

Pomona Valley  
Transportation  
Authority

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

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November 4, 2020

**AGENDA  
ITEM #3**

**MEMORANDUM**

To: Pomona Valley Transportation Authority  
From: George L. Sparks, PVTA Administrator  
Subject: **Operations Report September 2020**

**Service Overview**

- ❖ **Ridership and On Time Performance**-Ridership for Get About has been slowly increasing but it still remains at about one-third its historic levels. The cab portions of the service have seen stronger demand than the regular Get About service. Ready Now ridership for September was over 60% of September 2019. The growing volume in our cab based services has stressed existing resources resulting in lower on time performance for these service elements in September.
- ❖ **Service Improvement Strategies**-PVTA and our First Transit are working to strengthen cab resources to improve our on time performance and increase service capacity. First Transit is adding drivers and returning the dedicated service to its full weekday operating hours of 6:00a.m. to 7:30p.m. This will allow First to refer fewer regular Get About rides to its subcontractor, Network. Network will be able to dedicate greater resources to services like Ready Now, Claremont DAR and San Dimas DAC. We are adding two more dedicated drivers to the cab side and First Transit will be launching a pilot program using two of the new minivans to further supplement demand response (cab) services

**Costs**-The lower ridership volumes resulting from the pandemic have greatly reduced the total cost of our services. Get About expense is 24% lower than in FY 2020 and our other service costs are running from 25% to 45% lower than last year. This is due to operating fewer service hours and lower cab costs because these services are paid for on a per trip basis. While our overall costs are down sharply the cost per passenger for some services has more than doubled due to the need to cover many fixed costs, such as, rent, managers, dispatch and mechanics that do not decline with lower service volumes.

**Ridership Shares**-The pandemic has skewed the ridership share for each city. In the first two months, Pomona has seen its share rise from 66% to 73%. We will be double checking these numbers and plan to provide an analysis of this trend for the next board meeting. Since FY 2021 represents such an atypical year we may need to review our allocation methodology at least as it applies to FY 2021 and the FY 2022 budget.

### **Totals for Get About Services**

#### **❖ Ridership**

- Get About's overall YTD ridership through September was 68% lower than the same period in FY20. Patronage by riders in mobility devices is 67% lower than last year.

#### **❖ Cost**

- The cost per passenger is running significantly higher than last year. Total costs are running 24% lower than last year.

#### **❖ On Time Performance**

- Get About's overall on time was 88.5%, below our standard of 90%. No-Shows were 6.4%, above our goal of less than 3%. PVRTA staff is working with contractors to lower the number of no shows.

#### **❖ Complaints**

- Four complaints were received on Get About in September.

### **Van Service**

#### **❖ Ridership**

- Van service ridership YTD is 78% lower than the same time in FY20. Wheelchair ridership is down by 81% YTD.

#### **❖ Cost**

- Total costs for the van service are 24% lower and costs per passenger increased greatly due to the fixed costs associated with the van service.

#### **❖ Service Quality**

- No complaints were received. No-Shows were at 6.5%, not meeting the standard of less than 3%.

#### **❖ On Time Performance**

- On time was excellent at 94.6%, exceeding the standard of 90%.

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

#### **❖ Ridership**

- Regular Get About cab ridership through September is 53% lower compared to FY20. Wheelchair ridership is down by 46% YTD.

#### **❖ Cost**

- Total costs are 32% lower than last year, cost per passenger is up by 44%.

#### **❖ Service Quality**

- There were zero Get About cab complaints received.

❖ **On time performance**

- On-time performance is a concern at only 79% for September, not meeting the standard of 92%

**One Step Over the Line**

❖ **Ridership**

- Ridership for One Step Over the Line is 62% lower than FY20 YTD.

❖ **Cost**

- Total Costs are down by 48% compared to YTD FY20, cost per passenger is up by 35%.

❖ **Service Quality**

- One complaint was received.

❖ **On Time Performance**

- OTP was 78%, below our standard of 92%.

**Ready Now**

❖ **Ridership**

- Ridership through September YTD is 44% lower than last year.

❖ **Cost**

- The cost per passenger was \$15.84, Ready Now's total cost is 38% lower than FY20.

❖ **Service Quality**

- Three complaints were received.

❖ **On Time Performance**

- On time performance was 80% not meeting our standard of 90%. No-shows were 4.3%, this is above our standard of below 3%.

**Ridership by City**

Pomona's ridership YTD share increased by 11% compared to FY20. La Verne's YTD share increased by 13%. Claremont's Get About ridership YTD share has decreased by 32%. San Dimas share of Get About rides compared to FY 20 has decreased by 51%.

