

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

September 9, 2020

**AGENDA
ITEM #3**

MEMORANDUM

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

The Impact of the COVID 19 Pandemic on PVTA Services

The dramatic impact of the continuing COVID 19 event can be clearly seen in operating data for July. Most PVTA services are running at 30%-40% of capacity. While this has resulted in a 20% to 40% decrease in total expenses for the month for each service, the cost per passenger is significantly higher. This is due to the fixed costs of running the service, such as facilities, manager, dispatcher, and mechanic salaries among others that do not vary as service volume changes. This is particularly true for the dedicated vehicle services, such as, Get About van. Cab service costs are primarily based on a per trip rate, so they vary more with changes to trip volume. There are fixed costs associated with the dedicated drivers used to supplement the cab workforce and maintain service quality. Since senior centers, afterschool and recreation programs are closed for the most part, our Claremont and Pomona Group services have almost no activity.

Total for Get About Services

❖ **Ridership**

- Get About's overall YTD ridership in July FY21 was 68% lower than the same period in FY21. Patronage by riders in mobility devices is 67% lower than last year.

❖ **Cost**

- Total costs for Get About are running 20% lower than last year. The cost per passenger is significantly higher than last year.

❖ **On Time Performance**

- Get About's overall on time was 90.6%, meeting the standard of 90%. No-Shows were 3.67%, slightly above our goal of less than 3%. During this pandemic, staff will attempt to call clients to remind them of appointments the day before and when the vehicle is on its way on the day of the appointment.

❖ **Complaints**

- One complaint was received on Get About in July.

Most services continued to see a decline in ridership in July due to the Covid-19 pandemic. PVTA staff continues to stay up to date with all county updates due to the pandemic and making sure we update both contractors and clients. PVTA staff continues to stay in contact with both contractors to assist with any needs that arise during this pandemic. PVTA continues to utilize the website and social media platforms to stay connected with the community and keep everyone updated.

Get About ridership in July FY21 is 68% lower than a year ago. Get About Cab has seen a 54% decrease in ridership compared to the same period a year ago. One Step saw a decrease in ridership of 75% compared to FY20. On the van side operated by First Transit, ridership YTD was 76% lower than last year. On-time performance on the van was 92.7%, above the required standard of 90%. The on-time performance for our cab service has declined compared to July 2019. This could be because there are fewer cab drivers operating due to the collapse in the demand for regular cab service. It may be necessary to add back some of the extra dedicated cabs that we were funding during March through June to maintain service quality as demand grows. We will also be working with First Transit to explore adding subcontractors to the demand response service.

Van Service

❖ **Ridership**

- Van service ridership YTD is 76% lower than the same time in FY20. Wheelchair ridership is down by 83% YTD.

❖ **Cost**

- Total costs for the van service are 23% lower and costs per passenger increased by 228% for the same period in FY20.

❖ **Service Quality**

- Zero complaints were received. No-Shows were at 2.53%, meeting the standard of less than 3%.

❖ **On Time Performance**

- On time was 92.7%, meeting the standard of 90%.

Get About Regular Cab Services

❖ **Ridership**

- Regular Get About cab ridership in July is 54% lower compared to FY20. Wheelchair ridership is down by 36% YTD.

❖ **Cost**

- Total costs are 26% lower than last year, cost per passenger is up by 58%.

❖ **Service Quality**

- There were zero Get About cab complaints received.

❖ **On time performance**

- On-time performance was 88.5%, not meeting the standard of 90%.

One Step Over the Line

❖ **Ridership**

➤ Ridership for One Step Over the Line is 75% lower than FY20 YTD.

❖ **Cost**

➤ Total Costs are down by 68% compared to July FY20, cost per passenger is up by 25%.

❖ **Service Quality**

➤ One complaint was received.

❖ **On Time Performance**

➤ OTP was 83.8%, below our standard of 92%.

Ready Now

❖ **Ridership**

➤ Ridership YTD is 43% lower than last year.

❖ **Cost**

➤ The cost per passenger was \$16.00, Ready Now's total cost is 35% lower than FY20.

❖ **Service Quality**

➤ Zero complaints were received.

❖ **On Time Performance**

➤ On time performance was 88.9% not meeting our standard of 90%. No-shows were 1.8%, this is below our standard of below 3%.

Ridership by City

The ridership changes brought on by the pandemic have skewed the share of rides by city. We are reviewing ridership patterns to identify the causes of this change. Pomona's ridership YTD share increased by 13.7% compared to FY20. La Verne's YTD share increased by 1%. Claremont's Get About ridership YTD share has decreased by 33%. San Dimas share of Get About rides compared to FY 20 has decreased by 51%.

