



May 11, 2022

**AGENDA  
ITEM #3**

**MEMORANDUM**

To: Pomona Valley Transportation Authority

From: <sup>ES</sup>  
Erika Jacquez, Mobility Manager

**Subject: Operations Report February FY 2022**

**Service Overview**

Total ridership on Get About services YTD increased by 47% for the month of February. Get About Cab saw a 69% increase in ridership compared to YTD February FY21. One Step continues to have the largest increase with ridership 152% higher than FY21. On the van side, ridership is 62% higher than YTD February FY21. On-time performance on the van was 84%, below the required standard of 90%. Both contractors continue to struggle with recruiting drivers, but we are slowly seeing On Time Performance slightly increasing month to month.

**Total for Get About Services**

❖ **Ridership**

- Get About's overall ridership in February FY22 was 47% higher than the same period in FY21. Patronage by riders in mobility devices is 28% higher than same time last year.

❖ **Cost**

- Total costs for Get About are running 22% higher than last year. The cost per passenger is 17% lower than FY21.

❖ **On Time Performance**

- Get About's overall on time was 85.4%, not meeting the standard of 90%. No-Shows were 4.7%, above our goal of less than 3%.

❖ **Complaints**

- Two complaints were received in February.

**Van Service**

❖ **Ridership**

- Van service ridership in February FY22 is 62% higher than the same time in FY21. Wheelchair ridership is up by 57% YTD.

❖ **Cost**

- Total costs for the van service are 17% higher and costs per passenger decreased by 27% for the same period in FY21.

❖ **Service Quality**

- One complaint was received. No-Shows were at 4%, not meeting the standard of less than 3%.

❖ **On Time Performance**

- On time was 84%, not meeting the standard of 90%.

**Get About Regular Cab Services**

❖ **Ridership**

- Regular Get About cab ridership in February is 69% higher compared to YTD FY21. Wheelchair ridership is 27% higher compared to YTD FY21.

❖ **Cost**

- Total costs are 78% higher than last year, cost per passenger is up by 5%.

❖ **Service Quality**

- There was one Get About cab complaint received.

❖ **On time performance**

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

**One Step Over the Line**

❖ **Ridership**

- Ridership for One Step Over the Line is 152% higher than YTD FY21.

❖ **Cost**

- Total Costs are up by 84% compared to YTD FY21, cost per passenger are down by 27%.

❖ **Service Quality**

- Zero complaints were received in February.

❖ **On Time Performance**

- OTP was 87%, not meeting our standard of 92%.

**Ready Now**

❖ **Ridership**

- Ridership in February FY22 is 28% lower than last year.

❖ **Cost**

- The cost per passenger was \$15.95, Ready Now's total cost is 29% 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 7.20%, this is above our standard of below 3%.

**Ridership by City**

Pomona’s ridership YTD share decreased by 6% compared to FY21. La Verne’s YTD share decreased by 6%. Claremont’s Get About ridership YTD share increased by 6%. San Dimas share of Get About rides compared to FY 21 has increased by 102%.

<b><u>Get About Ridership</u></b>				
<b>July-February</b>				
	<b><u>FY 2021</u></b>		<b><u>FY2022</u></b>	
<b><u>Claremont</u></b>	2,410	8.7%	3,743	9.2%
<b><u>La Verne</u></b>	3,949	14.2%	5,425	13.3%
<b><u>Pomona</u></b>	19,989	72.1%	27,484	67.6%
<b><u>San Dimas</u></b>	1,372	4.9%	4,029	9.9%
<b><u>Total</u></b>	<b>20,947</b>	<b>100%</b>	<b>40,681</b>	<b>100%</b>

**Claremont Dial-a-Ride**

❖ **Ridership**

- Claremont Dial-a-Ride total ridership in January was 16% higher than YTD FY21.

❖ **Cost**

- Overall Claremont costs are 33% higher than last year. Cab costs are 23% higher than YTD FY21. Group costs are 318% higher than last year.

❖ **Service Quality**

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

❖ **On Time Performance**

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

**San Dimas Dial-a-Cab**

❖ **Ridership**

- San Dimas ridership YTD is 10% lower than last year.

❖ **Cost**

- Total costs were 1% higher than YTD FY21.

