

Pomona Valley
Transportation
Authority

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

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February 10, 2021

**AGENDA
ITEM #3**

MEMORANDUM

To: Pomona Valley Transportation Authority
From: Erika Cardenas, Mobility Manager
Subject: **Operations Report December FY2021**

Service Overview

Our ridership levels have remained consistently low throughout the pandemic. Overall, all service trends remained in line with prior months. Ridership remained at about 30% of our normal average. We worked with First Transit and Network to improve the cab service and have seen an improvement on OTP and no shows. For the month of December, we saw OTP for Get About Van was 95.1%, Get About Cab OTP was 94.1% and both wait times, and no shows are improving. Mobility Managers continue to follow up with city partners and local agencies that service our clients to stay informed on any closure or reopening updates. PVRTA has become more active with utilizing the website and social media platforms to stay connected with the community and keep everyone up to date.

Total for Get About Services

❖ **Ridership**

- Get About's overall YTD ridership in December FY21 was 67% lower than the same period in FY20. Patronage by riders in mobility devices is 66% lower than last year.

❖ **Cost**

- The cost per passenger is running significantly higher than last year. This is due to the much higher costs associated with operating during the COVID-19 pandemic during the last few months. Total costs are running 25% lower than last year.

❖ **On Time Performance**

- Get About's overall on time was 94.3%, meeting our standard of 90%. No-Shows were 3.32%, above our goal of less than 3%. PVRTA staff continues working with contractors to lower the number of no shows.

❖ **Complaints**

- One complaint was received on Get About Van in December.

Van Service

❖ **Ridership**

- Van service ridership YTD is 75% lower than the same time in FY20. Wheelchair ridership is down by 77% YTD.

❖ **Cost**

- Total costs for the van service are 19% lower and costs per passenger increased greatly due to the fixed costs associated with the van service.

❖ **Service Quality**

- One complaint was received. No-Shows were at 6.12%, not meeting the standard of less than 3%.

❖ **On Time Performance**

- On time was 95.1%, exceeding the standard of 90%.

Get About Regular Cab Services

❖ **Ridership**

- Regular Get About cab ridership in December is 43% lower compared to FY20. Wheelchair ridership is down by 32% YTD.

❖ **Cost**

- Total costs are 37% lower than last year, cost per passenger is up by 10.93%.

❖ **Service Quality**

- There were zero Get About cab complaints received.

❖ **On time performance**

- On-time performance was 94.1%, meeting the standard of 90%.

One Step Over the Line

❖ **Ridership**

- Ridership for One Step Over the Line is 58% lower than FY20 YTD.

❖ **Cost**

- Total Costs are down by 46% compared to YTD FY20, cost per passenger is up by 28%.

❖ **Service Quality**

- Zero complaints were received.

❖ **On Time Performance**

- OTP was 93.3%, above our standard of 92%.

Ready Now

❖ **Ridership**

- Ridership YTD is 43% lower than last year.

❖ **Cost**

- The cost per passenger was \$15.47, Ready Now's total cost is 37% lower than FY20.

❖ **Service Quality**

- Zero complaints were received.

❖ **On Time Performance**

- On time performance was 94.1% meeting our standard of 90%. No-shows were 3.89%, this is slightly above our standard of below 3%.

Ridership by City

Pomona's ridership YTD share increased by 13% compared to FY20. La Verne's YTD share increased by 2%. Claremont's Get About ridership YTD share has decreased by 35%. San Dimas share of Get About rides compared to FY 20 has decreased by 39%.

Get About Ridership July-December				
	FY 2020		FY2021	
Claremont	9,035	14.2%	1,936	9.2%
La Verne	8,117	12.8%	2,729	13.0%
Pomona	41,034	64.6%	15,222	72.7%
San Dimas	5,349	8.4%	1,059	5.1%
Total	63,535	100%	20,946	100%

Claremont Dial-a-Ride

❖ **Ridership**

- Claremont Dial-a-Ride total ridership through December is 69% lower than FY20.

