

January 4, 2018
PRTC Regular Meeting

Information Items

FTA Triennial Review

Performance Service Reports

Revised Purchasing Authority Report

Wheels-to-Wellness Funding Status

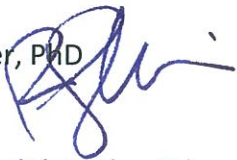


Potomac and Rappahannock
Transportation Commission

14700 Potomac Mills Road
Woodbridge, VA 22192

January 4, 2018

TO: Chairman Principi and PRTC Commissioners

FROM: Robert A. Schneider, PhD
Executive Director 

RE: Federal Transit Administration Triennial Review

Every year management certifies (by executing the Certifications and Assurances) that the Commission complies with the requirements related to the receipt and use of Federal funds from the Federal Transit Administration (FTA).

Every three years FTA sends a review team to ascertain, if in fact, grantees are complying with the Federal requirements, this is called the Triennial Review (Triennial). PRTC was notified in October 2016 by FTA that its Triennial would take place in fiscal year 2017 and the site visit was held on May 16 and 17, 2017.

The Triennial encompasses the review of seventeen (17) areas for compliance. Grantees provide answers to questions to the FTA review team in each of the areas before the site visit, as well as, requested documents for each of the areas. The Final Triennial Report was received July 20, 2017 and indicated findings in eight (8) of the review areas and provided a time-table in which corrective actions had to be accomplished. (Attachment I is a spreadsheet with findings, rationale, corrective action, and due date). FTA requested additional information on two findings after the correction action information was submitted extending the due dates to November 27, 2017.

CORRECTIVE ACTIONS DUE 8 21 17

Attachment I

Area	Rationale	Corrective Action	Due Date
2 Technical Capacity	Inadequate oversight of third-party contractor/relating to its service contractors. Plans lack coverage of ADA, DBE, Title VI and EEO	The grantee must submit procedures and a staffing plan to the FTA regional office to monitor other entities with responsibility for meeting FTA requirements.	8/21/2017
6 Procurement	Improper Use of Options - Pricing for option years were not evaluated in the base procurement	The grantee must submit revised procedures covering options, specifically to ensure that options are evaluated and priced initially. For the next applicable procurement, the grantee must submit to the FTA regional office documentation that the required process was implemented.	8/21/2017
7 DBE	Grantee not ensuring prompt payment - relevant clauses not included in contracts	The grantee must submit to the FTA RCRO documentation of efforts to ensure compliance with prompt payment and return of retainage requirements.	8/21/2017
10 Planning/Program of Projects	No agreement in place with the MPO	The grantee must provide the FTA regional office with a schedule for providing a fully executed agreement that specifies the cooperative procedures for carrying out transportation planning and programming and addresses at least the grantee's responsibilities, the development and sharing of information for financial plans, and the development of the annual listing of obligated projects.	8/21/2017
10 Planning/Program of Projects	POP public notice - specific language not included	Before the next notice is due to be published, the grantee must submit to the FTA regional office proposed public notice language with the required statement. After the notice is published, the grantee must submit a copy of the published notice.	8/21/2017
17 EEO	EEO monitoring/reporting - status report for 2015 not performed	Grantee must develop and submit to the FTA RCRO a detailed monitoring and reporting system.	8/21/2017

CORRECTIVE ACTIONS DUE 9 19 17

Area	Rationale	Corrective Action	Due Date
1 Management & Capacity	Lacking officially approved and implemented financial procedures	Provide documentation that procedures have been approved and implemented (training conducted with appropriate staff).	9/19/2017
3 Maintenance	Late facility/equipment preventive maintenance - PRTC's new program not implemented	The grantee must submit to the FTA regional office a monthly report signed by the chief executive officer or other senior management designed on its preventive maintenance results until the data demonstrates it has conducted at least 80 percent of its preventive maintenance on time for three consecutive months.	9/19/2017
7 DBE	DBE policy not updated for roles of DBELO, use of financial institutions, use of running tally, overconcentration, evaluation of business development program, implementation of SBE and consultative process	The grantee must upload an update of its DBE program to the TRAMS for approval and notify the FTA RCRO once completed	9/19/2017

CORRECTIVE ACTIONS DUE 10 20 17

Area	Rationale	Corrective Action	Due Date
5 Title VI	Lacking assessment of provisions for LEP persons	The grantee must submit to the RCRO a revised language assistance plan based on the completed four factor analysis, along with a list of language assistance it has provided or intends to provide, based on the analysis and a timeline for providing this assistance. Additional translations, if needed, must be completed and evidence provided to the Regional RCRO.	10/20/2017



U.S. Department
of Transportation
**Federal Transit
Administration**

REGION III
Delaware, District of
Columbia, Maryland,
Pennsylvania, Virginia,
West Virginia

RECEIVED 12/12/17

1760 Market Street
Suite 500
Philadelphia, PA 19103-4124
215-656-7100
215-656-7260 (fax)

December 5, 2017

Mr. Robert Schneider
Executive Director
Potomac and Rappahannock Transportation Commission
14700 Potomac Mills Road
Woodbridge, VA 22192

**Re: Potomac and Rappahannock Transportation Commission
2017 Triennial Review Finding and Review Closeout**

Dear Mr. Schneider:

The Federal Transit Administration (FTA) is in receipt of the Potomac and Rappahannock Transportation Commission's (PRTC) November 27, 2017 correspondence in response to the Corrective Action associated with the following finding from the FY 2017 Triennial Review: D-208 (Inadequate oversight of third-party contractor) in the Technical Capacity Review Area.

The Corrective Action under D-208 (Inadequate oversight of third-party contractor) in the Technical Capacity Review Area states "The grantee must submit procedures and a staffing plan to the FTA regional office to monitor other entities with responsibility for meeting FTA requirements." On August 21, PRTC submitted a plan titled "Contract Operations Monitoring". This plan was for the bus operations only. There was no plan submitted for the oversight of the third-party contractor who oversees the railcar operation. As these railcars are federally funded, oversight of that contractor should be monitored for maintenance including preventive maintenance. That contractor also has to accept PRTC/VRE's Title VI program, including requirements for public notice, implementation of the Language Assistance Program, and training. Please submit a plan that addresses the oversight of the contractor for the railcars.

