

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

April 3, 2023

**AGENDA
ITEM #4**

MEMORANDUM

To: Pomona Valley Transportation Authority
From: Erika Jacquez, Senior Program Manager
Subject: Operations Report January FY 2023

Service Overview

Total ridership on Get About services increased by 22% YTD compared to YTD FY22. Get About Cab saw another increase of 35% YTD. Get About Van has also been increasing and in January we saw a 30% increase compared to same time FY22. We continue to see an increase on the premium service One Step Over the Line. In January ridership increased 19% YTD compared to last FY year. In the last few years contractors have struggled with retaining drivers and causing our OTP and customer service standards to decline. This fiscal year we have slowly seen an increase in both standards. OTP for overall Get About services in January was at 92.6% this is above our standard of 90%.

Total for Get About Services

❖ **Ridership**

- Get About's overall ridership in January FY23 YTD was 22% 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 92.6%, meeting the standard of 90%. No Shows were 5%, above our goal of less than 3%.

❖ **Complaints**

- Zero complaints were received in January.

Van Service

❖ **Ridership**

- Van service ridership in January FY23 YTD was 31% higher than the same time in FY22. Wheelchair ridership is down by 2% compared to this same time last year.

❖ **Cost**

- Total costs for the van service are 13% higher and costs per passenger decreased by 14% 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 95.3%, meeting the standard of 90%.

Get About Regular Cab Services

❖ **Ridership**

- Regular Get About cab ridership in January is 35% higher compared to YTD FY22. Wheelchair ridership is 34% higher compared to YTD FY22.

❖ **Cost**

- Total costs are 38% higher than last year, cost per passenger is up by 2%.

❖ **Service Quality**

- There were zero Get About cab complaints received.

❖ **On time performance**

- On-time performance was 88%, not meeting the standard of 90%.

One Step Over the Line

❖ **Ridership**

- Ridership for One Step Over the Line is 19% higher than YTD FY22.

❖ **Cost**

- Total Costs are up by 31% compared to YTD FY22, cost per passenger increased by 10%.

❖ **Service Quality**

- Zero complaints were received in January.

❖ **On Time Performance**

- OTP was 78.5%, not meeting our standard of 92%.

Ready Now

❖ **Ridership**

- Ridership in January YTD FY23 is 47% lower than last year.

- ❖ **Cost**
 - The cost per passenger was \$17.44, Ready Now's total cost is 45% lower than YTD FY22.
- **Service Quality**
 - Zero complaints were received.
- ❖ **On Time Performance**
 - On time performance was 93.4% meeting our standard of 90%. No-shows were 6%, 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 11%. Claremont's Get About ridership YTD share increased by 16%. San Dimas share of Get About rides compared to FY 22 has decreased by 7%.

<u>Get About Ridership</u> July- January				
	FY 2022		FY2023	
<u>Claremont</u>	3,287	9.2%	4,639	10.7%
<u>La Verne</u>	4,802	13.5%	5,235	12.0%
<u>Pomona</u>	24,059	67.6%	29,723	68.3%
<u>San Dimas</u>	3,437	9.7%	3,935	9.0%
<u>Total</u>	35,585	100%	43,532	100%

Claremont Dial-a-Ride

- ❖ **Ridership**
 - Claremont Dial-a-Ride total ridership in January YTD FY23 was 5% higher than FY22.
- ❖ **Cost**
 - Overall Claremont costs are 1% higher than last year. Cab costs are 1% lower than FY22. Group costs are 33% higher than last year.
- ❖ **Service Quality**
 - Zero complaints were received for 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 33% lower than last year.
- ❖ **Service Quality**
 - Zero complaints were received in January.
- ❖ **On Time Performance**
 - On time performance was 90%, No-Shows were at 7%.

Pomona Group Service

❖ Ridership

➤ Pomona had 26 passengers in the month of January.

❖ Service Quality

➤ Zero complaints were received in January.

❖ On Time Performance

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

Mobility Manager Update

Mobility Managers registered 69 people in the month of February and 84 in the month of March. In the month of February there were about 35 customers that chose the PVTA Transit store as their preferred location to purchase their transit fares. This is an average of how many customers visit the Transit Store on a regular basis. There were 3 complaints in February and 1 complaint in the month of March. All complaints have been investigated, closed out and the concerned rider has been contacted with the findings.

In February Mobility Managers attended the Pomona Community Pull Up Fest at Montvue Elementary. This same event was also held in March in the parking lot of the Rio Rancho mall. At the beginning of March Mobility Managers were contacted about the possibility of tabling by the Montvue Parent Teacher Association. A presentation was provided to go over all PVTA services to determine if it was a resource the Montvue PTA wanted to share. They were pleased with the presentation and PVTA will table at their resource fair. Mobility Managers also continue to attend all virtual Pomona Covid Action Committee meetings. The meetings are to help provide aid and resources to those that have been affected by the Covid-19 pandemic. A schedule for attendance at the Claremont senior centers is also in place and Mobility Managers have so far visited Joslyn Senior Center with Blaisedell center scheduled. In April the Mobility Manager will be attending San Dimas' Arbor Day.

Travel Trainer Update

On January 31st PVTA posted the travel trainer position on Transit Talent and the CalAct website. The original posting was supposed to be from January 31st. February 28th. That was later extended to March 17th, because of the lack of applications received. In March we also posted the position on Indeed and immediately saw a flow of applications. Out of 13 interested parties, 4 were chosen to move to the interviews portion. The four chosen were the only individuals that had some sort of transit experience. The first interviews are set to take place on March 11, from there we will schedule 2nd interviews. PVTA is hoping to have the Travel Trainer position filled by the end of March.



