





April 4, 2019

TO: Madam Chair Anderson and PRTC Commissioners

FROM: Perrin A. Palistrant   
Director of Operations and Operations Planning

THROUGH: Robert A. Schneider, PhD   
Executive Director

SUBJECT: February 2019 System Performance and Ridership Report

---

OMNIRIDE Express and Metro Express Service

- February average daily ridership rebounded from the partial Government shutdown
- Weather related school closings and delays/closures for Federal workers stunted some growth in ridership, but overall we're seeing strong ridership on the express services
- Focus is on getting feedback from operators regarding problematic areas for operations so we can work to minimize delays and operate efficiently through congested areas.

OMNIRIDE Local Bus Service

- February average daily ridership increased 15.6 percent from January
- Severe weather, resulting in multiple days of school closures, had some impact on preventing ridership from being higher
- Saturday ridership appears to be stabilizing

Vanpool Alliance Program

- Enrollment increased to 673 vans.
- Passenger trips were five (5) percent lower than January, primarily due to inclement weather causing Government closings and delays.

### OmniMatch Program

- Staff sent out Personal Property Tax Relief information to Prince William County vanpool owner/operators
- Staff attended:
  - Prince William County Chamber of Commerce Hispanic Council Meeting
  - Prince William County Chamber of Commerce Policy Committee Meeting
  - Northern Virginia Transportation Authority Transportation Economic Impact Forum
  - Prince William County Chamber of Commerce Business Awards – PRTC was an award nominee, an award presenter and event sponsor
- Staff presented at:
  - Prince William County Economic Development Committee Meeting (Transportation Demand Management Program overview and update on our Strategic Plan)

### Customer Service Statistics

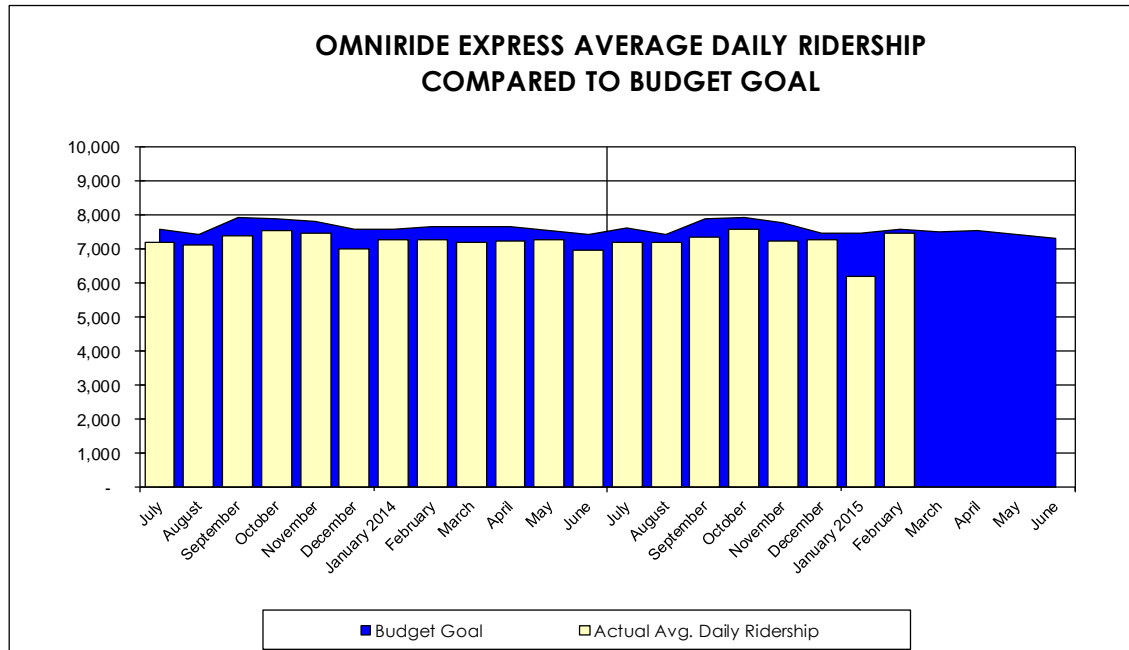
- The call center received 7,142 calls in February; the automated system is still not working, this could contribute to the increased call volume.
- Responded to 30 general information emails in February.
- Percentage of OMNIRIDE local trip denials increased by 47 percent compared to January

### Passenger Complaints

- Complaint rate for OmniRide in December:
  - OMNIRIDE Express and Metro Express complaint rate increased 10 percent from this time in FY18.
  - OMNIRIDE Local service complaint rate decreased 38 percent compared to this time in FY18.
- Note: There was no OmniRide Express service on February 18, 2019 due to the Presidents' Day holiday.

## OMNIRIDE EXPRESS SERVICE

Month	Monthly Ridership		Average Daily Ridership			FY19 Budget Goal	Change from Goal
	FY18	FY19	FY18	FY19	% Change		
July	140,343	147,825	7,225	7,211	-0.2%	7,628	(417)
August	164,929	163,900	7,114	7,194	1.1%	7,422	(228)
September	147,004	141,696	7,417	7,380	-0.5%	7,905	(525)
October	158,222	166,311	7,572	7,579	0.1%	7,922	(343)
November	138,188	134,470	7,458	7,229	-3.1%	7,769	(540)
December	123,853	115,711	7,022	7,276	3.6%	7,479	(203)
January	145,038	122,004	7,304	6,200	-15.1%	7,473	(1,273)
February	136,436	133,331	7,290	7,484	2.7%	7,588	(104)
March							
April							
May							
June							
<b>Year to Date</b>	<b>1,154,013</b>	<b>1,125,248</b>	<b>7,300</b>	<b>7,194</b>	<b>-1.5%</b>	<b>7,648</b>	<b>(454)</b>



