



# Service Design Analysis & Ten- Year Plan for the Pomona Valley Transportation Authority

## Volume I: Existing Conditions

May 3, 2019

Prepared by  
**A·M·M·A**  
TRANSIT PLANNING

In Collaboration with



# Service Design Analysis & Ten-Year Plan for the Pomona Valley Transportation Authority: Volume I: Existing Conditions

<b>INTRODUCTION .....</b>	<b>1</b>
<b>THE PVTA ORGANIZATION AND ITS SERVICES .....</b>	<b>2</b>
PVTA PROVIDES A RICH MIX OF SERVICES .....	2
PVTA’S TWO SERVICE DELIVERY MODES .....	4
ASSESSMENT OF PVTA PERFORMANCE TRENDS .....	6
SYMPTOMS AND CAUSES OF GET ABOUT VAN PERFORMANCE SHORTCOMINGS .....	7
<b>OTHER PUBLIC TRANSPORTATION IN THE REGION .....</b>	<b>9</b>
METROLINK TRAINS .....	10
<i>San Bernardino Line.....</i>	<i>10</i>
<i>Riverside Line.....</i>	<i>11</i>
FOOTHILL TRANSIT .....	11
ACCESS SERVICES .....	14
PLANNED GOLD LINE SERVICE .....	16
PLANNED OMNITRANS WEST VALLEY CONNECTOR.....	17
<b>AREA DEMOGRAPHICS REFLECT TARGET MARKETS.....</b>	<b>18</b>
FOUR-CITY POPULATION AND KEY MARKET GROUPS .....	18
<i>Distribution of Key Populations .....</i>	<i>20</i>
<i>Income-Related Population Characteristics.....</i>	<i>23</i>
A REGION OF GROWTH.....	25
<b>COMMUNITY STAKEHOLDER INPUT TO MARKETS AND MOBILITY NEEDS.....</b>	<b>27</b>
OUTREACH APPROACH .....	27
OUTREACH THEMES WE HEARD FROM STAKEHOLDERS .....	27
<i>Youth, Young People and Students.....</i>	<i>28</i>
<i>Older Adults and Persons with Disabilities .....</i>	<i>29</i>
<i>Working-Aged and Transit-Dependent Adults.....</i>	<i>31</i>
<i>Commuters and Other Mobility Options .....</i>	<i>32</i>
<b>WHAT WE HEARD FROM PVTA RIDERS .....</b>	<b>33</b>
WHO RESPONDED? .....	33
<i>Respondent Demographics.....</i>	<i>33</i>
<i>Gender and Age.....</i>	<i>34</i>
<i>Mobility Device Use .....</i>	<i>34</i>
<i>Ethnicity, Income and Employment Status .....</i>	<i>34</i>
WHAT TRANSPORTATION SERVICES ARE USED WHY.....	35
<i>Motivations for Using PVTA Services.....</i>	<i>37</i>
<i>Years and Frequency of Use .....</i>	<i>38</i>

RIDER PERCEPTIONS OF PVTA SERVICES .....	38
<i>Overall Service Ratings</i> .....	38
<i>Preferences of Service Features</i> .....	39
<i>Improvements</i> .....	40
INFORMATION OPTIONS USED BY PVTA RIDERS .....	41
PVTA RIDER SURVEY OPEN-ENDED COMMENTS .....	43
<i>Compliments</i> .....	43
<i>Complaints</i> .....	43
<i>Suggestions for Service Improvement</i> .....	43
OVERVIEW OF RIDER SURVEY FINDINGS .....	45
<b>DISCUSSION AND IMPLICATIONS OF ZERO EMISSION VEHICLE RULE .....</b>	<b>47</b>
SUMMARY OF NEW ZERO-EMISSION BUS REGULATION .....	47
<i>Distinctions by Agency Size</i> .....	47
<i>Reporting Requirements</i> .....	48
IMPLICATIONS OF ZEB REGULATION FOR PVTA.....	48
<i>Facilities</i> .....	48
<i>ZEB Acquisition</i> .....	48
<i>Costs and Funding</i> .....	49
<i>Contract Management</i> .....	49
<i>Planning for ZEB Implementation</i> .....	50
<b>APPENDIX A - FIVE-YEAR PVTA PROGRAM PERFORMANCE SUMMARIES .....</b>	<b>52</b>
<b>APPENDIX B – RIDERS SURVEY AND DATA SUMMARIES .....</b>	<b>60</b>

# Service Design Analysis & Ten-Year Plan for the Pomona Valley Transportation Authority: Volume I: Existing Conditions

## INTRODUCTION

This Existing Conditions review describes the Pomona Valley as a “place,” the four-city region of Pomona, Claremont, San Dimas and La Verne where demographic characteristics and experiences of Pomona Valley Transportation Authority riders provide context for PVTA’s service design analysis and its anticipated ten-year plan. This review describes factors over which PVTA has control and other, external factors that together influence the choices and opportunities the PVTA organization faces going forward.

The PVTA services share with many other public transportation programs the challenge of declining ridership. Its ridership high in FY 2013/14 dropped by 11% to the recent 196,000 trips provided in FY 2017/18, a smaller decline than many systems. Numerous factors are influencing this pattern, but chief among them are the stresses to PVTA’s service model. For decades, PVTA has successfully operated two service delivery modes – dedicated vans driven by employees of its primary contractors, and a taxi operation with taxi drivers providing some trips, particularly in Claremont and San Dimas, for PVTA riders. This model has been eroded by the allure of driving for Uber and Lyft and difficulties of the taxi companies in fielding sufficient, timely cab operations, as well as difficulties with an underpowered scheduling and dispatching software platform.

Other changes impact PVTA ridership, most notably changing mobility patterns of the now-aging boomers who are less likely to attend the congregate site events of prior generations. A resultant decline in “group” trips for seniors has impacted PVTA’s service efficiencies. The cities’ demographics show, however, strong presence of seniors and persons with disabilities, as well as those in zero vehicle households with continuing mobility needs.

Important differences exist among the four cities in who to serve, now and going forward. These include **youth** in all four cities and **working-age populations**, but particularly in Pomona with many more transit-dependent persons. Traditional markets of **persons with disabilities** and **aging baby boomers** are distributed throughout the four-city region. **Commuters** are an emerging market for whom PVTA could play a role, providing connections to regional Foothill Transit, Metrolink and the coming Gold Line.

PVTA has historically responded to its markets with a tailored mix of services. The PVTA’s riders’ survey affirms it riders are transit dependent users, with 30% over age 80, 46% using some type of mobility aide, more than half (53%) reporting household incomes less than \$25,000 and ranking PVTA’s door-to-door service as its top attribute. Cell phone use is at 84% overall with smart phone connections by 68% of users but 100% of responding youth. Top among desired improvements were expanding the service area, improving wait times and on-time performance, and reducing the 45-minute pick-up window. Stakeholders saw a range of opportunities for PVTA, including continued focus on information portals to support to prospective and new riders in navigating PVTA’s sometimes confusing service mix.



## THE PVTA ORGANIZATION AND ITS SERVICES

The PVTA organization is a public agency joint powers authority of the municipalities of Claremont, Pomona, San Dimas and La Verne of the Pomona Valley established to address the local mobility needs of residents. It was organized in 1977, in response to the availability of new funding from the Los Angeles County Transportation Commission that had to flow through a public entity.

The PVTa mission statement in the opening resolution language of the Joint Powers Agreement states that the JPA was formed in response to:

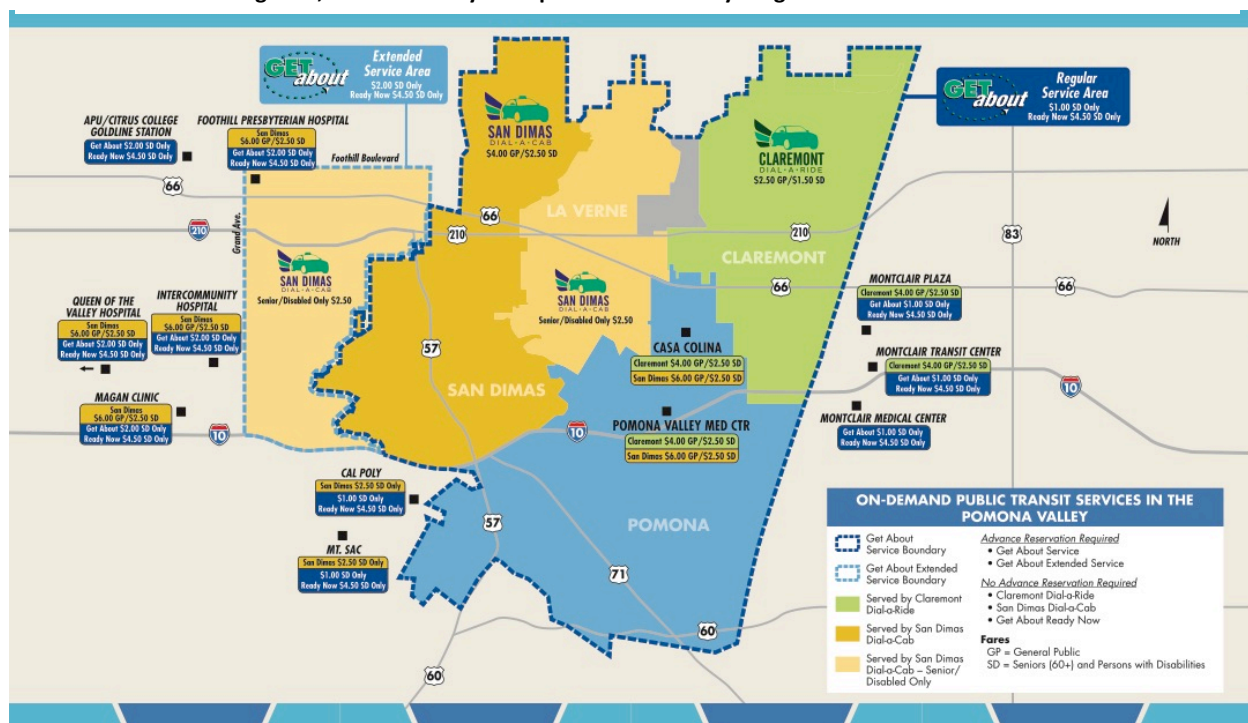
“...mutual interest in deciding upon and implementing public transportation to transit dependent persons in the Pomona Valley, including **handicapped and seniors**”

This was amended in 1984 to include references to the **general public**, thus identifying PVTA's constituencies. PVVTA has had an evolving mix of services over its 40-year history, largely focused on the demand response service options that complement existing fixed-schedule and rail public transportation in the Pomona Valley, including Foothill Transit, Omnitrans and Metrolink services.

## PVTA Provides A Rich Mix of Services

PVTA has developed a nuanced and creative mix of services, evolving over the organization's inception to address mobility needs of Pomona Valley residents and to maximize available funding. Its current suite of programs includes a regional shared-ride service, Get About; two premium Get About services; the individualized demand response services in Claremont Dial-a-Ride and San Dimas Dial-a-Cab; and its group service program in two of its member cities. The area-wide footprint of these services is presented in Figure 1.

**Figure 1, Pomona Valley Transportation Authority Programs and Service Areas**



- **Get About** is a shared ride, advance reservation service for people over 60 years old or persons with disabilities of any age. Riders may be picked up at any address in Claremont, La Verne, Pomona or San Dimas and transported within those cities or to some defined locations within Glendora and Covina, to Mt. San Antonio College in Walnut or to selected destinations in Montclair.
- **Get About Ready Now** is a premium service for people over 60 years old or persons with disabilities of any age who need a same day ride for travel anywhere within the Get About service area.
- **Get About One-Step Over the Line** is a premium, advance reservation service for people over 60 years old or persons with disabilities of any age who need rides to specific destinations in San Bernardino County, largely to medical facilities.
- **Claremont Dial-a-Ride** is a shared ride cab service available to persons of all ages within the City of Claremont, with some service to some adjacent areas for persons picked-up within Claremont.
- **San Dimas Dial-a-Cab** is a shared ride cab service available to persons of all ages traveling within the Dial-a-Cab service area which is generally the City of San Dimas and the City of La Verne with some adjacent areas to the south of Foothill Blvd. and north of the San Bernardino Freeway (I-10) and east to Grand Avenue in Covina.

PVTA total ridership was 196,000 passenger boardings during the most recent full fiscal year, FY 17/18. Of this, the several Get About programs comprised the largest share at 69 percent. With almost 32,000 trips, Claremont Dial-a-Ride represented 16% of all trips. San Dimas Dial-a-Cab represented 12%, with about 24,000 passenger trips. (Figure 2).

Overall ridership has fallen in recent years, a drop of 11.5 percent from a high in FY 13/14 of almost 222,000 annual trips. FY 17/18 did see a rise of 3.5% largely the result of use of PVTA's popular premium services, Get About Ready Now and Get About One-Step Over the Line (Figure 3).

Figure 2, PVTA Ridership Overall and by Program

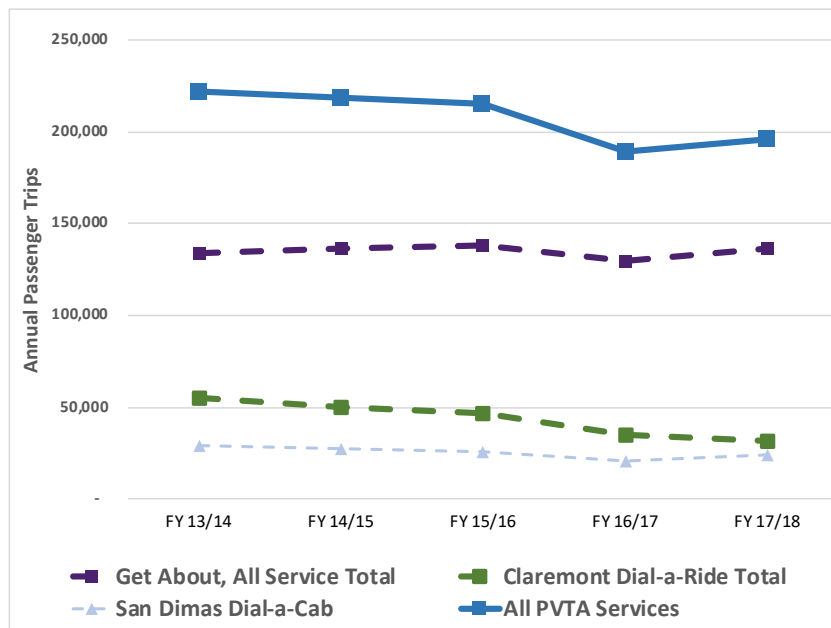
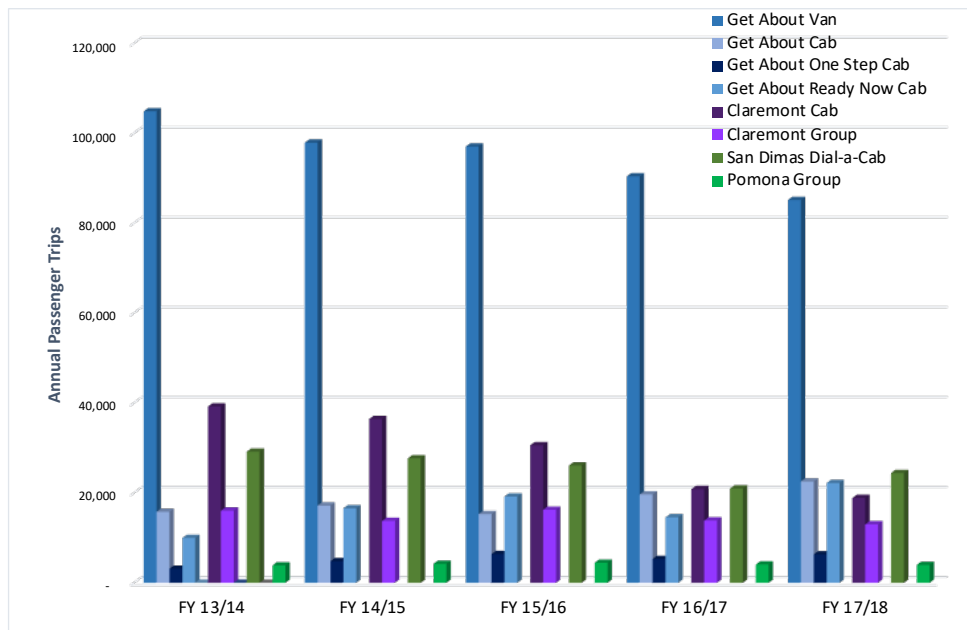


Figure 3, PVTA Ridership by Service



## PVTA's Two Service Delivery Modes

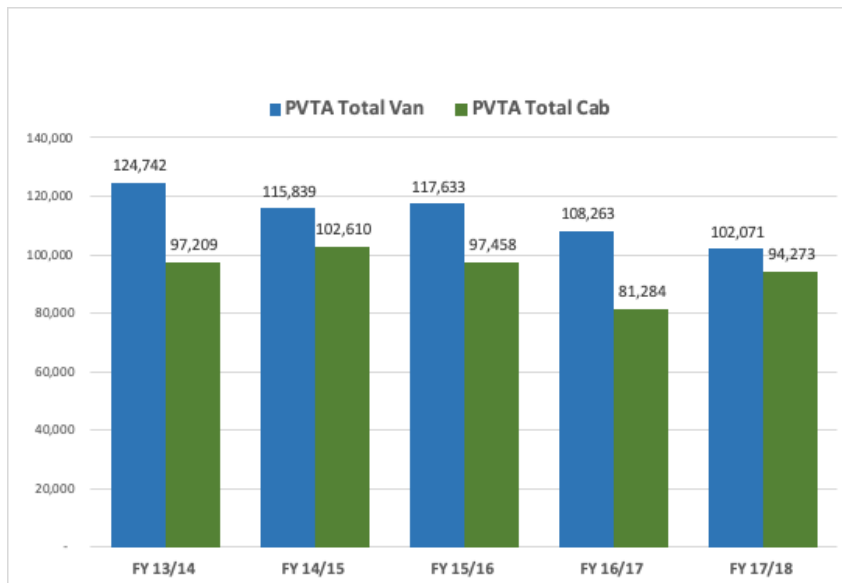
PVTA has historically employed a creative mix of services in order to ensure service cost-effectiveness and to provide services that directly address consumers' needs.

This entails using dedicated vehicles and taxi operators. PVTA's administrator has structured a two-contractor operation to support this mix:

- First Transit provides dedicated van service for Get About and Claremont Dial-a-Ride and for youth group trips organized through these two services, including the Rio Rancho Shopper Shuttle in Pomona; and
- Bell Cab company supplies taxi trips to:
  - supplement First Transit for the advance reservation Get About services, including the Get About One-Step Over the Line; and
  - serve on-demand cab trips for the Get About Ready Now service, as well as the on-demand services of Claremont Dial-a-Ride and San Dimas Dial-a-Cab.

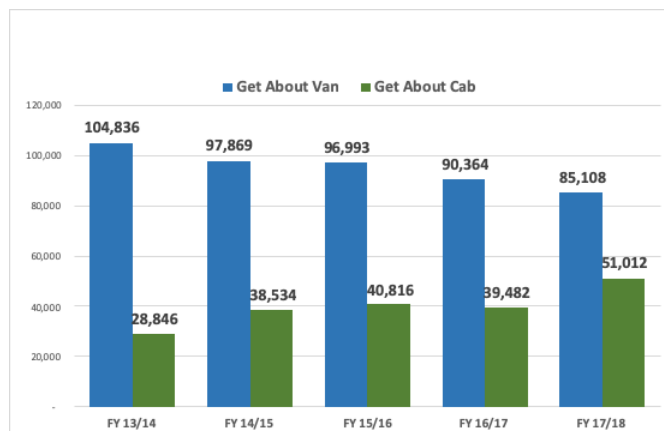
Looking at these services in relation to the two operators and their respective modes, Figure 4 reflects the pattern of declining ridership on the dedicated van operator and the increasing use of the cab provider in provision of its services. The PVTA annual van ridership totals reflect Get About van and Claremont Dial-a-Ride van services. The PVTA annual cab ridership include Get About Ready Now and Get About One-Step Over the Line trips, as well as Claremont Dial-a-Ride and San Dimas Cab trips provided by the taxi operator. As seen in Figure 4, in FY 13/14 the 125,000 van-trips represented 56% of all PVTA trips while the 97,000 taxi-provided trips reflected 44% of trips. This margin has narrowed by FY 17/18, even as ridership has dropped. The FY 17/18 102,000 trips represented 52% of trips while the 94,000 taxi-provided trips grew to a 48% share of trip of all PVTA trips provided.

Figure 4, PVTA Total Ridership by Van or Taxi Mode



This trend is reflected differently in the two PVTA services, Get About and Claremont Dial-a-Ride, which use both van and taxi modes. The Get About program is predominately van-based service and saw a decline from FY 13/14 of 78% of trips on vans and 22% on taxis to FY 17/18 where only 62% were van trips and 38% were taxi-provided trips (Figure 5). Overall trip-making increased by 2,000 trips (1.8%) between these two time periods, from

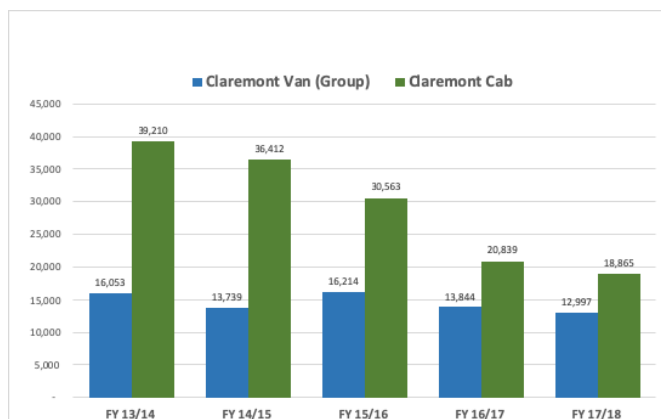
Figure 5, Get About Ridership by Mode: Van or Taxi



134,000 in FY 13/14 to 136,000 in FY 17/18 for all Get About services.

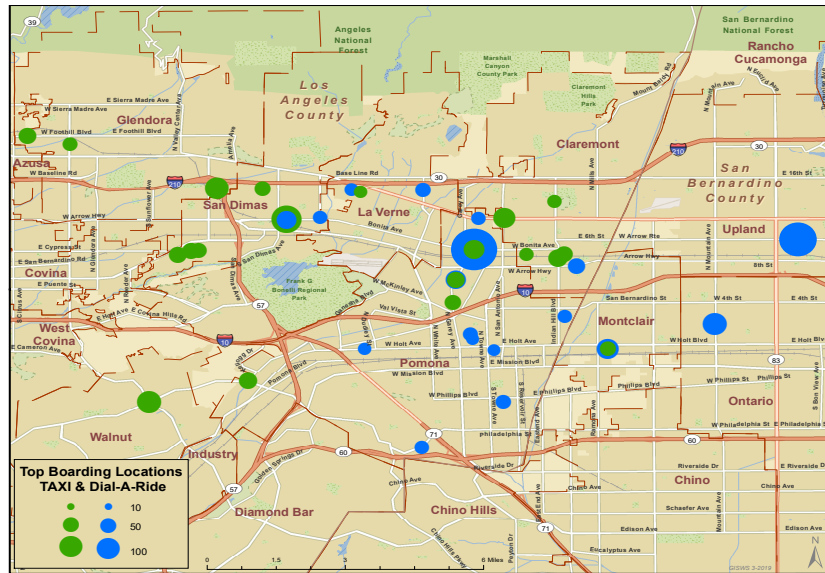
The Claremont Dial-a-Ride program uses predominately taxis and has shown a steady decrease in both overall trips and in use of the taxi mode. Taxi trips were at 71% in FY 13/14, declining to 60% by FY 17/18 while the van service share increased from 29% to 41% by FY 17/18. Overall Claremont Dial-a-Ride ridership declined by 42% over this five-year period, hence the increased share of van-provided trips, although van trips saw a decline in the raw number of trips provided.

Figure 6, Claremont Dial-a-Ride Ridership by Mode: Van or Taxi



A snapshot of current trips provided by taxis and provided by vans is displayed in Figure 7. The green circles are the common destinations of taxi trips while the blue dots are the common destinations of van-based trips. Among these are the common destinations of Mount San Antonio Hospital to the east, the Claremont Village with adjacent Pilgrim Place, Claremont Manor and Mount San Antonio Gardens, in Pomona, the Casa Colina Rehabilitation Hospital in Pomona and Mount San Antonio Community College to the southwest in Walnut.

Figure 7, PVTA Common Destinations –  
May 2018 Trips Provided by Mode, A Representative Picture



## Assessment of PVTA Performance Trends

As noted, only the traditional Get About service, including group trip services to Claremont and Pomona, is provided via a contract—with First Transit—in which a dedicated fleet of vehicles is operated. The other PVTA services rely on non-dedicated vehicles, primarily taxis. The traditional Get About service is also delivered via a taxi subcontractor for specific trips which First Transit assigns to the taxi. However, traditional Get About service customers are not able to directly engage the taxi-based service, which is referred to as Get About Cab service.

If Get About customers wish to guarantee that they receive a taxi-based trip, they must use the Ready Now service. Ready Now provides same day taxi service for a premium fare: \$4.50 vs. \$1.00 for traditional Get About. The \$1 fare for traditional Get About is irrespective whether the customer is assigned by First Transit to a van/mini-bus or taxi for their trip.

There has been a gradual erosion of the ridership and the cost-effectiveness of the traditional Get About Van service. From FY 2014 to FY 2018, the ridership on this component of Get About declined by approximately 20%. That overall Get About ridership was slightly more in 2018 than in 2014 is due to the fact that Get About Cab ridership increased by over 80% during this period. The cost per passenger of Get About Van service increased by 60% over this period—with provider rate increases responsible for the majority of this increase—and service productivity (passengers per vehicle service hour) decreased by 9%.

In contrast, Get About Cab, while also costing more per passenger in 2018 than 2014—about 20% more—went from being 15% more expensive per passenger trip than Get About Van in 2014 to 12% less expensive per passenger trip in 2018. As a result, the dedicated vehicle Get About Van service is less cost-effective than the alternative of non-dedicated vehicle taxi-based service. To First Transit's credit, it appears to recognize this fact and has been pro-active in moving trips to the taxi operator when they would otherwise be relatively expensive on the van service.

In a situation where a demand response service delivered in the form of regular taxi service is more cost-effective than a dedicated vehicle shared ride service, it is clear that the dedicated vehicle demand response service must be carefully assessed. Such is the purpose of this section.

## Symptoms and Causes of Get About Van Performance Shortcomings

To assess the performance of Get About Van service, detailed trip data for May 2018 was provided by PVTA to the consultant team. This consisted of 6923 scheduled trips, of which 6514 trips were completed—the remainder were no-shows. In addition, detailed analysis was performed on 980 trips—of which 921 were completed—for the 3 day period of May 15-May 17, or about 325 scheduled trips per day. Approximately 14% of these trips involved a passenger in a wheelchair. Table 1 below provides data on key performance measures for this 3-day period.

Table 1, Get About Van Performance Data for May 15-17, 2018

Hour of Day	Passengers per Day	Pass/Vehicle Service Hour	Avg. Trip Distance	Avg. On-Board Travel Time	Avg. Pick-Up Time Deviation	Avg. O-D Speed
7 AM	24.0	3.13	3.27 mi.	<b>33.4 min.</b>	4.7 min.	5.9 mph
8 AM	28.3	2.66	3.01	<b>34.6</b>	2.5	5.2
9 AM	53.0	3.79	2.88	<b>32.6</b>	6.8	5.3
10 AM	39.7	2.98	2.47	21.9	7.7	6.8
11 AM	22.3	2.09	2.88	15.9	12.6	10.9
12 PM	44.3	3.41	2.66	21.7	<b>19.2</b>	7.3
13 PM	54.7	4.69	2.60	<b>31.9</b>	<b>30.7</b>	4.9
14 PM	23.7	2.15	2.47	23.1	<b>21.4</b>	6.4
15 PM	21.7	2.32	3.22	26.2	10.6	7.4
16 PM	8.7	1.63	3.04	21.5	8.1	8.5
17 PM	4.7	1.27	2.32	28.8	4.9	4.8
<b>Total</b>	<b>326.7</b>	<b>2.93</b>	<b>2.78</b>	<b>27.4</b>	<b>13.7</b>	<b>6.1</b>

The number of vehicle service hours was calculated from the driver run data included in the data set for May 2018. All other data was included directly in each trip record for the data set.

Several observations are apparent in the results of Table 1.

