

May 13, 2020

**AGENDA  
ITEM #3**

**MEMORANDUM**

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

**Total for Get About Services**

❖ **Ridership**

- Get About's overall YTD ridership through March FY20 was .4% lower than the same period in FY19. Patronage by riders in mobility devices is 5% higher than last year.

❖ **Cost**

- The cost per passenger is running about 1.75% higher than last year. Total costs are running 1.34% higher than last year.

❖ **On Time Performance**

- Get About's overall on time was 87%, below the standard of 90%. No-Shows were 2.6%, below our goal of less than 3%.

❖ **Complaints**

- 4 complaints were received in March, 3 on Get About Cab, and 1 on Ready Now.

Most services saw a decline in ridership in March due to a "safer at home" order that was placed on March 19<sup>th</sup> due to the Covid-19 pandemic. PVTA has set up policies on how to handle any changes due to Covid-19. Network has increased their designated drivers from 4 to 8 to ensure that we are still meeting the needs of our residents. Get About services decreased by .4% in the month of March. Get About Cab saw a 32% increase in ridership compared to March FY19, One Step had the largest decrease with ridership 21% lower than FY19. Once the "safer at home" order is lifted Mobility Managers will actively be going out to sites to promote One Step over the line. On the van side operated by First Transit, ridership is 6.76% lower than last year in March. On-time performance on the van was 88%, below the required standard of 90%. PVTA staff continues to stay in contact with both contractors to assist with any needs that arise during this pandemic.

**Van Service**

❖ **Ridership**

- Van service ridership in March is 6.76% lower than in FY19. Wheelchair ridership is down by 2.6% YTD.

❖ **Cost**

- Total costs for the van service are 3.37% higher and costs per passenger increased by 11% for the same period in FY19.

**Service Quality**

- Zero complaints were received. No-Shows were at .02%, meeting the standard of less than 3%.

❖ **On Time Performance**

- On time was 87.5%, below the standard of 90%.

**Get About Regular Cab Services**

❖ **Ridership**

- Regular Get About cab ridership in March is 32% higher compared to FY19. Wheelchair ridership is up by 36% YTD.

❖ **Cost**

- Total costs are 29% higher than last year, cost per passenger is down by 2.6%.

❖ **Service Quality**

- There were 3 Get About cab complaints received. Most complaints were regarding late pickups.

❖ **On time performance**

- On-time performance was 83.6%, lower than the standard of 90%. PVTA staff continues to work with Network to improve OTP.

**One Step Over the Line**

❖ **Ridership**

- Ridership for One Step Over the Line is 21% lower than FY19 YTD.

❖ **Cost**

- Total Costs are down by 18% compared to FY19, cost per passenger is up by 4.11%.

❖ **Service Quality**

- Zero complaints were received.

❖ **On Time Performance**

- OTP was 81.9%, below our standard of 92%. PVTA is actively monitoring and seeking solutions to improve.

**Ready Now**

❖ **Ridership**

- Ridership YTD is 4.6% lower than last year.

❖ **Cost**

- The cost per passenger was \$14.88, Ready Now's total cost is 6% lower than FY19.

❖ **Service Quality**

- 1 complaint was received.

❖ **On Time Performance**

- On time performance was 92.4% meeting our standard of 90%. No-shows were 2.85%, this is below our standard of below 3%.

**Ridership by City**

Pomona's ridership YTD share decreased by 2% compared to FY19. La Verne's YTD share decreased by 9%. 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 19%.

<b><u>Get About Ridership</u></b>				
<b>July-March</b>				
	<b><u>FY 2019</u></b>		<b><u>FY2020</u></b>	
<b><u>Claremont</u></b>	12,399	13.6%	13,158	14.4%
<b><u>La Verne</u></b>	12,767	14.0%	11,667	12.8%
<b><u>Pomona</u></b>	59,469	65%	58,133	63.8%
<b><u>San Dimas</u></b>	6,824	7.5%	8,131	8.9%
<b><u>Total</u></b>	<b>91,459</b>	<b>100%</b>	<b>91,089</b>	<b>100%</b>

**Claremont Dial-a-Ride**

❖ **Ridership**

- Claremont Dial-a-Ride total ridership in March is 8% lower than FY19 YTD.