**At year's end figures are revised, if needed, to account for any lingering data latency.**

7/17- Avg. Daily ridership excludes days before and after Fourth of July Holiday (3,5,6,7)

9/17 - Avg. Daily Ridership Excludes Friday before Labor Day Holiday (1)

10/17-Avg. Daily Ridership Excludes Friday before Columbus Day and Columbus Day (5, 8)

11/17-Avg. Daily Ridership Excludes Day before Veterans Day (10), Week of Thanksgiving and Monday after (20-24 and 27), Christmas Tree Lighting ESP

12/17- Avg. Daily Ridership excludes holiday period (20-29)

1/18- Avg. Daily Ridership excludes New Year's holiday and weather related school closures (2-5), MLK Holiday (15), School closures-snow (17), Federal

2/18- Avg. Daily Ridership excludes weather related school closures and delays (7), Friday before President's Day (16) President's Day Holiday (19)

3/18- Avg. Daily Ridership excludes weather related school closures and delays (2,21,22), PWC Spring Break/Good Friday (26-30)

4/18- Avg. Daily Ridership excludes weather related road delays and service disruptions (16)

5/18- Avg. Daily Ridership excludes Friday before Memorial Day (25)

6/18- Avg. Daily Ridership excludes Capitals Stanley Cup Parade ESP Service (12)

7/18- Avg. Daily Ridership excludes week of Fourth of July holiday (2-6)

8/18- Avg. Daily Ridership excludes Friday before Labor Day (31)

10/18- Avg. Daily Ridership excludes Friday before Columbus Day (5) and Columbus Day (8)

11/18- Avg. Daily Ridership excludes Veterans Day (11), Snow impacts (15), Thanksgiving (21-23), ESP Tree Lighting (28)

12/18- Avg. Daily Ridership excludes State Funeral for George H.W. Bush (5), Weather closures (10), Christmas/New Year's Holiday (21-31)

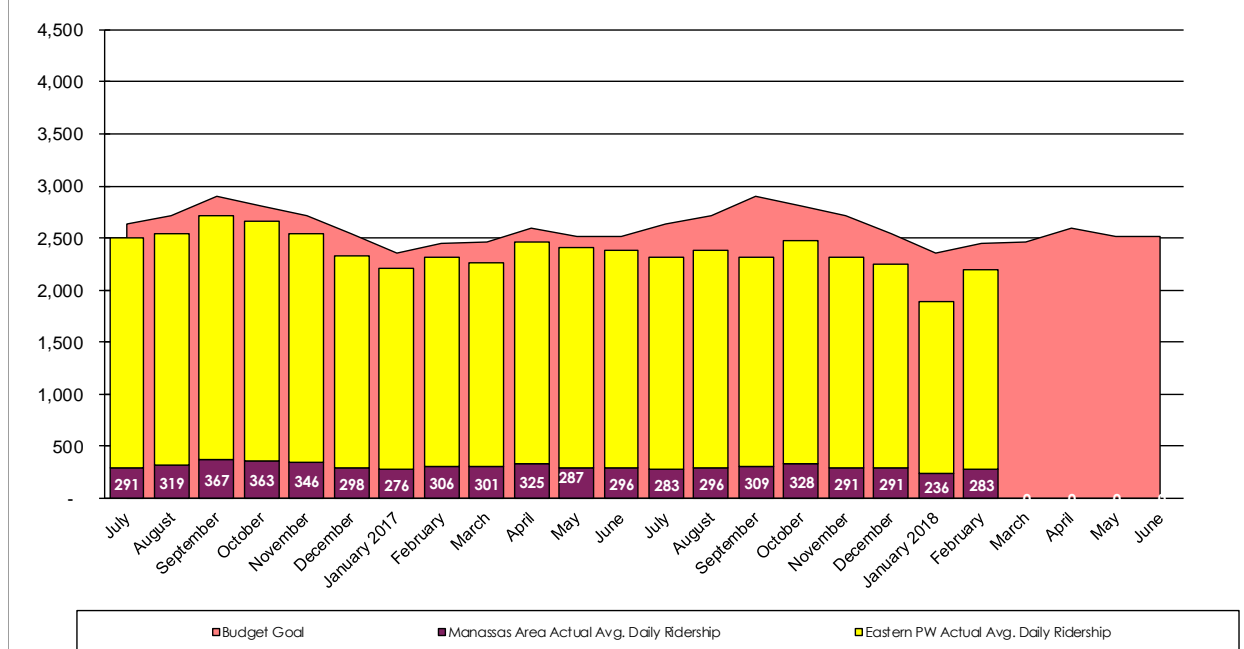
1/19- Avg. Daily Ridership excludes Weather related school closures/delays (15, 29-31) and MLK Holiday (18,21)

2/19- Avg. Daily Ridership excludes Weather related school closures/delays (11, 20,21) and President's Day Holiday (18)

