

Pomona Valley
Transportation
Authority

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

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November 10, 2021

**AGENDA
ITEM #3**

MEMORANDUM

To: Pomona Valley Transportation Authority

From: *EJ*
Erika Jacquez, Mobility Manager

Subject: **Operations Report August FY 2022**

Service Overview

PVTA continues to see an increase in demand. As demand has continued to increase the nationwide driver shortage has continued to affect our on-time performance for most of the services. Both contractors continue to actively recruit and offer hiring incentives. Mobility Managers have been out in the community at both city health fairs and community events. While tabling they are also handing out hiring flyers. PVTA continues to monitor the situation and is working with both contractors to address the issue.

Total for Get About Services

❖ **Ridership**

- Get About's overall ridership in August FY22 was 51% higher than the same period in FY21. Patronage by riders in mobility devices is 25% higher than last year.

❖ **Cost**

- Total costs for Get About are running 22% higher than last year. The cost per passenger is 19% lower than FY21.

❖ **On Time Performance**

- Get About's overall on time was 86.7%, not meeting the standard of 90%. No-Shows were 5%, above our goal of less than 3%.

❖ **Complaints**

- Six complaints were received for One Step in August.

Van Service

❖ Ridership

- Van service ridership in August FY22 is 80% higher than the same time in FY21. Wheelchair ridership is up by 81%.

❖ Cost

- Total costs for the van service are 20% higher and costs per passenger decreased by 33% for the same period in FY21.

❖ Service Quality

- Zero complaints were received. No-Shows were at 5.12%, not meeting the standard of less than 3%.

❖ On Time Performance

- On time was 88.3%, not meeting the standard of 90%.

Get About Regular Cab Services

❖ Ridership

- Regular Get About cab ridership in August is 58% higher compared to YTD FY21. Wheelchair ridership is 1% higher compared to YTD FY21.

❖ Cost

- Total costs are 56% higher than last year, cost per passenger is down by 1%.

❖ Service Quality

- There were zero Get About cab complaints received.

❖ On time performance

- On-time performance was 85%, not meeting the standard of 90%.

One Step Over the Line

❖ Ridership

- Ridership for One Step Over the Line is 171% higher than YTD FY21.

❖ Cost

- Total Costs are up by 64% compared to August FY21, cost per passenger is down by 40%.

❖ Service Quality

- Six complaints were received, most complaints were due to OTP. PVTA staff has been monitoring the issue.

❖ On Time Performance

- OTP was 85%, below our standard of 92%.

Ready Now

❖ Ridership

- Ridership in August FY21 is 24% lower than last year.

❖ **Cost**

- The cost per passenger was \$15.99, Ready Now's total cost is 27% lower than FY21.

❖ **Service Quality**

- Zero complaints were received.

❖ **On Time Performance**

- On time performance was 85.8% not meeting our standard of 90%. No-shows were 5.78%, this is above our standard of below 3%.

Ridership by City

Pomona's ridership YTD share decreased by 5% compared to FY21. La Verne's YTD share increased by 1%. Claremont's Get About ridership YTD share stayed the same. San Dimas share of Get About rides compared to FY 21 has increased by 69%.

<u>Get About Ridership</u>				
July-August				
	<u>FY 2021</u>		<u>FY2022</u>	
<u>Claremont</u>	609	9.2%	917	9.2%
<u>La Verne</u>	856	13.0%	1,313	13.1%
<u>Pomona</u>	4,826	73.1%	6,983	69.7%
<u>San Dimas</u>	315	4.8%	811	8.1%
<u>Total</u>	6,606	100%	10,024	100%

Claremont Dial-a-Ride

❖ **Ridership**

- Claremont Dial-a-Ride total ridership in August is 11% lower than YTD FY21.

❖ **Cost**

- Overall Claremont costs are 25% higher than last year. Cab costs are 56% higher than YTD FY21. Group costs are 40% lower than last year.

❖ **Service Quality**

- Zero complaints were received for Claremont Dial-a-Ride.

❖ **On Time Performance**

- OTP for the cab was 91.85%, meeting our standard of 92%.