❖ **Cost**

- Overall Claremont costs are 45% lower than last year. Cab costs are 22% lower than FY20.

❖ **Service Quality**

- Zero complaints were received for Claremont Services.

❖ **On Time Performance**

- OTP for the cab was 93.1%, above our standard of 92%.

San Dimas Dial-a-Cab

❖ **Ridership**

- San Dimas ridership YTD is 56% lower than last year.

❖ **Cost**

- Total costs were 35% lower than FY20.

❖ **Service Quality**

- Zero complaints were received in December.

❖ **On Time Performance**

- On time performance was 91.7%, No-Shows are at 1.69%.

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 December.



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

	FY 2020 Dec	FY 2021 Dec	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	9,846	3,314	63,536	20,946	(67.03%)
Pass'r per Hour	3.6	3.1	3.6	3.5	(4.32%)
Wheelchair Users	1,946	625	12,755	4,315	(66.17%)
Quality					
On-Time %	89.4%	94.3%	89.9%	90.9%	1.14%
No-Show %	3.36%	5.85%	3.64%	6.19%	70.05%
# Complaints	8	1	51	16	(68.62%)
Cost					
Cost per Pass'r	\$27.99	\$61.15	\$26.23	\$60.05	128.91%
Total Cost	\$275,611	\$202,662	\$1,666,798	\$1,257,892	(24.53%)



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

	FY 2020 Dec	FY 2021 Dec	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	2,453	671	13,086	5,151	(60.63%)
Pass'r per Hour	3.9	4.1	4.0	4.5	12.75%
Wheelchair Users	561	181	2,982	1,350	(54.72%)
Quality					
On-Time %	86.1%	92.1%	85.4%	86.2%	0.92%
No-Show %	9.04%	7.82%	6.99%	8.45%	20.88%
# Complaints	7		36	2	(94.44%)
Cost					
Cost per Pass'r	\$22.31	\$32.69	\$22.09	\$31.12	40.89%
Total Cost	\$54,736	\$21,938	\$289,051	\$160,310	(44.53%)



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

	FY 2020 Dec	FY 2021 Dec	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	5,667	1,747	40,080	10,195	(74.56%)
Pass'r per Hour	3.4	2.5	3.4	2.8	(18.41%)
Wheelchair Users	1,076	322	8,007	1,860	(76.77%)
Quality					
On-Time %	91.5%	95.1%	91.8%	94.2%	2.66%
No-Show %	0.03%	6.12%	2.16%	6.40%	196.29%
# Complaints	1	1	12	3	(75.00%)
Cost					
Cost per Pass'r	\$26.21	\$75.98	\$23.78	\$75.36	216.85%
Total Cost	\$148,535	\$132,730	\$953,235	\$768,279	(19.40%)



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

	FY 2020 Dec	FY 2021 Dec	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	310	180	1,974	837	(57.59%)
Pass'r per Hour	2.5	2.7	2.7	2.8	0.94%
Wheelchair Users	84	29	480	225	(53.12%)
Quality					
On-Time %	85.7%	93.3%	87.8%	86.4%	(1.52%)
No-Show %	6.62%	3.22%	6.31%	5.63%	(10.77%)
# Complaints		0	1	8	700.00%
Cost					
Cost per Pass'r	\$27.95	\$38.58	\$27.16	\$34.76	27.95%
Total Cost	\$8,666	\$6,945	\$53,619	\$29,092	(45.74%)



