

Pomona Valley  
Transportation  
Authority

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

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March 9, 2022

**AGENDA  
ITEM #3**

**MEMORANDUM**

To: Pomona Valley Transportation Authority  
From: <sup>ES</sup> Erika Jacquez, Mobility Manager  
Subject: **Operations Report November FY 2022**

**Service Overview**

Ridership continues to increase every month for Get About services. In November Get About saw a 48% YTD increase in ridership compared to this same time last year. With the continual driver shortage on time performance did drop this month. Contractors continue to offer hiring bonuses but have not been able to secure new drivers. While Mobility Managers are doing outreach in the community, they are also handing out hiring flyers. With winter and the holidays approaching Mobility Managers have not been able to table as often, but we continue to go to community centers and partner agencies to hand out brochures and flyers.

**Total for Get About Services**

❖ **Ridership**

- Get About's overall ridership in November FY22 was 48% higher than the same period in FY21. Patronage by riders in mobility devices is 29% higher than last year.

❖ **Cost**

- Total costs for Get About are running 24% higher than last year. The cost per passenger is 16% lower than FY21.

❖ **On Time Performance**

- Get About's overall on time was 81.1%, not meeting the standard of 90%. No-Shows were 3.6%, above our goal of less than 3%.

❖ **Complaints**

- Zero complaints were received in November.

### **Van Service**

#### **❖ Ridership**

- Van service ridership in November FY22 is 76% higher than the same time in FY21. Wheelchair ridership is up by 80% YTD.

#### **❖ Cost**

- Total costs for the van service are 21% higher and costs per passenger decreased by 31% for the same period in FY21.

#### **❖ Service Quality**

- Zero complaints were received. No-Shows were at 3.61%, not meeting the standard of less than 3%.

#### **❖ On Time Performance**

- On time was 76.6%, not meeting the standard of 90%.

### **Get About Regular Cab Services**

#### **❖ Ridership**

- Regular Get About cab ridership in November is 47% higher compared to YTD FY21. Wheelchair ridership is 8% higher compared to YTD FY21.

#### **❖ Cost**

- Total costs are 57% higher than last year, cost per passenger is up by 7%.

#### **❖ Service Quality**

- There were zero Get About cab complaints received.

#### **❖ On time performance**

- On-time performance was 88% not meeting the standard of 90%.

### **One Step Over the Line**

#### **❖ Ridership**

- Ridership for One Step Over the Line is 156% higher than YTD FY21.

#### **❖ Cost**

- Total Costs are up by 102% compared to YTD FY21, cost per passenger are down by 21%.

#### **❖ Service Quality**

- Zero complaints were received in November.

#### **❖ On Time Performance**

- OTP was 86%, not meeting our standard of 92%.

### **Ready Now**

#### **❖ Ridership**

- Ridership in November FY22 is 25% lower than last year.

#### **❖ Cost**

- The cost per passenger was \$16.06, Ready Now's total cost is 25% lower than FY21.

#### **➤ Service Quality**

- Zero complaints were received.

❖ **On Time Performance**

- On time performance was 91% meeting our standard of 90%. No-shows were 5.38%, this is above our standard of below 3%.

**Ridership by City**

Pomona's ridership YTD share decreased by 7% compared to FY21. La Verne's YTD share decreased by 2%. Claremont's Get About ridership YTD share decreased by 2%. San Dimas share of Get About rides compared to FY 21 has increased by 86%.

<b><u>Get About Ridership</u></b>				
<b><u>July-November</u></b>				
	<b><u>FY 2021</u></b>		<b><u>FY2022</u></b>	
<b><u>Claremont</u></b>	1,594	9.1%	2,423	9.3%
<b><u>La Verne</u></b>	2,353	13.5%	3,578	13.8%
<b><u>Pomona</u></b>	12,649	72.3%	17,460	67.4%
<b><u>San Dimas</u></b>	888	5.1%	2,454	9.5%
<b><u>Total</u></b>	<b>17,484</b>	<b>100%</b>	<b>25,915</b>	<b>100%</b>

**Claremont Dial-a-Ride**

❖ **Ridership**

- Claremont Dial-a-Ride total ridership in November is 14% higher than YTD FY21.

