

Pomona Valley
Transportation
Authority

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

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April 14, 2021

**AGENDA
ITEM #3**

MEMORANDUM

To: Pomona Valley Transportation Authority

From: Erika Cardenas, Mobility Manager

Subject: Operations Report February FY2021

Service Overview

PVTA staff has been working with different community partners to ensure that every person eligible has accessibility to vaccination sites. PVTA came into contact with staff from City of Pomona, Fairplex, the office of Supervisor Hilda Solis and other local agencies to make sure that solutions were found for equitable access to vaccine sites. Currently PVTA is providing transportation to those that the City of Pomona is scheduling for vaccines. PVTA staff will continue to stay in contact with City employees and local agencies to see how we can keep assisting the community. Attached you will find PVTA's Covid-19 update that goes over safety measures that have been taken to keep everyone in the community including the drivers safe.

Ridership continues to be steady at about 30% of our normal average for the month of February. PVTA has put forth a lot of effort to make sure that customer service standards are being met during this time. We continue to see OTP and no shows improve every month. Mobility Managers have been focusing on listening to call recordings and making sure we are not only meeting customer expectations but finding ways to exceed those expectations. In the next few months, PVTA staff will work closely with contractors to make sure all staff is retrained to meet PVTA's customer service standards and will continue to monitor calls.

Total for Get About Services

❖ **Ridership**

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

❖ **Cost**

- The overall cost of service has declined by 26%. The resulting savings will serve to lower city contribution requirements for Get About in the upcoming year. The cost per passenger, however, is running significantly higher than last year. This is due to the need to maintain many fixed costs, such as, rent, managers, and maintenance while operating fewer hours and delivering fewer rides. These items are needed to maintain the capacity to meet the increased ride volumes expected later in the year as the pandemic wanes and demand increases.

❖ **On Time Performance**

- Get About's overall on time was 92.6%, meeting our standard of 90%. No-Shows were 2.64%, below our goal of less than 3%.

❖ **Complaints**

- Zero complaints were received on any Get About service in February.

Van Service

❖ **Ridership**

- Van service ridership YTD is 73% lower than the same time in FY20. Wheelchair ridership is down by 75% 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**

- Zero complaints were received. No-Shows were at 1.52%, meeting the standard of less than 3%.

❖ **On Time Performance**

- On time was 93.1%, exceeding the standard of 90%.

Get About Regular Cab Services

❖ **Ridership**

- Regular Get About cab ridership in February is 66% lower compared to FY20. Wheelchair ridership is down by 60% YTD.

❖ **Cost**

- Total costs are 51% lower than last year, cost per passenger is up by 43%.

❖ **Service Quality**

- There were zero Get About cab complaints received.

❖ **On time performance**

- On-time performance was 94.8%, meeting the standard of 90%.

One Step Over the Line

❖ **Ridership**

➤ Ridership for One Step Over the Line is 60% lower than FY20 YTD.

❖ **Cost**

➤ Total Costs are down by 48% compared to YTD FY20, cost per passenger is up by 33%.

❖ **Service Quality**

➤ Zero complaints were received.

❖ **On Time Performance**

➤ OTP was 86.5%, below our standard of 92%.

Ready Now

❖ **Ridership**

➤ Ridership YTD is 45% lower than last year.

❖ **Cost**

➤ The cost per passenger was \$15.62, Ready Now's total cost is 39% lower than FY20.

❖ **Service Quality**

➤ Zero complaints were received.

❖ **On Time Performance**

➤ On time performance was 92.6% meeting our standard of 90%. No-shows were 2.45%, below our standard of below 3%.

Ridership by City

Pomona's ridership YTD share increased by 10% compared to FY20. La Verne's YTD share increased by 12%. 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 41%.

<u>Get About Ridership</u>				
July-February				
	<u>FY 2020</u>		<u>FY2021</u>	
<u>Claremont</u>	11,361	13.4%	2,408	8.7%
<u>La Verne</u>	10,710	12.7%	3,945	14.2%
<u>Pomona</u>	55,500	65.6%	19,968	72.1%
<u>San Dimas</u>	6,976	8.3%	1,371	4.9%
<u>Total</u>	84,547	100%	27,692	100%

Claremont Dial-a-Ride

❖ Ridership

- Claremont Dial-a-Ride total ridership through February is 72% lower than FY20.

