



June 10, 2020

**AGENDA  
ITEM #3**

**MEMORANDUM**

To: Pomona Valley Transportation Authority

From: Erika Cardenas, Mobility Manager

**Subject: Operations Report April 2020**

PVTA staff contacted agencies that utilize our services. Result of the Call Around is attached.

**Total for Get About Services**

❖ **Ridership**

- Get About's overall YTD ridership through April FY20 was 8% lower than the same period in FY19. April ridership was less than 25% of April 2019. Patronage by riders in mobility devices is 4% lower than last year.

❖ **Cost**

- The cost per passenger is running about 6.46% higher than last year. This due to the much higher costs associated with operating during the COVID-19 pandemic during the last two months. Total costs are running 2.39% lower than last year.

❖ **On Time Performance**

- Get About's overall on time was 97.5%, above the standard of 90%. No-Shows were 2.8%, below our goal of less than 3%.

❖ **Complaints**

- 1 complaint on Get About Cab was received in April.

Most services continued to see a decline in ridership in April due to a "safer at home" order that was placed on March 19<sup>th</sup> due to the Covid-19 pandemic. PVTA staff is constantly checking for all county updates with the pandemic and making sure both contractors and clients are up to date. Get About ridership through April FY20 is 8% lower than a year ago. Get About Cab has seen a 21% increase in ridership compared to the same period a year ago. One Step had a decrease with ridership 21% lower than FY19. Mobility Managers are actively outreaching to agencies by phone and email for all Get About Service. Once the "safer at home" order is lifted Mobility Managers will be visiting sites to promote One Step Over the Line and all other GA Programs. On the van side operated by First Transit, ridership YTD was 14% lower than last year through April. On-time performance on the van was 97.8%, above 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 April is 14% lower than the same time in FY19. Wheelchair ridership is down by 11% YTD.

#### **❖ Cost**

- Total costs for the van service are .74% higher and costs per passenger increased by 17 for the same period in FY19.

#### **❖ Service Quality**

- Zero complaints were received. No-Shows were at 0%, meeting the standard of less than 3%.

#### **❖ On Time Performance**

- On time was 97.8%, above the standard of 90%.

### **Get About Regular Cab Services**

#### **❖ Ridership**

- Regular Get About cab ridership through April is 21% higher compared to FY19. Wheelchair ridership is up by 26% YTD.

#### **❖ Cost**

- Total costs are 20% higher than last year, cost per passenger is down by 1%.

#### **❖ Service Quality**

- There was 1 Get About cab complaints received.

#### **❖ On time performance**

- On-time performance was 92.4%, higher than the standard of 90%.

### **One Step Over the Line**

#### **❖ Ridership**

- Ridership for One Step Over the Line is 27% lower than FY19 YTD.

#### **❖ Cost**

- Total Costs are down by 25% compared to FY19, cost per passenger is up by 2%.

#### **❖ Service Quality**

- Zero complaints were received.

#### **❖ On Time Performance**

- OTP was 93.9%, above our standard of 92%.

**Ready Now**

❖ **Ridership**

➤ Ridership YTD is 11.74% lower than last year.

❖ **Cost**

➤ The cost per passenger was \$15.11, Ready Now's total cost is 13% lower than FY19.

❖ **Service Quality**

➤ Zero complaints were received.

❖ **On Time Performance**

➤ On time performance was 96.1% meeting our standard of 90%. No-shows were 2.07%, this is below our standard of below 3%.

**Ridership by City**

Pomona's ridership YTD share decreased by 1% compared to FY19. La Verne's YTD share decreased by 8%. Claremont's Get About ridership YTD share has increased by 3%. San Dimas share of Get About rides compared to FY 19 has increased by 14%.