On November 27, PRTC submitted a "Grants Management Procedures" document that included a section on Contractor Oversight and a Grants Management Calendar. FTA has reviewed the document and determined that it addresses the Corrective Action. ***As a result, Finding D-208 (Inadequate oversight of third-party contractor) in the Technical Capacity Review Area of the FY 2017 Triennial Review is now considered closed.***

Mr. Robert Schneider
December 5, 2017
Page 2

As a result of this last finding being closed, the FY 2017 Triennial Review is also considered closed.

If you have any questions, please contact Karen Roscher at 215-656-7002 or via email at karen.roscher@dot.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Terry Garcia Crews". The signature is fluid and cursive, with a large, sweeping flourish at the end.

Terry Garcia Crews
Regional Administrator





Potomac and Rappahannock
Transportation Commission


14700 Potomac Mills Road
Woodbridge, VA 22192

January 4, 2018

TO: Chairman Principi and PRTC Commissioners

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

Doris Lookabill 
Director of Customer Service and Dispatch

THROUGH: Robert A. Schneider, PhD 
Executive Director

SUBJECT: November System Performance and Ridership Report

OmniRide Express and Metro Direct Service*

- November average daily ridership increased 1.5 percent compared to October
- Year over year decline continues to decrease
- Emergency Service Plan operated on November 30 for National Christmas Tree Lighting
- Additional mid-day service operated before Thanksgiving to assist with heavier crowds

OmniLink Local Bus Service*

- November average daily ridership decreased 4.5 percent compared to October
- Average Saturday ridership decreased slightly more than expected
- Staff canvassed area last week of November promoting December service change

Vanpool Alliance Program

- Enrollment increased to 663 vans
- November ridership was 5,000 trips higher than the same month from last year

OmniMatch Program

- Hosted an Employer Focused Vanpool Workshop at PRTC
 - Guest Speakers: John Hawkins – Transportation Manager for Department of Homeland Security and Susan Shaw, Northern Virginia Mega Projects Director for VDOT
- Promoted the program at the following events:
 - Gold Sponsor at the PWC Chamber of Commerce Transit Focused Economic Development Luncheon/Expo – 11/15
 - Quantico Welcome Aboard Brief – 11/20

Customer Service Statistics

- Received 9,278 calls in November
 - Automated system handled 47 percent of calls
- Average wait time for remaining calls went down to 0:54 seconds
- Responded to 44 general information emails
- Percentage of OmniLink trip denials increased

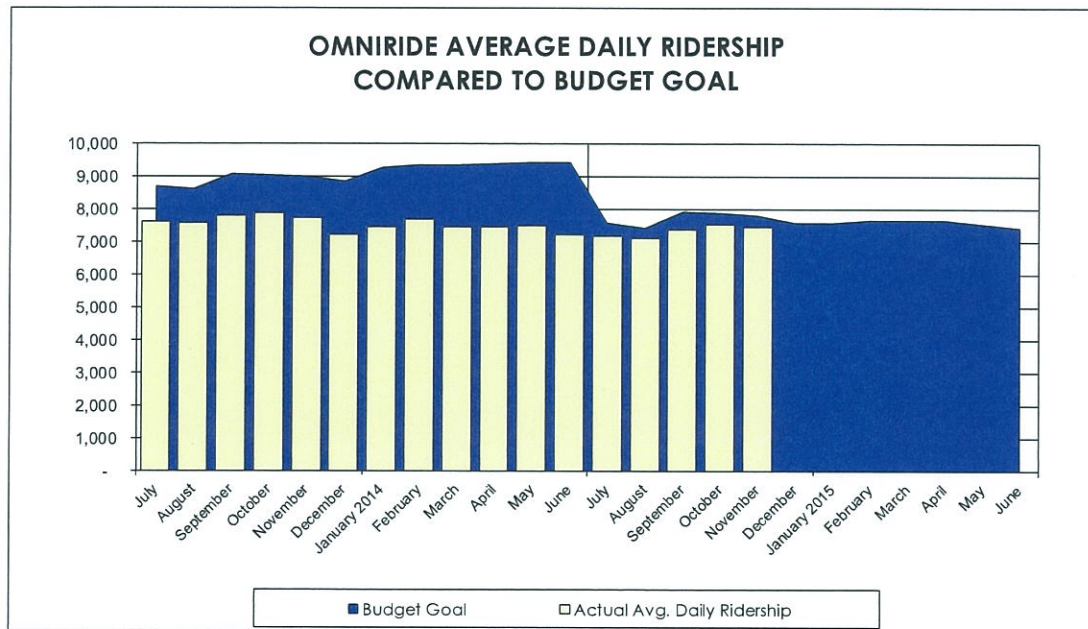
Passenger Complaints

- Complaint rate for both OmniRide and OmniLink increased in November
 - OmniRide complaint rate for FY18 year-to-date is four percent lower than FY17
 - OmniLink complaint rate for FY18 year-to-date is 48 percent higher than FY17
 - Increase in OmniLink YTD complaint rate is the result of an increase in missed stops and late buses.

*Average Daily Ridership for OmniRide does not include November 10th (Veterans Day Observed), week of Thanksgiving and Monday after Thanksgiving (20-24 and 27) and National Christmas Tree Lighting (30). For OmniLink, does not include Election Day (7), Veterans Day Observed (10), Wednesday before and Friday after Thanksgiving (23 and 25).

OMNIRIDE EXPRESS SERVICE

Month	Monthly Ridership		Average Daily Ridership			FY18 Budget Goal	Change from Goal
	FY17	FY18	FY17	FY18	% Change		
July	150,922	140,343	7,621	7,225	-5.2%	7,599	(374)
August	175,881	164,929	7,599	7,114	-6.4%	7,427	(313)
September	162,621	147,004	7,811	7,417	-5.0%	7,943	(526)
October	158,700	158,222	7,919	7,572	-4.4%	7,913	(341)
November	146,086	138,188	7,735	7,458	-3.6%	7,806	(348)
December							
January							
February							
March							
April							
May							
June							
Year to Date	794,210	748,686	7,737	7,357	-4.9%	7,738	(380)



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

7/16 - Avg. Daily Ridership excludes the Friday before and Tuesday after July 4

9/16 - Avg. Daily Ridership excludes the Friday before Labor Day

10/16 - Avg. Daily Ridership excludes Friday before Columbus Day (7) and Columbus Day (11).

