

April 13, 2022

**AGENDA
ITEM #3**

MEMORANDUM

To: Pomona Valley Transportation Authority
From: Erika Jacquez, Mobility Manager
Subject: **Operations Report December FY 2022**

Service Overview

In December we continued to see ridership grow compared to the same time last year. For all Get About services we saw a 49% YTD increase compared to FY21. As ridership continues to slowly grow, we see the city shares slowly going back to what they were before the pandemic. Although we are seeing an increase in ridership, we continue to be about 40% lower than we were pre pandemic. In December there was a drop in on time performance for most services, this is due to the continual shortage of drivers. PVRTA staff is continuously working with contractors to improve the situation. Contractors continue to offer hiring bonuses but have not been able to secure new drivers. Mobility Managers have continued to be active in the community. We have been scheduling future tabling, presentations and assisting in coordinating group trips.

Total for Get About Services

❖ **Ridership**

- Get About's overall ridership in December FY22 was 49% higher than the same period in FY21. Patronage by riders in mobility devices is 32% higher than last year.

❖ **Cost**

- Total costs for Get About are running 24% higher than last year. The cost per passenger is 17% lower than FY21.

❖ **On Time Performance**

- Get About's overall on time was 81.1%, not meeting the standard of 90%. No-Shows were 6%, above our goal of less than 3%.

❖ **Complaints**

- Zero complaints were received in December.

Van Service

❖ Ridership

- Van service ridership in December FY22 is 72% higher than the same time in FY21. Wheelchair ridership is up by 75% YTD.

❖ Cost

- Total costs for the van service are 20% higher and costs per passenger decreased by 30% for the same period in FY21.

❖ Service Quality

- Zero complaints were received. No-Shows were at 6%, not meeting the standard of less than 3%.

❖ On Time Performance

- On time was 83.01%, not meeting the standard of 90%.

Get About Regular Cab Services

❖ Ridership

- Regular Get About cab ridership in December is 56% higher compared to YTD FY21. Wheelchair ridership is 16% higher compared to YTD FY21.

❖ Cost

- Total costs are 65% higher than last year, cost per passenger is up by 6%.

❖ Service Quality

- There were zero Get About cab complaints received.

❖ On time performance

- On-time performance was 81.9% not meeting the standard of 90%.

One Step Over the Line

❖ Ridership

- Ridership for One Step Over the Line is 149% higher than YTD FY21.

❖ Cost

- Total Costs are up by 91% compared to YTD FY21, cost per passenger are down by 23%.

❖ Service Quality

- Zero complaints were received in December.

❖ On Time Performance

- OTP was 85.03%, not meeting our standard of 92%.

Ready Now

- ❖ **Ridership**
 - Ridership in December FY22 is 26% lower than last year.
- ❖ **Cost**
 - The cost per passenger was \$14.05, Ready Now's total cost is 27% lower than FY21.
- **Service Quality**
 - Zero complaints were received.
- ❖ **On Time Performance**
 - On time performance was 86.27% meeting our standard of 90%. No-shows were 7.30%, 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 increased by 4%. Claremont's Get About ridership YTD share increased by 2%. San Dimas share of Get About rides compared to FY 21 has increased by 88%.

<u>Get About Ridership</u>				
<u>July-December</u>				
	<u>FY 2021</u>		<u>FY2022</u>	
<u>Claremont</u>	1,936	9.2%	2,922	9.4%
<u>La Verne</u>	2,729	13.0%	4,227	13.5%
<u>Pomona</u>	15,222	72.7%	21,069	67.5%
<u>San Dimas</u>	1,060	5.1%	3,010	9.6%
<u>Total</u>	20,947	100%	31,228	100%

Claremont Dial-a-Ride

- ❖ **Ridership**
 - Claremont Dial-a-Ride total ridership in December was 13% higher than YTD FY21.
- ❖ **Cost**
 - Overall Claremont costs are 41% higher than last year. Cab costs are 33% higher than YTD FY21. Group costs are 285% higher than last year.
- ❖ **Service Quality**
 - Zero complaints were received for Claremont Dial-a-Ride.
- ❖ **On Time Performance**
 - OTP for the cab was 85.35%, not meeting our standard of 92%.