❖ **Cost**

- Overall Claremont costs are 10.61% lower than last year. Cab costs are 6.67% lower than FY19 YTD. Group costs are 3% lower than last year.

❖ **Service Quality**

- 1 complaint was received for Claremont Dial-a-Ride.

❖ **On Time Performance**

- OTP for the cab was 89.2%, not meeting our standard of 92%.

**San Dimas Dial-a-Cab**

❖ **Ridership**

- San Dimas ridership for this year is .12% higher than last year.

❖ **Cost**

- Total costs are the same as March FY2019.

❖ **Service Quality**

- 1 complaint was received in March.

❖ **On Time Performance**

- On time performance was 88.4%, No-Shows are at 3.1%.

**Pomona Group Service**

❖ **Ridership**

- Pomona Group ridership is about 33% higher than FY19.

❖ **Cost**

- Total Costs are 33% higher than FY19 due to increase in ridership.

❖ **Service Quality**

- Zero complaints were received.

❖ **On Time Performance**

- OTP is 100% % in March.



# PVTA Monthly Board Report

Mar FY 2020 - Get About  
Admin Accounts Included

Service	FY 2019 Mar	FY 2020 Mar	FY 2019 YTD	FY 2020 YTD	% +/- YTD
Passengers	10,366	6,542	91,460	91,090	(0.40%)
Pass'r per Hour	3.5	3.6	3.6	3.7	1.81%
Wheelchair Users	2,051	1,391	17,274	18,112	4.85%
<b>Quality</b>					
On-Time %	85.6%	86.8%	82.6%	89.1%	7.84%
No-Show %	2.01%	2.60%	3.38%	3.35%	(0.88%)
# Complaints	14	4	55	73	32.72%
<b>Cost</b>					
Cost per Pass'r	\$27.64	\$37.08	\$26.89	\$27.36	1.75%
Total Cost	\$286,507	\$242,607	\$2,459,028	\$2,492,004	1.34%



# PVTA Monthly Board Report

Mar FY 2020 - GA Van  
Admin Accounts Excluded

	FY 2019 Mar	FY 2020 Mar	FY 2019 YTD	FY 2020 YTD	% +/- YTD
<b>Service</b>					
Passengers	6,757	3,612	59,181	55,176	(6.76%)
Pass'r per Hour	3.3	3.1	3.3	3.4	2.50%
Wheelchair Users	1,380	802	11,337	11,046	(2.56%)
<b>Quality</b>					
On-Time %	89.0%	87.5%	88.9%	91.1%	2.56%
No-Show %	3.05%	0.02%	2.84%	1.58%	(44.36%)
# Complaints			4	14	250.00%
<b>Cost</b>					
Cost per Pass'r	\$23.76	\$40.30	\$23.27	\$25.80	10.88%
Total Cost	\$160,516	\$145,560	\$1,376,977	\$1,423,497	3.37%



**PVTA Monthly Board Report**

Mar FY 2020 - GA Cab  
Admin Accounts Excluded

Service	FY 2019 Mar	FY 2020 Mar	FY 2019 YTD	FY 2020 YTD	% +/- YTD
Passengers	1,729	1,768	15,706	20,736	32.02%
Pass'r per Hour	3.9	4.2	4.1	4.0	(2.02%)
Wheelchair Users	363	395	3,325	4,532	36.30%
<b>Quality</b>					
On-Time %	78.3%	83.6%	66.6%	84.9%	27.38%
No-Show %	0.00%	7.33%	4.81%	6.96%	44.69%
# Complaints	8	3	33	48	45.45%
<b>Cost</b>					
Cost per Pass'r	\$22.46	\$25.11	\$22.78	\$22.20	(2.56%)
Total Cost	\$38,841	\$44,403	\$357,802	\$460,274	28.63%