- Demand for the service is relatively low—or capacity constraints are causing trips to be turned away—as in only 3 hours of the day does demand reach 40 passengers per hour.
- The service is not sufficiently productive, with average vehicle productivity of only about 3 passengers per vehicle service hour and only 1 hour of the day reaching the 4 passengers per vehicle service hour (VSH) threshold.
- Service reliability is not good, with average pickup time deviation of 20 to 30 minutes between Noon and 3 PM and more than 10 minutes during 2 other hours of the day.
- Origin to destination travel speeds are low, averaging only 6 miles per hour, or approximately twice as fast as walking speed and only one-third or less of the speed that would occur with an automobile or taxi.
- Passengers are not getting a very good level of service: for trips with an average distance of less than 3 miles they spend nearly 30 minutes on the vehicle and are picked up at least 10 minutes late the majority of the time.



It is likely that all of these performance results are influenced, and probably strongly affected, by the inadequate tools that First Transit has available to manage the Get About Van service. First Transit is using Simpli, a product from TripSpark (a division of Trapeze Software), to manage the booking, scheduling, and dispatching of trips.

Simpli is simply not able to meet the needs of the Get About Van service. Due to Simpli's significant limitations, First Transit is constrained in many ways. It is unable to easily change vehicle runs to better match supply characteristics with demand patterns. In the 3-day period of analysis, not a single vehicle run was able to achieve vehicle productivity of more than 4 trips per vehicle service hour. With no true automated scheduling capability, the contractor's order takers and dispatchers lack the ability to provide customers with point of reservation vehicle assignments and precise pickup times. It is not surprising that during the highest demand periods of the day, vehicles arrive significantly late for customer pickup, as the pickup times provided to customers are not generated by a true scheduling system and represent little more than educated guesses by the (fortunately experienced) First Transit staff.

Given the limitations of Simpli, it appears that the First Transit team has decided to operate a core vehicle run structure to which they try to assign trips using the knowledge of the order takers and dispatchers, and if they are not confident that a trip will fit in, they assign it to the taxi sub-contractor. During the past 2 years, the decline in the number of Get About Van trips is larger than the increase in Get About Cab trips, so it is clear that it is not capacity limitations per se that have led to the increase in taxi trips—in theory there should have been sufficient “freed up” capacity to require little or no increase in taxi trips. Rather, First Transit is not finding it possible to easily use the marginal increase in under-utilized capacity because it lacks the scheduling tools to do so.

Further evidence that this is likely to be the situation is that over the past 4 years the average trip distance of the trips assigned to taxis has declined by more than 20%. If only “hard to schedule” trips were being assigned to taxis—and longer trips are clearly harder to fit into long-standing vehicle runs than shorter trips—it is not likely that a reduction of this magnitude would occur. But the fact that it is occurring is an indication that “typical” trips are more likely to be assigned to taxis than in the past. While the average trip length of Get About Cab trips is still longer than Get About Van trips—5 miles vs. 2.8 miles—the reduction in this difference is noteworthy.

Under the circumstances, the First Transit staff appears to be doing the best that it can and probably is saving Get About money by assigning increasing numbers of trips to taxis rather than operate the dedicated vehicles more intensively but also less productively in all likelihood. But these outcomes are indicative of an operation that is not currently capable of improving the performance of the dedicated vehicle element of the Get About system and is strongly in need of new tools—and probably new approaches as well—to improve customer service and cost-effectiveness.



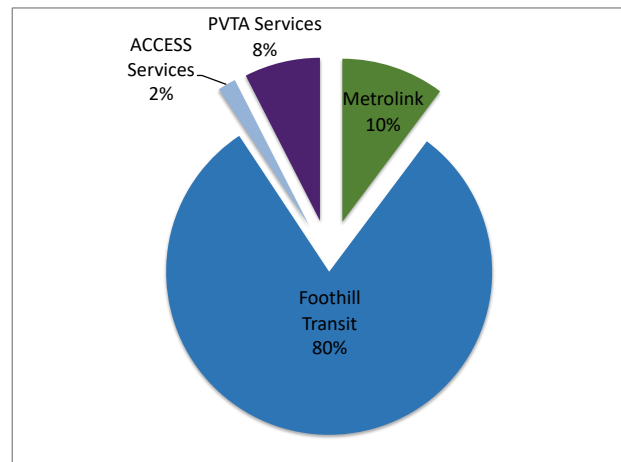
## OTHER PUBLIC TRANSPORTATION IN THE REGION

PVTA intended from its inception to complement and extend other public transit programs that serve the region. At present these programs include:

- Metrolink, with three stations and two lines serving the Pomona Valley;
- Foothill Transit with local, commuter and express routes operating with the area; and
- ACCESS Services which provides Americans with Disabilities Act (ADA) complementary paratransit persons to eligible riders who are certified as unable to use fixed-route public transportation for some or all trips.

Figure 8 shows the relative ridership during FY 16/17 of these regional public transportation programs, including PVTA. Overall ridership is estimated at 2.6 million, of which Foothill Transit provides eight in ten public transit trips. The full array of PVTA programs provides 8% of regional public transit trip, not far behind the Metrolink boardings at the area's three stations, and well above the almost 2% of trips provided by Access Services to persons with disabilities who are Americans with Disabilities Act certified.

**Figure 8, Public Transit Boardings with the PVTA Service Area:  
2.6 Million Passenger Trips**



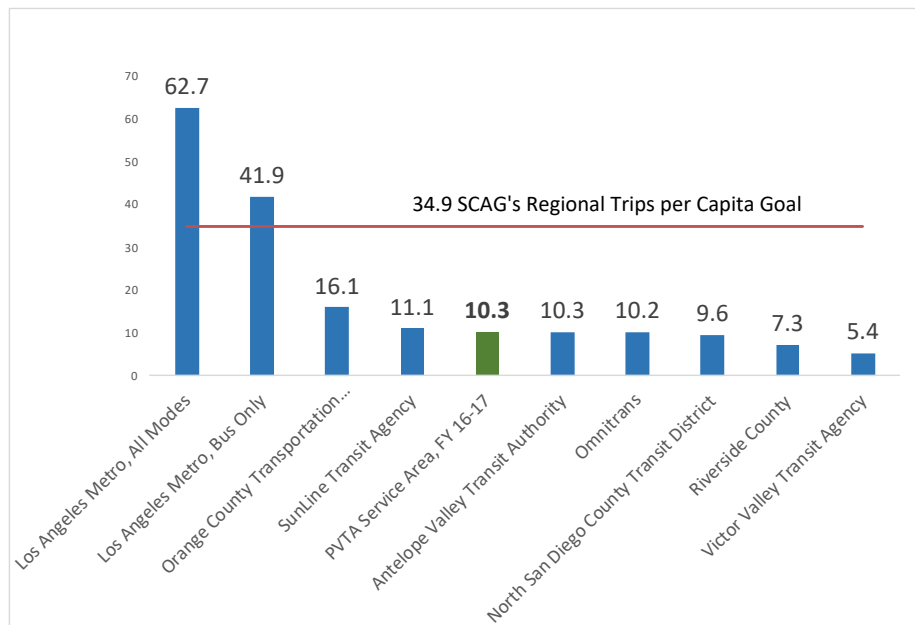
**Table 2, Public Transit Boardings in PVTA's Service Area**

FY 17/18 Public Transit Boardings Within PVTA Four-City Service Area	
<b>Metrolink Boardings - 3 PVTA Area Stations</b>	267,240
<b>Foothill Transit - Boardings Within PVTA Area</b>	2,101,528
<b>ACCESS Services - Boardings Within PVTA Area</b>	46,762
<b>Pomona Valley Transportation Authority, All Services</b>	196,344
<b>ANNUAL TRANSIT TRIPS</b>	<b>2,611,874</b>
SERVICE AREA TOTAL POPULATION	253,821
<i>ACS 5-Year Estimates, 2012-2016</i>	
<b>PVTA Area Trips Per Capita</b>	<b>10.3</b>

The 2.6 million public transit trips represented in Figure 8 and detailed in Table 2 translate to a trips per capita rate of 10.3 transit trips per annum per resident. This is a measure of the volume of transit trips provided, in relation to the overall population. Figure 9 provides a sense of comparison for this rate, depicting favorably the experience of the PVTA region in relation to a number of other southern California transit properties providing trips at comparable rates between 9.0 and 11.0 trips per capita.

Although this is well below SCAG's regional goal of 34.9 trips per capita, it nonetheless provides a benchmark for measuring and reporting on future progress, as PVTA seeks to increase its 196,000 annual trips provided.

**Figure 9, Trips Per Capita Comparisons Across Systems**



## Metrolink Trains

Metrolink operates commuter rail service throughout five (5) counties in Southern California. Commuter rail service typically transports passengers from residential areas to major employment destinations in the region. Two commuter rail lines travel through the Pomona Valley area serving three stations: two (2) stations are in the City of Pomona and one (1) in the City of Claremont.

### San Bernardino Line

The San Bernardino Line travels east-west connecting the Cities of San Bernardino to the east and Los Angeles Union Station to the west. On weekdays, Metrolink operates 19 inbound trainsets into Los Angeles and 19 outbound trainsets to San Bernardino. Service begins as early as 3:47 a.m. from the San Bernardino Transit Center (SBTC) into Los Angeles and ends service as late as 11:31 p.m. into SBTC. On Saturdays, Metrolink operates 10 inbound trainsets to Los Angeles Union Station and 10 outbound trainsets to SBTC. Service begins as early as 6:55 a.m. departing SBTC to Los Angeles and terminating as late as 1:10 a.m. at SBTC. On Sundays, Metrolink operates seven (7) inbound trains and seven (7) outbound trains. Service begins as early as 6:55 a.m. from SBTC to Los Angeles Union Station and terminates as late as 10:45 p.m. The San Bernardino Line stops in Pomona and Claremont.

The Pomona North Station is located just north of Interstate 10 (I-10) on Santa Fe Street. The station includes free parking at the station location. Passengers can transfer to Foothill Transit routes on Garey Avenue as well as the Bronco Link Shuttle that transports passengers to the California State Polytechnic University, Pomona.

Located west of the Pomona North Station is the Claremont Station. The Claremont Station is in downtown Claremont on West 1<sup>st</sup> Street. Free parking is available. Overnight parking is allowed except for designated parking spaces with a 3-hour posted limit. The Claremont Station also includes secured bicycle parking and valet bicycle repair service in partnership with JAX Bike Shop.

## Riverside Line

The Riverside Line runs east-west connecting the Cities of Riverside to the east and Los Angeles Union Station to the west. The Riverside Line operates on weekdays only. Metrolink operates six (6) inbound trainsets into Los Angeles Union Station and six (6) outbound trainsets into Riverside Downtown. The Riverside Line stops at the Pomona—Downtown Station

The Pomona—Downtown Station is located in Downtown Pomona. Passengers can park at this station for \$2.00 a day or for \$40.00 with monthly parking pass. Approximately 700 parking spaces are available. Passengers can transfer onto Foothill Transit, Omnitrans, and the Bronco Link Shuttle that transports passengers to the California State Polytechnic University, Pomona.

## Foothill Transit

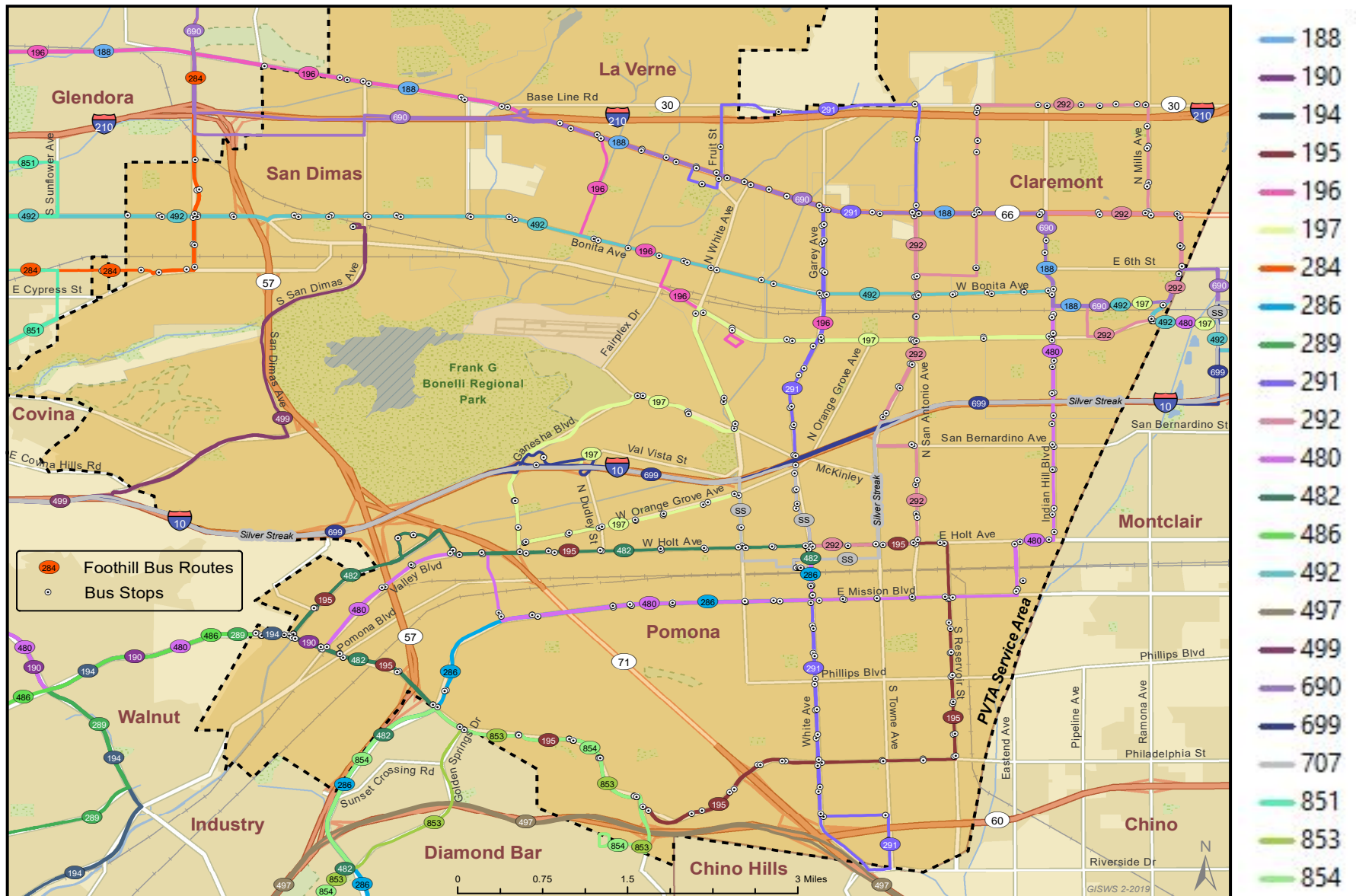
Operating primarily in the eastern portion of Los Angeles County, Foothill Transit provides fixed-route bus service to many key destinations in the Pomona Valley. Foothill Transit provides a combination of local and express service. The transit network in the Pomona Valley resembles a hub-and-spoke pattern with major transfer points at key destinations such as the Claremont Transit Center, California State Polytechnic University, Pomona, and Pomona Transit Center. Foothill Transit routes can be defined by the passenger fares as summarized here by service type, with routes detailed in Figure 20 and Table 3.

**Local Route:** defined as local routes that travel throughout the service area with a standard base fare of \$1.50 cash fare, \$1.25 TAP Card, and discounted fares of \$0.75 cash and \$0.50 TAP Card for seniors age 62 and older, disabled or Medicare card holders. Local routes typically travel on arterials. Local routes also include tripper service to a number of schools in the Pomona Valley.

**Commuter Express:** defined as a commuter express route that travel on highways to transport passengers to major employment destinations in Downtown Los Angeles. Commuter express routes can have limited stops to allow for faster travel speeds and service operating during peak hours. Commuter express routes cost \$5.00. Discounted fares are not available for Commuter Express routes.

**Silver Streak:** is a limited stop service that travels between the cities of Montclair, Pomona, West Covina, El Monte, and Los Angeles along I-10. Fare is less than the Commuter Express with a cash fare of \$2.75 and \$2.50 with a TAP Card. Discounted fares of \$1.25 cash and \$1.15 TAP is available for seniors, persons with disabilities, and Medicare card holders, as well as a discounted monthly pass fare for students. Silver Streak operates 24-hours a day.

Figure 10, Foothill Transit Routes Operating Within the Four-City PVTA Service Area



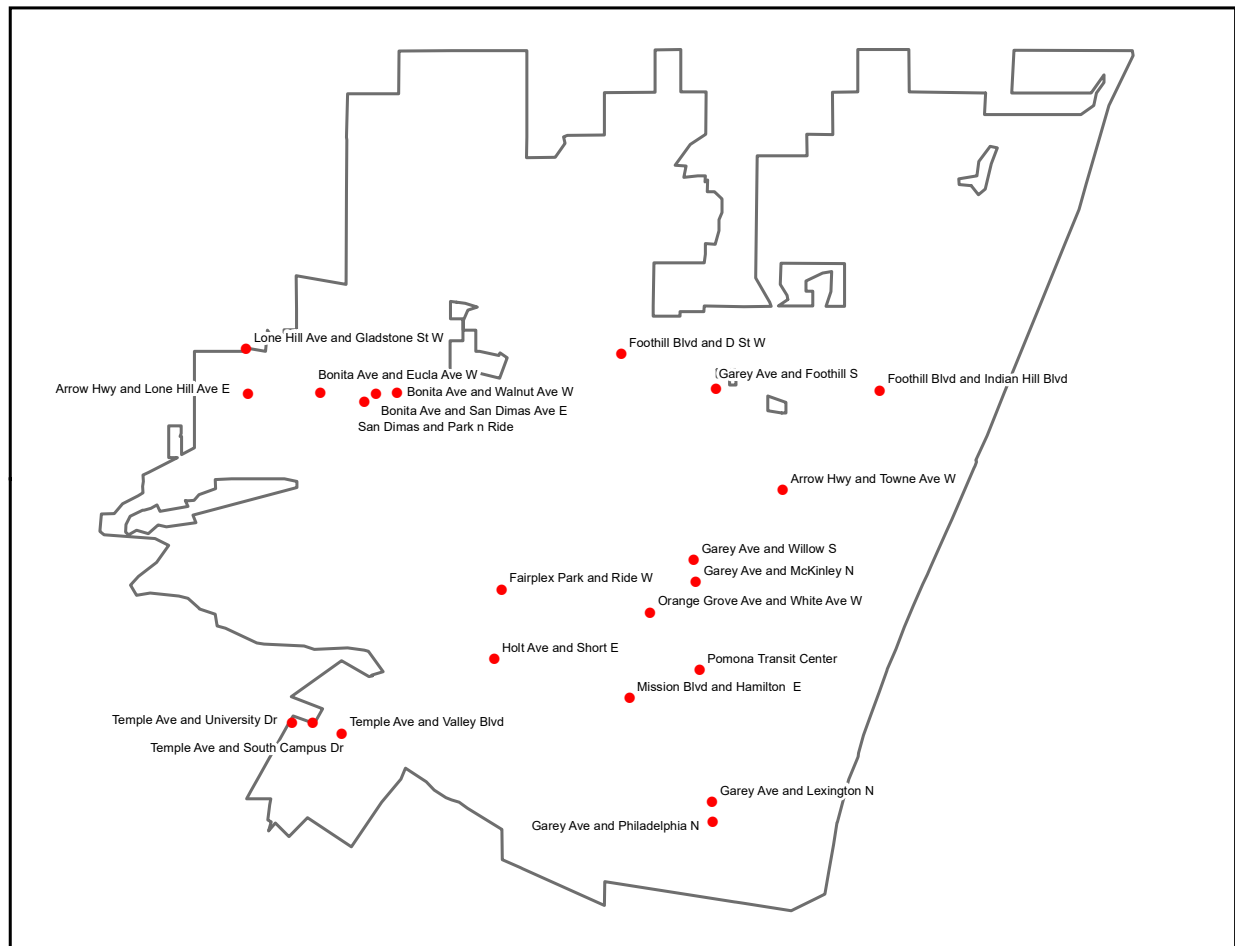
**Table 3, Foothill Transit Routes Operating Within the PVTA Four-City Service Area**

Bus Route	Route Type	Service Days	Span of Service *	Frequency	Northern/Western Terminus	Southern/Eastern Terminus
188	Local	M - Sun	Wkdy: 20 hours a day Sat/Sun: 18 hours a day	Wkdy: 15-30 minute Sat/Sun: 30-minute	Azusa Intermodal Transit Center	Montclair Transit Center
190	Local	M - Sun	Wkdy: 20 hours a day Sat/Sun: 18 hours a day	Wkdy: 15-30 minute Sat/Sun: 30 - 60 minute	El Monte Station	Pomona - Temple Ave and Pomona Blvd
194	Local	M - Sun	Wkdy: 22 hours a day Sat/Sun: 21 hours a day	Wkdy: 15-30 minute Sat/Sun: 20 - 60 minute	El Monte Station	Pomona - Temple Ave and Pomona Blvd
195	Local	M - Sun	Wkdy: 15 hours a day Sat/Sun: 12 hours a day	Wkdy: 60-minute Sat/Sun: 60-minute	Pomona Transit Center	Ridgeway St and Valley Blvd (Pomona)
197	Local	M - Sun	Wkdy: 16 hours a day Sat/Sun: 14 hours a day	Wkdy: 30-60 minute Sat/Sun: 60-minute	Montclair Transit Center	Pomona Transit Center
284	Local	M - Sun	Wkdy: 14 hours a day Sat/Sun: 12 hours a day	Wkdy: 60-minute Sat/Sun: 90-minute	Eastland Center (West Covina)	Citrus College (Glendora)
286	Local	M - Sun	Wkdy: 17 hours a day Sat/Sun: 13 hours a day	Wkdy: 60-minute Sat/Sun: 60-minute	Pomona Transit Center	Brea Mall
289	Local	M - Sun	Wkdy: 14 hours a day Sat/Sun: 13 hours a day	Wkdy: 60-minute Sat/Sun: 120-minute	Puente Hills Mall (Rowland Heights)	Temple Ave and S. Campus Dr (Pomona)
291	Local	M - Sun	Wkdy: 18 hours a day Sat/Sun: 17 hours a day	Wkdy: 15 - 30 minute Sat/Sun: 30 - 60 minute	Durward Way and D St	Towne Ave and Marketplace (Pomona)
292	Local	M - F	Wkdy: 11 hours a day	Wkdy: 30 - 60 minute	Claremont Transit Center	Pomona Transit Center
480	Local	M - Sun	Wkdy: 19 hours a day Sat/Sun: 18 hours a day	Wkdy: 20 - 40 minute Sat/Sun: 30 - 60 minute	West Covina Pkwy and California Ave (West Covina)	Montclair Transit Center
482	Local	M - Sun	Wkdy: 21 hours a day Sat/Sun: 19 hours a day	Wkdy: 20 - 30 minute Sat/Sun: 30 minute	Puente Hills Mall (Rowland Heights)	Pomona Transit Center
486	Local	M - Sun	Wkdy: 19 hours a day Sat/Sun: 18 hours a day	Wkdy: 12 - 30 minute Sat/Sun: 30 minute	El Monte Station	Temple Ave and S. Campus Dr (Pomona)
492	Commuter Express	M - Sun	Wkdy: 19 hours a day Sat/Sun: 16 hours a day.	Wkdy: 30 - 60 minute Sat/Sun: 30 - 60 minute	El Monte Station	Montclair Transit Center
690	Commuter Express	M - F	Wkdy: 16 hours a day	Wkdy: 15 - 30 minute	Citrus Gold Line Station (Glendora)	Montclair Transit Center
851	Local	M - F	Wkdy: 11 hours a day (only 4 round trips a day)	Wkdy 30 minute	Eastland Center (West Covina)	Foothill Blvd and Valley Center Ave (Glendora)
853	Local	M - F	Wkday: 9 hours a day (only 3 round trips a day)	Wkdy Varies (three runs per day)	Diamond Ranch High School (Chino Hills)	Copley Dr and Golden Springs Dr (Diamond Bar)
854	Local	M - F	Wkday: 8 hours a day (only 3 round trips a day)	Wkdy Varies (three runs per day)	Diamond Ranch High School (Chino Hills)	Copley Dr and Golden Springs Dr (Diamond Bar)
Silver Streak	Limited Stop	M - Sun	24 hours a day	Wkdy: 15 - 60 minute Sat/Sun: 30 - 60 minute	Los Angeles Convention Center	Montclair Transit Center

\* Span of service is approximate.

Ridership from within the four cities was tabulated for the month of October and annualized to develop the ridership share carried on Foothill Transit routes and reported previously in this report. Figure 11 shows the top boarding locations from this data set, a large proportion within Pomona to the south and east, along the Foothill Blvd. corridor in Claremont and La Verne and a cluster around downtown San Dimas to the west. Several commonly used stops adjacent to Cal Poly Pomona are shown here although Foothill Transit boardings and alightings at Mount San Antonio Community College are not reflected on this four-city map.

**Figure 11, Foothill Transit Boarding Locations Within the PVTA Service Area**



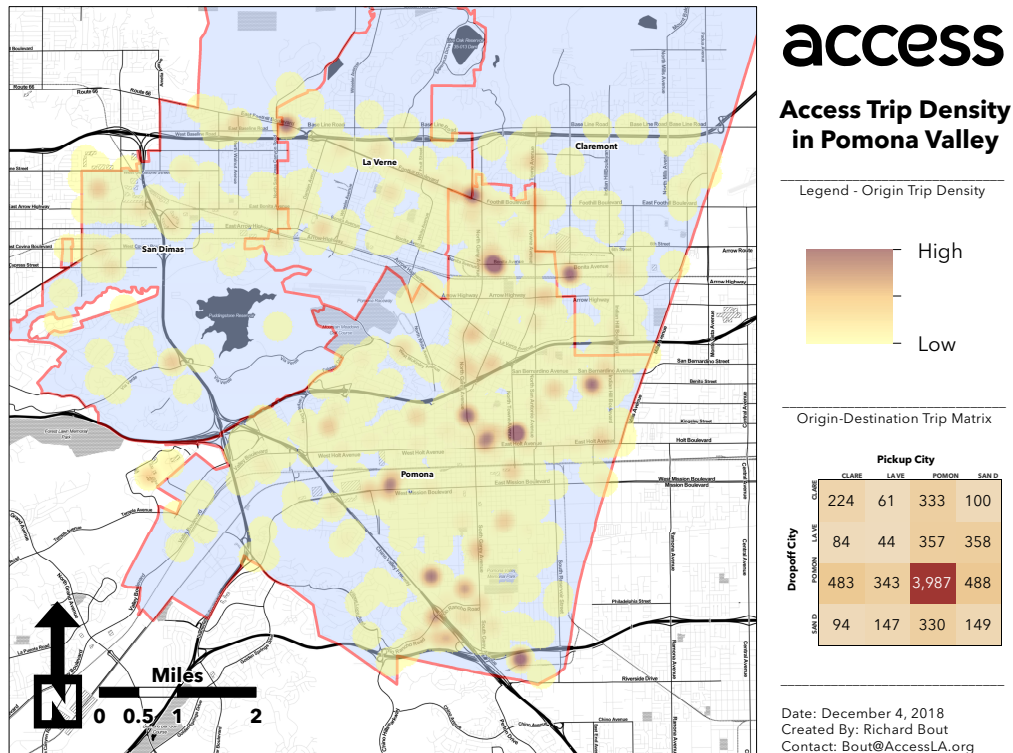
## ACCESS Services

Access Services (Access) is the ADA complementary paratransit service provider for the County of Los Angeles. The Access program provides curb-to-curb demand response transportation to ADA paratransit eligible individuals that live or need to travel within  $\frac{3}{4}$  mile of any Los Angeles County fixed-route public bus or Metro Rail stations. Access is a next-day reservation, shared-ride service that generally operates during the days and hours as the local fixed-route bus. In the Pomona Valley, Access serves the Foothill Transit  $\frac{3}{4}$  mile fixed-route footprint.



Figure 12 presents the density of Access boardings for trips that begin and end within the PVTA service area. The largest concentration of boardings can be seen in the City of Pomona where the majority of Access trips in the service area originate at almost 4,000 passenger trips.

Figure 12, Access Trip Density in PVTA Service Area



Access trips within the PVTA service are further examined in Figure 13, where a matrix of trip pick-ups and drop-offs are presented by city. Also included in this matrix are Pomona Valley trips where one leg of the trip begins or ends outside of the service. Again, the city of Pomona generates the most Access trips, with a total of 32,409 Access trips originating there in FY 17/18. The volume of trips generated between the cities of Claremont, La Verne and San Dimas are comparable to each other at almost 5,000 trips respectively.

Figure 13, Access Pickup Locations and Volume

		Dropoff Address City				
Pickup Address City		POMONA	CLAREMONT	SAN DIMAS	LA VERNE	Outside of Four City Area
	POMONA	3,987	483	488	343	27,108
	CLAREMONT	333	224	100	61	3,926
	SAN DIMAS	330	94	149	147	4,258
	LA VERNE	357	84	358	44	3,888
	Outside of Four City Area	26,321	3,682	4,396	4,112	-



## Planned Gold Line Service

Present planning anticipates extending the Gold Line to Pomona in 2026 while exploring funding to extend to Claremont and Montclair in 2028. Splitting this extension into two pieces has moved up the timing to Pomona by 2 years.