11/16 - Avg. Daily Ridership excludes Election Day (8), Veterans Day (11), and days before and after Thanksgiving (22,23,25 and 30)

12/16 - Avg. Daily Ridership excludes Christmas tree lighting (1), and holiday period (19-30)

1/17 - Avg. Daily Ridership excludes MLK Day (16), Inauguration ESP Service (18-20), AM snow/PWC School in service day (30)

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

3/17 - Avg. Daily Ridership Excludes Snow/Schools Closed (14,15)

4/17 - Avg. Daily Ridership excludes PWC Spring Break (10-14 and 17)

5/17 - Avg. Daily ridership excludes days before and after Memorial Day holiday (26 and 30)

6/17 - Avg. Daily Ridership excludes Friday before Fourth of July Holiday (30)

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)

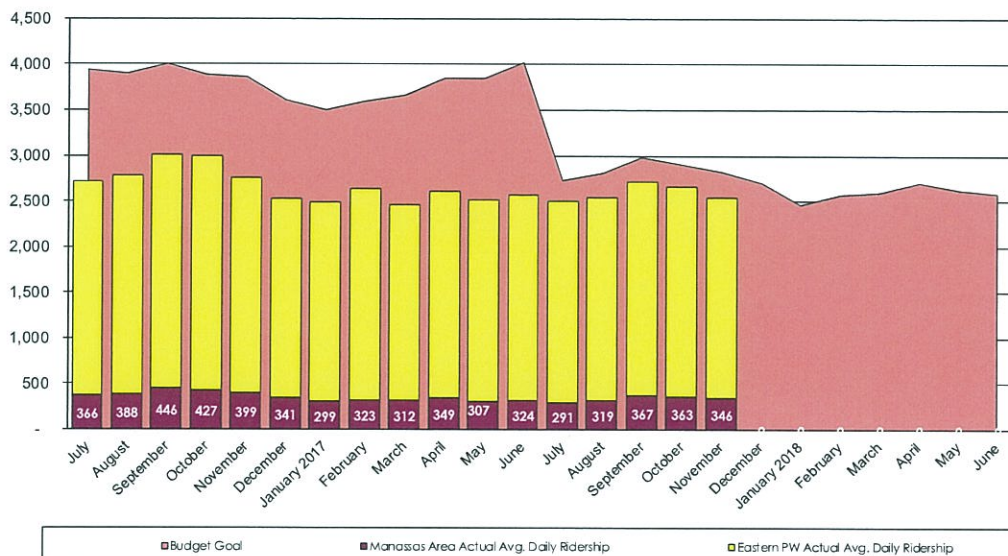
10/17 - Avg. Daily Ridership Excludes Friday before Columbus Day and Columbus Day (5, 8)

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

OMNILINK LOCAL SERVICE

WEEKDAY							
Month	Monthly Ridership		Average Daily Ridership			FY18 Budget Goal	Change from Goal
	FY17	FY18	FY17	FY18	% Change		
July	54,174	49,365	2,715	2,507	-7.7%	2,723	(216)
August	63,944	58,330	2,780	2,536	-8.8%	2,807	(271)
September	61,832	54,048	3,003	2,709	-9.8%	2,985	(276)
October	61,742	57,288	2,991	2,659	-11.1%	2,906	(247)
November	54,900	50,905	2,753	2,540	-7.7%	2,824	(284)
December							
January							
February							
March							
April							
May							
June							
Year to Date	296,592	269,936	2,848	2,590	-9.1%	2,849	(259)

OMNILINK AVERAGE WEEKDAY RIDERSHIP COMPARED TO BUDGET GOALS



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

7/16 - Avg. Daily ridership excludes Tuesday after Fourth of July holiday.

9/16 - Avg. Daily Ridership excludes heavy rainfall and storms on the 29th and 30th.

10/16 - Avg. Daily Ridership excludes Columbus Day (11).

11/16 - Avg. Daily Ridership excludes Election Day (8), Veterans Day (11), and days before and after Thanksgiving (22,23,25 and 30)

12/16 - Avg. Daily Ridership excludes holiday period (19-30)

1/17 - Avg. Daily Ridership excludes MLK Day (16), Inauguration Day schools closed (20), AM Snow/PWC school in service day (30)

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

3/17 - Avg. Daily Ridership excludes Snow/Schools Closed (14,15)

4/17 - Avg. Daily Ridership excludes PWC Spring Break (10-14 and 17)

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)

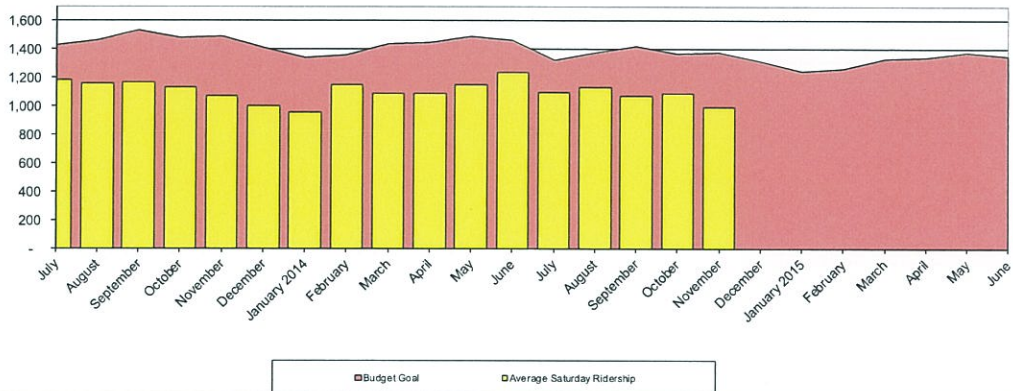
10/17 - Avg. Daily Ridership excludes Columbus Day (8)

11/17 - Avg. Daily Ridership excludes Election Day (7), Veterans Day Observed (10), Wednesday before and Friday after Thanksgiving (23 and 25)

