

August 12, 2026

AGENDA

ITEM #4

MEMORANDUM

To: Pomona Valley Transportation Authority

From: Erika Jacquez, Senior Program Manager

Subject: **Operations Report FY26**

Summary

Overall system performance remained strong through June FY26. Across all four programs, PVRTA provided 82,405 trips and 93,800 passengers, with on-time performance generally ranging from 97% to 99% across services and consistently low no-show rates. Ridership trends varied by program. Claremont and San Dimas both experienced significant growth over FY25, while Get About operated at lower trip volumes following service management efforts to remain within the program's annual revenue hour cap. Demand for wheelchair-accessible transportation remains significant throughout the system, particularly within Get About and San Dimas Dial-A-Cab services.

Key themes for the period:

- Service reliability continues to be a systemwide strength.
- Claremont and San Dimas programs continue to experience strong ridership growth.
- Get About service levels remain stable while operating within annual revenue hour limitations.

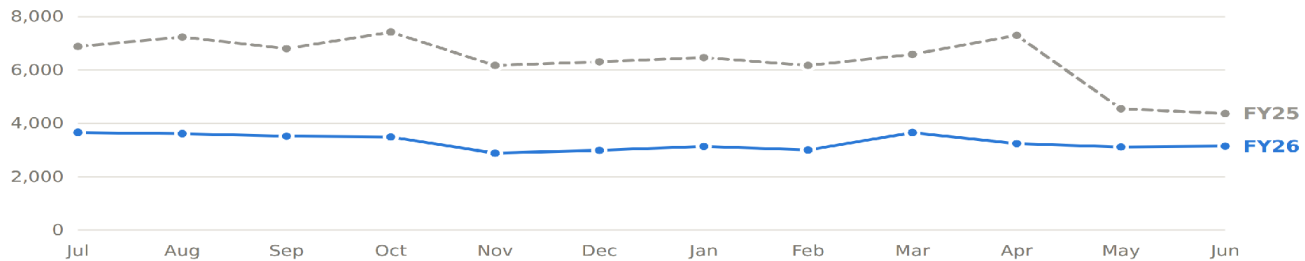
Get About – Total

Van + Ready Now + Supplemental

The largest program. Fewer trips by design — volumes were held inside the 15,000-hour cap — with reliability up and total cost down.

TRIPS 39,481 ▼ 48.2% FY25 76,265	PASSENGERS 42,918 ▼ 49.9% FY25 85,723	WHEELCHAIR TRIPS 5,037 ▼ 59.2% FY25 12,360
ON-TIME 98.3% ▲ 4.0% FY25 94.5%	COST PER TRIP \$82.68 ▲ 47.7% FY25 \$55.98	TOTAL COST \$3.26M ▼ 23.5% FY25 \$4.27M

Month by month



Monthly trips, FY26 compared with FY25

Year over year

	FY25 June	FY26 June	FY25 full year	FY26 full year	Change
SERVICE					
Trips	4,369	3,148	76,265	39,481	-48.2%
Passenger per hour	2.65	2.40	2.74	2.59	-5.3%
Wheelchair trips	667	384	12,360	5,037	-59.2%
QUALITY					
On-Time Performance %	98.0%	99.8%	94.5%	98.3%	4.0%
No Show %	4.0%	0.0%	5.3%	3.9%	-26.4%
COST					
Cost per trip	\$76.08	\$86.52	\$55.98	\$82.68	47.7%
Total cost	\$332,381	\$272,374	\$4,269,513	\$3,264,292	-23.5%

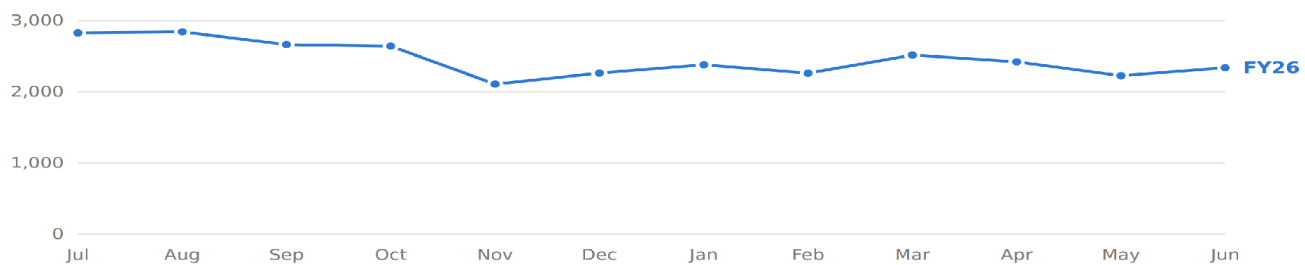
Get About – Van

Core demand-response service

Finished the year inside every limit: 92% of available revenue hours, 66% of budgeted trips, 13% under budget.