Metro's consultants—Arroyo Group and ALTA—are completing a first mile/last mile study of the next extension with the cities' participation that will soon be released.

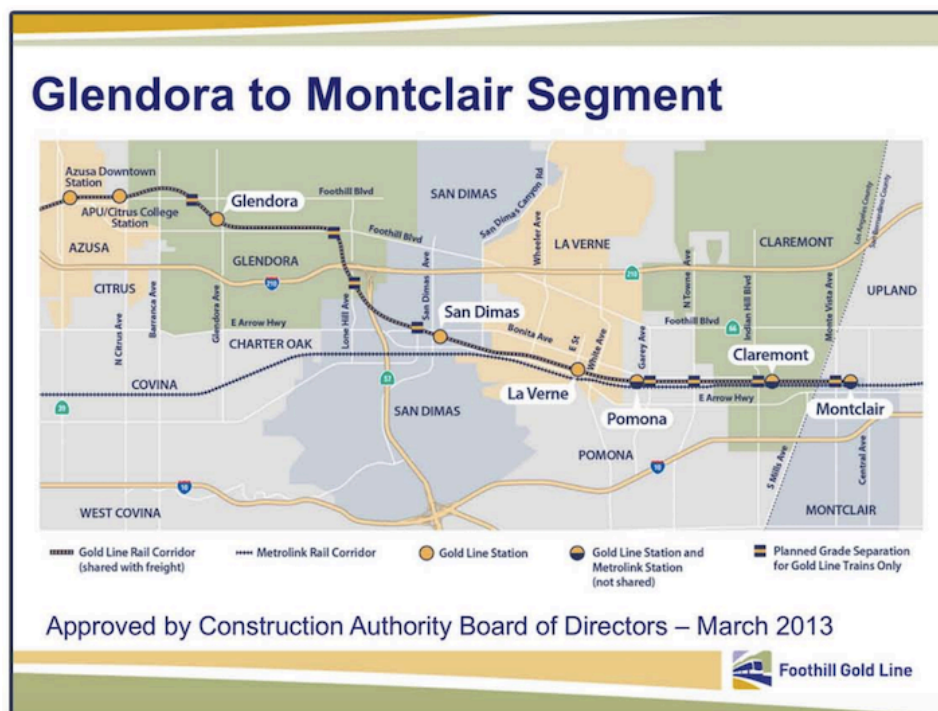
**Parking:** Metro is responsible for constructing the basic station parking for their projected passengers. The individual cities have the option of adding parking if desired. Metro is considering limiting station parking to avoid over-building and providing other access options to avoid parking.

Gold Line staff confirmed that the Sierra Madre Villa Station, which was the Gold Line end-of-line before the last extension opened, does now have some excess parking capacity but is still not seen as being over-built. She said that parking used to be unavailable by 8am whereas now there is some parking likely to be available throughout the day. The APU/Citrus College Station is the current end-of-line and parking there is busy, but reportedly spaces are usually available. In general, staff described the parking situation at Metro stations as being busy, but not overflowing.

**Station Locations:** The locations have been identified and addressed in the environmental reviews, however, there are not yet addresses for these locations.

- San Dimas: east of San Dimas Avenue toward Walnut
- La Verne: east from E Street
- Pomona: west of Garey Avenue, north of the Metrolink station
- Claremont: existing depot south of downtown, east of Indian Hill Blvd.

Figure 14, Foothill Gold Line Future Station Locations

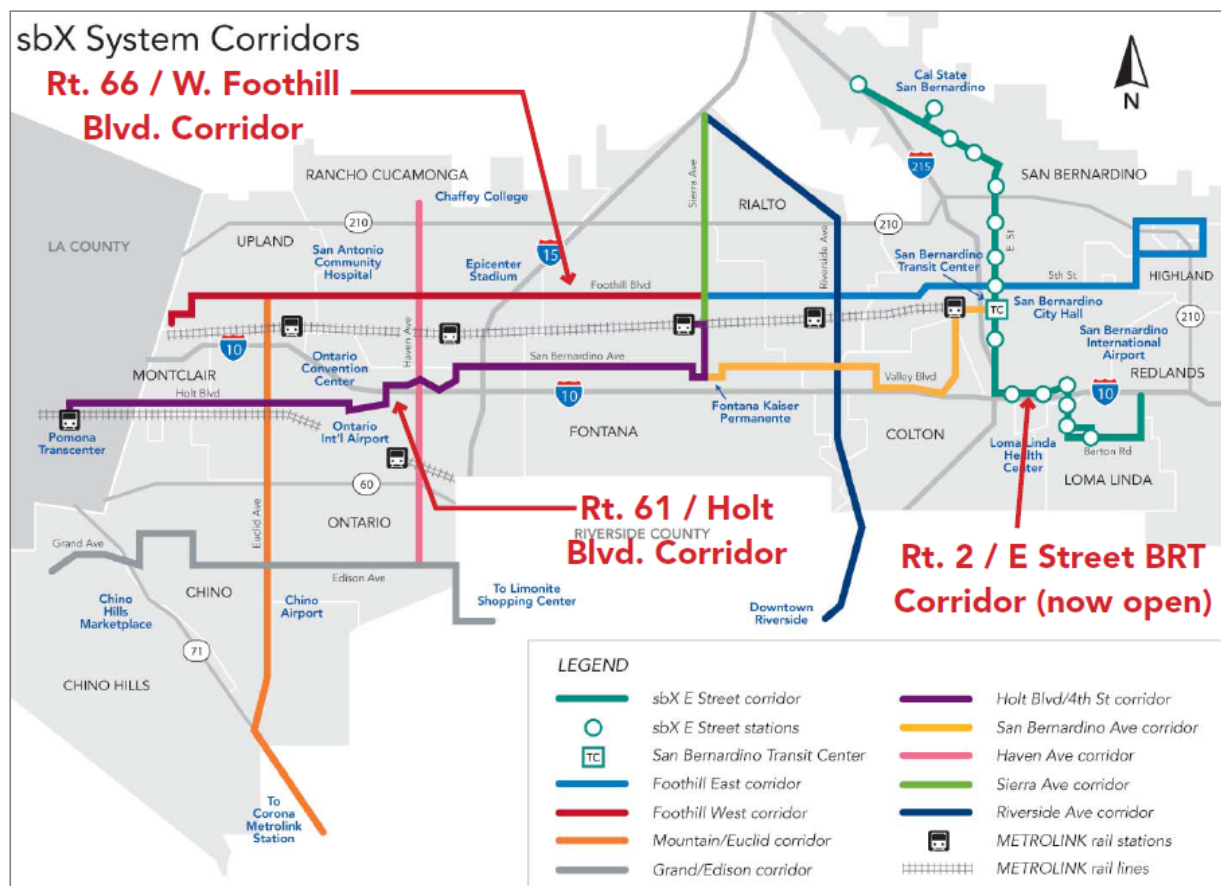


## Planned Omnitrans West Valley Connector

The planned West Valley connector will be another important east-west regional connection, eastward into San Bernardino County. Omnitrans, which serves the adjacent San Bernardino Valley, in partnership with the San Bernardino County Transportation Authority, anticipates completing the West Valley Connector—Rt.61 Holt Blvd. Corridor—over the next ten years as part of Omnitrans’ envisioned bus rapid transit network. The West Valley Connector will travel between the cities of Fontana, Ontario, and terminate in Downtown Pomona. Its goal is to provide 10-minute service frequencies along the Holt Avenue corridor and north to the Metrolink train stations in Rancho Cucamonga and Fontana. The West Valley Connector will provide improved, faster service between medical, commercial, retail and employment destinations in western San Bernardino and eastern Los Angeles Counties.

This bus rapid transit service has not yet been fully funded so its implementation timeframes are somewhat uncertain. SBCTA is working on right-of-way and other issues related to implementation, including securing funding.

**Figure 15, West Valley Connector Bus Rapid Transit Corridor,  
Within Omnitrans Planned Network of Bus Rapid Transit Services**



## AREA DEMOGRAPHICS REFLECT TARGET MARKETS

### Four-City Population and Key Market Groups

The Pomona Valley's four cities are home to more than a quarter of a million people, over 266,000 persons according to the American Community Survey 2012-2016 5-Year Estimates. Of these Pomona residents are more than 56%, over 150,000 persons. It is also the City anticipating the highest rates of growth, with SCAG projecting a 6.8% increase by 2020 and 26.5% growth between 2012 and 2040. By 2020, almost 300,000 persons are estimated to be living within PVTA's service area. The Cities of Claremont, La Verne and San Dimas are all comparably sized, between 32,000 to 35,000 residents.

The region is projected to grow by 18% or more than 40,000 persons by 2040. Claremont is projected by SCAG to have the highest rates of population growth among these cities, growing to almost 40,000 persons by the year 2040.

Table 4, PVTA's Service Area Population

Total Population							
	2012	2016 ACS 5-Year Estimates	2020 SCAG RTP Estimate	% Change from 2012	2035 RTP Estimate	2040 SCAG RTP Estimate	%Change from 2012
Claremont	35,500	35,827	36,300	2.3%	38,200	39,400	11.0%
La Verne	31,800	32,078	32,200	1.3%	32,600	32,900	3.5%
Pomona	150,500	151,807	160,800	6.8%	181,700	190,400	26.5%
San Dimas	33,600	34,109	34,000	1.2%	34,200	34,500	2.7%
Total	251,400	253,821	263,300	4.7%	286,700	297,200	18.2%

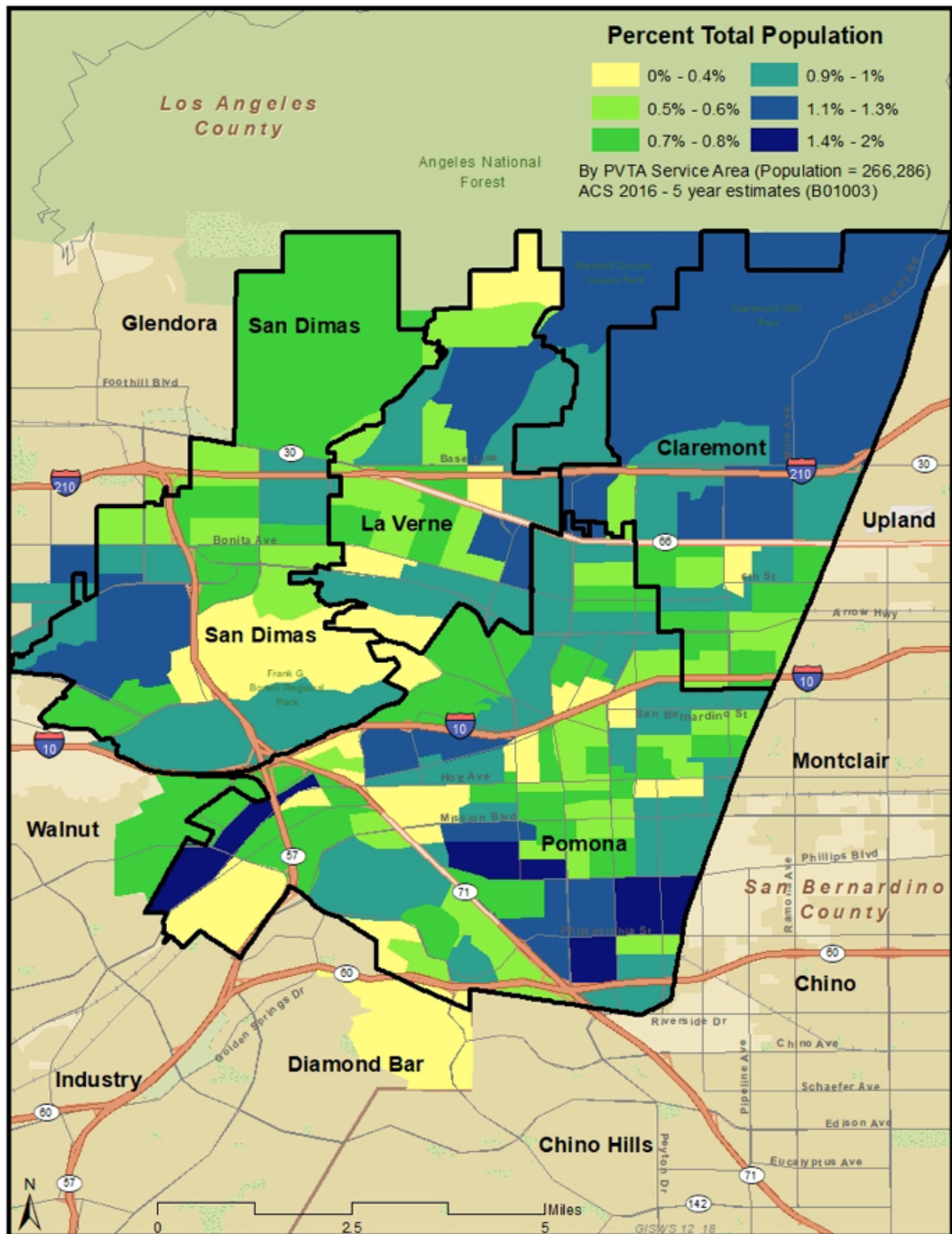
Source: SCAG's 2016 Regional Transportation Plan (RTP)

As illustrated in Figure 16, the areas that are most densely populated, within PVTA's four-city region include two block group areas in west Pomona and five within east Pomona along Holt and Mission Blvds., and east of the 71 Freeway near CalPoly Pomona where each block group is home to up to 5,300 residents or 2% of the region's population.

North Claremont and the residential areas just below the I-210 report second tier density levels of almost 3,500 residents or up to 1.3% of the region's population. There are similar residential density areas in block groups in La Verne near downtown and north of the I-210 and in San Dimas, east of the 57 Freeway.

Mid-level densities of up to 2,600 residents are in several areas of each city, in San Dimas south of the Fairgrounds and in the north east city's corner, in areas on both north and south of the I-210 Freeway in La Verne and Claremont, in south Claremont, in north Pomona and areas adjacent to Montclair and Ontario to the east and towards Diamond Bar in Pomona's south and west quadrants.

Figure 16, PVTA Service Area Total Population





## Distribution of Key Populations

Working with the most recent census data, the American Community Survey, 5-Year Estimate 2013-2017, PVTA's overall service area of a quarter of a million persons has comparable population shares of children and youth at 13.1% and adults age 65 and older at 12.9%. The region's senior population is in line with California's overall proportion of 13.9% persons age 65 and older. Younger and older persons are not evenly distributed among the four cities.

Table 5, Service Area Population Demographics

	Population Age Characteristics					State of California
	Claremont	La Verne	Pomona	San Dimas	Area Total	
<b>Total City Population</b>	<b>35,949</b>	<b>32,320</b>	<b>152,366</b>	<b>34,334</b>	<b>254,969</b>	<b>38,982,847</b>
Median Age	39.5	43.3	31.5	41.7	n/a	36.1
Children and Youth, Ages 0-17	6,799	7,036	39,327	6,951	60,113	9,114,720
Adults, Age 18 - 64	22,445	19,188	98,677	20,748	161,058	24,719,679
Older Adults, Age 65+	6,705	6,096	14,362	6,635	33,798	5,148,448
	<b>Claremont</b>	<b>La Verne</b>	<b>Pomona</b>	<b>San Dimas</b>	<b>Area Total</b>	<b>State of California</b>
<b>Children &amp; Youth Ages 0- 17</b>	<b>19%</b>	<b>22%</b>	<b>26%</b>	<b>20%</b>	<b>24%</b>	<b>23%</b>
<b>Adults Ages 18 -64</b>	<b>62%</b>	<b>59%</b>	<b>65%</b>	<b>60%</b>	<b>63%</b>	<b>63%</b>
<b>Seniors Age 65+</b>	<b>19%</b>	<b>19%</b>	<b>9%</b>	<b>19%</b>	<b>13%</b>	<b>13%</b>
Seniors, ages 65-74	3,536	3,243	7,871	4,015	18,665	2,946,809
Seniors, ages 75-84	2,025	2,051	4,524	1,680	10,280	1,509,528
Seniors, ages 85+	1,144	802	1,967	940	4,853	692,111

Source: US Census 2013-2017 American Community Survey 5-Year Estimates

- Pomona is home to almost 20,000 youth at 12.8% of the population and the smallest proportion of persons age 65 and older at 9.2% but comprised of 14,000 individuals. Pomona has the youngest median age at 31.5 years and well below the statewide median of 36.1 years.
- La Verne has the oldest median age at 43.3 years, with just 10.4% children and youth and a high older adult proportion at 18.5%, about 9,200 persons in the two groups.
- San Dimas, with a median age of 41.7, also reflects an older population, with 18.3% age 65 and older and just 10.8% children and youth, almost 9,900 persons in the two groups.
- Claremont has comparable proportions of youth and older adults, about 6,600 persons in each group and both exceeding 18% of the City's total population. Claremont's median age is 39.5.

Figure 17, Distribution of Age Groups across Four Cities

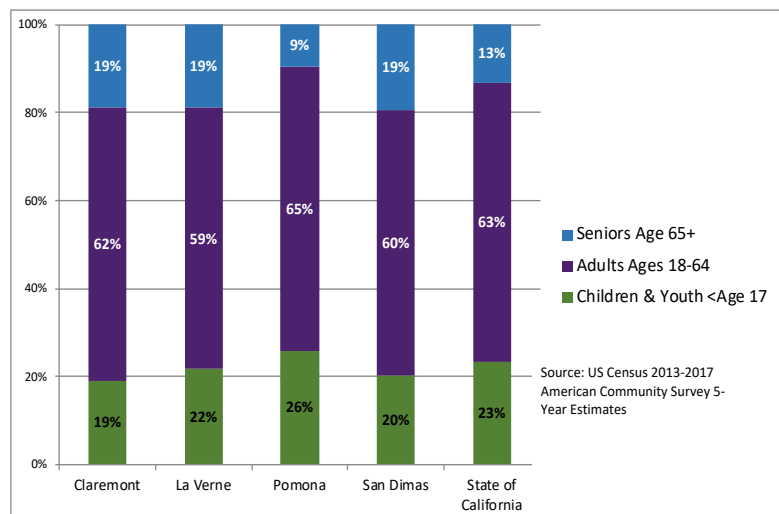


Figure 17 displays the proportions of the three age groups by city, reflecting Pomona's differences from the other three cities. It is home to more youth, at 26%, a larger proportion of adults under age 65, at 65%, and a smaller proportion of seniors, at 9%, in contrast with its neighboring cities. Pomona also reflects a demographic picture different from statewide California population distributions.

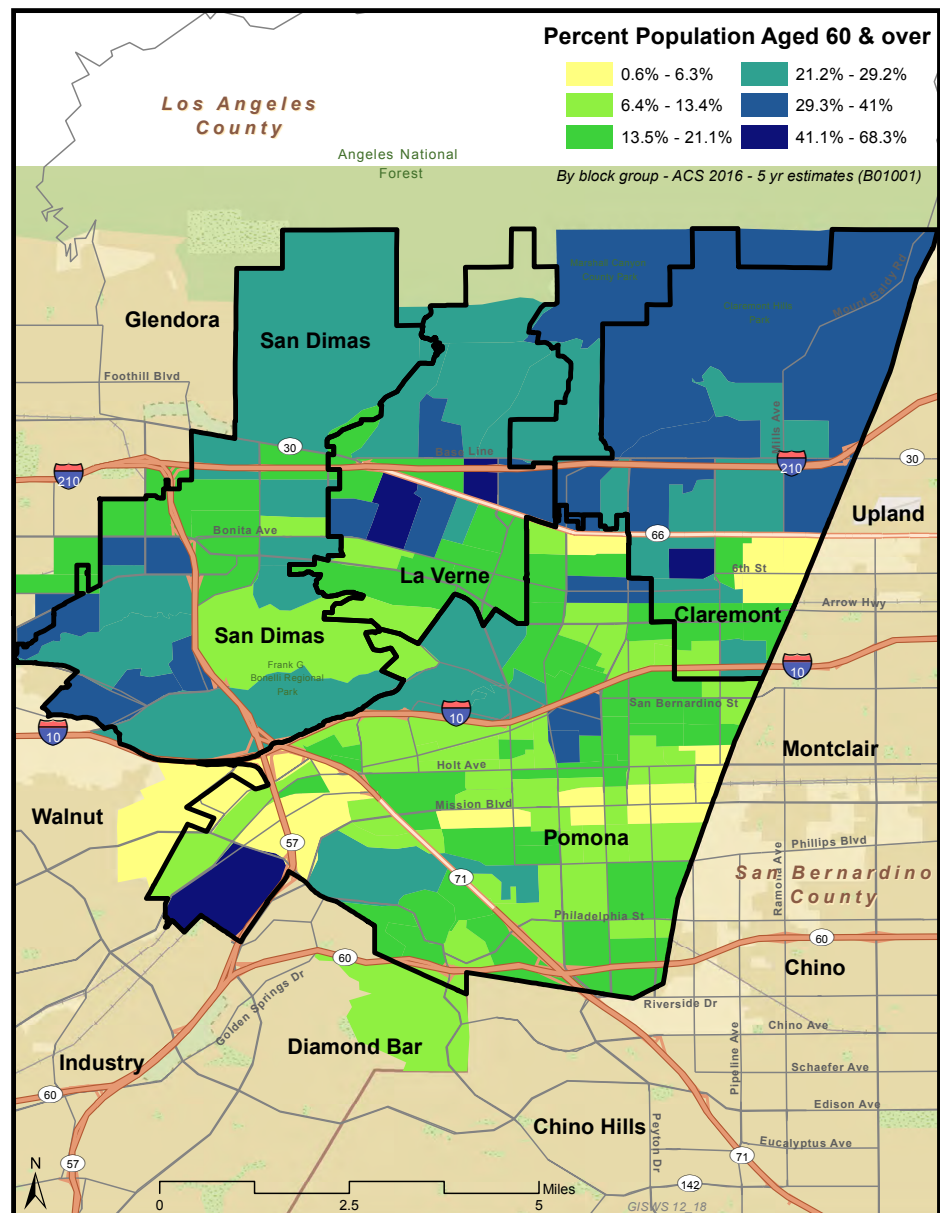
Figure 18 depicts the geographic distribution of older adults, in this case, persons age 60 and older, across the four cities. This group has historically been one primary focus of the PVTA organization. The highest proportions—darkest blue, between 41% to 69% of the block group population—are in four areas, several coincident with older adult residential facilities of Hillcrest in La Verne and Claremont Manor and Pilgrim Place in Claremont and at the north eastern edge of Pomona, and a neighborhood in South Pomona adjacent to Walnut.

Notably, the second-tier density of older adults—lighter dark blue, between 29% and 41% of the block group population—are predominately in north Claremont with handful of small pockets elsewhere, including in north Pomona where the Claremont Manor is located.

Mid-level senior population neighborhoods—teal, with 21% to 28% populations age 60 and older—comprise much of north La Verne and north San Dimas. Along with north Claremont, these reflect the older home owners who predominate in many of these neighborhoods.

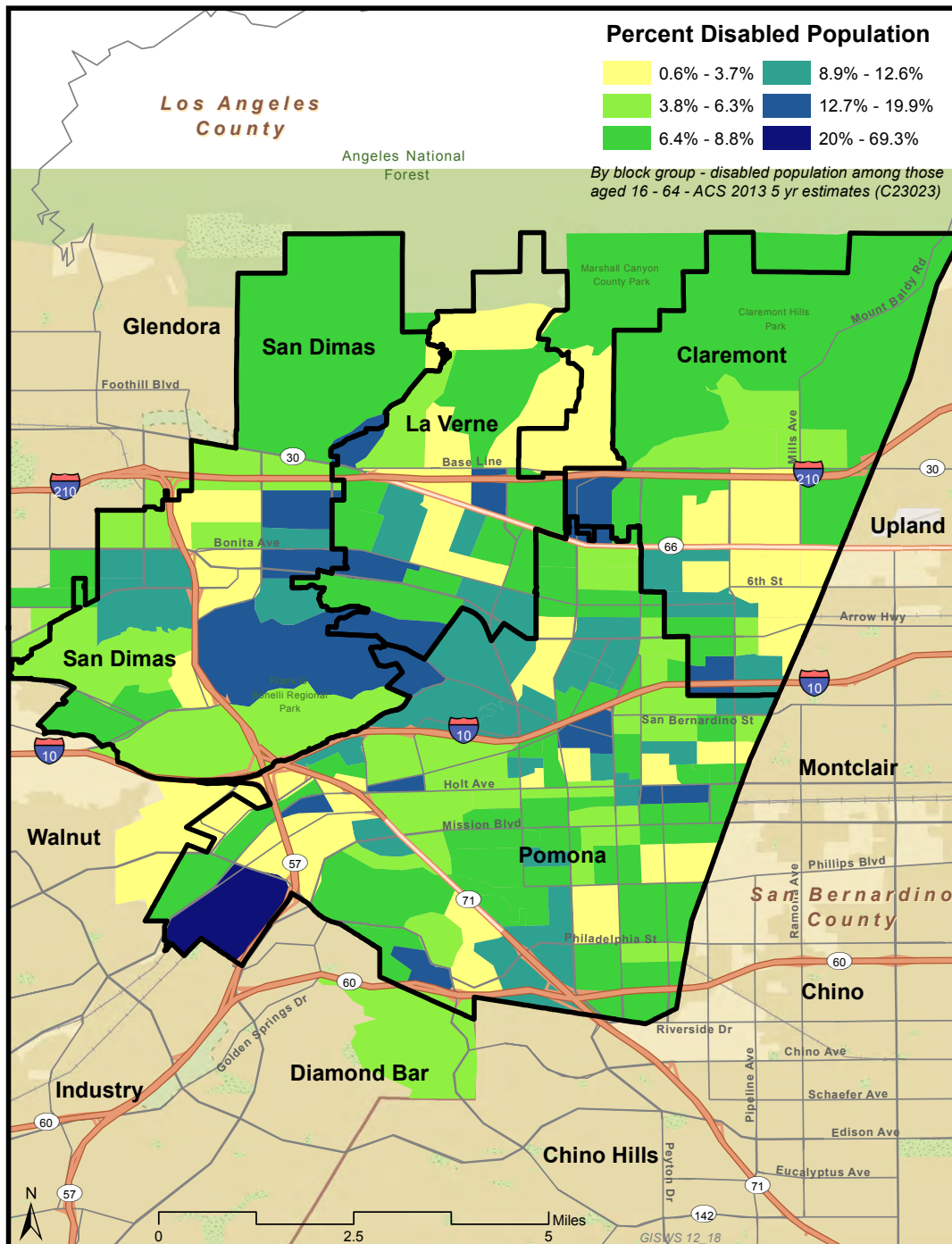
The majority of Pomona block groups show the lowest proportions of seniors in greens and yellow, certainly in the area of Cal Poly Pomona and along Hole and Mission Blvds. Also, younger populations are living in South Claremont, below Arrow Highway, areas of La Verne in the vicinity of downtown and near the University of La Verne and in San Dimas in the area north of the Fairgrounds and east of the I-57 Freeway.

Figure 18, Persons age 60 and Older



Person with disabilities reflect somewhat different distributions, looking only at those who report disabilities and are under age 65 (Figure 19). Southern areas of San Dimas, the Pomona corner adjacent to Walnut and areas of north Pomona and south Montclair show comparatively high proportions of these individuals, demonstrated by the darkest blue color—between 20% to 70% of the block group population—and lighter dark blue—between 13% and 19% of the block group population.

Figure 19, Persons with Disabilities





## Income-Related Population Characteristics

The U.S. Census defines low-income on the basis of household size. In 2016, the American Community Survey data available for this measure, the Federal Poverty Level (FPL) for a single person household was an income of \$11,880; for a household of two, the FPL was \$16,020; for a household of 3 individuals, it was \$20,160 and for a household of 4, the FPL was \$24,300.