<b><u>Get About Ridership</u></b>				
<b><u>July-September</u></b>				
	<b><u>FY 2020</u></b>		<b><u>FY2021</u></b>	
<b><u>Claremont</u></b>	4,435	13.8%	963	9.4%
<b><u>La Verne</u></b>	4,073	12.6%	1,448	14.2%
<b><u>Pomona</u></b>	21,002	65.2%	7,378	72.2%
<b><u>San Dimas</u></b>	2,698	8.4%	422	4.1%
<b><u>Total</u></b>	<b>32,208</b>	<b>100%</b>	<b>10,211</b>	<b>100%</b>

**Claremont Dial-a-Ride**

❖ **Ridership**

- Claremont Dial-a-Ride total ridership through September is 60% lower than FY20.

❖ **Cost**

- Overall Claremont costs are 31% lower than last year. Cab costs are 27% lower than FY20.

❖ **Service Quality**

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

❖ **On Time Performance**

- OTP for the cab was 88%, below our standard of 92%.

**San Dimas Dial-a-Cab**

❖ **Ridership**

- San Dimas ridership YTD is 61% lower than last year.

❖ **Cost**

- Total costs were 37% lower than FY20.

❖ **Service Quality**

- One complaint was received in September.

❖ **On Time Performance**

- On time performance was 86%, No-Shows are at 2.07%.

**Pomona Group Service**

❖ **Ridership**

- Pomona Group ridership is about 94% lower than FY20.

❖ **Service Quality**

- Zero complaints were received.

❖ **On Time Performance**

- OTP is 100% % in September.



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

Service	FY 2020 Sep	FY 2021 Sep	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	10,217	3,606	32,208	10,212	(68.29%)
Pass'r per Hour	3.8	3.8	3.6	3.6	(1.49%)
Wheelchair Users	2,102	745	6,669	2,211	(66.84%)
<b>Quality</b>					
On-Time %	90.2%	86.6%	90.4%	88.5%	(2.18%)
No-Show %	3.70%	6.41%	3.45%	6.32%	83.18%
# Complaints	8	4	13	9	(30.76%)
<b>Cost</b>					
Cost per Pass'r	\$25.96	\$58.83	\$26.03	\$62.73	141.04%
Total Cost	\$265,242	\$212,149	\$838,249	\$640,649	(23.57%)



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

Service	FY 2020 Sep	FY 2021 Sep	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	6,421	1,641	21,216	4,729	(77.71%)
Pass'r per Hour	3.5	3.2	3.3	2.8	(15.44%)
Wheelchair Users	1,308	270	4,406	843	(80.86%)
<b>Quality</b>					
On-Time %	92.5%	94.6%	91.1%	92.9%	1.92%
No-Show %	2.57%	6.54%	2.61%	6.09%	133.33%
# Complaints	1		3	1	(66.66%)
<b>Cost</b>					
Cost per Pass'r	\$24.42	\$74.63	\$23.27	\$78.96	239.34%
Total Cost	\$156,776	\$122,462	\$493,676	\$373,414	(24.36%)





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

Service	FY 2020 Sep	FY 2021 Sep	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	2,200	1,002	5,636	2,660	(52.80%)
Pass'r per Hour	4.5	4.6	4.3	4.7	8.83%
Wheelchair Users	506	251	1,329	724	(45.52%)
Quality					
On-Time %	85.4%	78.9%	87.6%	84.0%	(4.00%)
No-Show %	5.37%	8.15%	5.65%	9.40%	66.37%
# Complaints	6	0	9	0	
Cost					
Cost per Pass'r	\$22.03	\$29.71	\$21.80	\$31.31	43.63%
Total Cost	\$48,468	\$29,773	\$122,872	\$83,297	(32.20%)



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

Service	FY 2020 Sep	FY 2021 Sep	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	314	162	988	381	(61.43%)
Pass'r per Hour	3.2	2.9	3.1	2.9	(5.64%)
Wheelchair Users	80	48	258	121	(53.10%)
<b>Quality</b>					
On-Time %	86.8%	78.1%	90.1%	81.3%	(9.75%)
No-Show %	5.70%	4.14%	5.36%	6.15%	14.73%
# Complaints		1		5	
<b>Cost</b>					
Cost per Pass'r	\$25.48	\$34.06	\$27.60	\$37.28	35.06%
Total Cost	\$8,000	\$5,518	\$27,273	\$14,205	(47.91%)