TRIPS 29,493 ▼ 54.0% FY25 64,141	WHEELCHAIR TRIPS 4,669 ▼ 55.3% FY25 10,453	PASSENGERS PER HOUR 2.37 ▼ 16.8% FY25 2.84
ON-TIME 97.1% ▲ 2.7% FY25 94.5%	COST PER TRIP \$98.60 ▲ 71.8% FY25 \$57.38	TOTAL COST \$2.91M ▼ 21.0% FY25 \$3.68M

Month by month



Monthly trips, FY26 (no FY25 monthly detail in the workbook)

Year over year

	FY25 June	FY26 June	FY25 total	FY26 total	Change
SERVICE					
Trips	3,177	2,337	64,141	29,493	-54.0%
Passenger per hour	2.52	2.23	2.84	2.37	-16.8%
Wheelchair trips	466	362	10,453	4,669	-55.3%
QUALITY					
On-Time Performance %	98.0%	99.6%	94.5%	97.1%	2.7%
No Show %	4.0%	0.0%	5.3%	4.0%	—
COST					
Cost per trip	\$85.91	\$103.04	\$57.38	\$98.60	71.8%
Total cost	\$272,946	\$240,814	\$3,680,523	\$2,907,999	-21.0%

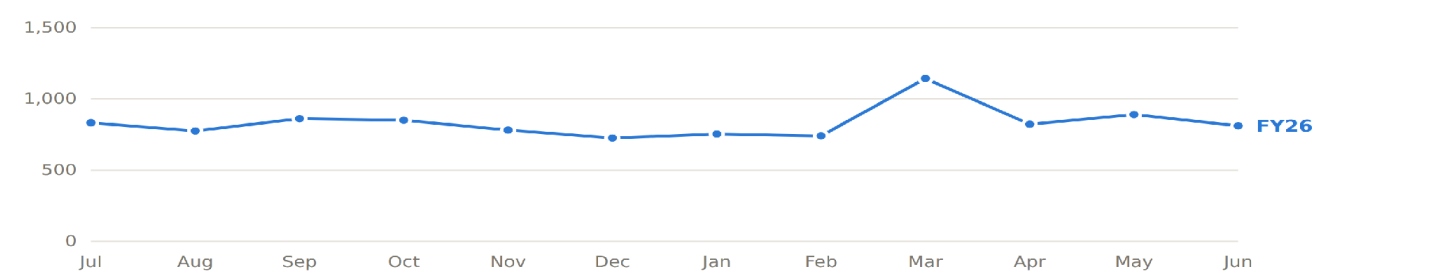
Get About – Ready Now

Uber-based same-day service

The cost-effective piece of Get About: a third of Van’s cost per trip, and the only Get About component that grew.

TRIPS 9,983 ▲ 32.1% FY25 7,556	PASSENGERS PER HOUR 3.72 ▲ 9.7% FY25 3.39	ON-TIME 99.2% ▲ 0.0% FY25 99.2%
COST PER TRIP \$35.68 ▲ 18.2% FY25 \$30.18	TOTAL COST \$356,185 ▲ 56.2% FY25 \$228,023	

Month by month



Monthly trips, FY26 (no FY25 monthly detail in the workbook)

Year over year

	FY25 June	FY26 June	FY25 total	FY26 total	Change
SERVICE					
Trips	970	811	7,556	9,983	55.0%
Passenger per hour	4.02	3.14	3.39	3.72	30.0%
QUALITY					
On-Time Performance %	99.2%	100.0%	99.2%	99.2%	0.0%
No Show %	2.4%	1.2%	2.4%	31.4%	0.0%
COST					
Cost per trip	\$45.47	\$38.91	\$30.18	\$35.68	40.0%
Total cost	\$44,102	\$31,560	\$228,023	\$356,185	96.0%

