

Pomona Valley
Transportation
Authority

A partnership of the cities of Claremont, La Verne, Pomona and San Dimas

2120 Foothill Boulevard ■ Suite 116 ■ La Verne California 91750
phone 909-596-7664 fax 909-596-7399

February 12, 2020

**AGENDA
ITEM #3**

MEMORANDUM

To: Pomona Valley Transportation Authority
From: Erika Cardenas, ⁵Mobility Manager
Subject: **Operations Report December 2020**

Total for Get About Services

❖ **Ridership**

- Get About's overall YTD ridership through December FY20 was 3% higher than the same period in FY19. Patronage by riders in mobility devices is 11% higher than last year.

❖ **Cost**

- The cost per passenger is running about .59% lower than last year. Total costs are running 2.68% higher than last year.

❖ **On Time Performance**

- Get About's overall on time was 89.4%, slightly below the standard of 90%. We will be monitoring No-Shows since they were 3.36%, over our goal of less than 3%.

❖ **Complaints**

- 8 complaints were received in December, one on the Get About Van service and seven on Get About Cab Service.

Total ridership on Get About services increased by 3% in the month of December. Get About Cab saw a 16% increase in ridership compared to December FY19, One Step had the largest decrease with ridership 26% lower than FY19. On-time performance has decreased on the cab service. We have been working with Network to improve on time performance and have seen an increase from last month. Network has hired a few more drivers to help with OTP. On the van side operated by First Transit, ridership is 2% higher than last year in December. On-time performance on the van was 91.5%, above the required standard of 90%.

Van Service

❖ Ridership

- Van service ridership in December is 2% higher than in FY19. Wheelchair ridership is up by 9% YTD.

❖ Cost

- Total costs for the van service are 5.45% higher and costs per passenger increased by 3% for the same period in FY19.

❖ Service Quality

- 2 complaints were received. No-Shows were at .03%, meeting the standard of less than 3%.

❖ On Time Performance

- On time was 91.5%, over the standard of 90%.

Get About Regular Cab Services

❖ Ridership

- Regular Get About cab ridership in December is 16% higher compared to FY19. Wheelchair ridership is up by 26% YTD.

❖ Cost

- Total costs are 12.68% higher than last year, cost per passenger is down by 2.60%.

❖ Service Quality

- There were 7 Get About cab complaints received. Most complaints were regarding late pickups. Mobility manager will continue to monitor the Get About Cab complaints.

❖ On time performance

- On-time performance was 86.1%, lower than the standard of 90%.

One Step Over the Line

❖ Ridership

- Ridership for One Step Over the Line is 26% lower than FY19 YTD.

❖ Cost

- Total Costs are down by 25% compared to FY19, cost per passenger is up by .19%.

❖ Service Quality

- Zero complaints were received.

❖ On Time Performance

- OTP was 85.7%, below our standard of 92%.

Ready Now

❖ **Ridership**

➤ Ridership YTD is .71% higher than last year.

❖ **Cost**

➤ The cost per passenger was \$14.05, Ready Now's total cost is 2.03% lower than FY19.

❖ **Service Quality**

➤ Zero complaints were received.

❖ **On Time Performance**

➤ On time performance was 87.4% not meeting our standard of 90%. No-shows were 5.03%, this is above our standard of below 3%. We will continue to monitor both the OTP and no-shows.

Ridership by City

Pomona's ridership YTD share decreased by 1% compared to FY19. La Verne's YTD share decreased by 10%. Claremont's Get About ridership YTD share has increased by 6%. San Dimas share of Get About rides compared to FY 19 has increased by 2%.