<b><u>Get About Ridership</u></b>				
<b>July-April</b>				
	<b><u>FY 2019</u></b>		<b><u>FY2020</u></b>	
<b><u>Claremont</u></b>	13,789	13.5%	13,028	13.9%
<b><u>La Verne</u></b>	14,104	13.8%	11,893	12.7%
<b><u>Pomona</u></b>	66,462	65.1%	60,568	64.7%
<b><u>San Dimas</u></b>	7,729	7.6%	8,099	8.7%
<b><u>Total</u></b>	<b>102,084</b>	<b>100%</b>	<b>93,588</b>	<b>100%</b>

**Claremont Dial-a-Ride**

❖ **Ridership**

➤ Claremont Dial-a-Ride total ridership in through April is 16% lower than FY19 YTD.

❖ **Cost**

➤ Overall Claremont costs are 15.83% lower than last year. Cab costs are 9.64% lower than FY19 YTD. Group costs are 12.44% lower than last year.

❖ **Service Quality**

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

❖ **On Time Performance**

➤ OTP for the cab was 95.6%, meeting our standard of 92%.

**San Dimas Dial-a-Cab**

❖ **Ridership**

- San Dimas ridership for this year is 8.79% lower than last year.

❖ **Cost**

- Total costs in April FY20 were 6% lower than FY19.

❖ **Service Quality**

- Zero complaints were received in April.

❖ **On Time Performance**

- On time performance was 93.9%, No-Shows are at 3.34%.

**Pomona Group Service**

❖ **Ridership**

- Pomona Group ridership is about 7.52% higher than FY19.

❖ **Cost**

- Total Costs are 22% higher than FY19 due to increase in ridership.

❖ **Service Quality**

- Zero complaints were received.

❖ **On Time Performance**

- OTP is 100% % in April.

## MEMORANDUM

**DATE:** May 22, 2020  
**TO:** George Sparks  
**FROM:** Erika Cardenas, Mobility Manager  
**SUBJECT:** May 2020 Call Around Report

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**PVTA staff contacted 10 locations that utilize Get About, Claremont DAR, San Dimas DAC services. Mobility Managers gave clients an update on Covid-19 procedures and asked the following questions:**

1. Are we serving you well?
2. Do you or your clients have any complaints?
3. Do you have any suggestions?
4. Would you like a meeting with PVTA staff?

### **Get About/Claremont DAR/San Dimas DAC**

**Most agencies we spoke to were incredibly grateful that PVTA continued to provide services during the Covid-19 pandemic. A lot of the agencies contacted were either closed or not allowing clients to leave the facility during the pandemic. Agencies that responded positively and expressed satisfaction and appreciation with the services were as follows:**

1. Claremont Care Center
2. Garey Dialysis
3. Pomona Vista Care Center
4. San Dimas Kaiser
5. Casa Colina
6. Inland Valley Care & Rehab Center
7. Park Avenue
8. Country Villa Claremont Healthcare Center
9. Chino Valley Rehab
10. Atria Rancho Park

**Agencies expressing concerns are as follows:**

- Atria Rancho Park- LeAnn stated that they have not allowed the riders to use the service during the Covid-19 pandemic. She stated that before this they had issues with the cab picking clients up on time.