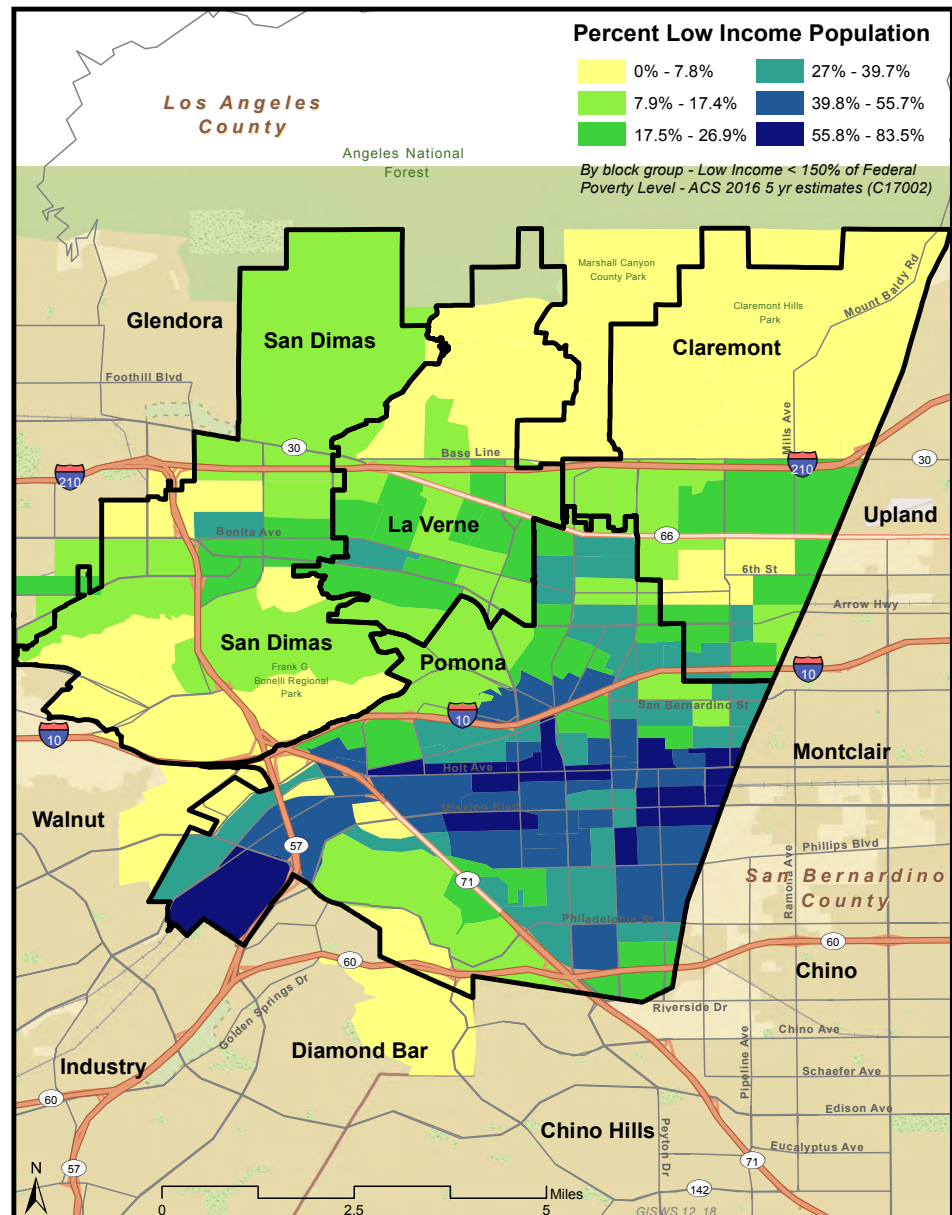
Low-income populations in PVTA's service area are far less distributed than other population subgroups, with the majority of low-income populations located in the City of Pomona. As demonstrated in Figure 20, the highest percent of individuals whose income is less than 150% of the FPL are located in the southwest portion of Pomona

bordering Walnut and throughout central Pomona. These groups are represented by the darkest blue color and account for between 56% and 83% of the block group population.

The second-tier density of low-income populations—lighter dark blue, between 39% and 55% of the block group population—are distributed primarily across central Pomona, with some pockets in South Pomona.

Mid-level low-income populations—teal, with 27% to 39% populations at less than 150% of the FPL—have a wider distribution, with pockets in central San Dimas, the eastern border of La Verne, North Pomona and the southwest portion of Pomona bordering Walnut.

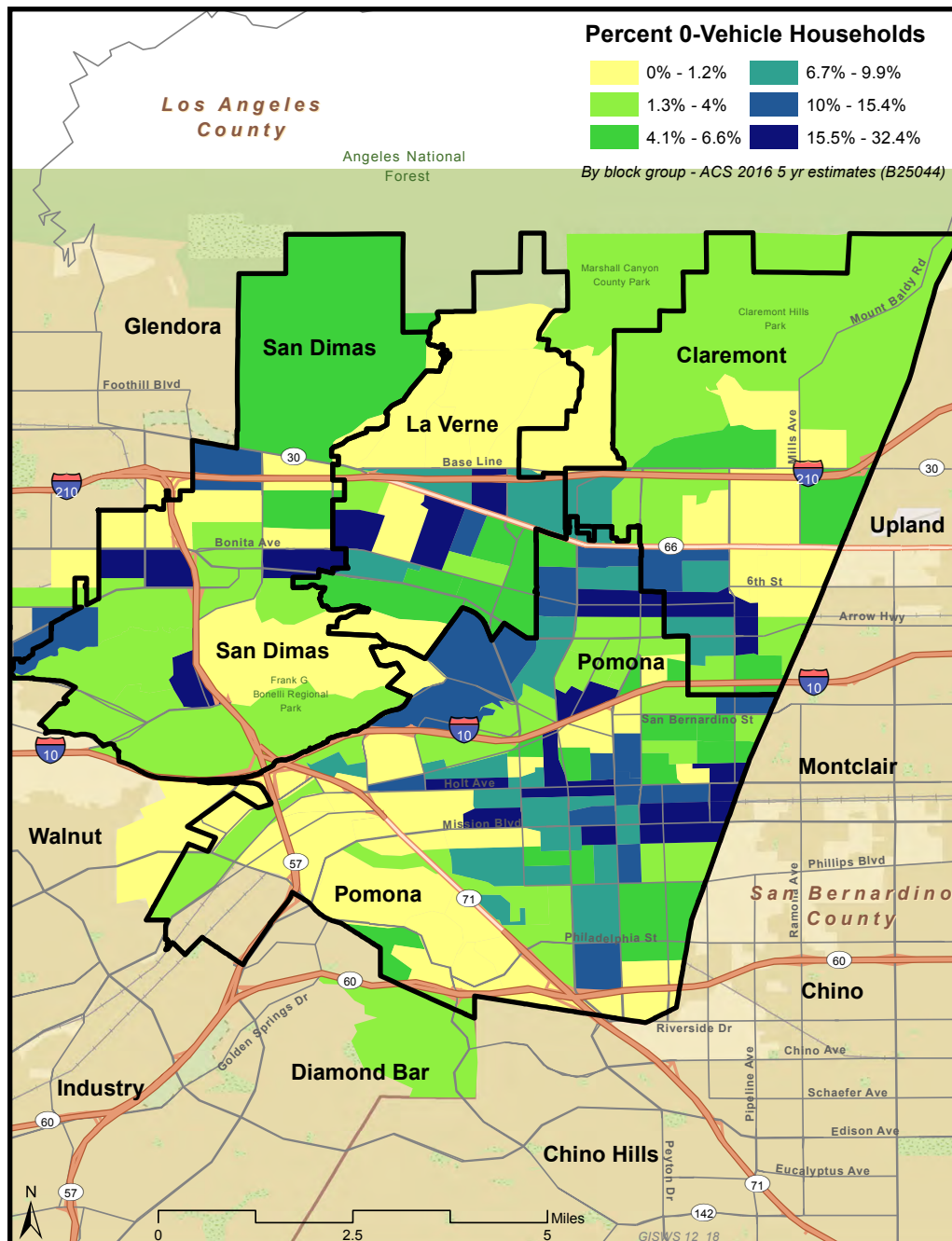
Figure 20, Low-Income Population



Household ownership or access is an important indicator of transit need or dependence. Households with zero vehicles are distributed across PVTA's four-city service area, with the highest proportions in north and central Pomona (Figure 21). Block groups with between 16% to 32% of households with zero vehicles (darkest blue color) are located in western San Dimas, central La Verne and along the La Verne-San Dimas border, north and central Pomona and in south Claremont along the border with Pomona.

The next tier of households without vehicles—lighter dark blue color representing households between 10% to 15% of the block group population—are located in the same areas as those with the highest percentage of zero-vehicle households, with a high proportion in northwestern and southern Pomona.

Figure 21, Households with Zero Vehicles



## A Region of Growth

Like much of the Los Angeles basin, the cities of the PVTA service area continue to experience growth in population, although at very different rates. As shown in Table 6 and Figure 22, San Dimas and La Verne have the slowest annual growth rates, increasing just 6.6% and 8.9% respectively, between 2008 and SCAG's ADOPTED GROWTH FORECAST projected 2020 population. Both cities have limited areas for new development which has constrained growth. La Verne's 2020 population is expected to be 14.5% above its 2008 level, a higher 14.5% growth. Pomona, however, sees the greatest rate of growth, increasing by 32.4%. The additional 24,000 persons is an overall growth rate of 23.4%.

The 2016–2040 REGIONAL TRANSPORTATION PLAN/ SUSTAINABLE COMMUNITIES STRATEGY, ADOPTED GROWTH FORECAST projects somewhat slower growth rates in the fifteen years between 2020 and 2035, just a 19% increase but adding almost 34,000 people during that period. Pomona's rate of increase drops to 24.5%, still more than double the next closest high rate of growth, La Verne's 12.6% increase. PVTA's four cities will continue to see the impact of aging baby boomers, following a national trend that results in a shift in the age structure from 13% of the population older than age 65 in 2010 to 19% by 2030. And by 2030, with aging baby boomers, the proportion of the working aged adults will drop from 60% in 2010 to 55% by 2030.<sup>1</sup>

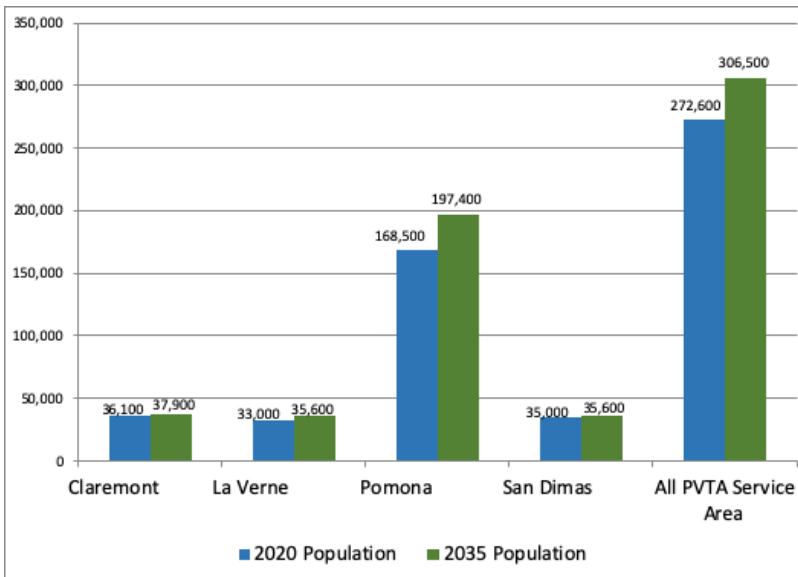
Table 6, PVTA Service Area Population Growth Projections – SCAG Adopted Growth Forecast

	2008 Population	2020 Population	2035 Population	% Change from 2008	% Change 2020 - 2035
Claremont	34,800	36,100	37,900	8.9%	8.2%
La Verne	31,100	33,000	35,600	14.5%	12.6%
Pomona	149,100	168,500	197,400	32.4%	24.5%
San Dimas	33,400	35,000	35,600	6.6%	6.2%
<b>All PVTA Service Area</b>	<b>248,400</b>	<b>272,600</b>	<b>306,500</b>	<b>23.4%</b>	<b>19.0%</b>

SCAG's Adopted Growth Forecast also developed household and employment projections for Los Angeles County cities, as presented in Table 5. By 2020 households grew proportionately with population, adding almost 7,000 new households over 12 years. Again, San Dimas and Claremont can anticipate the slowest rates of growth at 7.0 and 7.9% respectively, La Verne in the middle at 12.4%, followed by Pomona with 21% three times the rate of household growth that San Dimas is expected to experience.

<sup>1</sup> U.S. Census 2030 Marks Important Demographic Milestones for U.S. Population  
<https://www.census.gov/newsroom/press-releases/2018/cb18-41-population-projections.html>

Figure 22, PVTA 4-City Region SCAG Adopted Growth Forecast



Slowing household growth by 2035 see just a 9% increase, versus the almost 16% increase between 2008 and 2020 in the four-city service area. These additional 7,000 households by 2035 are disproportionately added to Pomona (12.7%) then La Verne (7.5%) and at considerably slower rates to Claremont (4.1%) and San Dimas (2.4%). SCAG anticipates that household size will see measurable increase in the region as a result of increasing proportions of Hispanic households.

Employment projections are the jobs projected for the area, developed in consultation with each city and using SCAG demographic modeling tools. These are also presented in Table 6. The region sees a 12% growth in job opportunities by 2020 adding about 5,000 jobs, with La Verne at 13% and Claremont at 12% at comparable levels, followed by Pomona at 8% and San Dimas with the smallest employment increase at 7%. Employment growth rates slow between 2020 and 2035, from 9% growth to just 5% growth, again with La Verne and Claremont realizing the greater gains and the other two cities less so.

Table 7, PVTA 4-City Region Household and Employment Growth, SCAG Adopted Growth Forecast

	2008 Households	2020 Households	2035 Households	% Change from 2008	% Change 2020 - 2035
Claremont	11,600	12,100	12,600	7.9%	4.1%
La Verne	11,300	12,000	12,900	12.4%	7.5%
Pomona	38,500	43,400	48,900	21.3%	12.7%
San Dimas	12,000	12,600	12,900	7.0%	2.4%
<b>All PVTA Service Area</b>	<b>73,400</b>	<b>80,100</b>	<b>87,300</b>	<b>15.9%</b>	<b>9.0%</b>

	2008 Employment	2020 Employment	2035 Employment	% Change from 2008	% Change 2020 - 2035
Claremont	18,100	19,400	20,600	12.1%	6.2%
La Verne	9,400	10,100	10,800	13.0%	6.9%
Pomona	54,700	57,000	59,600	8.2%	4.6%
San Dimas	13,100	13,600	14,100	7.1%	3.7%
<b>All PVTA Service Area</b>	<b>95,300</b>	<b>100,100</b>	<b>105,100</b>	<b>9.3%</b>	<b>5.0%</b>

# COMMUNITY STAKEHOLDER INPUT TO MARKETS AND MOBILITY NEEDS

## Outreach Approach

Interviews were conducted with a representation of PVTA stakeholders to gain agency perspectives on PVTA services and mobility needs. Conversations with stakeholders focused on mobility needs by market; upcoming changes or developments in PVTA ridership and how PVTA services are currently working or not working for riders. Agencies represented PVTA's various markets and included community services, transit operators, educational institutions and board representatives. Table 8 lists interviewed agencies.

Table 8, PVTA Stakeholders Interviewed

Agency	Market
City of Pomona: Parks and Recreation	Youth – upper elementary school students
Claremont After School Programs (CLASP)	Youth – elementary school students
Claremont YAC and TAC programs	Youth – middle and high school students
Mt. San Antonio College	College Students; Employees
California Polytechnic University, Pomona	College Students; Employees
City of La Verne: Parks and Recreation	Older Adults
Hillcrest Retirement Community	Older Adults; Employees
Mt. San Antonio Gardens	Older Adults; Employees
City of Pomona: Mayor Sandoval, Former Councilmember Carrizosa, Department of Public Works, Economic Development	All
City of Claremont: City staff; Councilman/ Mayor ProTem Calacalay; Assistant City Manager	All
City of San Dimas: Assistant City Manager	All
First Transit	All
Bell Cab	All
Foothill Transit	All
Omnitrans	All
San Gabriel Valley Council of Governments	All

## Outreach Themes We Heard from Stakeholders

Themes emerging from these interviews are reported here, organized by four market groups:

- Youth, young people and students
- Older adults and persons with disabilities
- Working aged and transit-dependent adults
- Commuters



## Youth, Young People and Students

### **Pomona services are not well promoted**

The existence of PVTA and Get About services is well known by its current market and agencies that serve them. However, organizations and community members that don't traditionally need demand response services—or use the existing Group services—are generally not aware of PVTA. This is of particular concern to stakeholders in Pomona, who are aware of the considerable amount the City contributes to PVTA and the growing mobility needs of residents as Foothill Transit redesigns its routes.

### **On-time performance can be improved**

Several agencies noted that on-time performance is not routinely poor, but it can present challenges. The most severe case is the Pomona After School Sports Program where vans routinely arrived late, causing safety concerns. For some programs, like the Claremont YAC and Tac programs, on-time performance is an occasional occurrence with vans sometimes arriving fifteen minutes to a half-hour late. Late arrivals can be especially problematic for group trips for San Antonio High School that take place during the day and for which only limited time is available.

### **Need for first mile/last mile services**

The majority of stakeholders were aware of the coming Gold Line and the need for first/last-mile options to get people to their destination. Several also spoke about the popularity of shared-use scooters and TNCs as solutions for short trips. Stakeholders responded favorably to the idea of PVTA expanding its services to provide first/last-mile trips but did comment that promotion of new services would be critical. Many volunteers at the Hillcrest retirement community in La Verne are students at the University of La Verne who live nearby. These students are already familiar with and using scooters to get to Hillcrest. With the coming Gold Line Station, Hillcrest staff think additional first/last-mile strategies will be important to get student volunteers and, possibly even, employees to Hillcrest from the station.

### **Group services repeatedly at capacity**

PVTA's group service in both Claremont and Pomona continue to be at capacity during after school hours. Pomona Parks and Recreation reported that PVTA was unable to serve their After School Sports Program through May 2018 because of increased demand between 3 pm and 5 pm. In recent years, when PVTA could serve these trips, they had to continually push pick up and drop off times later in the afternoon. This quickly became a safety issue in the fall and winter with less daylight hours and posed administrative challenges as students would be dropped off outside of program hours.

Pomona Parks and Recreation was also told Group Service was unable to accommodate a new service to get students to the La Casita Youth Center at Palomares Park. The requested trip would serve students at Emerson Middle and Pomona High Schools who end school at 3:00 pm and 3:30 pm.

The City of La Verne expressed interest in a future group service to get students from schools to a new teen center at Las Flores Park. This trip would also fall during the afternoon peak demand period.

### **Expanded service area of interest**

Through Claremont Dial-a-Ride, PVTA provides after-school transportation for students between two Claremont youth centers, the YAC and the TAC, including monthly group trips. They also serve quarterly

school trips for San Antonio High School students. These programs would benefit from an expanded service area. Trips have previously included destinations in Montclair or Cal Poly that can, reportedly, no longer be served.

### **Interest in after school shuttle-type service**

There is a much demand for youth shuttle or circular-type trips to transport middle and high school students from schools to activity centers in the afternoon, particularly for Pomona Unified students.

Pomona Parks and Recreation After School Sports Program expressed great interest in such a service to help expand their program and reach students who aren't in after school tutoring. Sports leagues run 6-8 weeks with games once per week. Students need to be transported from their origin park/youth center to the game site and then returned. While game locations change with each season, the schedule is developed weeks in advance and a circular route could potentially serve the 12 to 18 students and 2 staff members.

Parks and Recreation staff was also aware of Pomona Mayor Sandoval's interest in getting students to after school tutoring. They reported that students at the schools near downtown would benefit from a circular route that took them from their school to tutoring programs at the Library.

### **Alternatives needed to mitigate parking constraints and traffic at colleges**

Traffic is a chronic concern at both Cal Poly Pomona at Mt. San Antonio College (Mt. SAC) campuses. Both colleges are responding to growth and overcrowding with new development and are interested in alternatives.

Mt. SAC's recently passed Measure GO will include bond funding for development of two parking structures with 1700 parking stalls and a 10-bay electric bus terminal to accommodate Foothill Transit's fleet.

While PVTA does provide transportation to Cal Poly for some students with disabilities, there is only one drop off location on campus. Parking is a perennial concern and there is potentially greater demand for transportation than has been realized but logistics have been a barrier. Further communication between the University and Foothill Transit is anticipated.

### **PVTA services highly valued**

All agencies interviewed expressed appreciation for and reliance on PVTA. For example, Claremont After School Programs (CLASP) noted that their after-school tutoring programs would not serve nearly as many students without PVTA-provided transportation. Many stakeholders also reported that PVTA and contractor staff is helpful, easy to work with and solves issues as they arise.

## **Older Adults and Persons with Disabilities**

### **Community-level trip-making is changing, but still of importance**

#### Decline in traditional center-based senior activities

City representatives and senior center representatives concurred that there has been a slow decline in attendance at center-based activities, resulting in declining demand for Get About. There are reportedly fewer seniors enrolled in nutrition programs in some PVTA cities. The lifestyle of younger seniors sees

them more involved in local activities, including club houses at mobile home parks and other community events that are local. This may reduce the demand for the historical senior center-based trips that PVTA provides. One exception to this is in Pomona where there are very active senior centers.

#### PVTA augments private transportation programs

Retirement communities provide transportation for resident's shopping needs and health-related trips, but service days, hours, and area are often limited. Hillcrest and Mt. San Antonio Gardens both provide shopping services most days of the week with some limitations. Hillcrest's one van, for example, might be taken out of shopping shuttle service in case of special events and its service area is defined to nearby shopping centers. While residents usually turn to their retirement community first, they are likely to use PVTA for trips their community service can't provide. Several city representative suggested that their non-senior residents were not well aware, if at all, of PVTA services, indicating that outreach would be valuable.

#### Evenings and Sunday service requested

Older adults commonly report a need for transportation to church on Sunday mornings and in the evenings for dinner and other recreational events. Not all retirement communities can serve these trips.

#### Special event and community gathering transport assistance needed

City officials reported that there are a number of activities where some greater level of transportation support could encourage more seniors to attend. These include:

- Farmers' Markets
- Los Angeles County Fair
- Fourth of July parades and festivities
- church bazaars
- summer concerts
- other special community events

Several cities have Farmers' Markets and possibly a specialized shuttle could be marketed in conjunction with the cities, both to advertise the event and a trip there and back. In Pomona, there are numerous community events associated with the churches and collaboration with PVTA around particular festivals could help get otherwise isolated seniors to these. The larger church congregations have the potential to be partners with PVTA in connecting its congregants with PVTA's existing Get About services or some sort of event-based, specialized shuttle transportation opportunity that remained open to the general public and averted any kind of charter regulation prohibition.

#### Seniors education opportunities in the community

The City of La Verne offers over 100 programs through Mt. Sac, at various locations in the community and at the Mt. Sac campus. Marketing transportation connections to Mt. San Jacinto Community College, through specialized shuttles at the community-level, or by simply encouraging seniors to use Get About to "get to college" was an intriguing proposition proposed.

Similarly, Casa Colina offers a number of daily living classes, some targeted to living with health conditions common to seniors. Promoting a transportation connection to these, possibly with some kind of shuttle or semi-routed service for those attending recurring classes, would be of benefit to the region's seniors.

### **Health related trip-making**

Among community stakeholders, there was awareness – without specifics – of increased pressure on older adults to travel farther for their health care trips and particularly for specialist appointments. To that end, appreciation was expressed for PVRTA's introduction of its One-Step-Over-the-Line but also concern that it might not go far enough, as well as uncertainty as to how far it does go and which riders are eligible for this service. There was some confusion as to the reach of PVRTA's services and much interest in its new brochures which help to make this clearer.

## **Working-Aged and Transit-Dependent Adults**

### **City of Pomona sees new possibilities around local transportation**

Particularly among City of Pomona stakeholders, there was interest in and concern expressed for more local-level transportation for residents who do not own or have access to a car and need transportation. There was an equal sense that it wasn't exactly clear what levels of additional transportation are needed. Public Works Department staff indicated there is need for transportation evidenced by the continuing pick-up of grocery shopping carts across the city, suggesting that people walked home with their groceries. A partnership with the City to promote a grocery shuttle could benefit both residents and an overworked Public Works crew.

Links into Pomona neighborhoods, not just on the main streets of Holt and Mission and White and Reservoir where Foothill Transit current travels, is seen as needed, particularly in the neighborhoods south of Hole Avenue. Access to Metrolink and to the anticipated Gold Line stations is difficult for south Pomona neighborhoods.

Several persons suggested that some sort of needs assessment for City of Pomona residents would have considerable value and help to better quantify needs of working-aged adults and youth, as well as seniors. With the strong presence of Spanish-speaking populations with an emphasis on word-of-mouth communications would be important to such a needs assessment as traditional survey efforts may not work as well. Outreach to promote existing services needs to be multilingual to help connect potential riders with available services. City staff commented that the City of Pomona has no strategic plan for transportation. Resources are very limited, extremely tight, and yet the City will probably have to do more but direction is needed as to just what and where and how that "more" should be realized.

### **Lower-income workers need solid transportation connections**

At the residential facilities in Claremont, Pomona and La Verne, staff pointed out that there are kitchen staff and domestic services employees who commute and have transportation needs and who can benefit from first mile/last mile connections. Similarly, promotion of these to staff, through the Human Resources Departments could help with staff retention for some of the organizations. Hillcrest and Claremont Manor are both interested in what the Gold Line extension could mean for their staff who do not have cars.

## Commuters and Other Mobility Options

In each of PVTA's communities and with multiple stakeholders there was interest in promoting commuter trips and connections to Metrolink and to the coming Gold Line and wondering aloud as to just what that could mean for PVTA. Foothill Transit staff and others expressed interest in PVTA playing an expanded role in helping potential riders and new riders make connections to Metrolink and, eventually, to the Gold Line.

City staff, particularly in San Dimas, are concerned about inadequate parking and the impact on area streets surrounding the Gold Line stations for parking purposes as well as carrying traffic loads greater than what they were designed for.

Activity on bike lane improvements is underway in each of the four cities and stakeholders wondered what role PVTA could play in promoting all mobility options, including bicycling. Similarly, the cities are confronting scooters and Claremont staff reported establishing a moratorium on scooters introduced by the colleges because of the city expense and liability with scooters lying around in the public right-of-way until more could be understood about this new mobility option.

Another theme echoed by several was a shared recognition of the complexity of transportation choices and how to make that easier for riders and potential riders, to help connect people with services that could aide their daily commute.



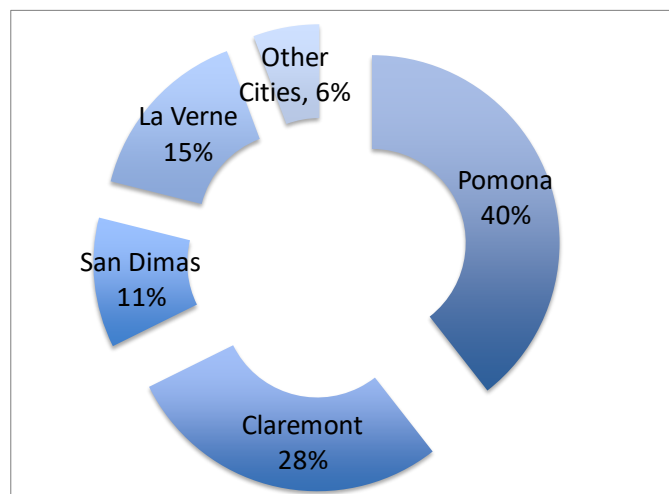
## WHAT WE HEARD FROM PVTA RIDERS

A mail-back rider survey was developed, tested and sent to almost 5,000 registered PVTA riders between ages 18 and 100 years old. Riders were asked to return in the self-addressed, stamped envelope the completed survey which asked them generally about transportation they use, about their experience with PVTA and areas for improvement and some demographic characteristics. Riders were invited to be entered into a raffle for one of eight \$25 gift cards, subsequently awarded by PVTA staff through a random drawing.

### Who Responded?

A total of 443 surveys were processed, a return rate of 9.1% which is a very respectable rate in a period when survey opportunities are omnipresent and return rates are correspondingly low. Pomona residents at 42% and Claremont residents at 30% accounted for the largest groups of survey respondents (Figure 23), followed by La Verne (16%) and San Dimas (12%) residents. Appendix B presents the final survey and summary data reports for this survey.

Figure 23, PVTA Rider Survey, City of Residence



### Respondent Demographics

Considering responses in relation to surveys mailed out, Pomona respondents were 3 points below the 45% mailed out. Claremont was two points above its 28% of surveys mailed out (Table 9). Notably, the large senior housing facility Mt. San Antonio Gardens where many PVTA residents live is actually in Pomona but many residents often say Claremont, as it sits right on the cities' border. This may account for some of that over and under representation between the cities.

San Dimas respondents were almost 3 points above the 28% of surveys mailed out while La Verne was more than 4 points above the 12% of surveys mailed out. The slight over-representation of these two smaller cities is off-set by the fact that they are both smaller proportions of the overall response group.

Table 9, PVTA Rider Survey, City of Residence for Surveys Mailed and Returned

City of Residence	Surveys Returned		Surveys Mailed Out	
Pomona	169	41.8%	2,186	44.9%
Claremont	121	30.0%	1,367	28.1%
San Dimas	48	11.9%	449	9.2%
La Verne	66	16.3%	586	12.0%
Other Cities	26	6.0%	278	5.7%
	430		4,866	

## Gender and Age

Respondents were more likely to be female (68%) than male (32%) and seven in ten were over the age of 65 (Figures 24 and 25). Just a small number of youth under age 18, responded (3%) and these were all residents of Claremont. Minors under the age of 18 were not mailed the survey, so it's possible the responding young persons have family members who are registered with a general public Claremont Dial-a Ride who received a survey. This might explain the low level of youth responses at just 3% of all respondents.