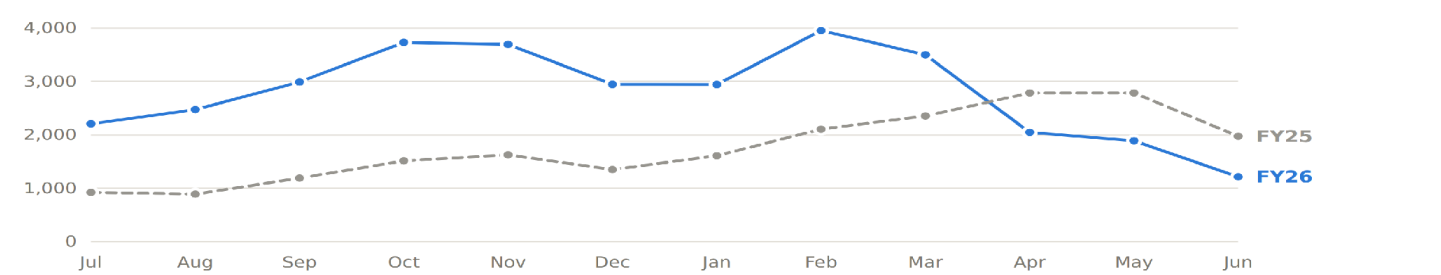
Claremont – Total

Dial-A-Ride + Group

The strongest growth story of FY26 — up 59% in trips — but ridership fell steadily after the February peak.

TRIPS 33,606 ▲ 59.1% FY25 21,128	PASSENGERS 39,990 ▲ 53.5% FY25 26,053	WHEELCHAIR TRIPS 528 ▲ 141.1% FY25 219
ON-TIME 98.4% ▼ 0.5% FY25 98.9%	COST PER TRIP \$19.74 ▲ 7.5% FY25 \$18.37	TOTAL COST \$663,514 ▲ 70.9% FY25 \$388,209

Month by month



Monthly trips, FY26 compared with FY25

Year over year

	FY25 June	FY26 June	FY25 total	FY26 total	Change
SERVICE					
Trips	1,976	1,217	21,128	33,606	59.1%
Passenger per hour	6.36	4.30	7.52	7.48	-0.6%
Wheelchair trips	54	35	219	528	141.1%
QUALITY					
On-Time Performance %	100.0%	98.2%	98.9%	98.4%	-0.5%
No Show %	3.0%	0.0%	5.1%	0.4%	-92.6%
COST					
Cost per trip	\$22.44	\$27.43	\$18.37	\$19.74	7.5%
Total cost	\$44,346	\$33,385	\$388,209	\$663,514	70.9%

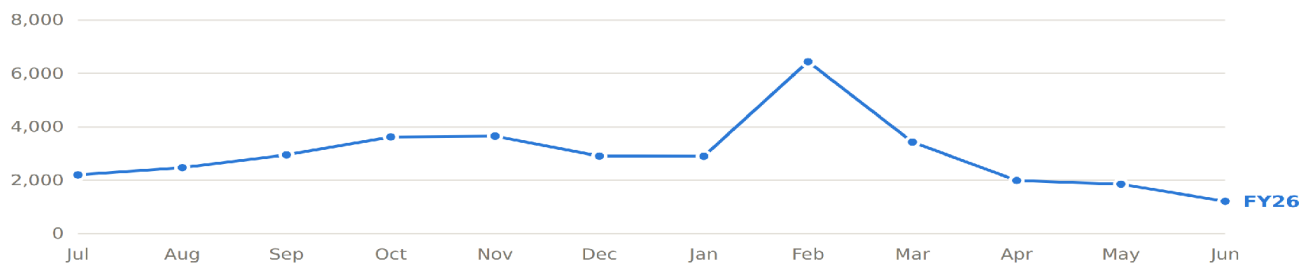
Claremont Dial-A-Ride

General public and senior dial-a-ride

Carries almost all Claremont activity. Near-perfect reliability; ridership softened through the Spare transition.