San Dimas Dial-a-Cab

❖ **Ridership**

- San Dimas ridership YTD is 4% lower than last year.

❖ **Cost**

- Total costs were 0.3% higher than YTD FY21.

❖ **Service Quality**

- Zero complaints were received in August.

❖ **On Time Performance**

- On time performance was 85.6%, No-Shows are at 5%.

Pomona Group Service

❖ **Ridership**

- Pomona Group ridership is about 3,743% higher than FY21. This is due to the increase in youth activities.

❖ **Cost**

- Total Costs are 23% higher than YTD FY21.

❖ **Service Quality**

- Zero complaints were received.

❖ **On Time Performance**

- OTP is 100% in August.



PVTA Monthly Board Report
Aug FY 2022 - Get About
Admin Accounts Included

	FY 2021 Aug	FY 2022 Aug	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Service					
Passengers	3,175	5,205	6,606	10,025	51.75%
Pass'r per Hour	3.6	3.0	3.5	3.1	(11.20%)
Wheelchair Users	752	867	1,466	1,835	25.17%
Quality					
On-Time %	88.4%	86.6%	89.5%	81.6%	(8.76%)
No-Show %	8.94%	5.19%	6.28%	5.10%	(18.78%)
# Complaints	4	6	5	6	20.00%
Cost					
Cost per Pass'r	\$61.33	\$48.73	\$64.87	\$52.36	(19.28%)
Total Cost	\$194,720	\$253,633	\$428,500	\$524,878	22.49%



PVTA Monthly Board Report
Aug FY 2022 - GA Van
Admin Accounts Excluded

	FY 2021 Aug	FY 2022 Aug	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Service					
Passengers	1,393	2,887	3,088	5,560	80.05%
Pass'r per Hour	2.7	2.7	2.6	2.8	4.52%
Wheelchair Users	319	509	573	1,039	81.32%
Quality					
On-Time %	91.3%	85.3%	92.0%	83.7%	(9.02%)
No-Show %	9.60%	5.12%	5.85%	5.36%	(8.37%)
# Complaints	1		1		
Cost					
Cost per Pass'r	\$87.33	\$53.69	\$81.27	\$54.30	(33.18%)
Total Cost	\$121,646	\$155,000	\$250,952	\$301,920	20.30%



PVTA Monthly Board Report
Aug FY 2022 - GA Cab
Admin Accounts Excluded

Service	FY 2021 Aug	FY 2022 Aug	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	892	1,383	1,658	2,620	58.02%
Pass'r per Hour	4.8	3.6	4.7	3.6	(22.99%)
Wheelchair Users	220	226	473	479	1.26%
Quality					
On-Time %	86.2%	85.1%	87.1%	75.8%	(13.00%)
No-Show %	12.37%	5.07%	10.13%	4.41%	(56.46%)
# Complaints					
Cost					
Cost per Pass'r	\$30.86	\$31.81	\$32.28	\$31.88	(1.23%)
Total Cost	\$27,524	\$43,996	\$53,524	\$83,536	56.07%



PVTA Monthly Board Report
Aug FY 2022 - GA One
Admin Accounts Excluded

Service	FY 2021 Aug	FY 2022 Aug	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	133	349	219	594	171.23%
Pass'r per Hour	2.8	2.6	2.9	2.7	(6.59%)
Wheelchair Users	40	43	73	80	9.58%
Quality					
On-Time %	83.3%	85.5%	83.7%	70.9%	(15.28%)
No-Show %	6.33%	5.16%	7.59%	4.34%	(42.81%)
# Complaints	3	6	4	6	50.00%
Cost					
Cost per Pass'r	\$43.27	\$26.66	\$39.66	\$23.94	(39.65%)
Total Cost	\$5,755	\$9,304	\$8,687	\$14,219	63.68%



