

Pomona Valley
Transportation
Authority

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

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June 9, 2021

**AGENDA
ITEM #3**

MEMORANDUM

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

Service Overview

As more people get vaccinated and more places are opening back up, we are starting to see ridership slowly increase. March was the first month that First Transit began taking some cab overflow trips using 3 of the minivans that were recently purchased. This assisted in keeping our On Time Performance above PVRTA standards. The increase in no-shows for all services is due to the way the software reports them. PVRTA staff is actively working with First Transit and Ecolane to find a better solution to report No-Shows.

Total for Get About Services

❖ **Ridership**

- Get About's overall YTD ridership in March FY21 was 65% lower than the same period in FY20. Patronage by riders in mobility devices is 65% lower than last year.

❖ **Cost**

- The cost per passenger continues 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 24% lower than last year.

❖ **On Time Performance**

- Get About's overall on time was 90.6%, meeting our standard of 90%.

❖ **Complaints**

- Three complaints were received in March.

Van Service

❖ Ridership

- Van service ridership YTD is 71% lower than the same time in FY20. Wheelchair ridership is down by 73% YTD.

❖ Cost

- Total costs for the van service are 18% lower and costs per passenger increased greatly due to the fixed costs associated with the van service.

❖ Service Quality

- Zero complaints were received.

❖ On Time Performance

- On time was 91.1%, meeting the standard of 90%.

Get About Regular Cab Services

❖ Ridership

- Regular Get About cab ridership in March is 63% lower compared to FY20. Wheelchair ridership is down by 60% YTD.

❖ Cost

- Total costs are 49% lower than last year, cost per passenger is up by 38%.

❖ Service Quality

- There were zero Get About cab complaints received.

❖ On time performance

- On-time performance was 90.09%, meeting the standard of 90%.

One Step Over the Line

❖ Ridership

- Ridership for One Step Over the Line is 55% lower than FY20 YTD.

❖ Cost

- Total Costs are down by 43% compared to YTD FY20, cost per passenger is up by 27%.

❖ Service Quality

- Two complaints were received.

❖ On Time Performance

- OTP was 91.25%, below our standard of 92%.

Ready Now

❖ Ridership

- Ridership YTD is 44% lower than last year.

❖ Cost

- The cost per passenger was \$15.53, Ready Now's total cost is 38% lower than FY20.

❖ Service Quality

- One complaint was received.

❖ **On Time Performance**

- On time performance was 91.1% meeting our standard of 90%.

Ridership by City

Pomona's ridership YTD share increased by 9% 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 35%.

<u>Get About Ridership</u>				
July-March				
	<u>FY 2020</u>		<u>FY2021</u>	
<u>Claremont</u>	12,035	13.2%	2,760	8.6%
<u>La Verne</u>	11,513	12.6%	4,516	14.1%
<u>Pomona</u>	60,019	65.9%	23,040	71.9%
<u>San Dimas</u>	7,523	8.3%	1,719	5.4%
<u>Total</u>	91,090	100%	32,035	100%

Claremont Dial-a-Ride

❖ **Ridership**

- Claremont Dial-a-Ride total ridership through March is 71% lower than FY20.

❖ **Cost**

- Overall Claremont costs are 44% lower than last year. Cab costs are 19% lower than FY20.

❖ **Service Quality**

- One complaint was received for Claremont Services.

❖ **On Time Performance**

- OTP for the cab was 94.31%, 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 34% lower than FY20.

❖ **Service Quality**

- Zero complaints were received in March.

❖ **On Time Performance**

- On time performance was 91.9%,

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 March.



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

	FY 2020 Mar	FY 2021 Mar	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	6,542	4,343	91,090	32,034	(64.83%)
Pass'r per Hour	3.6	3.1	3.7	3.4	(7.04%)
Wheelchair Users	1,391	651	18,112	6,309	(65.16%)
Quality					
On-Time %	86.8%	90.6%	89.1%	91.4%	2.56%
No-Show %	2.60%	5.73%	3.35%	5.66%	68.95%
# Complaints	4	3	73	19	(73.97%)
Cost					
Cost per Pass'r	\$37.11	\$54.41	\$27.36	\$59.32	116.79%
Total Cost	\$242,795	\$236,310	\$2,492,641	\$1,900,403	(23.75%)