OMNILINK LOCAL SERVICE

SATURDAY							
Month	Monthly Ridership		Average Saturday Ridership			Average Saturday FY18 Budget Goal	Change from Goal
	FY17	FY18	FY17	FY18	% Change		
July	5,931	5,606	1,186	1,099	-7.4%	1,433	(334)
August	4,628	4,528	1,157	1,132	-2.2%	1,482	(350)
September	4,672	5,350	1,168	1,070	-8.4%	1,529	(459)
October	5,661	4,349	1,132	1,087	-4.0%	1,474	(387)
November	4,294	3,966	1,074	992	-7.6%	1,474	(482)
December							
January							
February							
March							
April							
May							
June							
Year to Date	25,186	23,799	1,143	1,076	-5.9%	1,478	(402)

OMNILINK AVERAGE SATURDAY RIDERSHIP COMPARED TO BUDGET GOAL



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

12/16 - Excludes weather/delayed start of service (17) and Christmas Eve (24)

1/17 - Excludes snow/ice (7)

OMNIMATCH / VANPOOL ALLIANCE

Omnimatch						Vanpool Alliance			
	FY17	FY18	FY17	FY18		FY17	FY18	FY17	FY18
	New Applications Received	New Applications Received	Other Applications Received	Other Applications Received		Vanpools Enrolled	Vanpools Enrolled	Monthly Passenger Trips	Monthly Passenger Trips
July	30	34	16	5		577	653	108,930	117,257
August	16	36	16	20		586	658	123,562	133,874
September	84	22	10	15		588	659	117,862	116,527
October	71	52	25	12		606	662	117,283	127,548
November	40	40	13	17		614	663	115,731	120,117
December									
January									
February									
March									
April									
May									
June									
Average	43	37	13	14		616	659	119,336	123,065

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.

FY18 Customer Service Department Monthly Service Totals

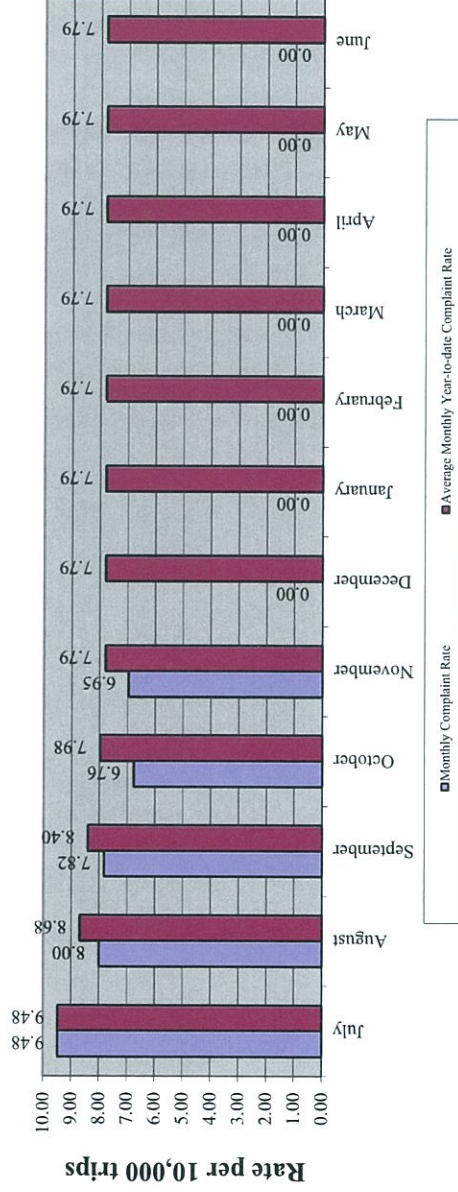
	<u>November</u>	<u>October</u>	<u>Change</u>	<u>% Change</u>
CALL ACTIVITY				
Total Incoming Calls	9,278	8,911	367	4%
Percentage Handled by IVR	47%	47%	0	1%
Percentage Handled by CS	48%	46%	0	5%
Percentage Abandoned	5%	6%	0	-25%
Daily Average	179	165	14	8%
Average Waiting Time	00:54	1:12	00:18	25%
RIDERSHIP				
Off-route trips Scheduled:				
One Time Trips	1,759	1,662	97	6%
Standing Order Trips	777	774	3	0%
Sub Total	2,536	2,436	100	4%
Daily Average	101	90	11	12%
Fixed Route:	52,335	59,201	-6,866	-12%
Total Ridership*	54,871	61,637	-6,766	-11%
RIDER ACCOMODATIONS				
Total Trip Turn Downs	65	46	19	41%
% Of Trips Turned Down	2.50%	1.85%	0.65%	35%

* - Includes Saturday ridership

FY 2017 Year-to-date OmniRide Complaints			
	Ridership	Complaints	Per 10k Trips
July	150,922	154	10.20
August	175,881	127	7.22
September	162,621	141	8.67
October	158,700	126	7.94
November	146,086	99	6.78
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	794,210	647	8.15

FY 2018 Year-to-date OmniRide 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			
January			
February			
March			
April			
May			
June			
Year-to-date totals	748,686	583	7.79