<u>Get About Ridership</u>				
July				
	<u>FY 2020</u>		<u>FY2021</u>	
<u>Claremont</u>	1,501	14%	321	9.4%
<u>La Verne</u>	1,347	12.6%	436	12.7%
<u>Pomona</u>	6,944	64.8%	2,527	73.7%
<u>San Dimas</u>	928	8.7%	147	4.3%
<u>Total</u>	10,720	100%	3,431	100%

Claremont Dial-a-Ride

❖ Ridership

- Claremont Dial-a-Ride total ridership is 59% lower than July FY20.

❖ Cost

- Overall Claremont costs are 35% lower than last year. Cab costs are 39% lower than July FY20. Group costs are 67% lower than last year.

❖ Service Quality

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

❖ On Time Performance

- OTP for the cab was 90.7%, below our standard of 92%.

San Dimas Dial-a-Cab

❖ Ridership

- San Dimas ridership YTD is 64% lower than last year.

❖ Cost

- Total costs were 39% lower than FY20.

❖ Service Quality

- Zero complaints were received in July.

❖ On Time Performance

- On time performance was 90%, No-Shows are at 1.41%.

Pomona Group Service

❖ Ridership

- Pomona Group ridership is about 97% lower than FY20.

❖ Cost

- Total Costs are 29% lower than FY20.

❖ Service Quality

- Zero complaints were received.

❖ On Time Performance

- OTP is 90% % in July.

Claremont Dial-a-Ride

❖ Ridership

- Claremont Dial-a-Ride total ridership is 59% lower than July FY20.

❖ Cost

- Overall Claremont costs are 35% lower than last year. Cab costs are 39% lower than July FY20. Group costs are 67% lower than last year.

❖ Service Quality

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

❖ On Time Performance

- OTP for the cab was 90.7%, below our standard of 92%.

San Dimas Dial-a-Cab

❖ Ridership

- San Dimas ridership YTD is 64% lower than last year.

❖ Cost

- Total costs were 39% lower than FY20.

❖ Service Quality

- Zero complaints were received in July.

❖ On Time Performance

- On time performance was 90%, No-Shows are at 1.41%.

Pomona Group Service

❖ Ridership

- Pomona Group ridership is about 97% lower than FY20.

❖ Cost

- Total Costs are 29% lower than FY20.

❖ Service Quality

- Zero complaints were received.

❖ On Time Performance

- OTP is 90% % in July.

PVTA Covid-19 Prevention Measures

PVTA Contractors are taking the following actions:

1. Supplying hand sanitizer, gloves, and masks to driver staff
2. Providing disinfecting wipes and sprays to drivers



3. Entire fleet is disinfected daily at the end of every shift
4. CDC Covid-19 Prevention tips are posted in the vehicles
5. Along with a notice to public stating PVRTA Covid-19 prevention protocol
6. Contractors have set Policies and Procedures for relevant Covid-19 related situations.
7. All passengers are required to have a face covering on board the vehicle.
8. Sneeze Guards are installed in 10 vehicles that are currently active.