<u>Get About Ridership</u>				
<u>July-December</u>				
	<u>FY 2019</u>		<u>FY2020</u>	
<u>Claremont</u>	8,248	13.4%	9,004	14.2%
<u>La Verne</u>	8,723	14.2%	8,123	12.8%
<u>Pomona</u>	40,216	65.4%	41,057	64.6%
<u>San Dimas</u>	4,319	7%	5,352	8.4%
<u>Total</u>	61,506	100%	63,536	100%

Claremont Dial-a-Ride

❖ **Ridership**

➤ Claremont Dial-a-Ride total ridership in December is 9.55% lower than FY19 YTD.

❖ **Cost**

➤ Overall Claremont costs are 15.33% lower than last year. Cab costs are 17.10% lower than FY19 YTD. Group costs are 6% lower than last year.

❖ **Service Quality**

➤ 2 complaints were received for Claremont Dial-a-Ride.

❖ **On Time Performance**

➤ OTP for the cab was 89.4%, not meeting our standard of 92%.

San Dimas Dial-a-Cab

❖ **Ridership**

- San Dimas ridership for this year is 5.14% higher than last year.



❖ **Cost**

- Costs are 5.54% higher than December FY2019.

❖ **Service Quality**

- Two complaints were received in December.

❖ **On Time Performance**

- On time performance was 87%, No-Shows are at 2.92%.

Pomona Group Service

❖ **Ridership**

- Pomona Group ridership is about 63% higher than FY19.

❖ **Cost**

- Total Costs are 63% higher than FY19 due to increase in ridership.

❖ **Service Quality**

- Zero complaints were received.

❖ **On Time Performance**

- OTP is 98 % in December.



PVTA Monthly Board Report

Dec FY 2020 - Get About
Admin Accounts Included

Service	FY 2019 Dec	FY 2020 Dec	FY 2019 YTD	FY 2020 YTD	% +/- YTD
Passengers	9,094	9,846	61,506	63,536	3.30%
Pass'r per Hour	3.5	3.6	3.6	3.6	(0.60%)
Wheelchair Users	1,804	1,946	11,463	12,755	11.27%
Quality					
On-Time %	82.4%	89.4%	82.0%	89.9%	9.57%
No-Show %	4.21%	3.36%	3.56%	3.64%	2.24%
# Complaints	6	8	28	51	82.14%
Cost					
Cost per Pass'r	\$28.08	\$27.99	\$26.39	\$26.23	(0.59%)
Total Cost	\$255,381	\$275,610	\$1,623,185	\$1,666,802	2.68%



PVTA Monthly Board Report

Dec FY 2020 - GA Van
Admin Accounts Excluded

Service	FY 2019 Dec	FY 2020 Dec	FY 2019 YTD	FY 2020 YTD	% +/- YTD
Passengers	5,677	5,667	39,208	40,080	2.22%
Pass'r per Hour	3.2	3.4	3.4	3.4	(0.81%)
Wheelchair Users	1,168	1,076	7,323	8,007	9.34%
Quality					
On-Time %	90.1%	91.5%	88.2%	91.8%	4.05%
No-Show %	3.50%	0.03%	2.85%	2.16%	(24.21%)
# Complaints	0	1	3	12	300.00%
Cost					
Cost per Pass'r	\$25.31	\$26.21	\$23.05	\$23.78	3.16%
Total Cost	\$143,675	\$148,535	\$903,902	\$953,235	5.45%



PVTA Monthly Board Report
 Dec FY 2020 - GA Cab
 Admin Accounts Excluded

	FY 2019 Dec	FY 2020 Dec	FY 2019 YTD	FY 2020 YTD	% +/- YTD
Service					
Passengers	1,624	2,453	11,311	13,086	15.69%
Pass'r per Hour	4.0	3.9	4.2	4.0	(3.87%)
Wheelchair Users	330	561	2,368	2,982	25.92%
Quality					
On-Time %	63.9%	86.1%	66.4%	85.4%	28.64%
No-Show %	5.25%	9.04%	5.23%	6.99%	33.65%
# Complaints	5	7	19	36	89.47%
Cost					
Cost per Pass'r	\$22.94	\$22.31	\$22.68	\$22.09	(2.60%)
Total Cost	\$37,262	\$54,737	\$256,521	\$289,051	12.68%