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

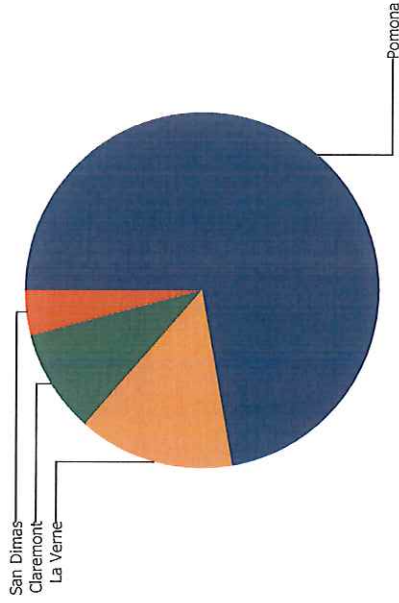
Service	FY 2020 Sep	FY 2021 Sep	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	1,282	801	4,368	2,442	(44.09%)
Pass'r per Hour	5.3	5.2	5.3	5.2	(0.23%)
Wheelchair Users	208	176	676	523	(22.63%)
<b>Quality</b>					
On-Time %	91.0%	80.3%	91.9%	85.2%	(7.29%)
No-Show %	5.80%	4.30%	4.12%	3.24%	(21.35%)
# Complaints	1	3	1	3	200.00%
<b>Cost</b>					
Cost per Pass'r	\$14.05	\$15.74	\$14.30	\$15.84	10.73%
Total Cost	\$18,007	\$12,607	\$62,481	\$38,682	(38.08%)



