

Pomona Valley  
Transportation  
Authority

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

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January 30, 2023

**AGENDA  
ITEM #4**

**MEMORANDUM**

To: Pomona Valley Transportation Authority  
From: <sup>ES</sup> Erika Jacquez, Mobility Manager  
Subject: **Operations Report November FY 2023**

**Service Overview**

Total ridership on Get About services increased by 22% YTD compared to YTD FY22. Get About Cab has increased 47% YTD. Get About Van has also been increasing and in November we saw a 24% increase compared to the same time FY22. One program that continues to see increases from month to month since covid hit has been One Step. In November One Step increased by 25% compared to same time FY22. On time performance has slowly been increasing for programs as we are trying to actively continue to hire more drivers.

**Total for Get About Services**

❖ **Ridership**

- Get About's overall ridership through November was 22% higher than the same period in FY22. Patronage by riders in mobility devices is 7% higher than same time last year.

❖ **Cost**

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

❖ **On Time Performance**

- Get About's overall on time was 87%, not meeting the standard of 90%. No-Shows were 5.15%, above our goal of less than 3%.

❖ **Complaints**

- Zero complaints were received in November.

### **Van Service**

#### **❖ Ridership**

- Van service ridership through November was 24% higher than the same time in FY22. Wheelchair ridership is down by 8% compared to this same time last year.

#### **❖ Cost**

- Total costs for the van service are 11% 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 5%, not meeting the standard of less than 3%.

#### **❖ On Time Performance**

- On time was 92%, meeting the standard of 90%.

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

#### **❖ Ridership**

- Regular Get About cab ridership through November was 47% higher compared to FY22. Wheelchair ridership is 43% higher compared to YTD FY22.

#### **❖ Cost**

- Total costs are 47% higher than last year, cost per passenger is up by less than 1%.

#### **❖ Service Quality**

- There were zero Get About cab complaints received.

#### **❖ On time performance**

- On-time performance was 80%, not meeting the standard of 90%.

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

#### **❖ Ridership**

- Ridership for One Step Over the Line is 25% higher than YTD FY22.

#### **❖ Cost**

- Total Costs are up by 36% compared to YTD FY22, cost per passenger increased by 9%.

#### **❖ Service Quality**

- Zero complaints were received in November.

#### **❖ On Time Performance**

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

### **Ready Now**

#### **❖ Ridership**

- Ridership in November YTD FY23 is 50% 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 89%, meeting our standard of 90%. No-shows were 8%, this is above our standard of below 3%.

**Ridership by City**

Pomona's ridership YTD share increased by 1% compared to FY22. La Verne's YTD share decreased by 13%. Claremont's Get About ridership YTD share increased by 15%. San Dimas share of Get About rides compared to FY 22 has decreased by 1%.

<b><u>Get About Ridership</u></b> <b>July- November</b>				
	<b><u>FY 2022</u></b>		<b><u>FY2023</u></b>	
<b><u>Claremont</u></b>	2,403	9.4%	3,382	10.8%
<b><u>La Verne</u></b>	3,550	13.8%	3,758	12.0%
<b><u>Pomona</u></b>	17,300	67.3%	21,143	67.7%
<b><u>San Dimas</u></b>	2,435	9.5%	2,936	9.4%
<b><u>Total</u></b>	<b>25,688</b>	<b>100%</b>	<b>31,219</b>	<b>100%</b>

**Claremont Dial-a-Ride**

❖ **Ridership**

- Claremont Dial-a-Ride total ridership through November YTD FY23 was 3% higher than FY22.

❖ **Cost**

- Overall Claremont costs are 3% lower than last year. Cab costs are 5% lower than FY22. Group costs are 12% higher than last year.

❖ **Service Quality**

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

❖ **On Time Performance**

- OTP for the cab was 88%, not meeting our standard of 92%.

**San Dimas Dial-a-Cab**

❖ **Ridership**

- San Dimas ridership was 31% lower than last year.

❖ **Service Quality**

- Zero complaints were received in November.

❖ **On Time Performance**

- On time performance was 78%, No-Shows were at 6%.

### **Pomona Group Service**

#### **❖ Ridership**

- Pomona had 16 passengers in the month of November.