PVTA Monthly Board Report

Dec FY 2020 - GA One
Admin Accounts Excluded

Service	FY 2019 Dec	FY 2020 Dec	FY 2019 YTD	FY 2020 YTD	% +/- YTD
Passengers	386	310	2,651	1,974	(25.53%)
Pass'r per Hour	2.7	2.5	2.9	2.7	(5.97%)
Wheelchair Users	94	84	689	480	(30.33%)
Quality					
On-Time %	59.8%	85.7%	61.6%	87.8%	42.40%
No-Show %	6.31%	6.62%	5.35%	6.31%	17.94%
# Complaints			1	1	0.00%
Cost					
Cost per Pass'r	\$29.67	\$27.95	\$27.11	\$27.16	0.19%
Total Cost	\$11,451	\$8,666	\$71,871	\$53,619	(25.39%)



PVTA Monthly Board Report

Dec FY 2020 - GA Ready
Admin Accounts Excluded

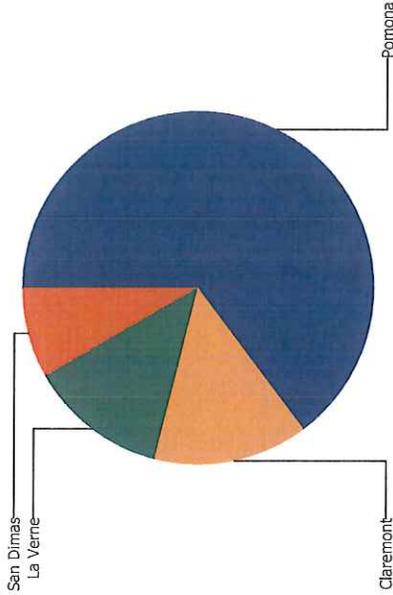
	FY 2019 Dec	FY 2020 Dec	FY 2019 YTD	FY 2020 YTD	% +/- YTD
Service					
Passengers	1,407	1,416	8,336	8,396	0.71%
Pass'r per Hour	4.9	4.5	4.8	4.9	3.92%
Wheelchair Users	212	225	1,083	1,286	18.74%
Quality					
On-Time %	86.3%	87.4%	88.0%	89.7%	1.84%
No-Show %	5.25%	5.03%	4.02%	4.54%	12.93%
# Complaints	1		5	2	(60.00%)
Cost					
Cost per Pass'r	\$14.63	\$14.05	\$14.55	\$14.15	(2.73%)
Total Cost	\$20,578	\$19,888	\$121,247	\$118,786	(2.03%)