❖ Cost

- Overall Claremont costs are 44% lower than last year. Cab costs are 16% lower than FY20.

❖ Service Quality

- Zero complaints were received for Claremont Services.

❖ On Time Performance

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

San Dimas Dial-a-Cab

❖ Ridership

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

❖ Cost

- Total costs were 36% lower than FY20.

❖ Service Quality

- Zero complaints were received in February.

❖ On Time Performance

- On time performance was 91.7%, No-Shows are at 1.28%.

Pomona Group Service

❖ Ridership

- Pomona Group ridership is about 95% lower than FY20.

❖ Service Quality

- Zero complaints were received.

❖ On Time Performance

- OTP is 100% in February.



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

Service	FY 2020 Feb	FY 2021 Feb	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	10,589	3,422	84,548	27,691	(67.24%)
Pass'r per Hour	3.9	3.3	3.7	3.5	(5.67%)
Wheelchair Users	2,015	645	16,721	5,658	(66.16%)
Quality					
On-Time %	86.5%	92.6%	89.3%	91.5%	2.52%
No-Show %	2.73%	2.64%	3.40%	5.65%	66.17%
# Complaints	8	0	69	16	(76.81%)
Cost					
Cost per Pass'r	\$27.09	\$59.67	\$26.61	\$60.10	125.83%
Total Cost	\$286,904	\$204,194	\$2,249,846	\$1,664,093	(26.03%)



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

	FY 2020 Feb	FY 2021 Feb	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	5,554	1,868	51,564	13,845	(73.14%)
Pass'r per Hour	3.7	2.9	3.4	2.8	(18.79%)
Wheelchair Users	1,078	362	10,244	2,591	(74.70%)
Quality					
On-Time %	88.9%	93.1%	91.4%	94.3%	3.14%
No-Show %	0.01%	1.52%	1.69%	5.67%	235.50%
# Complaints	2		14	3	(78.57%)
Cost					
Cost per Pass'r	\$28.01	\$72.22	\$24.78	\$74.54	200.75%
Total Cost	\$155,568	\$134,902	\$1,277,937	\$1,031,976	(19.24%)



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

Service	FY 2020	FY 2021	FY 2020	FY 2021	% +/-
	Feb	Feb	YTD	YTD	YTD
Passengers	3,191	670	18,968	6,516	(65.64%)
Pass'r per Hour	4.1	3.7	4.0	4.4	10.74%
Wheelchair Users	653	119	4,137	1,649	(60.14%)
Quality					
On-Time %	82.8%	94.8%	85.0%	87.7%	3.27%
No-Show %	6.11%	5.76%	6.92%	7.96%	15.02%
# Complaints	5		45	2	(95.55%)
Cost					
Cost per Pass'r	\$21.43	\$30.62	\$21.92	\$31.35	42.98%
Total Cost	\$68,399	\$20,516	\$415,872	\$204,274	(50.88%)



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

Service	FY 2020 Feb	FY 2021 Feb	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	423	129	2,776	1,097	(60.48%)
Pass'r per Hour	2.7	1.8	2.6	2.6	0.34%
Wheelchair Users	44	29	596	281	(52.85%)
Quality					
On-Time %	87.6%	86.5%	87.7%	87.1%	(0.60%)
No-Show %	5.15%	3.00%	5.96%	5.18%	(13.08%)
# Complaints		0	1	8	700.00%
Cost					
Cost per Pass'r	\$30.39	\$50.60	\$27.92	\$37.09	32.80%
Total Cost	\$12,857	\$6,528	\$77,519	\$40,683	(47.51%)



