



Pomona Valley
Transportation
Authority

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

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September 6, 2023

**Agenda
Item #3**

MEMORANDUM

To: Pomona Valley Transportation Authority

From: Erika Jacquez, Senior Program Manager

Subject: Operations Report July 2022-June 2023

Service Overview

Get About services for FY23 increased by 24% compared to last year. Get About Cab saw a 7% decrease in ridership compared to FY22. Get About Van saw a 46% increase compared to FY22. Claremont services had a 16% increase compared to FY22. Pomona Group did see a decrease of 18% compared to last fiscal year. San Dimas saw a decrease of 25% compared to FY22. As ridership continues to grow on most programs, PVRTA really focused on on-time performance this fiscal year. Contractors worked hard to continue hiring and training drivers, which helped us maintain OTP standards for the last part of the FY.

Total Ridership for FY 2019 through FY 2023

	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	Total Difference Of FY19 & FY23
Get About	122,658	99,962	46,196	63,842	79,140	(35%)
Claremont	26,484	20,341	7,114	8,097	9,385	(65%)
Pomona	3,326	2,751	149	1,134	926	(72%)
San Dimas	18,026	14,602	7,741	6,877	5,111	(72%)

Total for Get About Services

❖ Ridership

- Get About's overall ridership in FY23 was 24% higher than in FY22. Patronage by riders in mobility devices is 11% higher than last year.

❖ Cost

- Total costs for Get About were 16% higher than last year. The cost per passenger is 6% lower than FY22.

❖ On Time Performance

- Get About's overall on time performance was 93%, meeting the standard of 90%. No-Shows were 4%, above our goal of less than 3%.

❖ Complaints

- Get About received 6 complaints in FY23 compared to 18 in FY22.

Van Service

❖ Ridership

- Van service ridership in FY22 was 46% higher than FY22. Wheelchair ridership was up by 15%.

❖ Cost

- Total costs for the van service are 17% higher and costs per passenger decreased by 20% compared to FY22.

❖ Service Quality

- One complaint was received in FY23 compared to 3 in FY22. No-Shows were at 5%, not meeting the standard of less than 3%.

❖ On Time Performance

- On time was 94%, meeting the standard of 90%.

Get About Regular Cab Services

❖ Ridership

- Regular Get About cab ridership was 7% higher compared to FY22. Wheelchair ridership is 4% higher compared to FY22.

❖ Cost

- Total costs are 15% higher than last year, cost per passenger is up by 7%.

❖ Service Quality

- Get About cab received one complaint the same as FY22.

❖ On time performance

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

One Step Over the Line

❖ Ridership

- After the pandemic ridership for One Step skyrocketed. In FY23 we are finally seeing this number stabilize. In FY23 we saw a 5% increase compared to FY22.

❖ Cost

- Total Costs are up by 5% compared to FY22, cost per passenger are down by 1%.

❖ **Service Quality**

➤ One Step received 4 complaints this year compared to 13 in FY22.

❖ **On Time Performance**

➤ OTP was 88%, not meeting our standard of 92%.

Ready Now

❖ **Ridership**

➤ Ridership in FY23 is 30% lower than FY22.

❖ **Cost**

➤ The cost per passenger in FY23 was \$16.82, this is 9% higher than FY22.

➤ **Service Quality**

➤ Zero complaints were received.

❖ **On Time Performance**

➤ On time performance was 93% meeting our standard of 90%. No-shows were 4%, this is above our standard of below 3%.

Ridership by City

Pomona’s ridership share increased by 3% compared to FY22. La Verne’s share decreased by 7%. Claremont’s Get About ridership share increased by 12%. San Dimas share of Get About rides compared to FY 22 has decreased by 19%.

<u>Get About Ridership</u>				
July-June				
	<u>FY 2022</u>		<u>FY2023</u>	
<u>Claremont</u>	5,824	9.1%	8,035	10.2%
<u>La Verne</u>	8,373	13.1%	9,660	12.2%
<u>Pomona</u>	42,935	67.4%	54,872	69.3%
<u>San Dimas</u>	6,579	10.3%	6,572	8.3%
<u>Total</u>	63,710	100%	79,140	100%

Claremont Dial-a-Ride

❖ Ridership

- Claremont Dial-a-Ride total ridership was 16% higher than FY22.

❖ Cost

- Overall Claremont costs are 10% higher than last year. Cab costs are 2% higher than FY22. Group costs are 22% higher than last year. This is due to the increase in requests we received for after school programs.

❖ Service Quality

- Three complaints were received for Claremont Dial-a-Ride in FY23.

❖ On Time Performance

- On time performance for the cab was 90%, not meeting our standard of 92%.

San Dimas Dial-a-Cab

❖ Ridership

- San Dimas ridership was 25% lower than last year.

❖ Service Quality

- Zero complaints were received in FY23.