Get About

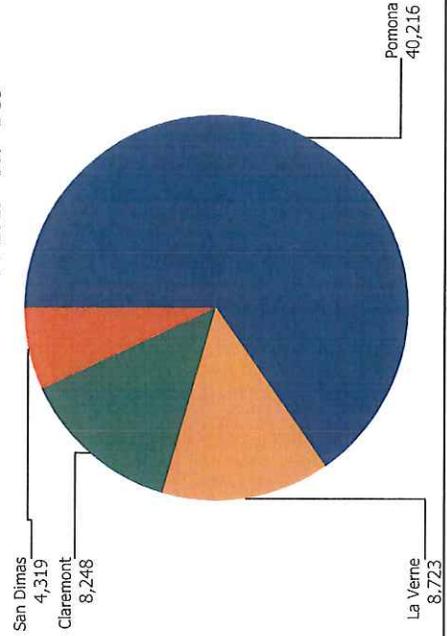
Ridership By City

FY 2020 Jul - Dec

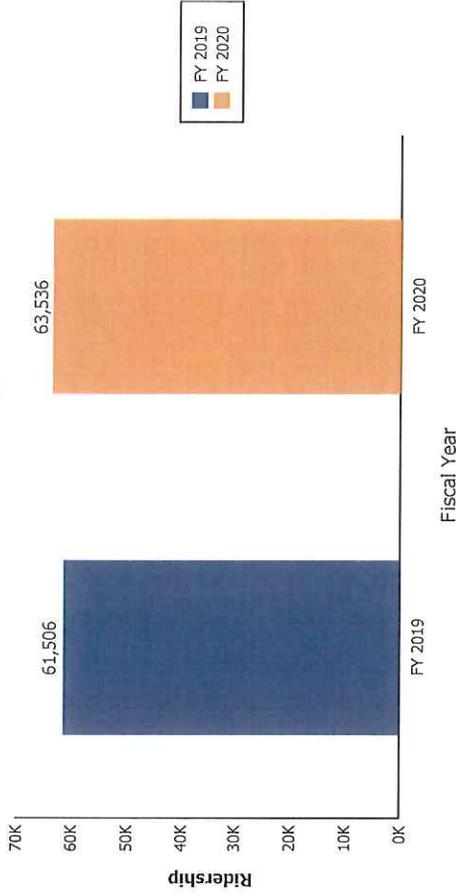


Ridership By City

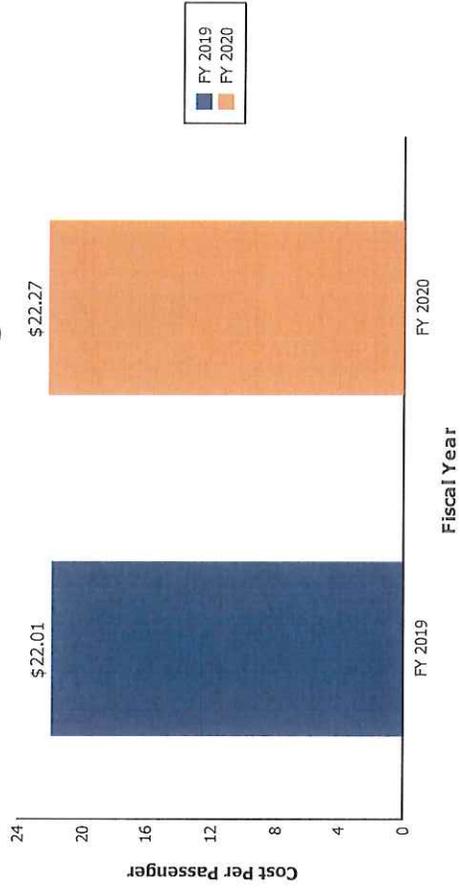
FY 2019 - Jul - Dec



Ridership



Cost Per Passenger





PVTA Monthly Board Report

Dec FY 2020 - Claremont
Admin Accounts Included

Service	FY 2019 Dec	FY 2020 Dec	FY 2019 YTD	FY 2020 YTD	% +/- YTD
Passengers	1,828	1,919	14,085	12,739	(9.55%)
Pass'r per Hour	8.2	8.2	8.2	9.1	10.67%
Wheelchair Users	51	91	229	494	115.72%
Quality					
On-Time %	75.6%	93.7%	78.7%	91.8%	16.71%
No-Show %	2.14%	2.58%	1.36%	2.33%	71.32%
# Complaints	1	2	6	17	183.33%
Cost					
Cost per Pass'r	\$15.34	\$11.80	\$13.51	\$12.65	(6.38%)
Total Cost	\$28,049	\$22,643	\$190,323	\$161,143	(15.33%)



