

September 14, 2022

**AGENDA
ITEM #3**

MEMORANDUM

To: Pomona Valley Transportation Authority
From: ^{ES} Erika Jacquez, Mobility Manager
Subject: **Operations Report July 2021-June 2022**

Service Overview

Overall all the services offered are trending positive for FY 2022 compared to last year. Ridership levels are slowly increasing but have yet to come close to pre-pandemic levels.

Ridership Percentages Lower than pre-pandemic levels:

- Get About -48%
- Claremont Group/DAR -69%
- Pomona Group -62%
- San Dimas Dial-a-cab -62%

Get About services for FY22 increased by 38% compared to last year. Get About Cab saw a 77% increase in ridership compared to FY21. Get About Van saw a 41% increase compared to FY21. Claremont and Pomona Group services had a sharp increase of 650% this year. The rapid increase in group services is due to schools and community centers opening services that were closed during the pandemic. Increased demand for most of PVTA services placed a stress on our service capacity resulting in lower on-time performance. PVTA continues to monitor OTP and customer service standards assisting both contractors as needed. Hiring drivers to meet the demand continues to be top priority.

Total for Get About Services

❖ **Ridership**

- Get About's overall ridership in FY22 was 38% higher than in FY21. Patronage by riders in mobility devices is 25% higher than last year.

❖ **Cost**

- Total costs for Get About were 24% higher than last year. The cost per passenger is 10% lower than FY21.

❖ **On Time Performance**

- Get About's overall on time performance was 79%, not meeting the standard of 90%. No-Shows were 5%, above our goal of less than 3%.

❖ **Complaints**

- Get About received 18 complaints in FY22 compared to 26 in FY21.

Van Service

❖ **Ridership**

- Van service ridership in FY22 was 41% higher than FY21. Wheelchair ridership was up by 37%.

❖ **Cost**

- Total costs for the van service are 14% higher and costs per passenger decreased by 19% compared to FY21.

❖ **Service Quality**

- Three complaints were received in FY22 compared to 4 in FY21. No-Shows were at 5%, not meeting the standard of less than 3%.

❖ **On Time Performance**

- On time was 79%, not meeting the standard of 90%.

Get About Regular Cab Services

❖ **Ridership**

- Regular Get About cab ridership in June is 77% higher compared to FY21. Wheelchair ridership is 45% higher compared to FY21.

❖ **Cost**

- Total costs are 81% higher than last year, cost per passenger is up by 2%.

❖ **Service Quality**

- Get About cab received one complaint this year compared to 3 in FY21.

❖ **On time performance**

- On-time performance was 78%, not meeting the standard of 90%.

One Step Over the Line

❖ **Ridership**

- Ridership for One Step Over the Line continued to increase month by month. Ridership for the year was 121% higher than FY21.

❖ **Cost**

- Total Costs are up by 97% compared to FY21, cost per passenger is down by 11%.

❖ **Service Quality**

- One Step received 13 complaints this year compared to 15 in FY21

❖ **On Time Performance**

- OTP was 77%, not meeting our standard of 92%.

Ready Now

❖ **Ridership**

- Ridership in FY22 is 35% lower than last year.

- ❖ **Cost**
 - The cost per passenger in FY22 was \$12.37, this is 36% lower than FY21.
- **Service Quality**
 - One complaint was received.
- ❖ **On Time Performance**
 - On time performance was 87% not meeting our standard of 90%. No-shows were 6.90%, this is above our standard of below 3%.

Ridership by City

Pomona's ridership share decreased by 6% compared to FY21. La Verne's share decreased by 3%. Claremont's Get About ridership share increased by 5%. San Dimas share of Get About rides compared to FY 21 has increased by 72%.

Get About Ridership				
July-June				
	FY 2021		FY2022	
Claremont	3,998	8.7%	5,833	9.1%
La Verne	6,227	13.5%	8,392	13.1%
Pomona	33,184	71.8%	43,024	67.4%
San Dimas	2,787	6.0%	6,593	10.3%
Total	46,196	100%	63,842	100%

Claremont Dial-a-Ride

- ❖ **Ridership**
 - Claremont Dial-a-Ride total ridership was 14% higher than FY21.
- ❖ **Cost**
 - Overall Claremont costs are 28% higher than last year. Cab costs are 15% higher than FY21. Group costs are 413% higher than last year. This is due to the increase in requests we received for after school programs.
- ❖ **Service Quality**
 - Seven complaints were received for Claremont Dial-a-Ride in FY22.
- ❖ **On Time Performance**
 - On time performance for the cab was 91%, not meeting our standard of 92%.