TRIPS 35,677 ▲ 73.0% FY25 20,627	WHEELCHAIR TRIPS 497 ▲ 135.5% FY25 211	PASSENGERS PER HOUR 6.66 ▼ 7.0% FY25 7.16
ON-TIME 99.4% ▼ 0.5% FY25 99.9%	COST PER TRIP \$17.94 ▲ 16.5% FY25 \$15.39	TOTAL COST \$639,961 ▲ 101.5% FY25 \$317,529

Month by month



Monthly trips, FY26 (no FY25 monthly detail in the workbook)

Year over year

	FY25 June	FY26 June	FY25 total	FY26 total	Change
SERVICE					
Trips	1,974	1,215	20,627	35,677	73.0%
Passenger per hour	6.38	4.30	7.16	6.66	-7.0%
Wheelchair trips	54	31	211	497	135.5%
QUALITY					
On-Time Performance %	100.0%	96.4%	99.9%	99.4%	-0.5%
No Show %	6.0%	0.0%	6.3%	0.4%	-93.3%
COST					
Cost per trip	\$22.34	\$27.33	\$15.39	\$17.94	16.5%
Total cost	\$44,102	\$33,200	\$317,529	\$639,961	101.5%

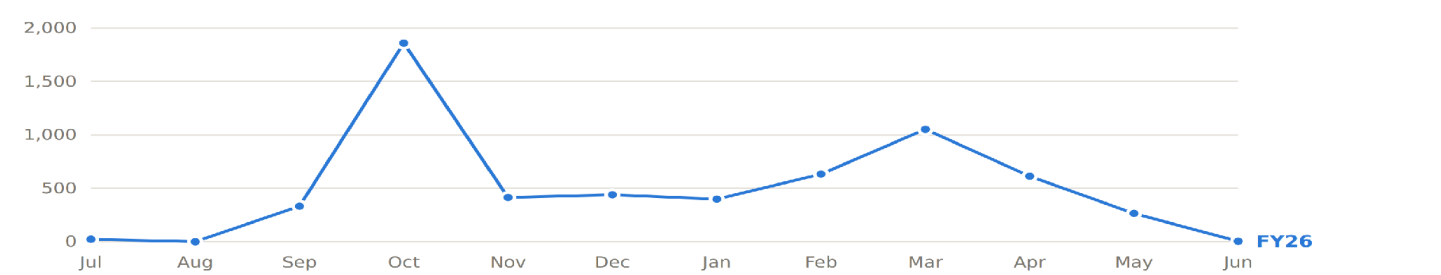
Claremont Group

Scheduled group trips

Small and lumpy by nature — a few scheduled trips carry many passengers, so cost per trip swings widely.

PASSENGERS 6,039 ▲ 30.2% FY25 4,640	WHEELCHAIR TRIPS 31 ▲ 287.5% FY25 8	PASSENGERS PER HOUR 24.35 ▲ 147.1% FY25 9.86
ON-TIME 98.7% ▲ 0.8% FY25 97.9%	COST PER GROUP TRIP n/a † source data needs review	TOTAL COST \$45,474 ▼ 35.7% FY25 \$70,680

Month by month



Monthly passengers, FY26 (no FY25 monthly detail in the workbook)

Year over year

	FY25 June	FY26 June	FY25 total	FY26 total	Change
SERVICE					
Passengers	4	4	4,640	6,039	30.2%
Passenger per hour	3.25	4.49	9.86	24.35	147.1%
Wheelchair trips	0	4	8	31	287.5%
QUALITY					
On-Time Performance %	100.0%	100.0%	97.9%	98.7%	0.8%
No Show %	0.0%	0.0%	3.9%	44.4%	1054.3%
COST					
Cost per passenger	\$60.84	\$207.29	\$15.23	\$94.34	519.4%
Total cost	\$243.37	\$184.49	\$70,680	\$45,474	-35.7%

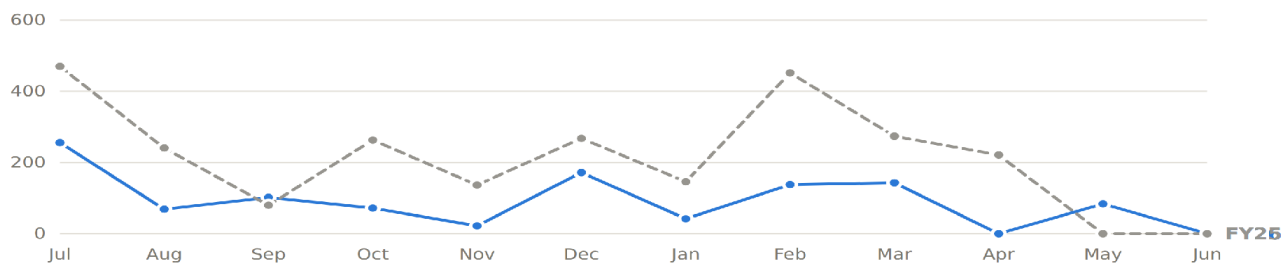
Pomona Group

Scheduled group trips

The smallest program, and shrinking: 114 trips for the year, with no service in April or June.