PVTA Monthly Board Report
Dec FY 2020 - CLM DAR
Admin Accounts Excluded

Service	FY 2019 Dec	FY 2020 Dec	FY 2019 YTD	FY 2020 YTD	% +/- YTD
Passengers	1,118	1,100	7,533	6,492	(13.81%)
Pass'r per Hour	7.0	6.5	6.6	7.1	7.33%
Wheelchair Users	51	86	228	479	110.08%
Quality					
On-Time %	73.1%	89.4%	77.3%	90.9%	17.66%
No-Show %	3.37%	4.26%	2.39%	4.07%	70.29%
# Complaints	1	2	6	17	183.33%
Cost					
Cost per Pass'r	\$14.27	\$12.07	\$13.18	\$12.68	(3.81%)
Total Cost	\$15,955	\$13,281	\$99,318	\$82,329	(17.10%)



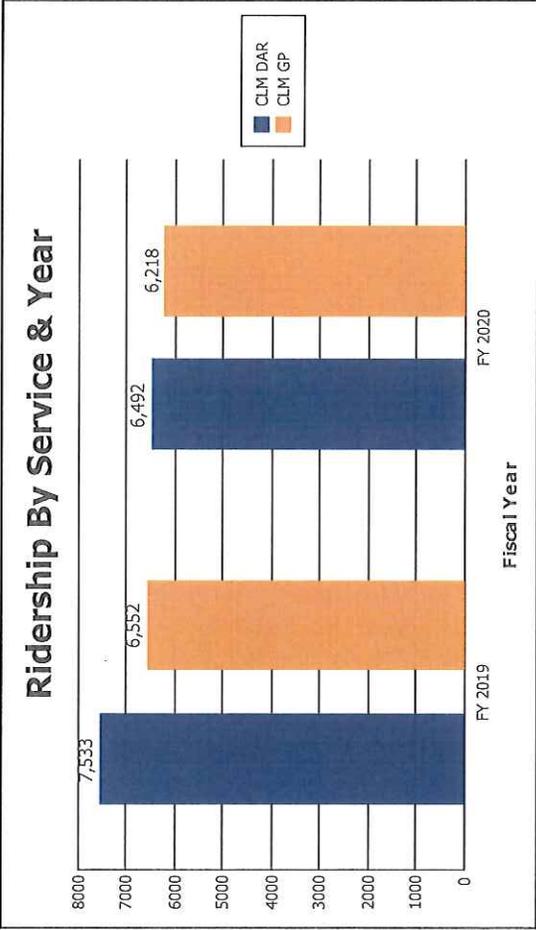
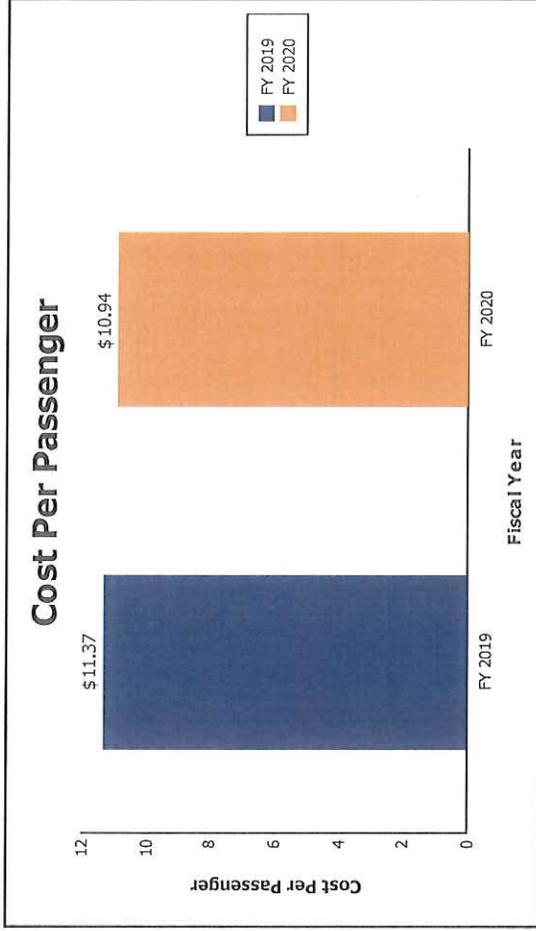
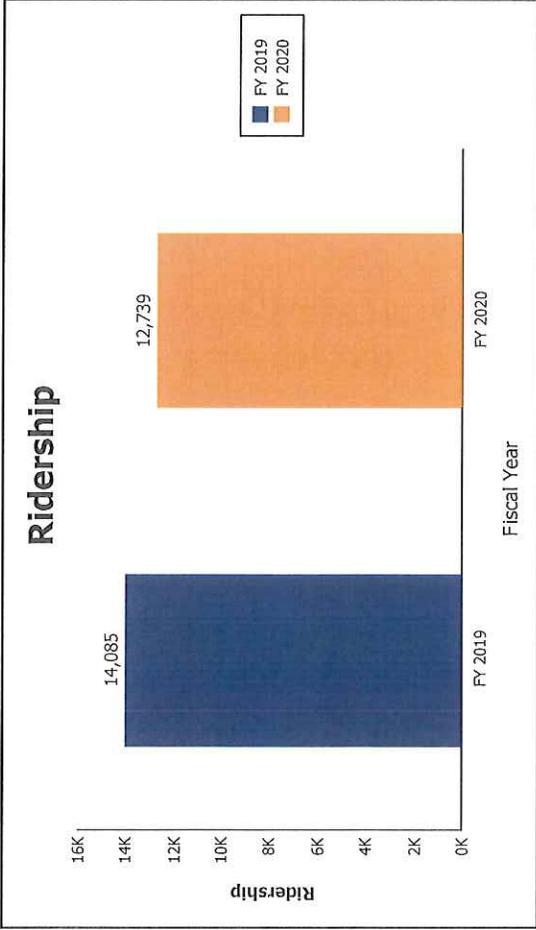
PVTA Monthly Board Report