**PVTA Monthly Operating Data**  
**FY 2020 - CLAREMONT CAB**

**2020 Monthly Operating Data**

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	1,183	1,000	1,052	1,034	1,123	1,100	1,118	1,104	702	356		
Wheelchair Users	79	78	93	67	76	86	116	100	74	59		
Pass'r per Hour	7.66	8.00	7.58	6.72	6.47	6.53	6.68	6.45	7.39	7.19		
Total Hours	154	125	139	154	173	168	167	171	95	50		
Total Miles	2,250	1,932	2,013	1,983	2,118	2,260	2,222	2,062	1,299	648		
Revenue Hours	154	125	139	154	173	168	167	171	95	50		
Revenue Miles	2,250	1,932	2,013	1,983	2,118	2,260	2,222	2,062	1,299	648		
On-Time %	94.02%	93.48%	91.33%	89.25%	88.12%	89.36%	86.52%	87.16%	89.22%	95.55%		
No-Show %	2.79%	3.00%	4.27%	4.61%	5.47%	4.26%	3.78%	2.55%	3.17%	1.11%		
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints	0	1	8	4	2	2	2	1	1			
Cost per Pass'r	\$14.27	\$13.68	\$11.99	\$12.52	\$11.50	\$12.07	\$12.45	\$12.63	\$29.25	\$25.62		
Cost per Hour	\$109.36	\$109.53	\$90.93	\$84.19	\$74.48	\$78.89	\$83.16	\$81.42	\$216.28	\$184.17		
Cost per Miles	\$7.51	\$7.08	\$6.27	\$6.53	\$6.10	\$5.88	\$6.26	\$6.76	\$15.81	\$14.07		
Fare Revenue	\$1,787	\$1,482	\$1,606	\$2,498	\$1,703	\$1,769	\$3,259	\$1,655	\$1,082	\$568		
Total Cost	\$16,885	\$13,684	\$12,612	\$12,949	\$12,919	\$13,281	\$13,916	\$13,940	\$20,535	\$9,122		



**PVTA Monthly Operating Data**  
**FY 2020 - CLAREMONT CAB**

**2020 Year To Date Operating Data**

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	1,183	2,183	3,235	4,269	5,392	6,492	7,610	8,714	9,416	9,772		
Wheelchair Users	79	157	250	317	393	479	595	695	769	828		
Pass'r per Hour	7.66	7.82	7.74	7.47	7.23	7.11	7.04	6.96	6.99	7.00		
Total Hours	154	279	418	572	745	914	1,081	1,252	1,347	1,397		
Total Miles	2,250	4,181	6,194	8,177	10,295	12,555	14,777	16,839	18,138	18,786		
Revenue Hours	154	279	418	572	745	914	1,081	1,252	1,347	1,397		
Revenue Miles	2,250	4,181	6,194	8,177	10,295	12,555	14,777	16,839	18,138	18,786		
On-Time %	94.02%	93.77%	92.99%	92.09%	91.26%	90.93%	90.26%	89.88%	89.83%	90.04%		
No-Show %	2.79%	2.89%	3.34%	3.65%	4.03%	4.07%	4.03%	3.85%	3.80%	3.70%		
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints	0	1	9	13	15	17	19	20	21	21		
Cost per Pass'r	\$14.27	\$14.00	\$13.35	\$13.15	\$12.81	\$12.68	\$12.65	\$12.64	\$13.88	\$14.31		
Cost per Hour	\$109.36	\$109.44	\$103.30	\$98.16	\$92.65	\$90.11	\$89.04	\$87.99	\$97.04	\$100.13		
Cost per Miles	\$7.51	\$7.31	\$6.97	\$6.86	\$6.71	\$6.56	\$6.51	\$6.54	\$7.21	\$7.44		
Fare Revenue	\$1,787	\$3,268	\$4,874	\$7,371	\$9,074	\$10,843	\$14,102	\$15,757	\$16,838	\$17,406		
Total Cost	\$16,885	\$30,569	\$43,181	\$56,130	\$69,049	\$82,329	\$96,245	\$110,185	\$130,720	\$139,842		





