

Pomona Valley
Transportation
Authority

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

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September 8, 2021

**AGENDA
ITEM #3**

MEMORANDUM

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

Service Overview

The operations report for June is attached. The year to date (YTD) data cover all of FY 2021. As things have opened up and more people have received the vaccine, we are seeing some ridership increase. However, pandemic has also made it harder to recruit and retain drivers. The continuing driver shortage has severely stretched our resources resulting in a decrease in on time performance for advanced reservations programs like Get About and longer wait times for our cab based demand response services. Our contractors are actively hiring and offering a hiring bonus. Additionally, PVRTA has authorized two additional dedicated employee drivers to support the cab services.

Total for Get About Services

❖ **Ridership**

- Get About's overall YTD ridership through June FY21 was 54% lower than the same period in FY20. However, if we compare June 2021 with June 2020 there has been a 49% increase in ridership. Patronage by riders in mobility devices is 55% lower than last year YTD.

❖ **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 16% lower than last year.

❖ **On Time Performance**

- Get About's overall on time was 91.5%, meeting our standard of 90%.

❖ **Complaints**

- Two complaints were received in June, 1 for GA Van and 1 for One Step.

Van Service

❖ Ridership

- Van service ridership YTD is 59% lower than in FY20. Although YTD data continues to be lower we are seeing an increase when comparing the monthly data. June 2021 saw a 73% increase in ridership compared to June 2020. Wheelchair ridership is down by 62% YTD but compared to the monthly data we saw a 95% increase compared to June 2020.

❖ Cost

- Total costs for the van service is 10% lower than FY 2020. Costs per passenger increased greatly due to the fixed costs associated with the van service.

❖ Service Quality

- One complaint was received.

❖ On Time Performance

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

Get About Regular Cab Services

❖ Ridership

- Regular Get About cab ridership YTD is 53% lower compared to FY20. Comparing monthly data June 2021 had an increase of 66% in ridership compared to June 2020. Wheelchair ridership is down by 52% YTD.

❖ Cost

- Total costs when comparing monthly June FY21 and June FY20 have increased by 48% but continue YTD to be 36% lower than last year. Cost per passenger is up by 35% YTD.

❖ Service Quality

- There were zero Get About cab complaints received.

❖ On time performance

- On-time performance was 82.5%, well below the standard of 90%.

One Step Over the Line

❖ Ridership

- Ridership for One Step Over the Line continues to slowly increase. In June 2021 there was an increase of 92% compared to June 2020. It was 39% lower than FY20 YTD.

❖ Cost

- Total Costs are down by 32% compared to YTD FY20, cost per passenger is up by 11% YTD.

❖ Service Quality

- One complaint was received.

❖ On Time Performance

- OTP was 75.2% below our standard of 92%.

Ready Now

❖ **Ridership**

- Ridership YTD is 38% lower than last year.

❖ **Cost**

- The cost per passenger was \$15.68, Ready Now's total cost YTD is 32% lower than FY20.

❖ **Service Quality**

- Zero complaints were received.

❖ **On Time Performance**

- On time performance was 91.9% meeting our standard of 90%.

Ridership by City

Pomona's ridership share increased by 8% compared to FY20. La Verne's YTD share increased by 8%. Claremont's Get About ridership share has decreased by 33%. San Dimas share of Get About rides has decreased by 26%.

<u>Get About Ridership</u>				
July-June				
	<u>FY 2020</u>		<u>FY2021</u>	
<u>Claremont</u>	12,945	12.9%	3,998	8.7%
<u>La Verne</u>	12,505	12.5%	6,227	13.5%
<u>Pomona</u>	66,458	66.5%	33,184	71.8%
<u>San Dimas</u>	8,054	8.1%	2,787	6.0%
<u>Total</u>	99,962	100%	46,196	100%

Claremont Dial-a-Ride

❖ **Ridership**

- Claremont Dial-a-Ride had a 9% increase in June ridership compared to June 2020. Total ridership YTD is 65% lower than FY20.

❖ **Cost**

- Costs are slowly increasing as ridership continues to rise. Overall Claremont costs continue to be 35% lower than last year. Cab costs are 12% lower than FY20.

