





November 25, 2020

TO: Chair Franklin and PRTC Commissioners

FROM: Perrin Palistrant 
Director of Operations and Operations Planning

THROUGH: Robert A. Schneider, PhD 
Executive Director

SUBJECT: October 2020 System Performance and Ridership Report

OMNIRIDE Express and Metro Express Service

- October average daily ridership increased nine (9) percent from September, but was down 76 percent compared to October 2019
- Ridership continues to show consistent, incremental increases, particularly on routes that operate through the Pentagon
- Ridership trends are following similar patterns to what other regional systems (i.e. Fairfax County and WMATA) are reporting

OMNIRIDE Local Bus Service

- October average daily ridership increased six (6) percent from September, but down 43 percent compared to October 2019
- Continued monitoring of service is ongoing to ensure resources are available for any potential overcrowding due to reduced capacity on vehicles
- Saturday ridership for October was down 29 percent compared to October 2019, but overall is improving much faster than weekday ridership

Vanpool Alliance Program

- Enrollment in October decreased by one (1) van compared to September
- Ridership in October decreased 1.5 percent compared to September, and is down 73 percent compared to October 2019

OmniMatch Program

Staff participated in: (all meetings were virtual)

Chamber Meetings

10/06/2020 – Prince William County Chamber of Commerce – Education and Workforce Committee Meeting – *The OmniRide Employer Outreach Program is the Annual Committee Sponsor*

10/13/2020 - Prince William County Chamber of Commerce – Policy Committee Meeting - *The OmniRide Employer Outreach Program is the Annual Committee Sponsor*

10/13/2020 - Prince William County Chamber of Commerce - Hispanic Committee Virtual Speed Networking Call – promoted the OmniRide Hispanic Council meeting scheduled for December 9th

10/20/2020 – Prince William County Chamber of Commerce - Economic Development Committee Meeting - *The OmniRide Employer Outreach Program is the Annual Committee Sponsor*

10/22/2020 - Prince William County Chamber of Commerce Women's Leadership Council Meeting

10/27/2020 - Prince William County Chamber of Commerce "Meet the Candidates" Meeting

Leadership Prince William

10/01/2020 - Leadership Prince William Closing Retreat/Graduation Day

Commuter Connections

10/20/2020 - Employer Outreach Committee Meeting

Regional Coordination

10/06/2020 - NOVA Transportation Demand Management - Efforts to Adapt to COVID-19 Circumstances & Commuter Choice I-395/95 Corridor Round Two (FY 2022 – FY 2023) Call for Projects Webinar

10/07/2020 – Regional Multi-Modal Mobility Program (RM3P) Next Steps Zoom Meeting

10/09/2020 – Prince William County Society for Human Resource Management HR/Law Summit – OmniRide Employer Outreach Program is the Event Platinum Sponsor – 5 minutes of podium time (promoted Rideshare and Employer Outreach Programs)

10/16/2020 - Transform 66/Local Agencies Coordination Meeting

10/16/2020 - I-495 American Legion Bridge Transit/Transportation Demand Management October Stakeholder Meeting- Zoom Meeting

10/21/2020 - Telework!VA lunch and learn

10/27/2020 - Focus Group on Dynamic Incentivization for the Regional Multi-Modal Mobility Program

Customer Service Statistics

- The call center received 4,358 calls in October 2020 and 4,942 in September 2020
- Responded to 9 general information emails in October 2020 and 14 in September 2020
- OMNIRIDE local trip denials in October 2020 were .27 percent and .60 percent in September 2020

Passenger Complaints

Complaint rate for OmniRide in September:

- OMNIRIDE Express and Metro Express complaint rate for October 2020 decreased 46 percent compared to September 2020