#### **❖ Service Quality**

- Zero complaints were received in November.

#### **❖ On Time Performance**

- On time performance was 100%, No-Shows were at 0%.



**PVTA Monthly Board Report**  
 Nov FY 2023 - Get About  
 Admin Accounts Included

Service	FY 2022 Nov	FY 2023 Nov	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers	5,393	6,326	25,688	31,219	21.53%
Pass'r per Hour	2.3	2.8	2.5	3.1	26.97%
Wheelchair Users	995	1,014	4,703	5,038	7.12%
<b>Quality</b>					
On-Time %	81.0%	87.1%	80.7%	79.9%	(0.96%)
No-Show %	3.64%	5.15%	4.78%	5.48%	14.64%
# Complaints			6	3	(50.00%)
<b>Cost</b>					
Cost per Pass'r	\$47.73	\$46.11	\$50.53	\$49.27	(2.50%)
Total Cost	\$257,427	\$291,681	\$1,298,089	\$1,538,047	18.48%



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

Service	FY 2022 Nov	FY 2023 Nov	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers	3,016	3,989	14,474	17,986	24.26%
Pass'r per Hour	3.0	3.2	3.0	3.2	8.17%
Wheelchair Users	561	559	2,706	2,500	(7.61%)
<b>Quality</b>					
On-Time %	79.8%	91.7%	80.3%	82.1%	2.22%
No-Show %	3.54%	5.27%	4.70%	5.13%	9.14%
# Complaints				1	
<b>Cost</b>					
Cost per Pass'r	\$51.54	\$45.80	\$53.29	\$47.57	(10.74%)
Total Cost	\$155,439	\$182,704	\$771,347	\$855,538	10.91%



**PVTA Monthly Board Report**  
**Nov FY 2023 - GA Cab**  
**Admin Accounts Excluded**

Service	FY 2022 Nov	FY 2023 Nov	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers	1,415	1,701	6,551	9,661	47.47%
Pass'r per Hour	1.8	2.3	2.0	3.2	60.07%
Wheelchair Users	301	337	1,254	1,799	43.46%
<b>Quality</b>					
On-Time %	80.2%	80.1%	77.7%	76.0%	(2.08%)
No-Show %	3.08%	4.59%	4.50%	5.64%	25.33%
# Complaints				0	
<b>Cost</b>					
Cost per Pass'r	\$34.03	\$34.20	\$33.08	\$33.09	0.01%
Total Cost	\$48,148	\$58,178	\$216,731	\$319,655	47.48%





**PVTA Monthly Board Report**  
 Nov FY 2023 - GA One  
 Admin Accounts Excluded

Service	FY 2022 Nov	FY 2023 Nov	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers	391	383	1,663	2,076	24.83%
Pass'r per Hour	1.7	2.0	1.7	2.4	35.93%
Wheelchair Users	32	76	194	453	133.50%
<b>Quality</b>					
On-Time %	75.4%	70.6%	74.8%	72.2%	(3.49%)
No-Show %	3.69%	4.72%	3.81%	4.98%	30.70%
# Complaints			6	2	(66.66%)
<b>Cost</b>					
Cost per Pass'r	\$28.16	\$30.89	\$26.90	\$29.24	8.68%
Total Cost	\$11,011	\$11,831	\$44,742	\$60,703	35.67%





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

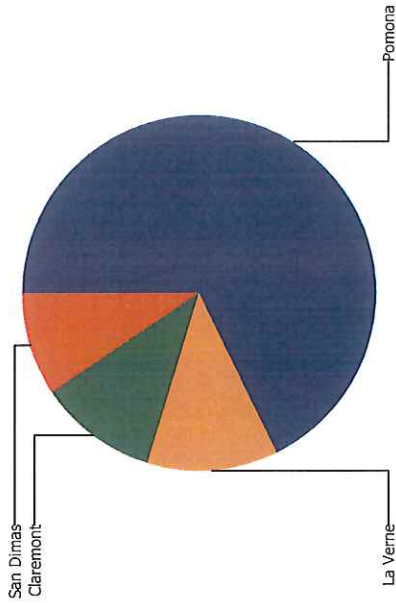
Service	FY 2022 Nov	FY 2023 Nov	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers	571	253	3,000	1,496	(50.13%)
Pass'r per Hour	2.0	2.4	2.3	3.3	41.23%
Wheelchair Users	101	42	549	286	(47.90%)
Quality					
On-Time %	93.9%	89.2%	92.7%	89.6%	(3.34%)
No-Show %	5.46%	7.66%	6.33%	9.16%	44.70%
# Complaints					
Cost					
Cost per Pass'r	\$16.32	\$13.37	\$15.84	\$16.04	1.24%
Total Cost	\$9,316	\$3,382	\$47,532	\$23,997	(49.51%)