San Dimas Dial-a-Cab

- ❖ **Ridership**
 - San Dimas ridership was 11% lower than last year.
- ❖ **Service Quality**
 - Three complaints were received in FY22.
- ❖ **On Time Performance**
 - On time performance for the year was 86.3%. No-Shows were at 5%.

Pomona Group Service

❖ **Ridership**

➤ Pomona Group ridership for FY22 was 661% higher than last year.

❖ **Cost**

➤ Total Cost is 33% lower than FY21.

❖ **Service Quality**

➤ Zero complaints were received.

❖ **On Time Performance**

➤ On time performance was 91.5%



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

Service	FY 2021	FY 2022	FY 2021	FY 2022	% +/-
	Jun	Jun	YTD	YTD	YTD
Passengers	4,965	5,923	46,196	63,842	38.19%
Pass'r per Hour	3.6	3.2	3.6	3.1	(13.02%)
Wheelchair Users	981	1,029	9,101	11,334	24.53%
Quality					
On-Time %	90.4%	78.9%	91.5%	81.1%	(11.42%)
No-Show %	4.68%	5.80%	5.40%	5.17%	(4.25%)
# Complaints	2	0	26	18	(30.76%)
Cost					
Cost per Pass'r	\$47.90	\$48.23	\$56.28	\$50.58	(10.12%)
Total Cost	\$237,825	\$285,663	\$2,599,723	\$3,229,103	24.20%



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

Service	FY 2021 Jun	FY 2022 Jun	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	2,831	3,193	24,381	34,379	41.00%
Pass'r per Hour	3.6	3.2	3.2	3.0	(6.40%)
Wheelchair Users	549	548	4,523	6,212	37.34%
Quality					
On-Time %	95.1%	79.3%	94.4%	82.0%	(13.13%)
No-Show %	4.58%	5.61%	5.44%	5.07%	(6.80%)
# Complaints	1		4	3	(25.00%)
Cost					
Cost per Pass'r	\$51.22	\$49.87	\$65.80	\$53.00	(19.45%)
Total Cost	\$145,001	\$159,251	\$1,604,319	\$1,822,139	13.57%



PVTA Monthly Board Report

Jun FY 2022 - GA Cab
Admin Accounts Excluded

Service	FY 2021 Jun	FY 2022 Jun	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	1,254	2,054	10,774	19,105	77.32%
Pass'r per Hour	3.6	3.4	4.0	3.3	(16.47%)
Wheelchair Users	262	382	2,460	3,577	45.40%
Quality					
On-Time %	82.5%	78.0%	86.9%	77.9%	(10.44%)
No-Show %	4.42%	5.86%	6.67%	5.08%	(23.83%)
# Complaints			3	1	(66.66%)
Cost					
Cost per Pass'r	\$31.77	\$31.97	\$31.63	\$32.28	2.03%
Total Cost	\$39,835	\$65,675	\$340,799	\$616,615	80.93%



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

	FY 2021 Jun	FY 2022 Jun	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Service					
Passengers	226	442	2,039	4,507	121.03%
Pass'r per Hour	2.5	2.3	2.6	2.4	(5.69%)
Wheelchair Users	30	72	419	538	28.40%
Quality					
On-Time %	75.2%	76.6%	84.1%	74.2%	(11.82%)
No-Show %	4.23%	5.55%	4.36%	3.94%	(9.63%)
# Complaints	1	0	15	13	(13.33%)
Cost					
Cost per Pass'r	\$25.07	\$32.42	\$31.76	\$28.29	(10.91%)
Total Cost	\$5,667	\$14,328	\$64,757	\$127,510	96.90%



