

Pomona Valley
Transportation
Authority

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

2120 Foothill Boulevard ■ Suite 116 ■ La Verne California 91750
phone 909-596-7664 fax 909-596-7399

December 8, 2022

**AGENDA
ITEM #3**

MEMORANDUM

To: Pomona Valley Transportation Authority
From: Erika Jacquez, Mobility Manager
Subject: **Operations Report October FY 2023**

Service Overview

Total ridership on Get About services increased by 23% YTD compared to YTD FY22. Get About Cab continues to increase every month. October YTD saw a 55% increase in ridership compared to YTD FY22. Get About Van saw a 22% increase compared to same time FY22. Get About One Step continues to increase and saw a 32% increase YTD compared to last year. We are slowly seeing on time performance increase. Although it is still below our standard most services increased their OTP in October. PVTA staff continues to work with both contractors to make sure we meet the OTP standard on all services. Claremont Group saw an increase due to the Village Venture shuttle. This year the shuttle transported 1,012 passengers and mobility managers were able to give out resources to over 120 people.

Total for Get About Services

❖ **Ridership**

- Get About's overall ridership in October FY23 YTD was 23% higher than the same period in FY22. Patronage by riders in mobility devices is 9% higher than same time last year.

❖ **Cost**

- Total costs for Get About are running 18% higher than last year. The cost per passenger was 3% lower than FY22.

❖ **On Time Performance**

- Get About's overall on time was 82%, not meeting the standard of 90%. No-Shows were 4.62%, above our goal of less than 3%.

❖ **Complaints**

- One complaint was received in October.

Van Service

❖ Ridership

- Van service ridership in October FY23 YTD was 22% higher than the same time in FY22. Wheelchair ridership is down by 10% compared to this same time last year.

❖ Cost

- Total costs for the van service are 9% higher and costs per passenger decreased by 11% compared to the same period in FY22.

❖ Service Quality

- Zero complaints were received. No-Shows were at 4%, not meeting the standard of less than 3%.

❖ On Time Performance

- On time was 86%, not meeting the standard of 90%.

Get About Regular Cab Services

❖ Ridership

- Regular Get About cab ridership in October is 55% higher compared to YTD FY22. Wheelchair ridership is 53% higher compared to YTD FY22.

❖ Cost

- Total costs are 55% higher than last year, cost per passenger is up by 1%.

❖ Service Quality

- There were zero Get About cab complaints received.

❖ On time performance

- On-time performance was 76%, not meeting the standard of 90%.

One Step Over the Line

❖ Ridership

- Ridership for One Step Over the Line is 33% higher than October YTD FY22.

❖ Cost

- Total Costs are up by 45% compared to YTD FY22, cost per passenger increased by 9%.

❖ Service Quality

- One complaint was received in October.

❖ On Time Performance

- OTP was 71%, not meeting our standard of 92%.

Ready Now

❖ Ridership

- Ridership in October YTD FY23 is 49% lower than last year.

❖ Cost

- The cost per passenger was \$17.49, Ready Now's total cost is 46% lower than YTD FY22.

➤ **Service Quality**

- Zero complaints were received.

❖ **On Time Performance**

- On time performance was 91% meeting our standard of 90%. No-shows were 7%, this is above our standard of below 3%.

Ridership by City

Pomona's ridership YTD share decreased by 2% compared to FY22. La Verne's YTD share decreased by 12%. Claremont's Get About ridership YTD share increased by 23%. San Dimas share of Get About rides compared to FY 22 has increased by 9%.

<u>Get About Ridership</u>				
July- October				
	<u>FY 2022</u>		<u>FY2023</u>	
<u>Claremont</u>	1,874	9.2%	2,802	11.3%
<u>La Verne</u>	2,781	13.7%	2,993	12.0%
<u>Pomona</u>	13,815	68.1%	16,670	67.0%
<u>San Dimas</u>	1,825	9%	2,429	9.8%
<u>Total</u>	20,295	100%	24,894	100%

Claremont Dial-a-Ride

❖ **Ridership**

- Claremont Dial-a-Ride total ridership in October YTD FY23 was 4% higher than FY22.

❖ **Cost**

- Overall Claremont costs are 7% higher than last year. Cab costs are 3% lower than FY22. Group costs are 2% higher than last year.