PVTA Monthly Board Report
Aug FY 2022 - GA Ready
Admin Accounts Excluded

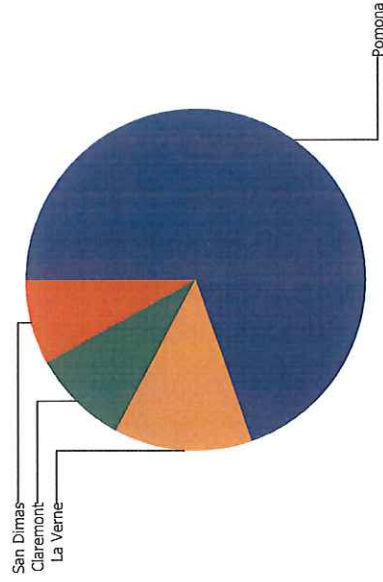
	FY 2021 Aug	FY 2022 Aug	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Service					
Passengers	757	586	1,641	1,251	(23.76%)
Pass'r per Hour	5.2	3.9	5.3	4.1	(22.10%)
Wheelchair Users	173	89	347	237	(31.70%)
Quality					
On-Time %	86.0%	89.2%	87.5%	90.2%	3.09%
No-Show %	3.68%	5.78%	2.72%	5.72%	110.29%
# Complaints					
Cost					
Cost per Pass'r	\$15.77	\$15.99	\$15.89	\$15.28	(3.82%)
Total Cost	\$11,935	\$9,368	\$26,075	\$19,118	(26.68%)



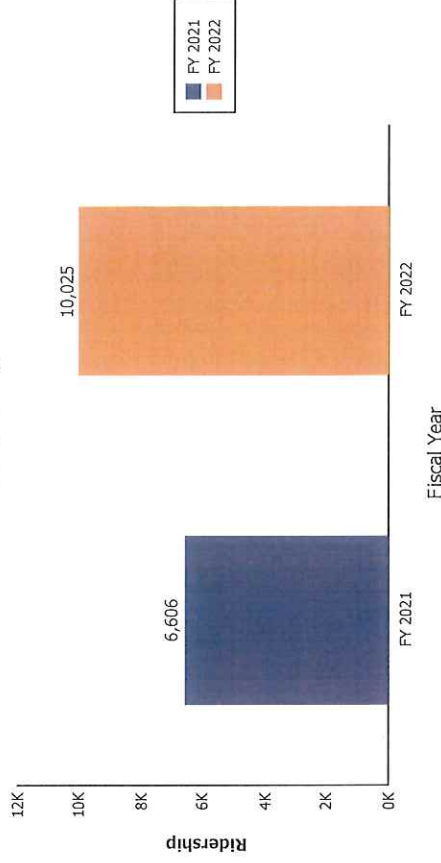
PVTA Board Reports Graphs
FY 2022 Jul - Aug
Admin Accounts Excluded