❖ **Cost**

- Overall Claremont costs are 43% higher than last year. Cab costs are 33% higher than YTD FY21. Group costs are 308% higher than last year.

❖ **Service Quality**

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

❖ **On Time Performance**

- OTP for the cab was 94%, meeting our standard of 92%.

**San Dimas Dial-a-Cab**

❖ **Ridership**

- San Dimas ridership YTD is 7% lower than last year.

❖ **Cost**

- Total costs were 3% lower than YTD FY21.

❖ **Service Quality**

- One complaint was received in November.

❖ **On Time Performance**

- On time performance was 92%, No-Shows are at 4%.

**Pomona Group Service**

❖ **Ridership**

- Pomona Group ridership had zero trips in November.



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

Service	FY 2021 Nov	FY 2022 Nov	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	3,585	5,436	17,483	25,914	48.22%
Pass'r per Hour	3.7	3.1	3.6	3.1	(14.00%)
Wheelchair Users	655	1,004	3,665	4,728	29.00%
<b>Quality</b>					
On-Time %	94.1%	81.1%	90.2%	81.4%	(9.72%)
No-Show %	4.95%	3.66%	6.31%	4.75%	(24.72%)
# Complaints	2		15	6	(60.00%)
<b>Cost</b>					
Cost per Pass'r	\$55.68	\$47.83	\$60.30	\$50.39	(16.43%)
Total Cost	\$199,612	\$260,004	\$1,054,295	\$1,305,935	23.86%





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

Service	FY 2021 Nov	FY 2022 Nov	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	2,073	3,036	8,299	14,647	76.49%
Pass'r per Hour	3.2	3.0	2.9	3.0	1.72%
Wheelchair Users	342	564	1,513	2,719	79.70%
<b>Quality</b>					
On-Time %	95.7%	76.6%	94.0%	81.2%	(13.62%)
No-Show %	5.55%	3.61%	6.57%	4.69%	(28.61%)
# Complaints	1		2		
<b>Cost</b>					
Cost per Pass'r	\$64.85	\$51.20	\$76.58	\$52.66	(31.23%)
Total Cost	\$134,425	\$155,439	\$635,549	\$771,347	21.36%



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

Service	FY 2021 Nov	FY 2022 Nov	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	607	1,419	4,480	6,568	46.60%
Pass'r per Hour	4.4	3.1	4.6	3.3	(27.04%)
Wheelchair Users	154	303	1,169	1,258	7.61%
<b>Quality</b>					
On-Time %	90.0%	88.0%	85.3%	78.6%	(7.87%)
No-Show %	6.61%	3.07%	8.55%	4.45%	(47.95%)
# Complaints	1		2		
<b>Cost</b>					
Cost per Pass'r	\$34.47	\$33.93	\$30.89	\$33.00	6.83%
Total Cost	\$20,924	\$48,148	\$138,372	\$216,731	56.62%



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

Service	FY 2021 Nov	FY 2022 Nov	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	132	401	657	1,680	155.70%
Pass'r per Hour	2.7	2.6	2.8	2.6	(8.54%)
Wheelchair Users	32	34	196	195	(0.51%)
<b>Quality</b>					
On-Time %	91.3%	86.0%	84.6%	75.1%	(11.16%)
No-Show %	2.94%	3.60%	6.27%	3.72%	(40.66%)
# Complaints			8	6	(25.00%)
<b>Cost</b>					
Cost per Pass'r	\$26.58	\$27.46	\$33.71	\$26.63	(20.99%)
Total Cost	\$3,509	\$11,011	\$22,147	\$44,742	102.02%



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

Service	FY 2021 Nov	FY 2022 Nov	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	773	580	4,047	3,019	(25.40%)
Pass'r per Hour	5.3	3.8	5.3	4.0	(24.66%)
Wheelchair Users	127	103	787	556	(29.35%)
<b>Quality</b>					
On-Time %	92.7%	91.0%	87.7%	92.6%	5.58%
No-Show %	2.27%	5.38%	3.13%	6.24%	99.36%
# Complaints			3		
<b>Cost</b>					
Cost per Pass'r	\$15.57	\$16.06	\$15.73	\$15.74	0.06%
Total Cost	\$12,038	\$9,316	\$63,678	\$47,532	(25.35%)