❖ **Service Quality**

- Zero complaints were received for Claremont Services.

❖ **On Time Performance**

- OTP for the cab was 93.2%, meeting our standard of 92%.

San Dimas Dial-a-Cab

❖ **Ridership**

- San Dimas had a 23% increase in ridership for June 2021 compared to June 2020. YTD ridership continues to be 47% lower than last year.

❖ **Cost**

- Total costs were 26% lower than FY20.

❖ **Service Quality**

- Zero complaints were received in June.

❖ **On Time Performance**

- On time performance was 91%

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 June.



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

Service	FY 2020 Jun	FY 2021 Jun	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	3,329	4,965	99,962	46,196	(53.78%)
Pass'r per Hour	3.4	3.4	3.6	3.4	(8.00%)
Wheelchair Users	753	981	20,142	9,101	(54.81%)
Quality					
On-Time %	92.8%	90.4%	90.3%	91.5%	1.39%
No-Show %	4.61%	4.68%	3.40%	5.40%	58.82%
# Complaints		2	74	26	(64.86%)
Cost					
Cost per Pass'r	\$63.35	\$48.01	\$31.03	\$56.38	81.70%
Total Cost	\$210,880	\$238,364	\$3,101,488	\$2,604,427	(16.02%)



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

Service	FY 2020 Jun	FY 2021 Jun	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	1,635	2,831	59,459	24,381	(58.99%)
Pass'r per Hour	2.6	3.2	3.4	2.9	(14.00%)
Wheelchair Users	281	549	11,829	4,523	(61.76%)
Quality					
On-Time %	93.9%	95.1%	92.4%	94.4%	2.14%
No-Show %	4.10%	4.58%	1.63%	5.44%	233.74%
# Complaints		1	14	4	(71.42%)
Cost					
Cost per Pass'r	\$74.48	\$51.22	\$29.98	\$65.80	119.46%
Total Cost	\$121,779	\$145,001	\$1,782,757	\$1,604,319	(10.00%)



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

Service	FY 2020 Jun	FY 2021 Jun	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	756	1,254	22,758	10,774	(52.65%)
Pass'r per Hour	4.7	3.6	4.1	4.0	(2.47%)
Wheelchair Users	224	262	5,159	2,460	(52.31%)
Quality					
On-Time %	90.5%	82.5%	85.3%	86.9%	1.88%
No-Show %	8.47%	4.42%	7.09%	6.67%	(5.92%)
# Complaints			49	3	(93.87%)
Cost					
Cost per Pass'r	\$35.65	\$31.77	\$23.44	\$31.63	34.94%
Total Cost	\$26,951	\$39,835	\$533,470	\$340,799	(36.11%)



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

Service	FY 2020 Jun	FY 2021 Jun	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	118	226	3,325	2,039	(38.67%)
Pass'r per Hour	3.0	2.5	2.7	2.6	(2.68%)
Wheelchair Users	49	30	749	419	(44.05%)
Quality					
On-Time %	85.6%	75.2%	87.3%	84.1%	(3.66%)
No-Show %	6.34%	4.23%	5.75%	4.36%	(24.17%)
# Complaints		1	1	15	1,400.00%
Cost					
Cost per Pass'r	\$28.09	\$25.07	\$28.74	\$31.76	10.51%
Total Cost	\$3,315	\$5,667	\$95,556	\$64,757	(32.23%)



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

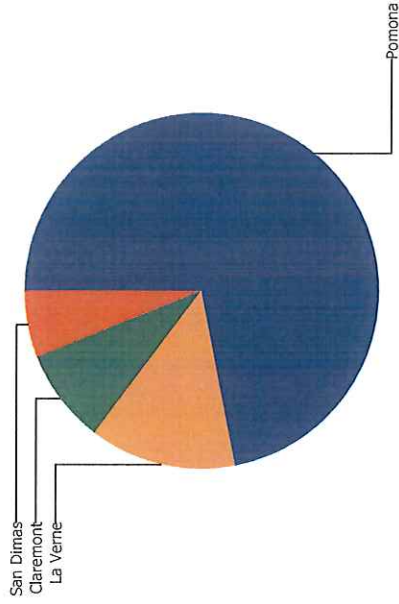
Service	FY 2020 Jun	FY 2021 Jun	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	820	654	14,420	9,002	(37.57%)
Pass'r per Hour	5.6	4.3	5.0	4.9	(1.84%)
Wheelchair Users	199	140	2,405	1,699	(29.35%)
Quality					
On-Time %	93.9%	91.9%	90.0%	90.4%	0.43%
No-Show %	1.56%	5.76%	3.93%	3.96%	0.76%
# Complaints			10	4	(60.00%)
Cost					
Cost per Pass'r	\$15.20	\$15.68	\$14.42	\$15.68	8.76%
Total Cost	\$12,467	\$10,252	\$207,954	\$141,196	(32.10%)