Chair Franklin and PRTC Commissioners

November 25, 2020

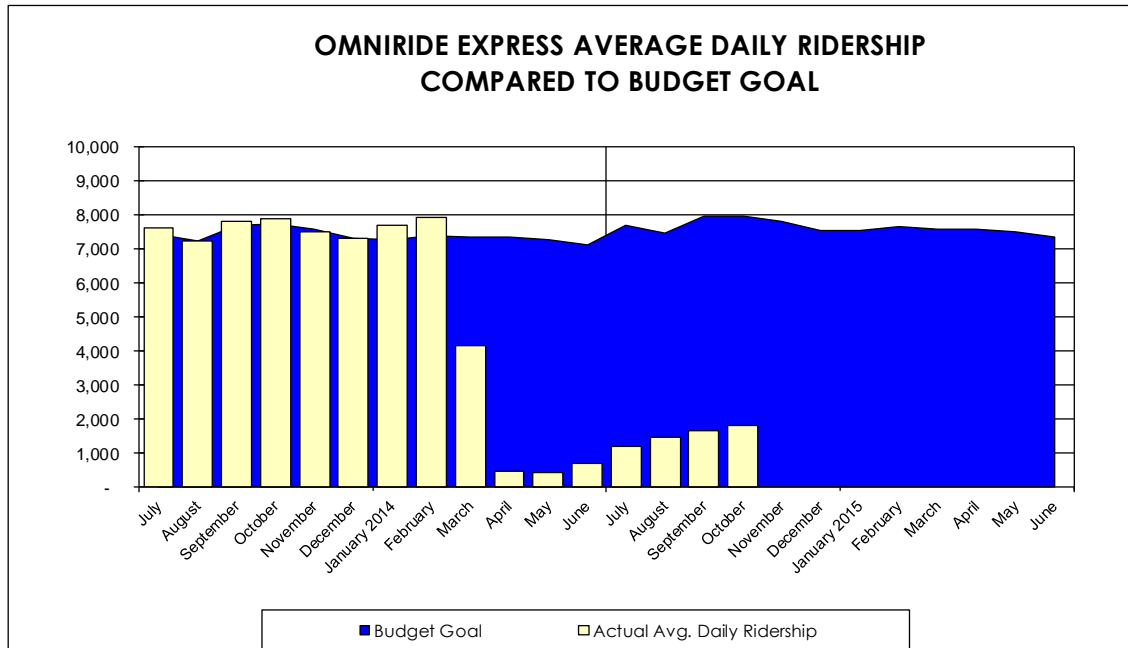
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- OMNIRIDE Local service complaint rate for October 2020 decreased six (6) percent compared to September 2020

*No Express service on October 12, 2020 in observance of the Columbus Day holiday

OMNIRIDE EXPRESS SERVICE

Month	Monthly Ridership		Average Daily Ridership			FY21 Budget Goal	Change from Goal
	FY20	FY21	FY20	FY21	% Change		
July	163,138	26,566	7,627	1,194	-84.3%	7,693	(6,499)
August	140,151	30,228	7,256	1,464	-79.8%	7,485	(6,021)
September	148,295	34,795	7,808	1,670	-78.6%	7,972	(6,302)
October	176,101	38,900	7,886	1,824	-76.9%	7,989	(6,165)
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	627,685	130,489	7,644	1,538	-79.9%	7,785	(6,247)



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

7/12-Avg. Daily Ridership excludes 7/3, 4, 5 (Independence Day Holiday)

8/12-Avg. Daily Ridership excludes 8/1, 2, 5 (Work Stoppage), 30 (Friday before Labor Day)

9/12-Avg. Daily Ridership excludes 9/20 (car free day), 9/23 (ESP due to demonstrations in DC)

10/12-Avg. Daily Ridership excludes (14) (Columbus Day)

11/12-Avg. Daily Ridership excludes (11) (Veterans Day), 27-29 (Thanksgiving)

12/12-Avg. Daily Ridership excludes (16) (PWC schools closed due to snow/ice), 23-31 (Winter break)

1/20-Avg. Daily Ridership excludes 2-3 (Winter break), 7 (OPM early release), 20 (MLK Day)

2/20-Avg. Daily Ridership excludes 17 (President's Day)

7/20-Avg. Daily Ridership excludes 7/3 (Independence Day Holiday-Observed), 7/4 (Independence Day-No Service)