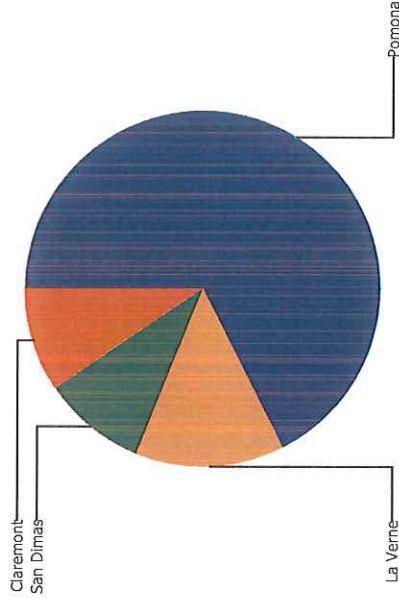




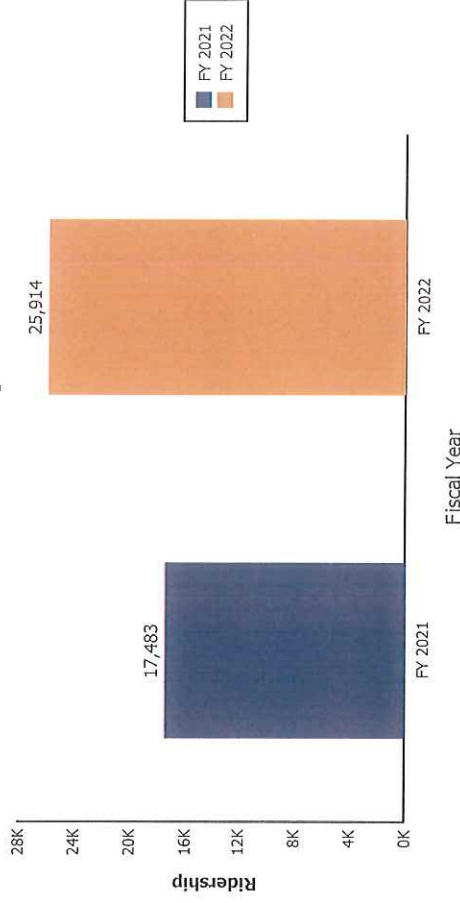
Get About

Ridership By City

FY 2022 Jul - Nov

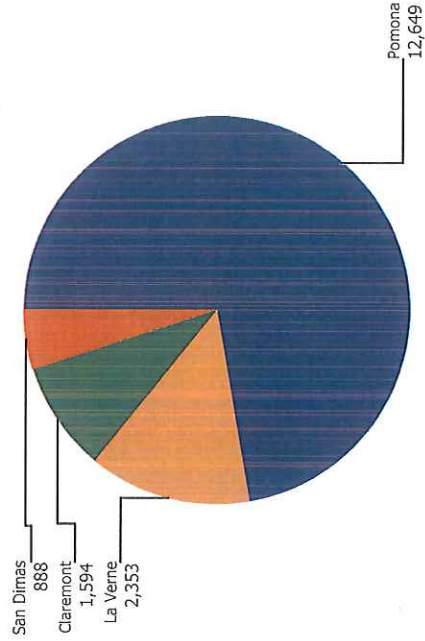


Ridership

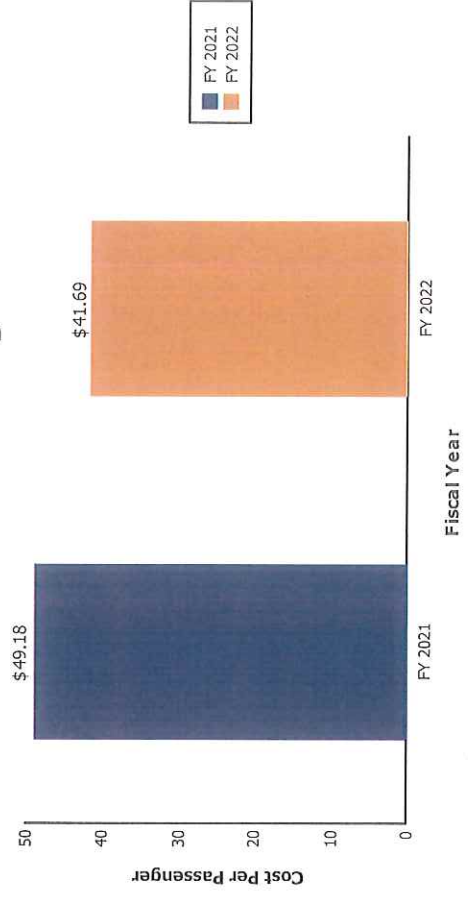


Ridership By City

FY 2021 - Jul - Nov



Cost Per Passenger





**PVTA Monthly Board Report**  
 Nov FY 2022 - Claremont  
 Admin Accounts Included

Service	FY 2021 Nov	FY 2022 Nov	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	692	600	3,301	3,762	13.96%
Pass'r per Hour	7.6	4.9	7.6	6.7	(12.14%)
Wheelchair Users	60	19	411	97	(76.39%)
<b>Quality</b>					
On-Time %	94.3%	94.5%	89.6%	93.7%	4.65%
No-Show %	2.80%	6.25%	2.68%	4.59%	71.26%
# Complaints			6	3	(50.00%)
<b>Cost</b>					
Cost per Pass'r	\$20.13	\$34.65	\$23.07	\$28.97	25.54%
Total Cost	\$13,931	\$20,793	\$76,166	\$108,976	43.07%



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

Service	FY 2021 Nov	FY 2022 Nov	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	665	534	3,154	2,649	(16.01%)
Pass'r per Hour	7.4	4.6	7.6	5.0	(34.44%)
Wheelchair Users	60	19	411	97	(76.39%)
<b>Quality</b>					
On-Time %	94.3%	93.8%	89.5%	93.4%	4.38%
No-Show %	2.91%	6.96%	2.80%	6.39%	128.21%
# Complaints			6	3	(50.00%)
<b>Cost</b>					
Cost per Pass'r	\$16.48	\$27.91	\$17.10	\$27.17	58.86%
Total Cost	\$10,961	\$14,903	\$53,940	\$71,971	33.42%