FY 2018 OmniRide Complaint Rate per 10,000 Trips Compared to Monthly Average

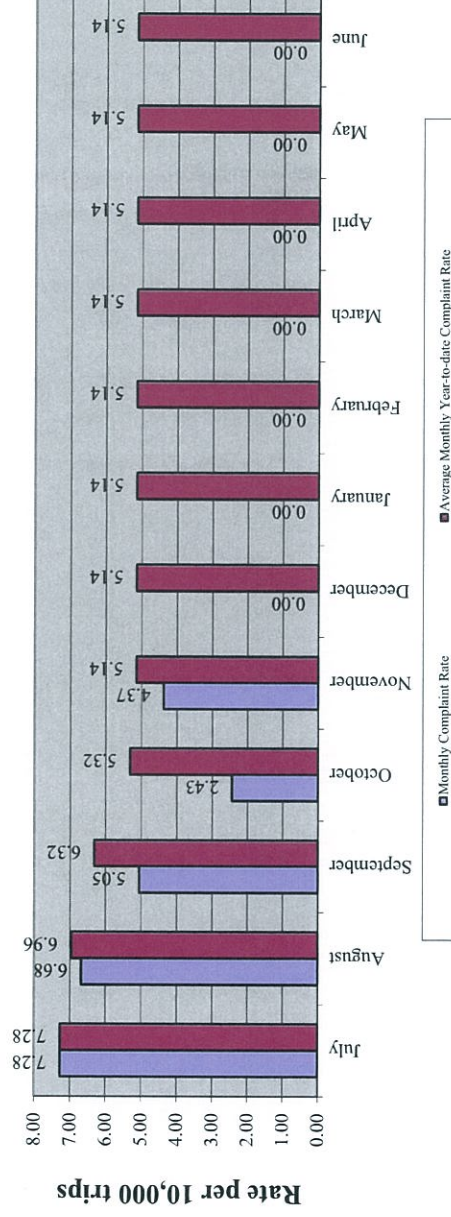


Complaint rates for OmniRide service for the current month and for the year-to-date in contrast to fiscal year 2017 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2018 in the bus services contract.

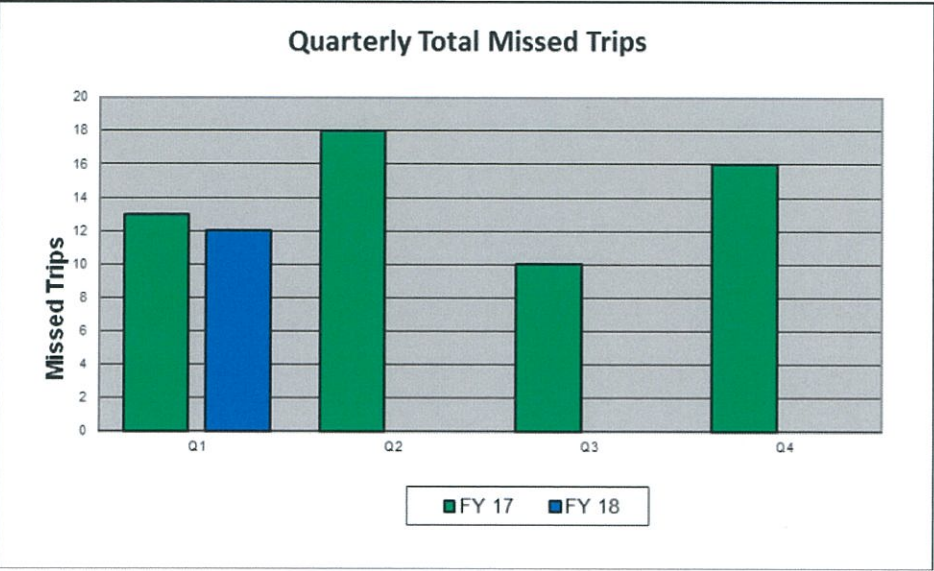
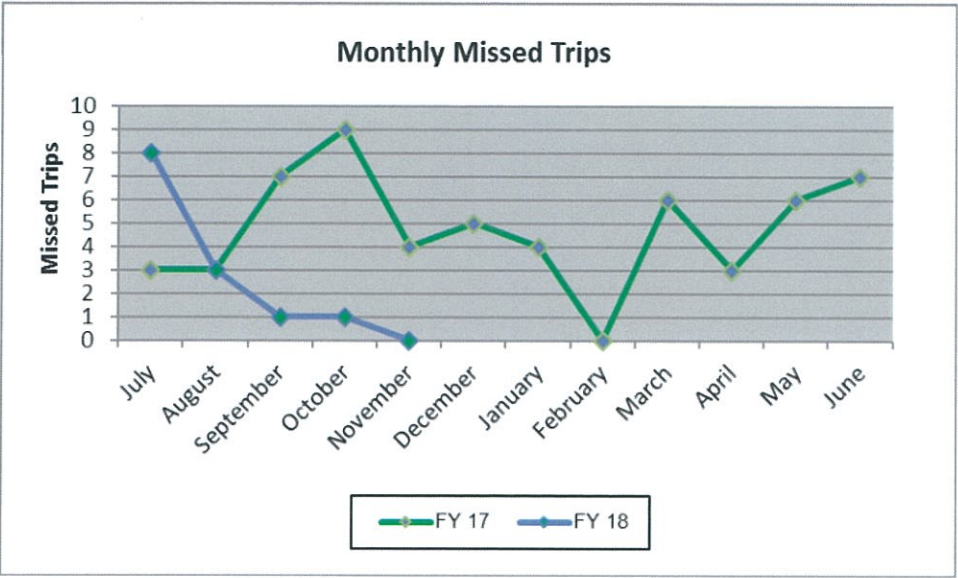
FY 2017 Year-to-date OmniLink Complaints			
	Ridership	Complaints	Per 10k Trips
July	60,105	20	3.33
August	68,572	24	3.50
September	66,504	25	3.76
October	67,403	30	4.45
November	59,194	13	2.20
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	321,778	112	3.48

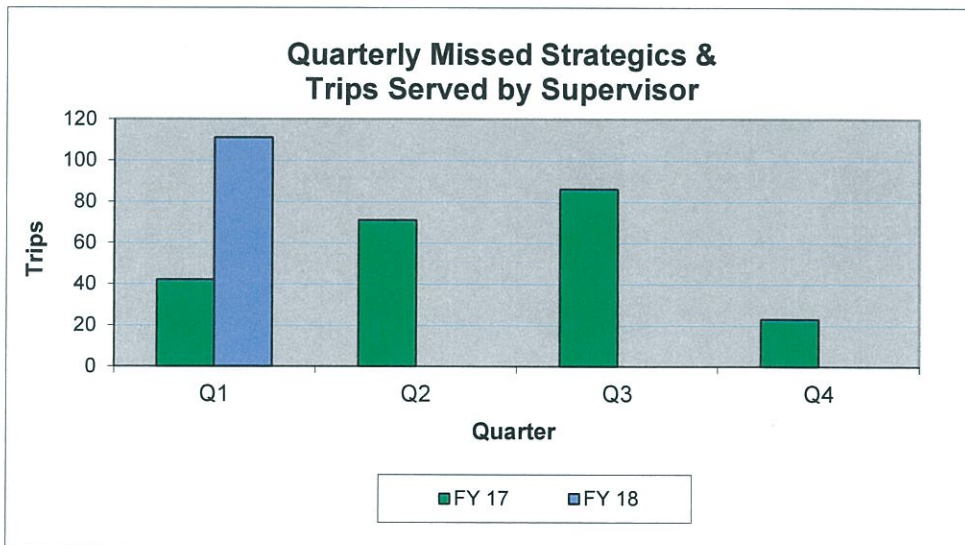
FY 2018 Year-to-date OmniLink Complaints			
	Ridership	Complaints	Per 10k Trips
July	54,971	40	7.28
August	62,858	42	6.68
September	59,398	30	5.05
October	61,637	15	2.43
November	54,871	24	4.37
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	293,735	151	5.14