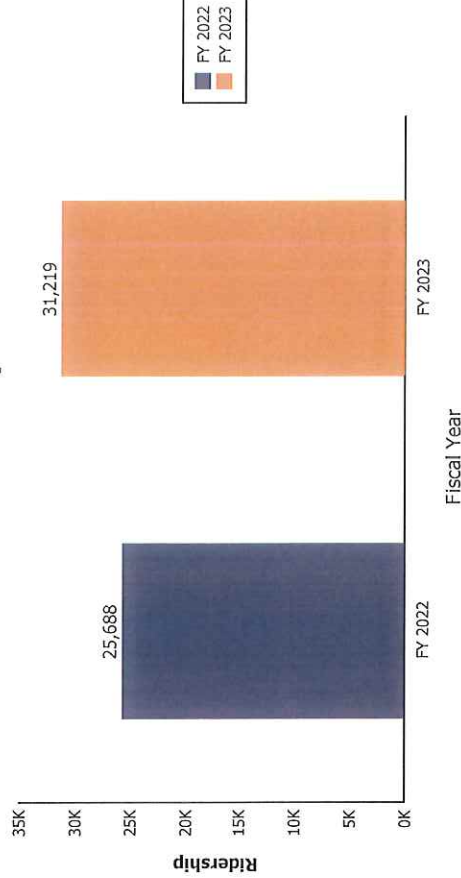
Get About

Ridership By City

FY 2023 Jul - Nov

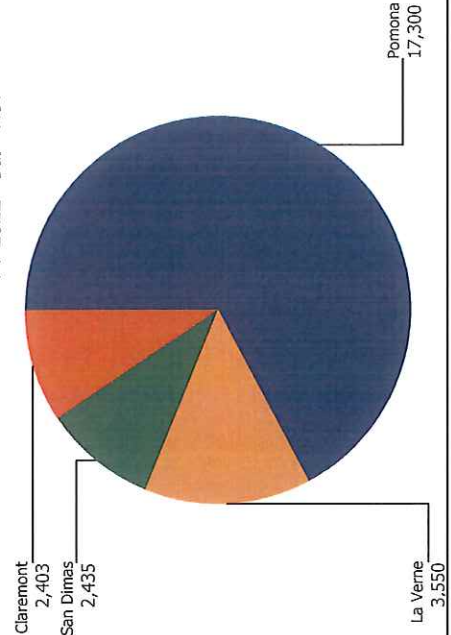


Ridership

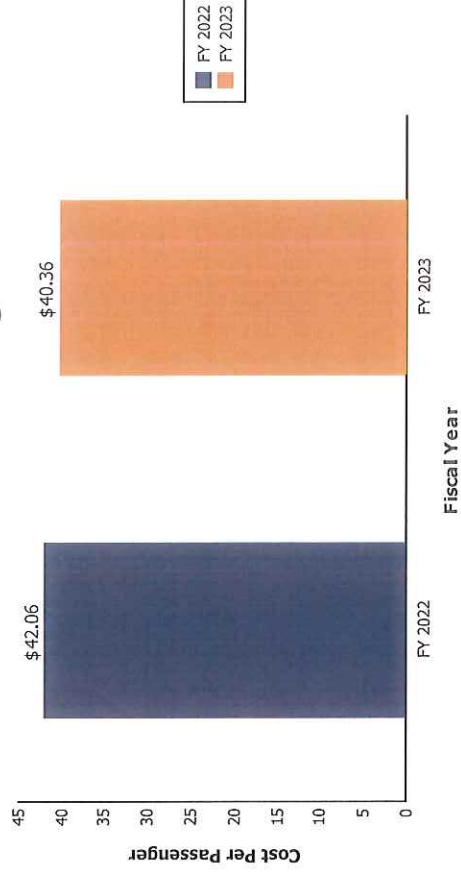


Ridership By City

FY 2022 - Jul - Nov



Cost Per Passenger





**PVTA Monthly Board Report**  
 Nov FY 2023 - Claremont  
 Admin Accounts Included

Service	FY 2022 Nov	FY 2023 Nov	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers	593	583	3,732	3,849	3.13%
Pass'r per Hour	2.3	4.1	3.8	7.2	87.00%
Wheelchair Users	19	17	97	75	(22.68%)
<b>Quality</b>					
On-Time %	94.6%	87.7%	93.6%	86.2%	(7.93%)
No-Show %	6.61%	2.34%	4.67%	3.55%	(23.98%)
# Complaints			3	1	(66.66%)
<b>Cost</b>					
Cost per Pass'r	\$36.98	\$30.44	\$30.15	\$28.20	(6.47%)
Total Cost	\$21,927	\$17,747	\$112,536	\$108,552	(3.54%)



**PVTA Monthly Board Report**  
 Nov FY 2023 - CLM DAR  
 Admin Accounts Excluded

Service	FY 2022 Nov	FY 2023 Nov	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers	527	396	2,636	2,238	(15.09%)
Pass'r per Hour	2.2	2.9	2.8	4.4	58.47%
Wheelchair Users	19	17	97	75	(22.68%)
<b>Quality</b>					
On-Time %	93.9%	87.8%	93.2%	86.0%	(7.78%)
No-Show %	7.38%	3.17%	6.49%	5.76%	(11.24%)
# Complaints			3	1	(66.66%)
<b>Cost</b>					
Cost per Pass'r	\$28.28	\$32.83	\$27.30	\$30.61	12.12%
Total Cost	\$14,903	\$13,001	\$71,971	\$68,511	(4.80%)