## OMNIRIDE LOCAL SERVICE

WEEKDAY							
Month	Monthly Ridership		Average Daily Ridership			FY19 Budget Goal	Change from Goal
	FY18	FY19	FY18	FY19	% Change		
July	49,365	48,194	2,507	2,309	-7.9%	2,636	(327)
August	58,330	54,757	2,536	2,380	-6.2%	2,712	(332)
September	54,048	44,045	2,709	2,319	-14.4%	2,905	(586)
October	57,288	56,087	2,659	2,470	-7.1%	2,814	(344)
November	50,905	45,587	2,540	2,314	-8.9%	2,713	(399)
December	43,042	40,452	2,331	2,246	-3.6%	2,538	(292)
January	44,114	37,679	2,208	1,893	-14.3%	2,361	(468)
February	45,089	40,524	2,320	2,189	-5.6%	2,450	(261)
March							
April							
May							
June							
<b>Year to Date</b>	<b>402,181</b>	<b>367,325</b>	<b>2,476</b>	<b>2,265</b>	<b>-8.5%</b>	<b>2,641</b>	<b>(376)</b>

### OMNIRIDE LOCAL AVERAGE WEEKDAY RIDERSHIP COMPARED TO BUDGET GOALS



**At year's end figures are revised, if needed, to account for any lingering data latency.**

7/17- Avg. Daily Ridership excludes days before and after Fourth of July Holiday (3,5,6,7)

9/17- Avg. Daily Ridership excludes Friday before Labor Day (1)

10/17- Avg. Daily Ridership excludes Columbus Day (8)

11/17- Avg. Daily Ridership excludes Election Day (7), Veterans Day Observed (10), Wednesday before and Friday after Thanksgiving (23 and 2)

12/17- Avg. Daily Ridership excludes holiday period (20-29)

1/18- Avg. Daily Ridership excludes New Year's holiday and weather related school closures (2-5), MLK Holiday (15), School closures-snow (17)

2/18- Avg. Daily Ridership excludes weather related school closures (7), President's Day Holiday (19)

3/18- Avg. Daily Ridership excludes weather related school closures (2,21,22), Good Friday (30)

4/18- Avg. Daily Ridership excludes weather related roadway delays and ridership shifts (16)

10/18- Avg. Daily Ridership excludes Columbus Day (8)

11/18- Avg. Daily Ridership excludes Veterans Day (11), Snow (15), Thanksgiving (21-23)

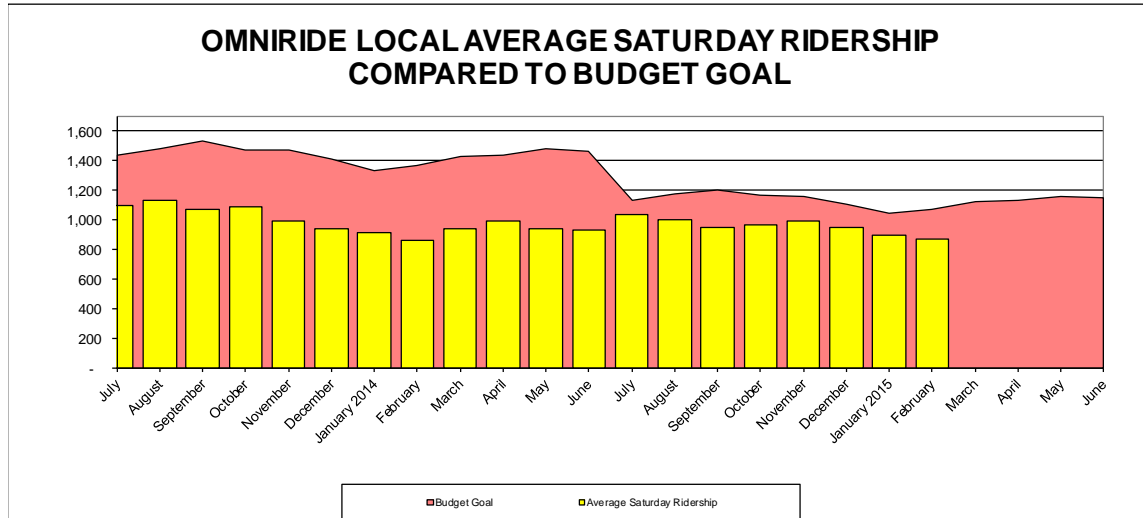
12/18- Avg. Daily Ridership excludes Weather closures (10), Christmas/New Year's Holiday (21-31)

1/19- Avg. Daily Ridership excludes weather related closures/delays (15,29-31), MLK Holiday (21)

2/19- Avg. Daily Ridership excludes weather related closures/delays (11, 20, 21), President's Day Holiday (18)

## OMNIRIDE LOCAL SERVICE

SATURDAY							
Month	Monthly Ridership		Average Saturday Ridership			Average Saturday FY19 Budget Goal	Change from Goal
	FY18	FY19	FY18	FY19	% Change		
July	5,606	3,788	1,099	1,040	-5.4%	1,134	(94)
August	4,528	4,001	1,132	1,000	-11.7%	1,172	(172)
September	5,350	5,864	1,070	951	-11.1%	1,203	(252)
October	4,349	3,857	1,087	964	-11.3%	1,163	(199)
November	3,966	3,662	992	990	-0.2%	1,157	(167)
December	4,119	4,475	944	947	0.3%	1,106	(159)
January	3,423	3,244	914	895	-2.1%	1,048	(153)
February	3,437	3,480	859	870	1.3%	1,067	(197)
March							
April							
May							
June							
<b>Year to Date</b>	<b>34,778</b>	<b>32,371</b>	<b>1,012</b>	<b>957</b>	<b>-5.4%</b>	<b>1,131</b>	<b>(174)</b>



**At year's end figures are revised, if needed, to account for any lingering data latency.**

12/17 - Excludes weather (9) and New Years Eve weekend/very cold weather (30)

1/18- Excludes snow/very cold weather (6)