Get About

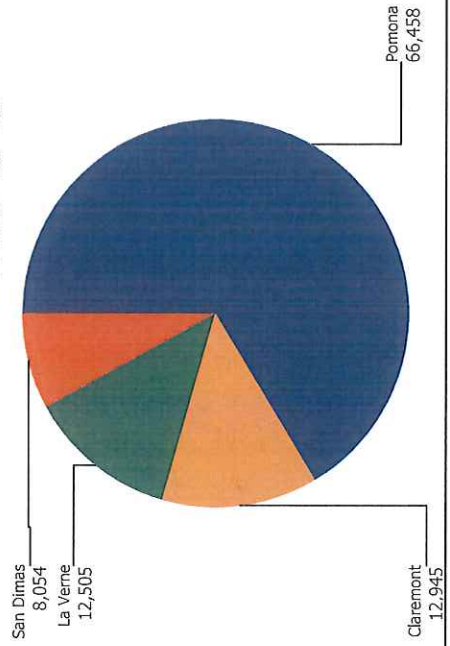
Ridership By City

FY 2021 Jul - Jun

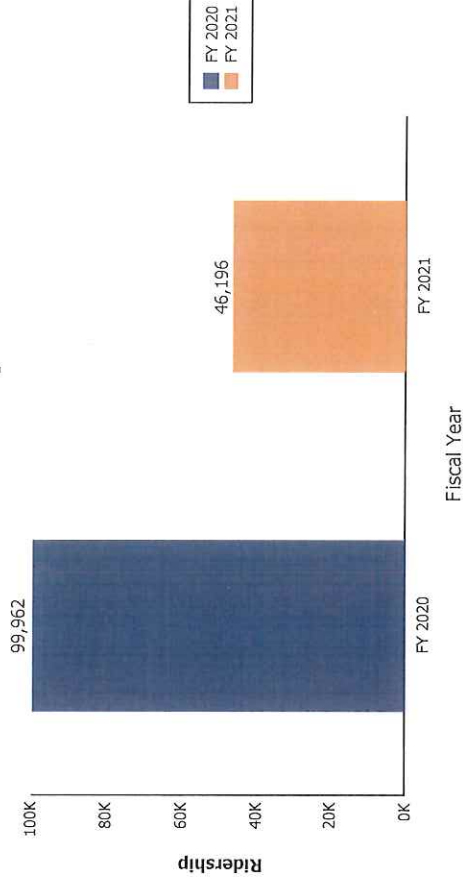


Ridership By City

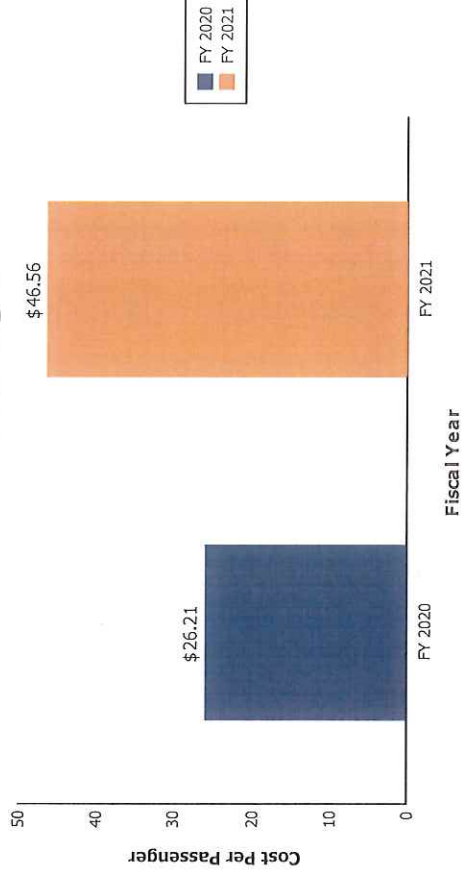
FY 2020 - Jul - Jun



Ridership



Cost Per Passenger





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

Service	FY 2020 Jun	FY 2021 Jun	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	625	683	20,341	7,114	(65.02%)
Pass'r per Hour	7.6	3.9	9.0	6.4	(28.15%)
Wheelchair Users	92	45	1,033	636	(38.43%)
Quality					
On-Time %	95.0%	93.2%	92.8%	91.9%	(1.01%)
No-Show %	1.41%	5.13%	2.14%	3.46%	61.68%
# Complaints		0	21	7	(66.66%)
Cost					
Cost per Pass'r	\$32.94	\$30.79	\$14.65	\$26.98	84.15%
Total Cost	\$20,588	\$21,029	\$297,984	\$191,917	(35.59%)



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

Service	FY 2020 Jun	FY 2021 Jun	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	587	671	10,796	6,842	(36.62%)
Pass'r per Hour	7.6	3.9	7.1	6.5	(8.34%)
Wheelchair Users	92	45	988	636	(35.62%)
Quality					
On-Time %	95.3%	93.1%	90.5%	91.7%	1.28%
No-Show %	1.51%	5.22%	3.56%	3.59%	0.84%
# Complaints		0	21	7	(66.66%)
Cost					
Cost per Pass'r	\$24.19	\$24.08	\$15.44	\$21.54	39.51%
Total Cost	\$14,201	\$16,157	\$166,691	\$147,385	(11.58%)