**PVTA Monthly Board Report**  
**Mar FY 2020 - GA One**  
**Admin Accounts Excluded**

Service	FY 2019 Mar	FY 2020 Mar	FY 2019 YTD	FY 2020 YTD	% +/- YTD
Passengers	372	209	3,792	2,985	(21.28%)
Pass'r per Hour	2.8	2.8	2.8	2.6	(7.46%)
Wheelchair Users	79	32	932	628	(32.61%)
<b>Quality</b>					
On-Time %	77.7%	81.9%	62.5%	87.3%	39.61%
No-Show %	0.00%	2.79%	5.12%	5.74%	12.10%
# Complaints			1	1	0.00%
<b>Cost</b>					
Cost per Pass'r	\$26.78	\$31.62	\$27.07	\$28.18	4.11%
Total Cost	\$9,963	\$6,608	\$102,651	\$84,127	(18.04%)





**PVTA Monthly Board Report**

Mar FY 2020 - GA Ready  
Admin Accounts Excluded

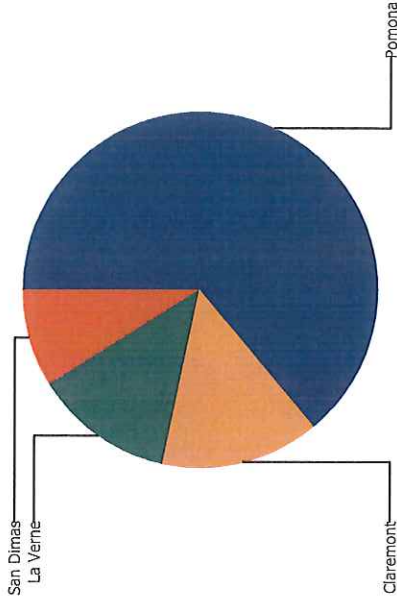
Service	FY 2019 Mar	FY 2020 Mar	FY 2019 YTD	FY 2020 YTD	% +/- YTD
Passengers	1,508	953	12,781	12,193	(4.60%)
Pass'r per Hour	5.3	5.1	4.9	4.8	(1.19%)
Wheelchair Users	229	162	1,680	1,906	13.45%
<b>Quality</b>					
On-Time %	84.1%	92.4%	86.7%	89.4%	3.16%
No-Show %	0.00%	2.85%	3.52%	4.19%	19.03%
# Complaints	6	1	17	10	(41.17%)
<b>Cost</b>					
Cost per Pass'r	\$14.03	\$14.88	\$14.49	\$14.28	(1.45%)
Total Cost	\$21,163	\$14,177	\$185,228	\$174,130	(5.99%)