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

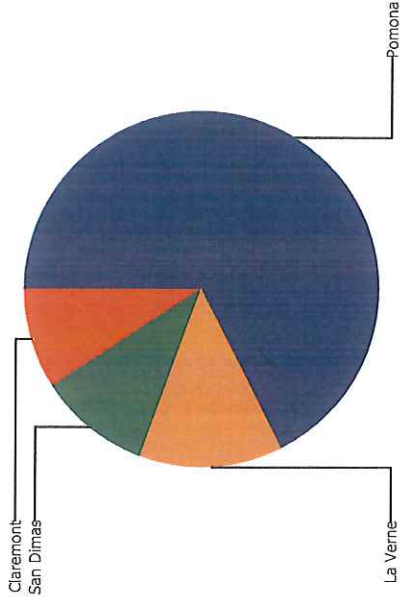
Service	FY 2021	FY 2022	FY 2021	FY 2022	% +/-
	Jun	Jun	YTD	YTD	YTD
Passengers	654	234	9,002	5,851	(35.00%)
Pass'r per Hour	4.3	3.7	4.9	3.9	(20.31%)
Wheelchair Users	140	27	1,699	1,007	(40.72%)
Quality					
On-Time %	91.9%	86.6%	90.4%	92.1%	1.89%
No-Show %	5.76%	8.23%	3.96%	6.90%	74.24%
# Complaints			4	1	(75.00%)
Cost					
Cost per Pass'r	\$15.68	\$12.37	\$15.68	\$15.36	(2.07%)
Total Cost	\$10,252	\$2,895	\$141,196	\$89,868	(36.35%)