PVTA Monthly Board Report

Jan FY 2023 - Get About
Admin Accounts Included

	FY 2022 Jan	FY 2023 Jan	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Service					
Passengers	4,637	6,291	35,585	43,533	22.33%
Pass' per Hour	2.3	2.8	2.4	3.0	24.43%
Wheelchair Users	770	961	6,441	7,011	8.84%
Quality					
On-Time %	86.2%	92.6%	81.5%	82.7%	1.44%
No-Show %	4.52%	4.72%	4.93%	5.34%	8.31%
# Complaints	0	0	6	4	(33.33%)
Cost					
Cost per Pass'	\$50.99	\$45.81	\$50.18	\$48.50	(3.36%)
Total Cost	\$236,440	\$288,202	\$1,785,797	\$2,111,226	18.22%



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

	FY 2022 Jan	FY 2023 Jan	FY 2022 YTD	FY 2023 YTD	% +/ YTD
Service					
Passengers	2,431	4,182	19,797	25,895	30.80%
Pass'r per Hour	2.9	3.1	3.0	3.2	7.12%
Wheelchair Users	400	549	3,644	3,576	(1.86%)
Quality					
On-Time %	86.0%	95.3%	81.8%	85.5%	4.46%
No-Show %	5.15%	4.82%	4.95%	5.06%	2.22%
# Complaints		0	1	1	
Cost					
Cost per Pass'r	\$60.00	\$42.80	\$54.00	\$46.56	(13.77%)
Total Cost	\$145,849	\$178,989	\$1,069,017	\$1,205,703	12.78%



PVTA Monthly Board Report

Jan FY 2023 - GA Cab
Admin Accounts Excluded

	FY 2022 Jan	FY 2023 Jan	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Service					
Passengers	1,404	1,402	9,408	12,671	34.68%
Pass'r per Hour	1.9	2.3	2.0	3.0	51.20%
Wheelchair Users	248	283	1,805	2,421	34.12%
Quality					
On-Time %	85.7%	88.4%	78.4%	78.0%	(0.47%)
No-Show %	3.50%	4.69%	4.56%	5.60%	22.80%
# Complaints			0		
Cost					
Cost per Pass'r	\$33.66	\$38.00	\$33.17	\$33.91	2.23%
Total Cost	\$47,254	\$53,282	\$312,032	\$429,654	37.69%



PVTA Monthly Board Report

Jan FY 2023 - GA One
Admin Accounts Excluded

Service	FY 2022		FY 2023		% +/- YTD
	Jan	YTD	Jan	YTD	
Passengers	338		399	2,406	2,870 19.28%
Pass'r per Hour	1.6		2.0	1.7	2.2 31.95%
Wheelchair Users	39		77	286	633 121.32%
Quality					
On-Time %	77.8%		78.5%	74.5%	73.9% (0.87%)
No-Show %	3.15%		2.91%	3.91%	4.36% 11.50%
# Complaints	0		0	6	3 (50.00%)
Cost					
Cost per Pass'r	\$30.69		\$34.78	\$27.40	\$30.16 10.06%
Total Cost	\$10,374		\$13,876	\$65,930	\$86,563 31.29%



PVTA Monthly Board Report

Jan FY 2023 - GA Ready
Admin Accounts Excluded

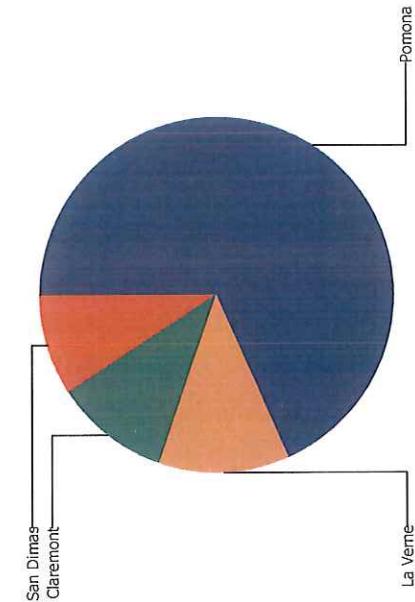
	FY 2022 Jan	FY 2023 Jan	FY 2022 YTD	FY 2023 YTD	% +/ YTD
Service					
Passengers	464	308	3,974	2,097	(47.23%)
Pass'r per Hour	2.1	2.6	2.2	3.0	33.01%
Wheelchair Users	83	52	706	381	(46.03%)
Quality					
On-Time %	95.5%	93.4%	92.7%	90.4%	(2.47%)
No-Show %	5.30%	5.81%	6.36%	8.34%	31.13%
# Complaints					
Cost					
Cost per Pass'r	\$16.30	\$17.44	\$15.70	\$16.41	4.53%
Total Cost	\$7,564	\$5,373	\$62,399	\$34,421	(44.83%)