## Mobility Device Use

Asked whether they use a mobility device, just over half (54%) responded, no they do not. Use of some sort of aide was reported by 46%, with one in five using a walker (22%), 15% using a wheelchair or scooter, another 14% reporting a mix of walker, cane and other assists (Figure 26).

Figure 26, PVTA Riders Survey, Use of Mobility Devices

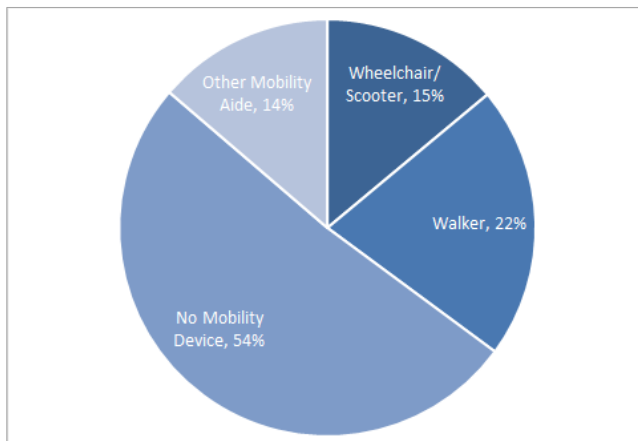


Figure 24, PVTA Riders Survey, Gender

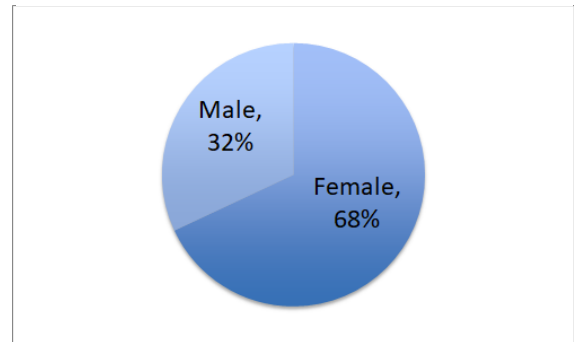
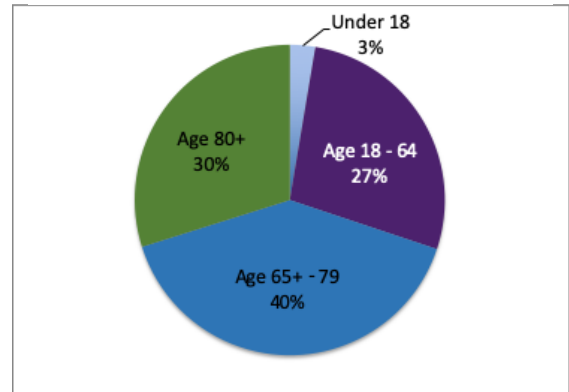


Figure 25, PVTA Riders Survey, Age



## Ethnicity, Income and Employment Status

Income levels for more than half (53%) of these riders were reported at less than \$25,000 annually. For Pomona residents, this grew to 72% and La Verne followed at 68%. Of San Dimas respondents, 52% reported household income below \$25,000 and just 28% in Claremont.

Consistent with a predominately lower-income population, more than six in ten persons were retired, 290 individuals. A handful of young people responded to the survey, 5% overall reporting they were in middle or high school or in college. The bulk of these young people were Claremont residents. Persons presumed

to be working age and reporting they were either not working or working full or part-time were slightly over a quarter, at 28% of the survey respondents. (Figure 27).

Respondent ethnicity reflects the changing demographics of the region, with just about half Caucasian (51%), a quarter Latino or Hispanic (24%), 11% Asian/Pacific Islander, 9% African American, 3% Native American and 9% reporting a mix of other (Figure 28).

Figure 28, Rider Survey, Employment Status

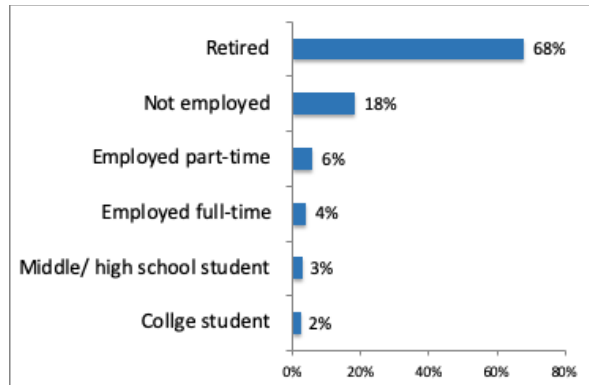
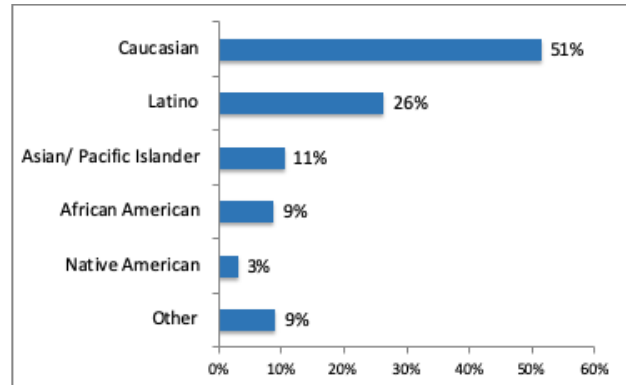


Figure 27, Rider Survey, Ethnicity



## What Transportation Services Are Used Why

Consistent with a predominantly older group, more than six in ten reported they are using Get About (64%), with much smaller numbers indicating use of Get About's premium services, Get About Ready Now (19%) and Get About One Step Over the Line (12%). This is perhaps a consequence of the higher fares for these services, in contrast with the \$1 general Get About fare.

A strong third of respondents (36%) use Claremont Dial-a-Ride, 15% using San Dimas Dial-a-Cab and single digit proportions using the Pomona or Claremont group services. Importantly, a third of respondents (32%) also indicate they drive themselves, presumably using PVTA services for some trips, sometimes.

Figure 29, PVTA Rider Survey, Transportation Services Used

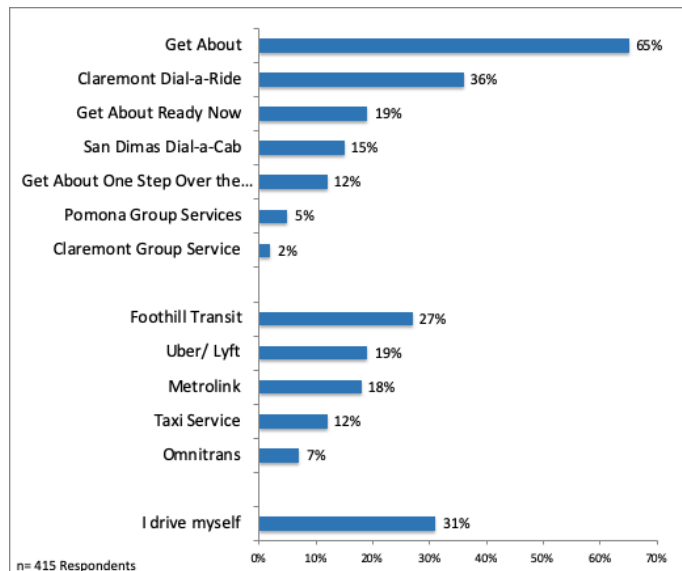


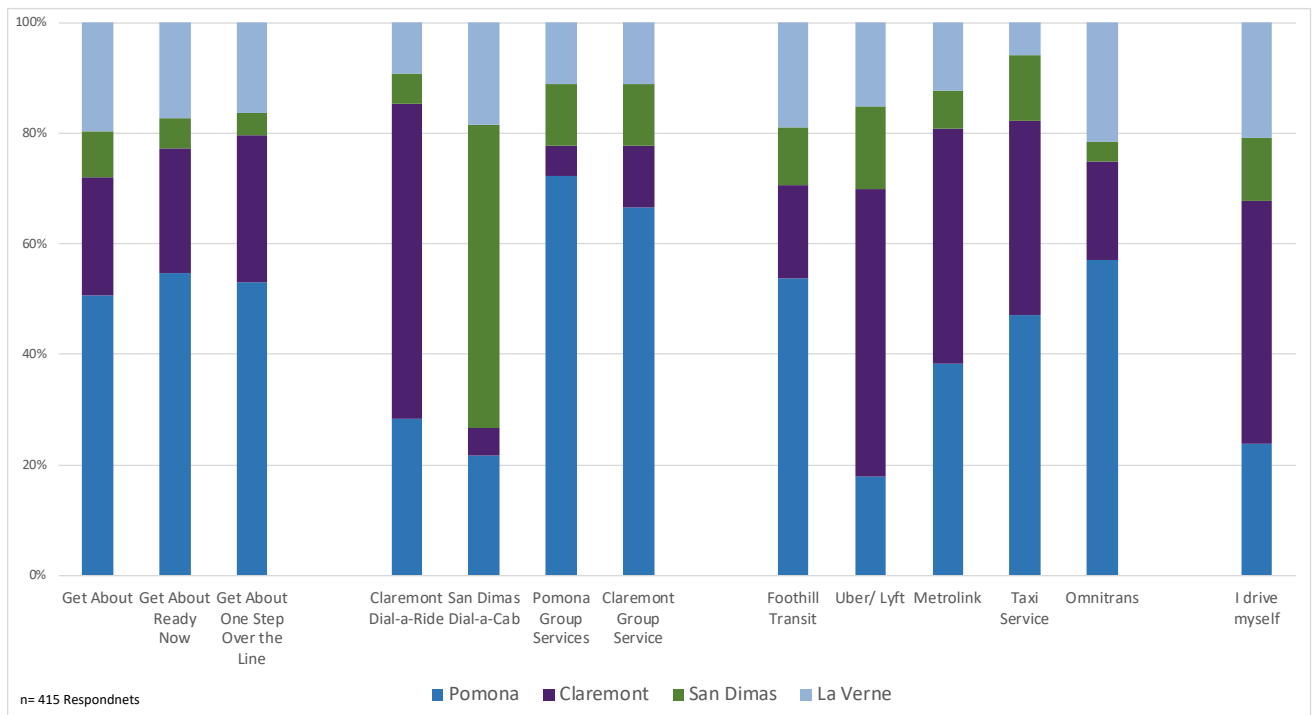
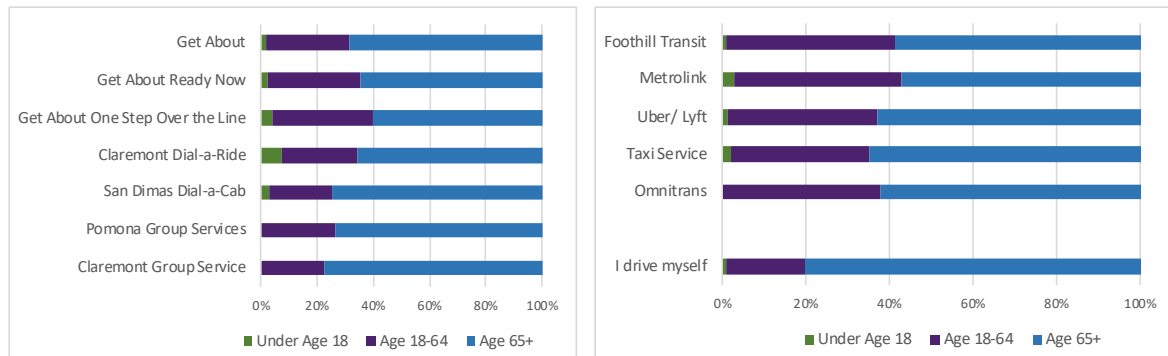
Figure 29 also shows use of other transportation services in the area, with an impressive quarter of respondents (27%) using Foothill Transit. Among persons age 65 and older, more than two in ten (22%) indicated they use Foothill Transit. This climbs to almost four in ten (39%) among adults under age 65. Omnitrans, as the second regional transportation provider, is used by a small group—7% overall, but 10% of adults under age 65 and 6% of seniors. Metrolink use of this important regional service was 18% overall; youth travelers report use right at the average, 18%; among adults under age 65, this climbs to

26%; just 15% among seniors indicating they travel on Metrolink. Uber and Lyft service use is at comparable use levels (19%) with a smaller 12% proportion using taxi service.

Figure 30 demonstrates proportionate use of these services by age group, including the use levels of Get About's premium services where solid proportions are used by adults under age 65 and by youth.

Considering the array of mobility services used by City of Residence, Figure 31 reflects that PVTA riders are using a breadth of services, across communities.

Figure 30, PVTA Rider Survey, Transportation Services Used



Finally, PVTA riders were asked what service they used within the past month (Figure 32). What is significant about these responses is the indication that almost one in four riders (39%) indicated they haven't used the service in the past month. And yet, there was sufficient affiliation with PVTA to respond to the survey, suggesting that PVTA services are a resource of some import to these individuals, again taking some trips, sometimes.

## Motivations for Using PVTA Services

When asked “why you ride PVTA services?”, the majority response, by 52%, was “I don’t drive.” Figure 33 presents these responses by age group, reflecting the raw number of responses for each. The largest numbers of older adults and of youth reported they don’t drive. This was followed for each age group by “it goes where I need it to go.” Third ranked, for all age groups was “PVTA vehicles come to my door.”

Regarding motivations for use, in Figure 34, 13% of riders indicate they use PVTA because it is less expensive than driving. Importantly, one-third (33% - 133 individuals) of survey respondents reported elsewhere that they are hold a Los Angeles ACCESS Rider ID card. Figure 35 shows that 29 seniors and 20 younger adults chose PVTA instead of ACCESS for some trips.

Figure 34 shows that by far the most common trip purpose is health related, to doctors and medical appointments by seven out of ten respondents (71%). This is followed at some distance by shopping trips (41%) and then for far fewer, recreation (18%). Work trips on PVTA services were reported by 10% of working-aged adults and 3% of older adults. Other trips included chained trips, such as going to multiple destinations on a single outing.

Figure 32, PVTA Rider Survey, PVTA Services Used in the Past Month

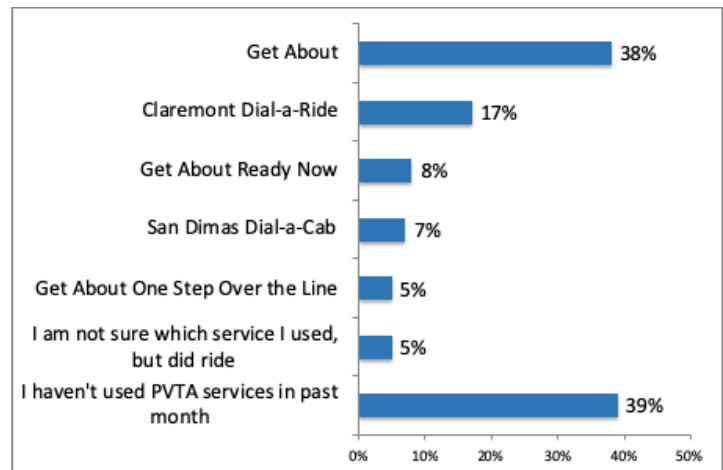


Figure 33, PVTA Rider Survey, Why Do You Ride PVTA Services?

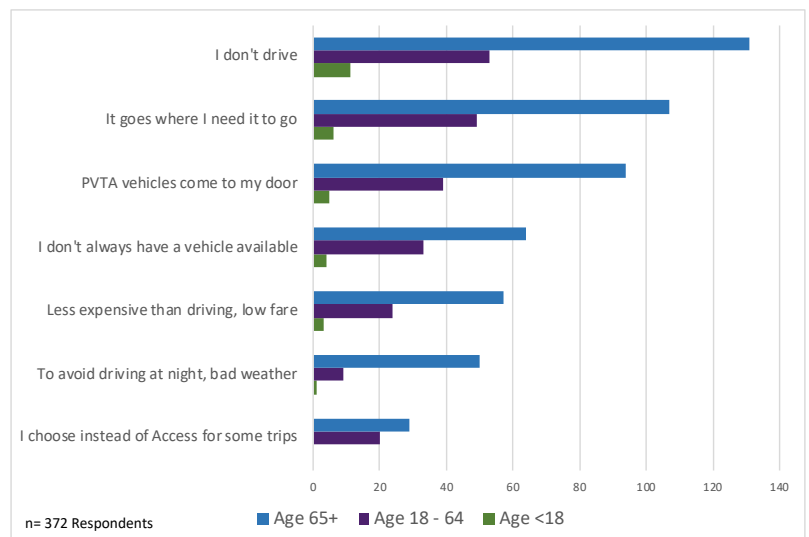
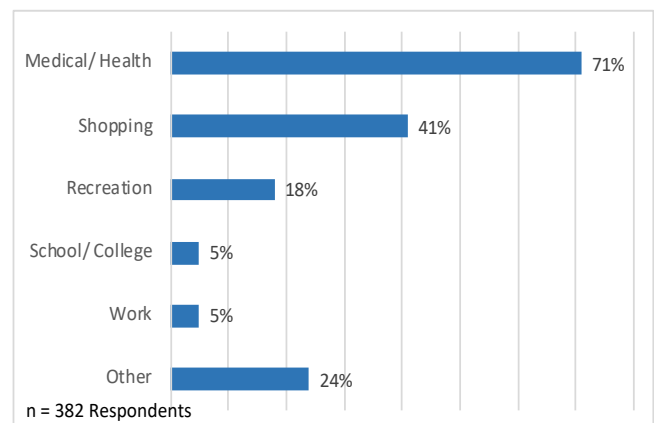


Figure 34, PVTA Rider Survey, Trip Purpose



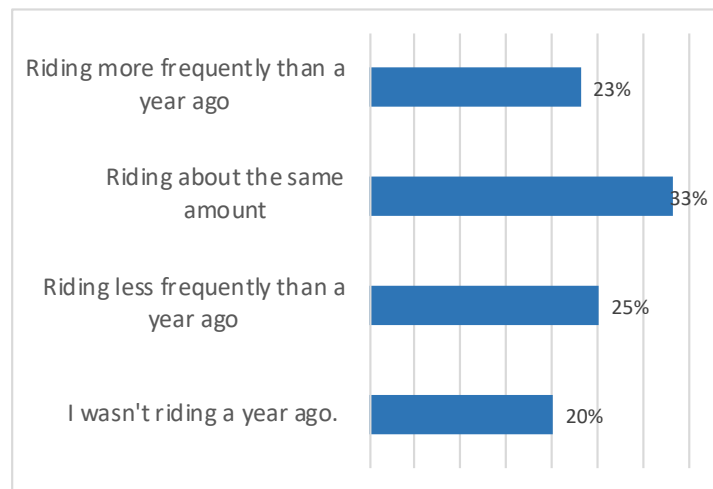


## Years and Frequency of Use

Of PVTA riders almost a third (29%) are new riders; four in ten (39%) have been riding for two to three years, four in ten (39%); and another third (32%) have been riding for more than three years, of whom one in ten who have more than five years' history in using PVTA services. Pomona has the greatest proportion of newest riders, riding one year or less. Claremont has the greatest proportion of long-time riders.

On frequency of use, a third (33%) are using services at a level comparable to a year ago, a quarter (25%) indicate somewhat less use and another quarter (22%) are using the service at about the same levels (Figure 35). This reflects both an aging population that becomes less mobile with time, as well as the maturing of younger users who may attain greater access to their own vehicle or to a family vehicle.

Figure 35, PVTA Rider Survey, Frequency of Use



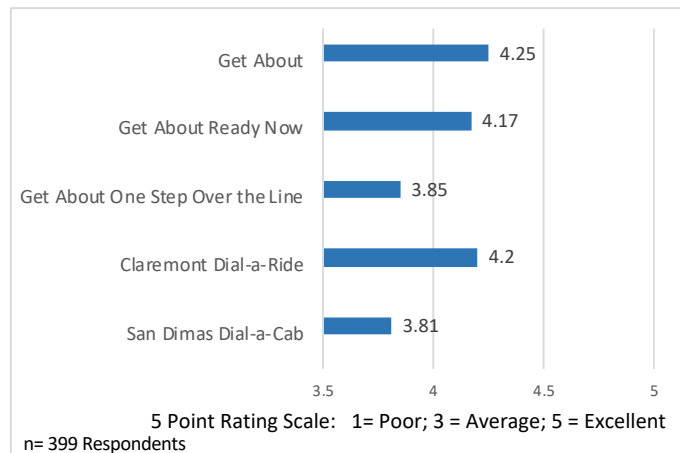
## Rider Perceptions of PVTA Services

### Overall Service Ratings

PVTA riders are generally positive about PVTA services, with overall average ratings between good and very good on a five-point scale where 5.0 is Excellent. With almost 400 riders providing a rating on their service "most recently used," the Get About and Claremont Dial-a-Ride secured the highest ratings at 4.25 and 4.2 respectively (Figure 36).

The One Step Over the Line and San Dimas Dial-a-Cab come in at lower ratings, 3.85 and 3.18 respectively.

Figure 36, PVTA Rider Survey, Ratings of Individual PVTA Services



In considering ratings by age, youth riding on Claremont Dial-a-Ride rated the service highly at 4.4. San Dimas Dial-a-Cab received the lowest ratings, across all age groups. Ratings by City of Residence saw Pomona riders giving Get About a somewhat higher rating at 4.33 versus the average of 4.25. Pomona riders were less positive about Get About Ready now, giving it a 4.03 versus the average 4.17 rating.

## Preferences of Service Features

Ratings of key service elements were invited, in terms of their importance to the individual rider. Figures 37 and 38 display these ratings of importance on six key service elements, presented by age and by city of Residence. Ratings use this same five-point scale where 5.0 is Excellent. Small differences are noted here among the ratings but with responses by almost 380 riders, they nonetheless offer some perspective.

- **Being picked up and dropped off at door:** rated most highly at 4.7 and generally the same across age groups; rating slightly higher for Pomona and San Dimas than for the other communities; lowest or Claremont at 4.56.
- **Vehicle arriving within 45-minute pick-up window:** also saw an average rating of 4.7/4.69. For youth this was most important, rated as 5.0, as the 45-minute window is presumably long in their busy lives. This was less critical to Pomona residents (4.62 rating) but most important to San Dimas residents (4.93 rating).
- **Dispatcher courtesy and helpfulness:** saw an overall average of 4.67 by age group; lower importance rating by youth (4.36 rating); highest of San Dimas (4.79 rating) followed by Pomona (4.70 rating); lower importance rating for Claremont (4.49 rating).

Figure 37, PVTA Rider Survey, Rating of Most Important Service Element, Presented by Age

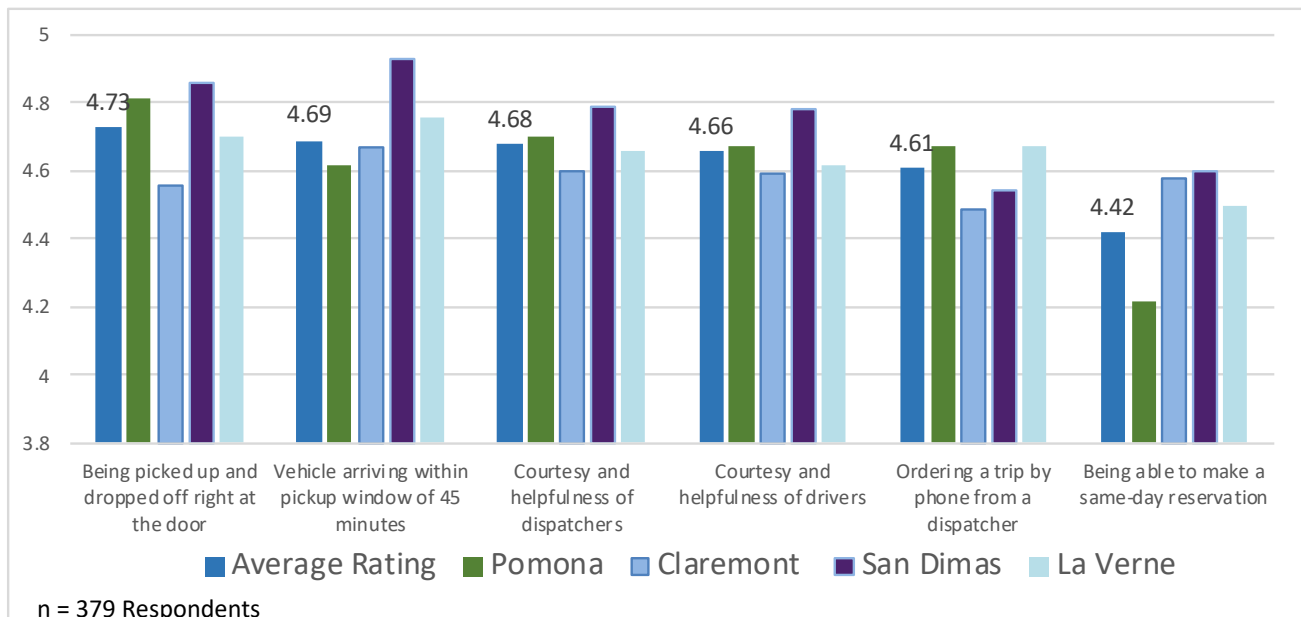
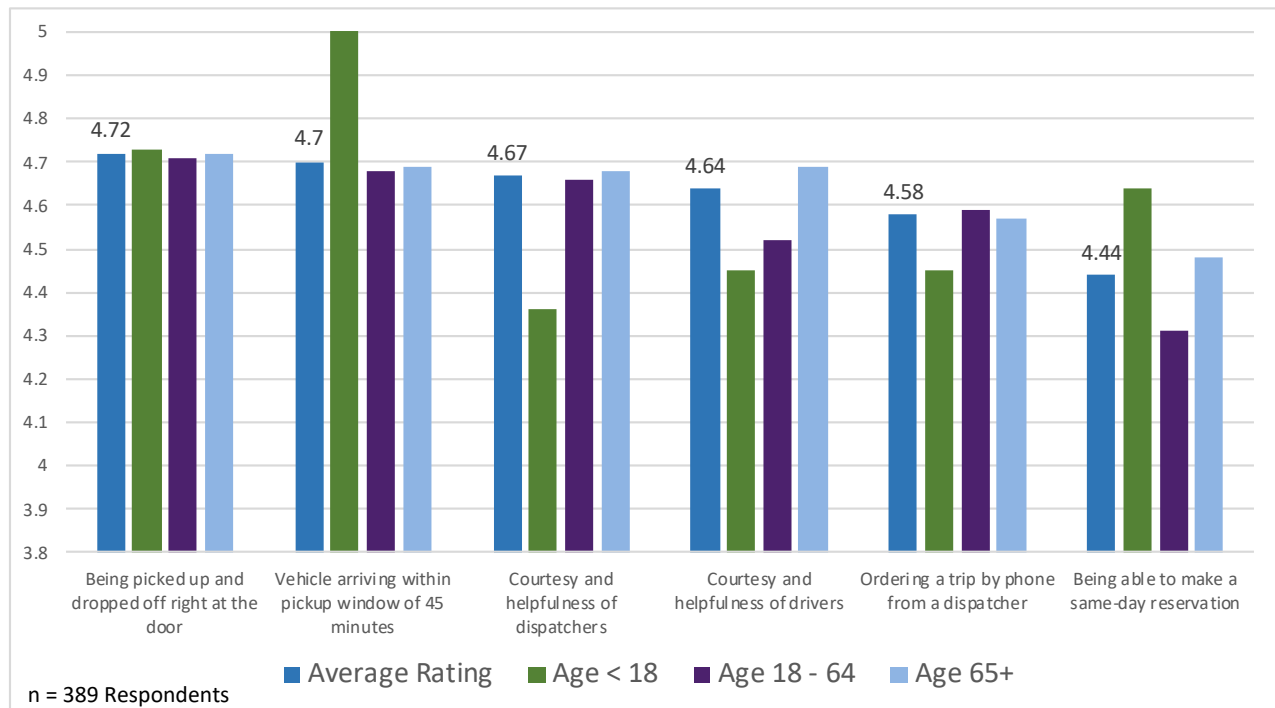


Figure 38, PVTA Rider Survey, Rating of Most Important Service Element, Presented by City of Residence



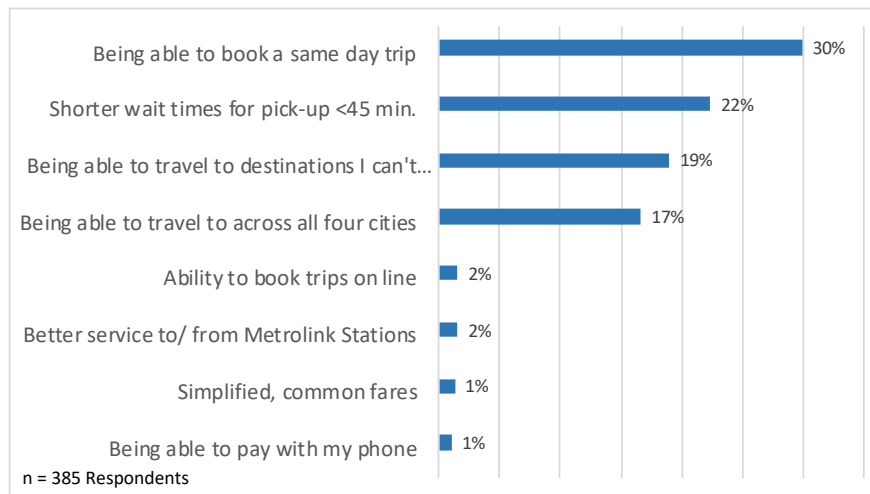
- **Driver courtesy and helpfulness:** saw overall ratings of 4.64 (by age) and 4.66 (by community). For youth and adults this was a less critical factor than for seniors, age 65+ (rating 4.69); among the communities, San Dimas respondents rated this above the average (4.78 rating).
- **Ordering a trip by phone from a dispatcher:** overall average of 4.58/4.61; lower importance rating by youth (4.45 rating); slightly more important to Pomona riders (4.67 rating) than to Claremont or San Dimas riders (4.49 and 4.54 ratings respectively).
- **Being able to make a same-day reservation:** overall average of 4.44/4.42; highest importance to youth (4.48 rating) and less important to adults under age 65 (4.48 rating); for Pomona riders this was less important (4.22 rating) but above the average in importance for the three other cities: La Verne (4.5 rating); Claremont (4.58 rating); San Dimas (4.60 rating).