San Dimas Dial-a-Cab

- ❖ **Ridership**
 - San Dimas ridership YTD is 8% lower than last year.
- ❖ **Cost**
 - Total costs were 4% higher than YTD FY21.
- ❖ **Service Quality**
 - Zero complaints were received in December.

- ❖ **On Time Performance**
 - On time performance was 85.1%, No-Shows were at 5%.

Pomona Group Service

- ❖ **Ridership**
 - Pomona Group ridership had zero trips in December. PVRTA staff continued to work with Pomona staff as they restructured their Group programs.



PVTA Monthly Board Report

Dec FY 2022 - Get About
Admin Accounts Included

	FY 2021 Dec	FY 2022 Dec	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Service					
Passengers	3,464	5,314	20,947	31,228	49.08%
Pass'r per Hour	3.7	3.1	3.6	3.1	(14.32%)
Wheelchair Users	652	981	4,317	5,709	32.24%
Quality					
On-Time %	94.3%	81.7%	90.9%	81.5%	(10.37%)
No-Show %	5.61%	5.96%	6.19%	4.96%	(19.87%)
# Complaints	1	0	16	6	(62.50%)
Cost					
Cost per Pass'r	\$58.30	\$47.64	\$59.97	\$49.93	(16.74%)
Total Cost	\$201,939	\$253,184	\$1,256,234	\$1,559,119	24.11%



PVTA Monthly Board Report

Dec FY 2022 - GA Van
Admin Accounts Excluded

Service	FY 2021 Dec	FY 2022 Dec	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	1,897	2,919	10,196	17,566	72.28%
Pass'r per Hour	3.3	3.0	3.0	3.0	0.00%
Wheelchair Users	349	544	1,862	3,263	75.24%
Quality					
On-Time %	95.1%	83.0%	94.2%	82.0%	(13.00%)
No-Show %	5.66%	5.96%	6.40%	4.90%	(23.43%)
# Complaints	1	0	3	0	
Cost					
Cost per Pass'r	\$69.97	\$52.01	\$75.35	\$52.55	(30.25%)
Total Cost	\$132,730	\$151,821	\$768,279	\$923,168	20.16%



PVTA Monthly Board Report

Dec FY 2022 - GA Cab
Admin Accounts Excluded

Service	FY 2021 Dec	FY 2022 Dec	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	671	1,468	5,151	8,036	56.00%
Pass'r per Hour	4.1	3.2	4.5	3.3	(26.45%)
Wheelchair Users	181	308	1,350	1,566	16.00%
Quality					
On-Time %	92.1%	81.9%	86.2%	77.8%	(9.82%)
No-Show %	7.82%	5.77%	8.45%	4.69%	(44.49%)
# Complaints			2		
Cost					
Cost per Pass'r	\$32.69	\$32.73	\$31.12	\$32.95	5.87%
Total Cost	\$21,938	\$48,047	\$160,310	\$264,778	65.16%



PVTA Monthly Board Report

Dec FY 2022 - GA One
Admin Accounts Excluded

	FY 2021 Dec	FY 2022 Dec	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Service					
Passengers	180	407	837	2,087	149.34%
Pass'r per Hour	2.7	2.4	2.8	2.5	(8.89%)
Wheelchair Users	29	53	225	248	10.22%
Quality					
On-Time %	93.3%	85.0%	86.4%	74.3%	(14.05%)
No-Show %	3.22%	4.90%	5.63%	3.95%	(29.84%)
# Complaints	0		8	6	(25.00%)
Cost					
Cost per Pass'r	\$38.58	\$26.57	\$34.76	\$26.62	(23.41%)
Total Cost	\$6,945	\$10,814	\$29,092	\$55,556	90.96%