❖ **Service Quality**

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

❖ **On Time Performance**

- OTP for the cab was 81%, not meeting our standard of 92%.

San Dimas Dial-a-Cab

❖ **Ridership**

- San Dimas ridership was 28% lower than last year.

❖ **Service Quality**

- Zero complaints were received in September.

❖ **On Time Performance**

- On time performance was 85%, No-Shows were at 6%.

Pomona Group Service

Pomona had no trips in October.



PVTA Monthly Board Report

Oct FY 2023 - Get About
Admin Accounts Included

Service	FY 2022 Oct	FY 2023 Oct	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers	5,315	7,056	20,295	24,893	22.65%
Pass'r per Hour	3.3	2.8	3.5	3.2	(5.99%)
Wheelchair Users	969	1,017	3,708	4,024	8.52%
Quality					
On-Time %	82.9%	82.4%	80.6%	78.0%	(3.16%)
No-Show %	4.52%	4.62%	5.08%	5.56%	9.44%
# Complaints	0	1	6	3	(50.00%)
Cost					
Cost per Pass'r	\$49.11	\$44.98	\$51.86	\$50.07	(3.44%)
Total Cost	\$261,023	\$317,363	\$1,052,428	\$1,246,366	18.42%



PVTA Monthly Board Report
 Oct FY 2023 - GA Van
 Admin Accounts Excluded

	FY 2022 Oct	FY 2023 Oct	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Service					
Passengers	3,038	4,408	11,458	13,997	22.15%
Pass'r per Hour	2.9	3.2	2.9	3.2	9.07%
Wheelchair Users	569	485	2,145	1,941	(9.51%)
Quality					
On-Time %	81.2%	85.6%	80.4%	79.3%	(1.40%)
No-Show %	4.28%	4.27%	4.99%	5.09%	2.00%
# Complaints				1	
Cost					
Cost per Pass'r	\$51.23	\$41.80	\$53.75	\$48.07	(10.57%)
Total Cost	\$155,652	\$184,236	\$615,908	\$672,833	9.24%



PVTA Monthly Board Report

Oct FY 2023 - GA Cab
Admin Accounts Excluded

Service	FY 2022 Oct	FY 2023 Oct	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers	1,326	1,814	5,136	7,960	54.98%
Pass'r per Hour	4.3	2.4	4.6	3.5	(23.88%)
Wheelchair Users	255	331	953	1,462	53.41%
Quality					
On-Time %	82.3%	76.2%	76.9%	75.1%	(2.32%)
No-Show %	4.87%	4.67%	4.88%	5.86%	20.08%
# Complaints				0	
Cost					
Cost per Pass'r	\$34.53	\$34.00	\$32.82	\$32.85	0.07%
Total Cost	\$45,790	\$61,683	\$168,583	\$261,478	55.10%



PVTA Monthly Board Report

Oct FY 2023 - GA One
Admin Accounts Excluded

Service	FY 2022 Oct	FY 2023 Oct	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers	354	482	1,272	1,693	33.09%
Pass'r per Hour	2.9	2.0	3.1	2.5	(21.79%)
Wheelchair Users	44	120	162	377	132.71%
Quality					
On-Time %	81.1%	70.9%	74.6%	72.5%	(2.78%)
No-Show %	1.39%	5.85%	3.85%	5.04%	30.90%
# Complaints	0	1	6	2	(66.66%)
Cost					
Cost per Pass'r	\$28.33	\$28.09	\$26.52	\$28.87	8.85%
Total Cost	\$10,028	\$13,537	\$33,731	\$48,871	44.88%