3/18- Excludes wind event/early mall closures and severe traffic (3)

7/18- Excludes significant rain/storms and traffic (21)

11/18- Excludes Thanksgiving weekend (24)

12/18- Excludes Cold/Snow (15)

1/19- Excludes snow/weather (11)

# OMNIMATCH / VANPOOL ALLIANCE

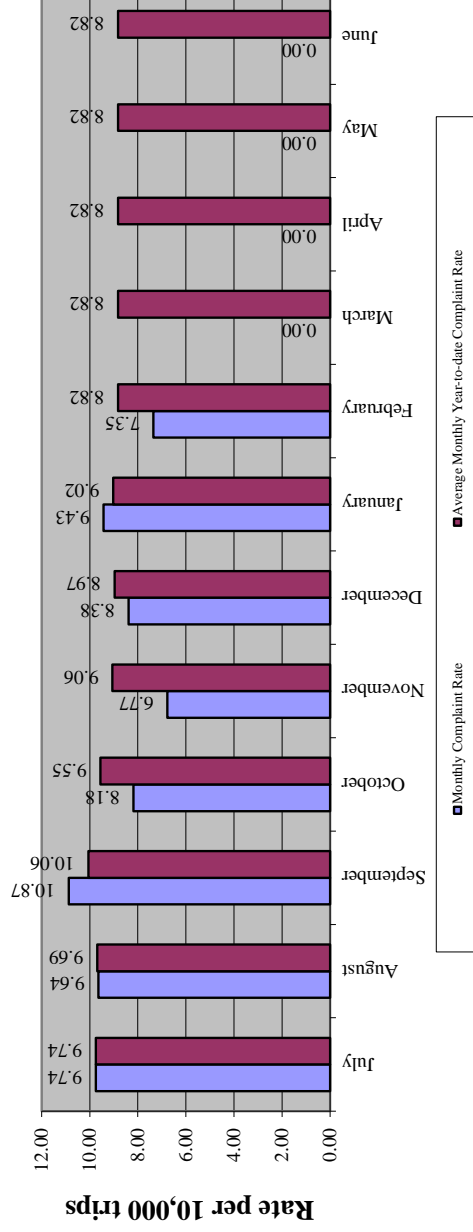
	OmniMatch				Vanpool Alliance			
	FY18	FY19	FY18	FY19	FY18	FY19	FY18	FY19
	New Applications Received	New Applications Received	Other Applications Received	Other Applications Received	Vanpools Enrolled	Vanpools Enrolled	Monthly Passenger Trips	Monthly Passenger Trips
July	34	53	5	6	653	669	117,257	125,864
August	36	42	20	27	658	669	133,874	136,402
September	22	35	15	11	659	670	116,527	118,472
October	52	44	12	11	662	670	127,548	130,798
November	40	56	17	8	663	671	120,117	116,453
December	25	37	10	8	650	672	108,423	101,939
January	47	48	10	4	652	672	128,991	117,672
February	32	26	5	11	664	673	117,217	111,944
March								
April								
May								
June								
Average	36	43	12	11	658	671	121,244	119,943

- 1) "New PRTC Applications Received" include all new customers inquiring about rideshare options in Prince William, Manassas, and Manassas Park.
- 2) "Other Applications Received" include reapplicants, deletions and commuters contacted as a follow-up interested in remaining in the program.
- 3) "Vanpools Enrolled" includes all vanpools approved as of last day of the month.

FY 2018 Year-to-date OmniRide Express Complaints			
	Ridership	Complaints	Per 10k Trips
July	140,343	133	9.48
August	164,929	132	8.00
September	147,004	115	7.82
October	158,222	107	6.76
November	138,188	96	6.95
December	123,853	131	10.58
January	145,038	100	6.89
February	136,436	111	8.14
March			
April			
May			
June			
Year-to-date totals	1,154,013	925	8.02

FY 2019 Year-to-date OmniRide Express Complaints			
	Ridership	Complaints	Per 10k Trips
July	147,825	144	9.74
August	163,900	158	9.64
September	141,696	154	10.87
October	166,311	136	8.18
November	134,470	91	6.77
December	115,711	97	8.38
January	122,004	115	9.43
February	133,331	98	7.35
March			
April			
May			
June			
Year-to-date totals	1,125,248	993	8.82

### FY 2019 OmniRide Express Complaint Rate per 10,000 Trips Compared to Monthly Average

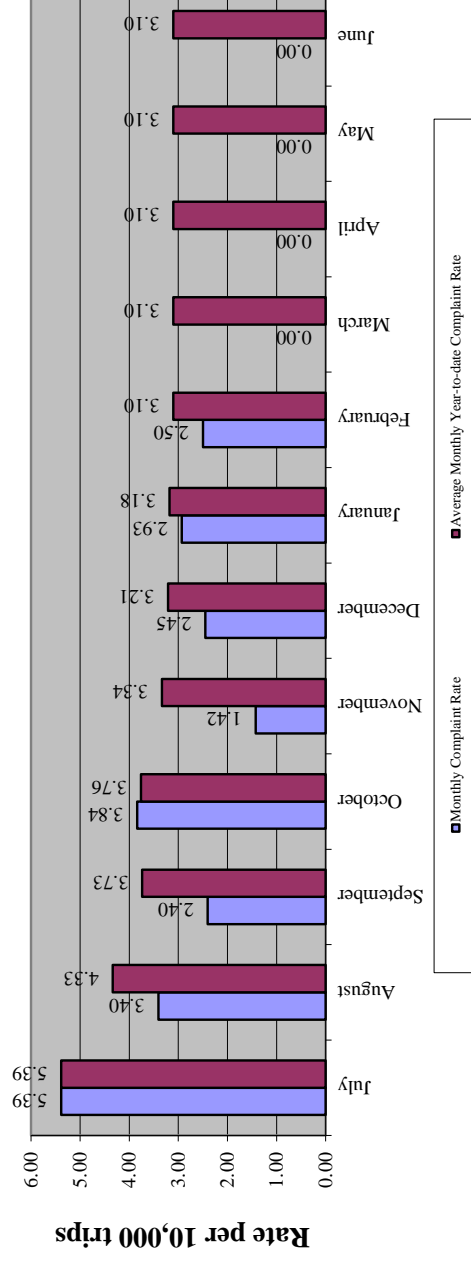


Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2018 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2019 in the bus services contract.