Get About

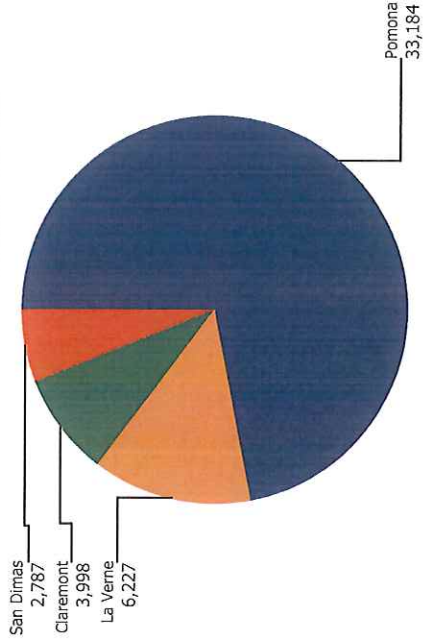
Ridership By City

FY 2022 Jul - Jun

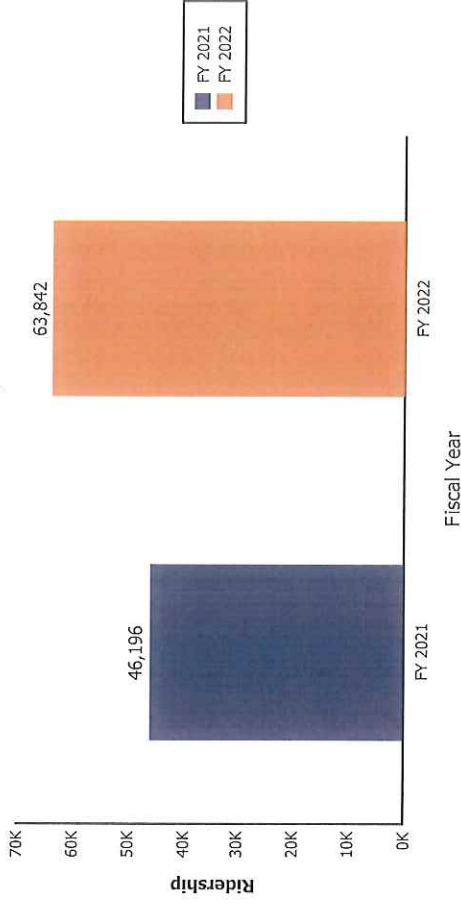


Ridership By City

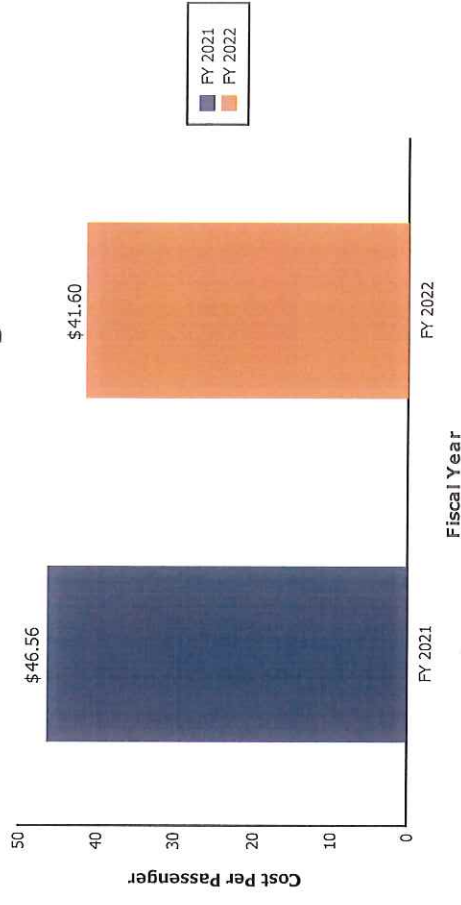
FY 2021 - Jul - Jun



Ridership



Cost Per Passenger





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

Service	FY 2021	FY 2022	FY 2021	FY 2022	% +/-
	Jun	Jun	YTD	YTD	YTD
Passengers	683	471	7,114	8,097	13.81%
Pass'r per Hour	3.9	4.6	6.4	6.1	(5.47%)
Wheelchair Users	45	17	636	277	(56.44%)
Quality					
On-Time %	93.2%	87.8%	91.9%	91.5%	(0.40%)
No-Show %	5.13%	6.36%	3.46%	5.60%	61.84%
# Complaints	0	1	7	7	0.00%
Cost					
Cost per Pass'r	\$31.19	\$35.63	\$27.27	\$30.76	12.81%
Total Cost	\$21,304	\$16,780	\$193,996	\$249,103	28.40%



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

Service	FY 2021	FY 2022	FY 2021	FY 2022	% +/-
	Jun	Jun	YTD	YTD	YTD
Passengers	671	442	6,842	5,937	(13.22%)
Pass'r per Hour	3.9	4.5	6.5	4.8	(26.08%)
Wheelchair Users	45	17	636	277	(56.44%)
Quality					
On-Time %	93.1%	87.9%	91.7%	91.1%	(0.67%)
No-Show %	5.22%	6.75%	3.59%	7.42%	106.68%
# Complaints	0	1	7	7	0.00%
Cost					
Cost per Pass'r	\$24.08	\$31.07	\$21.54	\$28.52	32.37%
Total Cost	\$16,157	\$13,732	\$147,385	\$169,299	14.86%