PVTA Monthly Board Report
 Oct FY 2023 - GA Ready
 Admin Accounts Excluded

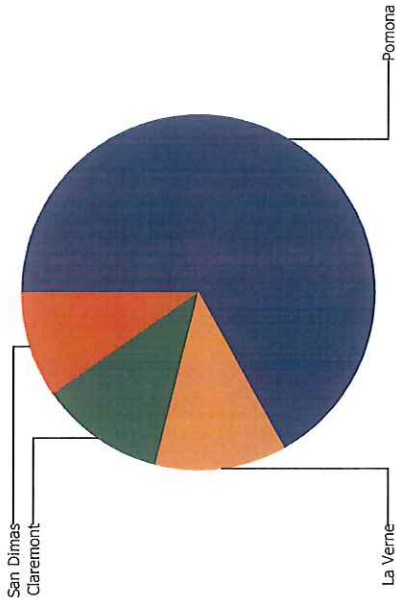
	FY 2022 Oct	FY 2023 Oct	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Service					
Passengers	597	352	2,429	1,243	(48.82%)
Pass'r per Hour	4.8	2.4	5.2	3.5	(32.75%)
Wheelchair Users	101	81	448	244	(45.53%)
Quality					
On-Time %	94.1%	91.2%	92.4%	89.7%	(2.97%)
No-Show %	6.71%	6.87%	6.54%	9.46%	44.64%
# Complaints					
Cost					
Cost per Pass'r	\$16.29	\$17.49	\$15.73	\$16.58	5.41%
Total Cost	\$9,726	\$6,157	\$38,216	\$20,614	(46.05%)