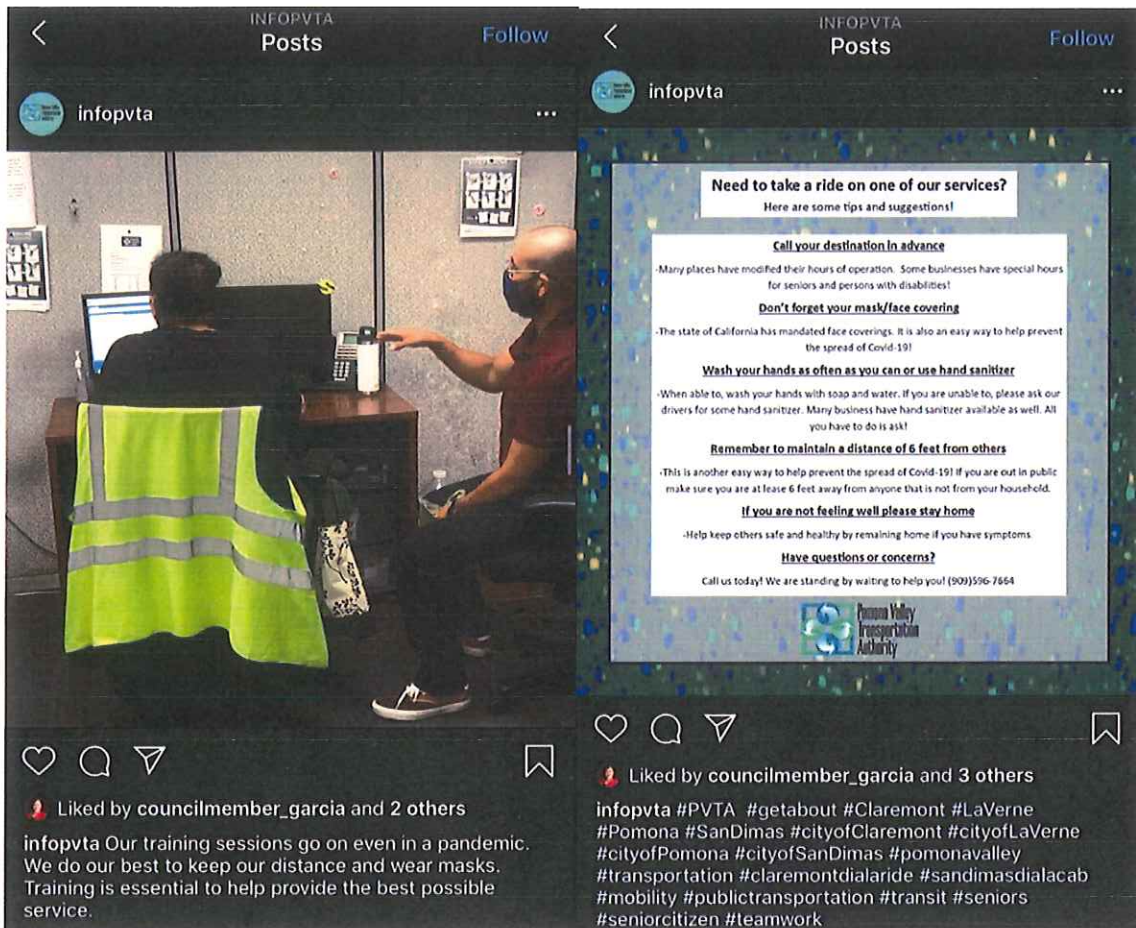


9. Contractors are working with Creative Bus Sales to select the proper sneeze guard solutions for the mini vans
10. Hand sanitizer dispensers were installed in the 19 active vehicles



PVTA staff has taken the following measures:

1. PVTA has been in contact with fellow Transit operators – including Metro, Foothill Transit, LA DOT and Pasadena City Transit to discuss best practices.
2. PVTA is monitoring and following the advice of the CDC and LA County Department of Health guidelines for public transportation.
3. PVTA has created a working document of policies and procedures for all Covid-19 related protocols, including emergency protocol for passengers, drivers and staff who are in contact with someone who has tested positive or has directly tested positive for Covid-19.
4. PVTA has secured PPE such as masks and hand sanitizer from CAL-OES to distribute to contractors and passengers when needed. Below is PVTA's current PPE inventory:
 - 504 - 16.9 fl. oz bottles of hand sanitizer
 - 2,220- Cloth masks
 - 1,000- KN 95 Respiratory Masks
 - 2,100- Surgical Masks
5. Social media accounts have been created – Content is posted regularly including PVTA COVID-19 updates on Facebook and Instagram, links are available via our website pvtrans.org
6. Updates to the cities regarding further actions in terms of our policies and services are provided when necessary.



COVID-19 Positive Infection Cases Reported

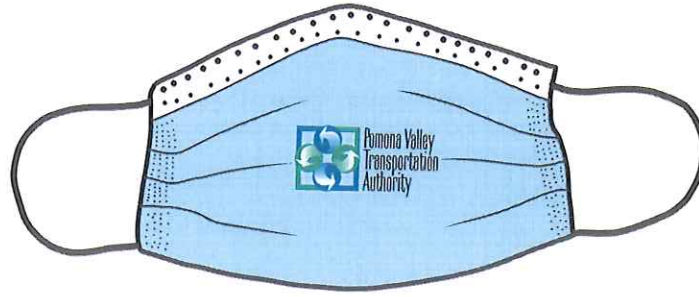
- 1- Passenger
- 1- First Transit Maintenance Staff employee

Site Closers

- 1. Casa Colina Adult Day Care center
- 2. All city senior centers
- 3. Pomona Transit Store
- 4. Pomona Adult Day Health Care Center
- 5. Claremont City Hall (Get About ticket sales)

The PVRTA Transit Store continues to be open on an appointment only basis.