**Get About**

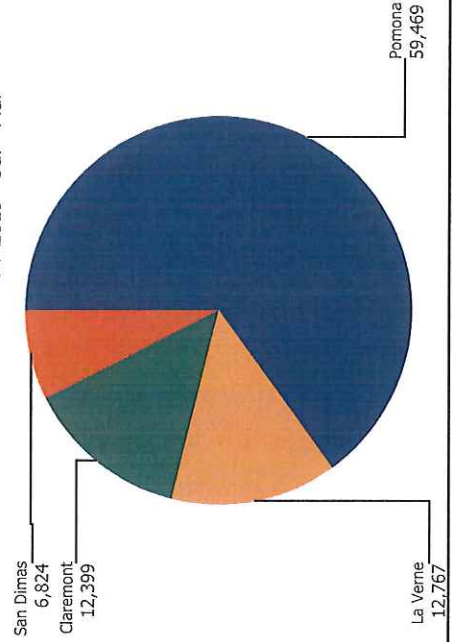
**Ridership By City**

FY 2020 Jul - Mar

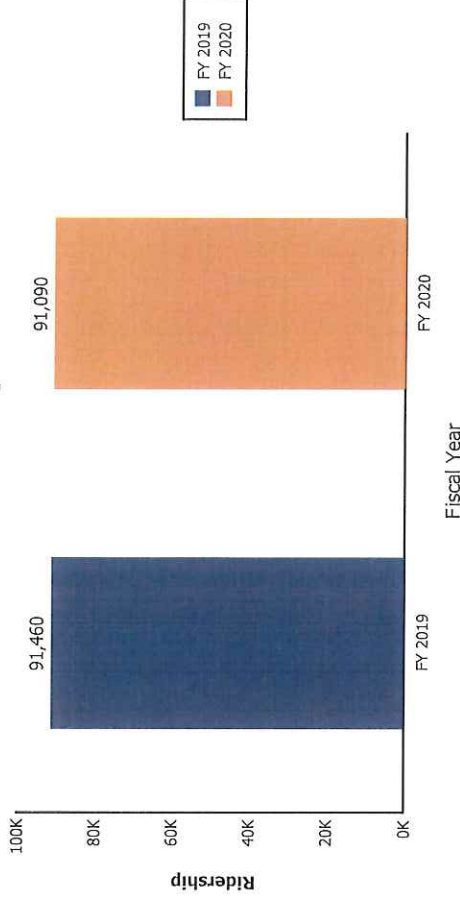


**Ridership By City**

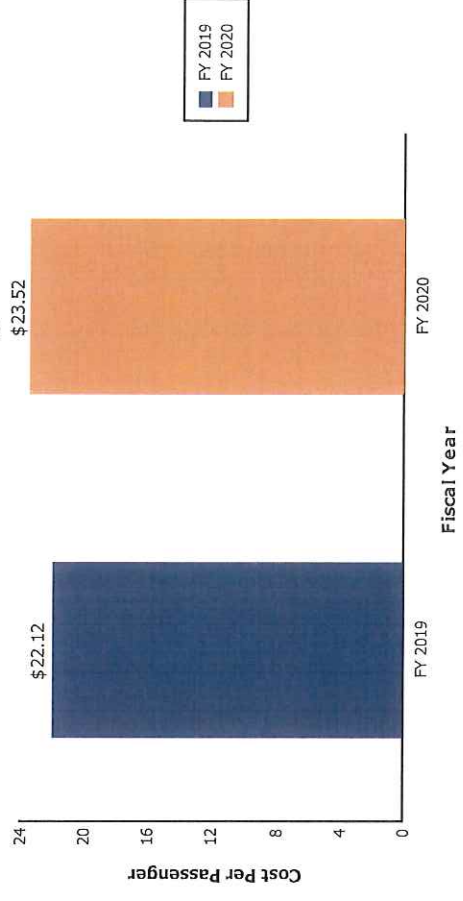
FY 2019 - Jul - Mar



**Ridership**



**Cost Per Passenger**





**PVTA Monthly Board Report**

Mar FY 2020 - Claremont  
Admin Accounts Included

	FY 2019 Mar	FY 2020 Mar	FY 2019 YTD	FY 2020 YTD	% +/- YTD
<b>Service</b>					
Passengers	2,390	1,323	20,549	18,869	(8.17%)
Pass'r per Hour	9.5	9.5	8.4	9.1	8.01%
Wheelchair Users	57	74	371	814	119.40%
<b>Quality</b>					
On-Time %	87.6%	92.6%	78.2%	92.6%	18.34%
No-Show %	0.12%	2.00%	1.45%	2.16%	48.96%
# Complaints	4	1	16	21	31.25%
<b>Cost</b>					
Cost per Pass'r	\$13.53	\$22.14	\$13.47	\$13.11	(2.66%)
Total Cost	\$32,348	\$29,298	\$276,730	\$247,342	(10.61%)