Get About

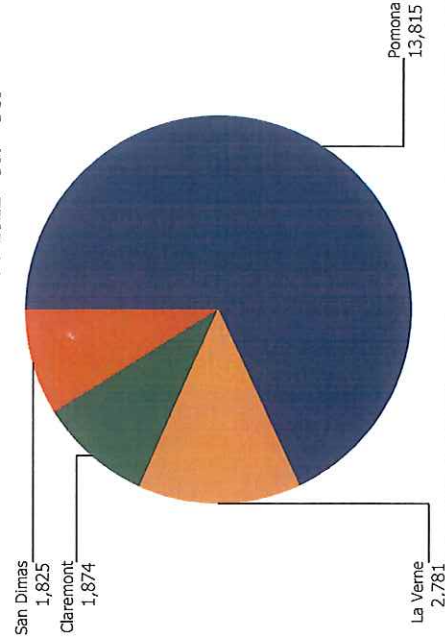
Ridership By City

FY 2023 Jul - Oct

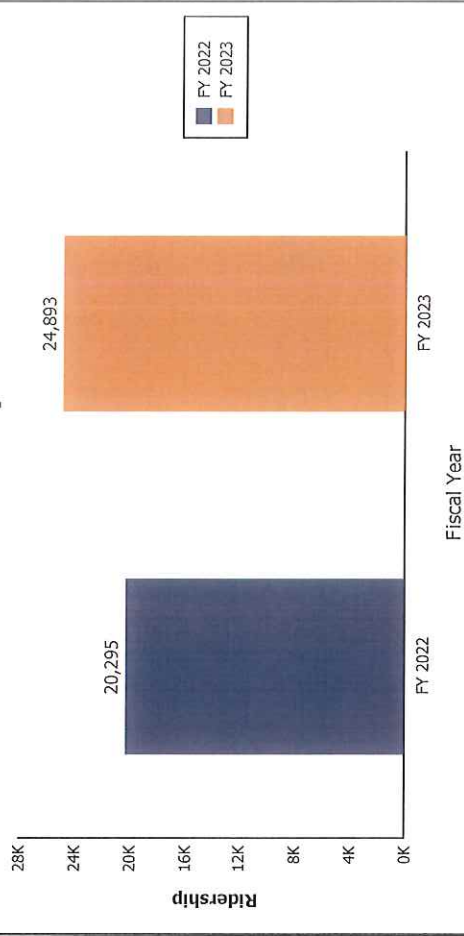


Ridership By City

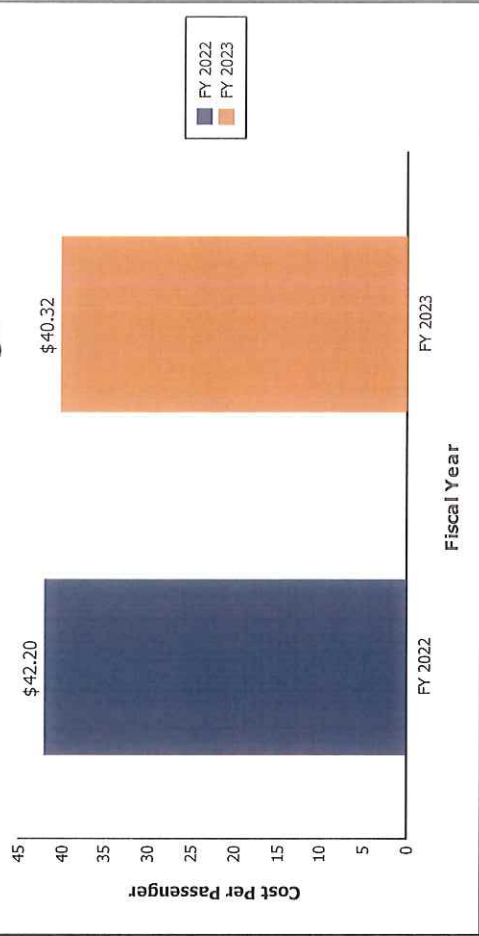
FY 2022 - Jul - Oct



Ridership



Cost Per Passenger





PVTA Monthly Board Report
 Oct FY 2023 - Claremont
 Admin Accounts Included

	FY 2022 Oct	FY 2023 Oct	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Service					
Passengers	1,539	1,745	3,139	3,266	4.04%
Pass'r per Hour	15.5	10.4	9.9	8.2	(16.60%)
Wheelchair Users	10	17	78	58	(25.64%)
Quality					
On-Time %	93.2%	81.7%	93.3%	85.8%	(8.02%)
No-Show %	2.71%	1.91%	4.29%	3.77%	(12.12%)
# Complaints	0		3	1	(66.66%)
Cost					
Cost per Pass'r	\$19.77	\$19.68	\$27.14	\$27.80	2.42%
Total Cost	\$30,421	\$34,337	\$85,208	\$90,805	6.56%



PVTA Monthly Board Report

Oct FY 2023 - CLM DAR
Admin Accounts Excluded

Service	FY 2022	FY 2023	FY 2022	FY 2023	% +/-
	Oct	Oct	YTD	YTD	YTD
Passengers	568	507	2,109	1,842	(12.66%)
Pass'r per Hour	6.5	3.2	7.2	5.0	(30.56%)
Wheelchair Users	10	17	78	58	(25.64%)
Quality					
On-Time %	92.7%	81.4%	93.1%	85.6%	(8.02%)
No-Show %	7.03%	6.11%	6.26%	6.30%	0.63%
# Complaints	0		3	1	(66.66%)
Cost					
Cost per Pass'r	\$22.34	\$26.24	\$27.06	\$30.14	11.36%
Total Cost	\$12,688	\$13,305	\$57,069	\$55,510	(2.73%)