Get About

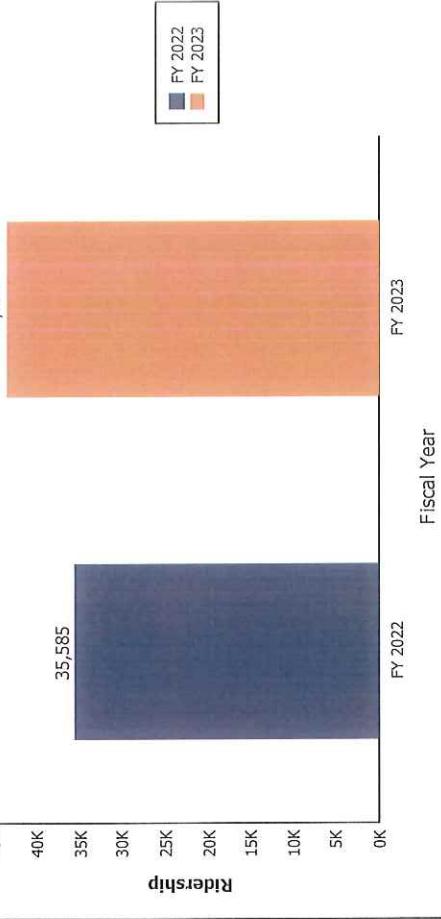
Ridership By City

FY 2023 Jul - Jan



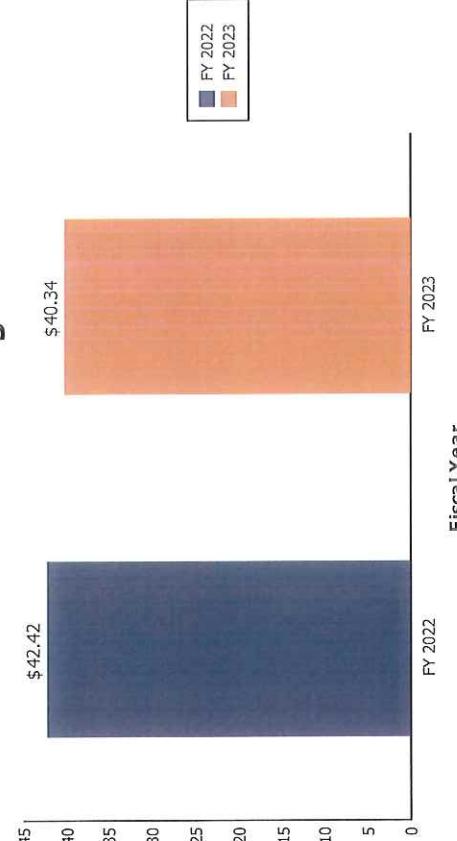
Ridership

43,533



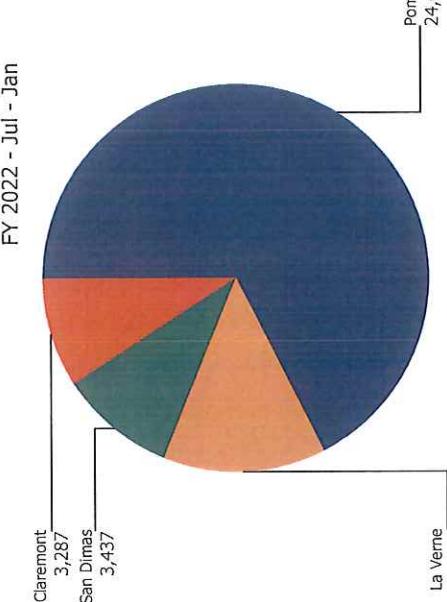
Cost Per Passenger

\$40.34



Ridership By City

FY 2022 - Jul - Jan





PVTA Monthly Board Report

Jan FY 2023 - Claremont
Admin Accounts Included

Service	FY 2022		FY 2023		% +/- YTD
	Jan	YTD	Jan	YTD	
Quality					
On-Time %	92.9%		92.7%		(5.42%)
No-Show %	8.69%		3.74%		(30.34%)
# Complaints			3		(66.66%)
Cost					
Cost per Pass'r	\$36.00		\$31.65		\$29.51 (4.05%)
Total Cost	\$17,388		\$20,351		\$150,405 1.07%



PVTA Monthly Board Report

Jan FY 2023 - CLM DAR
Admin Accounts Excluded

Service	FY 2022 Jan	FY 2023 Jan	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers	454	477	3,628	3,173	(12.54%)
Pass'r per Hour	2.1	2.9	2.6	3.9	50.71%
Wheelchair Users	31	19	149	120	(19.46%)
Quality					
On-Time %	92.4%	92.2%	92.3%	87.5%	(5.21%)
No-Show %	9.20%	4.98%	7.16%	5.78%	(19.27%)
# Complaints			3	1	(66.66%)
Cost					
Cost per Pass'r	\$30.87	\$30.88	\$27.50	\$31.14	13.24%
Total Cost	\$14,013	\$14,732	\$99,775	\$98,820	(0.95%)



PVTA Monthly Board Report

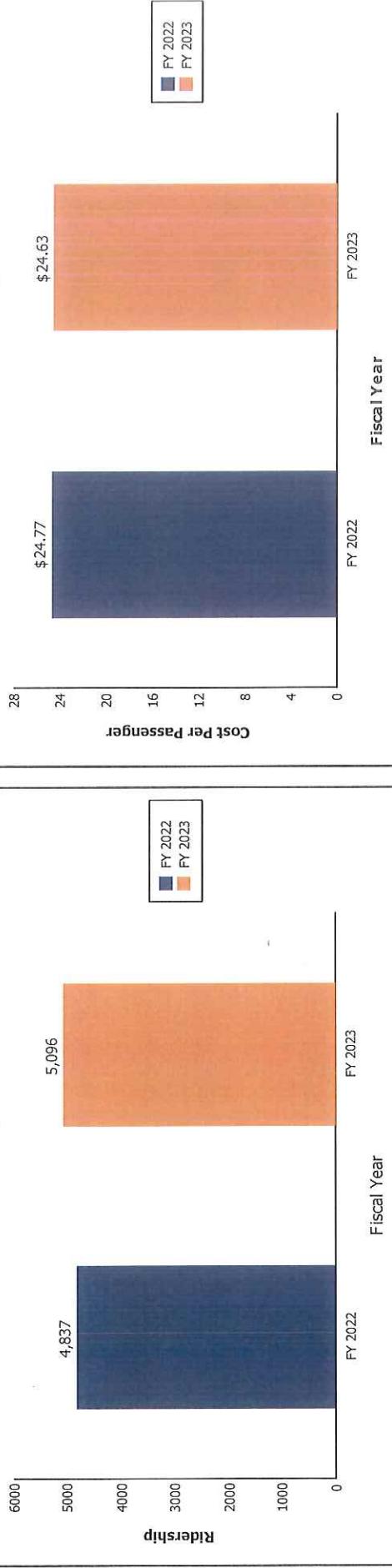
Jan FY 2023 - CLM GP
Admin Accounts Excluded

	FY 2022 Jan	FY 2023 Jan	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Service					
Passengers	29	166	1,209	1,923	59.05%
Passenger per Hour	4.7	17.9	24.8	39.5	59.44%
Wheelchair Users	0	0	0	0	
Quality					
On-Time %	100.0%	100.0%	100.0%	94.1%	(5.93%)
No-Show %	0.00%	0.00%	0.00%	0.36%	
# Complaints					
Cost					
Cost per Passenger	\$23.68	\$17.00	\$16.57	\$13.88	(16.24%)
Total Cost	\$687	\$2,823	\$20,031	\$26,684	33.21%