**PVTA Monthly Operating Data**  
**FY 2020 - CLAREMONT GROUP VAN**

**2020 Monthly Operating Data**

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	297	165	804	3,018	1,144	819	1,097	1,488	621	21		
Wheelchair Users	2	2	1		5	5	29	1				
Pass'r per Hour	9.05	6.19	11.30	16.59	10.71	12.25	11.93	14.55	14.10	6.00		
Total Hours	49	37	112	269	169	97	128	149	69	5		
Total Miles	596	407	1,130	2,617	1,544	882	1,251	1,381	566	48		
Revenue Hours	33	27	71	182	107	67	92	102	44	4		
Revenue Miles	384	292	689	1,645	920	584	897	925	340	21		
On-Time %	80.26%	84.90%	94.53%	99.61%		99.11%	100.00%	99.24%	97.93%	0.00%		
No-Show %	0.66%	0.00%	0.24%	0.49%	0.69%	0.24%	0.72%	0.33%	0.64%	0.00%		
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints												
Cost per Pass'r	\$11.85	\$15.69	\$10.54	\$7.59	\$11.65	\$7.59	\$10.01	\$7.73	\$10.21	\$54.88		
Cost per Hour	\$107.25	\$97.12	\$119.05	\$125.89	\$124.70	\$93.06	\$119.43	\$112.48	\$143.87	\$329.30		
Cost per Miles	\$9.16	\$8.86	\$12.31	\$13.92	\$14.49	\$10.65	\$12.25	\$12.43	\$18.63	\$55.95		
Fare Revenue	\$272	\$135	\$759	\$1,376	\$802	\$639	\$831	\$753	\$603	\$0		
Total Cost	\$3,520	\$2,588	\$8,474	\$22,897	\$13,325	\$6,219	\$10,985	\$11,505	\$6,338	\$1,153		





**PVTA Monthly Operating Data**  
**FY 2020 - CLAREMONT GROUP VAN**

**2020 Year To Date Operating Data**

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	297	462	1,266	4,284	5,428	6,247	7,344	8,832	9,453	9,474		
Wheelchair Users	2	4	5		10	15	44	45				
Pass'r per Hour	9.05	7.77	9.69	13.71	12.94	12.85	12.70	12.98	13.05	13.01		
Total Hours	49	86	198	467	635	733	861	1,009	1,078	1,084		
Total Miles	596	1,003	2,132	4,750	6,294	7,176	8,427	9,808	10,373	10,421		
Revenue Hours	33	59	131	313	419	486	578	680	725	728		
Revenue Miles	384	676	1,365	3,010	3,930	4,514	5,411	6,336	6,676	6,697		
On-Time %	80.26%	82.17%	88.32%	96.83%		97.82%	98.04%	98.54%	98.48%	98.40%		
No-Show %	0.66%	0.43%	0.31%	0.44%	0.49%	0.46%	0.50%	0.47%	0.48%	0.48%		
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints												
Cost per Pass'r	\$11.85	\$13.22	\$11.52	\$8.75	\$9.36	\$9.13	\$9.26	\$9.00	\$9.08	\$9.18		
Cost per Hour	\$107.25	\$102.71	\$111.61	\$119.92	\$121.14	\$117.28	\$117.62	\$116.85	\$118.49	\$119.51		
Cost per Miles	\$9.16	\$9.03	\$10.68	\$12.45	\$12.93	\$12.63	\$12.57	\$12.55	\$12.86	\$12.99		
Fare Revenue	\$272	\$407	\$1,166	\$2,542	\$3,344	\$3,983	\$4,814	\$5,567	\$6,170	\$6,170		
Total Cost	\$3,520	\$6,108	\$14,582	\$37,479	\$50,803	\$57,022	\$68,008	\$79,513	\$85,850	\$87,003		