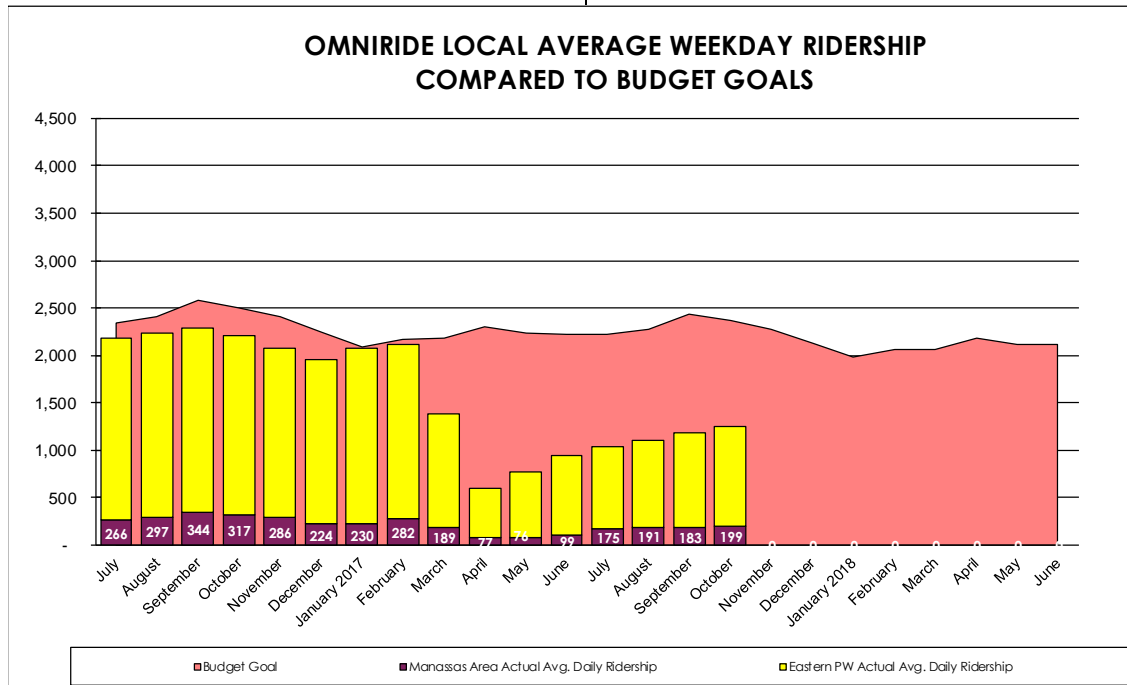
8/20-Avg. Daily Ridership excludes 8/28 (ESP operated due to march in Washington DC)

9/20-Avg. Daily Ridership excludes 9/10-9/11 (Work Stoppage)

10/20-Avg. Daily Ridership excludes 10/12 (Columbus Day)

OMNIRIDE LOCAL SERVICE

WEEKDAY							
Month	Monthly Ridership		Average Daily Ridership			FY21 Budget Goal	Change from Goal
	FY20	FY21	FY20	FY21	% Change		
July	47,848	23,814	2,182	1,042	-52.2%	2,216	(1,174)
August	45,499	23,156	2,238	1,100	-50.8%	2,279	(1,179)
September	44,528	25,531	2,285	1,181	-48.3%	2,441	(1,260)
October	50,270	27,140	2,205	1,250	-43.3%	2,365	(1,115)
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	188,145	99,641	2,228	1,143	-48.7%	2,325	(1,182)



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

7/19- Avg. Daily Ridership excludes 7/4 (Independence Day), 7/5 Day after Independence Day

8/19- Avg. Daily Ridership excludes 8/1, 2, 5 (work stoppage)

9/19- Avg. Daily Ridership excludes 9/20 (car free day)

10/19- Avg. Daily Ridership excludes (14) Columbus Day

11/19- Avg. Daily Ridership excludes (11) Veterans Day, 27-29 Thanksgiving

12/19- Avg. Daily Ridership excludes (16) PWC schools closed due to snow/ice; 23-31 (Winter break)

1/20- Avg. Daily Ridership excludes 2-3 (winter break), 20 (MLK Day)

2/20- Avg. Daily Ridership excludes 17 (President's Day)