FY 2018 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	54,971	40	7.28
August	62,858	42	6.68
September	59,398	30	5.05
October	61,637	15	2.43
November	54,871	24	4.37
December	47,161	26	5.51
January	47,537	24	5.05
February	48,526	18	3.71
March			
April			
May			
June			
<b>Year-to-date totals</b>	<b>436,959</b>	<b>219</b>	<b>5.01</b>

FY 2019 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	51,982	28	5.39
August	58,758	20	3.40
September	49,909	12	2.40
October	59,944	23	3.84
November	49,249	7	1.42
December	44,927	11	2.45
January	40,923	12	2.93
February	44,004	11	2.50
March			
April			
May			
June			
<b>Year-to-date totals</b>	<b>399,696</b>	<b>124</b>	<b>3.10</b>

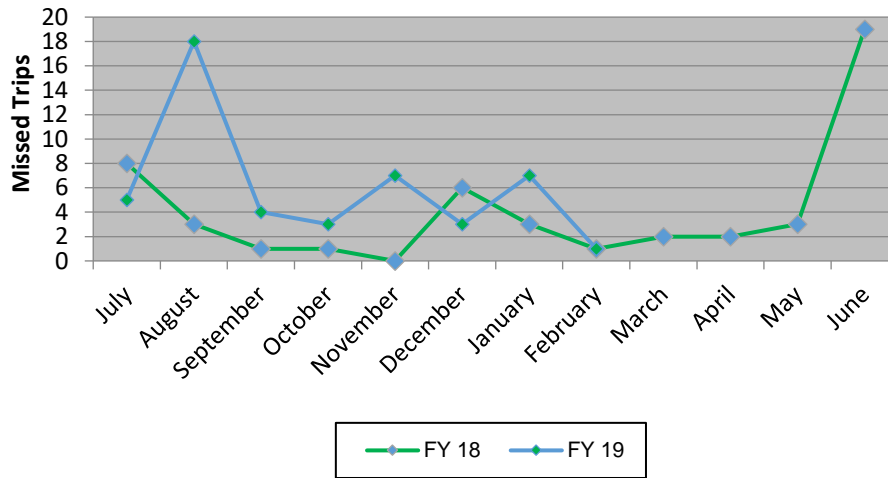
**FY 2019 OmniRide Local complaint rate per 10,000 Trips  
compared to monthly average**



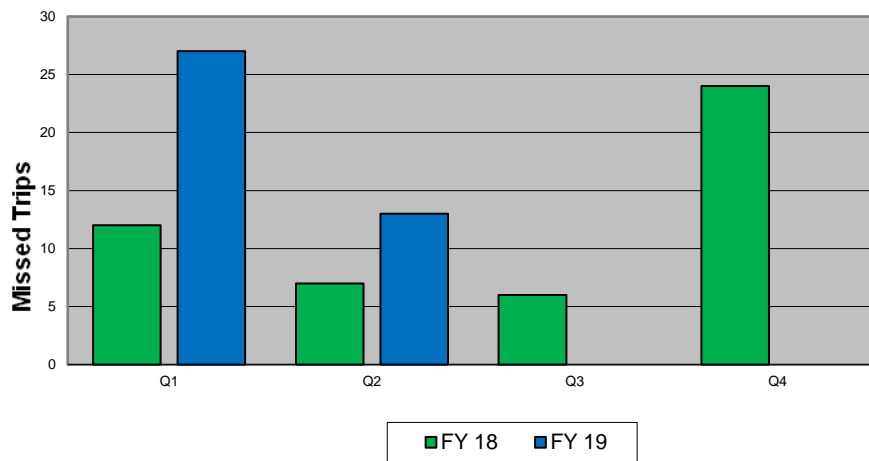
Complaint rates for OmniRide Local service for the current month and for the year-to-date in contrast to fiscal year 2018 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2019 in the new bus services contract.