PVTA Monthly Board Report

Dec FY 2022 - GA Ready
Admin Accounts Excluded

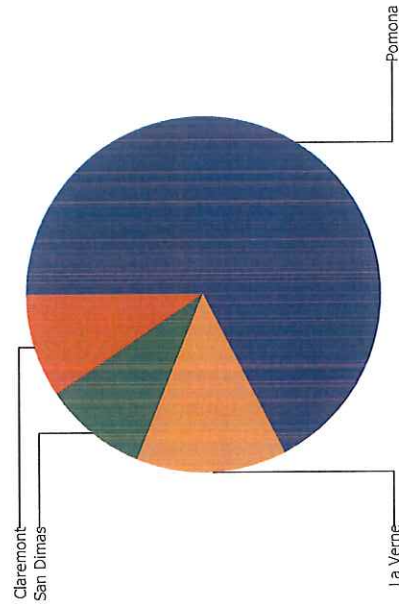
	FY 2021 Dec	FY 2022 Dec	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Service					
Passengers	716	520	4,763	3,539	(25.69%)
Pass'r per Hour	5.4	4.0	5.3	4.0	(24.91%)
Wheelchair Users	93	76	880	632	(28.18%)
Quality					
On-Time %	94.1%	86.3%	88.7%	92.2%	3.96%
No-Show %	3.89%	7.30%	3.25%	6.40%	96.92%
# Complaints			3		
Cost					
Cost per Pass'r	\$15.47	\$14.05	\$15.69	\$15.49	(1.27%)
Total Cost	\$11,076	\$7,304	\$74,754	\$54,836	(26.64%)