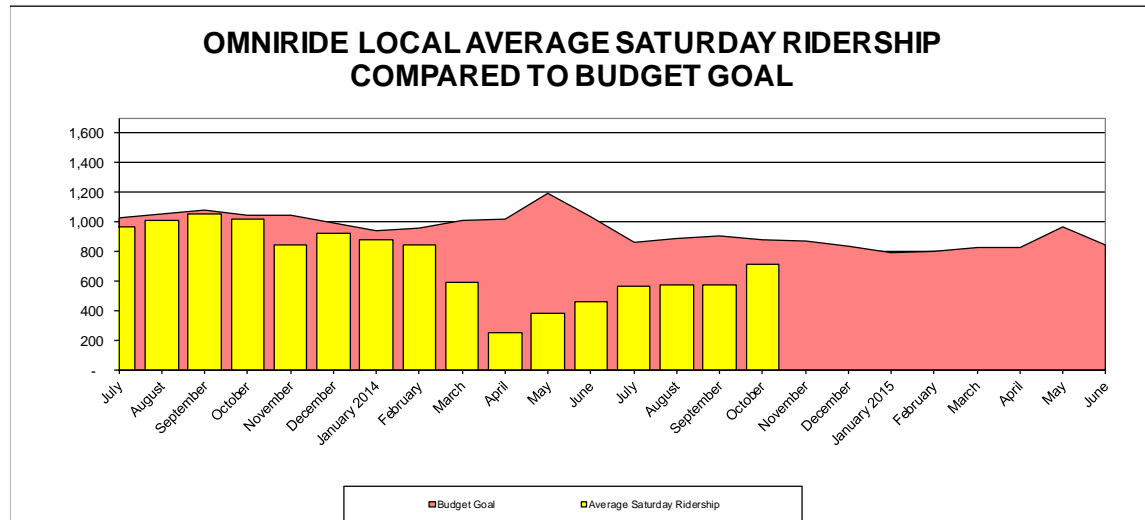
7/20- Avg. Daily Ridership excludes 7/3 (Independence Day Holiday Observed), 7/4 (Independence Day-No Service)

9/20- Avg. Daily Ridership excludes 9/10-9/11 (Work Stoppage)

10/20- Avg. Daily Ridership excludes 10/12 (Columbus Day)

OMNIRIDE LOCAL SERVICE

SATURDAY							
Month	Monthly Ridership		Average Saturday Ridership			Average Saturday FY21 Budget Goal	Change from Goal
	FY20	FY21	FY20	FY21	% Change		
July	3,864	1,706	966	569	-41.1%	1,025	(456)
August	5,032	2,856	1,006	571	-43.2%	1,055	(484)
September	4,219	2,308	1,055	577	-45.3%	1,078	(501)
October	4,063	3,570	1,016	714	-29.7%	1,045	(331)
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	17,178	10,440	1,011	608	-39.9%	1,051	(443)



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

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)

1/20- Excludes snow/weather (18)

OMNIMATCH / VANPOOL ALLIANCE

		OmniMatch				Vanpool Alliance			
	FY20	FY21	FY20	FY21	FY20	FY21	FY20	FY21	FY21
	New Applications Received	New Applications Received	Other Applications Received	Other Applications Received	Vanpools Enrolled	Vanpools Enrolled	Monthly Passenger Trips	Monthly Passenger Trips	Monthly Passenger Trips
July	52	3	10	2	674	648	139,650	139,650	34,246
August	41	4	6	0	674	640	132,224	132,224	32,492
September	56	5	13	0	674	566	131,999	131,999	38,177
October	52	6	2	0	674	565	143,962	143,962	37,607
November									
December									
January									
February									
March									
April									
May									
June									
Average	50	5	8	1	674	605	136,959	136,959	35,631

1) "New PRTC Applications Received" include all new customers inquiring about rideshare options in Prince William, Manassas, and Manassas Park.