Staff will remain available to assist customers by phone or email. Contact us at (909) 596-7664 or at infopvta@gmail.com





PVTA Monthly Board Report
 Jul FY 2021 - Get About
 Admin Accounts Included

Service	FY 2020	FY 2021	FY 2020	FY 2021	% +/-
	Jul	Jul	YTD	YTD	YTD
Passengers	10,720	3,431	10,720	3,431	(67.99%)
Pass'r per Hour	3.6	3.4	3.6	3.4	(3.53%)
Wheelchair Users	2,196	714	2,196	714	(67.48%)
Quality					
On-Time %	90.8%	90.6%	90.8%	90.6%	(0.15%)
No-Show %	3.03%	3.67%	3.03%	3.67%	21.12%
# Complaints	4	1	4	1	(75.00%)
Cost					
Cost per Pass'r	\$27.32	\$68.26	\$27.32	\$68.26	149.84%
Total Cost	\$292,890	\$234,204	\$292,890	\$234,204	(20.03%)



PVTA Monthly Board Report
 Jul FY 2021 - GA Van
 Admin Accounts Excluded

Service	FY 2020		FY 2021		FY 2020		FY 2021	
	Jul	YTD	Jul	YTD	YTD	YTD	% +/-	YTD
Passengers	7,187	7,187	1,695	1,695	7,187	1,695		(76.41%)
Pass'r per Hour	3.2	3.2	2.6	2.6	3.2	2.6		(20.30%)
Wheelchair Users	1,483	1,483	254	254	1,483	254		(82.87%)
Quality								
On-Time %	90.3%	90.3%	92.7%	92.7%	90.3%	92.7%		2.68%
No-Show %	2.36%	2.36%	2.53%	2.53%	2.36%	2.53%		7.20%
# Complaints	2	2			2			
Cost								
Cost per Pass'r	\$23.29	\$23.29	\$76.29	\$76.29	\$23.29	\$76.29		227.56%
Total Cost	\$167,376	\$167,376	\$129,306	\$129,306	\$167,376	\$129,306		(22.74%)



PVTA Monthly Board Report
 Jul FY 2021 - GA Cab
 Admin Accounts Excluded

Service	FY 2020	FY 2021	FY 2020	FY 2021	% +/- YTD
	Jul	Jul	YTD	YTD	
Passengers	1,648	766	1,648	766	(53.51%)
Pass'r per Hour	4.2	4.9	4.2	4.9	17.72%
Wheelchair Users	396	253	396	253	(36.11%)
Quality					
On-Time %	91.0%	88.5%	91.0%	88.5%	(2.73%)
No-Show %	5.50%	7.37%	5.50%	7.37%	34.00%
# Complaints	2		2		
Cost					
Cost per Pass'r	\$21.43	\$33.94	\$21.43	\$33.94	58.36%
Total Cost	\$35,322	\$26,000	\$35,322	\$26,000	(26.39%)



PVTA Monthly Board Report
 Jul FY 2021 - GA One
 Admin Accounts Excluded

Service	FY 2020	FY 2021	FY 2020	FY 2021	% +/-
	Jul	Jul	YTD	YTD	YTD
Passengers	338	86	338	86	(74.55%)
Pass'r per Hour	3.0	3.3	3.0	3.3	10.60%
Wheelchair Users	86	33	86	33	(61.62%)
Quality					
On-Time %	92.1%	83.8%	92.1%	83.8%	(9.01%)
No-Show %	5.32%	9.47%	5.32%	9.47%	78.00%
# Complaints		1		1	
Cost					
Cost per Pass'r	\$27.22	\$34.09	\$27.22	\$34.09	25.22%
Total Cost	\$9,200	\$2,931	\$9,200	\$2,931	(68.13%)



PVTA Monthly Board Report
 Jul FY 2021 - GA Ready
 Admin Accounts Excluded

Service	FY 2020		FY 2021		FY 2020		FY 2021	
	Jul	YTD	Jul	YTD	YTD	YTD	% +/-	YTD
Passengers	1,547	1,547	884	884	1,547	884		(42.85%)
Pass'r per Hour	5.3	5.3	5.4	5.4	5.3	5.4		2.36%
Wheelchair Users	231	231	174	174	231	174		(24.67%)
Quality								
On-Time %	92.2%	92.2%	88.9%	88.9%	92.2%	88.9%		(3.57%)
No-Show %	2.88%	2.88%	1.88%	1.88%	2.88%	1.88%		(34.72%)
# Complaints								
Cost								
Cost per Pass'r	\$14.08	\$14.08	\$16.00	\$16.00	\$14.08	\$16.00		13.62%
Total Cost	\$21,778	\$21,778	\$14,141	\$14,141	\$21,778	\$14,141		(35.07%)