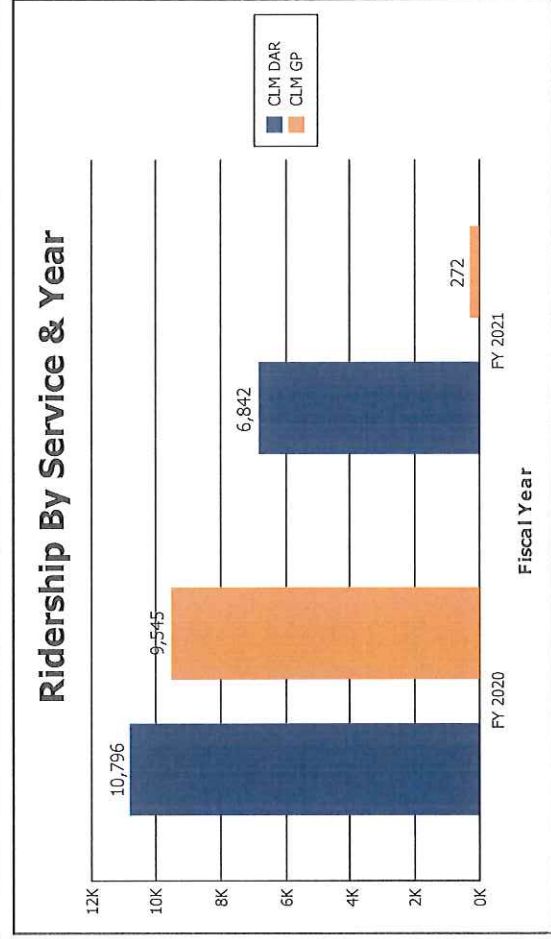
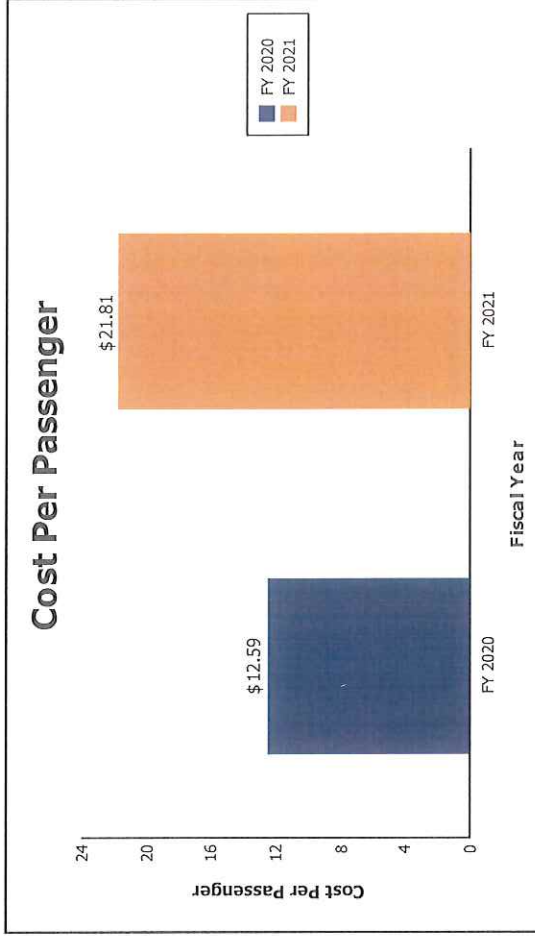
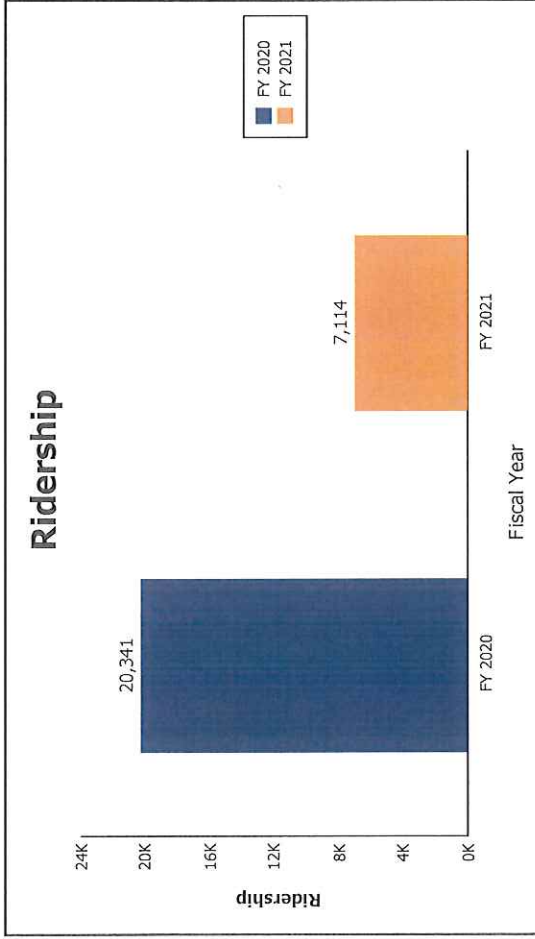


PVTA Monthly Board Report
 Jun FY 2021 - CLM GP
 Admin Accounts Excluded

Service	FY 2020 Jun	FY 2021 Jun	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	38	12	9,545	272	(97.15%)
Pass'r per Hour	7.6	4.7	13.0	6.1	(53.31%)
Wheelchair Users		0		0	
Quality					
On-Time %	71.4%	100.0%	98.4%	100.0%	1.66%
No-Show %	0.00%	0.00%	0.47%	0.00%	
# Complaints					
Cost					
Cost per Pass'r	\$37.54	\$33.95	\$9.37	\$28.54	204.69%
Total Cost	\$1,427	\$407	\$89,419	\$7,764	(91.31%)