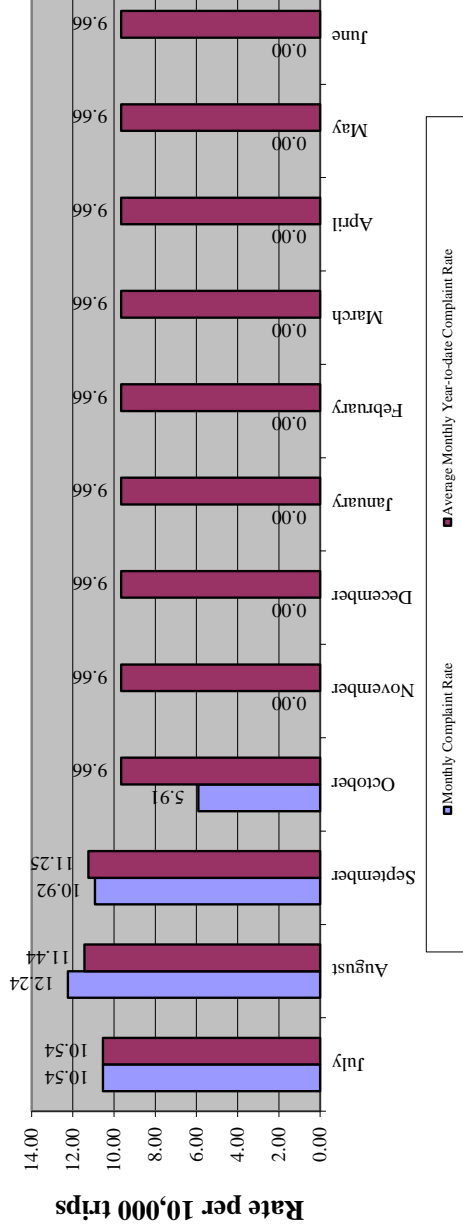
2) "Other Applications Received" include reapplicants, deletions and commuters contacted as a follow-up interested in remaining in the program.

3) "Vanpools Enrolled" includes all vanpools approved as of last day of the month.

FY 2020 Year-to-date OmniRide Express Complaints			
	Ridership	Complaints	Per 10k Trips
July	163,138	156	9.56
August	140,151	90	6.42
September	148,295	108	7.28
October	176,101	131	7.44
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	627,685	485	7.73

FY 2021 Year-to-date OmniRide Express Complaints			
	Ridership	Complaints	Per 10k Trips
July	26,566	28	10.54
August	30,228	39	12.90
September	34,795	38	10.92
October	38,900	23	5.91
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	130,489	128	9.81

**FY 2021 OmniRide Express Complaint Rate per 10,000 Trips
Compared to Monthly Average**

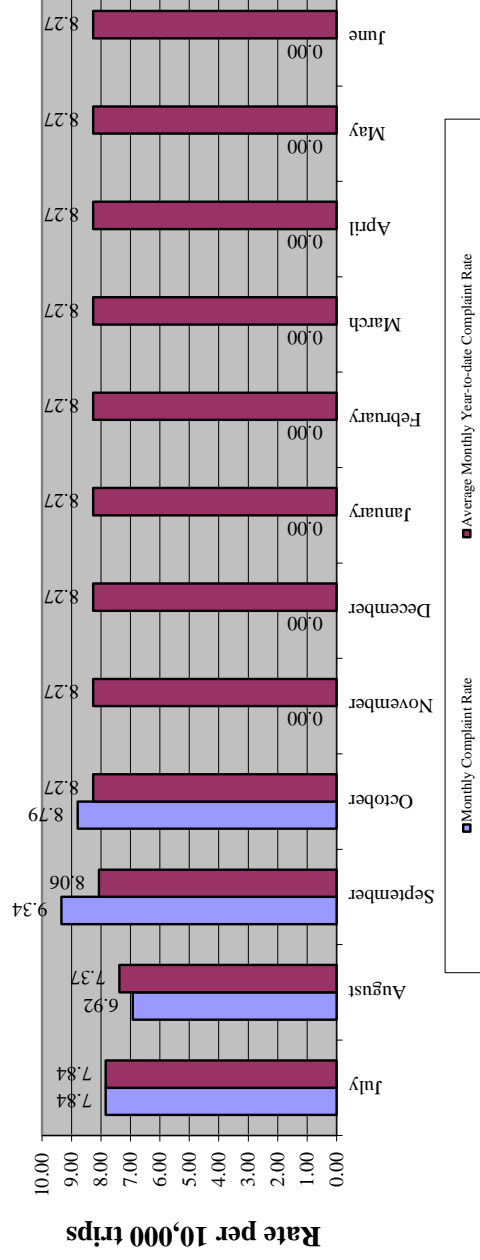


Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the bus services contract.

FY 2020 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	51,712	13	2.51
August	50,531	24	4.75
September	48,747	17	3.49
October	54,333	18	3.31
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	205,323	72	3.51

FY 2021 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	25,520	20	7.84
August	26,012	18	6.92
September	27,839	26	9.34
October	30,710	27	8.79
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	110,081	91	8.27

FY 2021 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 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the new bus services contract.