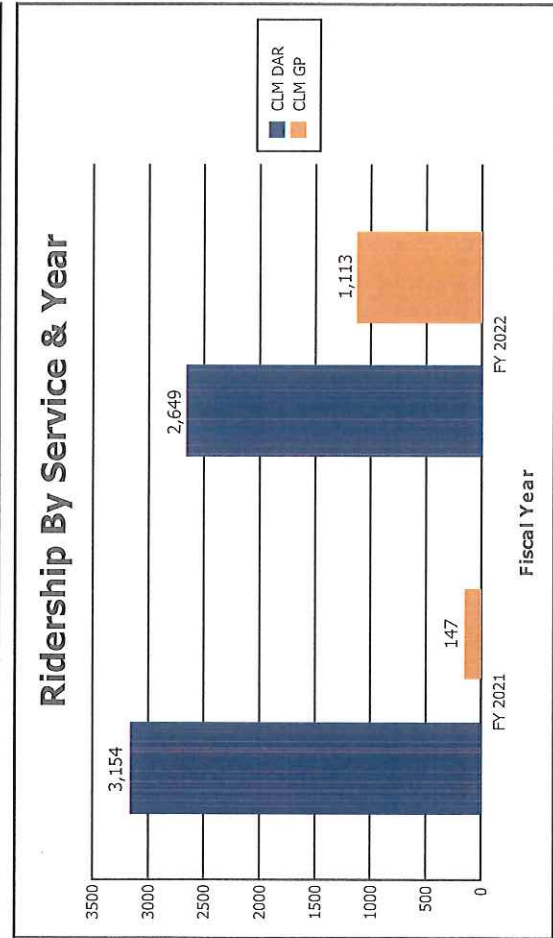
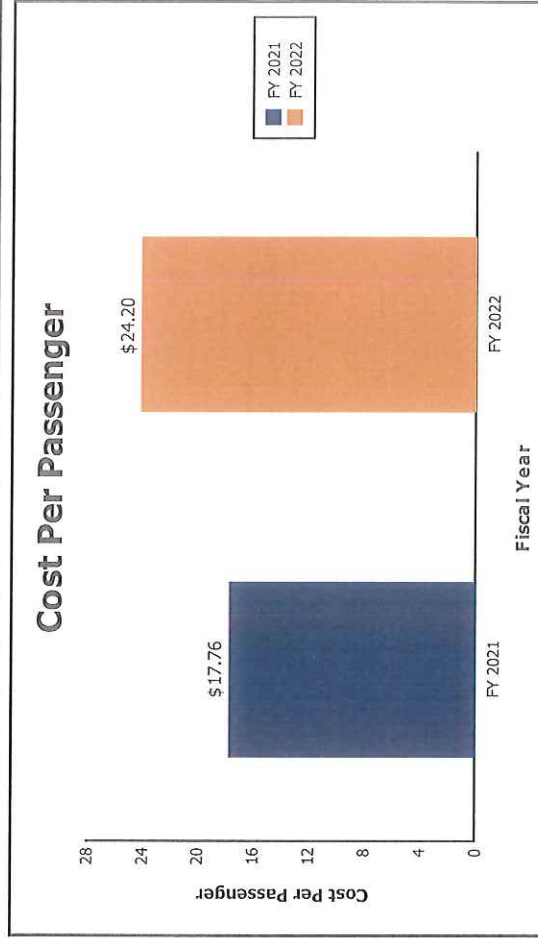
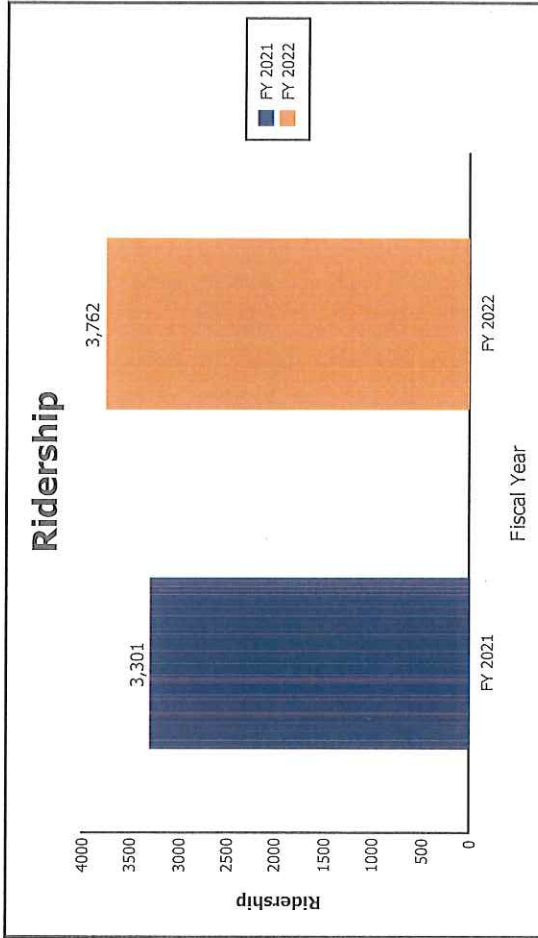
**PVTA Monthly Board Report**  
 Nov FY 2022 - CLM GP  
 Admin Accounts Excluded

Service	FY 2021 Nov	FY 2022 Nov	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	27	66	147	1,113	657.14%
Pass'r per Hour	17.3	8.6	7.8	35.9	357.76%
Wheelchair Users		0		0	
<b>Quality</b>					
On-Time %	100.0%	100.0%	100.0%	100.0%	0.00%
No-Show %	0.00%	0.00%	0.00%	0.00%	
# Complaints					
<b>Cost</b>					
Cost per Pass'r	\$10.53	\$12.64	\$31.81	\$17.14	(46.11%)
Total Cost	\$284	\$834	\$4,676	\$19,077	307.96%