Get About

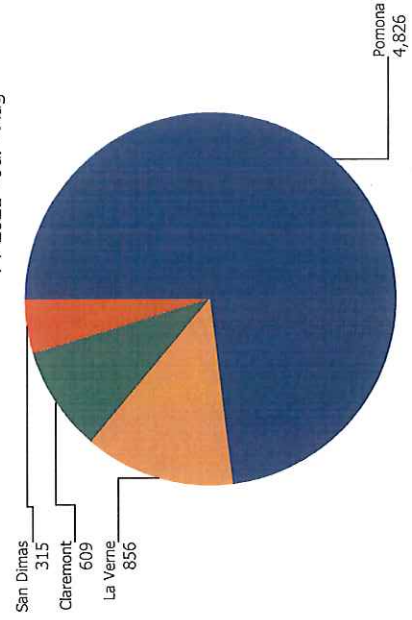
Ridership By City
 FY 2022 Jul - Aug



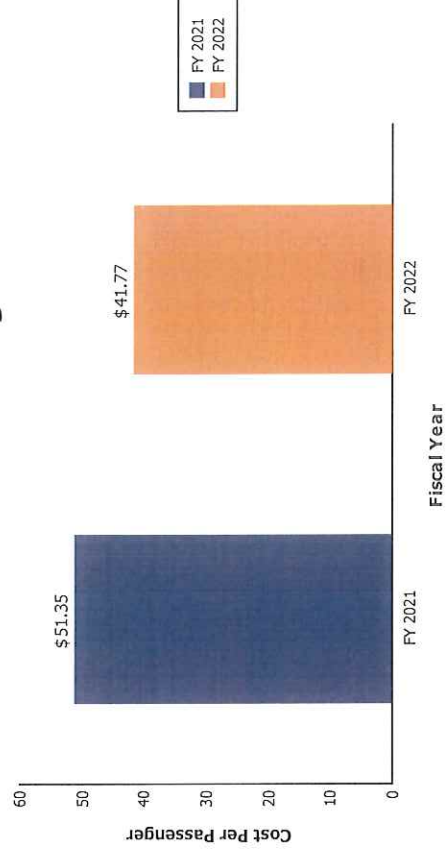
Ridership



Ridership By City
 FY 2021 - Jul - Aug



Cost Per Passenger





PVTA Monthly Board Report
Aug FY 2022 - Claremont
Admin Accounts Included

	FY 2021 Aug	FY 2022 Aug	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Service					
Passengers	591	515	1,191	1,062	(10.83%)
Pass'r per Hour	7.4	5.2	7.6	5.3	(30.20%)
Wheelchair Users	86	25	156	53	(66.02%)
Quality					
On-Time %	89.6%	92.2%	90.2%	93.8%	4.01%
No-Show %	1.66%	8.19%	2.53%	6.34%	150.59%
# Complaints		0		3	
Cost					
Cost per Pass'r	\$23.63	\$32.61	\$25.30	\$35.41	39.97%
Total Cost	\$13,965	\$16,794	\$30,132	\$37,608	24.81%



PVTA Monthly Board Report
Aug FY 2022 - CLM DAR
Admin Accounts Excluded

	FY 2021 Aug	FY 2022 Aug	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Service					
Passengers	583	493	1,151	1,023	(11.12%)
Pass'r per Hour	7.6	5.1	7.6	5.3	(30.57%)
Wheelchair Users	86	25	156	53	(66.02%)
Quality					
On-Time %	89.5%	89.7%	90.1%	93.5%	3.86%
No-Show %	1.68%	8.53%	2.62%	6.57%	150.76%
# Complaints		0		3	
Cost					
Cost per Pass'r	\$18.55	\$29.04	\$18.33	\$29.05	58.45%
Total Cost	\$10,813	\$14,318	\$21,102	\$29,719	40.83%