❖ **Service Quality**

- Zero complaints were received in February.

❖ **On Time Performance**

- On time performance was 90%, No-Shows were at 6%.

**Pomona Group Service**

❖ **Ridership**

- Pomona Group ridership YTD is 742% higher than last year.

❖ **Cost**

- Total Cost is 32% lower than YTD FY21.

❖ **Service Quality**

- Zero complaints were received in February.

❖ **On Time Performance**

- On time performance was 50% in February.



**PVTA Monthly Board Report**

Feb FY 2022 - Get About  
Admin Accounts Included

Service	FY 2021 Feb	FY 2022 Feb	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	3,450	4,759	27,720	40,681	46.75%
Pass'r per Hour	3.6	3.1	3.7	3.1	(14.67%)
Wheelchair Users	650	778	5,665	7,265	28.24%
<b>Quality</b>					
On-Time %	92.6%	85.4%	91.5%	82.4%	(9.93%)
No-Show %	2.62%	4.76%	5.65%	4.88%	(13.62%)
# Complaints	0	2	16	8	(50.00%)
<b>Cost</b>					
Cost per Pass'r	\$59.07	\$49.76	\$59.95	\$49.99	(16.60%)
Total Cost	\$203,789	\$236,791	\$1,661,727	\$2,033,821	22.39%



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

Service	FY 2021 Feb	FY 2022 Feb	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	1,896	2,383	13,874	22,409	61.51%
Pass'r per Hour	3.3	3.0	3.1	3.0	(2.78%)
Wheelchair Users	367	422	2,598	4,086	57.27%
<b>Quality</b>					
On-Time %	93.1%	84.0%	94.3%	82.9%	(12.01%)
No-Show %	1.50%	4.79%	5.66%	4.91%	(13.25%)
# Complaints		1	3	1	(66.66%)
<b>Cost</b>					
Cost per Pass'r	\$71.15	\$58.72	\$74.38	\$53.95	(27.47%)
Total Cost	\$134,902	\$139,927	\$1,031,976	\$1,208,944	17.14%



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

Service	FY 2021 Feb	FY 2022 Feb	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	670	1,582	6,516	11,039	69.41%
Pass'r per Hour	3.7	3.3	4.4	3.3	(24.83%)
Wheelchair Users	119	276	1,649	2,095	27.04%
<b>Quality</b>					
On-Time %	94.8%	90.0%	87.7%	79.6%	(9.27%)
No-Show %	5.76%	4.46%	7.96%	4.50%	(43.46%)
# Complaints		1	2	1	(50.00%)
<b>Cost</b>					
Cost per Pass'r	\$30.62	\$32.84	\$31.35	\$32.97	5.17%
Total Cost	\$20,516	\$51,945	\$204,274	\$363,977	78.18%



**PVTA Monthly Board Report**

Feb FY 2022 - GA One  
Admin Accounts Excluded

Service	FY 2021 Feb	FY 2022 Feb	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	129	330	1,097	2,759	151.50%
Pass'r per Hour	1.8	2.6	2.6	2.5	(4.49%)
Wheelchair Users	29	26	281	315	12.09%
<b>Quality</b>					
On-Time %	86.5%	87.1%	87.1%	74.5%	(14.53%)
No-Show %	3.00%	2.36%	5.18%	3.66%	(29.34%)
# Complaints	0		8	6	(25.00%)
<b>Cost</b>					
Cost per Pass'r	\$50.60	\$26.56	\$37.09	\$27.07	(26.99%)
Total Cost	\$6,528	\$8,766	\$40,683	\$74,696	83.60%



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

Service	FY 2021 Feb	FY 2022 Feb	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	755	464	6,233	4,474	(28.22%)
Pass'r per Hour	5.3	4.0	5.3	4.0	(24.88%)
Wheelchair Users	135	54	1,137	769	(32.36%)
<b>Quality</b>					
On-Time %	92.6%	91.3%	89.6%	92.6%	3.36%
No-Show %	2.45%	7.20%	3.15%	6.36%	101.90%
# Complaints			3		
<b>Cost</b>					
Cost per Pass'r	\$15.62	\$15.95	\$15.67	\$15.60	(0.46%)
Total Cost	\$11,790	\$7,399	\$97,690	\$69,798	(28.55%)