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

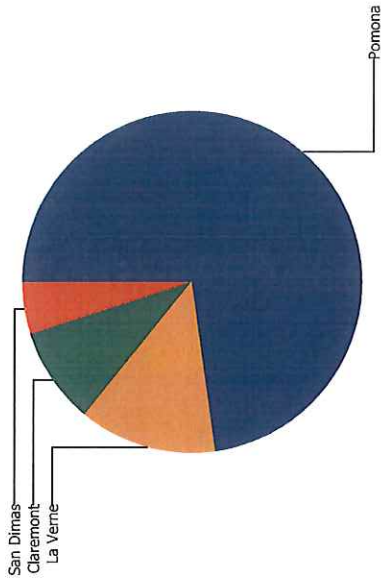
	FY 2020 Dec	FY 2021 Dec	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	1,416	716	8,396	4,763	(43.27%)
Pass'r per Hour	4.5	5.4	4.9	5.3	6.49%
Wheelchair Users	225	93	1,286	880	(31.57%)
Quality					
On-Time %	87.4%	94.1%	89.7%	88.7%	(1.08%)
No-Show %	5.03%	3.89%	4.54%	3.25%	(28.41%)
# Complaints			2	3	50.00%
Cost					
Cost per Pass'r	\$14.05	\$15.47	\$14.15	\$15.69	10.93%
Total Cost	\$19,888	\$11,076	\$118,786	\$74,754	(37.06%)