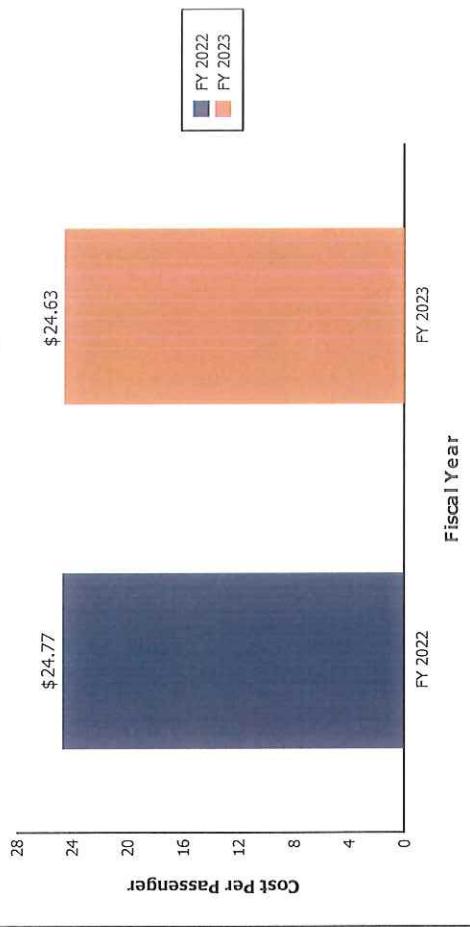


Claremont

Ridership



Cost Per Passenger



Ridership By Service & Year





PVTA Monthly Board Report

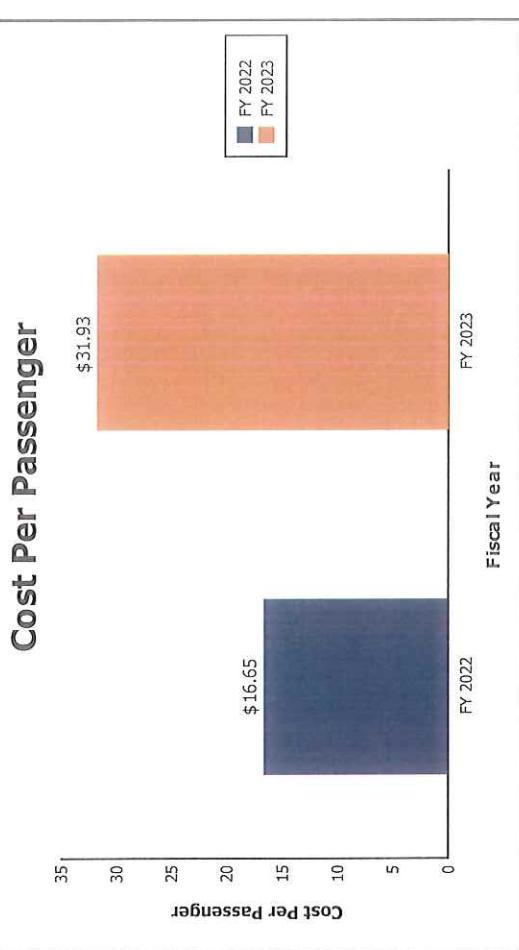
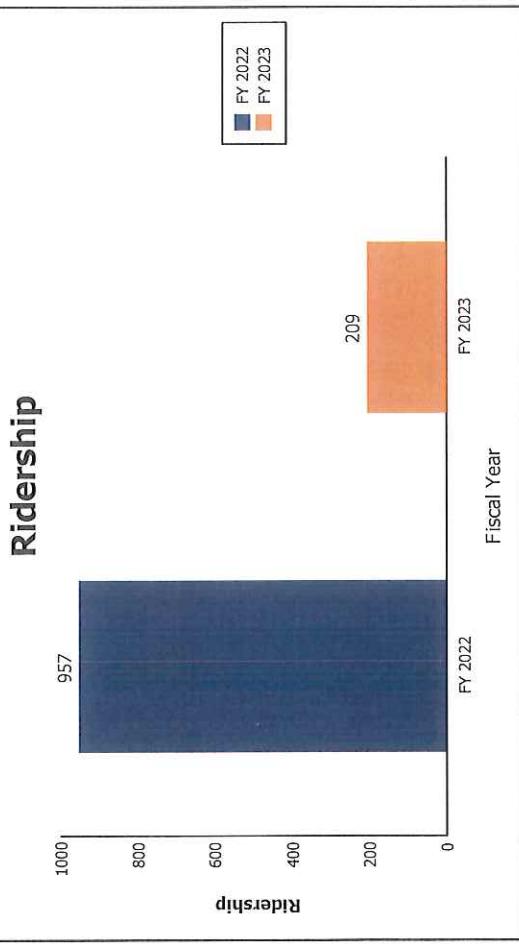
Jan FY 2023 - Pomona
Admin Accounts Included

Service	FY 2022 Jan	FY 2023 Jan	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers	26	209			
Pass'r per Hour	10.4	19.4			
Wheelchair Users	0	0			
Quality					
On-Time %	100.0%	96.2%			
No-Show %	0.00%	0.47%			
# Complaints					
Cost					
Cost per Pass'r	\$18.45	\$33.61			
Total Cost	\$480	\$7,024			