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

	FY 2020 Feb	FY 2021 Feb	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	1,421	755	11,240	6,233	(44.54%)
Pass'r per Hour	4.5	5.3	4.8	5.3	9.14%
Wheelchair Users	240	135	1,744	1,137	(34.80%)
Quality					
On-Time %	88.6%	92.6%	89.2%	89.6%	0.47%
No-Show %	4.43%	2.45%	4.30%	3.15%	(26.74%)
# Complaints	1		9	3	(66.66%)
Cost					
Cost per Pass'r	\$14.86	\$15.62	\$14.23	\$15.67	10.13%
Total Cost	\$21,109	\$11,790	\$159,954	\$97,690	(38.92%)

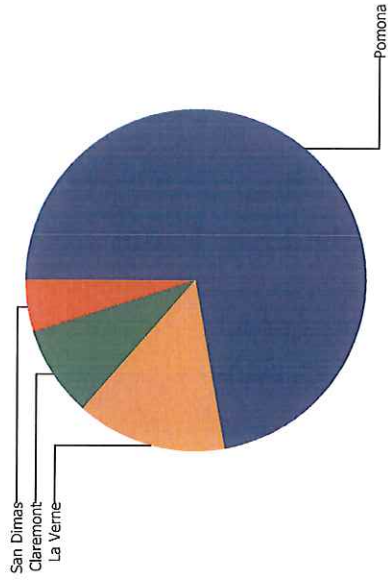


PVTA Board Reports Graphs
FY 2021 Jul - Feb
 Admin Accounts Excluded

Get About

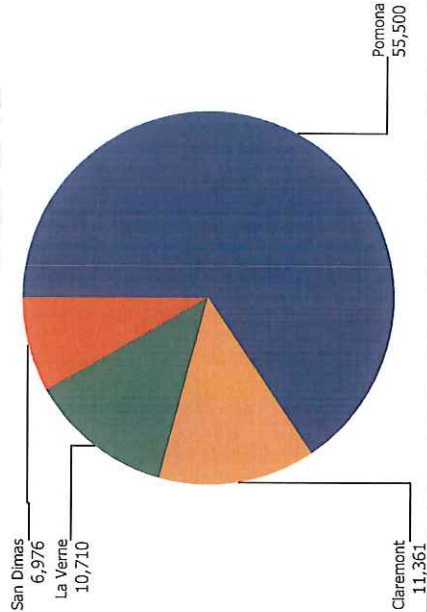
Ridership By City

FY 2021 Jul - Feb

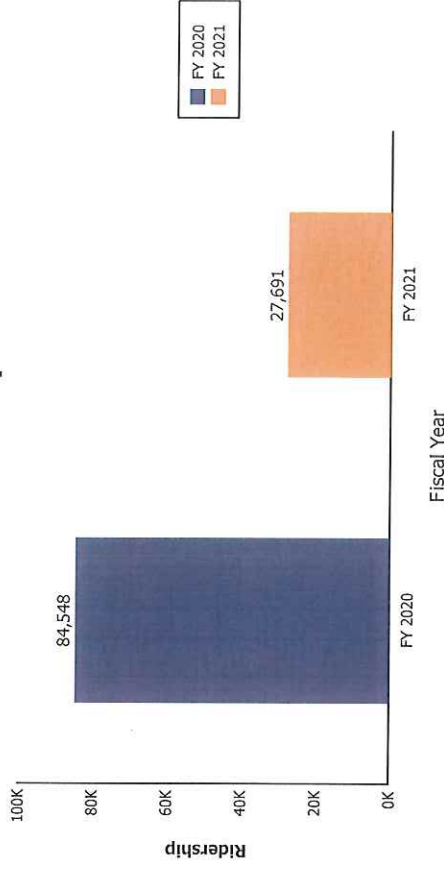


Ridership By City

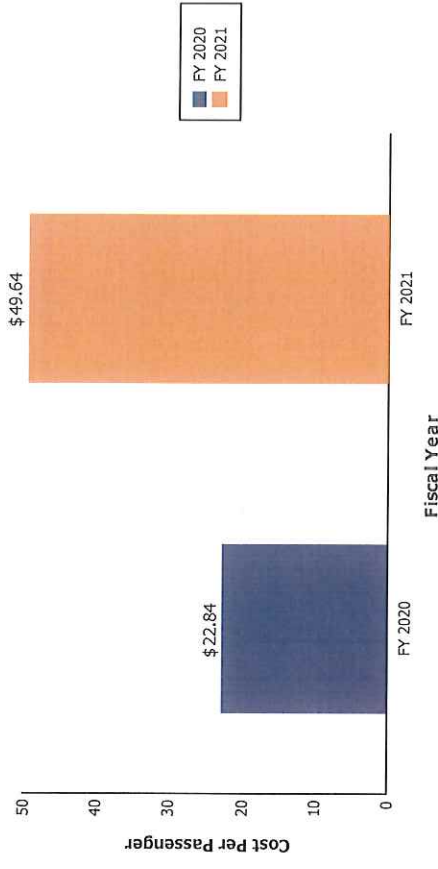
FY 2020 - Jul - Feb



Ridership



Cost Per Passenger





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