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

	FY 2019 Mar	FY 2020 Mar	FY 2019 YTD	FY 2020 YTD	% +/- YTD
<b>Service</b>					
Passengers	1,299	702	11,067	9,416	(14.91%)
Pass'r per Hour	7.7	7.4	6.8	7.0	2.26%
Wheelchair Users	57	74	370	769	107.83%
<b>Quality</b>					
On-Time %	86.8%	89.2%	76.5%	89.8%	17.40%
No-Show %	0.00%	3.17%	2.51%	3.80%	51.39%
# Complaints	4	1	16	21	31.25%
<b>Cost</b>					
Cost per Pass'r	\$11.35	\$29.25	\$12.66	\$13.88	9.68%
Total Cost	\$14,744	\$20,535	\$140,069	\$130,720	(6.67%)

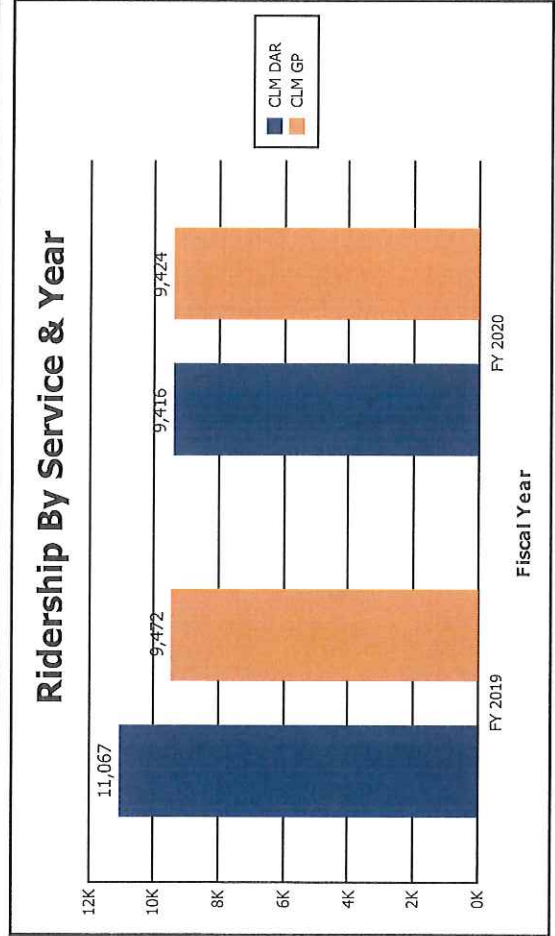
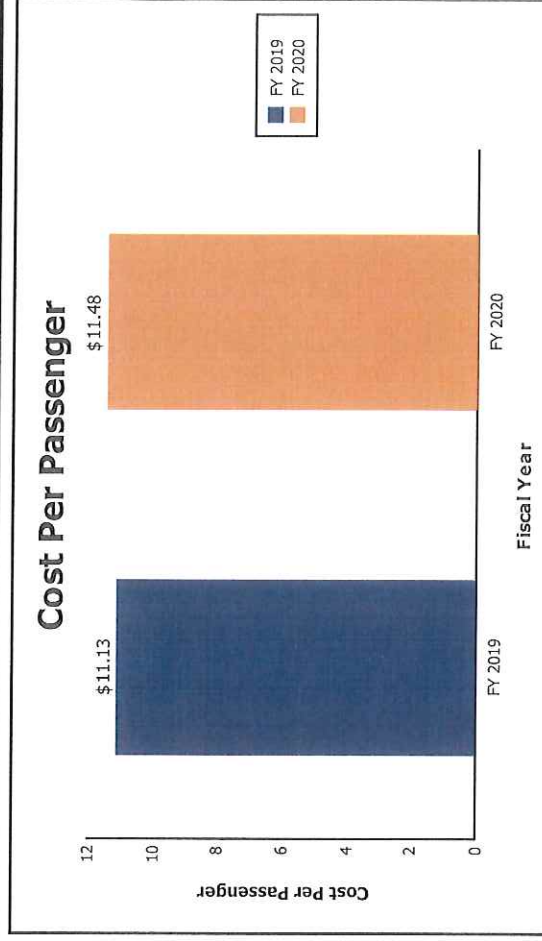
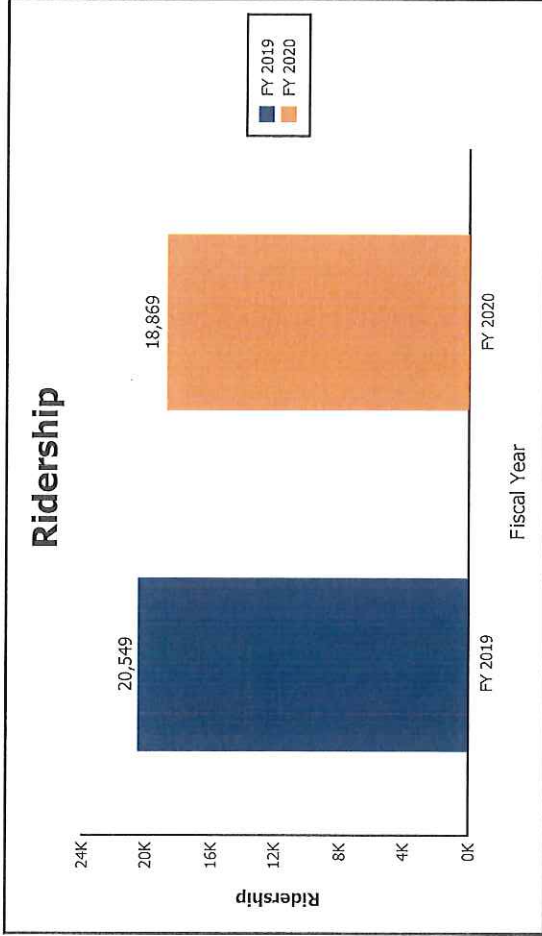