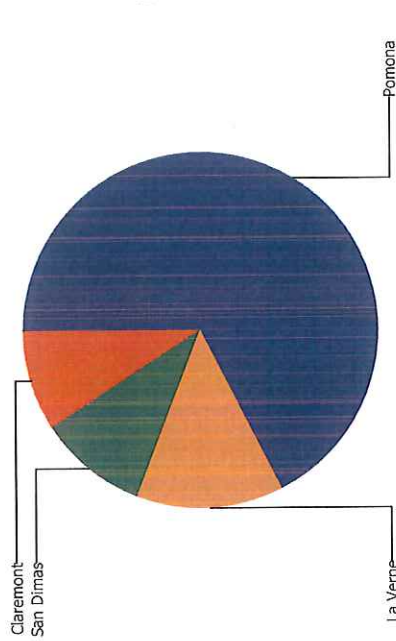




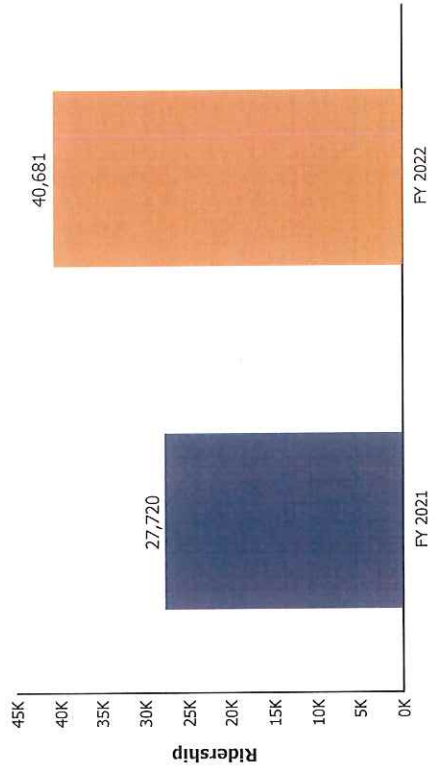
**Get About**

**Ridership By City**

FY 2022 Jul - Feb

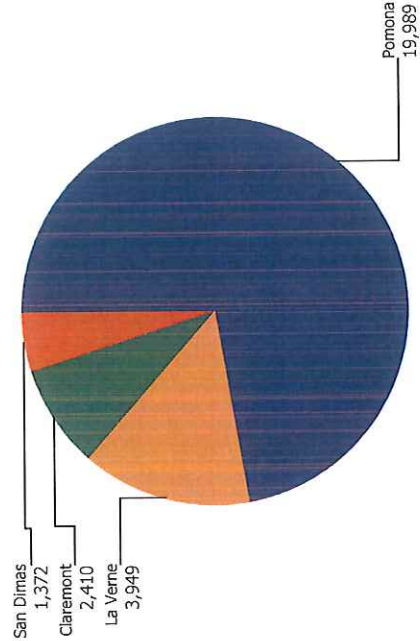


**Ridership**

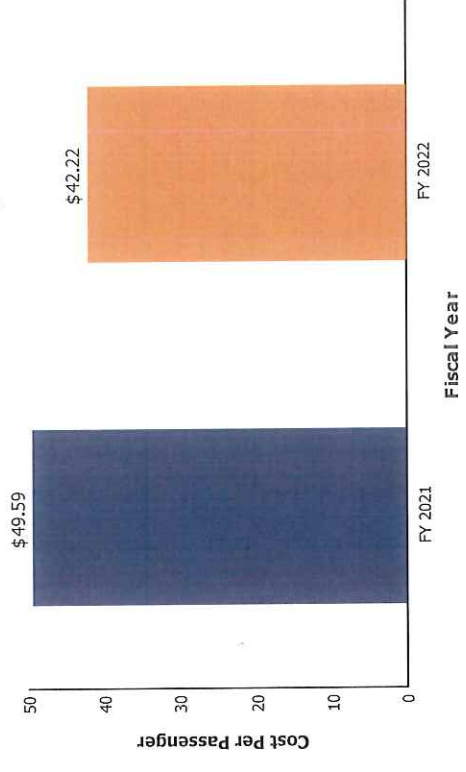


**Ridership By City**

FY 2021 - Jul - Feb



**Cost Per Passenger**





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

Service	FY 2021 Feb	FY 2022 Feb	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	459	719	4,853	5,606	15.51%
Pass'r per Hour	8.0	6.1	7.6	6.1	(19.23%)
Wheelchair Users	24	35	522	184	(64.75%)
<b>Quality</b>					
On-Time %	92.3%	93.9%	90.9%	93.1%	2.38%
No-Show %	2.75%	4.26%	2.60%	5.22%	100.76%
# Complaints			6	3	(50.00%)
<b>Cost</b>					
Cost per Pass'r	\$32.68	\$27.73	\$25.31	\$29.05	14.77%
Total Cost	\$15,001	\$19,936	\$122,843	\$162,866	32.58%



**PVTA Monthly Board Report**

Feb FY 2022 - CLM DAR  
Admin Accounts Excluded

	FY 2021 Feb	FY 2022 Feb	FY 2021 YTD	FY 2022 YTD	% +/- YTD
<b>Service</b>					
Passengers	434	489	4,656	4,150	(10.86%)
Pass'r per Hour	8.2	4.7	7.6	4.8	(36.09%)
Wheelchair Users	24	35	522	184	(64.75%)
<b>Quality</b>					
On-Time %	91.8%	92.3%	90.8%	92.6%	1.97%
No-Show %	2.90%	5.59%	2.71%	6.86%	153.13%
# Complaints			6	3	(50.00%)
<b>Cost</b>					
Cost per Pass'r	\$29.78	\$27.43	\$19.77	\$27.27	37.97%
Total Cost	\$12,925	\$13,413	\$92,037	\$113,188	22.98%