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

	FY 2020 Mar	FY 2021 Mar	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	3,612	2,395	55,176	16,240	(70.56%)
Pass'r per Hour	3.1	2.9	3.4	2.8	(17.92%)
Wheelchair Users	802	389	11,046	2,980	(73.02%)
Quality					
On-Time %	87.5%	91.1%	91.1%	93.8%	2.89%
No-Show %	0.02%	6.48%	1.58%	5.79%	266.45%
# Complaints			14	3	(78.57%)
Cost					
Cost per Pass'r	\$40.30	\$58.87	\$25.80	\$72.23	179.95%
Total Cost	\$145,560	\$140,988	\$1,423,497	\$1,172,965	(17.59%)



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

	FY 2020 Mar	FY 2021 Mar	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	1,768	1,093	20,736	7,712	(62.80%)
Pass'r per Hour	4.2	3.3	4.0	4.3	6.65%
Wheelchair Users	395	143	4,532	1,792	(60.45%)
Quality					
On-Time %	83.6%	90.1%	84.9%	87.8%	3.47%
No-Show %	7.33%	4.70%	6.96%	7.41%	6.46%
# Complaints	3		48	2	(95.83%)
Cost					
Cost per Pass'r	\$25.11	\$29.35	\$22.20	\$30.65	38.07%
Total Cost	\$44,403	\$32,081	\$460,274	\$236,355	(48.64%)



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

	FY 2020 Mar	FY 2021 Mar	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	209	208	2,985	1,334	(55.30%)
Pass'r per Hour	2.8	2.3	2.6	2.6	(0.34%)
Wheelchair Users	32	21	628	302	(51.91%)
Quality					
On-Time %	81.9%	91.3%	87.3%	86.9%	(0.43%)
No-Show %	2.79%	1.42%	5.74%	4.50%	(21.60%)
# Complaints		2	1	10	900.00%
Cost					
Cost per Pass'r	\$31.62	\$34.44	\$28.18	\$35.87	27.26%
Total Cost	\$6,608	\$7,163	\$84,127	\$47,846	(43.12%)



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

	FY 2020 Mar	FY 2021 Mar	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	953	647	12,193	6,880	(43.57%)
Pass'r per Hour	5.1	4.1	4.8	5.1	5.69%
Wheelchair Users	162	98	1,906	1,235	(35.20%)
Quality					
On-Time %	92.3%	91.1%	89.4%	89.9%	0.53%
No-Show %	2.85%	5.95%	4.19%	3.42%	(18.37%)
# Complaints	1	1	10	4	(60.00%)
Cost					
Cost per Pass'r	\$14.88	\$15.53	\$14.28	\$15.66	9.64%
Total Cost	\$14,177	\$10,045	\$174,130	\$107,734	(38.13%)