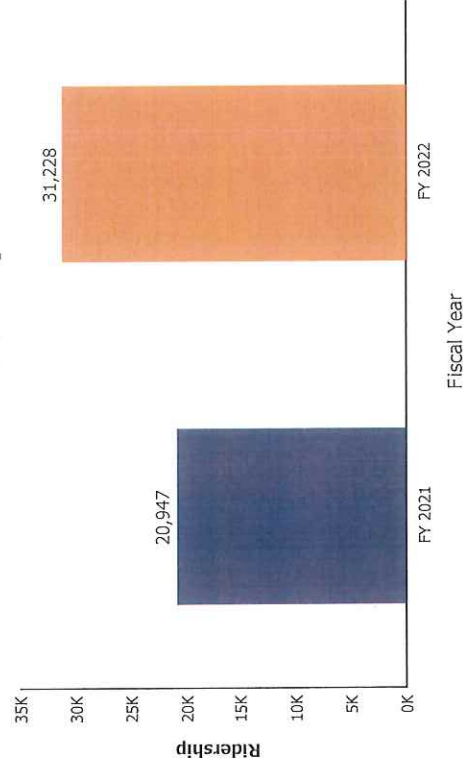
Get About

Ridership By City

FY 2022 Jul - Dec

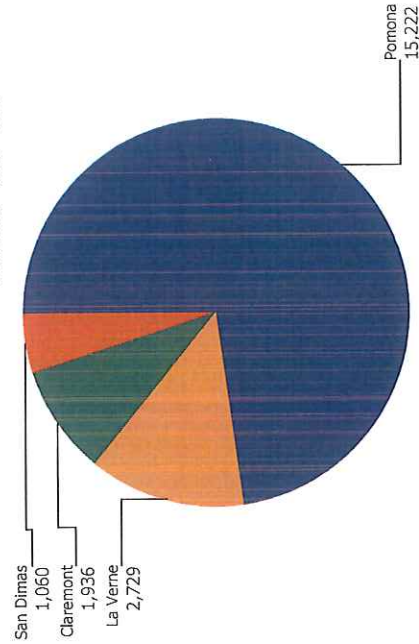


Ridership

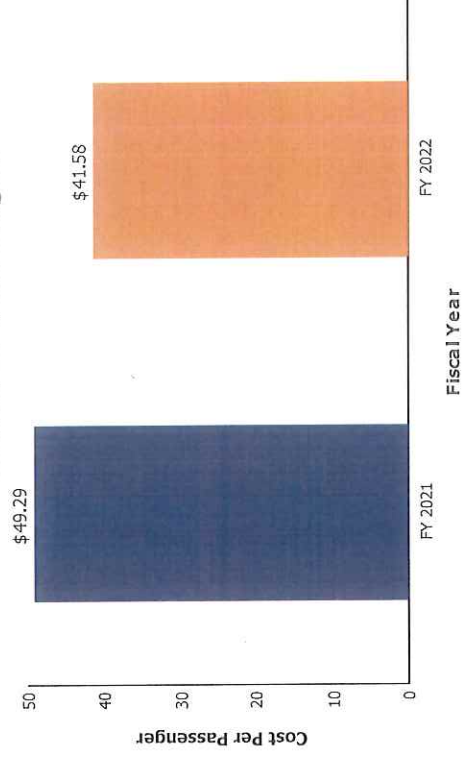


Ridership By City

FY 2021 - Jul - Dec



Cost Per Passenger





PVTA Monthly Board Report

Dec FY 2022 - Claremont
Admin Accounts Included

Service	FY 2021 Dec	FY 2022 Dec	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	587	633	3,888	4,395	13.04%
Pass'r per Hour	7.0	4.8	7.5	6.3	(15.64%)
Wheelchair Users	49	21	460	118	(74.34%)
Quality					
On-Time %	93.2%	89.6%	90.1%	93.0%	3.15%
No-Show %	2.16%	7.45%	2.60%	5.01%	92.69%
# Complaints			6	3	(50.00%)
Cost					
Cost per Pass'r	\$23.11	\$27.50	\$23.08	\$28.76	24.59%
Total Cost	\$13,567	\$17,407	\$89,733	\$126,384	40.84%



PVTA Monthly Board Report

Dec FY 2022 - CLM DAR
Admin Accounts Excluded

	FY 2021 Dec	FY 2022 Dec	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Service					
Passengers	566	549	3,720	3,198	(14.03%)
Pass'r per Hour	7.0	4.6	7.5	4.9	(34.47%)
Wheelchair Users	49	21	460	118	(74.34%)
Quality					
On-Time %	93.1%	85.4%	90.0%	92.4%	2.67%
No-Show %	2.24%	8.50%	2.71%	6.76%	149.44%
# Complaints			6	3	(50.00%)
Cost					
Cost per Pass'r	\$18.43	\$25.12	\$17.30	\$26.82	54.97%
Total Cost	\$10,431	\$13,791	\$64,370	\$85,762	33.23%