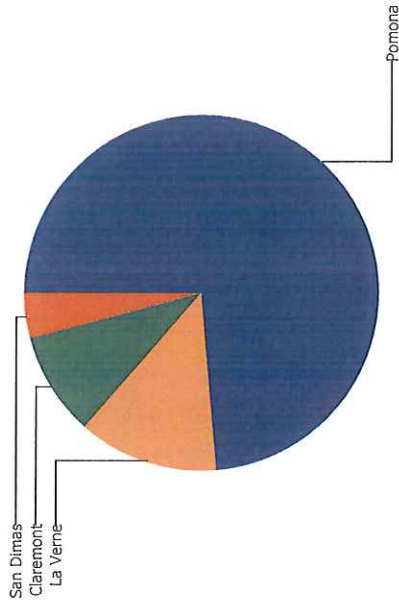


PVTA Board Reports Graphs
FY 2021 Jul - Jul
Admin Accounts Excluded

Get About

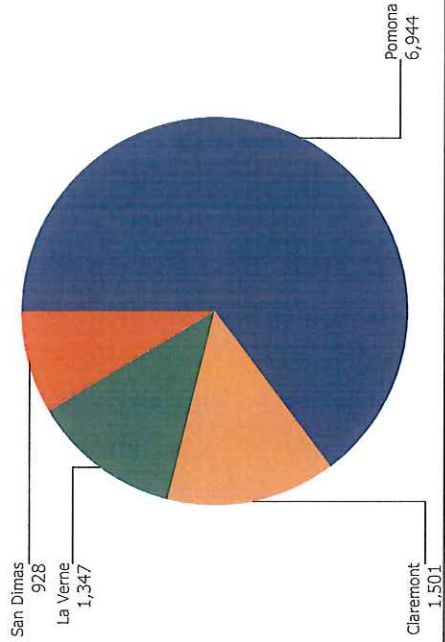
Ridership By City

FY 2021 Jul - Jul

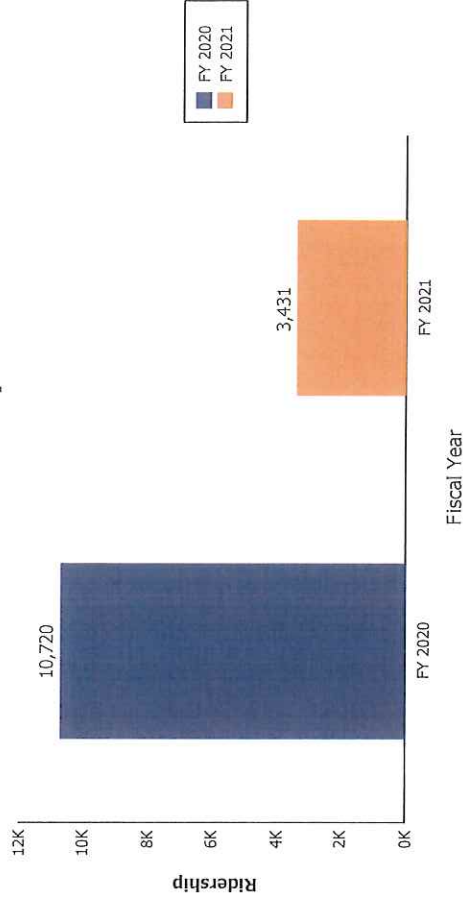


Ridership By City

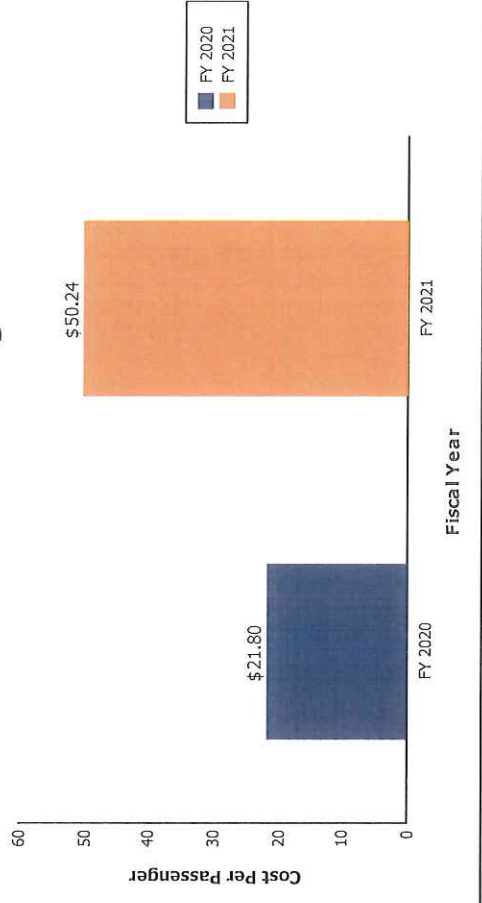
FY 2020 - Jul - Jul



Ridership



Cost Per Passenger





PVTA Monthly Board Report
 Jul FY 2021 - Claremont
 Admin Accounts Included

Service	FY 2020	FY 2021	FY 2020	FY 2021	% +/-
	Jul	Jul	YTD	YTD	YTD
Passengers	1,480	600	1,480	600	(59.45%)
Pass'r per Hour	7.9	7.7	7.9	7.7	(2.16%)
Wheelchair Users	81	70	81	70	(13.58%)
Quality					
On-Time %	93.1%	90.9%	93.1%	90.9%	(2.40%)
No-Show %	2.37%	3.38%	2.37%	3.38%	42.61%
# Complaints	0		0		
Cost					
Cost per Pass'r	\$16.86	\$27.04	\$16.86	\$27.04	60.42%
Total Cost	\$24,948	\$16,226	\$24,948	\$16,226	(34.96%)



PVTA Monthly Board Report
 Jul FY 2021 - CLM DAR
 Admin Accounts Excluded

Service	FY 2020		FY 2021		FY 2020		FY 2021		% +/- YTD
	Jul	YTD	Jul	YTD	YTD	YTD	YTD	YTD	
Passengers	1,183	1,183	568	568	1,183	568			(51.98%)
Pass'r per Hour	7.7	7.7	7.6	7.6	7.7	7.6			(0.51%)
Wheelchair Users	79	79	70	70	79	70			(11.39%)
Quality									
On-Time %	94.0%	94.0%	90.7%	90.7%	94.0%	90.7%			(3.54%)
No-Show %	2.79%	2.79%	3.56%	3.56%	2.79%	3.56%			27.59%
# Complaints	0	0			0				
Cost									
Cost per Pass'r	\$14.27	\$14.27	\$18.11	\$18.11	\$14.27	\$18.11			26.91%
Total Cost	\$16,885	\$16,885	\$10,289	\$10,289	\$16,885	\$10,289			(39.06%)