PVTA Board Reports Graphs
FY 2023 Jul - Jan
Admin Accounts Excluded

Pomona





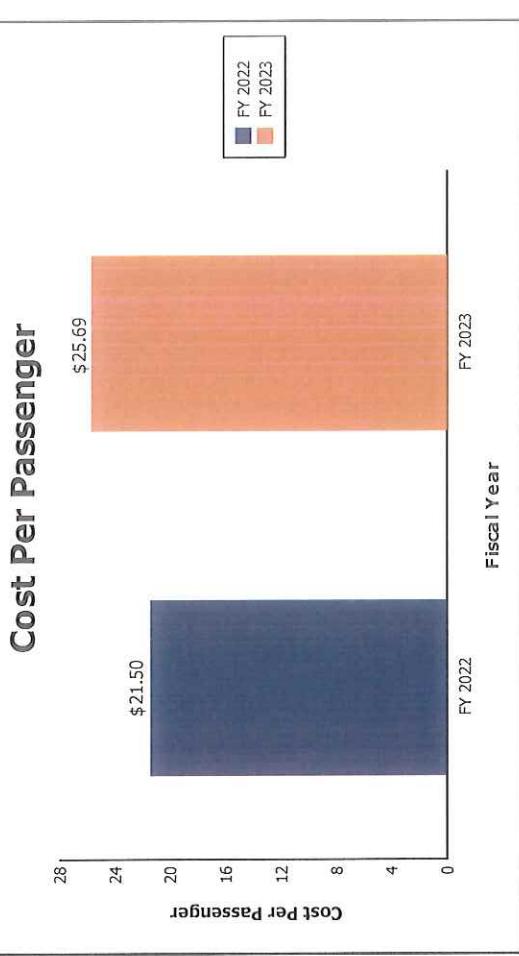
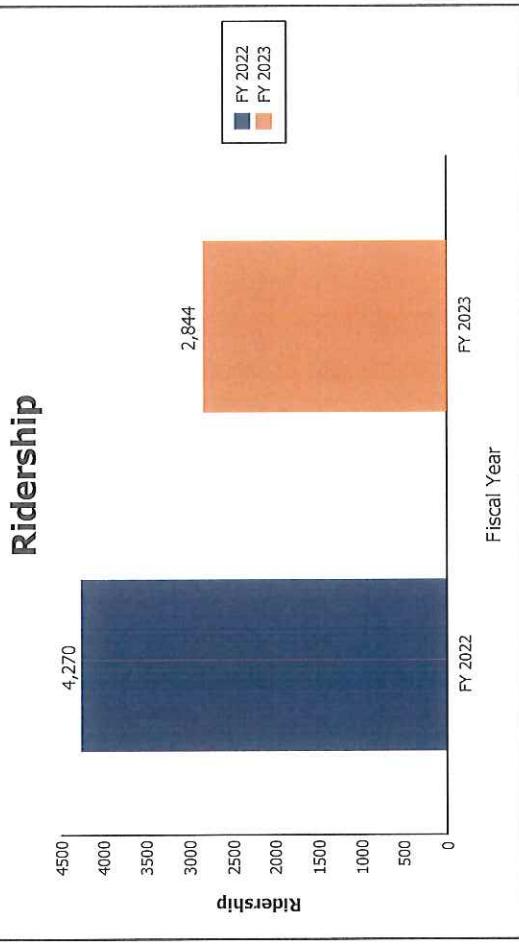
PVTA Monthly Board Report
Jan FY 2023 - San Dimas
Admin Accounts Included

Service	FY 2022		FY 2023		% +/- YTD
	Jan	YTD	Jan	YTD	
Passengers	569		329	4,270	2,844 (33.39%)
Pass'r per Hour	1.8		2.6	2.3	3.2 43.70%
Wheelchair Users	59		24	310	267 (13.87%)
Quality					
On-Time %	88.7%		89.5%	87.9%	82.5% (6.18%)
No-Show %	3.72%		7.58%	4.38%	7.51% 71.46%
# Complaints	1		3	0	0
Cost					
Cost per Pass'r	\$27.43		\$35.70	\$29.66	\$33.05 11.42%
Total Cost	\$15,606		\$11,745	\$126,635	\$93,983 (25.78%)



PVTA Board Reports Graphs
FY 2023 Jul - Jan
Admin Accounts Excluded

San Dimas





PVTA Monthly Board Report

Jan FY 2023 - Get About
Admin Accounts Included

Service	FY 2022		FY 2023		FY 2023	
	Jan	YTD	Jan	YTD	YTD	% +/- YTD
Passengers	4,637		6,291		43,533	22.33%
Pass'r per Hour	2.3		2.8		3.0	24.43%
Wheelchair Users	770		961		7,011	8.84%
Quality						
On-Time %	86.2%		92.6%		82.7%	1.44%
No-Show %	4.52%		4.72%		5.34%	8.31%
# Complaints	0		0		6	(33.33%)
Cost						
Cost per Pass'r	\$50.99		\$45.81		\$50.18	(3.36%)
Total Cost	\$236,440		\$288,202		\$1,785,797	18.22%
					\$2,111,226	



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

Service	FY 2022		FY 2023		FY 2023	
	Jan	YTD	Jan	YTD	YTD	% +/- YTD
Passengers	2,431		4,182		19,797	25,895
Pass'r per Hour	2.9		3.1		3.0	3.2
Wheelchair Users	400		549		3,644	3,576
Quality						
On-Time %	86.0%		95.3%		81.8%	85.5%
No-Show %	5.15%		4.82%		4.95%	5.06%
# Complaints					0	1
Cost						
Cost per Pass'r	\$60.00		\$42.80		\$54.00	\$46.56
Total Cost	\$145,849		\$178,989		\$1,069,017	\$1,205,703
						(13.77%)
						12.78%



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

Service	FY 2022		FY 2023		% +/- YTD
	Jan	YTD	Jan	YTD	
Passenger	1,404		1,402	9,408	12,671
Pass'r per Hour	1.9		2.3	2.0	3.0
Wheelchair Users	248		283	1,805	2,421
Quality					
On-Time %	85.7%		88.4%	78.4%	(0.47%)
No-Show %	3.50%		4.69%	4.56%	5.60%
# Complaints				0	22.80%
Cost					
Cost per Pass'r	\$33.66		\$38.00	\$33.17	\$33.91
Total Cost	\$47,254		\$53,282	\$312,032	\$429,654



PVTA Monthly Board Report

Jan FY 2023 - GA One
Admin Accounts Excluded

Service	FY 2022		FY 2023		% +/- YTD
	Jan	YTD	Jan	YTD	
Passengers	338		399	2,406	2,870
Pass'r per Hour	1.6		2.0	1.7	2.2
Wheelchair Users	39		77	286	633
Quality					
On-Time %	77.8%		78.5%	74.5%	73.9% (0.87%)
No-Show %	3.15%		2.91%	3.91%	4.36% 11.50%
# Complaints	0		0	6	3 (50.00%)
Cost					
Cost per Pass'r	\$30.69		\$34.78	\$27.40	\$30.16 10.06%
Total Cost	\$10,374		\$13,876	\$65,930	\$86,563 31.29%