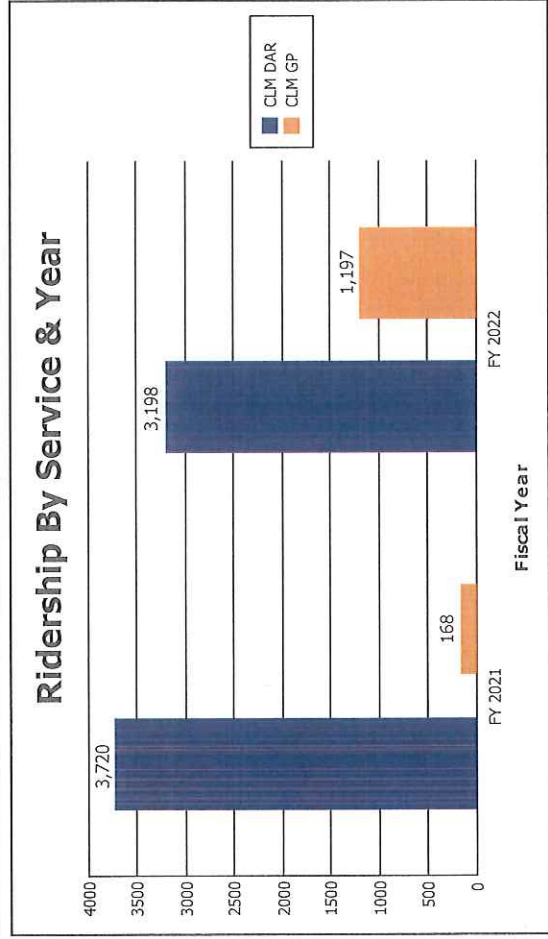
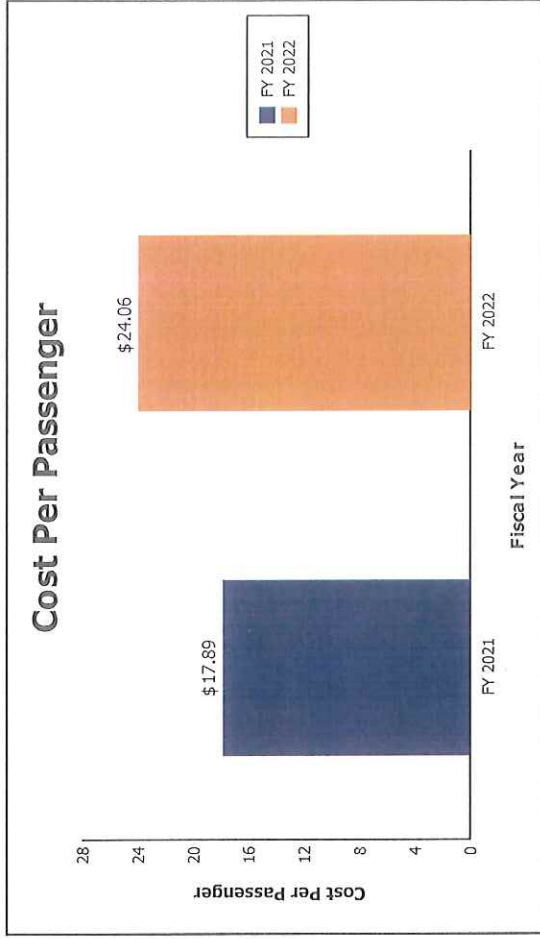
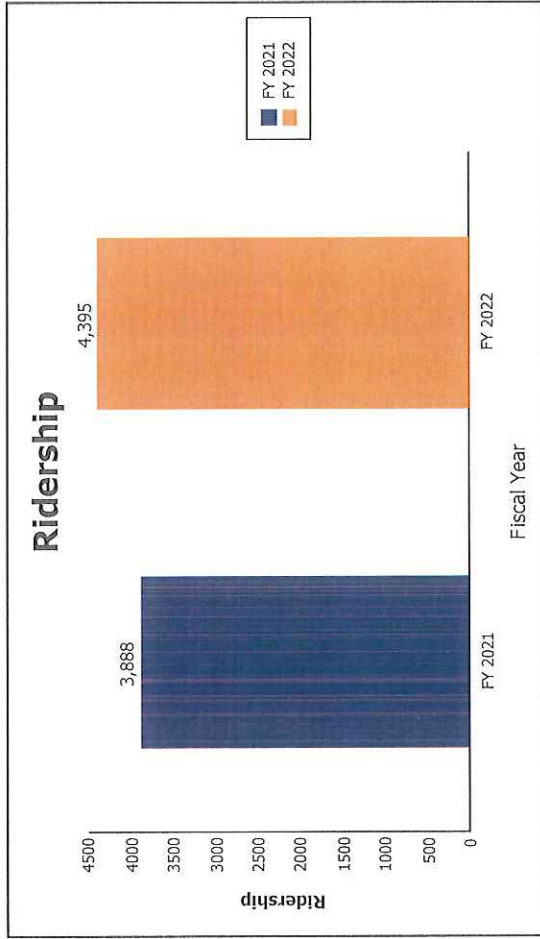
PVTA Monthly Board Report

Dec FY 2022 - CLM GP
Admin Accounts Excluded

	FY 2021 Dec	FY 2022 Dec	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Service					
Passengers	21	84	168	1,197	612.50%
Pass'r per Hour	7.7	7.1	7.8	27.9	256.99%
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	\$24.60	\$10.91	\$30.91	\$16.70	(45.96%)
Total Cost	\$517	\$917	\$5,193	\$19,994	285.03%