❖ On Time Performance

- On time performance for the year was 90%. No-Shows were at 8%.

Pomona Group Service

❖ Ridership

- Pomona Group ridership for FY23 was 18% lower than last year.

❖ Cost

- Total Cost is 3% lower than FY22.

❖ Service Quality

- Zero complaints were received.

❖ On Time Performance

- On time performance was 97%

Mobility Manager Update

Mobility Managers registered 95 people in the month of June. There were 40 people that visited the PVRTA Transit Store. One complaint was received in the month of June, this was for the Claremont Dial a Ride service. This complaint has been instigated and addressed. Mobility Managers assisted with a training session for its drivers and dispatchers. Customer service was a main focus of the training. Presentations were given in Pomona and tabling was set up in Claremont. This is also the month that groups see an increase in demand. Group trips are requested and monitored by the Mobility Managers.

June 5th, 2024

**AGENDA
ITEM #3**

MEMORANDUM

To: Pomona Valley Transportation Authority
From: Erika Jacquez, Senior Program Manager
Subject: **Operations Report April FY 2024**

Service Overview

The overall ridership for all services has increased in FY24 compared to FY23. With Transdev taking over most of the Get About rides, there has been a decrease in the use of Get About Cab. Previously, Get About Cab was used as a supplementary service when Transdev couldn't perform a Get About Van service. It continues to function as a supplemental service, with some trips being allocated to Uber as needed. Since the transition, Transdev has managed a significant number of Get About Van trips.

Total for Get About Services

❖ **Ridership**

- Get About's overall ridership as of April FY24 YTD was 18% higher than the same period in FY23.

❖ **On Time Performance**

- Get About's overall on time was 95%, meeting the standard of 90%.

❖ **Complaints**

- Three complaints were received in April.

Van Service

❖ **Ridership**

- Van service ridership in April FY24 YTD was 56% higher than the same time in FY23.

❖ **Service Quality**

- One complaint was received.

❖ **On Time Performance**

- On time was 94%, meeting the standard of 90%.

Get About Regular Cab Services

❖ **Ridership**

- As mentioned in the summary above, Get About Cab ridership shows a decrease due to the fact that Transdev has been able to perform a majority of the rides with the dedicated service. Regular Get About cab ridership in April was 70% lower compared to YTD FY23.

❖ **Service Quality**

- There were zero Get About cab complaints received.

❖ **On time performance**

- On-time performance was 93%, meeting the standard of 90%.

One Step Over the Line

❖ **Ridership**

- Ridership for One Step Over the Line is 41% higher in April YTD compared to last year.

❖ **Service Quality**

- One complaint was received in April.

❖ **On Time Performance**

- OTP was 93%, meeting our standard of 92%.

Ready Now

❖ **Ridership**

- Ridership in April YTD FY24 is 6% higher than last year.

➤ **Service Quality**

- One complaint was received.

❖ **On Time Performance**

- On time performance was 99% meeting our standard of 90%.

Claremont Dial-a-Ride

❖ **Ridership**

- Claremont Dial-a-Ride total ridership in April FY24 YTD was 31% higher than FY23.

❖ **Service Quality**

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

❖ **On Time Performance**

- OTP for the cab was 96%, meeting our standard of 92%.

San Dimas Dial-a-Cab

❖ **Ridership**

- San Dimas ridership was 38% higher YTD compared to last year.

❖ **Service Quality**

- Zero complaints were received in April.

❖ **On Time Performance**

- On time performance was 98%.

Pomona Group Service

❖ **Ridership**

- Pomona Group ridership was 234% higher YTD than last year. This increase is due to youth programs having multiple large group trips to local hiking trails.

❖ **Service Quality**

- Zero complaints were received in April.

❖ **On Time Performance**

- On time performance was 94% in April.

Uber Update

Since the launch of the Uber Pilot program, PVRTA has welcomed 45 new participants to the program. Travel Trainer Susan Dominguez has held one-on-one training sessions with participants that wanted additional assistance navigating the service. As part of the outreach effort a schedule has been created in each city. Claremont has two nutrition sites and PVRTA is scheduled to be there on the last Monday and Tuesday of each month. La Verne is scheduled for the 3rd Wednesday of each month. The City of Pomona will have PVRTA on the 2nd Tuesday and Thursday of each month for presentations. San Dimas is scheduled for the 2nd Friday of each month. The Mobility Manager is working on scheduling presentation/workshops at local assisted living facilities, youth centers, and any other local community locations in the next few months.

Mobility Manager & Travel Trainer Update

Mobility Manager and Travel Trainer handled a total of 5,003 calls. The high volume is due to the popularity of the Uber Pilot program. A total of 100 registrations were completed in the month of May. PVRTA offices received and resolved 2 complaint calls. The Transit Store had a busy month with 53 Access, 6 Omni and 3 TAP sales.