

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, PVTA 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>Ge</u>	et About Ridersh July-June	<u>iip</u>	
	FY	2020	FY20	021
<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%
San Dimas	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.

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♦ 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.



Jun FY 2021 - Get About Admin Accounts Included

PVTA Monthly Board Report

(53.78%) (8.00%) 58.82% 81.70% (16.02%)1.39% (54.81%)(64.86%) -/+% AT/ 46,196 \$2,604,427 5.40% 91.5% FY 2021 9,101 \$56.38 3.4 YTD 26 \$3,101,488 99,962 20,142 90.3% 3.40% FY 2020 3.6 \$31.03 YTD 74 90.4% 4.68% 4,965 FY 2021 \$238,364 χ. 4. \$48.01 981 Jun 7 4.61% FY 2020 92.8% 3,329 \$210,880 \$63.35 3.4 753 Jun Wheelchair Users Pass'r per Hour Cost per Pass'r # Complaints Passengers No-Show % On-Time % Quality Service **Total Cost** Cost

Pomona Valley Transportation Authority

Jun FY 2021 - GA Van Admin Accounts Excluded

PVTA Monthly Board Report

(28.99%) (14.00%) (10.00%)2.14% (61.76%) 233.74% (71.42%)119.46% -/+ % Y \$1,604,319 24,381 94.4% 5.44% FY 2021 4,523 2.9 \$65.80 YTD 4 59,459 11,829 1.63% \$1,782,757 92.4% FY 2020 3.4 \$29.98 YTD 14 4.58% 95.1% 2,831 FY 2021 \$145,001 \$51.22 3.2 549 Jun Н 4.10% FY 2020 93.9% 1,635 \$121,779 \$74.48 2.6 281 Jun Wheelchair Users Pass'r per Hour Cost per Pass'r # Complaints No-Show % Passengers On-Time % Quality Service Total Cost Cost

Pomone Valley Fransportation Authority

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

	FY 2020	FY 2021	FY 2020	FY 2021	-/+%
	Jun	Jun	YTD	YTD	YTD
Service					
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	8	(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%)

Pomona Valley Transportation Authority

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

FY 2020 FY 2021 Pry 2021 FY 2020 Pry 2021 Service 3.0 2.5 3.325 2.039 Passengers 118 2.5 2.7 2.6 Wheelchair Users 49 3.0 749 419 On-Time % 85.6% 75.2% 87.3% 84.1% No-Show % 6.34% 4.23% 5.75% 4.36% Cost \$2.50 \$2.50 \$2.50 \$2.50 Cost per Pass'r \$28.09 \$2.50 \$2.50 \$4.36% Cost per Pass'r \$28.09 \$5.55% \$64.757 Cost per Pass'r \$3.315 \$5.667 \$95,556 \$64.757						
FS 118 226 3,325 Hour 3.0 2.5 2.7 ir Users 49 30 749 % 85.6% 75.2% 87.3% % 6.34% 4.23% 5.75% ints 1 1 1 1 sss'r \$28.09 \$25.07 \$95,556 \$\$		FY 2020 Jun	FY 2021 Jun	FY 2020 YTD	FY 2021 YTD	-/+ % ATD
rs 118 226 3,325 Hour 3.0 2.5 2.7 ir Users 49 30 749 % 85.6% 75.2% 87.3% % 6.34% 4.23% 5.75% ints 1 1 ass'r \$28.09 \$25.07 \$28.74 \$6 \$3,315 \$5,667 \$5556 \$6	Service					
Hour 3.0 2.5 2.7 ir Users 49 30 749 ir Users 85.6% 75.2% 87.3% % 6.34% 4.23% 5.75% % 6.34% 1 1 ints 1 1 sss'r \$28.09 \$5,667 \$65,567 \$65,556	Passengers	118	226	3,325	2,039	(38.67%)
lir Users 49 30 749 % 85.6% 75.2% 87.3% % 6.34% 4.23% 5.75% ints 1 1 ass'r \$28.09 \$25.07 \$28.74 \$\$58.74 \$3,315 \$5,667 \$95,556 \$\$6	Pass'r per Hour	3.0	2.5	2.7	2.6	(2.68%)
% 85.6% 75.2% 87.3% 87.3% 85.6% 4.23% 4.23% 5.75% 11 1 1 sss'r \$28.09 \$425.07 \$95,556 \$\$\$	Wheelchair Users	49	30	749	419	(44.05%)
% 85.6% 75.2% 87.3% % 6.34% 4.23% 5.75% ints 1 1 ass'r \$28.09 \$25.07 \$28.74 \$ \$3,315 \$5,667 \$95,556 \$6	Quality					
% 6.34% 4.23% 5.75% ints 1 1 1 1 ssr'r \$28.09 \$5.507 \$58.74 \$\$3,315 \$5,667 \$55.65 \$	On-Time %	85.6%	75.2%	87.3%	84.1%	(3.66%)
ints 1 1 1 \$\$28.09 \$25.07 \$28.74 \$3,315 \$5,667 \$95,556	No-Show %	6.34%	4.23%	5.75%	4.36%	(24.17%)
sss'r \$28.09 \$25.07 \$28.74 \$3,315 \$5,667 \$95,556	# Complaints		, —1	1	15	1,400.00%
35S'r \$28.09 \$25.07 \$28.74 \$3,315 \$5,667 \$95,556	Cost					
\$3,315 \$5,667 \$5,556	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%)