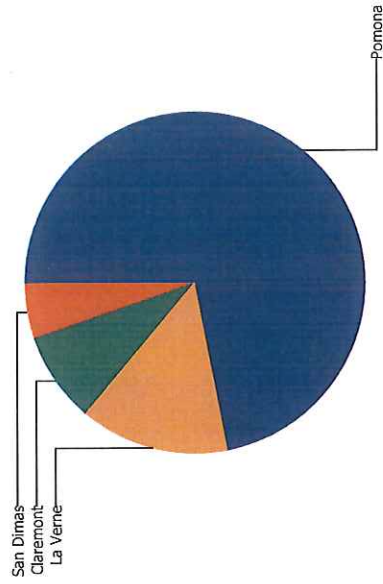


PVTA Board Reports Graphs
FY 2021 Jul - Mar
Admin Accounts Excluded

Get About

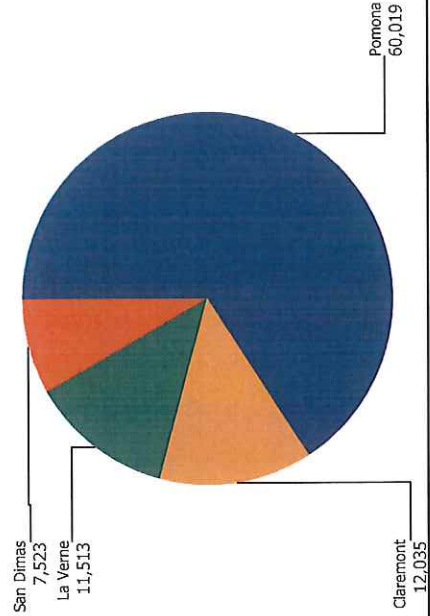
Ridership By City

FY 2021 Jul - Mar

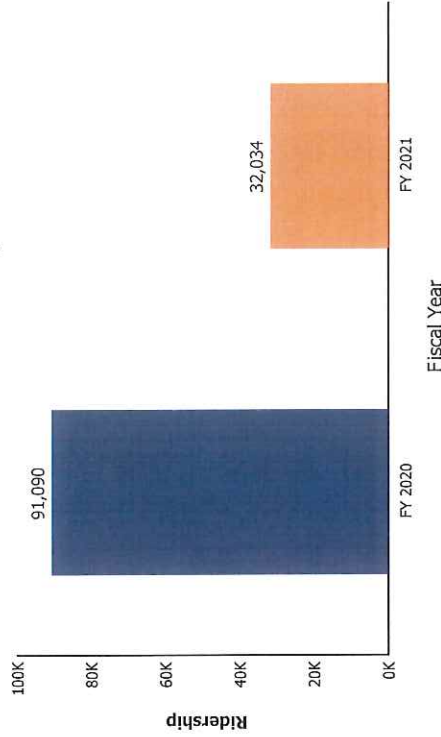


Ridership By City

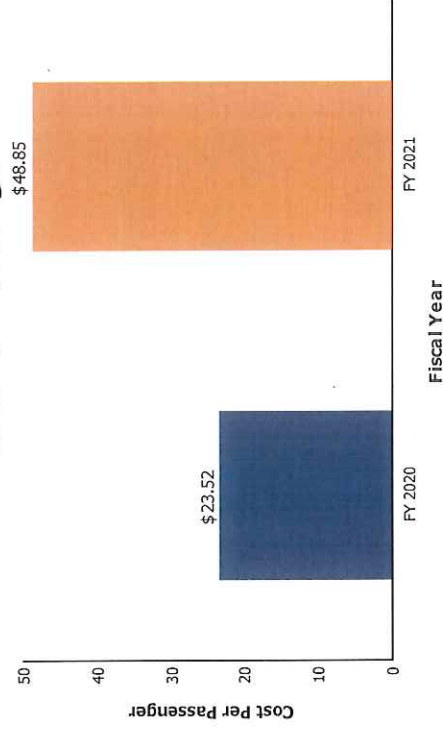
FY 2020 - Jul - Mar



Ridership



Cost Per Passenger





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

	FY 2020 Mar	FY 2021 Mar	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	1,323	477	18,869	5,497	(70.86%)
Pass'r per Hour	9.5	5.5	9.1	7.6	(16.92%)
Wheelchair Users	74	14	814	536	(34.15%)
Quality					
On-Time %	92.6%	96.0%	92.6%	91.4%	(1.32%)
No-Show %	2.00%	5.35%	2.16%	2.77%	28.24%
# Complaints	1	1	21	7	(66.66%)
Cost					
Cost per Pass'r	\$22.15	\$36.95	\$13.11	\$25.30	92.96%
Total Cost	\$29,310	\$17,625	\$247,397	\$139,075	(43.78%)



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

	FY 2020 Mar	FY 2021 Mar	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	702	458	9,416	5,114	(45.68%)
Pass'r per Hour	7.4	5.4	7.0	7.3	4.68%
Wheelchair Users	74	14	769	536	(30.29%)
Quality					
On-Time %	89.2%	94.3%	89.8%	91.2%	1.56%
No-Show %	3.17%	5.56%	3.80%	2.97%	(21.84%)
# Complaints	1	1	21	7	(66.66%)
Cost					
Cost per Pass'r	\$29.25	\$31.40	\$13.88	\$20.81	49.88%
Total Cost	\$20,535	\$14,379	\$130,720	\$106,417	(18.59%)