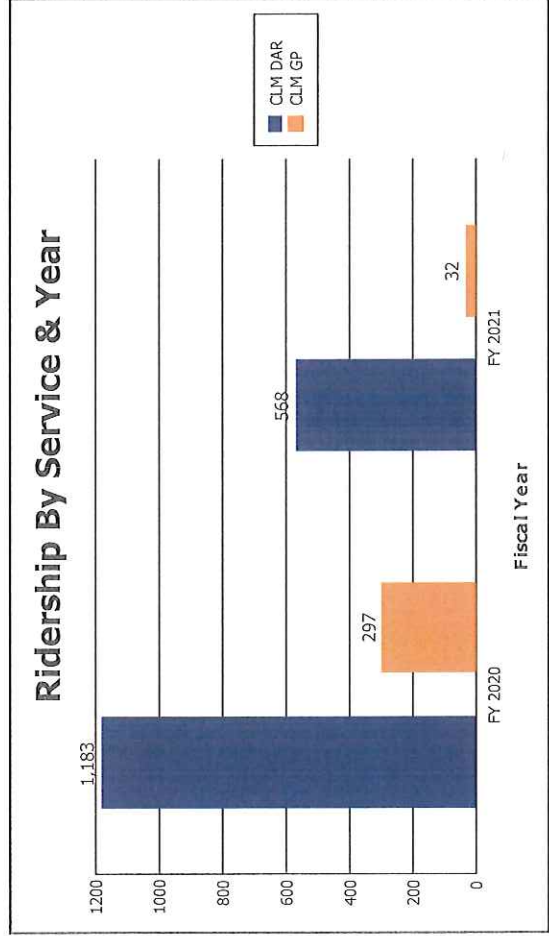
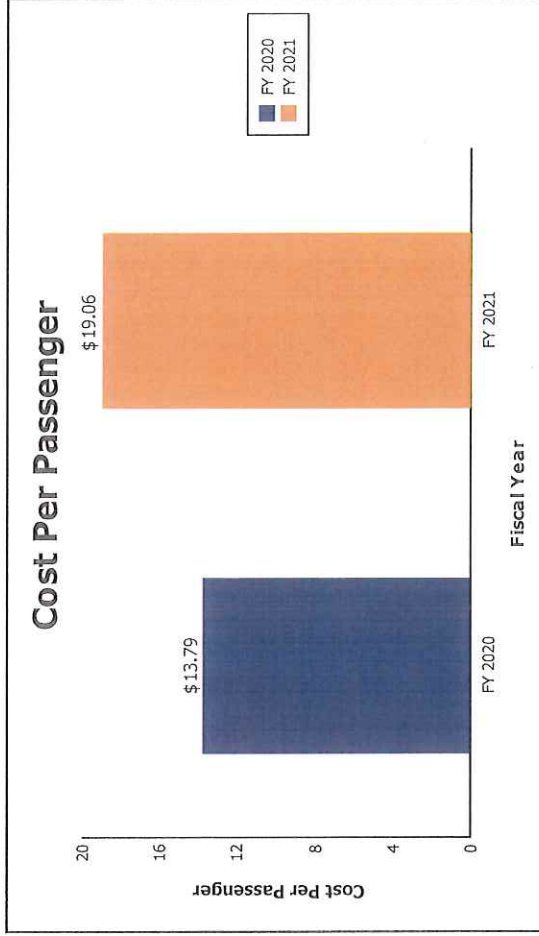
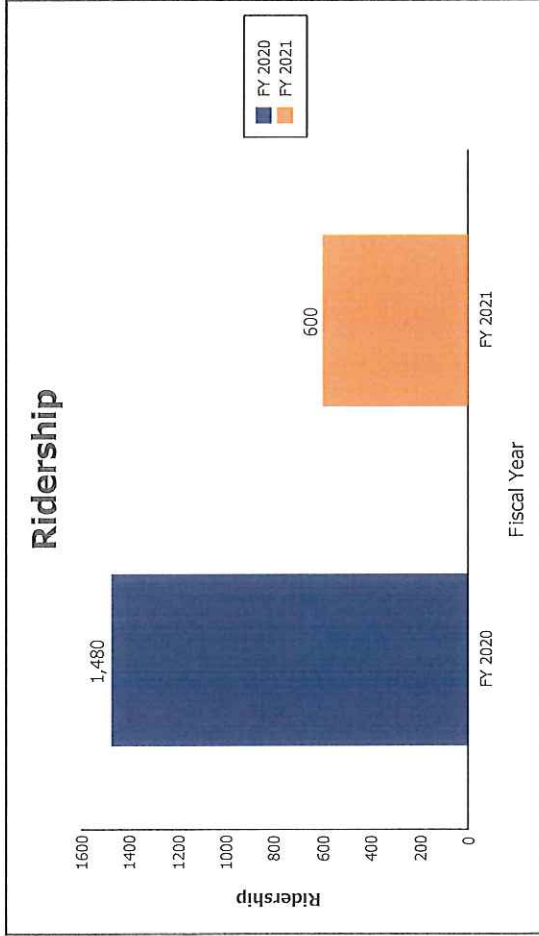


PVTA Monthly Board Report
 Jul FY 2021 - CLM GP
 Admin Accounts Excluded

Service	FY 2020		FY 2021		FY 2020		FY 2021		% +/- YTD
	Jul		Jul		YTD		YTD		
Passengers	297		32		297		32		(89.22%)
Pass'r per Hour	9.0		10.4		9.0		10.4		15.18%
Wheelchair Users	2				2				
Quality									
On-Time %	80.3%		100.0%		80.3%		100.0%		24.59%
No-Show %	0.66%		0.00%		0.66%		0.00%		
# Complaints									
Cost									
Cost per Pass'r	\$11.85		\$35.84		\$11.85		\$35.84		202.41%
Total Cost	\$3,520		\$1,147		\$3,520		\$1,147		(67.41%)