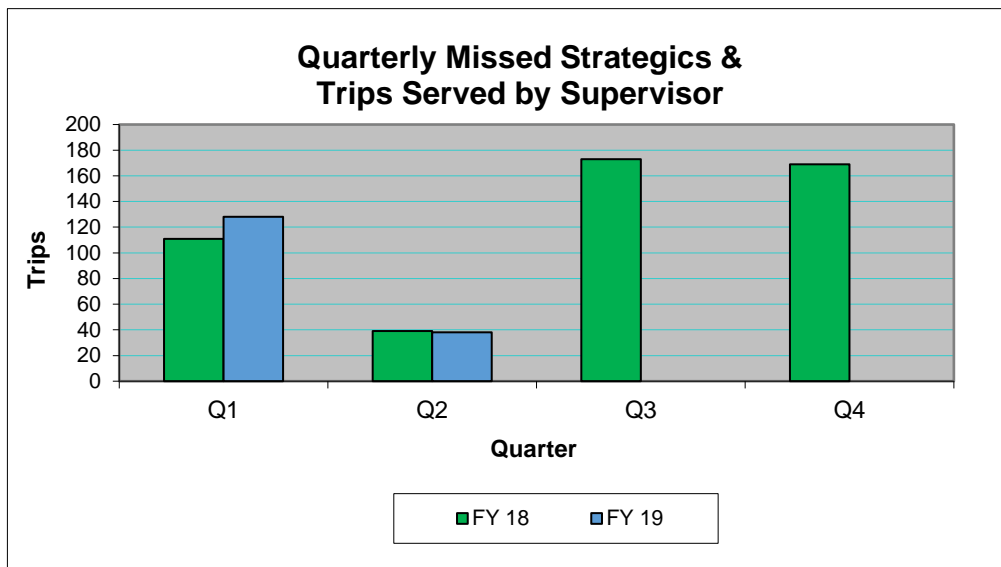
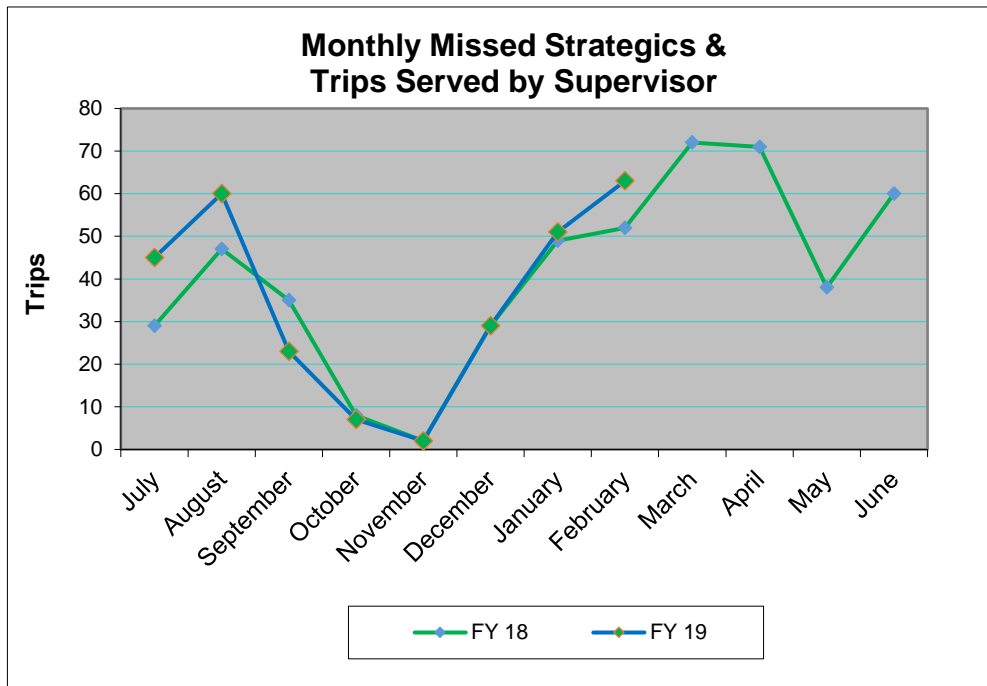


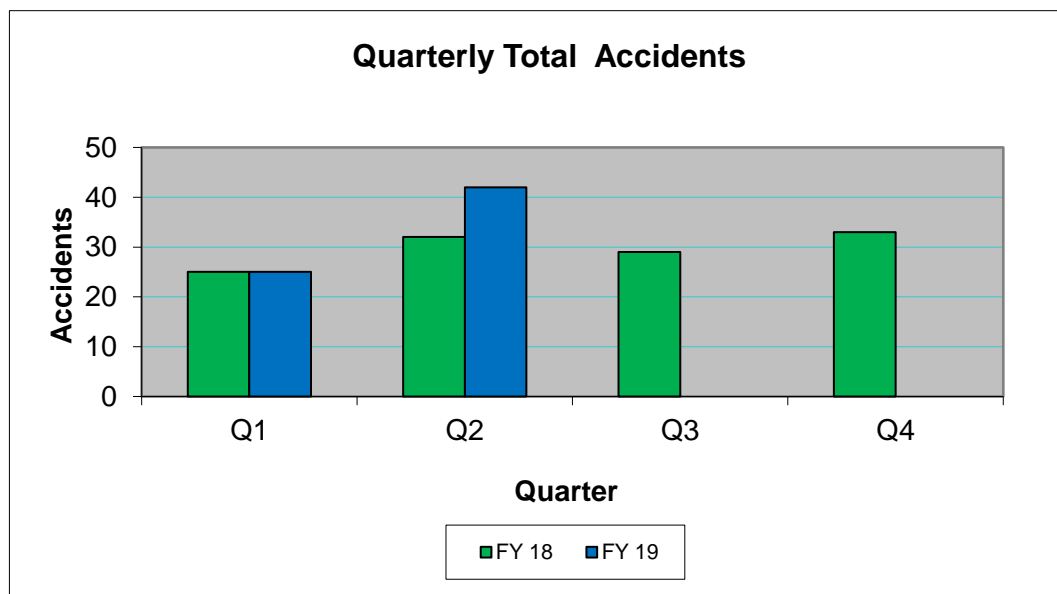
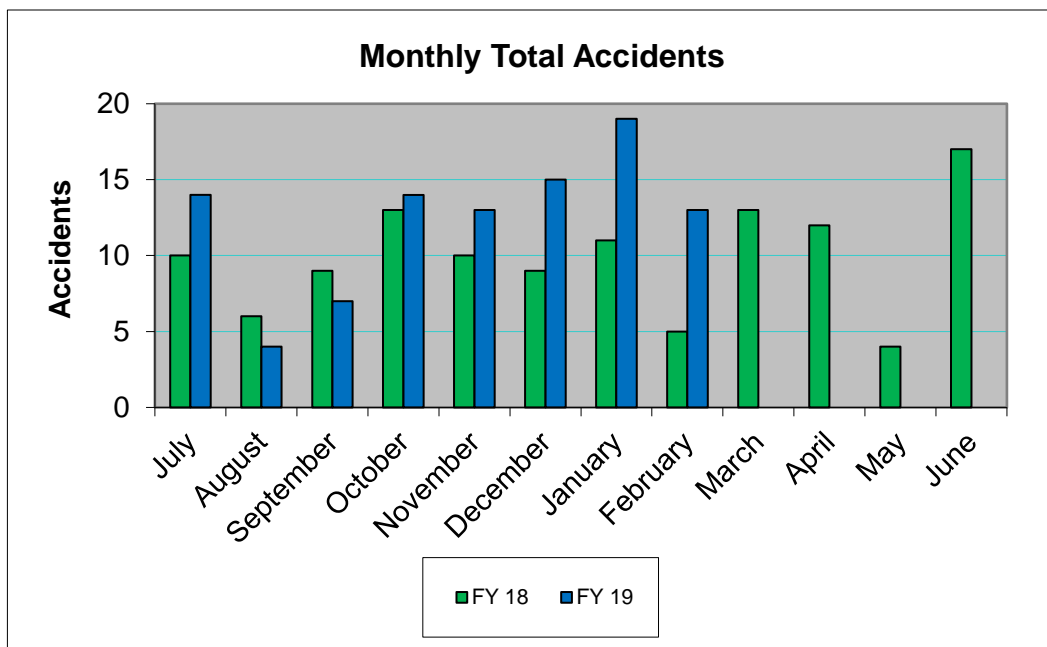
**Monthly Missed Trips**