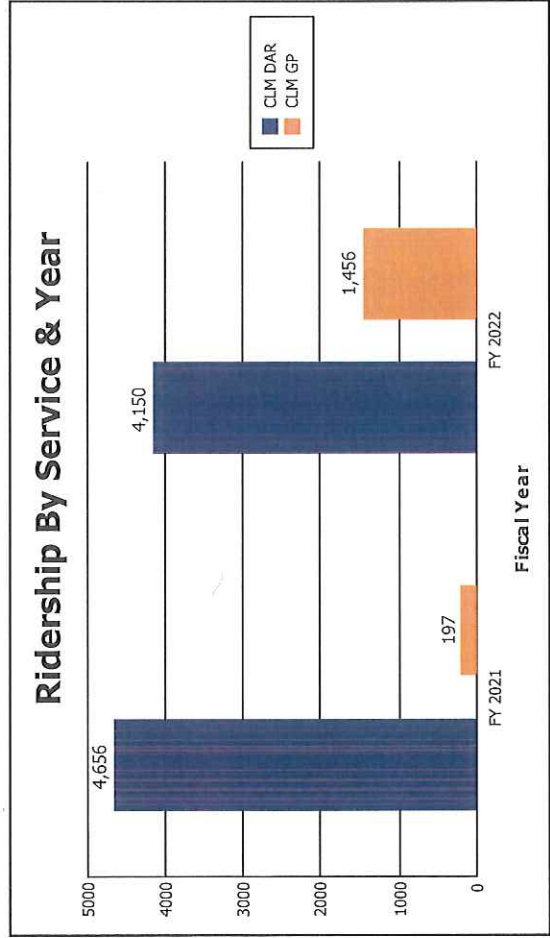
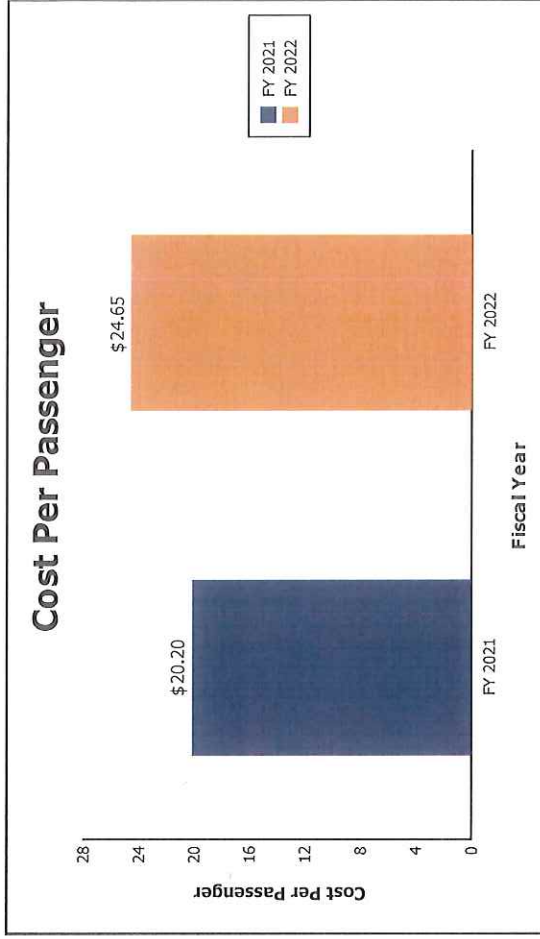
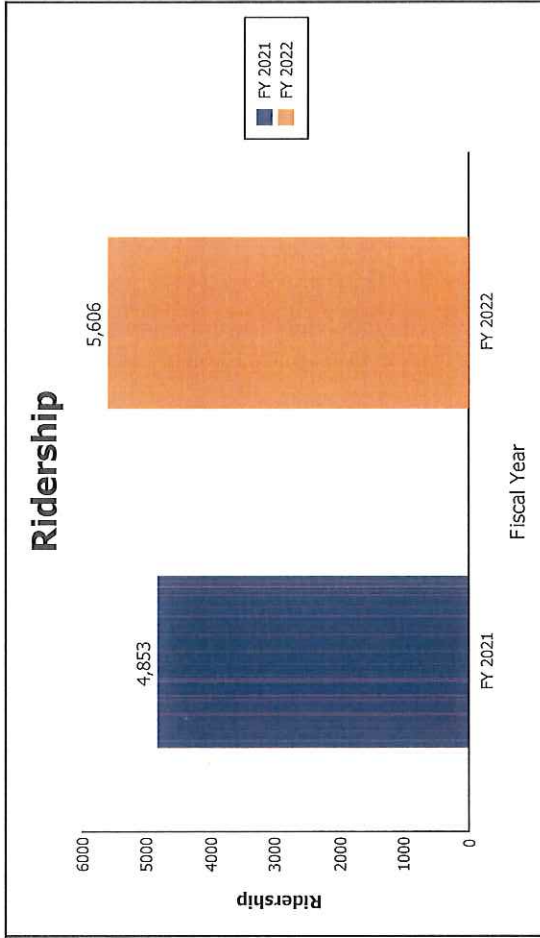
**PVTA Monthly Board Report**

Feb FY 2022 - CLM GP  
Admin Accounts Excluded

Service	FY 2021 Feb	FY 2022 Feb	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	25	230	197	1,456	639.08%
Pass'r per Hour	6.1	18.1	7.1	23.6	233.80%
Wheelchair Users		0		0	
<b>Quality</b>					
On-Time %	100.0%	98.0%	100.0%	99.7%	(0.34%)
No-Show %	0.00%	1.28%	0.00%	0.20%	
# Complaints					
<b>Cost</b>					
Cost per Pass'r	\$12.03	\$18.67	\$30.31	\$17.15	(43.41%)
Total Cost	\$301	\$4,294	\$5,972	\$24,975	318.20%