## Improvements

Asked about what improvements would be most helpful to you, this cohort of riders identified four well above the other four possibilities:

- Ability to book a same day trip: 30%
- Shorter wait times: 22%
- Being able to travel to places that I can't currently travel to: 19%
- Being able to travel across all four cities: 17%

**Figure 39, PVTA Rider Survey, Most Important Improvement to You Personally?**



Among youth under age 18, the top desired improvements were the “ability to book a same day trip,” “shorter wait times” and “being able to travel anywhere within the four cities,” in that order (Figure 39). For the adults between 18 and 65 and the oldest riders, they too ranked “same day trip” and “shorter wait times” in the first and second position, adding in “being able to travel to

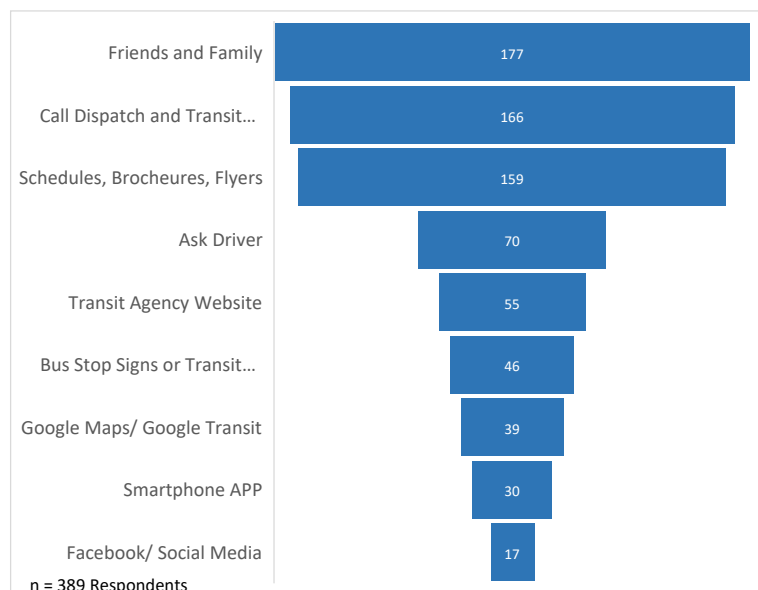
destinations I can’t now” as the third ranked improvement.

## Information Options Used by PVTA Riders

When asked as to where PVTA riders turn to obtain information about PVTA services or about Foothill Transit, they responded with a breadth of choices, depicted in Figure 40. The top two choices are verbal, followed very closely by printed collateral of schedules and brochures. The next tier of responses include asking the driver, checking the transit agency website or looking at bus stops or transit center signage to obtain bus information.

Transit smart phone apps and social media are the least frequent information resources for most of these respondents but are not at zero, suggest opportunity to increase the use of these information portals.

**Figure 40, PVTA Rider Survey, Where Do You Get Your Transit Information**



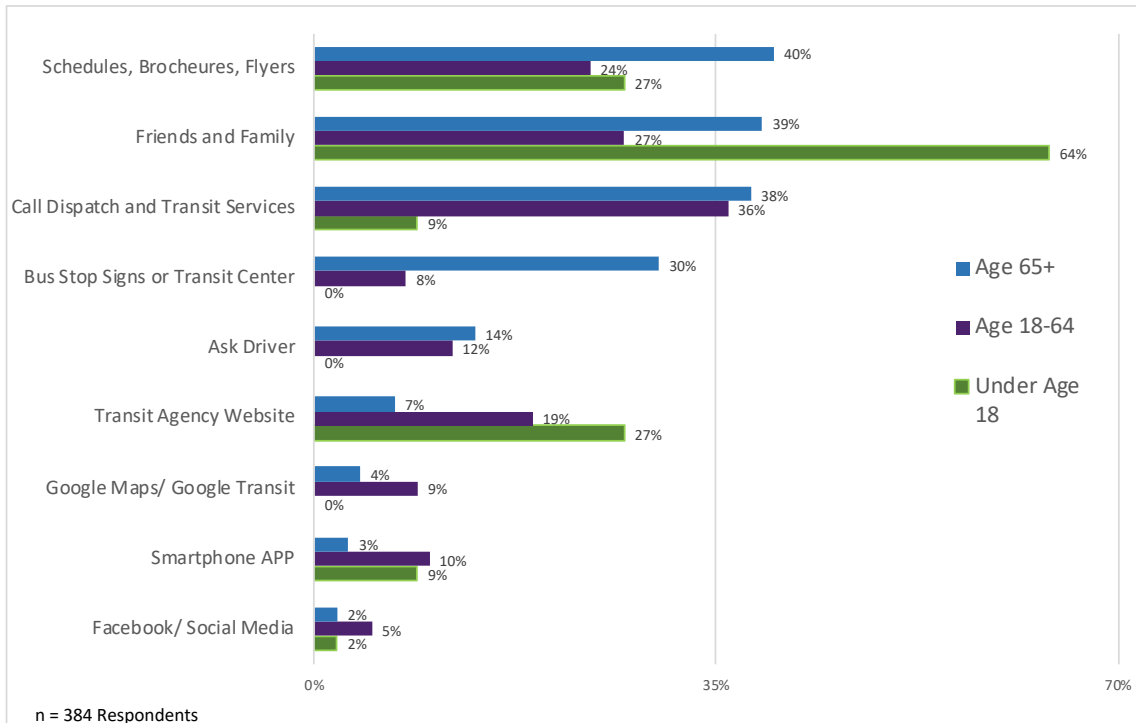
Riders were also asked which information source they most frequently use. Figure 43 presents these results by age group as there are important differences in how people seek transit information, based upon age. That said, the “n” of youngest riders was very small, at just 11 individuals and so that group’s responses may not be representative of the whole.

Figure 41, is sorted by the top responses for each age group. Older adults age 65 and older reported top ranked information sources as 1) schedules and brochures (40%), 2) friends and family (39%) and 3) calling dispatch (38%). For the younger adults under age 65, calling dispatch is in the top ranked position, with

these two other sources following closely behind. Bus stop and transit information were also an important source, primary source for 30% of the adults under age 65.

For youth, information from friends and family was the primary source for 64%, followed at some distance by brochures (27%) and by the PVTA website (27%). Also for youth, calls to dispatch (9%) and smartphone apps (9%) were reported as the second-most popular information sources. Adults under age 65 were as well far more likely to use the PVTA website (19%) than the older riders, pointing to the importance of PVTA's upgrades to its Internet presence.

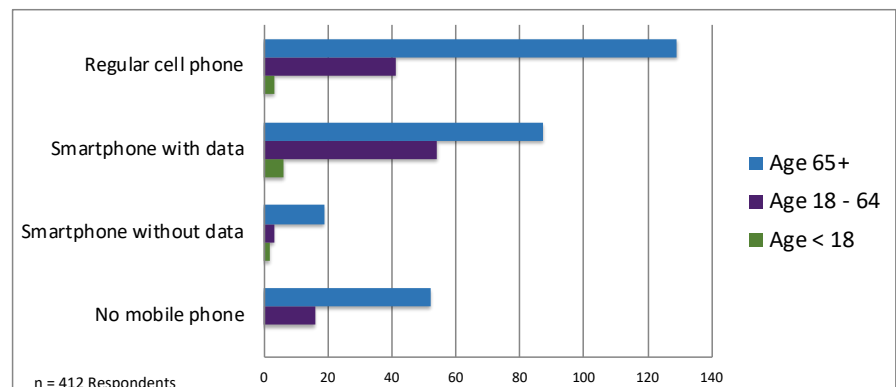
**Figure 41, PVTA Rider Survey, Information Source Used Most Often, Presented by Age Group**



Finally, cell phone use and the extent to which it is ubiquitous is critical to its value as a medium for transit information. Figure 42 present by age the availability of cell and smart phones, noting that among responding youth PVTA riders zero report no mobile phone at all, more than half (55%) with data plans and another 18% with WIFI capabilities.

PVTA older riders report 30% have smartphone capabilities and more than eight in ten have a phone of some type. Adult riders under age 65 report that half have smart phone capabilities, with 47% of responding riders with data plans of some type, enabling them to use their phones even when there is no WIFI.

**Figure 42, PVTA Rider Survey, Cell Phone and Smart Phone Use**





## PVTA Rider Survey Open-Ended Comments

An open-ended question following the rating section of the survey invited riders to describe any additional improvements to PVTA that were important for them. Responding riders provided 159 usable comments in the following categories:

- Suggestions for improvements: 133 responses
- Compliments: 7 responses
- Complaints: 19 responses

### Compliments

Compliments included expressions of appreciation and gratitude and a note that customer service is great.

### Complaints

Complaints related to the following categories

- Driver training and behavior
  - Drivers smoking (2 responses)
  - Drivers speaking on the cell phone
  - Drivers not knowing directions to certain places
  - Driving before rider is buckled/seated properly
- Poor on-time performance
- Long wait when calling customer service or dispatch
- Being stranded when PVTA or cab doesn't arrive
- Need better rider information:
  - Not knowing where a pick up should be
  - Information is confusing; can be difficult to pick a service
  - Rider didn't know about PVTA after a couple years of living in La Verne
- Routing of shared rides; sometimes drivers pass a rider's home or destination to pick up another rider
- PVTA vehicles are dirty

### Suggestions for Service Improvement

Suggestions for how to improve PVTA services were received in the following categories:

- |   |   |
|---|---|
| ▪ Expand Service Area: 32 Responses   | ▪ Improve Rider Information and Dispatching: 11 responses |
| ▪ Expand Operating Hours and Days: 6 Responses                              | ▪ Pick Up Issues: 9 responses                             |
| ▪ Improve On-Time Performance: 14 Responses                                 | ▪ Rider Safety Concerns: 2 responses                      |
| ▪ Improvements to Waiting time and Pickup Window: 17 responses              | ▪ Fare Issues and Fare Media: 7 responses                 |
| ▪ Eligibility and Reservations: 15 (12 responses for same day reservations) | ▪ Improve Driver Training: 10 responses                   |
|   | ▪ Enhance Driver Assistance: 5 responses                  |
|   | ▪ Vehicles and Other Amenities: 2 responses               |
|   | ▪ Miscellaneous: 3 response                               |

A summary follows of the detail in areas where there were the most rider comments.

### **Expand Service Area**

Requests include expanding service to specific cities or destinations in San Bernardino and LA County, as well as general requests for easing travel.

#### General Suggestions about Service Area

- Use all PVTA services without being subject to my living location
- Be able to go to doctor appointments in other cities within a certain radius
- Difficulty traveling between cities

#### San Bernardino County Destinations

- Upland
- Ontario, Ontario Mills
- Montclair
- Chino, Chino Hills
- Gold Line and Metrolink stations

#### LA County Destinations

- Gold Line APU/Citrus College Station
- West Covina Transit Center, West Covina, Covina
- Diamond Bar
- Glendora residents may be eligible but can't be picked up in Glendora
- Anaheim, Rowland Heights and Cerritos
- Transportation to Duarte, City of Hope for medical appointments
- Gold Line and Metrolink stations

### **Expand Operating Hours and Days**

- Service 24 hours
- Holiday and weekend service
- Evening hours to Metrolink Stations
- Earlier morning service (earlier pick-up time)

### **Improve On-Time Performance**

- Improve on time pickups, especially in the morning
- Get to destination on time

### **Improvements to Waiting time and Pickup Window**

Shorten pickup window

- Older adults have a difficult time standing for so long
- Riders could have a more productive day with shorter waiting times

## Overview of Rider Survey Findings

This mail-back survey of PVRTA riders has brought back some valuable insight into the characteristics, needs and preferences of over 400 existing riders. A response rate of 9% brings back respondents by cities that are reasonably reflective of PVRTA's registration database of residents by city.

### Responding PVRTA riders were consistent with the target markets PVRTA seeks to serve:

- Predominately female—68%
- Predominately age 65 and over— 70%
- Under-represented by adults under age 65 with just 27% of respondents
- Under-represented by youth of whom just 3% and all of these were Claremont residents.
- Race and ethnicity reflects—to varying degrees—the surrounding communities with 51% Caucasian, 26% Latino, 11% Asian, 9% African American, 3% Native American and 9% mixed.
- Almost seven in ten were retired (68%), 10% with some level of employment and 5% secondary school or college students

### Key characteristics of these riders point to the importance of PVRTA services to their mobility:

- More than 46% reported use of a mobility device, including wheelchairs, cane and walkers
- Six in ten do not own a car and almost half (47%) do not have a valid driver's license.
- One-third report driving a car for some trips, sometimes while also using PVRTA
- More than half (51%) are low-income, with household incomes below \$25,000; this rises to 67% of La Verne respondents and 72% of Pomona respondents.
- A breadth of public and private transportation services are used by riders:
- Get About was used by 64% with smaller proportions using its premium services, Ready Now (19%) and One Step Over the Line (12%).
- Claremont Dial-a-Ride was used by a strong third, 36%; San Dimas Cab was used by 15%.
- Residents of each of PVRTA's four cities report use of every PVRTA service, recognizing that Claremont residents indicate greatest use of Claremont Dial-a-Ride and San Dimas residents made greatest use of San Dimas Dial-a-Cab
- Regional transportation providers are used significantly: 27% report use of Foothill Transit, 18% are using Metrolink and 7% using Omnitrans.
- Younger adults between 18 and 65 report higher levels of use of regional connectors: Foothill Transit at 39%; Metrolink at 26%; and Omnitrans at 10%.
- Uber and Lyft at 19% and taxi services at 12% are important additional transportation options.

### Motivations for using PVRTA services reflect the characteristics of riders described above:

- Health care trips are the most commonly reported trip purpose by seven out of ten riders.
- Shopping (41%) and recreation (18%) trips follow at considerable distance while work, or school /college trips account for another 5% each.
- Top rated motivations, in order, among older riders age 65 and older were: "I don't drive," "the service goes where I need it to go" and "PVRTA vehicles come to my door" and "I don't always have a vehicle available."
- Top rated motivations among younger adults age 18 to 65 mirrored those of older adults.
- Top rated motivations among youth also mirrored those of older adults.

- Among the 33% of riders who hold Los Angeles ACCESS identification cards, they indicated that choose PVRTA for some trips over ACCESS because it is cheaper.
- Importantly, 39% of riders indicate that they hadn't used PVRTA in the past month but were sufficiently connected with the service to return the survey. This suggests that PVRTA may fill a gap of providing some trips, sometimes for some riders.

**In rating the importance of key PVRTA service elements, there are differences among user groups:**

- Being **"picked up and dropped off at the door"** rated equally highly among all user age groups, a dominate feature of PVRTA's demand responsive services.
- Vehicles **"arriving on-time within their 45-minute on-time window"** was most critical for rider under age 18 but was second ranked in importance by all riders.
- Third-ranked in importance for oldest adults was **"courtesy and helpfulness of drivers"**
- Third-ranked in importance for youth was **"being able to make a same-day reservation."**
- Third-ranked in importance for adults ages 18 to 65 was **"courtesy and helpfulness of dispatchers."**
- By city, top-ranked importance for **San Dimas** was "on-time performance," followed by "being picked up and dropped off at the door".
- For **Pomona**, of top-ranked importance was "being picked-up and dropped off at the door," followed by "courtesy of dispatchers."
- For **Claremont**, of top-ranked importance was "on-time performance," followed by the "courtesy and helpfulness" of both dispatchers and drivers.

**Improvements to PVRTA services lead with attention to four key areas:**

- Ability to book a same-day trip (30% of respondents)
- Shorter wait times (20% of respondents)
- Being about to travel to places that I can't currently travel (19% of respondents)
- Being able to travel across all four cities (16% of respondents)
- Among the youngest riders, "ability to book a same-day trip" and "shorter wait times" ranked highest, followed by "being able to travel anywhere in the four cities."
- Among both younger and older adults, top ranked were also "same day trips" and "shorter wait times," with both followed by "being able to travel to destinations I cannot now travel."

**Multiple information sources are used by PVRTA riders to find their way to transit services.**

- Older adults age 65 and older are most likely to use printed schedules, brochures and flyers or talk to family and friends.
- Younger adults between 18 and 65 are more likely to call dispatch, followed by obtaining information from family and friends and then use of printed schedules or brochures.
- Youth are most likely to seek information from family and friends, followed by transit agency website use or printed schedules.
- Small proportions, but potentially growing constituencies report use of Google Transit, smart phone apps and social media to obtain transit information.
- Smart phone and/or cell phone user was reported by 84% of all responding PVRTA riders, with oldest riders reporting that eight-in-ten have some type of cell phone and 30% have smartphones with data. All responding youth had a mobile phone.

# DISCUSSION AND IMPLICATIONS OF ZERO EMISSION VEHICLE RULE

## Summary of New Zero-Emission Bus Regulation

At their meeting of December 14, 2018, the California Air Resources Board (CARB) adopted a new Innovative Clean Transit regulation that mandates the purchase of Zero-Emission Buses (ZEB) by all transit agencies that own, operate, lease, rent, or contract with another entity to operate buses in California. As defined in Title 13, California Code of Regulations, section 2020(b), “transit agency” means a public entity responsible for administering and managing transit services. Public transit agencies can directly operate transit service or contract out for all or part of the total transit service provided.

“Zero-Emission Bus” is defined by the new CARB regulation as either a battery electric bus or a fuel cell electric bus.

Implementation of this rule will be phased-in with the purchase of new buses according to the number of buses operated in annual maximum service and the location in which the vehicles are operated:

- If the transit agency operates in either the South Coast or the San Joaquin Valley Air Basin and operates more than 65 buses in annual maximum service, it will be considered a Large Transit Agency;
- If the agency operates outside these two Air Basins and operates at least 100 buses in annual maximum service, it will be considered a Large Transit Agency.

### Distinctions by Agency Size

For purposes of this regulation, a transit agency that is not a Large Transit Agency is considered a Small Transit Agency.

#### For a Large Transit Agency:

- a. Starting January 1, 2023, twenty-five percent of the total number of new bus purchases in each calendar year must be zero-emission buses;
- b. Starting January 1, 2026, fifty percent of the total number of new bus purchases in each calendar year must be zero-emission buses; and
- c. Starting January 1, 2029, all new bus purchases must be zero-emission buses.

#### For a Small Transit Agency:

- a. Starting January 1, 2026, twenty-five percent of the total number of new bus purchases in each calendar year must be zero-emission buses; and
- b. Starting January 1, 2029, all new bus purchases must be zero-emission buses.

For agencies that operate cutaway buses, the requirement to purchase zero-emission cutaway buses on or after January 1, 2026, will be delayed if there is no such cutaway bus that has passed the bus testing procedure and obtained a Bus Testing Report for a given weight class.

## Reporting Requirements

A Zero-Emission Bus Rollout Plan must be submitted by Large Transit Agencies by July 1, 2020, and by other transit agencies—including PVTA—by July 1, 2023. Among other requirements, the Roll Out Plan must include the type of ZEB technology the agency is planning to deploy, a schedule for construction or provision of facility and infrastructure needed to deploy zero-emission buses, a schedule for zero-emission and conventional bus purchases; and a description of how the agency plans to deploy zero-emission buses in disadvantaged communities.

A Compliance Report must be submitted by each transit agency March 31, 2021, and every year thereafter through March 31, 2050, detailing the agency's transit vehicle fleet and bus purchases.

## Implications of ZEB Regulation for PVTA

Clearly PVTA and the City of Claremont qualify under the ZEB regulation as a Small Transit Agencies, and will, therefore, be required to purchase zero-emission buses equivalent to 25% of all purchases beginning January 1, 2026, and 100% of all bus purchases beginning January 1, 2029, so long as there are qualified cutaway transit vehicles as of those dates.

The requirement to purchase and operate zero-emission buses—or, more plainly, electric buses—is not simply a matter of changing the fuel used to power these vehicles, but has far-ranging implications for capital funding, facilities, vehicle type and even the qualifications of PVTA's future contract management firms.

## Facilities

During its 30-year history, PVTA has followed a turn-key approach to contracting, under which the selected contract manager supplies all staff, equipment and facilities other than the actual transit service vehicles. The requirement to purchase and operate ZEBs will necessitate a change to that approach due to the electric charging infrastructure that must be purchased and installed to support those zero-emission buses. According to current estimates, the purchase and installation of the necessary charging equipment will cost in the range of \$40,000 – \$50,000 per electric bus. Due to this investment, it will no longer be financially feasible to potentially change operating and maintenance facilities every 5–7 years when the management contract is up for reprocurement.

Instead, PVTA should begin discussions with its constituent cities around facility requirements and development of a dedicated operating and maintenance facility that would meet the Authority's operational needs for the foreseeable future. As discussed below in terms of vehicle acquisition, such a dedicated facility would need to be occupied before serious planning could begin for acquisition of the first Zero Emission Bus.

## ZEB Acquisition

Based on current experience, zero-emission buses cost over twice the cost of comparable gasoline engine buses. Additionally, as noted above, each new electric bus will require charging infrastructure at a cost of \$40,000– \$50,000. This will raise the total cost of a new Class C cutaway bus from just under \$90,000 in 2019 dollars to nearly \$300,000 for the zero-emission bus and charging installation.



Historically, PVTA's vehicles have been funded by the City of Claremont and the Federal 5310 program, which provides vehicles to be used for transporting seniors and persons with disabilities. Analysis indicates that the City of Claremont's Federal 5307 transit funding may be sufficient to maintain its fleet of 8 service vehicles under the new ZEB rule. It is unknown, however, what impact the ZEB rule will have on the Federal 5310 program in California, other than anticipating that the number of vehicles able to be funded will be at least cut in half. It is very likely that PVTA's constituent cities will have to reconsider the funding of the program's fleet in order to comply with the ZEB requirement.

As noted above, the ZEB regulation requires that all buses purchased after January 1, 2029, must be zero-emission buses. Since PVTA does not purchase new vehicles each year, the timing of purchases made in 2029 should be adjusted to facilitate funding of the buses and completion of infrastructure improvements needed to properly charge, maintain and operate the zero-emission buses. As PVTA typically operates its vehicles for a useful life of about 10 years, it would be prudent to replace vehicles that are more than 6 (or so) years old before the new ZEB requirement takes effect both to lessen the immediate fiscal impact of this new mandate and to allow the new technology a longer proving period before PVTA buys its first zero-emission vehicles.

A complicating factor in converting to electric vehicles is that, based on current experience, it may be necessary to purchase more than a single electric bus to replace each gasoline-powered vehicle. Some transit systems now operating electric buses have estimated that they might need 2 or more electric buses in place of each conventional gas, diesel or CNG bus.

## Costs and Funding

The narrative above has already indicated that this new ZEB requirement will necessitate increased capital funding for PVTA for an operating facility, electric charging equipment and installation, and for the zero-emission vehicles themselves. With one exception, the issue of new funding to support these requirements has not yet been adequately addressed.

That one exception is that Southern California Edison has initiated a "Charge Ready Transport Program" within its service area under which it will install the electric service lines from its pole to the charging station location and, currently, provide a rebate toward the cost of the charging equipment.<sup>2</sup> SoCal Edison initiated this program as a pilot in 2016 and is preparing to accept a new round of applications in early 2019. While PVTA is not a candidate for this program in the near term, representatives of SoCal Edison have indicated that they expect this program to continue.

A variety of other funding programs for zero emission buses have been recently announced and their applicability to PVTA has yet to be clearly determined. Some only fund vehicles for expansion or to increase frequency of service, not to replace vehicles on a one-to-one basis. Other programs are already over-subscribed or cannot be combined (or "stacked") with other funding.

## Contract Management

The addition of zero-emission vehicles to the PVTA fleet and eventual conversion of the fleet will have significant impacts on the training, operations, and maintenance requirements placed on the

---

<sup>2</sup> Details regarding the Southern California Edison program are based on a telephone interview with a SoCal Edison representative on November 29, 2018.

management contractor. These new requirements will come into effect sometime after 2026 with the receipt of the Authority's first zero-emission vehicle. Based on the term of the current management contract, these requirements should be added to the next RFP and Scope of Work.

Among the changes which zero-emission vehicles will cause in the management contract and RFP are:

- **Expertise with ZEB technology and operations:** Prospective management firms will need to demonstrate their experience with zero-emission bus implementation and electric bus operations. While such experience may be sparse initially, management firms do have experience implementing new technologies, so should be expected to provide a clear and detailed plan for how these new buses will be added to the fleet, how staff will be trained, how these buses will be introduced into normal Get About and Claremont services, and how they will be serviced, charged and maintained.
- **Training of staff:** Electric buses will not be "business as usual" in terms of operations: electric vehicles require a different set of driving skills; when placed in service their range and operating capabilities will need to be considered and closely monitored; and they are less time-consuming but more technically-challenging to maintain.
- **Maintenance requirements:** From the little experience that is currently available with electric transit vehicles and electric passenger vehicles in general, the regular maintenance of such vehicles will be less since there are no engines, transmissions or differentials. The addition of batteries on these vehicles, of course, introduces new requirements which are largely still being explored. During the phase-in of zero-emission vehicles, management and daily operation of systems such as PVTA will be complicated by the operation of mixed-fuel fleets in which vehicles will not be interchangeable in terms of driving skills, operating range or possibly other factors. PVTA should watch the experience of other transit systems to understand these challenges before its first zero-emission vehicles arrive.

## Planning for ZEB Implementation

The experience of transit systems that are already operating ZEB electric buses has shown that a comprehensive and long-range plan for implementing and operating electric buses is needed before infrastructure improvements and bus acquisition is initiated. This plan must address a range of issues that go well beyond the simple acquisition of a new bus, including, but not limited to these:

- **Operating Conditions:** Electric buses, by their nature, have limitations to their operating range, which will vary by the topography of the service routes, prevailing weather, heating and cooling needed within the vehicle, and even the skill of the drivers. Modeling will be needed to assess the efficacy of any particular electric bus to the operating requirements of the PVTA system as well as determining the number and type of electric buses that are needed by the Authority.
- **Facility Requirements:** The projected future size of the PVTA electric bus fleet will help determine the minimum size of the facility needed for operation and maintenance of its ZEB fleet. While PVTA will likely transition to electric buses over a period of 10-years or more, the cost of installing the needed infrastructure precludes relocating the facility easily or inexpensively should the facility prove to be inadequate to accommodate the PVTA fleet.
- **Electric Service Requirements:** Charging of an electric bus fleet of more than a few buses requires consideration of the capacity and condition of the electrical grid serving the facility. In

the case of PVTA, ensuring adequate power availability to the operating facility may be an important factor in selecting a facility location. If the power grid is insufficient to charge the buses at optimum levels, this could require upgrading of the service lines, which may or may not be done by Edison at their cost under their Charge Ready Transport Program.

To ensure that these and other factors are properly identified and taken into consideration, it is recommended that PVTA under take a thoughtful and comprehensive planning process for the implementation of the new ZEB requirements before acquiring any electric buses or identifying an operating facility for the PVTA system.