Service	FY 2020 Feb	FY 2021 Feb	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	2,592	459	17,546	4,853	(72.34%)
Pass'r per Hour	9.5	8.4	9.1	7.6	(16.45%)
Wheelchair Users	101	24	740	522	(29.45%)
Quality					
On-Time %	94.4%	92.3%	92.6%	90.9%	(1.80%)
No-Show %	1.29%	2.75%	2.17%	2.60%	19.81%
# Complaints	1		20	6	(70.00%)
Cost					
Cost per Pass'r	\$10.95	\$32.28	\$12.43	\$25.03	101.34%
Total Cost	\$28,379	\$14,819	\$218,087	\$121,449	(44.31%)



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

Service	FY 2020 Feb	FY 2021 Feb	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	1,104	434	8,714	4,656	(46.56%)
Pass'r per Hour	6.5	8.2	7.0	7.6	8.84%
Wheelchair Users	100	24	695	522	(24.89%)
Quality					
On-Time %	87.1%	91.8%	89.9%	90.8%	1.01%
No-Show %	2.55%	2.90%	3.85%	2.71%	(29.61%)
# Complaints	1		20	6	(70.00%)
Cost					
Cost per Pass'r	\$12.63	\$29.78	\$12.64	\$19.77	56.33%
Total Cost	\$13,940	\$12,925	\$110,185	\$92,037	(16.47%)