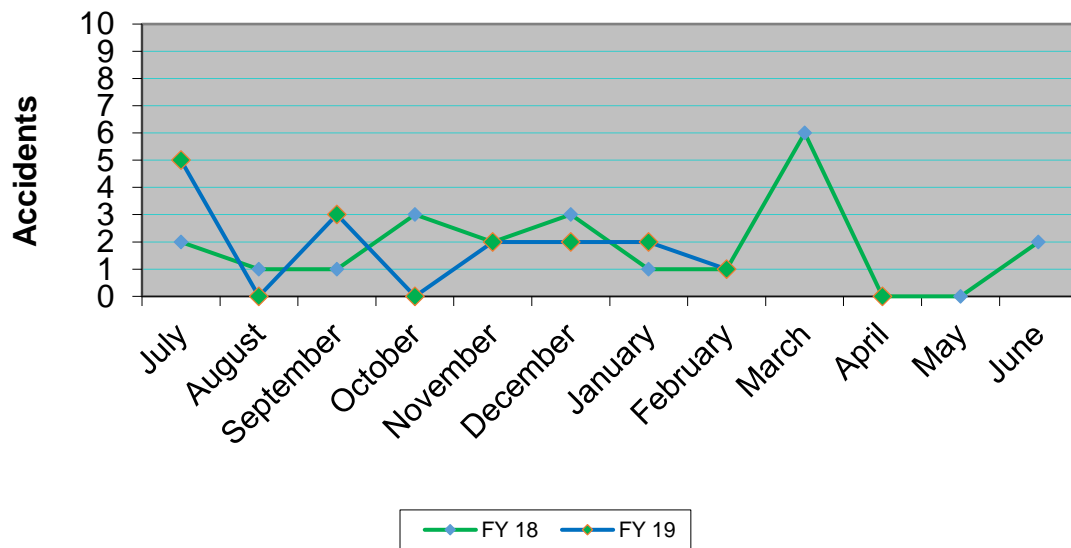
**Quarterly Total Missed Trips**



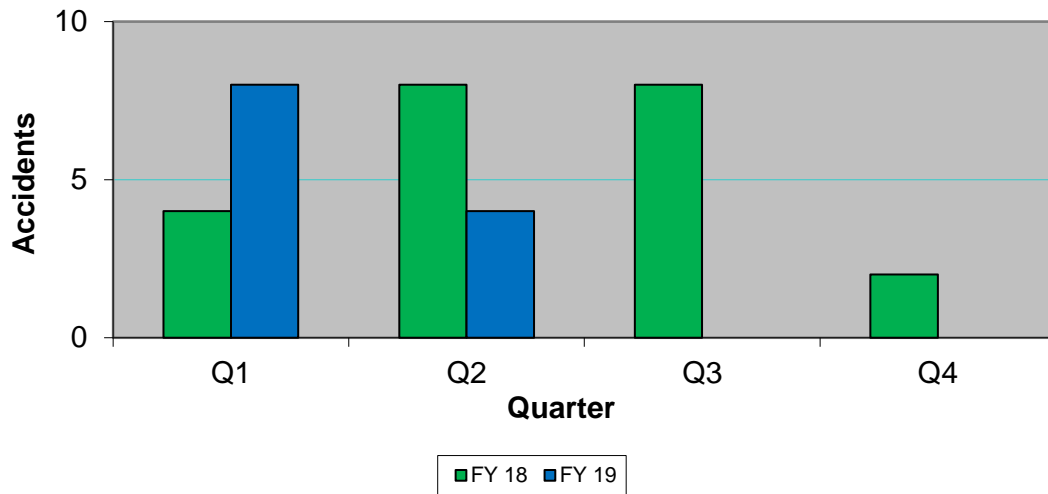




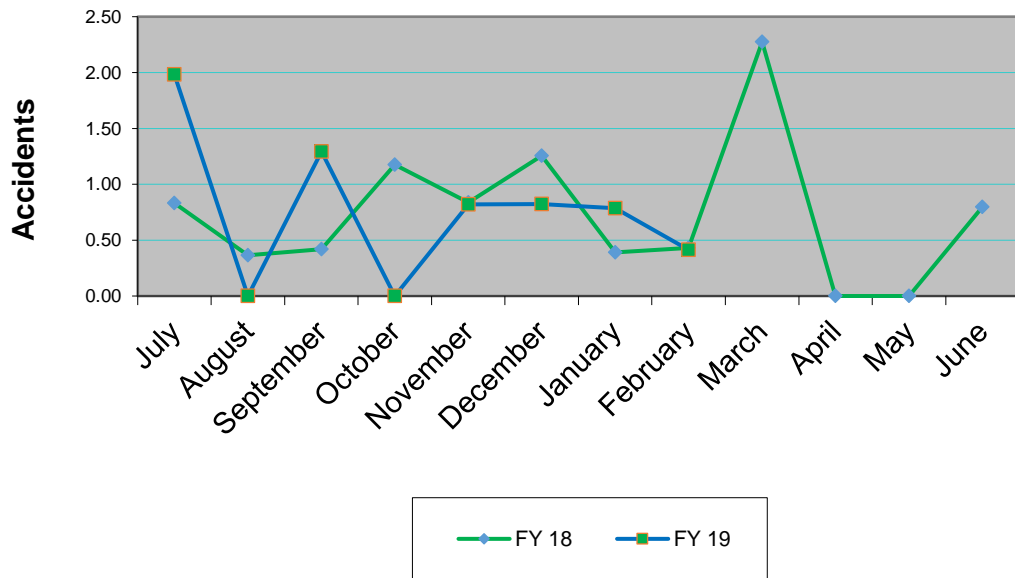
**Monthly Preventable Accidents**



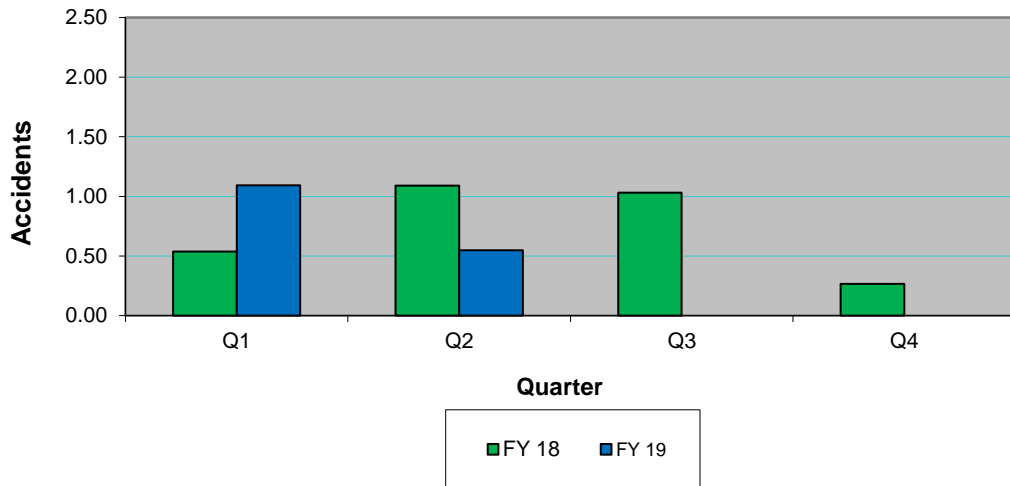