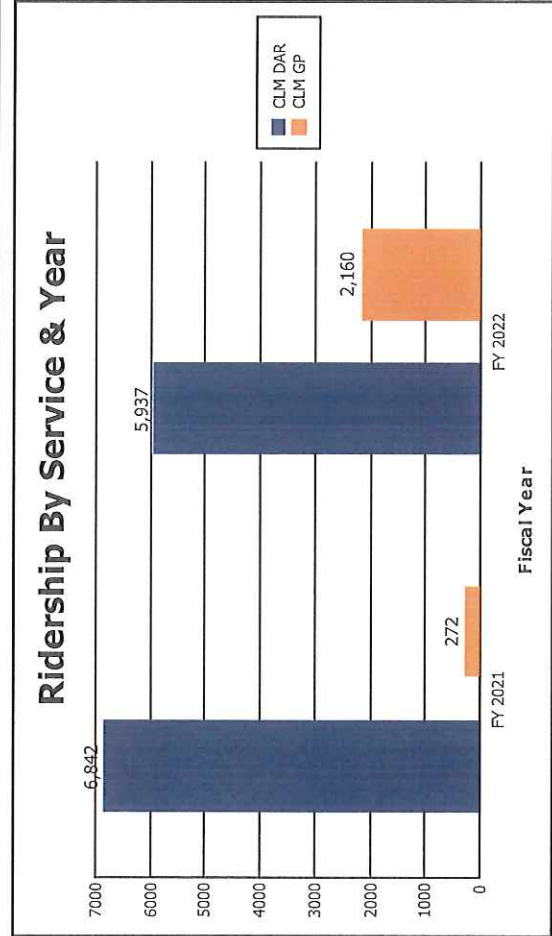
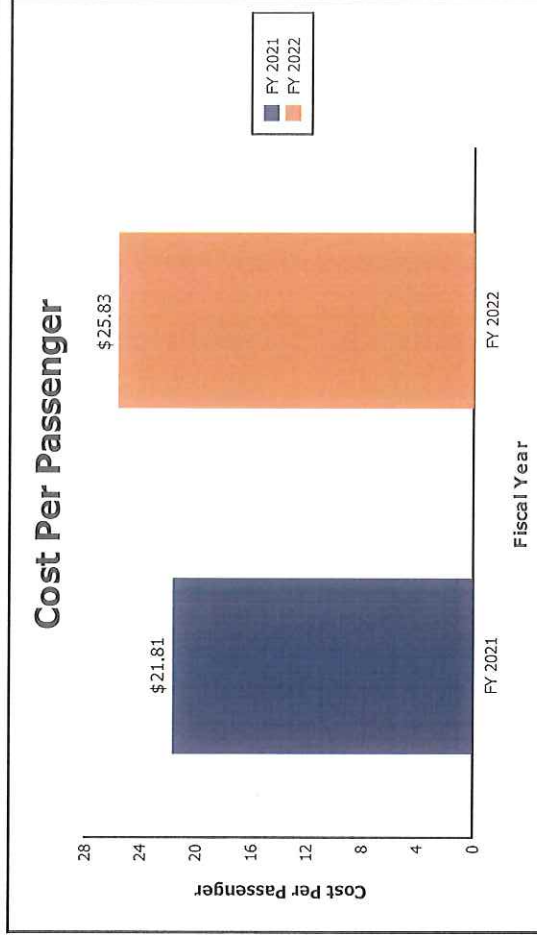
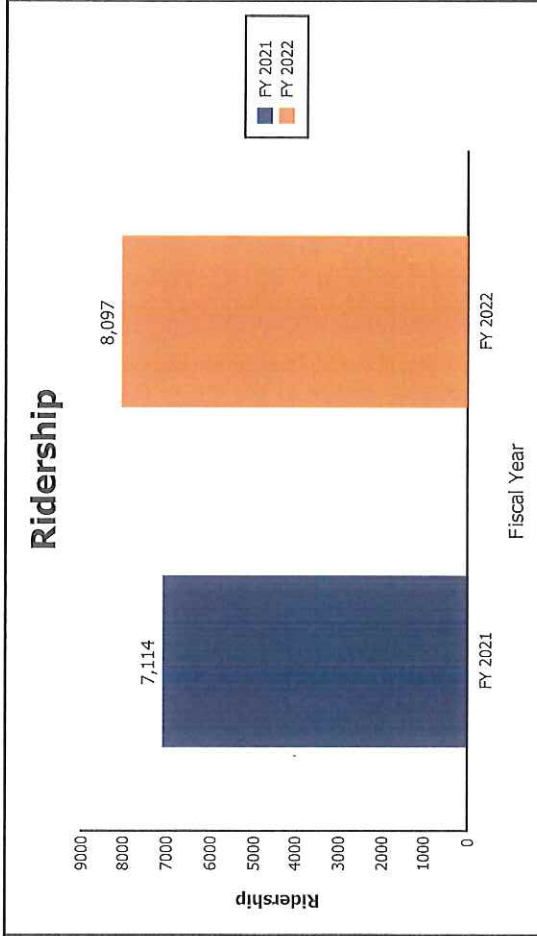


PVTA Monthly Board Report
 Jun FY 2022 - CLM GP
 Admin Accounts Excluded

Service	FY 2021 Jun	FY 2022 Jun	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Passengers	12	29	272	2,160	694.11%
Pass'r per Hour	4.7	8.2	5.3	23.1	334.98%
Wheelchair Users	0	0	0	0	
Quality					
On-Time %	100.0%	81.8%	100.0%	97.3%	(2.73%)
No-Show %	0.00%	0.00%	0.00%	0.23%	
# Complaints					
Cost					
Cost per Pass'r	\$33.95	\$32.15	\$28.54	\$18.44	(35.39%)
Total Cost	\$407	\$932	\$7,764	\$39,833	413.04%