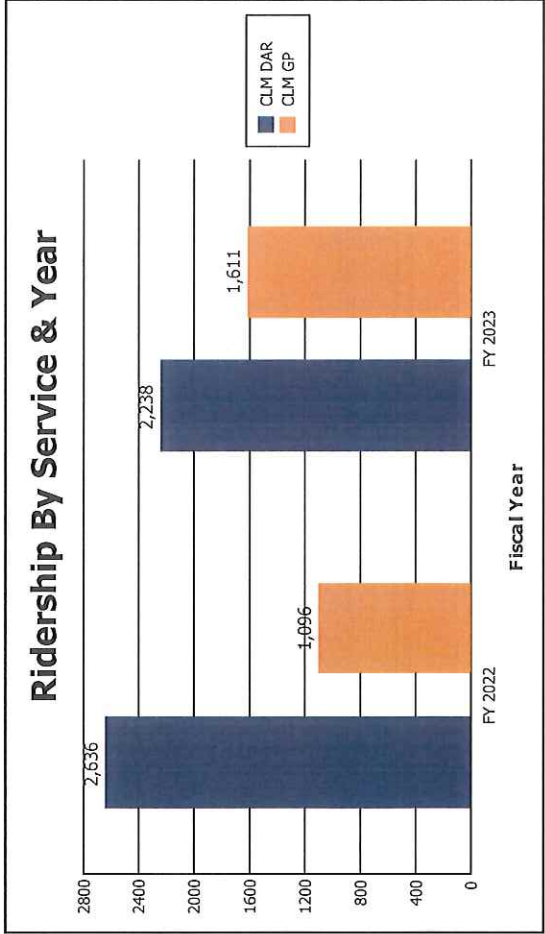
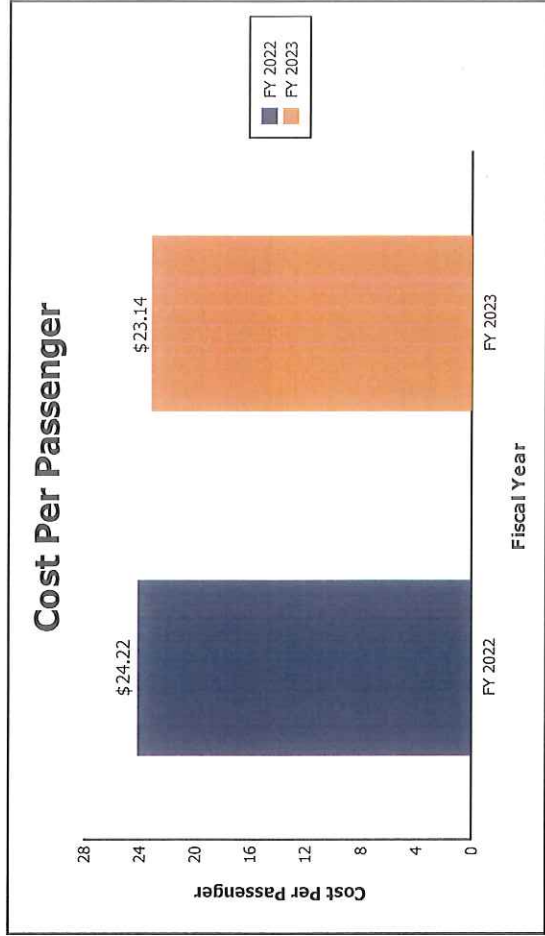
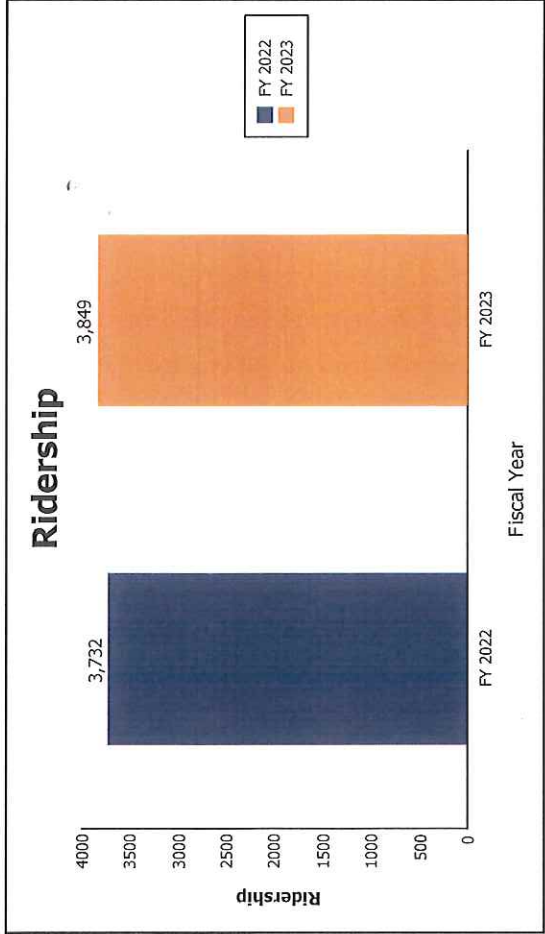
**PVTA Monthly Board Report**  
Nov FY 2023 - CLM GP  
Admin Accounts Excluded

Service	FY 2022 Nov	FY 2023 Nov	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers	66	187	1,096	1,611	46.98%
Pass'r per Hour	8.5	30.9	35.6	50.6	42.32%
Wheelchair Users	0	0	0	0	
Quality					
On-Time %	100.0%	87.0%	100.0%	90.7%	(9.31%)
No-Show %	0.00%	0.53%	0.00%	0.30%	
# Complaints					
Cost					
Cost per Pass'r	\$12.64	\$13.68	\$16.81	\$12.76	(24.10%)
Total Cost	\$834	\$2,558	\$18,428	\$20,556	11.55%