**PVTA Monthly Operating Data**  
**FY 2020 - GET ABOUT CAB**

**2020 Monthly Operating Data**

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	3,533	3,663	3,796	3,935	4,350	4,179	4,493	5,035	2,930	1,282		
Wheelchair Users	713	756	794	768	847	870	792	937	589	343		
Pass'r per Hour	4.43	4.41	4.56	3.92	3.76	3.90	3.70	4.05	4.31	5.26		
Total Hours	798	831	833	1,003	1,156	1,072	1,213	1,244	680	244		
Total Miles	16,684	19,031	16,744	18,232	20,392	18,791	20,257	21,968	12,652	5,037		
Revenue Hours	798	831	833	1,003	1,156	1,072	1,213	1,244	680	244		
Revenue Miles	16,684	19,031	16,744	18,232	20,392	18,791	20,257	21,968	12,652	5,037		
On-Time %	91.58%	89.42%	87.20%	84.70%	83.82%	86.48%	85.77%	84.72%	86.05%	94.09%		
No-Show %	4.35%	5.12%	5.54%	5.65%	7.60%	7.54%	5.86%	5.57%	5.60%	5.31%		
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints	2	1	7	11	11	7	10	6	4	1		
Cost per Pass'r	\$18.77	\$19.62	\$19.62	\$20.01	\$19.95	\$19.93	\$19.93	\$20.33	\$22.25	\$26.84		
Cost per Hour	\$83.10	\$86.45	\$89.44	\$78.49	\$75.08	\$77.72	\$73.82	\$82.30	\$95.93	\$141.24		
Cost per Miles	\$3.97	\$3.78	\$4.45	\$4.32	\$4.26	\$4.43	\$4.42	\$4.66	\$5.15	\$6.83		
Fare Revenue	\$4,528	\$3,946	\$4,286	\$5,364	\$4,397	\$5,017	\$4,903	\$5,702	\$3,272	\$2,266		
Total Cost	\$66,300	\$71,851	\$74,475	\$78,740	\$86,800	\$83,291	\$89,523	\$102,365	\$65,188	\$34,413		



**PVTA Monthly Operating Data**  
**FY 2020 - GET ABOUT CAB**

**2020 Year To Date Operating Data**

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	3,533	7,196	10,992	14,927	19,277	23,456	27,949	32,984	35,914	37,196		
Wheelchair Users	713	1,469	2,263	3,031	3,878	4,748	5,540	6,477	7,066	7,409		
Pass'r per Hour	4.43	4.42	4.47	4.31	4.17	4.12	4.05	4.05	4.07	4.10		
Total Hours	798	1,629	2,462	3,465	4,621	5,692	6,905	8,149	8,829	9,072		
Total Miles	16,684	35,716	52,460	70,692	91,084	109,874	130,131	152,099	164,750	169,788		
Revenue Hours	798	1,629	2,462	3,465	4,621	5,692	6,905	8,149	8,829	9,072		
Revenue Miles	16,684	35,716	52,460	70,692	91,084	109,874	130,131	152,099	164,750	169,788		
On-Time %	91.58%	90.48%	89.35%	88.07%	87.11%	86.99%	86.80%	86.49%	86.46%	86.71%		
No-Show %	4.35%	4.75%	5.02%	5.19%	5.74%	6.07%	6.04%	5.96%	5.93%	5.91%		
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints	2	3	10	21	32	39	49	55	59	60		
Cost per Pass'r	\$18.77	\$19.20	\$19.34	\$19.52	\$19.62	\$19.67	\$19.71	\$19.81	\$20.01	\$20.24		
Cost per Hour	\$83.10	\$84.81	\$86.38	\$84.09	\$81.84	\$81.06	\$79.79	\$80.17	\$81.39	\$82.99		
Cost per Miles	\$3.97	\$3.87	\$4.05	\$4.12	\$4.15	\$4.20	\$4.23	\$4.30	\$4.36	\$4.43		
Fare Revenue	\$4,528	\$8,474	\$12,759	\$18,123	\$22,520	\$27,537	\$32,440	\$38,142	\$41,413	\$43,679		
Total Cost	\$66,300	\$138,151	\$212,626	\$291,366	\$378,165	\$461,456	\$550,979	\$653,344	\$718,532	\$752,945		