Claremont





**PVTA Monthly Board Report**

Feb FY 2022 - San Dimas  
Admin Accounts Included

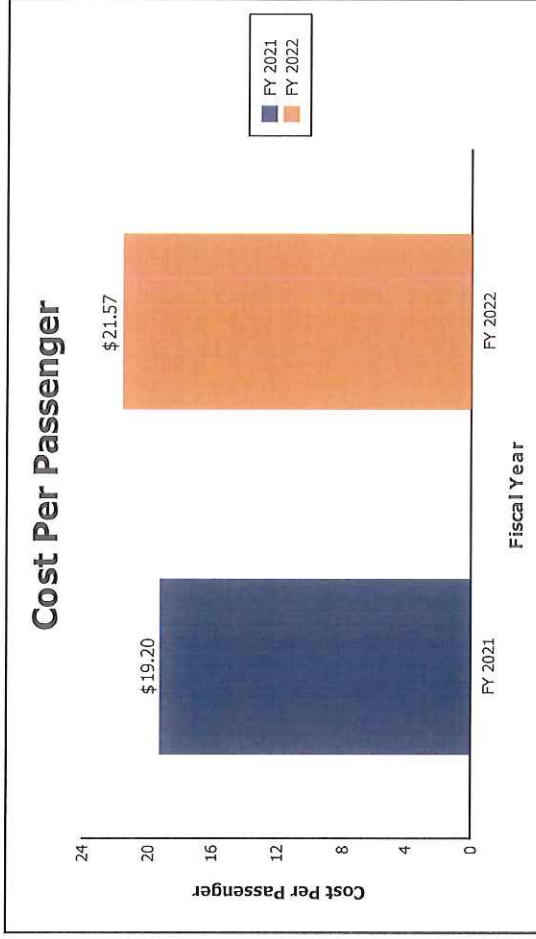
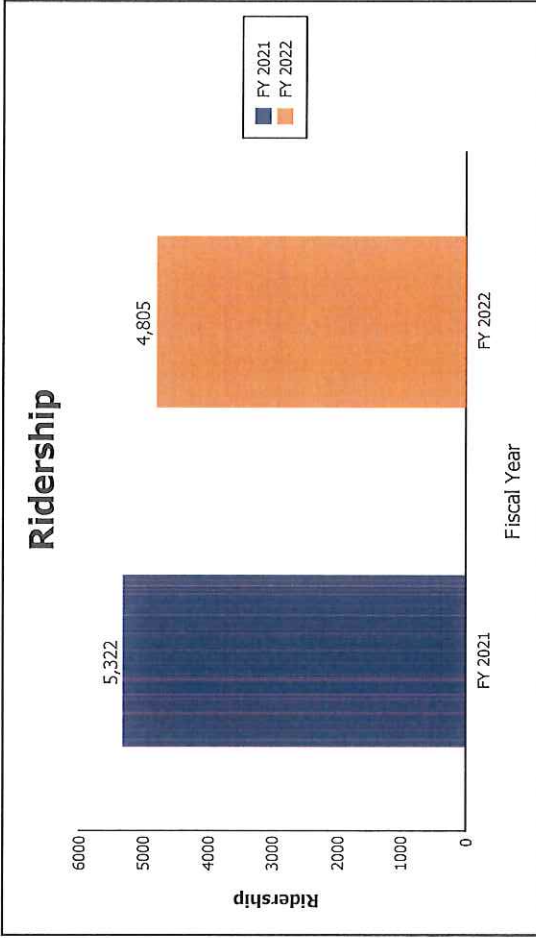
Service	FY 2021 Feb	FY 2022 Feb	FY 2021 YTD	FY 2022 YTD	% +/- YTD
<b>Service</b>					
Passengers	691	510	5,322	4,805	(9.71%)
Pass'r per Hour	6.2	4.0	6.6	4.0	(38.95%)
Wheelchair Users	45	84	404	398	(1.48%)
<b>Quality</b>					
On-Time %	91.7%	89.2%	89.2%	88.2%	(1.06%)
No-Show %	1.28%	5.55%	1.98%	4.47%	125.75%
# Complaints			1	3	200.00%
<b>Cost</b>					
Cost per Pass'r	\$24.66	\$27.93	\$24.78	\$27.72	11.86%
Total Cost	\$17,043	\$14,245	\$131,885	\$133,203	0.99%



**PVTA Board Reports Graphs**

**FY 2022 Jul - Feb**  
**Admin Accounts Excluded**

**San Dimas**





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

Service	FY 2021 Feb	FY 2022 Feb	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	9	14	115	969	742.60%
Pass'r per Hour	0.9	7.9	1.0	12.6	1,098.82%
Wheelchair Users		0		0	
<b>Quality</b>					
On-Time %	100.0%	50.0%	98.1%	92.3%	(5.90%)
No-Show %	0.00%	0.00%	0.86%	0.10%	(88.37%)
# Complaints					
<b>Cost</b>					
Cost per Pass'r	\$268.10	\$1.82	\$237.07	\$19.15	(91.92%)
Total Cost	\$2,413	\$26	\$27,263	\$18,552	(31.95%)





Pomona