Claremont





# PVTA Monthly Board Report

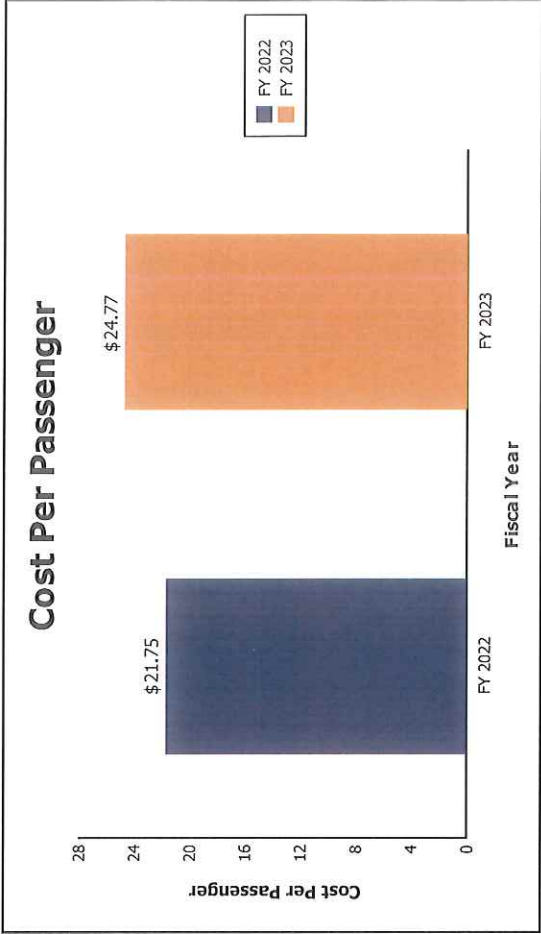
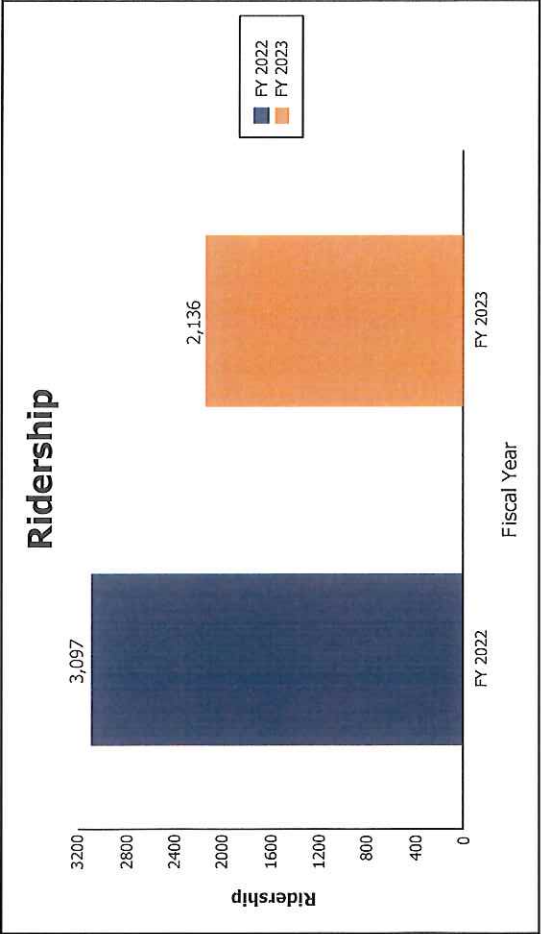
Nov FY 2023 - San Dimas  
Admin Accounts Included

Service	FY 2022 Nov	FY 2023 Nov	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers	617	358	3,097	2,136	(31.03%)
Pass'r per Hour	1.9	3.0	2.4	3.7	53.96%
Wheelchair Users	53	24	190	204	7.36%
<b>Quality</b>					
On-Time %	90.3%	78.1%	88.4%	79.9%	(9.56%)
No-Show %	4.48%	6.28%	4.38%	7.57%	72.83%
# Complaints	1		2	0	
<b>Cost</b>					
Cost per Pass'r	\$29.87	\$31.24	\$30.35	\$32.13	5.83%
Total Cost	\$18,429	\$11,185	\$94,008	\$68,623	(27.00%)





San Dimas





**PVTA Monthly Board Report**  
Nov FY 2023 - Pomona  
Admin Accounts Included

Service	FY 2022 Nov	FY 2023 Nov	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers		16		149	
Pass'r per Hour		25.4		22.0	
Wheelchair Users		0		0	
Quality					
On-Time %		100.0%		95.0%	
No-Show %		0.00%		0.66%	
# Complaints					
Cost					
Cost per Pass'r		\$18.83		\$36.60	
Total Cost		\$301		\$5,454	



Pomona