PVTA Monthly Board Report

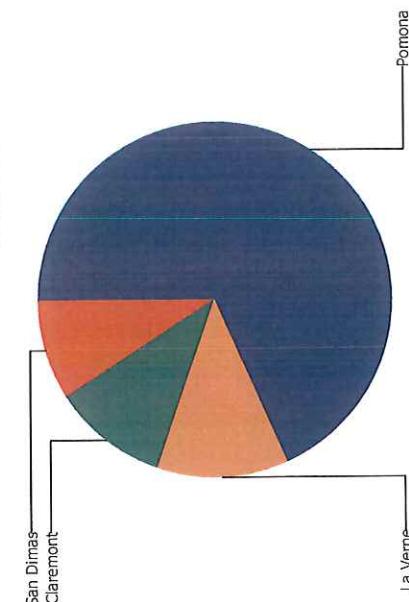
Jan FY 2023 - GA Ready
Admin Accounts Excluded

Service	FY 2022		FY 2023		FY 2022		FY 2023		% +/ - YTD
	Jan	YTD	Jan	YTD	Jan	YTD	Jan	YTD	
Passengers	464		308		3,974		2,097		(47.23%)
Pass'r per Hour	2.1		2.6		2.2		3.0		33.01%
Wheelchair Users	83		52		706		381		(46.03%)
Quality									
On-Time %	95.5%		93.4%		92.7%		90.4%		(2.47%)
No-Show %	5.30%		5.81%		6.36%		8.34%		31.13%
# Complaints									
Cost									
Cost per Pass'r	\$16.30		\$17.44		\$15.70		\$16.41		4.53%
Total Cost	\$7,564		\$5,373		\$62,399		\$34,421		(44.83%)