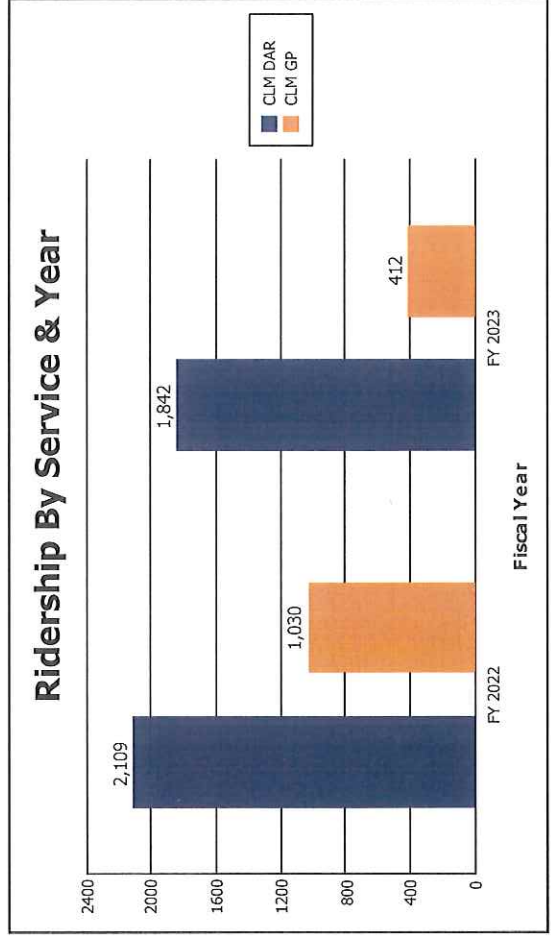
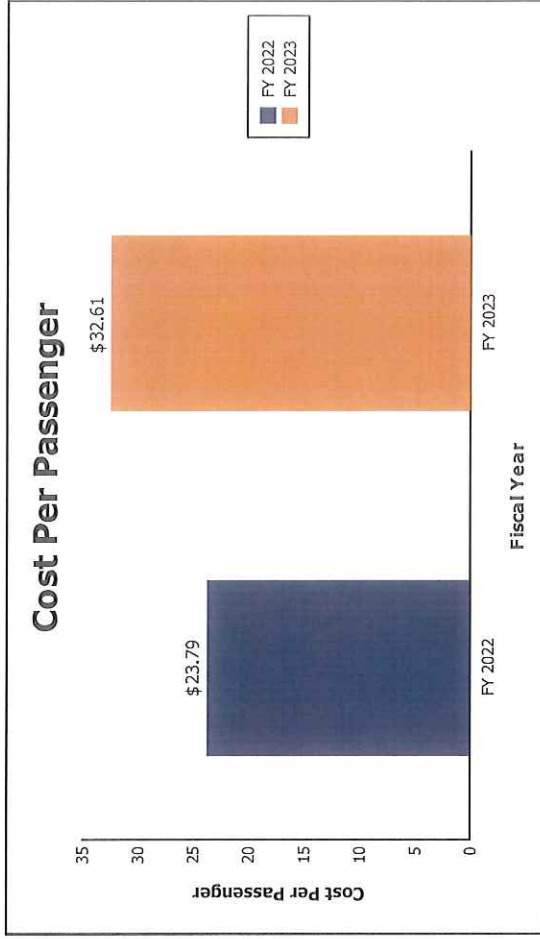
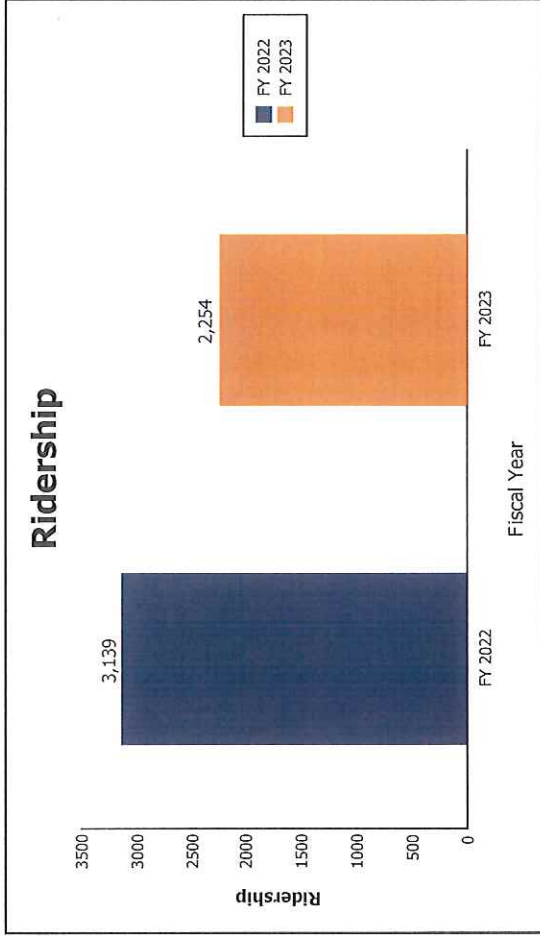
PVTA Monthly Board Report

Oct FY 2023 - CLM GP
Admin Accounts Excluded

Service	FY 2022 Oct	FY 2023 Oct	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers	971	1,238	1,030	1,424	38.25%
Pass'r per Hour	85.3	122.6	44.7	55.3	23.60%
Wheelchair Users	0	0	0	0	
Quality					
On-Time %	100.0%	88.0%	100.0%	92.1%	(7.94%)
No-Show %	0.00%	0.08%	0.00%	0.28%	
# Complaints					
Cost					
Cost per Pass'r	\$15.71	\$11.05	\$17.08	\$12.64	(26.00%)
Total Cost	\$15,257	\$13,677	\$17,594	\$17,998	2.29%