**Get About**

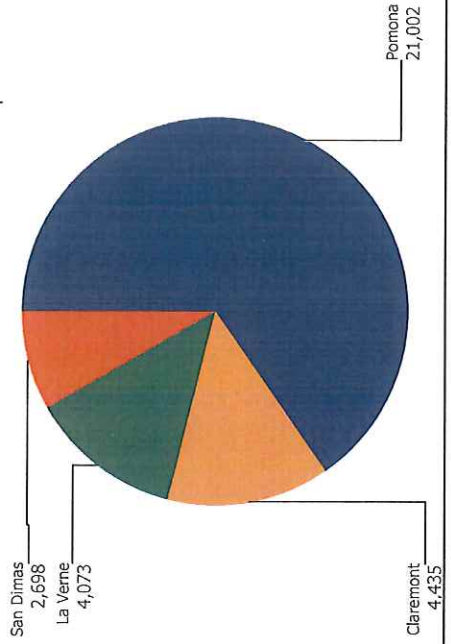
**Ridership By City**

FY 2021 Jul - Sep

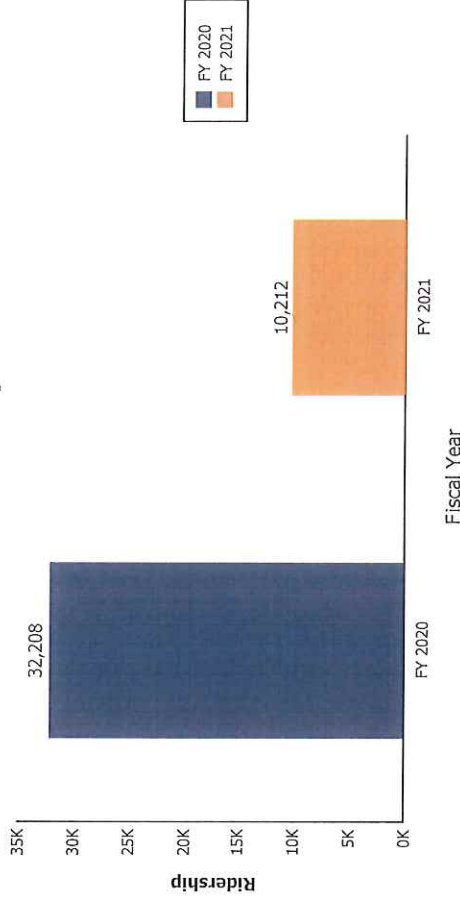


**Ridership By City**

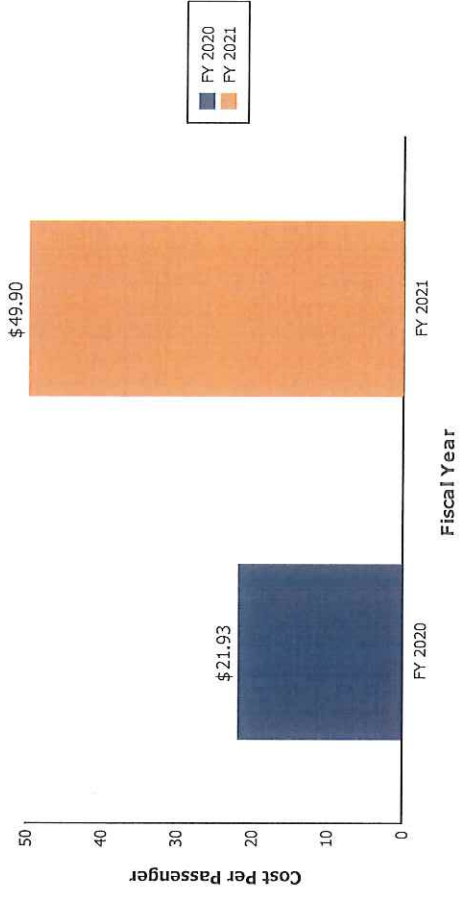
FY 2020 - Jul - Sep



**Ridership**



**Cost Per Passenger**





**PVTA Monthly Board Report**  
 Sep FY 2021 - Claremont  
 Admin Accounts Included

Service	FY 2020 Sep	FY 2021 Sep	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	1,856	623	4,501	1,814	(59.69%)
Pass'r per Hour	8.8	7.4	8.2	7.5	(8.29%)
Wheelchair Users	94	92	255	248	(2.74%)
<b>Quality</b>					
On-Time %	91.7%	83.3%	92.6%	87.9%	(5.11%)
No-Show %	2.57%	3.70%	2.51%	2.94%	17.13%
# Complaints	8	4	9	4	(55.55%)
<b>Cost</b>					
Cost per Pass'r	\$12.79	\$25.50	\$14.87	\$25.37	70.56%
Total Cost	\$23,734	\$15,884	\$66,940	\$46,016	(31.25%)



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

Service	FY 2020 Sep	FY 2021 Sep	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	1,052	588	3,235	1,739	(46.24%)
Pass'r per Hour	7.6	7.8	7.7	7.7	(0.89%)
Wheelchair Users	93	92	250	248	(0.80%)
<b>Quality</b>					
On-Time %	91.3%	83.1%	93.0%	87.8%	(5.62%)
No-Show %	4.27%	3.92%	3.34%	3.06%	(8.38%)
# Complaints	8	4	9	4	(55.55%)
<b>Cost</b>					
Cost per Pass'r	\$11.99	\$17.74	\$13.35	\$18.13	35.85%
Total Cost	\$12,612	\$10,432	\$43,181	\$31,535	(26.97%)