Get About

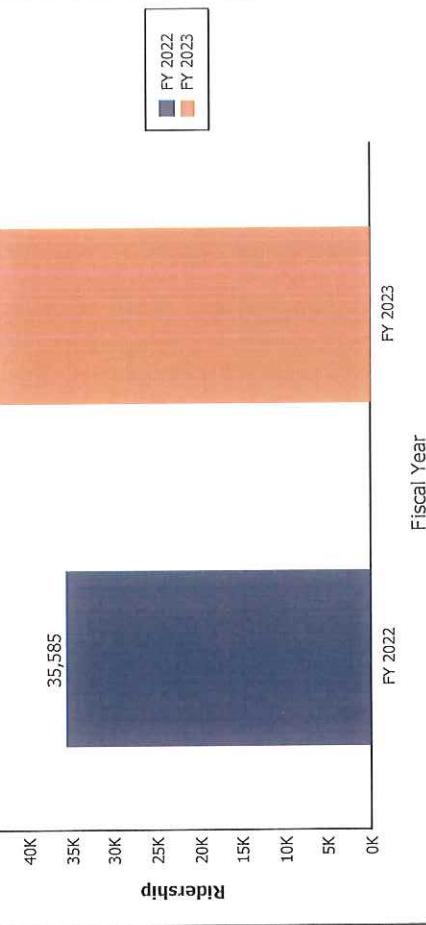
Ridership By City

FY 2023 Jul - Jan



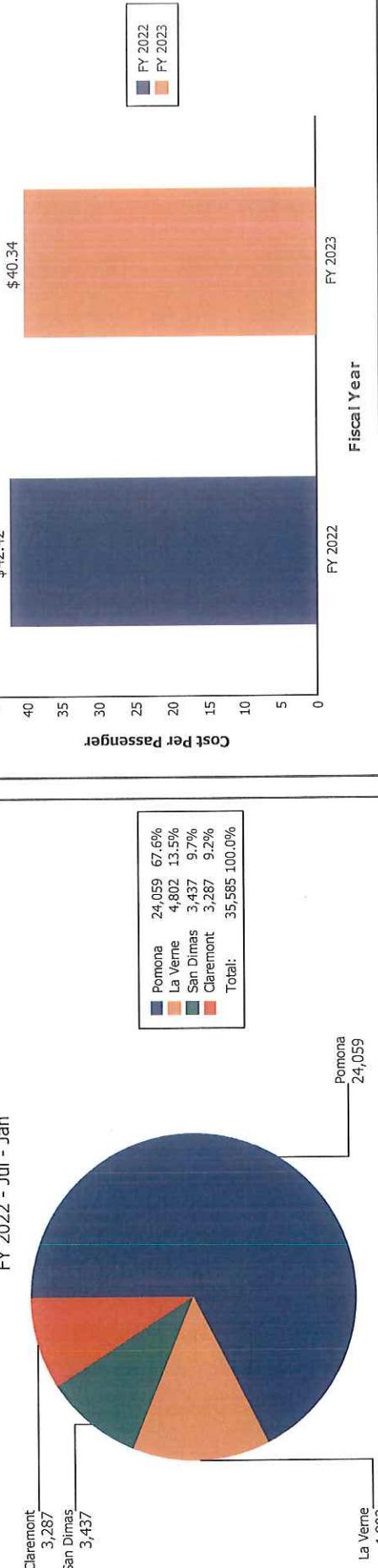
Ridership

FY 2023 Jul - Jan



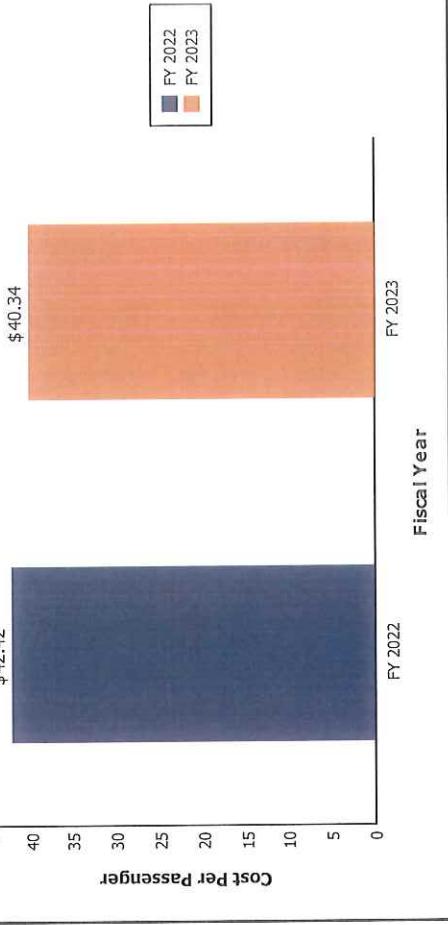
Ridership By City

FY 2022 - Jul - Jan



Cost Per Passenger

Fiscal Year





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

Service	FY 2022		FY 2023		FY 20223	
	Jan	YTD	Jan	YTD	YTD	% +/- YTD
Passengers						
Passenger	483		643		4,837	5,096
Passr per Hour	2.2		3.7		3.4	6.0
Wheelchair Users	31		19		149	120
Quality						
On-Time %	92.9%		92.7%		92.8%	87.8%
No-Show %	8.69%		3.74%		5.47%	3.81%
# Complaints					3	1
Cost						
Cost per Pass'r	\$36.00		\$31.65		\$30.76	\$29.51
Total Cost	\$17,388		\$20,351		\$148,799	\$150,405
						(4.05%)
						1.07%
						(66.66%)
						(30.34%)
						(5.42%)
						77.22%
						5.35%
						(19.46%)



PVTA Monthly Board Report

Jan FY 2023 - CLM DAR
Admin Accounts Excluded

	FY 2022 Jan	FY 2023 Jan	FY 2022 YTD	FY 2023 YTD	% +/ YTD
Service					
Passengers	454	477	3,628	3,173	(12.54%)
Pass'r per Hour	2.1	2.9	2.6	3.9	50.71%
Wheelchair Users	31	19	149	120	(19.46%)
Quality					
On-Time %	92.4%	92.2%	92.3%	87.5%	(5.21%)
No-Show %	9.20%	4.98%	7.16%	5.78%	(19.27%)
# Complaints					
Cost					
Cost per Pass'r	\$30.87	\$30.88	\$27.50	\$31.14	13.24%
Total Cost	\$14,013	\$14,732	\$99,775	\$98,820	(0.95%)



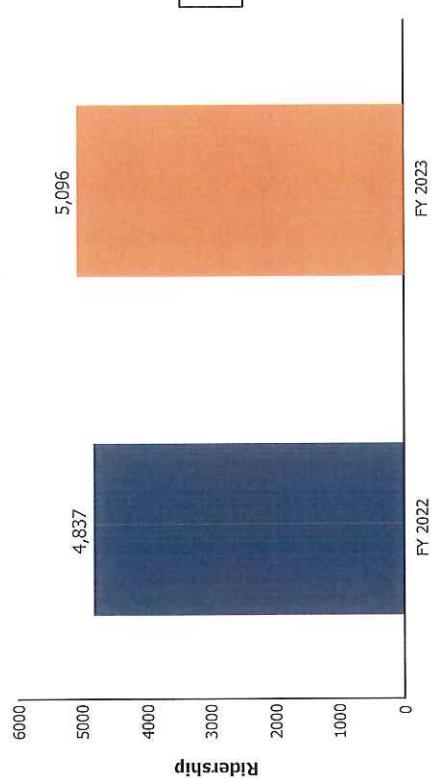
PVTA Monthly Board Report
Jan FY 2023 - CLM GP
Admin Accounts Excluded

Service	FY 2022 Jan	FY 2023 Jan	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers	29	166	1,209	1,923	59.05%
Pass'r per Hour	4.7	17.9	24.8	39.5	59.44%
Wheelchair Users	0	0	0	0	
Quality					
On-Time %	100.00%	100.00%	100.00%	94.1%	(5.93%)
No-Show %	0.00%	0.00%	0.00%	0.36%	
# Complaints					
Cost					
Cost per Pass'r	\$23.68	\$17.00	\$16.57	\$13.88	(16.24%)
Total Cost	\$687	\$2,823	\$20,031	\$26,684	33.21%