Dec FY 2020 - CLM GP
Admin Accounts Excluded

	FY 2019 Dec	FY 2020 Dec	FY 2019 YTD	FY 2020 YTD	% +/- YTD
Service					
Passengers	710	819	6,552	6,247	(4.65%)
Pass'r per Hour	11.3	12.3	11.4	12.8	12.77%
Wheelchair Users	5		15		
Quality					
On-Time %	95.7%	99.1%	87.4%	96.5%	10.32%
No-Show %	0.14%	0.24%	0.15%	0.46%	206.66%
# Complaints					
Cost					
Cost per Pass'r	\$10.37	\$7.59	\$9.28	\$9.13	(1.59%)
Total Cost	\$7,360	\$6,219	\$60,778	\$57,022	(6.17%)



Claremont





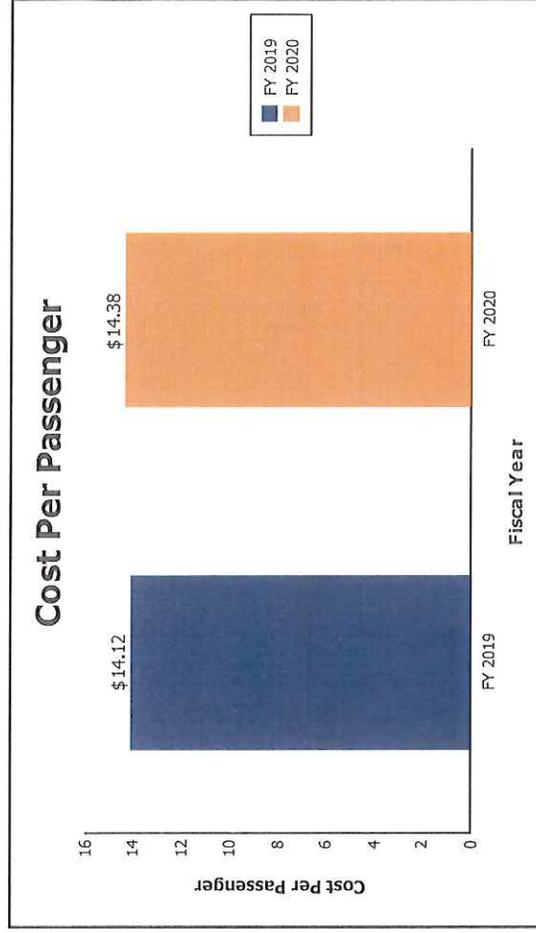
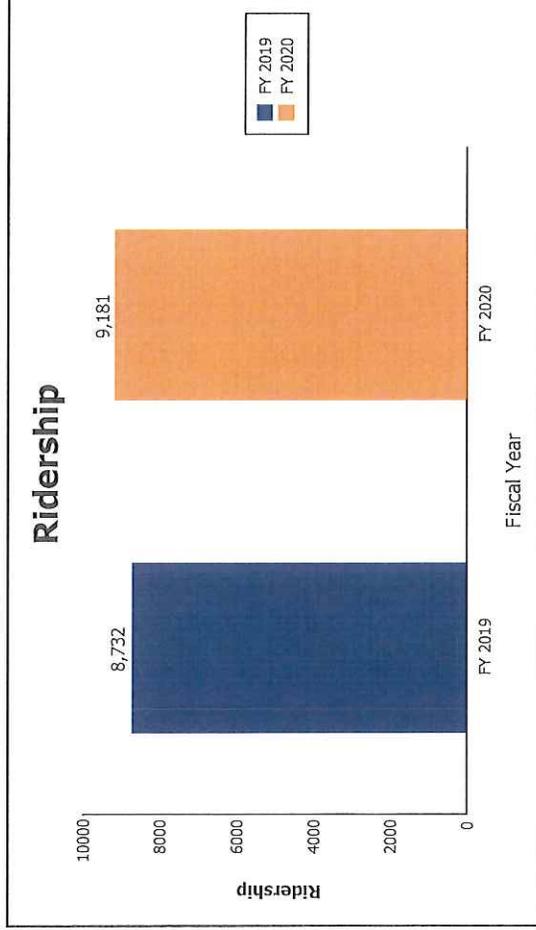
PVTA Monthly Board Report

Dec FY 2020 - SD Cab
Admin Accounts Included

Service	FY 2019 Dec	FY 2020 Dec	FY 2019 YTD	FY 2020 YTD	% +/- YTD
Passengers	1,433	1,460	8,732	9,181	5.14%
Pass'r per Hour	5.4	5.7	5.5	5.8	5.56%
Wheelchair Users	153	133	632	1,025	62.18%
Quality					
On-Time %	71.0%	87.0%	74.3%	89.0%	19.76%
No-Show %	1.84%	2.92%	2.80%	2.91%	3.92%
# Complaints	1	2	7	18	157.14%
Cost					
Cost per Pass'r	\$16.69	\$16.86	\$16.82	\$16.88	0.38%
Total Cost	\$23,923	\$24,622	\$146,839	\$154,987	5.54%



San Dimas





PVTA Monthly Board Report

Dec FY 2020 - POM GP
Admin Accounts Included

Service	FY 2019 Dec	FY 2020 Dec	FY 2019 YTD	FY 2020 YTD	% +/- YTD
Passengers	79	71	1,081	1,766	63.36%
Pass'r per Hour	6.1	4.3	11.4	12.1	6.28%
Wheelchair Users	3	3	7	7	
Quality					
On-Time %	100.0%	98.0%	96.7%	93.9%	(2.82%)
No-Show %	7.05%	8.97%	3.73%	1.45%	(61.12%)
# Complaints			0	0	
Cost					
Cost per Pass'r	\$22.52	\$26.35	\$11.87	\$11.85	(0.21%)
Total Cost	\$1,779	\$1,871	\$12,836	\$20,925	63.01%



Pomona