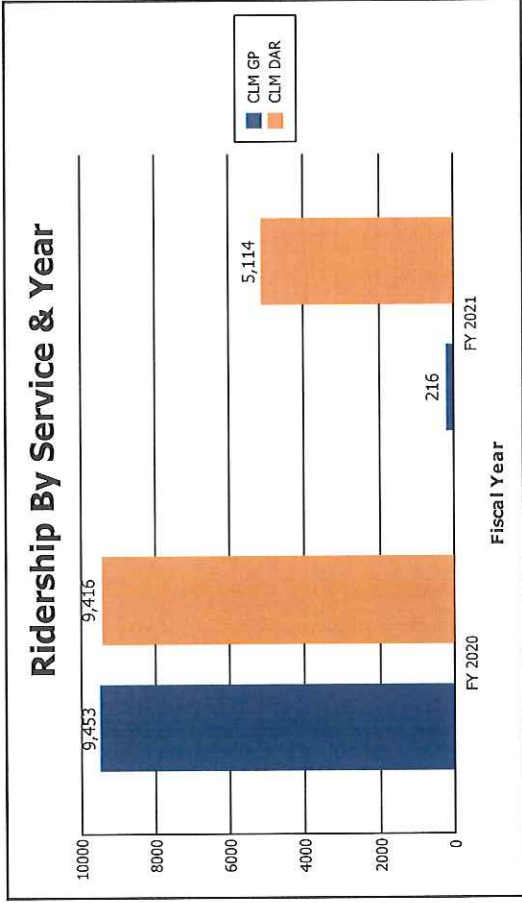
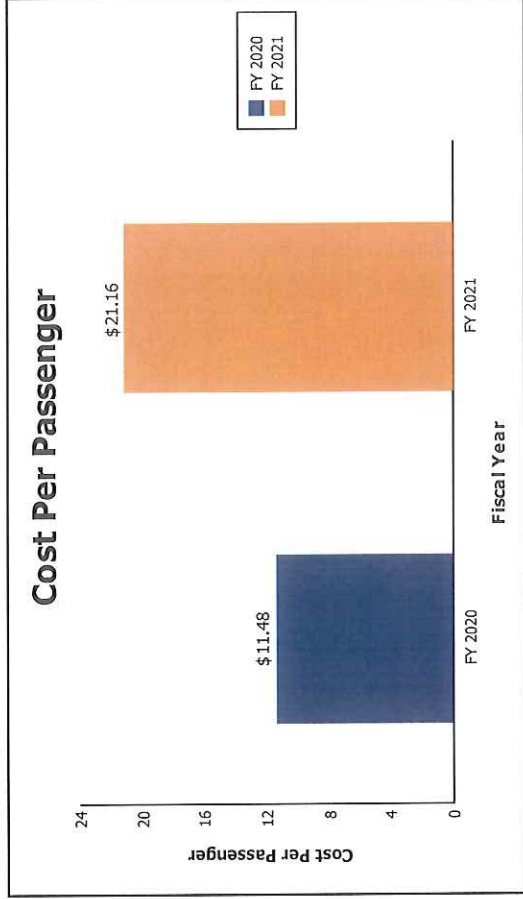
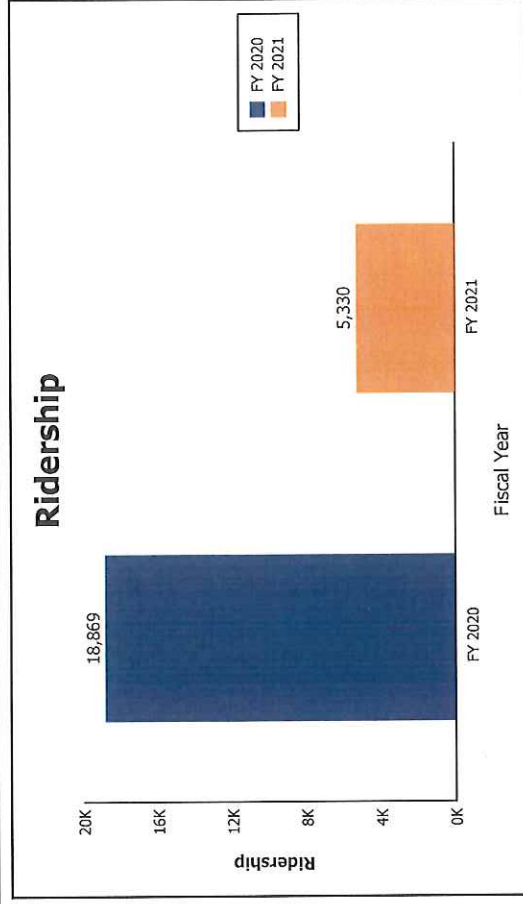


PVTA Monthly Board Report
Mar FY 2021 - CLM GP
Admin Accounts Excluded

	FY 2020 Mar	FY 2021 Mar	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	621	19	9,453	216	(97.71%)
Pass'r per Hour	14.1	7.6	13.0	7.8	(40.16%)
Quality					
On-Time %	97.9%	100.0%	98.5%	100.0%	1.54%
No-Show %	0.64%	0.00%	0.48%	0.00%	
# Complaints					
Cost					
Cost per Pass'r	\$10.21	\$22.01	\$9.08	\$29.58	225.74%
Total Cost	\$6,338	\$418	\$85,850	\$6,390	(92.55%)