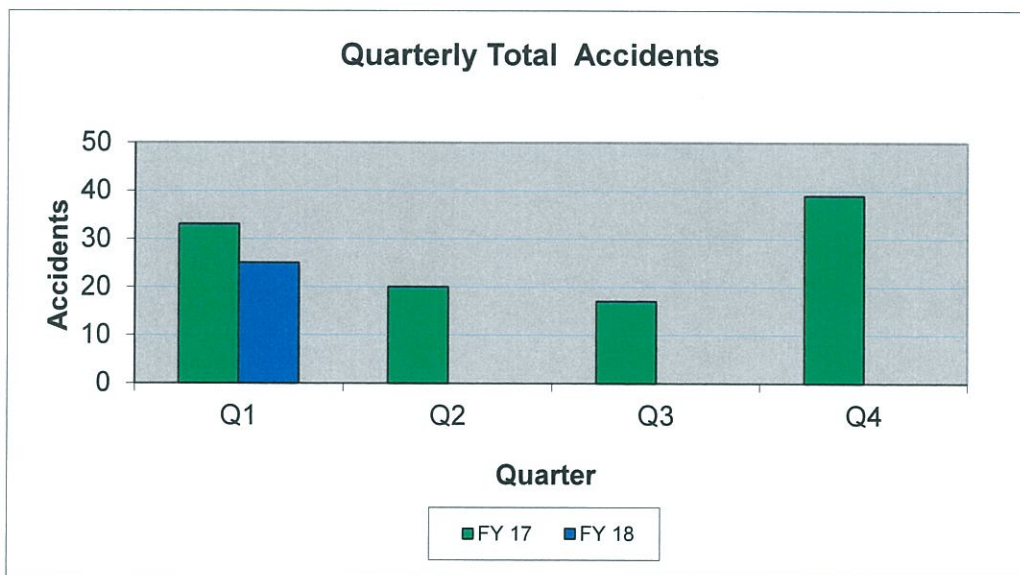
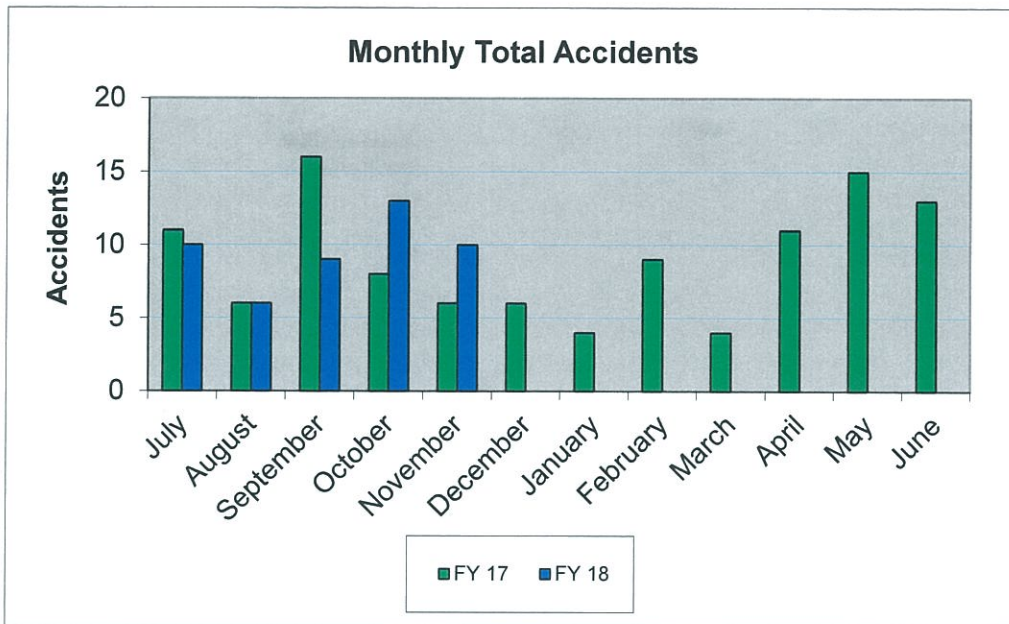
FY 2018 OmniLink complaint rate per 10,000 Trips compared to monthly average