Claremont



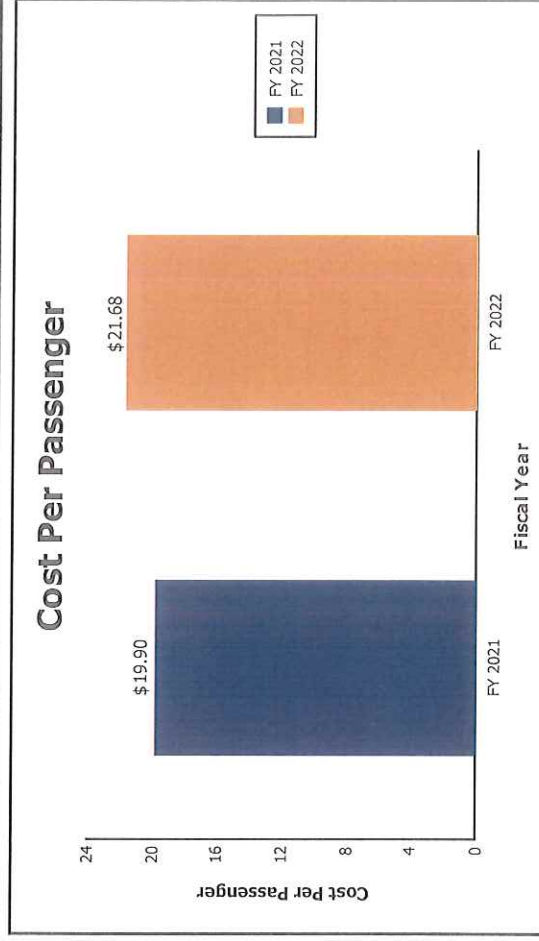
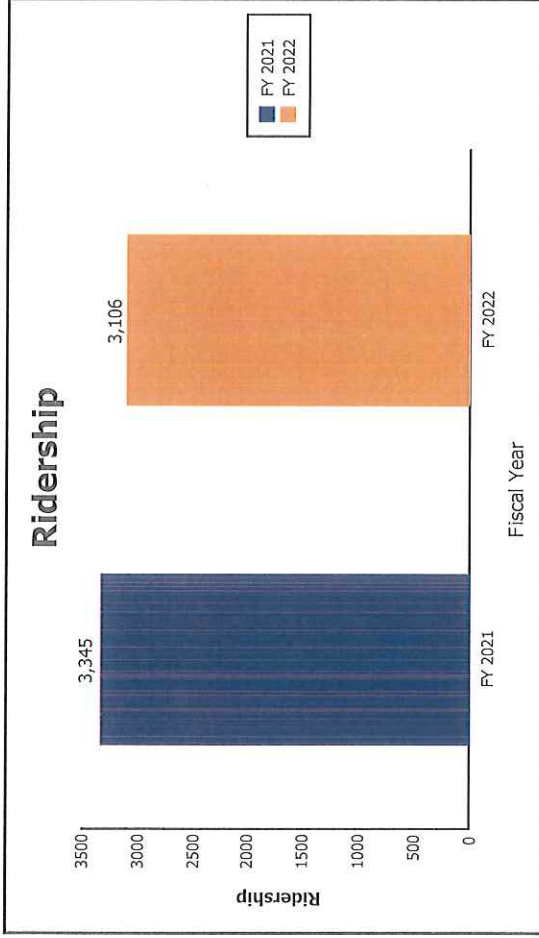


**PVTA Monthly Board Report**  
 Nov FY 2022 - San Dimas  
 Admin Accounts Included

Service	FY 2021 Nov	FY 2022 Nov	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	698	624	3,345	3,106	(7.14%)
Pass'r per Hour	6.7	4.0	6.8	4.1	(38.88%)
Wheelchair Users	57	54	297	192	(35.35%)
<b>Quality</b>					
On-Time %	91.1%	92.0%	88.0%	88.6%	0.75%
No-Show %	2.64%	4.29%	2.27%	4.28%	88.54%
# Complaints		1	1	2	100.00%
<b>Cost</b>					
Cost per Pass'r	\$24.60	\$27.22	\$25.70	\$28.50	10.92%
Total Cost	\$17,168	\$16,987	\$85,956	\$88,534	2.99%



San Dimas





**PVTA Monthly Board Report**  
**Nov FY 2022 - Pomona**  
**Admin Accounts Included**

Service	FY 2021 Nov	FY 2022 Nov	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	19		84	955	1,772.54%
Pass'r per Hour	1.1		1.1	12.7	1,151.44%
<b>Quality</b>					
On-Time %	100.0%		97.0%	93.3%	(2.30%)
No-Show %	0.00%		1.17%	0.10%	(94.79%)
# Complaints					
<b>Cost</b>					
Cost per Pass'r	\$108.67		\$228.60	\$19.40	(93.38%)
Total Cost	\$2,065		\$19,202	\$18,526	23.87%





Pomona

