. On-time performance on the van was 90.9%, just above the required standard of 90%. There were zero complaints for Get About Van and 1 complaint for GA Cab. Complaints are minimal and mostly are about late pick-ups, PVRTA staff is monitoring trips. Pomona Group Service and San Dimas Dial-a-Cab saw an increase in ridership due to Mobility Manager's outreach efforts.

Van Service

❖ Ridership

- Van service ridership in August is 8% higher than in FY19. Wheelchair ridership is up by 21% YTD.

❖ Cost

- Total costs for the van service are 8% higher and costs per passenger decreased by .07%.

❖ Service Quality

- Zero complaints were received. No-Shows were at 2.87%, meeting the standard of less than 3%.

❖ On Time Performance

- On time was 90.9%, slightly over the standard of 90%.

Get About Regular Cab Services

❖ Ridership

- Regular Get About cab ridership in August is 6% lower compared to FY19.

❖ Cost

- Total costs are 8.36% lower than last year, cost per passenger is down by 2.52%.

❖ Service Quality

- There was 1 Get About cab complaint received.

❖ On time performance

- We will be monitoring OTP since it was 87%, this is below our standard of 90%.

One Step Over the Line

❖ Ridership

- Ridership for One Step Over the Line is 22% lower than FY19 YTD.

❖ Cost

- Total Costs are down by 15.53% compared to FY19, cost per passenger is up by 8.64%.

❖ Service Quality

- Zero complaints were received.

❖ On Time Performance

- OTP for the cab was 91.1%, below our standard of 92%.

Ready Now

- ❖ **Ridership**
 - Ridership YTD is 16.27% higher than last year.
- ❖ **Cost**
 - The cost per passenger was \$14.75, Ready Now's total cost is 15.35% higher than FY19 due to the increase in ridership.
- ❖ **Service Quality**
 - Zero complaints were received.
- ❖ **On Time Performance**
 - On time performance was 92.2%, meeting our standard of 90%. We will be monitoring No-shows since they were 3.93%, slightly over our standard of below 3%.

Ridership by City

Pomona's ridership YTD share decreased by 4% compared to FY19. La Verne's YTD share decreased by 13%. Claremont's Get About ridership YTD share has increased by 16%. San Dimas share of Get About rides compared to FY 19 has increased by 35%.

<u>Get About Ridership</u>				
August				
	<u>FY 2019</u>		<u>FY2020</u>	
<u>Claremont</u>	2,606	12.5%	3,196	14.5%
<u>La Verne</u>	3,119	14.9%	2,849	13%
<u>Pomona</u>	13,719	65.7%	13,895	63.2%
<u>San Dimas</u>	1,450	6.9%	2,050	9.3%
<u>Total</u>	20,894	100%	21,990	100%

Claremont Dial-a-Ride

- ❖ **Ridership**
 - Claremont Dial-a-Ride total ridership in August is 15% lower than FY19 YTD.
- ❖ **Cost**
 - Overall Claremont costs are 23.32% lower than last year. Cab costs are 15.30% lower than FY19 YTD. Group costs are 53.26% lower than last year.
- ❖ **Service Quality**
 - One complaint was received on Claremont Dial-a-Ride.
- ❖ **On Time Performance**
 - OTP for the cab was 93%, exceeding our standard of 92%.

San Dimas Dial-a-Cab

❖ **Ridership**

- San Dimas ridership for this year is 31% higher than last year.

❖ **Cost**

- Costs are 35% higher than August FY2019.

❖ **Service Quality**

- Zero complaints were received in August.

❖ **On Time Performance**

- On time performance was 92.4%, No-Shows are at 2.65%.

Pomona Group Service

❖ **Ridership**

- Pomona Group ridership is about 107% higher than FY19.

❖ **Cost**

- Total Costs are 81% higher than FY19 due to increase in ridership.

❖ **Service Quality**

- Zero complaints were received.

❖ **On Time Performance**

- OTP is 96% in August.