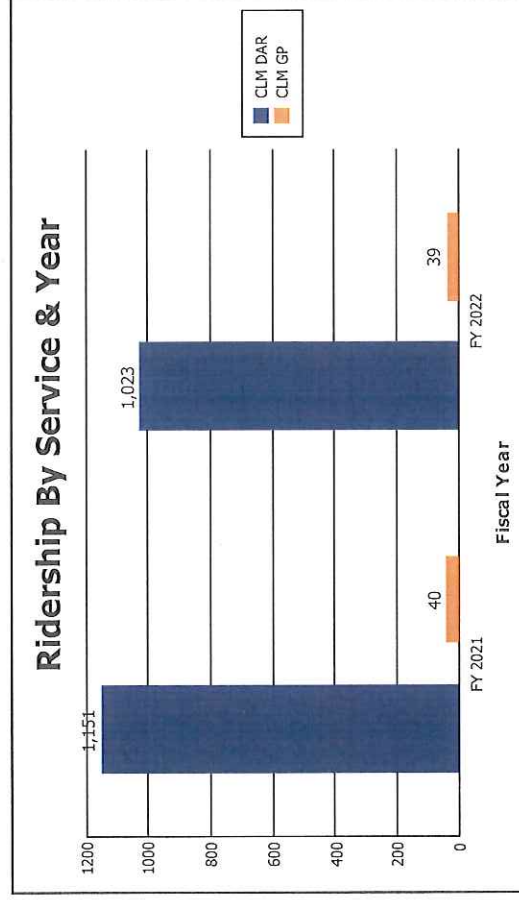
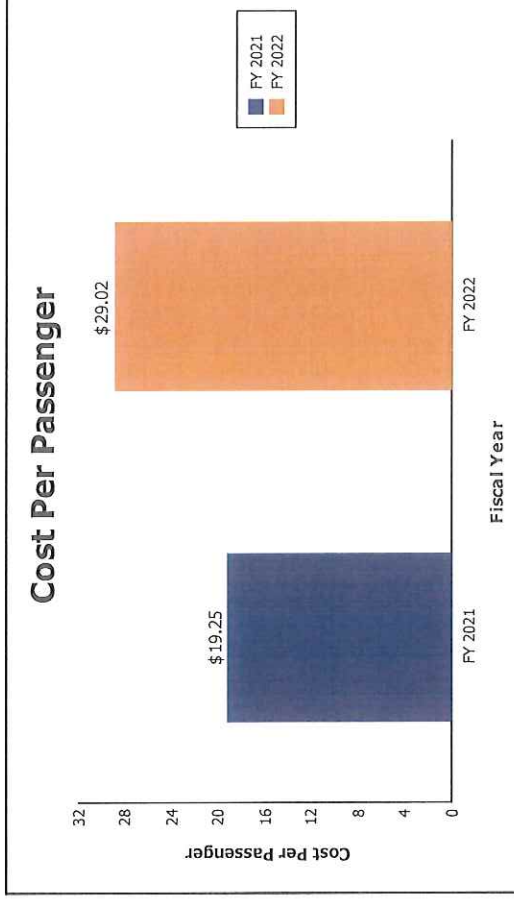
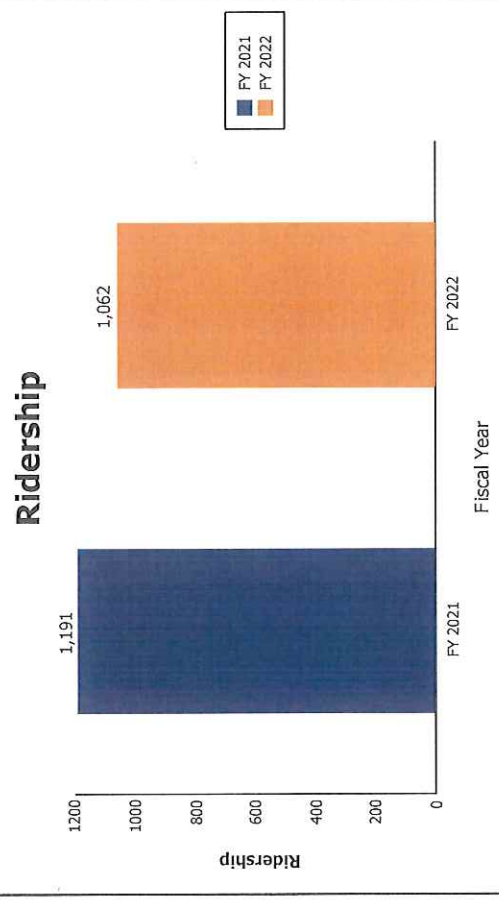


PVTA Monthly Board Report
Aug FY 2022 - CLM GP
Admin Accounts Excluded

	FY 2021 Aug	FY 2022 Aug	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Service					
Passengers	8	22	40	39	(2.50%)
Pass'r per Hour	2.8	7.1	6.7	5.4	(19.53%)
Wheelchair Users		0		0	
Quality					
On-Time %	100.0%	100.0%	100.0%	100.0%	0.00%
No-Show %	0.00%	0.00%	0.00%	0.00%	
# Complaints					
Cost					
Cost per Pass'r	\$84.51	\$20.30	\$45.57	\$28.10	(38.33%)
Total Cost	\$676	\$447	\$1,823	\$1,096	(39.87%)