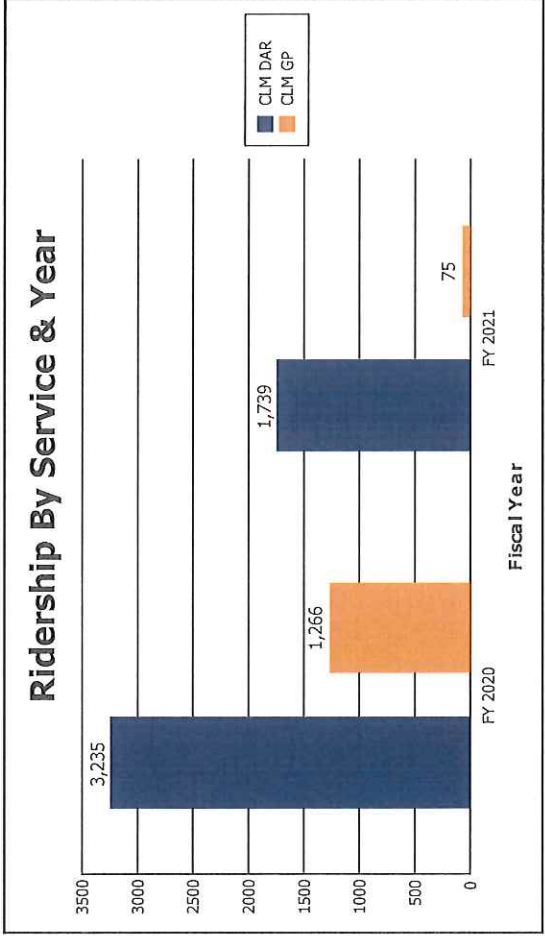
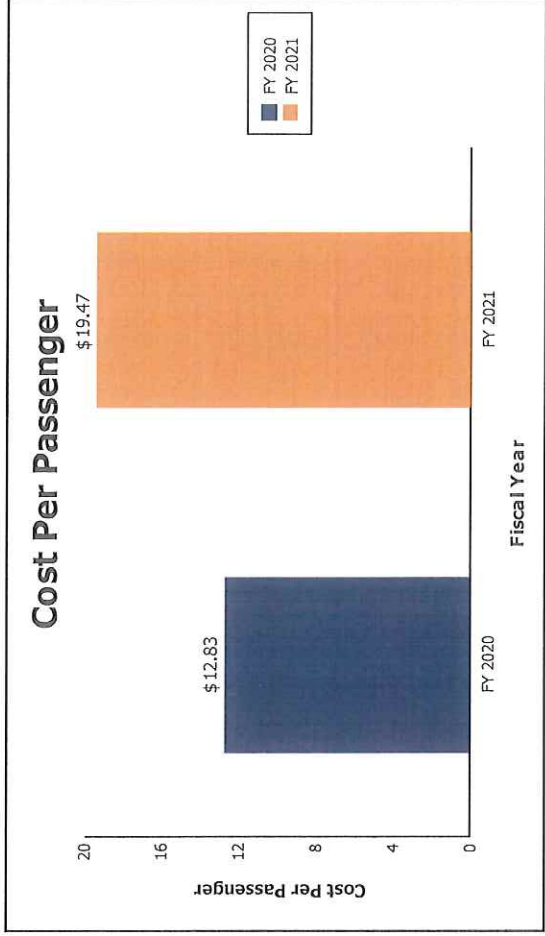
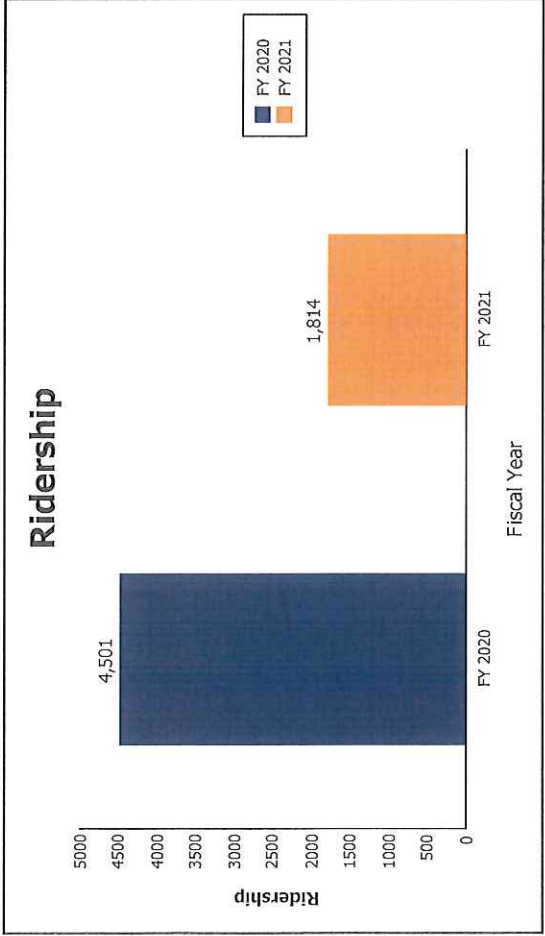
**PVTA Monthly Board Report**  
 Sep FY 2021 - CLM GP  
 Admin Accounts Excluded

Service	FY 2020 Sep	FY 2021 Sep	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	804	35	1,266	75	(94.07%)
Pass'r per Hour	11.3	4.2	9.7	5.2	(46.13%)
Wheelchair Users	1		5		
<b>Quality</b>					
On-Time %	94.5%	100.0%	88.3%	100.0%	13.22%
No-Show %	0.24%	0.00%	0.31%	0.00%	
# Complaints					
<b>Cost</b>					
Cost per Pass'r	\$10.54	\$56.04	\$11.52	\$50.46	338.06%
Total Cost	\$8,474	\$1,961	\$14,582	\$3,784	(74.04%)