## APPENDIX A - FIVE-YEAR PVTA PROGRAM PERFORMANCE SUMMARIES

Get About Van										
	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18					
Passengers	104,836	97,869	96,993	90,364	85,108					
Wheelchair Users	14,356	14,454	14,670	13,899	14,894					
Pass'r per Hour	3.97	3.99	3.90	3.81	3.63					
Total Hours	29,157	27,303	27,838	26,406	26,053					
Total Miles	370,366	339,943	339,968	320,118	303,941					
Revenue Hours	26,427	24,502	24,901	23,704	23,461					
Revenue Miles	326,889	291,636	291,649	274,125	260,658					
On-Time %	88.58%	90.67%	91.03%	90.10%	90.18%					
No-Shows %	3.52%	2.93%	2.56%	2.59%	2.66%					
# Road Calls	16	8	14	8	14					
# Complaints	8	10	8	12	6					
# Accidents	0	0	0	1	2					
Cost per Pass'r	\$20.16	\$21.81	\$21.72	\$23.33	\$25.31					
Cost per Hour	\$64.42	\$72.30	\$72.10	\$74.77	\$91.82					
Cost per Mile	\$5.21	\$6.07	\$6.16	\$6.47	\$8.26					
Fare Revenue	\$85,343	\$90,676	\$100,033	\$74,579	\$87,922					
Total Cost	\$2,113,562	\$2,134,472	\$2,106,980	\$2,108,033	\$2,154,113					

Get About Cab										
	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18					
Passengers	15,773	17,159	15,264	19,638	22,520					
Wheelchair Users	3,995	4,165	3,583	4,710	6,137					
Pass'r per Hour	3.93	3.83	3.86	4.17	4.42					
Total Hours	4,016	4,480	3,957	4,710	5,094					
Total Miles	101,625	107,465	82,800	101,609	112,592					
Revenue Hours	4,016	4,480	3,957	4,710	5,094					
Revenue Miles	101,625	107,465	82,800	101,609	112,592					
On-Time %	99.32%	98.99%	93.39%	91.81%	92.20%					
No-Shows %	1.74%	2.19%	3.35%	2.48%	2.10%					
# Road Calls	0	0	0	0	0					
# Complaints	5	7	21	11	8					
# Accidents	0	0	0	0	0					
Cost per Pass'r	\$18.67	\$18.53	\$18.21	\$19.41	\$22.66					
Cost per Hour	\$73.32	\$70.97	\$70.25	\$80.93	\$100.20					
Cost per Mile	\$2.90	\$2.96	\$3.36	\$3.75	\$4.53					
	0.16	0.16	0.18	0.19						
Fare Revenue	\$5,124	\$4,822	\$7,472	\$9,992	\$7,872					
Total Cost	\$321,232	\$390,235	\$400,855	\$446,763	\$510,395					

Get About One Step Cab										
	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18					
Passengers	3,109	4,812	6,377	5,295	6,319					
Wheelchair Users	657	1,076	1,624	1,182	1,484					
Pass'r per Hour	2.98	2.88	2.74	3.08	3.20					
Total Hours	1,043	1,670	2,331	1,721	1,976					
Total Miles	32,777	50,592	65,194	51,633	57,041					
Revenue Hours	1,043	1,670	2,331	1,720	1,976					
Revenue Miles	32,777	50,592	65,194	51,633	57,041					
On-Time %	98.37%	97.04%	92.80%	92.18%	92.29%					
No-Shows %	1.05%	2.09%	3.10%	2.54%	2.24%					
# Road Calls	0	0	0	0	0					
# Complaints	1	2	4	3	4					
# Accidents	0	0	0	0	0					
Cost per Pass'r	\$27.90	\$28.75	\$28.83	\$26.11	\$28.86					
Cost per Hour	\$83.22	\$82.84	\$78.89	\$80.36	\$92.27					
Cost per Mile	\$2.65	\$2.73	\$2.82	\$2.68	\$3.20					
Fare Revenue	\$8,555	\$12,431	\$20,767	\$17,562	\$18,919					
Total Cost	\$83,380	\$145,494	\$183,865	\$162,578	\$182,337					

Get About Ready Now Cab										
	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18					
Passengers	9,964	16,563	19,175	14,549	22,173					
Wheelchair Users	878	1,959	2,679	3,086	4,811					
Pass'r per Hour	5.19	5.33	5.34	5.40	5.75					
Total Hours	1,918	3,107	3,591	2,693	3,857					
Total Miles	41,589	67,322	66,513	51,226	76,569					
Revenue Hours	1,918	3,107	3,591	2,693	3,857					
Revenue Miles	41,589	67,322	66,513	50,397	76,569					
On-Time %	98.56%	98.34%	94.15%	94.73%	94.96%					
No-Shows %	0.99%	0.64%	2.21%	2.42%	2.20%					
# Road Calls	0	0	0	0	0					
# Complaints	1	0	10	7	8					
# Accidents	0	0	0	0	0					
Cost per Pass'r	\$17.66	\$16.09	\$13.63	\$13.76	\$16.25					
Cost per Hour	\$91.76	\$85.76	\$72.77	\$74.34	\$93.41					
Cost per Mile	\$4.23	\$3.96	\$3.93	\$3.97	\$4.71					
Fare Revenue	\$19,024	\$40,023	\$45,460	\$40,074	\$48,910					
Total Cost	\$153,405	\$270,661	\$261,339	\$265,780	\$360,315					

	Total Get About									
	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18					
Passengers	133,682	136,403	137,809	131,569	136,120					
Wheelchair Users	19,886	21,654	22,556	22,969	27,326					
Pass'r per Hour	4.00	4.04	3.96	3.96	3.96					
Total Hours	36,134	36,560	37,717	35,885	36,980					
Total Miles	546,357	565,322	554,475	527,651	550,144					
Revenue Hours	33,404	33,759	34,780	33,183	34,388					
Revenue Miles	502,880	517,015	506,156	481,769	506,860					
On-Time %	90.82%	92.88%	91.80%	90.53%	91%					
No-Shows %	3.06%	2.53%	2.62%	2.54%	2%					
# Road Calls	16	8	14	12	14					
# Complaints	15	19	43	33	26					
# Accidents	0	0	0	4	2					
Cost per Pass'r	\$19.98	\$21.56	\$21.43	\$22.67	\$23.56					
Cost per Hour	\$79.98	\$87.11	\$84.91	\$89.90	\$93.26					
Cost per Mile	\$5.31	\$5.69	\$5.83	\$6.19	\$6.33					
Fare Revenue	\$118,046	\$147,952	\$173,731	\$142,207	\$163,622					
Total Cost	\$2,671,579	\$2,940,862	\$2,953,039	\$2,983,154	\$3,207,159					

\* Operating Cost for FY 13/14 and FY 14/15 include admin costs based on a proportion of revenue hours to Get About total operating

\*\* Operating costs for FY 16-18 include admin costs by service, calculated by Transtrack

\*\*\* Get About Total operating costs are at actual, inclusive of appropriate admin costs for all years.



Claremont Group					
	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18
Passengers	16,053	13,739	16,214	13,844	12,997
Wheelchair Users	369	12	17	8	14
Pass'r per Hour	12.02	12.20	13.43	13.43	12
Total Hours	1,831	1,704	1,770	1,449	1,581
Total Miles	18,768	19,347	18,620	14,976	17,250
Revenue Hours	1,336	1,127	1,207	1,031	1,091
Revenue Miles	12,470	11,416	11,081	9,836	11,277
On-Time %	92.48%	95.94%	95.85%	94.14%	91
No-Shows %	0.32%	0.14%	0.14%	0.66%	0.52%
# Road Calls	0	0	0	0	0
# Complaints	0	0	0	0	0
# Accidents	0	0	0	0	0
Cost per Pass'r	\$6.16	\$6.95	\$6.27	\$6.60	9
Cost per Hour	\$74.04	\$84.81	\$84.22	\$88.65	111
Cost per Mile	\$7.93	\$8.37	\$9.18	\$9.29	11
Fare Revenue	\$12,846	\$10,945	\$13,194	\$11,134	10,928
Total Cost	\$119,310	\$99,850	\$124,104	\$117,728	120,761

Claremont Cab					
	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18
Passengers	39,210	36,412	30,563	20,839	18,865
Wheelchair Users	758	523	537	494	784
Pass'r per Hour	8.27	7.90	7.44	7.61	8.02
Total Hours	4,742	4,610	4,108	2,740	2,351
Total Miles	87,785	84,478	60,863	46,575	38,681
Revenue Hours	4,742	4,610	4,108	2,740	2,351
Revenue Miles	87,785	84,478	60,863	46,575	38,681
On-Time %	99.69%	99.63%	97.01%	93.94%	94.30%
No-Shows %	0.60%	0.67%	1.66%	2.01%	1.68%
# Road Calls	0	0	0	0	0
# Complaints	0	8	5	12	10
# Accidents	0	0	0	0	0
Cost per Pass'r	\$9.18	\$9.26	\$8.65	\$10.12	\$14.81
Cost per Hour	\$75.89	\$73.12	\$64.32	\$76.93	\$118.83
Cost per Mile	\$4.10	\$3.99	\$4.34	\$4.53	\$7.22
Fare Revenue	\$82,183	\$69,637	\$59,327	\$40,771	\$39,441
Total Cost	\$423,500	\$408,611	\$328,707	\$283,499	\$279,416

	Claremont Total									
	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18					
Passengers	55,263	50,151	46,777	34,683	31,862					
Wheelchair Users	1,127	535	554	502	798					
Pass'r per Hour	9.09	8.74	8.80	9.20	9.25					
Total Hours	6,573	6,314	5,879	4,189	3,932					
Total Miles	106,553	103,825	79,483	61,552	55,930					
Revenue Hours	6,077	5,737	5,315	3,771	3,443					
Revenue Miles	100,255	95,894	71,944	56,411	49,957					
On-Time %	97.60%	98.62%	96.61%	94.02%	93.88%					
No-Shows %	0.52%	0.52%	1.13%	1.47%	1.21%					
# Road Calls	0	0	0	0	0					
# Complaints	0	8	5	12	10					
# Accidents	0	0	0	0	0					
Cost per Pass'r	\$9.82	\$10.14	\$9.68	\$11.59	\$12.56					
Cost per Hour	\$89.32	\$88.63	\$85.19	\$106.62	\$116.24					
Cost per Mile	\$5.41	\$5.30	\$6.29	\$7.13	\$8.01					
Fare Revenue	\$95,029	\$80,582	\$72,521	\$51,869	\$50,369					
Total Cost	\$542,810	\$508,461	\$452,811	\$401,227	\$400,177					

\* Operating Cost for FY 13/14 and FY 14/15 include admin costs based on a proportion of revenue hours to Claremont total operating cost per se

\*\* Operating costs for FY 16-18 include admin costs by service, calculated by Transtrack

\*\*\* Claremont total operating costs are at actual, inclusive of appropriate admin costs for all years.

San Dimas										
	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18					
Passengers	29,153	27,664	26,079	20,963	24,396					
Wheelchair Users	1,095	955	2,022	1,673	2,768					
Pass'r per Hour	6.27	6.74	5.85	5.63	5.70					
Total Hours	4,647	4,105	4,461	3,726	4,224					
Total Miles	99,721	91,624	73,979	69,740	80,448					
Revenue Hours	4,647	4,105	4,461	3,726	4,224					
Revenue Miles	99,721	91,624	73,979	69,740	80,448					
On-Time %	98.89%	98.10%	94.27%	93.91%	93.87%					
No-Shows %	0.51%	0.39%	1.71%	2.20%	1.62%					
# Road Calls	0	0	0	0	0					
# Complaints	2	8	20	31	10					
# Accidents	0	0	0	0						
Cost per Pass'r	\$12.84	\$13.07	\$13.62	\$14.29	\$14.29					
Cost per Hour	\$80.56	\$88.12	\$79.65	\$80.41	\$82.54					
Cost per Mile	\$3.75	\$3.95	\$4.80	\$4.30	\$4.33					
Fare Revenue	\$44,463	\$53,159	\$50,513	\$50,593	\$61,115					
Total Cost	\$374,324	\$361,704	\$355,291	\$298,583	\$348,617					

Pomona Group										
	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18					
Passengers	3,853	4,231	4,426	4,055	3,966					
Wheelchair Users			6	-	2					
Pass'r per Hour	9.06	10.78	10.24	10.98	12.53					
Total Hours	630	600	650	641	617					
Total Miles	6,318	6,022	6,580	6,988	6,693					
Revenue Hours	425	392	432	369	317					
Revenue Miles	3,597	3,460	3,780	3,577	2,995					
On-Time %	97.75%	99.02%	98.35%	96.50%	96.53%					
No-Shows %	0.91%	0.00%	0.14%	0.65%	3.45%					
# Road Calls	0	0	0	0	0					
# Complaints	0	0	0	0	0					
# Accidents	0	0	0	0	0					
Cost per Pass'r	\$10.52	\$11.95	\$10.14	\$9.78	\$9.45					
Cost per Hour	\$95.33	\$128.80	\$103.85	\$107.44	\$118.34					
Cost per Mile	\$11.27	\$14.61	\$11.87	\$11.09	\$12.51					
Fare Revenue	\$1,097	\$1,692	\$1,812	\$1,623	\$1,470					
Total Cost	\$40,541	\$50,545	\$44,868	\$39,640	\$37,470					

	PVTA Total									
	FY 13/14	FY 14/15	FY 15/16	FY 16/17	FY 17/18					
Passengers	221,951	218,449	215,091	191,271	196,344					
Wheelchair Users	22,108	23,144	25,138	25,052	30,894					
Pass'r per Hour	4.63	4.59	4.42	4.31	4.29					
Total Hours	47,983	47,578	48,706	44,384	45,753					
Total Miles	758,949	766,793	714,516	667,454	693,215					
Revenue Hours	44,553	43,992	44,988	40,993	42,372					
Revenue Miles	706,453	707,993	655,859	612,910	640,261					
On-Time %	93.69%	94.98%	93.28%	92.00%	92.17%					
No-Shows %	2.06%	1.75%	2.14%	2.25%	2.19%					
# Road Calls	16	8	14	8	14					
# Complaints	15	33	54	66	46					
# Accidents	0	0	0	1	2					
Cost per Pass'r	\$16.35	\$17.68	\$17.69	\$19.46	\$20.34					
Cost per Hour	\$75.64	\$81.16	\$78.14	\$83.87	\$87.28					
Cost per Mile	\$5.14	\$5.45	\$5.80	\$6.07	\$6.24					
Fare Revenue	\$258,635	\$283,385	\$298,577	\$250,923	\$276,576.0					
Total Cost	\$3,629,254	\$3,861,572	\$3,806,010	\$3,722,603	\$3,993,423.0					

## APPENDIX B – RIDER SURVEY AND DATA SUMMARIES



### TRANSPORTATION NEEDS SURVEY

*Pomona Valley Transportation Authority (PVTA) is reviewing how it provides services. You are helping us to serve your needs better.*

#### About your transit use:

**1. Which transportation services, do you use? (check all that apply)**

- |   |  |
|---|--|
| <input type="checkbox"/> I drive myself                   | <input type="checkbox"/> Claremont Dial-a-Ride   |
| <input type="checkbox"/> Get About                        | <input type="checkbox"/> San Dimas Dial-a-Cab    |
| <input type="checkbox"/> Get About One Step Over the Line | <input type="checkbox"/> Pomona Group Services   |
| <input type="checkbox"/> Get About Ready Now              | <input type="checkbox"/> Claremont Group Service |
| <input type="checkbox"/> Metrolink                        | <input type="checkbox"/> Uber/Lyft               |
| <input type="checkbox"/> Foothill Transit                 | <input type="checkbox"/> Taxi Service            |
| <input type="checkbox"/> Omnitrans                        | <input type="checkbox"/> Other _____             |

**2. Thinking about PVTA services, which have you used in the past month? (check all that apply)**

- ☐ Get About
- ☐ Get About One Step Over the Line
- ☐ Get About Ready Now
- ☐ Claremont Dial-a-Ride
- ☐ San Dimas Dial-a-Cab
- ☐ I haven't used PVTA in the past month
- ☐ I am not sure which PVTA service I used in the past month, but I have ridden

**3. Please rate the PVTA service you most recently used? (Rate one)**

Rate PVTA services	1=Poor			Excellent=5	
A. Get About	1	2	3	4	5
B. Get About One Step Over the Line	1	2	3	4	5
C. Get About Ready Now	1	2	3	4	5
D. Claremont Dial-a-Ride	1	2	3	4	5
E. San Dimas Dial-a-Cab	1	2	3	4	5

- ☐ I haven't used PVTA services recently enough to rate them

**4. Why do you ride PVTA services? (check all that apply)**

- ☐ Less expensive than driving, low fares
- ☐ I choose it instead of Access for some trips
- ☐ I don't drive
- ☐ To avoid driving at night or in bad weather
- ☐ PVTA vehicles come to my door
- ☐ I don't always have a vehicle available
- ☐ It goes where I need to go

**5. For what trip purposes do you use PVTA services? (check all that apply)**

- ☐ to get to/from work
- ☐ to get to/from school/college
- ☐ to get to/from medical or health appointments
- ☐ to go shopping
- ☐ for recreation
- ☐ other, please specify \_\_\_\_\_



**6. In what year did you start riding PVTA services? (Check one)**

☐ 2018   ☐ 2017   ☐ 2016   ☐ 2015   ☐ 2014   ☐ 2013   ☐ 2012   ☐ 2011 or before

**7. Compared to a year ago, what describes your frequency of using PVTA services? (Check one)**

☐ Riding more than a year ago   ☐ Riding less than a year ago  
☐ Riding the same amount   ☐ I wasn't riding a year ago

**8. During the past week, how many days have you ridden a PVTA service? (Circle/check one)**

1   2   3   4   5   6   7   ☐ First time riding PVTA

**9. Where do you get your information about PVTA services or Foothill Transit? (check all that apply)**

☐ A. Schedules, Brochures and Flyers   ☐ F. Bus stop signs or transit center  
☐ B. Ask Driver   ☐ G. Transit agency website  
☐ C. Friends and family   ☐ H. Smartphone App  
☐ D. Call dispatch and transit services   ☐ I. Google Maps / Google Transit  
☐ E. Facebook/social media

**10. Which of the information sources you checked in #10 do you use most often? (Circle top two)**

A   B   C   D   E   F   G   H   I

## About your preferences:

**11. What is most important to you about current PVTA services?**

Rate the importance to you.	1= Not Important			Very Important=5	
A. Being picked up and dropped off right at the door	1	2	3	4	5
B. Ordering the trip by phone from a dispatcher	1	2	3	4	5
C. Being able to make a same day reservation	1	2	3	4	5
D. Courtesy and helpfulness of drivers	1	2	3	4	5
E. Courtesy and helpfulness of Dispatchers	1	2	3	4	5
F. Vehicle arriving within pickup window of 45 minutes	1	2	3	4	5

**12. If PVTA were able to make any of the following improvements, which would be the most important to you personally?**

Rate the importance to you.	1= Not Important			Very Important=5	
A. Being able to book a same day trip	1	2	3	4	5
B. Being able to travel anywhere within Pomona, San Dimas, Claremont, and La Verne	1	2	3	4	5
C. Being able to travel to destinations I can't currently travel to, such as: _____	1	2	3	4	5
D. Being able to pay with my phone	1	2	3	4	5
E. Shorter wait times for pick-up (less than 45 minutes)	1	2	3	4	5
F. A simplified fare structure, common for all services	1	2	3	4	5
G. Enhanced service to and from Metrolink Stations	1	2	3	4	5
H. Ability to book trips online	1	2	3	4	5

13. Of the improvements in #12, which one improvement is most important to you? (Check only one)

☐ A      ☐ B      ☐ C      ☐ D      ☐ E      ☐ F      ☐ G      ☐ H

14. Is there another improvement to PVTA services that would be more important to you? If yes, please describe. (please print) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### About you:

15. In what city do you live? \_\_\_\_\_

16. Do you own a car? ☐ Yes ☐ No

17. Do you have a valid drivers' license? ☐ Yes ☐ No

18. How old are you? \_\_\_\_\_

19. What is your gender? ☐ Female ☐ Male ☐ Choose not to say

20. How would you describe your ethnicity or race?

☐ Caucasian ☐ Latino ☐ African American  
☐ Asian/ Pacific Islander ☐ Native American ☐ Other

21. What is the primary language you speak at home?

☐ English ☐ Spanish ☐ Other \_\_\_\_\_

22. Do you have a Los Angeles Access Rider ID card?

☐ Yes ☐ No

23. Do you use a mobility device?

☐ Wheelchair/Scooter ☐ Walker ☐ No device ☐ Other \_\_\_\_\_

24. Do you have a cell phone or smart phone?

☐ Regular cell phone ☐ Smartphone with data  
☐ Smartphone without data ☐ I do not have a mobile phone

25. Which of the following describes your employment status?

☐ Employed full time ☐ Not employed ☐ College student  
☐ Employed part time ☐ Retired ☐ Middle/ High school student

26. What is your approximate annual household income?

☐ less than \$15,000 ☐ \$14,999 to \$24,999 ☐ \$75,000 and above  
☐ \$25,000 to \$44,999 ☐ \$45,000 to \$74,999

Thank you very much for helping to improve PVTA's public transportation services.

If you would like to be included in our \$25 Gift Card drawing, please tear off the bottom of the cover letter, complete it and mail it back with your survey in the provided stamped, self-addressed envelope.

## PVTA TRANSPORTATION NEEDS SURVEY SUMMARY

### 443 Surveys Processed

#### 1. Which transportation services do you use

I drive myself	137	31%
Get About	282	65%
Get About One Step Over the Line	53	12%
Get About Ready Now	82	19%
Metrolink	77	18%
Foothill Transit	116	27%
Omnitrans	29	7%
Claremont Dial-a-Ride	156	36%
San Dimas Dial-a-Cab	67	15%
Pomona Group Services	19	4%
Claremont Group Service	9	2%
Uber/Lyft	81	19%
Taxi Service	53	12%
Other	66	15%

Responses: 436

#### 2. Which PVTA services have you used in the last month

Get About	160	38%
Get About One Step Over the Line	20	5%
Get About Ready Now	33	8%
Claremont Dial-a-Ride	71	17%
San Dimas Dial-a-Cab	31	7%
I haven't used PVTA in the past month	162	39%
I am not sure which PVTA service I used in the past month, but I rode	22	5%

Responses: 419

#### 3. Please rate PVTA service most recently used

	1=Poor	2=Fair	3=Average	4=Good	5=Excellent
A. Get About	4.22 8 3%	7 3%	36 15%	68 28%	127 52%
B. Get About One Step Over the Line	3.8 3 8%	3 8%	8 20%	11 28%	15 38%
C. Get About Ready Now	4.17 3 5%	2 3%	9 14%	16 25%	33 52%
D. Claremont Dial-a-Rides	4.19 2 2%	4 4%	17 15%	37 33%	52 46%
E. San Dimas Dial-a-Cabs	3.78 3 5%	5 9%	11 20%	18 33%	18 33%

I haven't used PVTA services recently enough to rate them 57 15%

Responses: 381

#### 4. Why do you ride PVTA services?

Less expensive than driving, low fares	85	22%
I choose instead of Access for some trips	53	13%
I don't drive	207	53%
To avoid driving at night or in bad weather	63	16%
PVTA vehicles come to my door	145	37%
I don't always have a vehicle available	109	28%
It goes where I need to go	167	42%

Responses: 393

## PVTA TRANSPORTATION NEEDS SURVEY SUMMARY, page 2

### 443 Surveys Processed

5. For what trip purposes do you use PVTA services?

to get to/from work	21	5%
to get to/from school/college	24	6%
to get to/from medical/health appts	286	71%
to go shopping	164	41%
for recreation	74	18%
other	97	24%

Responses: 402

6. What year did you start riding PVTA services?

2018	109	28%
2017	85	22%
2016	74	19%
2015	51	13%
2014	31	8%
2013	7	2%
2012	7	2%
2011 or before	26	7%

Responses: 390

7. Compared to a year ago, what describes your frequency of using PVTA services?

Riding more than a year ago	87	22%
Riding the same amount	129	33%
Riding less than a year ago	97	25%
I wasn't riding a year ago	76	20%

Responses: 389

8. During the past week, how many days have you ridden a PVTA service?

1	74	41%
2	41	23%
3	23	13%
4	16	9%
5	12	7%
6	2	1%
7	3	2%
First time riding PVTA	10	6%

Responses: 181

9. Where do you get your information about PVTA services or Foothill Transit?

A. Schedules, Brochures and Flyers	167	41%
B. Ask Driver	72	18%
C. Friends and family	186	46%
D. Call dispatch and transit services	171	42%
E. Facebook/social media	17	4%
F. Bus stop signs or transit center	48	12%
G. Transit agency website	59	14%
H. Smartphone App	32	8%
I. Google Maps / Google Transit	40	10%

Responses: 408

Summary p2

3/31/2019 10:32:45 PM

## PVTA TRANSPORTATION NEEDS SURVEY SUMMARY, page 3

### 443 Surveys Processed

#### 10. Which of the information sources you checked in #9 do you use most often? (Top two)

A. Schedules, Brochures and Flyers	144	36%
B. Ask Driver	51	13%
C. Friends and family	148	37%
D. Call dispatch and transit services	143	36%
E. Facebook/social media	11	3%
F. Bus stop signs or transit center	17	4%
G. Transit agency website	44	11%
H. Smartphone App	20	5%
I. Google Maps / Google Transit	21	5%

Responses: 402

#### 11. What is most important to you about current PVTA services?

1. What is most important to you about current PVA services?											
	Avg	1=Not imp								5=Very imp	
A. Being picked up and dropped off right at the door	4.72	5	1%	3	1%	13	3%	54	14%	313	81%
B. Ordering the trip by phone from a dispatcher	4.58	7	2%	7	2%	15	4%	73	20%	257	72%
C. Being able to make a same day reservation	4.45	16	5%	5	1%	26	8%	61	18%	238	69%
D. Courtesy and helpfulness of drivers	4.64	4	1%	4	1%	19	5%	66	18%	270	74%
E. Courtesy and helpfulness of Dispatchers	4.67	6	2%	2	1%	11	3%	66	19%	264	76%
F. Vehicle arriving within pickup window of 45 minutes	4.7	7	2%	1	0%	16	4%	46	13%	290	81%

#### 12. If PVTA were able to make any of the following improvements, which would be the most important to you personally?