**PVTA Monthly Board Report**  
**Mar FY 2020 - CLM GP**  
**Admin Accounts Excluded**

	FY 2019 Mar	FY 2020 Mar	FY 2019 YTD	FY 2020 YTD	% +/- YTD
<b>Service</b>					
Passengers	1,091	621	9,482	9,453	(0.30%)
Pass'r per Hour	13.3	14.1	11.6	13.0	12.52%
<b>Quality</b>					
On-Time %	92.4%	97.9%	89.2%	98.5%	10.44%
No-Show %	0.27%	0.64%	0.18%	0.48%	166.66%
# Complaints					
<b>Cost</b>					
Cost per Pass'r	\$9.17	\$10.21	\$9.36	\$9.08	(2.95%)
Total Cost	\$10,004	\$6,338	\$88,734	\$85,850	(3.24%)



Claremont





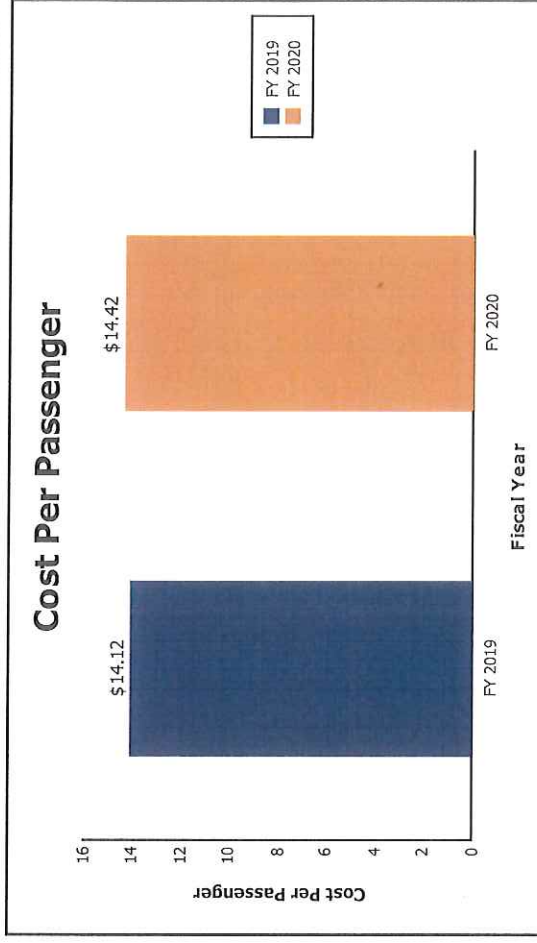
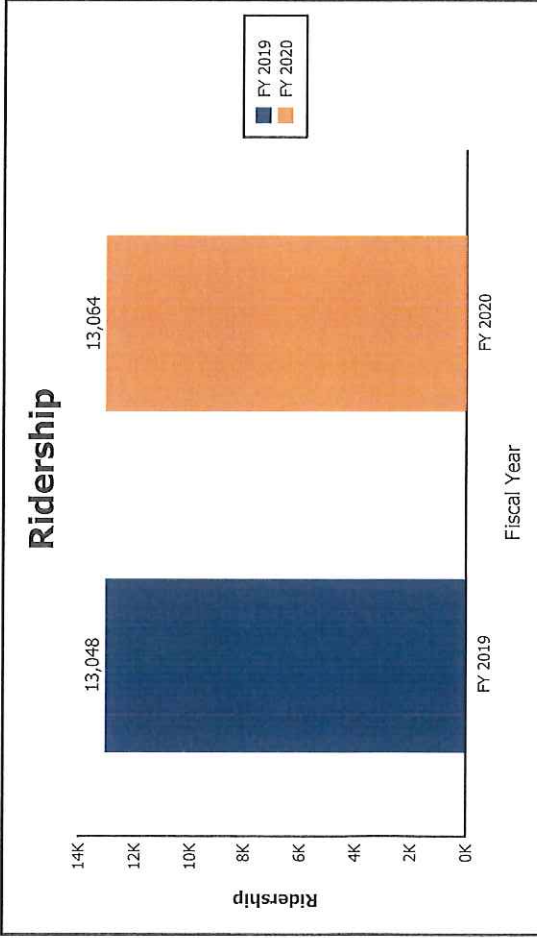
**PVTA Monthly Board Report**

Mar FY 2020 - SD Cab  
Admin Accounts Included

Service	FY 2019 Mar	FY 2020 Mar	FY 2019 YTD	FY 2020 YTD	% +/- YTD
Passengers	1,615	951	13,048	13,064	0.12%
Pass'r per Hour	6.2	5.7	5.6	5.7	1.53%
Wheelchair Users	104	70	936	1,342	43.37%
<b>Quality</b>					