Claremont



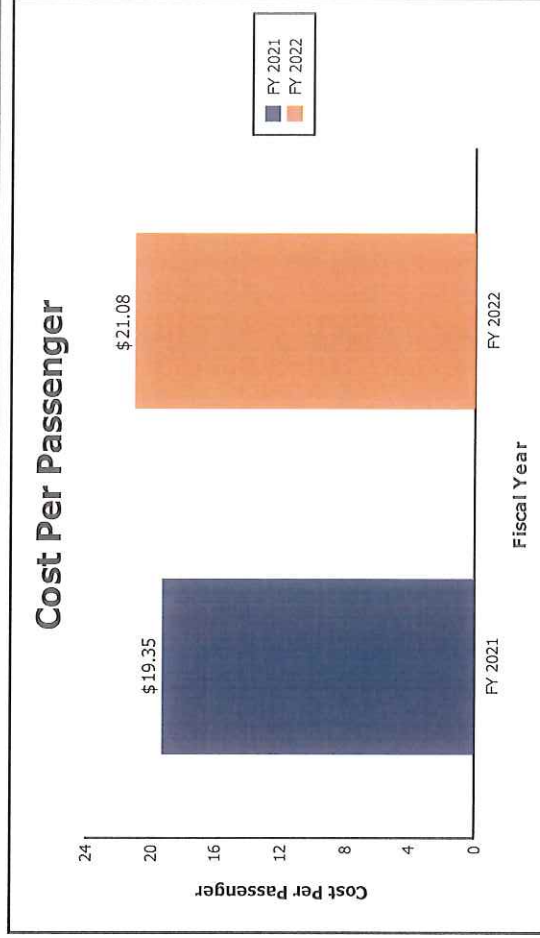
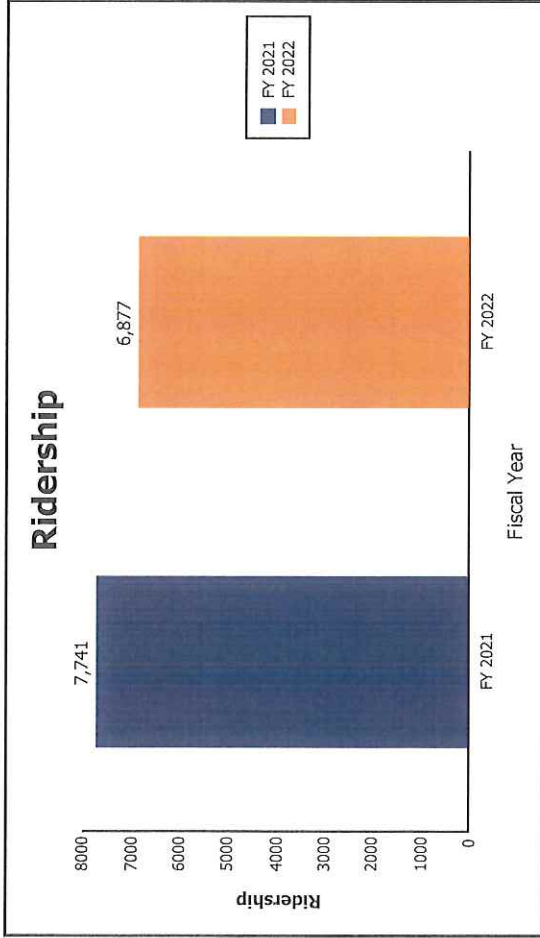


PVTA Monthly Board Report
 Jun FY 2022 - San Dimas
 Admin Accounts Included

	FY 2021 Jun	FY 2022 Jun	FY 2021 YTD	FY 2022 YTD	% +/- YTD
Service					
Passengers	687	447	7,741	6,877	(11.16%)
Pass'r per Hour	4.3	4.1	5.5	4.0	(27.07%)
Wheelchair Users	35	51	540	640	18.51%
Quality					
On-Time %	90.9%	79.0%	89.8%	86.3%	(3.91%)
No-Show %	4.18%	5.29%	2.86%	5.04%	76.22%
# Complaints			2	4	100.00%
Cost					
Cost per Pass'r	\$24.05	\$25.81	\$25.53	\$28.01	9.72%
Total Cost	\$16,523	\$11,535	\$197,615	\$192,627	(2.52%)



San Dimas





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

Service	FY 2021		FY 2022		FY 2022		% +/-	
	Jun	Jun	Jun	YTD	YTD	YTD	YTD	
Passengers	9	111	149	1,134	661.07%			
Pass'r per Hour	0.9	66.5	1.0	13.6	1,214.83%			
Wheelchair Users	0	0	0	0				
Quality								
On-Time %	100.0%	75.0%	98.6%	91.5%	(7.21%)			
No-Show %	0.00%	0.00%	0.66%	0.08%	(87.87%)			
# Complaints								
Cost								
Cost per Pass'r	\$216.81	\$17.86	\$237.38	\$20.93	(91.18%)			
Total Cost	\$1,951	\$1,982	\$35,370	\$23,738	(32.88%)			



Pomona