Claremont



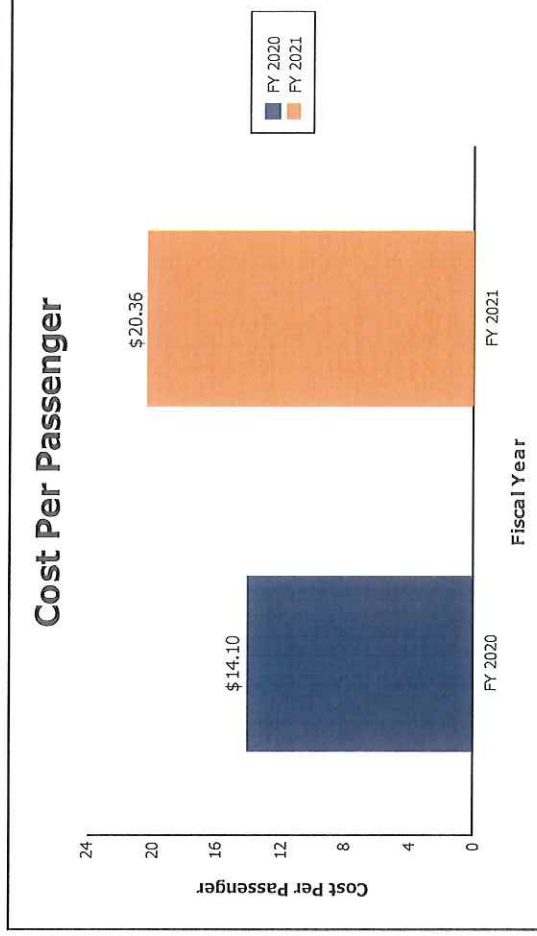
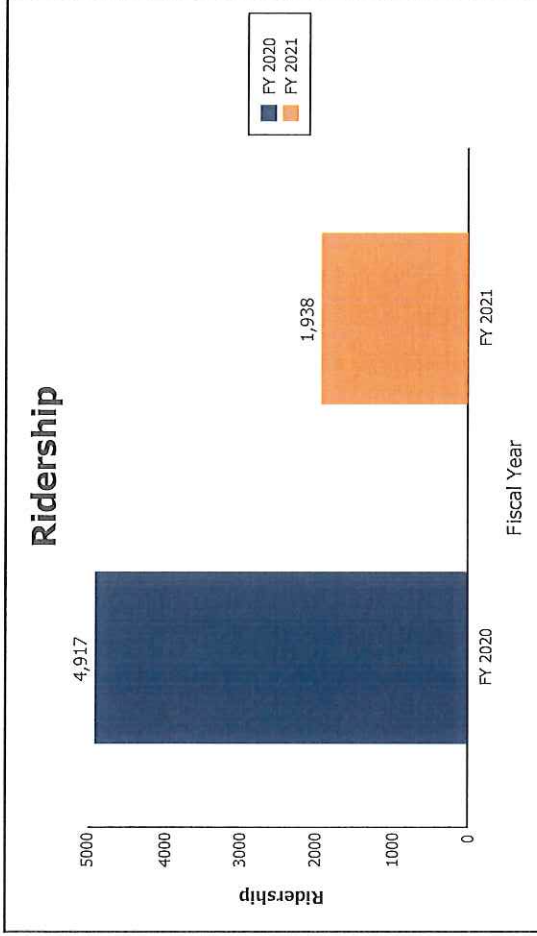


**PVTA Monthly Board Report**  
 Sep FY 2021 - SD Cab  
 Admin Accounts Included

Service	FY 2020 Sep	FY 2021 Sep	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	1,459	708	4,917	1,938	(60.58%)
Pass'r per Hour	5.8	6.6	5.9	6.8	13.66%
Wheelchair Users	166	64	610	175	(71.31%)
<b>Quality</b>					
On-Time %	90.5%	79.9%	92.0%	86.2%	(6.31%)
No-Show %	2.79%	2.07%	2.49%	2.07%	(16.86%)
# Complaints	7	1	8	1	(87.50%)
<b>Cost</b>					
Cost per Pass'r	\$16.40	\$25.90	\$16.75	\$26.92	60.78%
Total Cost	\$23,927	\$18,334	\$82,339	\$52,179	(36.62%)



San Dimas





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

Service	FY 2020 Sep	FY 2021 Sep	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	90	30	970	57	(94.12%)
Pass'r per Hour	6.2	1.6	15.0	1.1	(92.94%)
Quality					
On-Time %	90.8%	100.0%	92.0%	95.5%	3.77%
No-Show %	2.17%	0.00%	0.91%	1.72%	89.01%
# Complaints	0		0		
Cost					
Cost per Pass'r	\$26.67	\$174.99	\$10.21	\$264.95	2,494.55%
Total Cost	\$2,401	\$5,250	\$9,906	\$15,102	52.46%



Pomona