**PVTA Monthly Operating Data**  
**FY 2020 - GET ABOUT VAN**

**2020 Monthly Operating Data**

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	7,187	7,608	6,421	7,460	5,737	5,667	5,930	5,554	3,612	1,217		
Wheelchair Users	1,483	1,615	1,308	1,433	1,092	1,076	1,159	1,078	802	237		
Pass'r per Hour	3.24	3.30	3.45	3.61	3.37	3.37	3.60	3.75	3.15	2.67		
Total Hours	2,496	2,605	2,087	2,307	2,097	1,854	1,835	1,652	1,291	536		
Total Miles	28,358	28,787	22,905	25,664	20,975	17,876	19,272	15,665	13,033	6,769		
Revenue Hours	2,221	2,304	1,861	2,064	1,704	1,679	1,647	1,481	1,147	456		
Revenue Miles	23,854	24,188	19,497	22,124	17,106	14,785	16,443	13,434	10,922	5,545		
On-Time %	90.25%	90.89%	92.47%	92.67%	92.75%	91.54%	90.20%	88.91%	87.48%	97.84%		
No-Show %	2.36%	2.87%	2.57%	3.14%	1.23%	0.03%	0.05%	0.01%	0.02%	0.00%		
# Road Calls	0	0	1	1	0	0	0	0	0	0		
# Complaints	2	0	1	3	5	1	0	2				
Cost per Pass'r	\$23.29	\$22.28	\$24.42	\$21.92	\$25.72	\$26.21	\$28.52	\$28.01	\$40.30	\$99.48		
Cost per Hour	\$75.37	\$73.57	\$84.24	\$79.22	\$86.57	\$88.45	\$102.72	\$105.03	\$126.90	\$265.76		
Cost per Miles	\$7.02	\$7.01	\$8.04	\$7.39	\$8.62	\$10.05	\$10.29	\$11.58	\$13.33	\$21.83		
Fare Revenue	\$9,019	\$6,396	\$9,540	\$6,131	\$8,089	\$3,619	\$11,389	\$7,987	\$5,813	\$11		
Total Cost	\$167,376	\$169,524	\$156,776	\$163,494	\$147,530	\$148,535	\$169,133	\$155,568	\$145,560	\$121,069		





**PVTA Monthly Operating Data**  
**FY 2020 - GET ABOUT VAN**

**2020 Year To Date Operating Data**

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	7,187	14,795	21,216	28,676	34,413	40,080	46,010	51,564	55,176	56,393		
Wheelchair Users	1,483	3,098	4,406	5,839	6,931	8,007	9,166	10,244	11,046	11,283		
Pass'r per Hour	3.24	3.27	3.32	3.39	3.39	3.39	3.41	3.45	3.43	3.40		
Total Hours	2,496	5,101	7,188	9,495	11,592	13,446	15,282	16,934	18,225	18,761		
Total Miles	28,358	57,145	80,050	105,714	126,688	144,564	163,837	179,501	192,534	199,302		
Revenue Hours	2,221	4,525	6,386	8,450	10,154	11,833	13,480	14,961	16,108	16,563		
Revenue Miles	23,854	48,042	67,539	89,663	106,769	121,554	137,997	151,431	162,353	167,898		
On-Time %	90.25%	90.58%	91.14%	91.59%	91.83%	91.78%	91.60%	91.39%	91.14%	92.42%		
No-Show %	2.36%	2.62%	2.61%	2.75%	2.50%	2.16%	1.89%	1.69%	1.58%	1.55%		
# Road Calls	0	0	1	2	2	2	2	2	2	2		
# Complaints	2	2	3	6	11	12	12	14	14	14		
Cost per Pass'r	\$23.29	\$22.77	\$23.27	\$22.92	\$23.38	\$23.78	\$24.39	\$24.78	\$25.80	\$27.39		
Cost per Hour	\$75.37	\$74.45	\$77.30	\$77.77	\$79.25	\$80.56	\$83.26	\$85.42	\$88.37	\$93.25		
Cost per Miles	\$7.02	\$7.01	\$7.31	\$7.33	\$7.54	\$7.84	\$8.13	\$8.44	\$8.77	\$9.20		
Fare Revenue	\$9,019	\$15,414	\$24,954	\$31,085	\$39,174	\$42,793	\$54,182	\$62,170	\$67,983	\$67,994		
Total Cost	\$167,376	\$336,900	\$493,676	\$657,170	\$804,700	\$953,235	\$1,122,369	\$1,277,937	\$1,423,497	\$1,544,566		