**Quarterly Preventable Accidents**



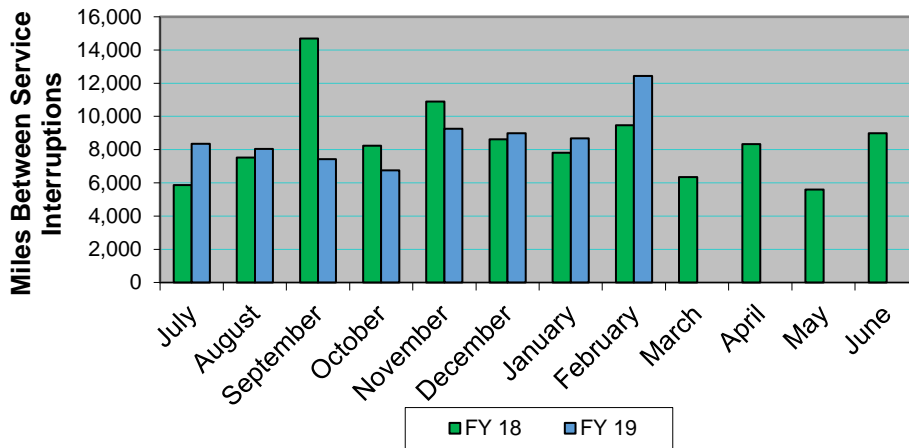
**Monthly Preventable Accidents per 100,000 Miles**



**Quarterly Average Preventable Accidents per 100,000 Miles**



### Monthly Miles Between Service Interruptions



### Average Quarterly Miles Between Service Interruptions