Pomona Valley Transportation Authority

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

654 14,420 9,002 (3 4.3 5.0 4.9 (7 140 2,405 1,699 (2 2,405 90.4% 90.0% 90.4% 90.4% 90.4% 10 4 4 (6 \$15.68 \$14.42 \$115.68 \$14.42 \$114.196 (3		FY 2020 Jun	FY 2021 Jun	FY 2020 YTD	FY 2021 VTD	-/+ %
gers 820 654 14,420 9,002 (3 ber Hour 5.6 4.3 5.0 4.9 (7 thair Users 199 140 2,405 1,699 (2 v v 91.9% 90.0% 90.4% (2 w % 1.56% 5.76% 3.93% 3.96% 4 (6 Passir \$15.20 \$15.68 \$14.42 \$14.196 \$141,196 (3	Service					
Ser Hour 5.6 4.3 5.0 4.9 (2) thair Users 199 140 2,405 1,699 (2) v 93.9% 91.9% 90.0% 90.4% 90.4% w % 1.56% 5.76% 3.93% 3.96% 4 (6 Pass'r \$15.20 \$15.68 \$14.442 \$15.68 \$14.42 \$15.68 \$141,196 (3) st \$12,467 \$10,252 \$207,954 \$141,196 (3)	Passengers	820	654	14,420	9,002	(37.57%)
thair Users 199 140 2,405 1,699 (2 W 91.9% 90.0% 90.4% 90.4% 90.4% w % 1.56% 5.76% 3.93% 3.96% 4 (6 Plaints \$15.20 \$15.68 \$14.42 \$15.68 \$14.196 (3 st \$12,467 \$10,252 \$207,954 \$141,196 (3	Pass'r per Hour	5.6	4,3	5.0	6.4	(1.84%)
W 93.9% 91.9% 90.0% 90.4% w % 1.56% 5.76% 3.93% 3.96% 4 (6 Pass'r \$15.20 \$15.68 \$14.42 \$15.68 \$15.68 \$141,196 (3 st \$12,467 \$10,252 \$207,954 \$141,196 (3	Wheelchair Users	199	140	2,405	1,699	(29.35%)
e % 93.9% 91.9% 90.0% 90.4% 90.4% % 3.93% 3.93% 3.96% 90.4%	Quality					
w % 1.56% 5.76% 3.93% 3.96% plaints 10 4 (6 Pass'r \$15.20 \$15.68 \$14.42 \$15.68 st \$12,467 \$10,252 \$207,954 \$141,196 (3	On-Time %	93.9%	91.9%	%0.06	90.4%	0.43%
Pass'r \$15.20 \$15.68 \$14.42 \$15.68 \$12,467 \$10,252 \$207,954 \$1141,196 (3	No-Show %	1.56%	5.76%	3.93%	3.96%	0.76%
Pass'r \$15.20 \$15.68 \$15.68 st \$12,467 \$10,252 \$207,954 \$141,196 (3	# Complaints			10	4	(%00.09)
\$15.20 \$15.68 \$14.42 \$15.68 \$12,467 \$10,252 \$207,954 \$114,196 (3	Cost					
\$12,467 \$10,252 \$207,954 \$141,196	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%)