**PVTA Monthly Operating Data**  
**FY 2020 - POMONA GROUP VAN**

**2020 Monthly Operating Data**

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	715	165	90	346	379	71	332	504	81	17		
Wheelchair Users												
Pass'r per Hour	22.15	9.21	6.22	14.18	9.46	4.25	13.99	19.90	6.74	1.84		
Total Hours	76	31	30	46	63	24	41	48	20	16		
Total Miles	815	337	332	458	489	213	435	469	173	122		
Revenue Hours	32	18	14	24	40	17	24	25	12	9		
Revenue Miles	316	167	144	230	269	128	249	235	96	73		
On-Time %	90.44%	96.00%	90.78%	98.12%		98.00%	100.00%	97.72%		100.00%		
No-Show %	0.55%	1.78%	2.17%	0.85%	1.81%	8.97%	1.77%	0.39%	11.95%	10.52%		
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints			0									
Cost per Pass'r	\$6.70	\$11.39	\$24.64	\$10.63	\$12.42	\$23.21	\$9.14	\$6.05	\$23.00	\$164.33		
Cost per Hour	\$148.30	\$104.90	\$153.17	\$150.80	\$117.51	\$98.67	\$127.93	\$120.29	\$154.99	\$303.00		
Cost per Miles	\$15.16	\$11.24	\$15.36	\$15.99	\$17.48	\$12.90	\$12.20	\$12.98	\$19.35	\$38.32		
Fare Revenue	\$251	\$41	\$18	\$95	\$119	\$15	\$110	\$174	\$23	\$0		
Total Cost	\$4,787	\$1,880	\$2,218	\$3,680	\$4,708	\$1,648	\$3,036	\$3,047	\$1,863	\$2,794		



**PVTA Monthly Operating Data**  
**FY 2020 - POMONA GROUP VAN**

**2020 Year To Date Operating Data**

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	715	880	970	1,316	1,695	1,766	2,098	2,602	2,683	2,700		
Wheelchair Users					4	7	10	14	15			
Pass'r per Hour	22.15	17.53	15.00	14.77	13.12	12.11	12.37	13.35	12.97	12.49		
Total Hours	76	107	137	183	245	270	311	359	379	395		
Total Miles	815	1,152	1,484	1,942	2,431	2,644	3,079	3,548	3,721	3,843		
Revenue Hours	32	50	65	89	129	146	170	195	207	216		
Revenue Miles	316	483	627	857	1,127	1,255	1,503	1,738	1,835	1,907		
On-Time %	90.44%	92.41%	91.98%	94.18%	94.88%	94.88%	95.60%	96.35%	96.35%	96.39%		
No-Show %	0.55%	0.78%	0.91%	0.90%	1.10%	1.45%	1.50%	1.28%	1.64%	1.71%		
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints	0	0	0	0	0	0	0	0	0	0		
Cost per Pass'r	\$6.70	\$7.58	\$9.16	\$9.55	\$10.19	\$10.71	\$10.47	\$9.61	\$10.01	\$10.99		
Cost per Hour	\$148.30	\$132.81	\$137.37	\$141.05	\$133.74	\$129.73	\$129.48	\$128.28	\$129.83	\$137.22		
Cost per Miles	\$15.16	\$13.81	\$14.16	\$14.65	\$15.33	\$15.08	\$14.60	\$14.38	\$14.65	\$15.55		
Fare Revenue	\$251	\$291	\$309	\$404	\$523	\$538	\$648	\$822	\$845	\$845		
Total Cost	\$4,787	\$6,667	\$8,885	\$12,565	\$17,273	\$18,921	\$21,957	\$25,004	\$26,867	\$29,660		