Claremont



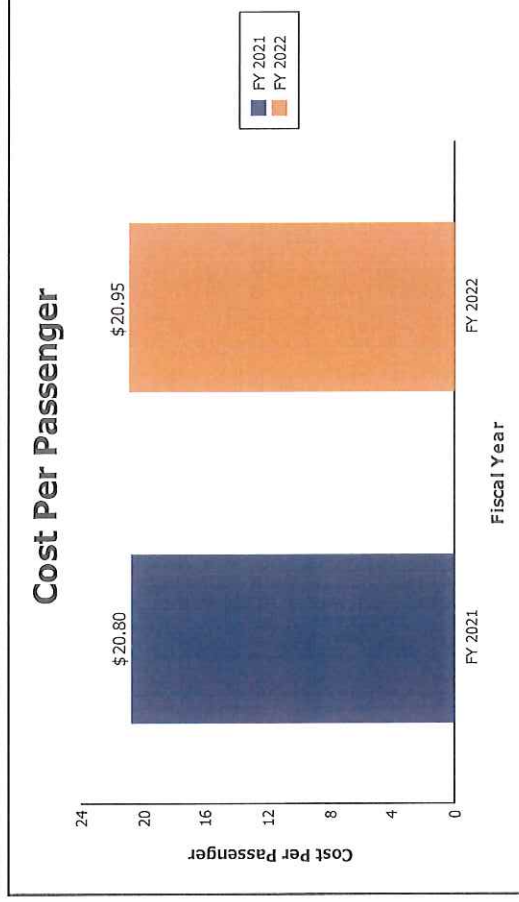
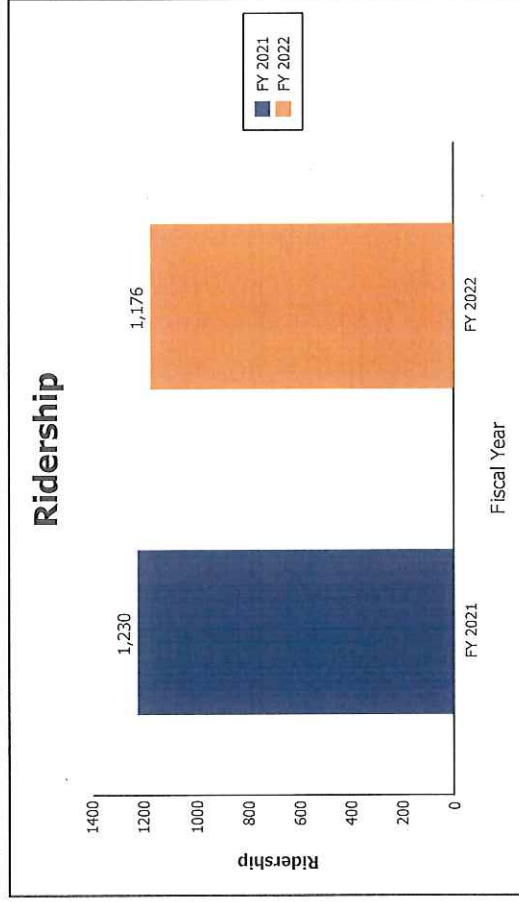


PVTA Monthly Board Report
Aug FY 2022 - San Dimas
Admin Accounts Included

	FY 2021 Aug	FY 2022 Aug	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Service					
Passengers	603	587	1,230	1,176	(4.39%)
Pass'r per Hour	6.7	4.3	6.8	4.3	(37.76%)
Wheelchair Users	64	24	111	68	(38.73%)
Quality					
On-Time %	88.9%	86.7%	89.6%	86.8%	(3.17%)
No-Show %	2.74%	5.01%	2.07%	5.00%	141.54%
# Complaints					
Cost					
Cost per Pass'r	\$25.13	\$26.15	\$27.52	\$28.86	4.89%
Total Cost	\$15,155	\$15,348	\$33,845	\$33,943	0.29%



San Dimas





PVTA Monthly Board Report
Aug FY 2022 - Pomona
Admin Accounts Included

	FY 2021 Aug	FY 2022 Aug	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Service					
Passengers	1	261	21	807	3,742.85%
Pass'r per Hour	0.0	8.2	0.6	12.4	1,947.35%
Wheelchair Users		0		0	
Quality					
On-Time %	100.0%	100.0%	93.5%	100.0%	6.90%
No-Show %	0.00%	0.00%	4.54%	0.00%	
# Complaints					
Cost					
Cost per Pass'r	\$6,032.07	\$19.98	\$469.16	\$15.06	(96.79%)
Total Cost	\$6,032	\$5,216	\$9,852	\$12,150	23.32%



Pomona