Claremont



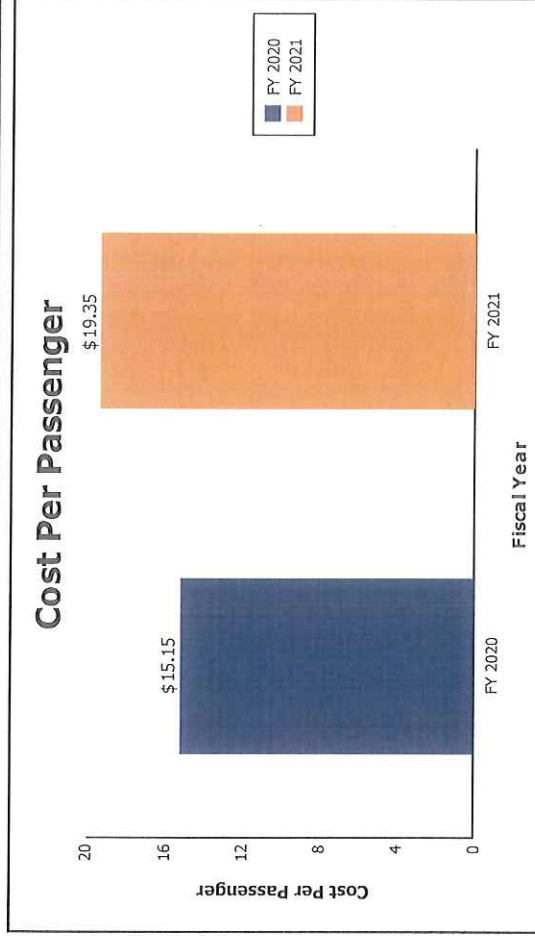
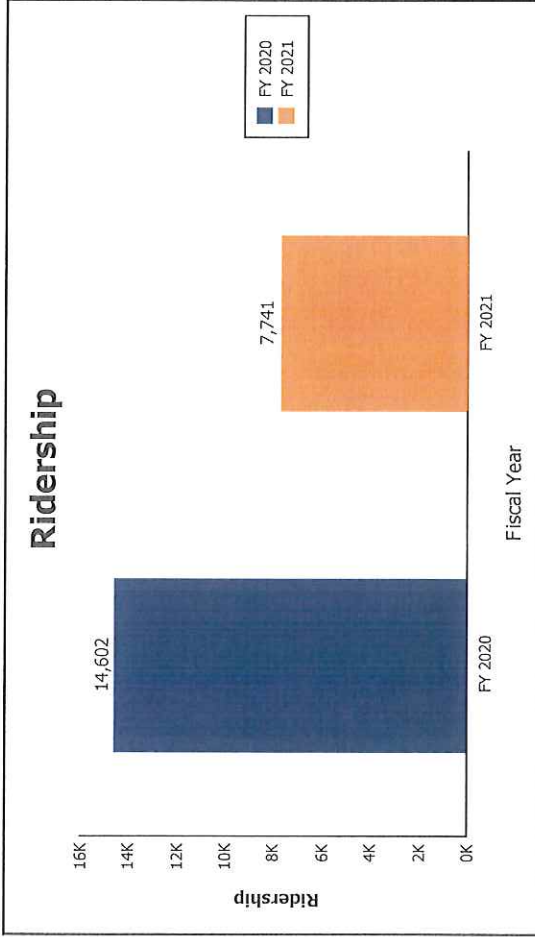


PVTA Monthly Board Report
 Jun FY 2021 - San Dimas
 Admin Accounts Included

Service	FY 2020 Jun	FY 2021 Jun	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	559	687	14,602	7,741	(46.98%)
Pass'r per Hour	6.8	4.3	5.9	5.5	(6.28%)
Wheelchair Users	41	35	1,444	540	(62.60%)
Quality					
On-Time %	92.5%	90.9%	88.8%	89.8%	1.18%
No-Show %	1.92%	4.18%	2.81%	2.86%	1.77%
# Complaints			21	2	(90.47%)
Cost					
Cost per Pass'r	\$26.30	\$23.69	\$18.08	\$25.21	39.43%
Total Cost	\$14,703	\$16,274	\$264,010	\$195,157	(26.07%)



San Dimas





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

Service	FY 2020 Jun	FY 2021 Jun	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Passengers	19	9	2,751	149	(94.58%)
Pass'r per Hour	1.7	0.9	11.3	1.0	(90.73%)
Wheelchair Users		0		0	
Quality					
On-Time %	70.0%	100.0%	96.0%	98.6%	2.76%
No-Show %	9.52%	0.00%	1.75%	0.66%	(62.28%)
# Complaints			0		
Cost					
Cost per Pass'r	\$181.46	\$215.00	\$15.18	\$236.26	1,456.33%
Total Cost	\$3,448	\$1,935	\$41,762	\$35,203	(15.70%)



Pomona