**PVTA Monthly Operating Data**  
**FY 2020 - SAN DIMAS CAB**

**2020 Monthly Operating Data**

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	1,734	1,724	1,459	1,341	1,463	1,460	1,489	1,443	951	433		
Wheelchair Users	225	219	166	124	158	133	122	125	70	25		
Pass'r per Hour	5.83	6.21	5.79	5.67	5.41	5.73	4.92	5.75	5.74	7.49		
Total Hours	297	278	252	236	271	255	302	251	166	58		
Total Miles	5,236	4,571	4,434	3,728	3,705	4,050	4,503	3,911	2,395	937		
Revenue Hours	297	278	252	236	271	255	302	251	166	58		
Revenue Miles	5,236	4,571	4,434	3,728	3,705	4,050	4,503	3,911	2,395	937		
On-Time %	92.70%	92.40%	90.54%	85.32%	84.32%	86.98%	86.22%	86.65%	88.41%	93.90%		
No-Show %	2.08%	2.65%	2.79%	3.10%	4.12%	2.92%	3.12%	2.16%	3.05%	3.34%		
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints	1	0	7	6	2	2	1	1	1			
Cost per Pass'r	\$13.59	\$14.51	\$14.22	\$14.95	\$14.65	\$14.53	\$13.51	\$15.21	\$15.08	\$25.78		
Cost per Hour	\$79.25	\$90.17	\$82.28	\$84.84	\$79.20	\$83.26	\$66.51	\$87.50	\$86.61	\$193.03		
Cost per Miles	\$4.50	\$5.47	\$4.68	\$5.38	\$5.78	\$5.24	\$4.47	\$5.61	\$5.99	\$11.91		
Fare Revenue	\$3,768	\$3,803	\$3,157	\$3,104	\$3,058	\$3,312	\$3,336	\$3,197	\$2,084	\$1,043		
Total Cost	\$23,565	\$25,022	\$20,746	\$20,052	\$21,430	\$21,217	\$20,117	\$21,951	\$14,342	\$11,163		



**PVTA Monthly Operating Data**  
**FY 2020 - SAN DIMAS CAB**

**2020 Year To Date Operating Data**

Indicator	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Passengers	1,734	3,458	4,917	6,258	7,721	9,181	10,670	12,113	13,064	13,497		
Wheelchair Users	225	444	610	734	892	1,025	1,147	1,272	1,342	1,367		
Pass'r per Hour	5.83	6.02	5.95	5.89	5.79	5.78	5.64	5.65	5.66	5.71		
Total Hours	297	575	827	1,063	1,334	1,589	1,891	2,142	2,308	2,366		
Total Miles	5,236	9,807	14,241	17,969	21,673	25,723	30,225	34,136	36,531	37,468		
Revenue Hours	297	575	827	1,063	1,334	1,589	1,891	2,142	2,308	2,366		
Revenue Miles	5,236	9,807	14,241	17,969	21,673	25,723	30,225	34,136	36,531	37,468		
On-Time %	92.70%	92.55%	91.96%	90.55%	89.40%	89.02%	88.62%	88.39%	88.39%	88.58%		
No-Show %	2.08%	2.37%	2.49%	2.62%	2.91%	2.91%	2.94%	2.85%	2.86%	2.88%		
# Road Calls	0	0	0	0	0	0	0	0	0	0		
# Complaints	1	1	8	14	16	18	18	19	20	20		
Cost per Pass'r	\$13.59	\$14.05	\$14.10	\$14.28	\$14.35	\$14.38	\$14.26	\$14.37	\$14.42	\$14.79		
Cost per Hour	\$79.25	\$84.52	\$83.84	\$84.06	\$83.08	\$83.11	\$80.45	\$81.28	\$81.66	\$84.38		
Cost per Miles	\$4.50	\$4.95	\$4.87	\$4.97	\$5.11	\$5.13	\$5.03	\$5.10	\$5.16	\$5.33		
Fare Revenue	\$3,768	\$7,571	\$10,728	\$13,832	\$16,890	\$20,201	\$23,537	\$26,734	\$28,817	\$29,860		
Total Cost	\$23,565	\$48,588	\$69,333	\$89,385	\$110,815	\$132,032	\$152,149	\$174,101	\$188,443	\$199,606		