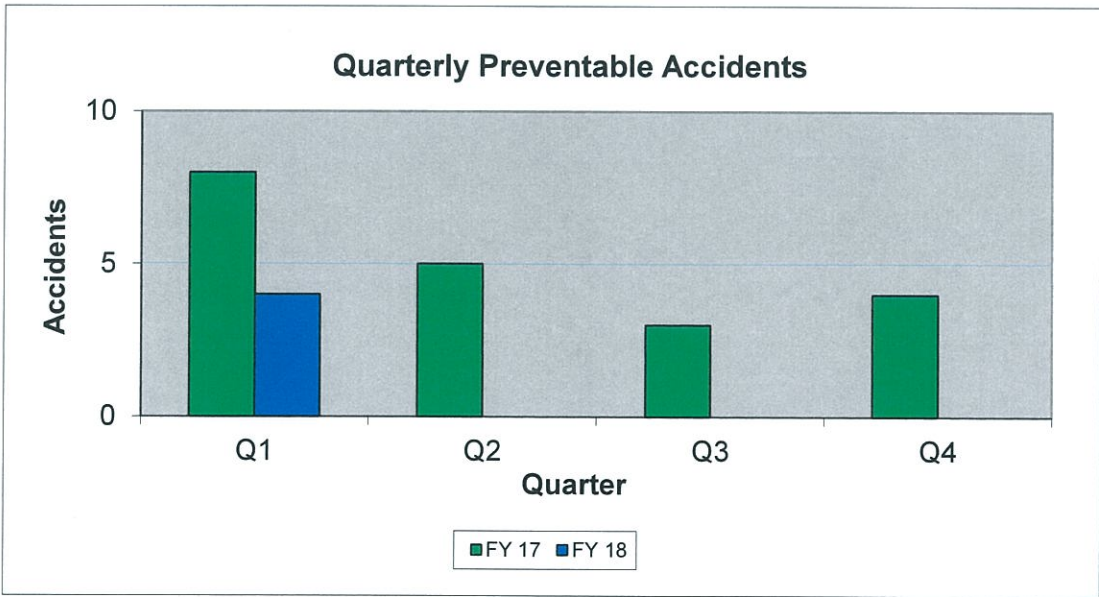
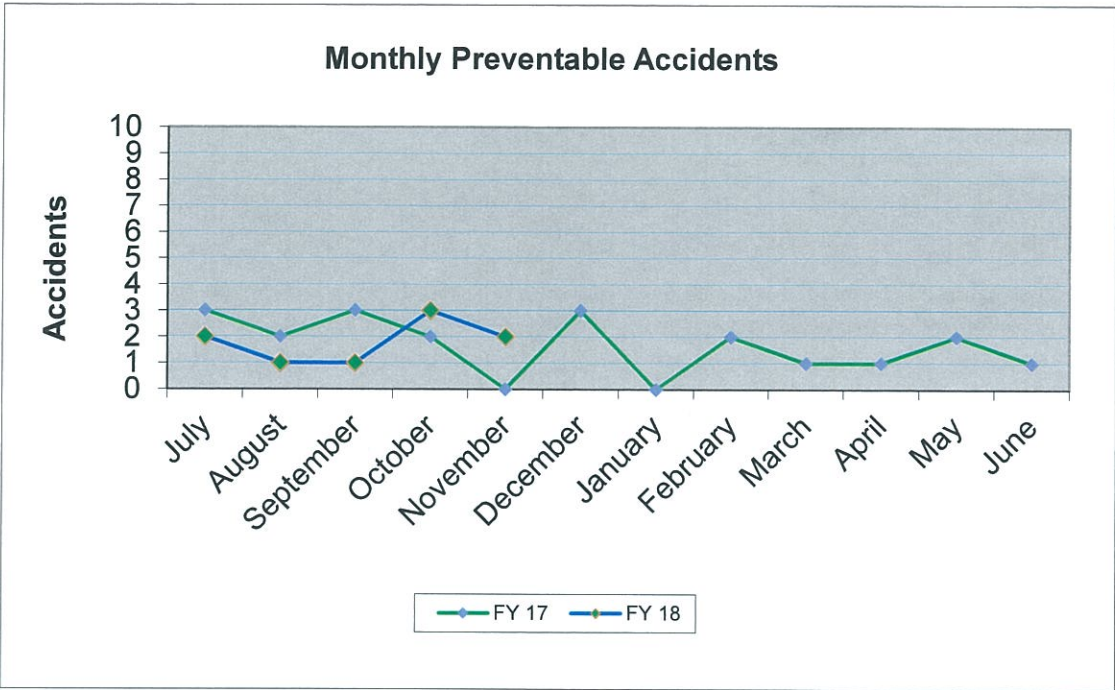


Complaint rates for OmniLink service for the current month and for the year-to-date in contrast to fiscal year 2017 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2018 in the new bus services contract.