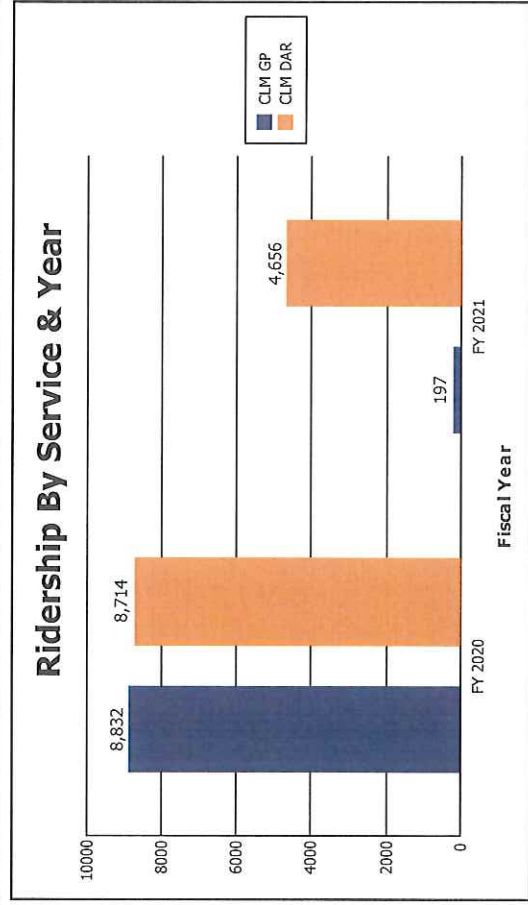
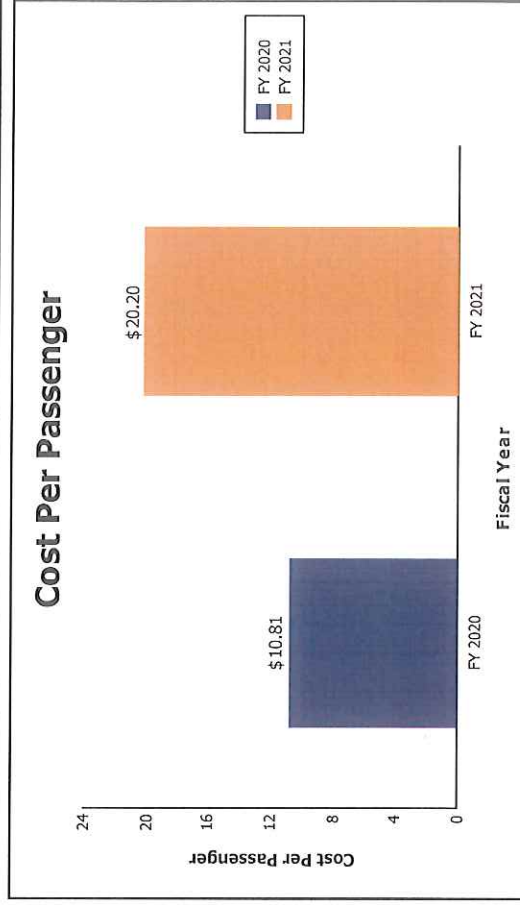
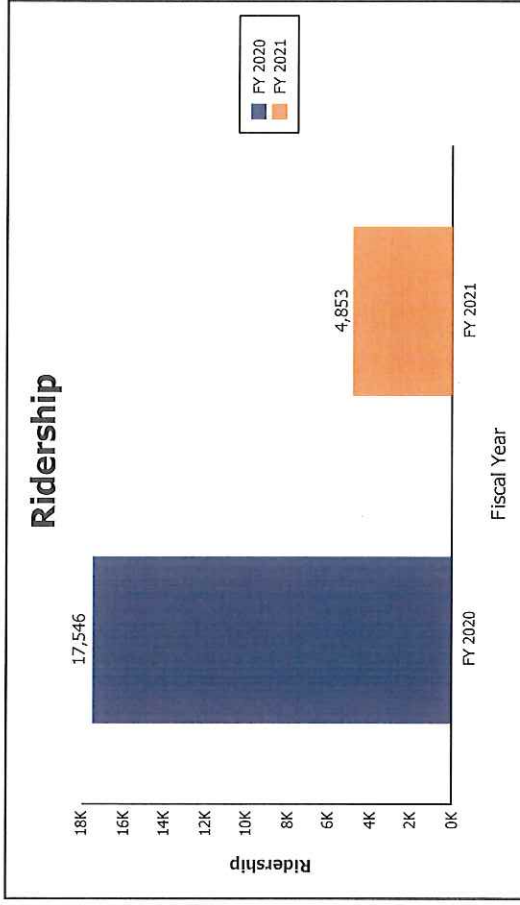


PVTA Monthly Board Report
Feb FY 2021 - CLM GP
Admin Accounts Excluded

Service	FY 2020 Feb	FY 2021 Feb	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	1,488	25	8,832	197	(97.76%)
Pass'r per Hour	14.5	17.6	13.0	7.8	(39.72%)
Wheelchair Users	1		45		
Quality					
On-Time %	99.2%	100.0%	98.5%	100.0%	1.48%
No-Show %	0.33%	0.00%	0.47%	0.00%	
# Complaints					
Cost					
Cost per Pass'r	\$7.73	\$12.03	\$9.00	\$30.31	236.71%
Total Cost	\$11,505	\$301	\$79,513	\$5,972	(92.48%)