On-Time %	84.3%	88.4%	74.2%	88.4%	19.09%
No-Show %	0.00%	3.05%	2.45%	2.86%	16.73%
# Complaints	4	1	21	20	(4.76%)
<b>Cost</b>					
Cost per Pass'r	\$16.53	\$18.12	\$16.89	\$16.87	(0.12%)
Total Cost	\$26,691	\$17,230	\$220,402	\$220,408	0.00%



**San Dimas**







**PVTA Monthly Board Report**  
**Mar FY 2020 - POM GP**  
**Admin Accounts Included**

Service	FY 2019 Mar	FY 2020 Mar	FY 2019 YTD	FY 2020 YTD	% +/- YTD
Passengers	305	81	2,013	2,683	33.28%
Pass'r per Hour	14.8	6.7	13.4	13.0	(3.03%)
Wheelchair Users	3	1	6	15	150.00%
<b>Quality</b>					
On-Time %	94.5%	100%	95.0%	97.4%	2.50%
No-Show %	2.24%	11.95%	2.89%	1.64%	(43.25%)
# Complaints				0	
<b>Cost</b>					
Cost per Pass'r	\$10.56	\$25.59	\$11.08	\$11.04	(0.35%)
Total Cost	\$3,220	\$2,073	\$22,301	\$29,617	32.80%



**PVTA Board Reports Graphs**  
**FY 2020 Jul - Mar**  
**Admin Accounts Excluded**

**Pomona**