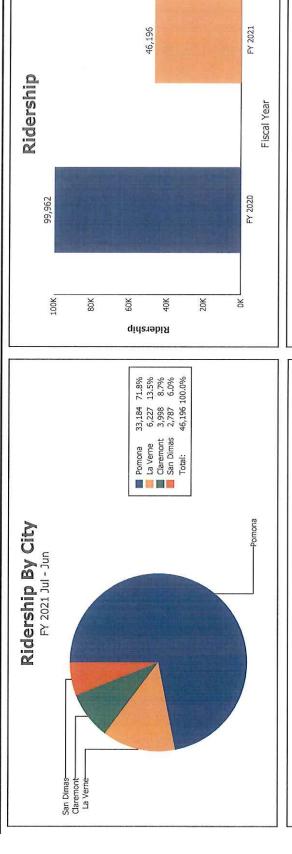


Get About

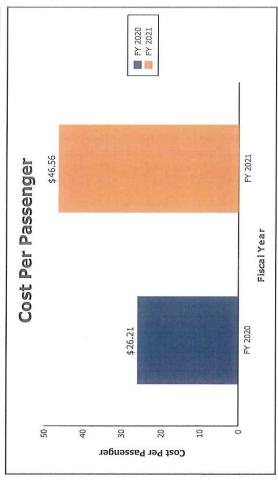
FY 2021 Jul - Jun

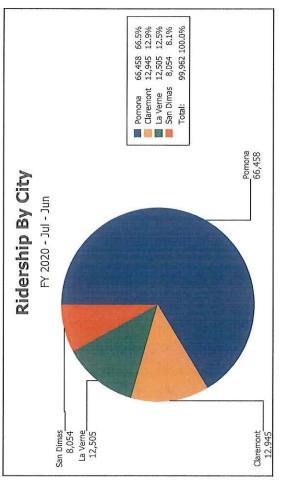
PVTA Board Reports Graphs

Admin Accounts Excluded



FY 2020 FY 2021







PVTA Monthly Board Report

Jun FY 2021 - Claremont Admin Accounts Included

	סביסב אם	ניטר אם	פרטר אם	200	
	Jun	Jun	YTD	YTD	-/+ % TTV
Service					
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

FY 2020 Jun						
FS7 671 10,796 6,842 FIRST 7.6 3.9 7.1 6.5 FIRST 7.1 6.5 95.3% 93.1% 90.5% 91.7% 1.51% 5.22% 3.56% 3.56% 3.59% 0 21 7 \$124,201 \$\$12,44 \$\$15,44 \$\$12,54 \$\$16,691 \$\$16,691 \$\$147,385		FY 2020 Jun	FY 2021 Jun	FY 2020 YTD	FY 2021 YTD	% +/- YTD
Fig. 287 671 10,796 6,842 6,842 6,842 7.1 6.5 6.5 6.5 6.5 6.5 6.5 6.5 6.5 6.5 6.5	Service					
ir 7.6 3.9 7.1 6.5 kers 92 45 988 636 95.3% 93.1% 90.5% 91.7% 1.51% 5.22% 3.56% 91.7% 0 21 7 \$24.19 \$24.08 \$15.44 \$21.54 \$14,201 \$16,157 \$16,6591 \$147,385	Passengers	587	671	10,796	6,842	(36.62%)
ers 92 45 988 636 95.3% 93.1% 90.5% 91.7% 1.51% 5.22% 3.56% 3.59% 0 21 7 \$24.19 \$24.08 \$15.44 \$21.54 \$14,201 \$16,157 \$166,691 \$147,385	Pass'r per Hour	7.6	3.9	7.1	6.5	(8.34%)
95.3% 93.1% 90.5% 91.7% 1.51% 5.22% 3.56% 3.59% 0 21 7 \$24.19 \$24.08 \$15.44 \$21.54 \$14,201 \$16,157 \$166,691 \$147,385	Wheelchair Users	92	45	886	636	(35.62%)
95.3% 93.1% 90.5% 91.7% 1.51% 5.22% 3.56% 3.59% 0 21 7 (6 \$24.19 \$24.08 \$15.44 \$21.54 3 \$14,201 \$16,157 \$16,691 \$147,385 (1	Quality					
1.51% 5.22% 3.56% 3.59% 0 21 7 (6) \$24.19 \$24.08 \$15.44 \$21.54 3 \$14,201 \$16,157 \$16,691 \$147,385 (1)	On-Time %	95.3%	93.1%	90.5%	91.7%	1.28%
\$24.19 \$24.08 \$15.44 \$21.54 \$147,385 (No-Show %	1.51%	5.22%	3.56%	3.59%	0.84%
\$24.19 \$14,201 \$16,157 \$166,691 \$147,385 (# Complaints		0	21	7	(%99.99)
\$24.19 \$24.08 \$15.44 \$21.54 \$14,201 \$16,157 \$166,691 \$147,385	Cost					
\$14,201 \$16,157 \$16,691	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%)