TRIPS 114 ▼ 54.6% FY25 251	PASSENGERS 1,100 ▼ 56.9% FY25 2,552	WHEELCHAIR TRIPS 22 ▲ 37.5% FY25 16
ON-TIME n/a † source data needs review	COST PER TRIP \$18.21 ▼ 92.6% FY25 \$246.78	TOTAL COST \$20,032 ▼ 67.7% FY25 \$61,942

Month by month



Monthly passengers, FY26 compared with FY25

Year over year

	FY25 June	FY26 June	FY25 total	FY26 total	Change
SERVICE					
Passengers	0	0	2,552	1,100	-56.0%
Passenger per hour	0.00	—	5.43	11.67	113.0%
Wheelchair trips	0	0	16	22	38.0%
QUALITY					
On-Time Performance %	0.0%	0.0%	96.8%	27.36 †	-200.0%
No Show %	0.0%	0.0%	0.0%	0.0%	0.0%
COST					
Cost per trip	\$0.00	—	\$246.78	\$18.21	—
Total cost	\$0.00	\$0.00	\$61,942	\$20,032	-67.0%

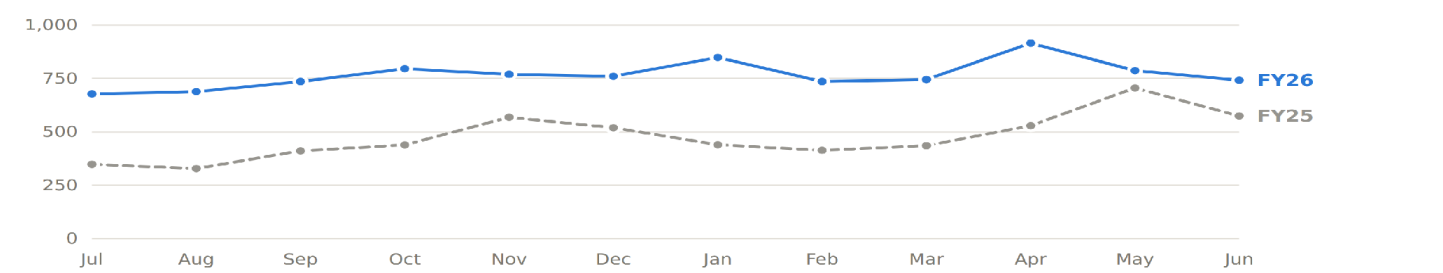
San Dimas Dial-A-Cab

TNC based dial-a-cab

Fastest-Growing Program: Trips increased by 61%, with wheelchair trips increasing by 39%, while the program remains the second-lowest in cost per trip. Since service is provided through both Transdev and Uber, it is also important to consider the hourly operating cost. When Transdev provides the service, PVTA incurs both a fixed and hourly rate, resulting in a cost per service hour of \$111.

TRIPS 9,204 ▲ 61.0% FY25 5,717	PASSENGERS 9,792 ▲ 59.1% FY25 6,156	WHEELCHAIR TRIPS 841 ▲ 39.5% FY25 603
ON-TIME 98.4% ▼ 0.8% FY25 99.2%	COST PER TRIP \$27.06 ▲ 24.4% FY25 \$21.75	TOTAL COST \$249,041 ▲ 100.3% FY25 \$124,337

Month by month



Monthly trips, FY26 compared with FY25

Year over year

	FY25 June	FY26 June	FY25 total	FY26 total	Change
SERVICE					
Trips	575	742	5,717	9,792	71.3%
Passenger per hour	5.18	3.91	4.53	4.90	8.0%
Wheelchair trips	106	82	603	841	39.5%
QUALITY					
On-Time Performance %	98.0%	97.7%	99.2%	98.4%	-0.8%
COST					
Cost per trip	\$25.67	\$31.37	\$21.75	\$27.06	24.4%
Total cost	\$14,759	\$23,275	\$124,337	\$249,041	100.3%