Claremont



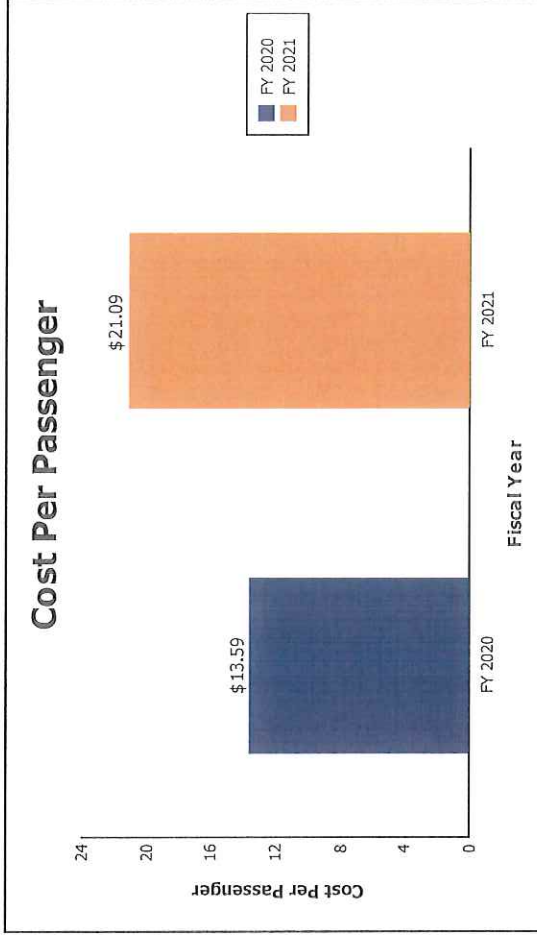
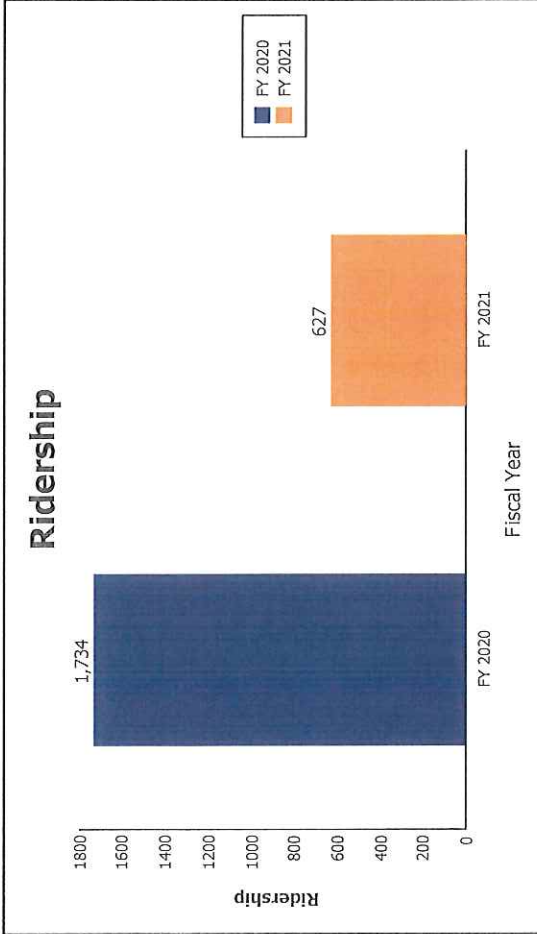


PVTA Monthly Board Report
 Jul FY 2021 - SD Cab
 Admin Accounts Included

Service	FY 2020	FY 2021	FY 2020	FY 2021	% +/- YTD
	Jul	Jul	YTD	YTD	
Passengers	1,734	627	1,734	627	(63.84%)
Pass'r per Hour	5.8	7.8	5.8	7.8	33.52%
Wheelchair Users	225	47	225	47	(79.11%)
Quality					
On-Time %	92.7%	90.0%	92.7%	90.0%	(2.88%)
No-Show %	2.08%	1.41%	2.08%	1.41%	(32.21%)
# Complaints	1		1		
Cost					
Cost per Pass'r	\$17.24	\$29.02	\$17.24	\$29.02	68.26%
Total Cost	\$29,903	\$18,193	\$29,903	\$18,193	(39.15%)



San Dimas





PVTA Monthly Board Report
Jul FY 2021 - POM GP
Admin Accounts Included

Service	FY 2020		FY 2021		FY 2020		FY 2021		% +/- YTD
	Jul	YTD	Jul	YTD	Jul	YTD	Jul	YTD	
Passengers	715	715	20	20	715	715	20	20	(97.20%)
Pass'r per Hour	22.1	22.1	1.7	1.7	22.1	22.1	1.7	1.7	(92.53%)
Quality									
On-Time %	90.4%	90.4%	90.0%	90.0%	90.4%	90.4%	90.0%	90.0%	(0.48%)
No-Show %	0.55%	0.55%	4.76%	4.76%	0.55%	0.55%	4.76%	4.76%	765.45%
# Complaints									
Cost									
Cost per Pass'r	\$7.57	\$7.57	\$191.65	\$191.65	\$7.57	\$7.57	\$191.65	\$191.65	2,432.32%
Total Cost	\$5,411	\$5,411	\$3,833	\$3,833	\$5,411	\$5,411	\$3,833	\$3,833	(29.16%)



Pomona