Claremont





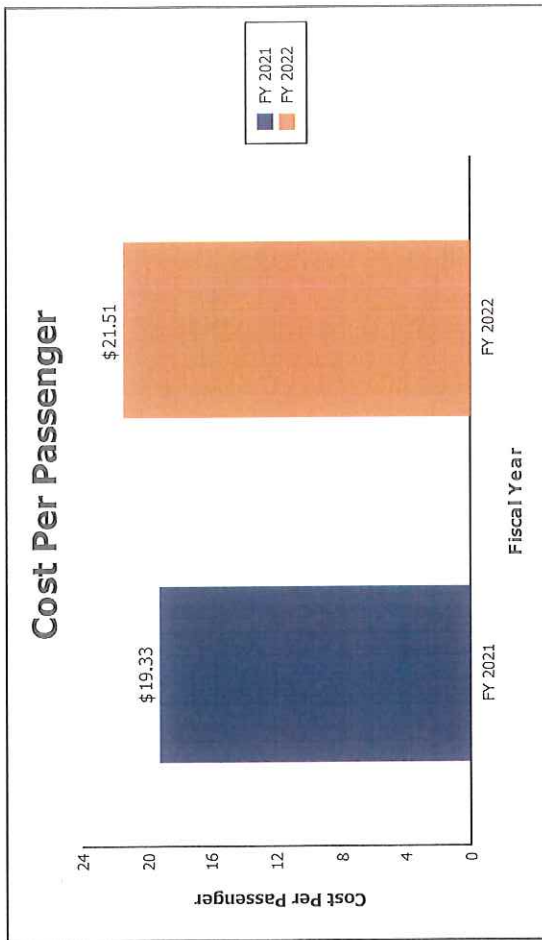
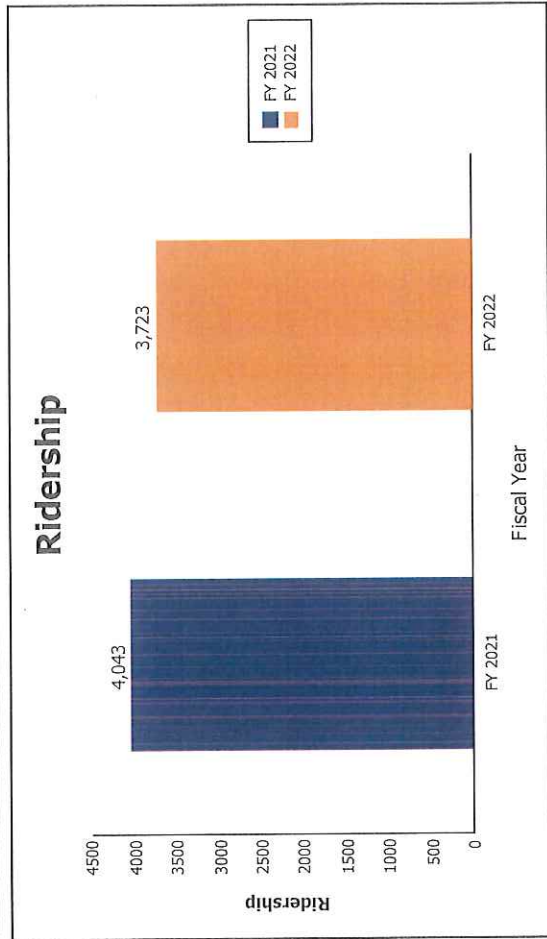
PVTA Monthly Board Report

Dec FY 2022 - San Dimas
Admin Accounts Included

Service	FY 2021 Dec	FY 2022 Dec	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	698	617	4,043	3,723	(7.91%)
Pass'r per Hour	6.4	3.9	6.7	4.1	(38.98%)
Wheelchair Users	33	63	330	255	(22.72%)
Quality					
On-Time %	91.7%	84.9%	88.6%	88.0%	(0.67%)
No-Show %	1.69%	5.07%	2.17%	4.41%	103.22%
# Complaints			1	2	100.00%
Cost					
Cost per Pass'r	\$21.45	\$25.95	\$24.96	\$28.08	12.48%
Total Cost	\$14,971	\$16,012	\$100,927	\$104,546	3.58%



San Dimas





PVTA Monthly Board Report

Dec FY 2022 - Pomona
Admin Accounts Included

	FY 2021 Dec	FY 2022 Dec	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Service					
Passengers	10		94		
Pass'r per Hour	0.6		1.0		
Quality					
On-Time %	100.0%		97.5%		
No-Show %	0.00%		1.05%		
# Complaints					
Cost					
Cost per Pass'r	\$294.35		\$235.59		
Total Cost	\$2,943		\$22,146		



Pomona