Jun FY 2021 - CLM GP Admin Accounts Excluded

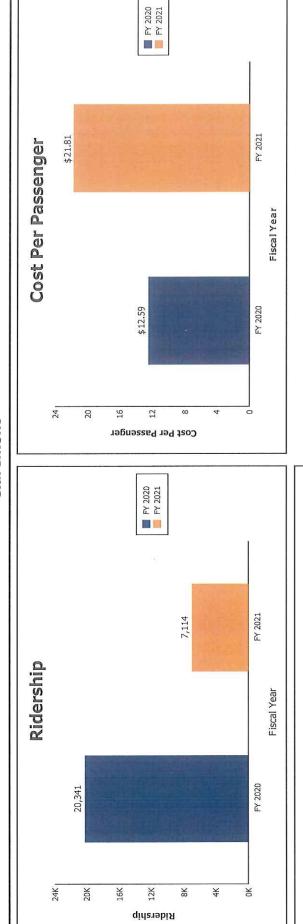
PVTA Monthly Board Report

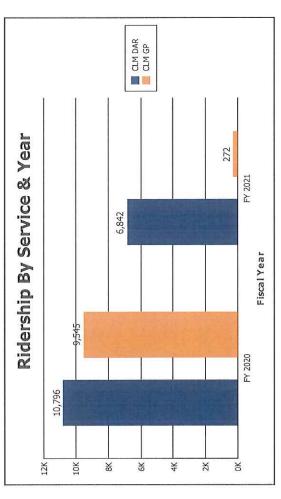
1.66% (91.31%) (97.15%) 204.69% (53.31%)-/+% A E 100.0% 0.00% FY 2021 272 \$28.54 \$7,764 A L 6.1 0 0.47% 98.4% 9,545 FY 2020 \$89,419 13.0 \$9.37 YTD 100.0% %00.0 FY 2021 \$33.95 4.7 12 \$407 Jun 0 %00.0 71.4% FY 2020 7.6 \$37.54 \$1,427 Jun 38 Wheelchair Users Pass'r per Hour Cost per Pass'r # Complaints No-Show % Passengers On-Time % Service Quality Total Cost Cost

PVTA Board Reports Graphs

FY 2021 Jul - Jun Admin Accounts Excluded

Claremont





Pimone Valley Transportation Authority

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

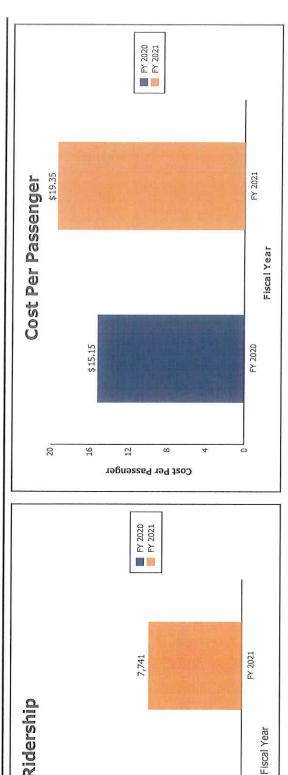
	FY 2020	FY 2021	FY 2020	FY 2021	-/+%
	Jun	Jun	YTD	YTD	Y
Service					
Passengers	559	289	14,602	7,741	(46.98%)
Pass'r per Hour	8.9	4.3	5.9	5.5	(6.28%)
Wheelchair Users	41	35	1,444	540	(62.60%)
Quality					
On-Time %	92.5%	%6'06	88.8%	89.8%	1.18%
No-Show %	1.92%	4.18%	2.81%	2.86%	1.77%
# Complaints			21	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

FY 2021 Jul - Jun

PVTA Board Reports Graphs

Admin Accounts Excluded



PVTA Monthly Board Report

Admin Accounts Included

Jun FY 2021 - Pomona

	FY 2020 Jun	FY 2021 Jun	FY 2020 YTD	FY 2021 YTD	-/+ % ATP
Service					
Passengers	19	6	2,751	149	(94.58%)
Pass'r per Hour	1.7	0.0	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%)

PVTA Board Reports Graphs

FY 2021 Jul - Jun Admin Accounts Excluded

Pomona