Get About

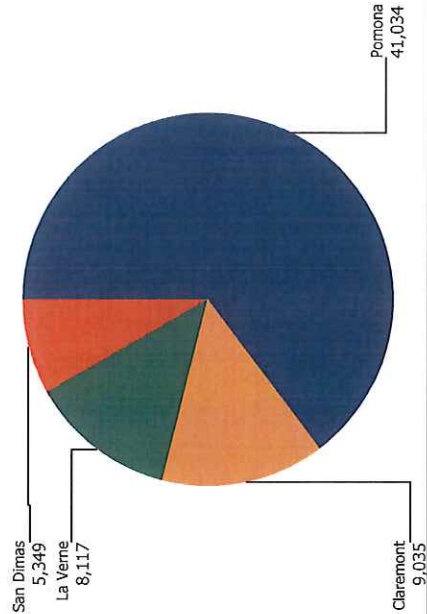
Ridership By City

FY 2021 Jul - Dec

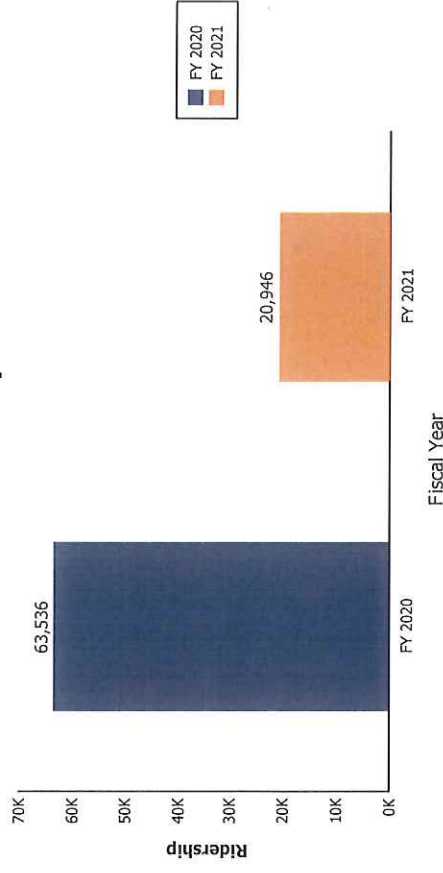


Ridership By City

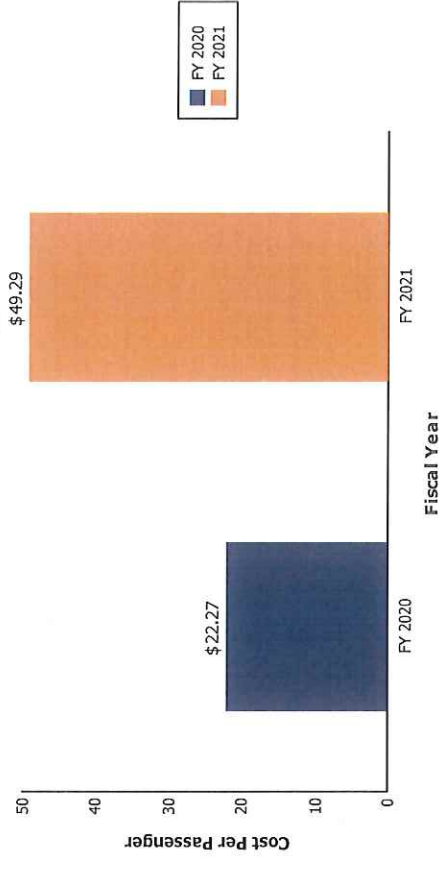
FY 2020 - Jul - Dec



Ridership



Cost Per Passenger





PVTA Monthly Board Report

**Dec FY 2021 - Claremont
Admin Accounts Included**

	FY 2020 Dec	FY 2021 Dec	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	1,919	587	12,739	3,888	(69.47%)
Pass'r per Hour	8.2	7.0	9.1	7.5	(17.86%)
Wheelchair Users	91	49	494	460	(6.88%)
Quality					
On-Time %	93.7%	93.2%	92.6%	90.1%	(2.68%)
No-Show %	2.58%	2.16%	2.33%	2.60%	11.58%
# Complaints	2		17	6	(64.70%)
Cost					
Cost per Pass'r	\$11.80	\$22.72	\$12.65	\$22.92	81.15%
Total Cost	\$22,642	\$13,334	\$161,142	\$89,094	(44.71%)



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

	FY 2020 Dec	FY 2021 Dec	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	1,100	566	6,492	3,720	(42.69%)
Pass'r per Hour	6.5	7.0	7.1	7.5	4.97%
Wheelchair Users	86	49	479	460	(3.96%)
Quality					
On-Time %	89.4%	93.1%	90.9%	90.0%	(1.00%)
No-Show %	4.26%	2.24%	4.07%	2.71%	(33.41%)
# Complaints	2		17	6	(64.70%)
Cost					
Cost per Pass'r	\$12.07	\$18.43	\$12.68	\$17.30	36.44%
Total Cost	\$13,281	\$10,431	\$82,329	\$64,370	(21.81%)