Claremont





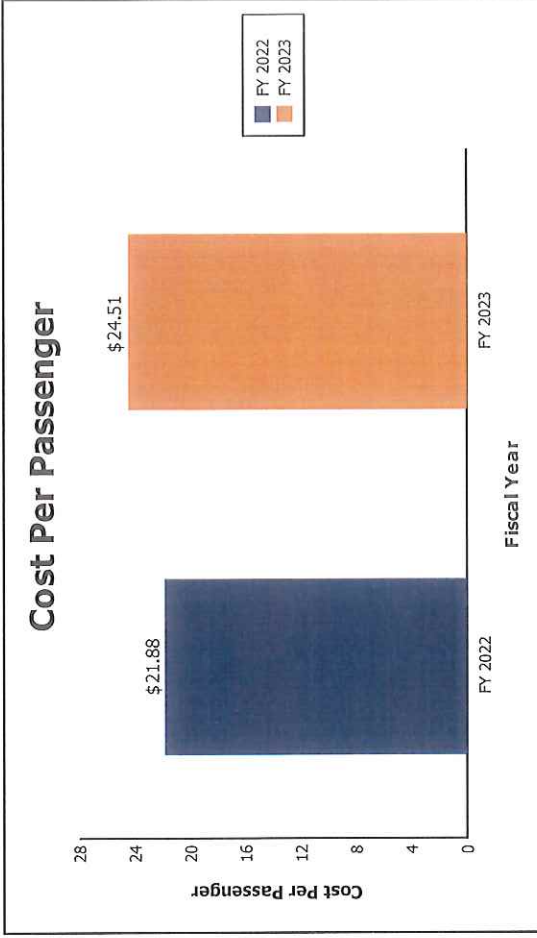
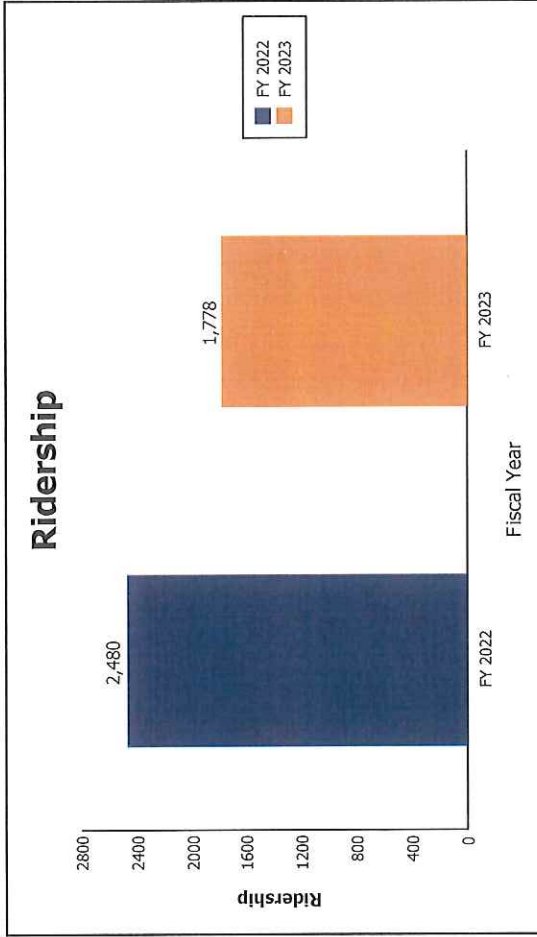
PVTA Monthly Board Report

Oct FY 2023 - San Dimas
Admin Accounts Included

Service	FY 2022 Oct	FY 2023 Oct	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers	702	496	2,480	1,778	(28.30%)
Pass'r per Hour	5.2	2.4	5.7	3.9	(32.68%)
Wheelchair Users	40	68	137	180	31.38%
Quality					
On-Time %	89.9%	84.5%	87.9%	80.3%	(8.63%)
No-Show %	3.17%	5.70%	4.35%	7.82%	79.77%
# Complaints			1	0	
Cost					
Cost per Pass'r	\$28.66	\$31.62	\$27.77	\$32.30	16.31%
Total Cost	\$20,119	\$15,682	\$68,881	\$57,438	(16.61%)



San Dimas





PVTA Monthly Board Report
Oct FY 2023 - Pomona
Admin Accounts Included

	FY 2022 Oct	FY 2023 Oct	FY 2022 YTD	FY 2023 YTD	% +/- YTD
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Quality

Complaints



Pomona