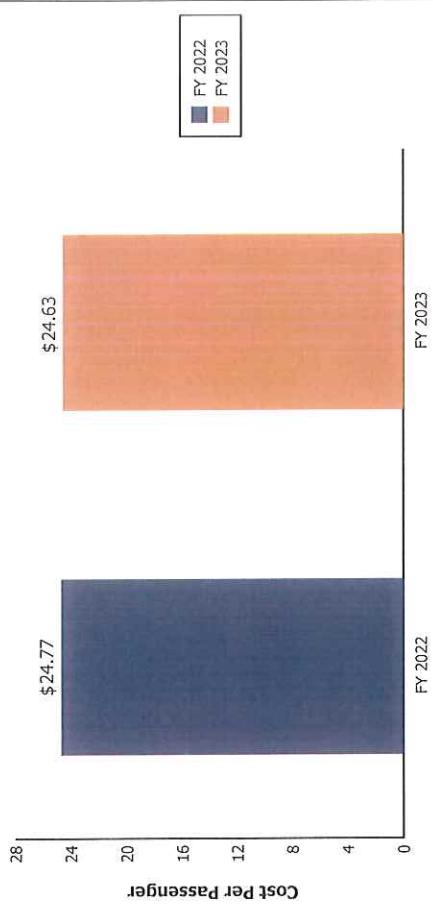


Claremont

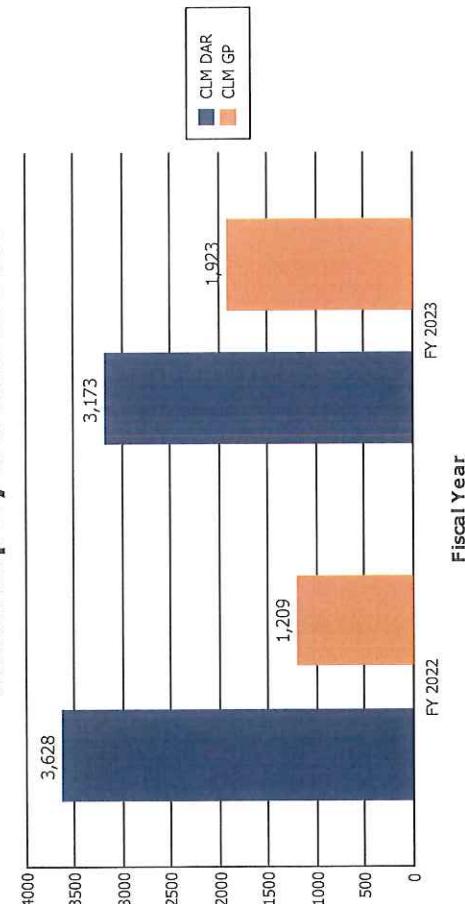
Ridership



Cost Per Passenger



Ridership By Service & Year





PVTA Monthly Board Report

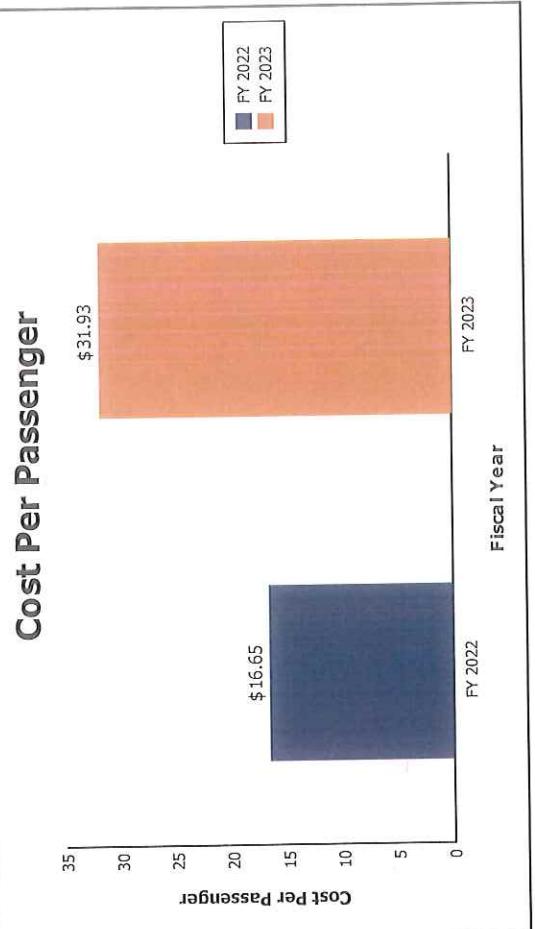
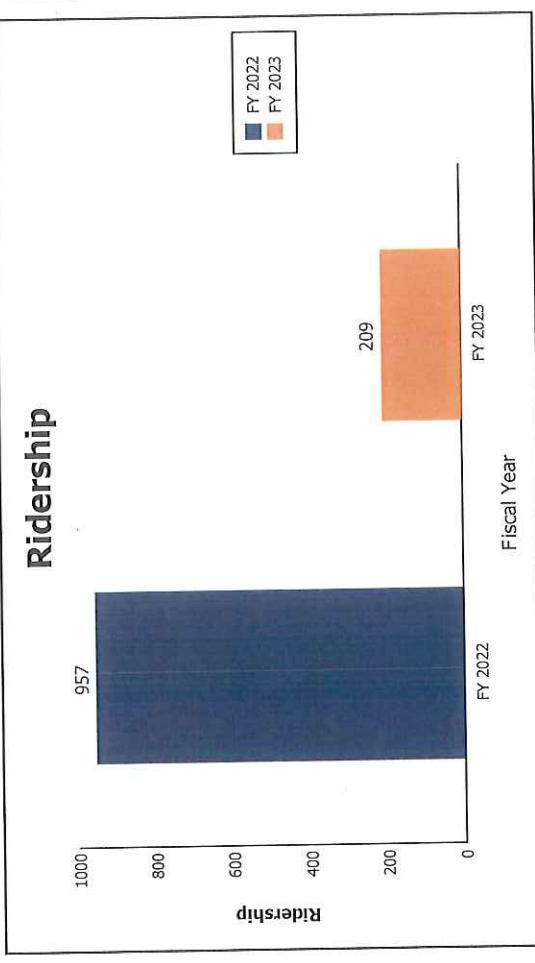
Jan FY 2023 - Pomona
Admin Accounts Included

Service	FY 2022 Jan	FY 2023 Jan	FY 2022 YTD	FY 2023 YTD	% +/- YTD
Passengers	26	209			
Passenger per Hour	10.4	19.4			
Wheelchair Users	0	0			
Quality					
On-Time %	100.0%	96.2%			
No-Show %	0.00%	0.47%			
# Complaints					
Cost					
Cost per Passenger	\$18.45	\$33.61			
Total Cost	\$480	\$7,024			



PVTA Board Reports Graphs
FY 2023 Jul - Jan
Admin Accounts Excluded

Pomona





PVTA Monthly Board Report

Jan FY 2023 - San Dimas
Admin Accounts Included

Service	FY 2022		FY 2023		FY 2022		FY 2023		% + / - YTD
	Jan	YTD	Jan	YTD	Jan	YTD	Jan	YTD	
Passengers	569		329		4,270		2,844		(33.39%)
Pass'r per Hour	1.8		2.6		2.3		3.2		43.70%
Wheelchair Users	59		24		310		267		(13.87%)
Quality									
On-Time %	88.7%		89.5%		87.9%		82.5%		(6.18%)
No-Show %	3.72%		7.58%		4.38%		7.51%		71.46%
# Complaints	1				3		0		
Cost									
Cost per Pass'r	\$27.43		\$35.70		\$29.66		\$33.05		11.42%
Total Cost	\$15,606		\$11,745		\$126,635		\$93,983		(25.78%)



San Dimas