	Avg	1=Not impt									5=Very impt	
A. Being able to book a same day trip	4.48	18	5%		2	1%	21	6%	67	19%	250	70%
B. Being able to travel anywhere within Po, SD, Cl, LV	4.64	7	2%		2	1%	16	4%	62	17%	273	76%
C. Being able to travel to destinations I can't currently	4.03	35	13%		13	5%	23	8%	46	16%	163	58%
D. Being able to pay with my phone	2.60	121	43%		24	9%	42	15%	29	10%	63	23%
E. Shorter wait times for pick-up (<45 minutes)	4.51	9	3%		7	2%	25	7%	69	19%	246	69%
F. A simplified fare structure, common for all services	3.9	35	11%		10	3%	48	16%	71	23%	141	46%
G. Enhanced service to and from Metrolink Stations	3.39	70	22%		30	10%	41	13%	52	17%	120	38%
H. Ability to book trips online	3.10	93	30%		28	9%	39	13%	48	16%	99	32%

#### 13. Of the improvements in #12, which ONE improvement is most important to you?

A. Being able to book a same day trip	115	32%
B. Travel anywhere in Po, SD, Cl, LV	64	18%
C. Travel to destinations I can't now	73	20%
D. Being able to pay with my phone	4	1%
E. Shorter wait times for pick-up (<45 min)	86	24%
F. Simplified fares, common for all services	5	1%
G. Enhanced serv to/from Metrolink Stations	6	2%
H. Ability to book trips online)	6	2%

Responses: 359

PVTA TRANSPORTATION NEEDS SURVEY SUMMARY, page 4  
443 Surveys Processed

16. Do you own a car?

1. Yes	175	40%
2. No	263	60%
Responses:		438

17. Do you have a valid driver's license? Responses:

1. Yes	235	54%
2. No	202	46%
Responses:		437

18. How old are you?

Under 20	13	3%
20-29	5	1%
30-39	8	2%
40-49	13	3%
50-59	40	10%
60-69	103	25%
70-79	113	27%
80+	124	30%
Responses:		419

19. What is your gender?

1. Female	292	67%
2. Male	139	32%
3. Choose not to say	7	2%
Responses:		438

20. How would you describe your ethnicity or race?

1. Caucasian	211	49%
2. Latino	111	26%
3. African American	35	8%
4. Asian/ Pacific Islander	43	10%
5. Native American	12	3%
6. Other	40	9%
Responses:		430

21. What is the primary language you speak at home?

1. English	377	86%
2. Spanish	38	9%
3. Other	21	5%
Responses:		436

22. Do you have a Los Angeles Access Rider ID card?

1. Yes	137	33%
2. No	279	67%
Responses:		416

23. Do you use a mobility device?

1. Wheelchair/Scooter	64	15%
2. Walker	100	24%
3. No device	236	56%
4. Other	63	15%
Responses:		425



## PVTA TRANSPORTATION NEEDS SURVEY SUMMARY, page 5

### 443 Surveys Processed

24. Do you have a cell phone or Smartphone?

Regular cell phone	183	43%
Smartphone with Data	152	35%
Smartphone without Data	26	6%
I do not have a mobile phone	69	16%

Responses: 430

25. Which of the following describe your employment status?

Employed full time	17	4%
Employed part time	25	6%
Not employed	78	18%
Retired	289	68%
College student	10	2%
Middle/ High school student	12	3%

Responses: 426

26. What is your approximate annual household income?

1. Less than \$15,000	152	34%
2. \$15,000-\$24,999	74	17%
3. \$25,000-\$44,999	78	18%
4. \$45,000-\$74,999	44	10%
5. \$75,000 and above	47	11%
6. No answer	47	11%

Responses: 442

## PVTA TRANSPORTATION NEEDS SURVEY SUMMARY BY AGE

419 Surveys Processed

1. Which transportation services, do you use?			Age < 18		Age 18-64		Age 65+	
I drive myself	132	32%	1	9%	25	22%	106	37%
Get About	265	64%	4	36%	79	69%	182	63%
Get About One Step Over the Line	50	12%	2	18%	18	16%	30	10%
Get About Ready Now	77	19%	2	18%	25	22%	50	17%
Metrolink	75	18%	2	18%	30	26%	43	15%
Foothill Transit	111	27%	1	9%	45	39%	65	22%
Omnitrans	29	7%	0	0%	11	10%	18	6%
Claremont Dial-a-Ride	151	36%	11	100%	41	36%	99	34%
San Dimas Dial-a-Cab	64	15%	2	18%	14	12%	48	17%
Pomona Group Services	19	5%	0	0%	5	4%	14	5%
Claremont Group Service	9	2%	0	0%	2	2%	7	2%
Uber/Lyft	78	19%	1	9%	28	25%	49	17%
Taxi Service	51	12%	1	9%	17	15%	33	11%
Other	62	15%	7	64%	16	14%	39	13%
	415 responses		11	3%	114	27%	290	70%
2. Thinking about PVTA services, which have you used in the past month?								
Get About	147	37%	0	0%	43	40%	104	37%
Get About One Step Over the Line	20	5%	0	0%	7	6%	13	5%
Get About Ready Now	31	8%	0	0%	7	6%	24	9%
Claremont Dial-a-Ride	68	17%	10	91%	17	16%	41	15%
San Dimas Dial-a-Cab	30	8%	0	0%	5	5%	25	9%
I haven't used PVTA in the past month	158	40%	1	9%	40	37%	117	42%
Not sure which but have ridden	22	6%	0	0%	6	6%	16	6%
	399 responses		11	3%	108	27%	280	70%
3. Please rate the PVTA service you most recently used?								
Get About	4.25		3.67		4.21		4.27	
Get About One Step Over the Line	3.85		2.50		3.79		4.00	
Get About Ready Now	4.17		2.50		4.25		4.22	
Claremont Dial-a-Ride	4.20		4.40		4.25		4.15	
San Dimas Dial-a-Cab	3.81		2.50		3.83		3.87	
I haven't used PVTA recently	56		1		13		42	
	381 responses		11	3%	108	28%	262	69%
4. Why do you ride PVTA services?								
Less expensive than driving, low fare	84	23%	3	27%	24	22%	57	23%
I choose instead of Access for some trips	49	13%	0	0%	20	19%	29	11%
I don't drive	195	52%	11	100%	53	49%	131	52%
To avoid driving at night, bad weather	60	16%	1	9%	9	8%	50	20%
PVTA vehicles come to my door	138	37%	5	45%	39	36%	94	37%
I don't always have a vehicle available	101	27%	4	36%	33	31%	64	25%
It goes where I need to go	161	43%	6	55%	49	45%	106	42%
	372 responses		11	3%	108	29%	253	68%
5. For what trip purposes do you use PVTA services?								
to get to/from work	19	5%	0	0%	11	10%	8	3%
to get to/from school/college	20	5%	7	64%	11	10%	2	1%
to get to/from medical, health appts	272	71%	0	0%	78	72%	194	74%
to go shopping	158	41%	2	18%	50	46%	106	40%
for recreation	69	18%	2	18%	21	19%	46	17%
other	90	24%	2	18%	21	19%	67	25%
	382 responses		11	3%	108	28%	263	69%

Summary by age p1

3/31/2019 10:37:43 PM

## PVTA TRANSPORTATION NEEDS SURVEY SUMMARY BY AGE, page 2

### 419 Surveys Processed

6. What year did you start riding PVTA services?			Age < 18		Age 18-64		Age 65+	
2018	103	28%	6	55%	29	27%	68	27%
2017	79	21%	3	27%	25	23%	51	20%
2016	71	19%	0	0%	26	24%	45	18%
2015	48	13%	2	18%	12	11%	34	14%
2014	28	8%	0	0%	6	6%	22	9%
2013	7	2%	0	0%	2	2%	5	2%
2012	7	2%	0	0%	1	1%	6	2%
2011 or before	26	7%	0	0%	6	6%	20	8%
369 responses			11	3%	107	29%	251	68%
Compared to a year ago, what describes your frequency of using PVTA services?								
Riding more than a year ago	77	21%	4	36%	22	21%	51	20%
Riding the same amount	123	33%	5	45%	32	31%	86	34%
Riding less than a year ago	93	25%	2	18%	29	28%	62	24%
I wasn't riding a year ago	75	20%	0	0%	20	19%	55	22%
Responses: 368			11	3%	103	28%	254	69%
8. During the past week, how many days have you ridden a PVTA service?								
1	68	40%	6	67%	22	42%	40	37%
2	39	23%	0	0%	9	17%	30	28%
3	23	14%	1	11%	7	13%	15	14%
4	14	8%	1	11%	4	8%	9	8%
5	11	6%	0	0%	3	6%	8	7%
6	2	1%	0	0%	1	2%	1	1%
7	3	2%	0	0%	3	6%	0	0%
First time riding PVTA	10	6%	1	11%	3	6%	6	6%
Responses: 170			9	5%	52	31%	109	64%
9. Where do you get your information about PVTA services or Foothill Transit?								
A. Schedules, Brochures and Flyers	159	41%	4	36%	38	34%	117	44%
B. Ask Driver	70	18%	0	0%	21	19%	49	18%
C. Friends and family	177	46%	8	73%	48	43%	121	45%
D. Call dispatch and transit services	166	43%	2	18%	50	45%	114	43%
E. Facebook/social media	17	4%	4	36%	7	6%	6	2%
F. Bus stop signs or transit center	46	12%	2	18%	21	19%	23	9%
G. Transit agency website	55	14%	3	27%	25	23%	27	10%
H. Smartphone App	30	8%	4	36%	16	14%	10	4%
I. Google Maps/Google Transit	39	10%	1	9%	20	18%	18	7%
Responses: 389			11	3%	111	29%	267	69%
10. Which of the information sources you checked in #9 do you use most often?								
A. Schedules, Brochures and Flyers	136	35%	3	27%	26	24%	107	40%
B. Ask Driver	50	13%	0	0%	13	12%	37	14%
C. Friends and family	140	36%	7	64%	29	27%	104	39%
D. Call dispatch and transit services	140	36%	1	9%	39	36%	100	38%
E. Facebook/social media	11	3%	2	18%	5	5%	4	2%
F. Bus stop signs or transit center	16	4%	0	0%	9	8%	7	3%
G. Transit agency website	42	11%	3	27%	20	19%	19	7%
H. Smartphone App	19	5%	1	9%	11	10%	7	3%
I. Google Maps/Google Transit	21	5%	0	0%	10	9%	11	4%
Responses: 384			11	3%	108	28%	265	69%

Summary by age p2

3/31/2019 10:37:56 PM

PVTA TRANSPORTATION NEEDS SURVEY SUMMARY BY AGE, p3  
419 Surveys Processed

			Age < 18		Age 18-64		Age 65+
#11 - 12: Avg based on 1= Not Important; 5 = Very Important.							
11. What is most important to you about current PVTA services?							
A. Being picked up and dropped off right at the door	4.71		4.73		4.71		4.72
B. Ordering the trip by phone from a dispatche	4.58		4.45		4.59		4.57
C. Being able to make a same day reservatio	4.44		4.64		4.31		4.48
D. Courtesy and helpfulness of drivers	4.64		4.45		4.52		4.69
E. Courtesy and helpfulness of Dispatcher	4.67		4.36		4.66		4.68
F. Vehicle arriving within pickup window of 45 minutes	4.70		5.00		4.68		4.69
12. If PVTA were able to make any of the following improvements, which would be the most important to you personally?	Responses: 389		11	3%	110	28%	268 69%
A. Being able to book a same day trip	4.49		4.55		4.40		4.53
B. Being able to travel anywhere within Po, SD, CI, LV	4.65		4.45		4.57		4.69
C. Being able to make a same day reservation	4.03		3.60		4.13		4.01
D. Being able to pay with my phone	2.61		3.45		2.77		2.49
E. Shorter wait times for pick-up (< 45 min)	4.50		4.55		4.41		4.54
F. A simplified fare structure, common for all services	3.94		3.82		3.77		4.03
G. Enhanced service to and from Metrolink Stations	3.38		3.09		3.60		3.28
H. Ability to book trips online	3.05		4.09		3.31		2.87
13. Of the improvements in #12, which is most important?	Responses: 385		11	3%	111	29%	263 68%
A. Being able to book a same day trip	110	32%	4	36%	28	28%	78 33%
B. Being able to travel anywhere within Po, SD, CI, LV	63	18%	2	18%	16	16%	45 19%
C. Being able to make a same day reservation	70	20%	1	9%	23	23%	46 20%
D. Being able to pay with my phone	4	1%	0	0%	2	2%	2 1%
E. Shorter wait times for pick-up (< 45 min)	82	24%	3	27%	26	26%	53 23%
F. A simplified fare structure, common for all services	5	1%	1	9%	3	3%	1 0%
G. Enhanced service to and from Metrolink Stations	6	2%	0	0%	2	2%	4 2%
H. Ability to book trips online	6	2%	0	0%	1	1%	5 2%
15. In what city do you live?	Responses: 346		11	3%	101	29%	234 68%
Pomona	162	39%	0	0%	61	54%	101 35%
Claremont	121	29%	10	91%	23	21%	88 30%
San Dimas	46	11%	0	0%	6	5%	40 14%
La Verne	59	14%	0	0%	9	8%	50 17%
Other	26	6%	1	9%	13	12%	12 4%
16. Do you own a car?	Responses: 414		11	3%	112	27%	291 70%
1. Yes	170	41%	0	0%	34	30%	136 47%
2. No	247	59%	11	100%	80	70%	156 53%
17. Do you have a valid driver's license? Responses:	Responses: 417		11	3%	114	27%	292 70%
1. Yes	226	54%	0	0%	56	50%	170 58%
2. No	190	46%	11	100%	57	50%	122 42%
	Responses: 416		11	3%	113	27%	292 70%

Summary by age p3

3/31/2019 10:39:30 PM

PVTA TRANSPORTATION NEEDS SURVEY SUMMARY BY AGE, page 4  
419 Surveys Processed

			Age < 18		Age 18-64		Age 65+	
19. What is your gender?								
Female	281	67%	5	45%	72	63%	204	70%
Male	132	32%	6	55%	38	33%	88	30%
Choose not to say	5	1%	0	0%	4	4%	1	0%
Responses:	418		11	3%	114	27%	293	70%
20. How would you describe your ethnicity or race?								
1. Caucasian	205	50%	5	45%	48	42%	152	53%
2. Latino	105	25%	3	27%	39	35%	63	22%
3. African American	35	8%	0	0%	9	8%	26	9%
4. Asian / Pacifica Islander	42	10%	3	27%	11	10%	28	10%
5. Native American	12	3%	0	0%	8	7%	4	1%
6. Other	36	9%	0	0%	14	12%	22	8%
Responses:	413		11	3%	113	27%	289	70%
21. What is the primary language you speak at home?								
English	362	87%	11	100%	100	88%	251	86%
Spanish	35	8%	0	0%	9	8%	26	9%
Other	19	5%	0	0%	4	4%	15	5%
Responses:	416		11	3%	113	27%	292	70%
22. Do you have a Los Angeles Access Rider ID card?								
1. Yes	133	33%	5	45%	40	36%	88	32%
2. No	266	67%	6	55%	70	64%	190	68%
Responses:	399		11	3%	110	28%	278	70%
23. Do you use a mobility device?								
1. Wheelchair/Scooter	60	15%	0	0%	21	18%	39	14%
2. Walker	96	24%	0	0%	23	20%	73	26%
3. No device	225	55%	11	100%	63	55%	151	54%
4. Other	61	15%	0	0%	15	13%	46	16%
Responses:	406		11	3%	114	28%	281	69%
24. Do you have a cell phone or smart phone?								
1. Regular cell phone	173	42%	3	27%	41	36%	129	45%
2. Smartphone with Data	147	36%	6	55%	54	47%	87	30%
3. Smartphone without Data	24	6%	2	18%	3	3%	19	7%
4. I do not have a mobile phone	68	17%	0	0%	16	14%	52	18%
Responses:	412		11	3%	114	28%	287	70%
25. Which of the following describes your employment status?								
Employed full time	16	4%	0	0%	10	9%	6	2%
Employed part time	24	6%	0	0%	15	14%	9	3%
Not employed	76	19%	1	9%	46	42%	29	10%
Retired	276	68%	0	0%	33	30%	243	85%
College student	8	2%	0	0%	8	7%	0	0%
Middle/ High school student	12	3%	10	91%	2	2%	0	0%
Responses:	407		11	3%	109	27%	287	71%

Summary by age p4

3/31/2019 10:39:53 PM

PVTA TRANSPORTATION NEEDS SURVEY SUMMARY BY AGE, page 5  
419 Surveys Processed

			Age < 18		Age 18-64		Age 65+	
26. What is your approximate annual household income?								
1. Less than \$15,000	144	34%	0	0%	65	57%	79	27%
2. \$15,000-\$24,999	73	17%	0	0%	12	11%	61	21%
3. \$25,000-\$44,999	74	18%	2	18%	13	11%	59	20%
4. \$45,000-\$74,999	44	11%	1	9%	12	11%	31	11%
5. \$75,000-\$99,999	47	11%	6	55%	7	6%	34	12%
6. Don't know or prefer not to sa	36	9%	2	18%	5	4%	29	10%
Responses:			418		11	3%	114	27%
							293	70%



## PVTA TRANSPORTATION NEEDS SURVEY SUMMARY BY CITY OF RESIDENCE

### 408 Surveys Processed

1. Which transportation services, do you use?			Pomona		Claremont		San Dimas		La Verne	
I drive myself	130	32%	31	18%	57	47%	15	32%	27	41%
Get About	266	66%	135	80%	57	47%	22	47%	52	79%
Get About One Step Over the Line	49	12%	26	15%	13	11%	2	4%	8	12%
Get About Ready Now	75	19%	41	24%	17	14%	4	9%	13	20%
Metrolink	73	18%	28	17%	31	25%	5	11%	9	14%
Foothill Transit	106	26%	57	34%	18	15%	11	23%	20	30%
Omnitrans	28	7%	16	10%	5	4%	1	2%	6	9%
Claremont Dial-a-Ride	151	37%	43	26%	86	70%	8	17%	14	21%
San Dimas Dial-a-Cab	60	15%	13	8%	3	2%	33	70%	11	17%
Pomona Group Services	18	4%	13	8%	1	1%	2	4%	2	3%
Claremont Group Service	9	2%	6	4%	1	1%	1	2%	1	2%
Uber/Lyft	73	18%	13	8%	38	31%	11	23%	11	17%
Taxi Service	51	13%	24	14%	18	15%	6	13%	3	5%
Other	60	15%	20	12%	25	20%	9	19%	6	9%
	403 responses		168	42%	122	30%	47	12%	66	16%
2. PVTA services used in the past month?										
Get About	151	39%	83	51%	26	22%	11	24%	31	50%
Get About One Step Over the Line	20	5%	11	7%	4	3%	0	0%	5	8%
Get About Ready Now	31	8%	15	9%	7	6%	2	4%	7	11%
Claremont Dial-a-Ride	69	18%	13	8%	53	45%	1	2%	2	3%
San Dimas Dial-a-Cab	29	7%	3	2%	1	1%	20	43%	5	8%
I haven't used PVTA in the past month	145	37%	56	35%	47	40%	17	37%	25	40%
Not sure which but have ridden	20	5%	13	8%	4	3%	2	4%	1	2%
	387 responses		162	42%	117	30%	46	12%	62	16%
3. Rate PVTA service you most recently used										
Get About	4.20		4.33		4.02		3.84		4.19	
Get About One Step Over the Line	3.81		3.91		3.67		4.00		3.50	
Get About Ready Now	4.21		4.03		4.33		4.00		4.64	
Claremont Dial-a-Ride	4.19		4.23		4.13		4.29		4.50	
San Dimas Dial-a-Cab	3.82		3.64		4.33		3.92		3.56	
I haven't used PVTA recently	53		19		18		6		10	
	373 responses		150	40%	114	31%	44	12%	65	17%
4. Why do you ride PVTA services?										
Less expensive than driving, low fare	81	22%	26	17%	31	29%	13	32%	11	19%
I choose instead of Access for some trips	46	13%	25	16%	8	7%	7	17%	6	10%
I don't drive	192	53%	91	59%	55	51%	19	46%	27	46%
To avoid driving at night, bad weather	61	17%	16	10%	16	15%	11	27%	18	31%
PVTA vehicles come to my door	137	38%	55	35%	44	41%	15	37%	23	39%
I don't always have a vehicle available	99	27%	40	26%	35	32%	9	22%	15	25%
It goes where I need to go	156	43%	65	42%	51	47%	15	37%	25	42%
	363 responses		155	43%	108	30%	41	11%	59	11%
5. Trip purposes / PVTA services?										
to get to/from work	16	4%	5	3%	10	9%	0	0%	1	2%
to get to/from school/college	21	6%	8	5%	11	10%	1	2%	1	2%
to get to/from medical, health appts	263	71%	118	75%	67	62%	30	71%	48	76%
to go shopping	146	39%	69	44%	37	34%	16	38%	24	38%
for recreation	69	19%	23	15%	23	21%	13	31%	10	16%
other	88	24%	27	17%	30	28%	16	38%	15	24%
	371 responses		158	43%	108	29%	42	11%	63	17%

Summary by city p1

3/31/2019 10:41:45 PM

PVTA TRANSPORTATION NEEDS SURVEY SUMMARY BY CITY, page 2  
408 Surveys Processed

6. What year did you start riding PVTA services?			Pomona		Claremont		San Dimas		La Verne	
2018	104	29%	51	33%	24	22%	11	27%	18	30%
2017	78	21%	33	21%	21	19%	10	24%	14	23%
2016	66	18%	23	15%	26	24%	4	10%	13	22%
2015	51	14%	22	14%	16	15%	8	20%	5	8%
2014	28	8%	11	7%	8	7%	5	12%	4	7%
2013	7	2%	2	1%	2	2%	0	0%	3	5%
2012	6	2%	4	3%	0	0%	1	2%	1	2%
2011 or before	23	6%	8	5%	11	10%	2	5%	2	3%
Responses:	363		154	42%	108	30%	41	11%	60	17%
7. Frequency of using PVTA services?										
Riding more than a year ago	83	23%	39	26%	20	18%	12	29%	12	20%
Riding the same amount	118	33%	44	29%	41	37%	12	29%	21	35%
Riding less than a year ago	90	25%	37	25%	30	27%	10	24%	13	22%
I wasn't riding a year ago	72	20%	30	20%	20	18%	8	19%	14	23%
Responses:	363		150	41%	111	31%	42	12%	60	17%
8. Days ridden PVTA in last week										
1	70	41%	32	39%	22	42%	5	25%	11	61%
2	39	23%	17	21%	10	19%	7	35%	5	28%
3	23	13%	11	13%	7	13%	4	20%	1	6%
4	16	9%	8	10%	6	12%	2	10%	0	0%
5	11	6%	8	10%	2	4%	0	0%	1	6%
6	2	1%	1	1%	1	2%	0	0%	0	0%
7	2	1%	1	1%	1	2%	0	0%	0	0%
First time riding PVTA	9	5%	4	5%	3	6%	2	10%	0	0%
Responses:	172		82	48%	52	30%	20	12%	18	10%
9. PVTA info source(s)										
A. Schedules, Brochures and Flyers	155	41%	56	36%	56	49%	17	40%	26	42%
B. Ask Driver	64	17%	37	24%	11	10%	5	12%	11	18%
C. Friends and family	170	45%	74	47%	50	43%	23	53%	23	37%
D. Call dispatch and transit services	153	41%	60	38%	48	42%	19	44%	26	42%
E. Facebook/social media	16	4%	5	3%	10	9%	1	2%	0	0%
F. Bus stop signs or transit center	44	12%	26	17%	11	10%	1	2%	6	10%
G. Transit agency website	56	15%	21	13%	22	19%	4	9%	9	15%
H. Smartphone App	28	7%	5	3%	16	14%	1	2%	6	10%
I. Google Maps/Google Transit	38	10%	13	8%	12	10%	8	19%	5	8%
Responses:	376		156	41%	115	31%	43	11%	62	16%
10. Which info sources do you use most often?										
A. Schedules, Brochures and Flyers	133	36%	47	31%	46	40%	15	36%	25	40%
B. Ask Driver	46	12%	28	18%	6	5%	4	10%	8	13%
C. Friends and family	138	37%	58	38%	40	35%	20	48%	20	32%
D. Call dispatch and transit services	128	34%	50	33%	40	35%	16	38%	22	35%
E. Facebook/social media	11	3%	4	3%	6	5%	1	2%	0	0%
F. Bus stop signs or transit center	16	4%	11	7%	1	1%	1	2%	3	5%
G. Transit agency website	43	11%	18	12%	20	17%	1	2%	4	6%
H. Smartphone App	17	5%	2	1%	9	8%	1	2%	5	8%
I. Google Maps/Google Transit	20	5%	7	5%	6	5%	4	10%	3	5%
Responses:	372		153	41%	115	31%	42	11%	62	17%

Summary by city p2

3/31/2019 10:42:06 PM

PVTA TRANSPORTATION NEEDS SURVEY SUMMARY BY CITY, p3  
408 Surveys Processed

	Pomona				Claremont		San Dimas		La Verne	
#11 - 12: Avg based on 1= Not Important; 5 = Very Important.										
11. Most important to you about current PVTA services										
A. PU/DO right at the door	4.73		4.81		4.56		4.86		4.70	
B. Ordering trip by phone fr dispatcher	4.61		4.67		4.49		4.54		4.67	
C. Make a same day reservation	4.42		4.22		4.58		4.60		4.50	
D. Courtesy/helpfulness of drivers	4.66		4.67		4.59		4.78		4.62	
E. Courtesy/helpfulness of dispatchers	4.68		4.70		4.60		4.79		4.66	
F. Vehicle within PU window of 45 minutes	4.69		4.62		4.67		4.93		4.76	
Responses:	379	162	43%		112	30%	43	11%	62	16%
12. Most important PVTA improve										
A. Being able to book a same day trip	4.47		4.50		4.34		4.66		4.47	
B. Being able to travel to Po, SD, Cl, LV	4.64		4.61		4.64		4.74		4.64	
C. Same day reservation	3.97		4.25		3.63		4.21		3.50	
D. Being able to pay with my phone	2.54		2.53		2.74		2.62		2.08	
E. Shorter wait times for pick-up (< 45 min)	4.51		4.47		4.65		4.54		4.33	
F. Simplified common fares	3.85		4.09		3.62		3.82		3.68	
G. Better service to/from Metrolink Stations	3.31		3.69		3.13		2.91		3.00	
H. Ability to book trips online	3.04		3.06		3.19		2.72		2.96	
Responses:	374	158	42%		111	30%	42	11%	63	17%
13. Of the improvements in #12, which is most important?										
A. Being able to book a same day trip	106	32%	49	35%	28	27%	9	24%	20	39%
B. Being able to travel to Po, SD, Cl, LV	60	18%	22	16%	17	16%	11	29%	10	20%
C. Same day reservation	64	19%	33	23%	13	13%	8	21%	10	20%
D. Being able to pay with my phone	4	1%	1	1%	2	2%	1	3%	0	0%
E. Shorter wait times for pick-up (< 45 min)	84	25%	30	21%	38	37%	6	16%	10	20%
F. Simplified common fares	5	1%	2	1%	2	2%	1	0%	0	0%
G. Better service to/from Metrolink Stations	5	1%	1	1%	2	2%	1	3%	1	2%
H. Ability to book trips online	6	2%	3	2%	2	2%	1	3%	0	0%
Responses:	334		141	42%	104	31%	38	11%	51	15%
16. Do you own a car?										
1. Yes	159	39%	41	24%	66	53%	19	40%	33	51%
2. No	247	61%	128	76%	58	47%	29	60%	32	49%
Responses:	406		169	42%	124	31%	48	12%	65	16%
17. Do you have a valid driver's license?										
1. Yes	214	53%	74	44%	76	62%	24	50%	40	61%
2. No	192	47%	95	56%	47	38%	24	50%	26	39%
Responses:	406		169	42%	123	30%	48	12%	66	16%

PVTA TRANSPORTATION NEEDS SURVEY SUMMARY BY CITY, page 4  
408 Surveys Processed

	Pomona				Claremont		San Dimas		La Verne	
19. What is your gender?										
Female	270	67%	108	64%	85	69%	32	67%	45	68%
Male	129	32%	59	35%	35	28%	16	33%	19	29%
Choose not to say	7	2%	1	1%	4	3%	0	0%	2	3%
Responses:	406		168	41%	124	31%	48	12%	66	16%
20. How would you describe your ethnicity or race?										
1. Caucasian	202	51%	42	25%	89	72%	34	72%	37	58%
2. Latino	104	26%	73	44%	17	14%	1	2%	13	20%
3. African American	30	8%	20	12%	5	4%	2	4%	3	5%
4. Asian / Pacific Islander	39	10%	16	10%	14	11%	5	11%	4	6%
5. Native American	11	3%	5	3%	1	1%	1	2%	4	6%
6. Other	35	9%	20	12%	4	3%	5	11%	6	9%
Responses:	399		165	41%	123	31%	47	12%	64	16%
21. What is the primary language you speak at home?										
English	349	86%	128	76%	116	94%	47	98%	58	91%
Spanish	36	9%	30	18%	4	3%	0	0%	2	3%
Other	19	5%	11	7%	3	2%	1	2%	4	6%
Responses:	404		169	42%	123	30%	48	12%	64	16%
22. Do you have a Los Angeles Access Rider ID card?										
1. Yes	133	35%	61	39%	33	27%	18	41%	21	34%
2. No	252	65%	96	61%	90	73%	26	59%	40	66%
Responses:	385		157	41%	123	32%	44	11%	61	16%
23. Do you use a mobility device?										
1. Wheelchair/Scooter	60	15%	29	17%	16	13%	9	20%	6	10%
2. Walker	91	23%	39	23%	24	20%	14	30%	14	23%
3. No device	220	56%	81	49%	79	65%	25	54%	35	58%
4. Other	59	15%	30	18%	13	11%	4	9%	12	20%
Responses:	395		167	42%	122	31%	46	12%	60	15%
24. Do you have a cell phone or smart phone?										
1. Regular cell phone	171	43%	79	48%	37	30%	23	51%	32	49%
2. Smartphone with Data	138	35%	48	29%	59	48%	9	20%	22	34%
3. Smartphone without Data	24	6%	7	4%	9	7%	1	2%	7	11%
4. I do not have a mobile phone	65	16%	30	18%	19	15%	12	27%	4	6%
Responses:	398		164	41%	124	31%	45	11%	65	16%
25. Which of the following describes your employment status?										
Employed full time	15	4%	5	3%	7	6%	2	4%	1	2%
Employed part time	21	5%	12	7%	8	7%	0	0%	1	2%
Not employed	76	19%	44	27%	15	12%	7	15%	10	16%
Retired	269	68%	101	62%	81	66%	38	81%	49	79%
College student	8	2%	6	4%	2	2%	0	0%	0	0%
Middle/ High school student	11	3%	1	1%	9	7%	0	0%	1	2%
Responses:	395		164	42%	122	31%	47	12%	62	16%

PVTA TRANSPORTATION NEEDS SURVEY SUMMARY BY CITY, page 5  
408 Surveys Processed

			Pomona		Claremont		San Dimas		La Verne	
26. What is your approximate annual household income?										
1. Less than \$15,000	141	35%	91	54%	17	14%	17	35%	16	33%
2. \$15,000-\$24,999	72	18%	30	18%	17	14%	8	17%	17	35%
3. \$25,000-\$44,999	73	18%	18	11%	28	23%	8	17%	19	40%
4. \$45,000-\$74,999	38	9%	6	4%	19	15%	8	17%	5	10%
5. \$75,000-\$99,999	41	10%	6	4%	31	25%	2	4%	2	4%
6. Don't know or prefer not to sa	42	10%	19	11%	11	9%	5	10%	7	15%
Responses:	407		170	42%	123	30%	48	12%	48	12%