Claremont





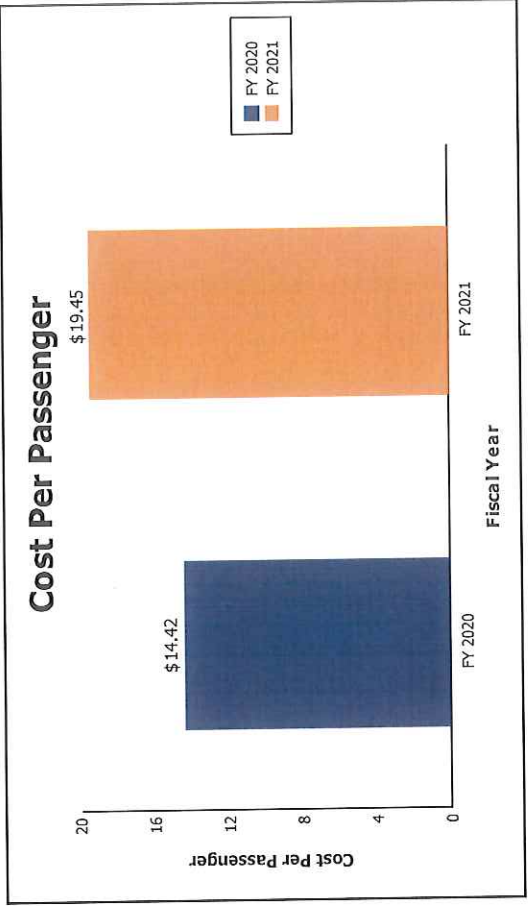
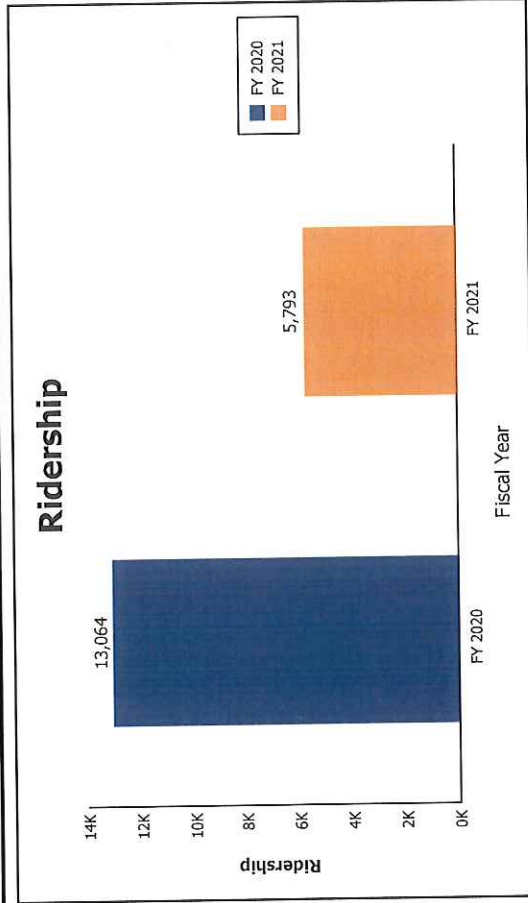
PVTA Monthly Board Report
Mar FY 2021 - San Dimas
Admin Accounts Included

	FY 2020 Mar	FY 2021 Mar	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	951	471	13,064	5,793	(55.65%)
Pass'r per Hour	6.2	4.4	5.8	6.4	9.35%
Wheelchair Users	70	21	1,342	425	(68.33%)
Quality					
On-Time %	88.3%	91.9%	88.4%	89.5%	1.31%
No-Show %	3.05%	5.80%	2.86%	2.31%	(19.23%)
# Complaints	1		20	1	(95.00%)
Cost					
Cost per Pass'r	\$17.91	\$29.76	\$16.82	\$24.98	48.52%
Total Cost	\$17,029	\$14,017	\$219,711	\$144,707	(34.13%)



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

San Dimas





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

	FY 2020 Mar	FY 2021 Mar	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Service					
Passengers	81	9	2,683	130	(95.15%)
Pass'r per Hour	6.7	1.3	13.0	1.2	(91.08%)
Wheelchair Users	1		15		
Quality					
On-Time %		100.0%		98.3%	
No-Show %	11.95%	0.00%	1.64%	0.76%	(53.65%)
# Complaints			0		
Cost					
Cost per Pass'r	\$25.61	\$152.72	\$11.04	\$219.05	1,884.00%
Total Cost	\$2,074	\$1,374	\$29,622	\$28,476	(3.86%)



Pomona