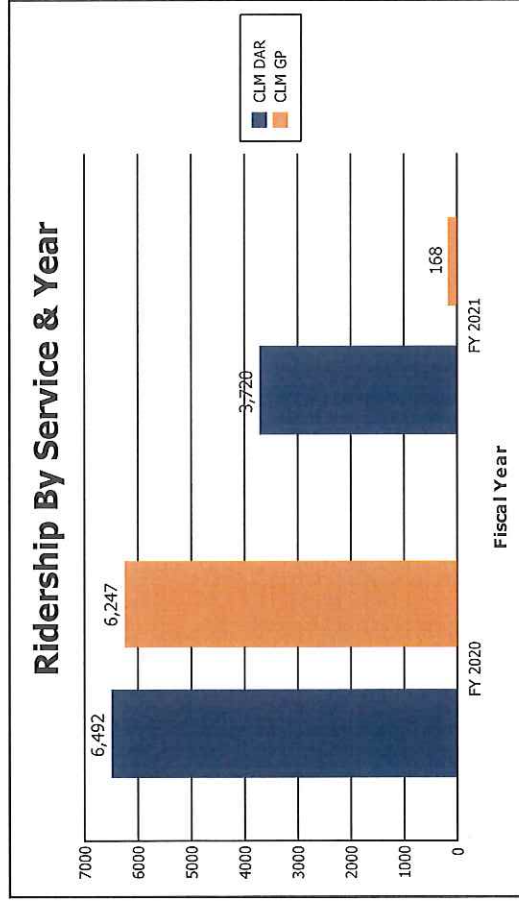
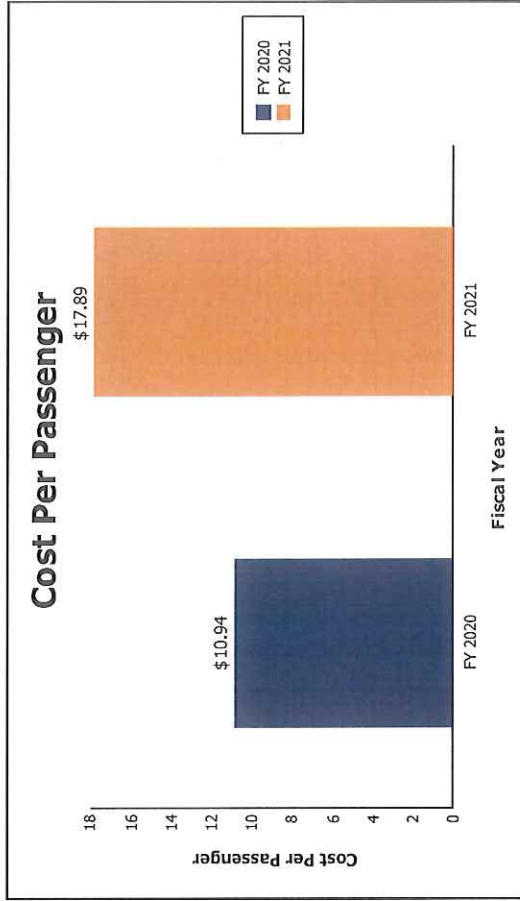
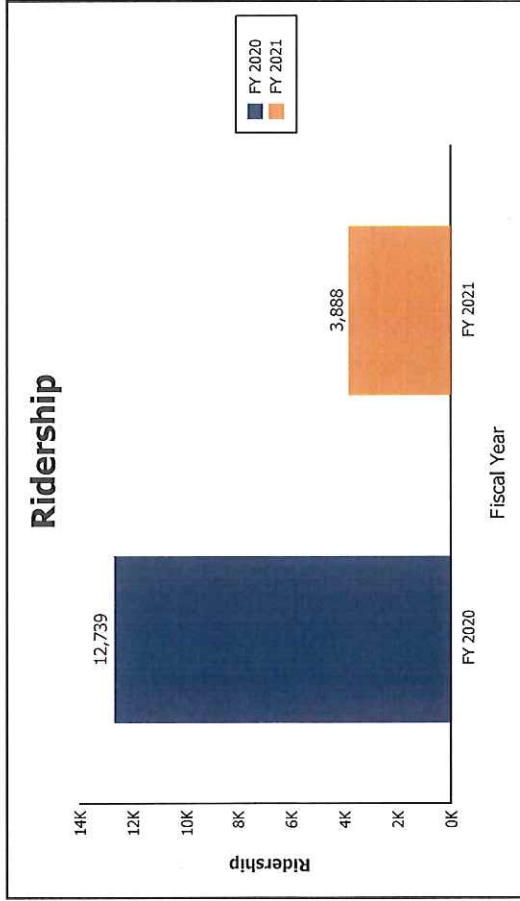


PVTA Monthly Board Report
Dec FY 2021 - CLM GP
Admin Accounts Excluded

	FY 2020 Dec	FY 2021 Dec	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	819	21	6,247	168	(97.31%)
Pass'r per Hour	12.3	7.7	12.8	7.8	(39.06%)
Wheelchair Users	5		15		
Quality					
On-Time %	99.1%	100.0%	97.8%	100.0%	2.22%
No-Show %	0.24%	0.00%	0.46%	0.00%	
# Complaints					
Cost					
Cost per Pass'r	\$7.59	\$24.60	\$9.13	\$30.91	238.62%
Total Cost	\$6,219	\$517	\$57,022	\$5,193	(90.89%)