Claremont



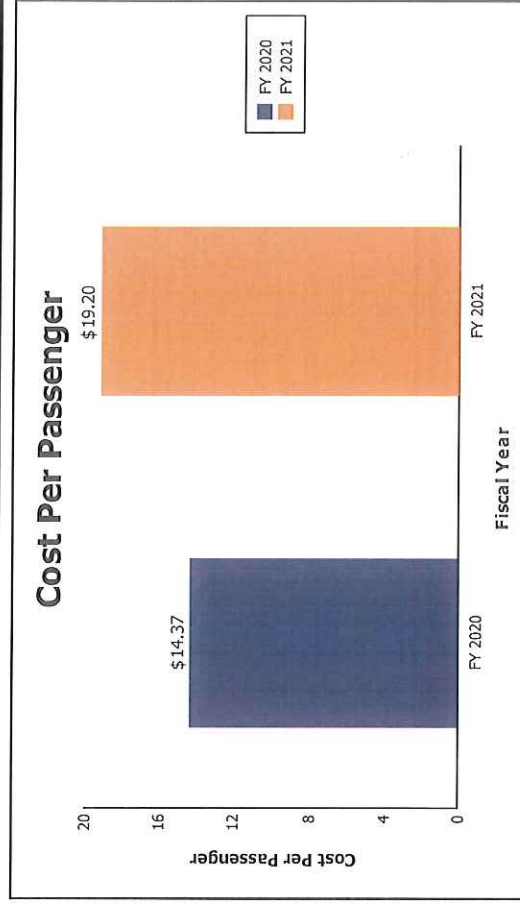
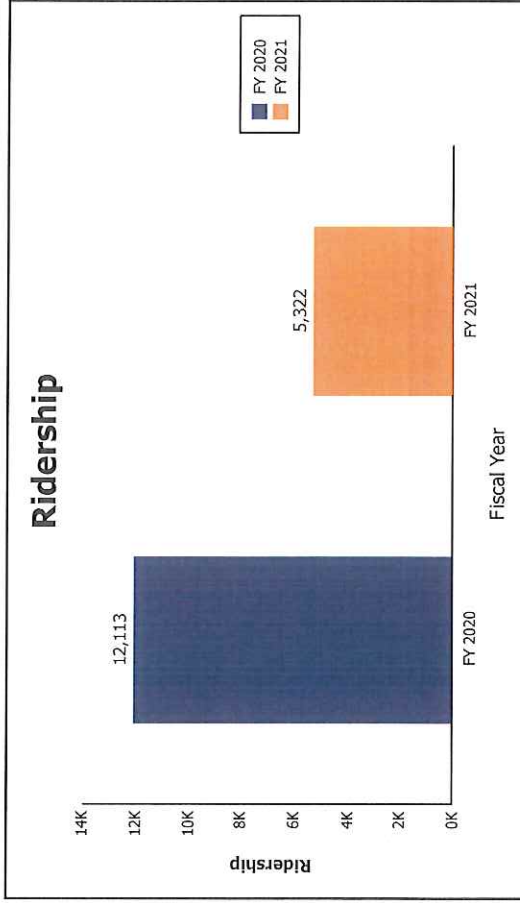


PVTA Monthly Board Report
Feb FY 2021 - San Dimas
Admin Accounts Included

Service	FY 2020	FY 2021	FY 2020	FY 2021	% +/- YTD
	Feb	Feb	YTD	YTD	
Passengers	1,443	691	12,113	5,322	(56.06%)
Pass'r per Hour	6.3	6.2	5.8	6.6	14.51%
Wheelchair Users	125	45	1,272	404	(68.23%)
Quality					
On-Time %	86.1%	91.7%	88.4%	89.2%	0.90%
No-Show %	2.16%	1.28%	2.85%	1.98%	(30.52%)
# Complaints	1		19	1	(94.73%)
Cost					
Cost per Pass'r	\$16.82	\$24.37	\$16.73	\$24.56	46.75%
Total Cost	\$24,268	\$16,839	\$202,682	\$130,690	(35.51%)



San Dimas





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

Service	FY 2020 Feb	FY 2021 Feb	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	504	9	2,602	121	(95.34%)
Pass'r per Hour	19.9	0.9	13.3	1.1	(91.41%)
Wheelchair Users	4		14		
Quality					
On-Time %	97.7%	100.0%	96.4%	98.1%	1.80%
No-Show %	0.39%	0.00%	1.28%	0.81%	(36.71%)
# Complaints			0		
Cost					
Cost per Pass'r	\$6.55	\$266.07	\$10.59	\$223.98	2,015.56%
Total Cost	\$3,301	\$2,395	\$27,548	\$27,102	(1.62%)



Pomona