Claremont



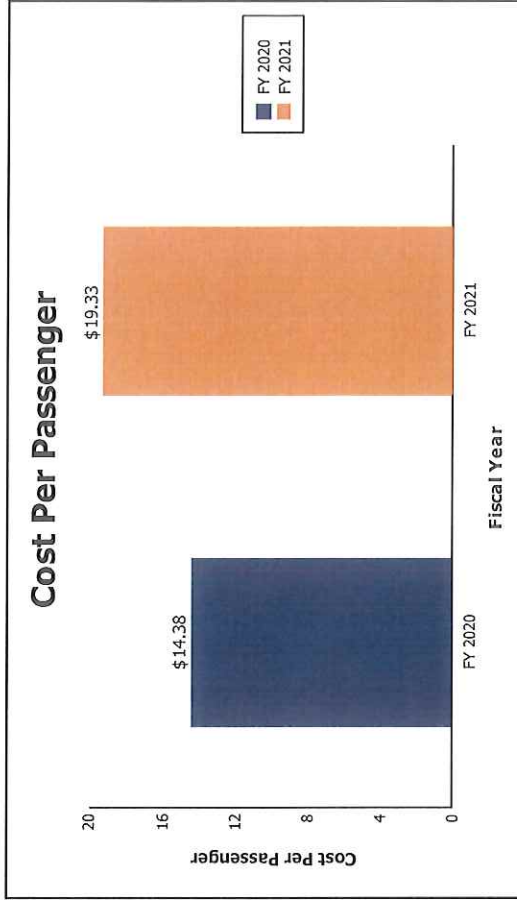
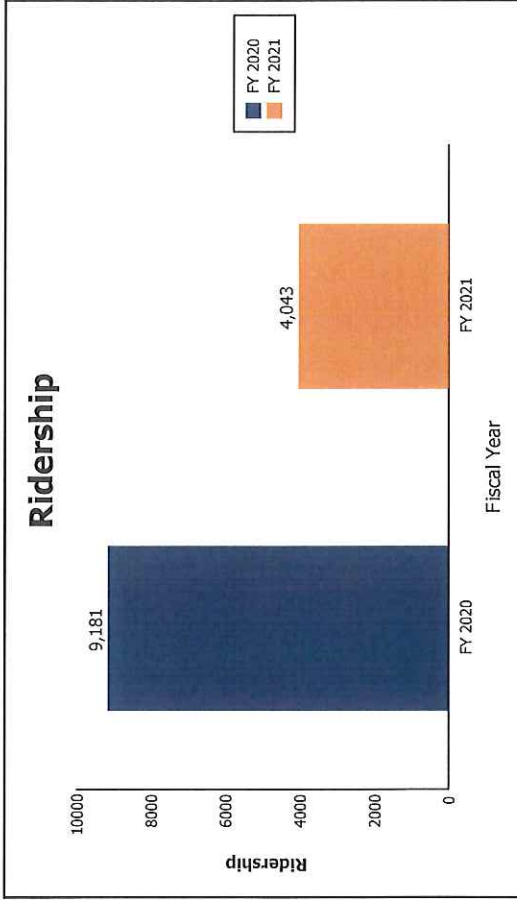


PVTA Monthly Board Report
Dec FY 2021 - San Dimas
Admin Accounts Included

	FY 2020 Dec	FY 2021 Dec	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	1,460	698	9,181	4,043	(55.96%)
Pass'r per Hour	5.7	6.4	5.8	6.7	16.05%
Wheelchair Users	133	33	1,025	330	(67.80%)
Quality					
On-Time %	87.0%	91.7%	89.0%	88.6%	(0.47%)
No-Show %	2.92%	1.69%	2.91%	2.17%	(25.42%)
# Complaints	2		18	1	(94.44%)
Cost					
Cost per Pass'r	\$16.86	\$21.02	\$16.88	\$24.78	45.80%
Total Cost	\$24,622	\$14,669	\$154,986	\$100,194	(35.35%)



San Dimas





PVTA Monthly Board Report
Dec FY 2021 - Pomona
Admin Accounts Included

	FY 2020 Dec	FY 2021 Dec	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	71	10	1,766	100	(94.33%)
Pass'r per Hour	4.3	0.8	12.1	1.2	(90.16%)
Wheelchair Users	3		7		
Quality					
On-Time %	98.0%	100.0%	94.9%	97.5%	2.76%
No-Show %	8.97%	0.00%	1.45%	0.99%	(31.72%)
# Complaints			0		
Cost					
Cost per Pass'r	\$26.35	\$275.52	\$11.85	\$218.59	1,744.87%
Total Cost	\$1,871	\$2,755	\$20,925	\$21,859	4.46%



Pomona