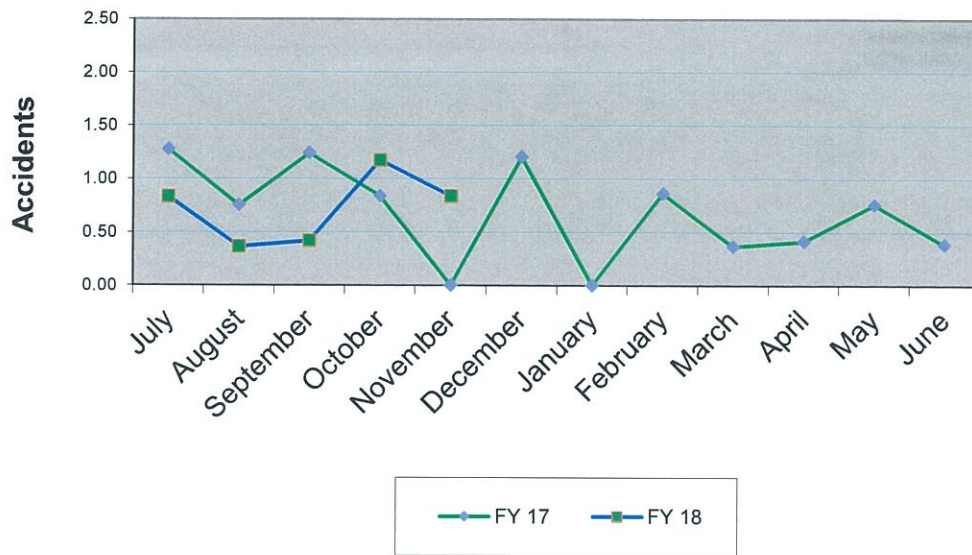




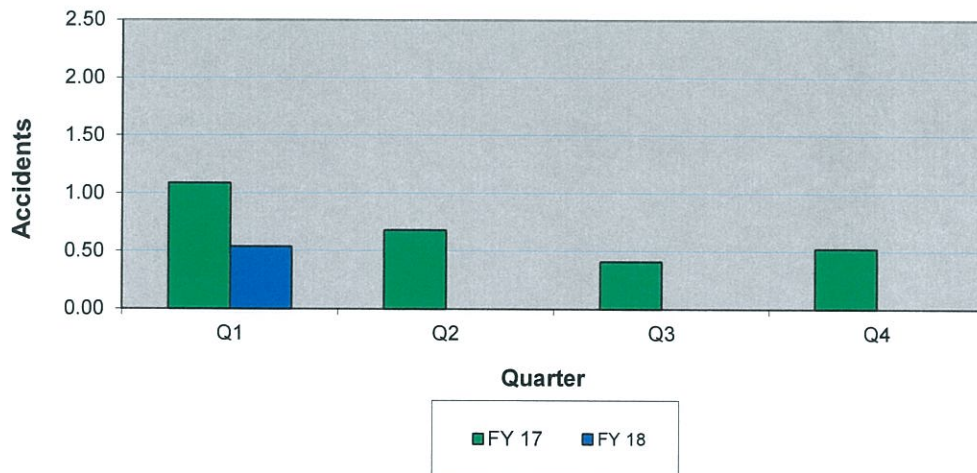




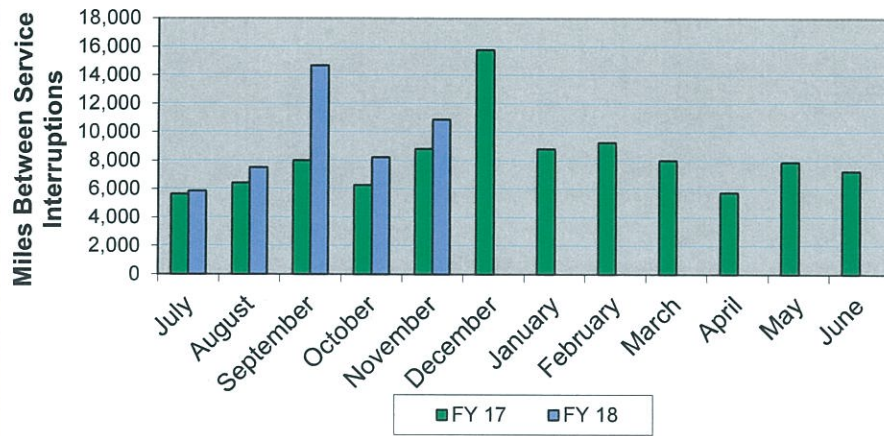
Monthly Preventable Accidents per 100,000 Miles



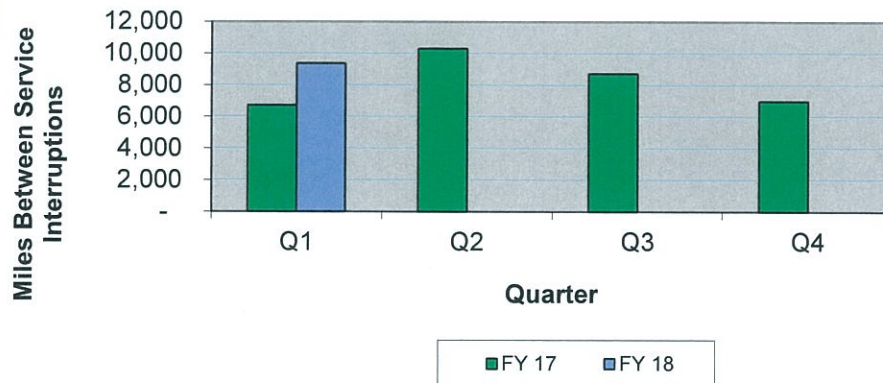
Quarterly Average Preventable Accidents per 100,000 Miles



Monthly Miles Between Service Interruptions



Average Quarterly Miles Between Service Interruptions



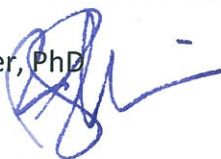


Potomac and Rappahannock
Transportation Commission

14700 Potomac Mills Road
Woodbridge, VA 22192

January 4, 2018

TO: Chairman Principi and PRTC Commissioners

FROM: Robert A. Schneider, PhD
Executive Director 

RE: Revised Purchasing Authority Report

On June 4, 2015, the Potomac and Rappahannock Transportation Commission (PRTC) approved increasing the Executive Director's delegated purchasing authority from \$50,000 to \$100,000. It was resolved that any purchase of greater than \$50,000 would be communicated to the Board as an information item.

On November 28, 2017 a purchase order was issued to SIR (Southeastern Institute of Research) in the amount of \$79,960 for a Task Order to conduct an on-board survey of transit riders required by FTA under Title VI to take place every four years.

Wheels-to-Wellness Funding Status
As of November 30, 2017

Grant/Contribution	Organization	Amount	Notes	
Enrollment Fees Collected		\$150		
Sub Total		\$150		

Pending

Grant/Contribution	Organization	Amount	Notes	
Sub Total		\$0		

Previously Reported

Grant/Contribution	Organization	Amount	Notes	Date
Enrollment Fees		\$2,490		
Grant	MWCOG Enhanced Mobility Grant/Potomac Health Foundation 50% match (disabled and seniors)	\$250,000		06/14/16
Contribution	First United Presbyterian Church of Dale City	\$500		08/31/16
Contribution	St. Francis of Assisi Church	\$2,000		08/25/16
Grant	Kaiser Permanente (low income individuals)	\$72,750	Net IEC 3% admin fee per agreement (actual grant was \$75,000)	8/9/2016
Contribution	Prince William County	\$75,000		July 2016
Contribution	First United Presbyterian Church of Dale City	\$500		06/21/16
Contribution	Zion Baptist Church in Baltimore	\$700		05/10/16
Contribution	First United Presbyterian Church of Dale City	\$500		04/25/16
Contribution	Gregg and Jean Reynolds	\$50		04/19/16
Contribution	NOVEC (corporate)	\$500		04/14/16
Grant	Transurban Express Lane Grant	\$1,500		04/11/16
Contribution	Malloy	\$500		04/11/16
Contribution	NOVEC HELPS	\$485	Net IEC 3% admin fee per agreement (actual contribution was \$500)	04/08/16
Contribution	Findley Asphalt	\$1,000		03/31/16
Contribution	Lustine Toyota	\$2,000		03/29/16
Contribution	Infinity Solutions, Inc	\$250		03/29/16
Contribution	Sacred Heart Catholic Church	\$200		03/21/16
Contribution	Holy Family Catholic Church	\$1,000		03/21/16
Contribution	First Baptist Church of Woodbridge	\$5,000		03/08/16
Contribution	First United Presbyterian Church of Dale City	\$1,000		02/25/16
Contribution	First Mount Zion	\$5,000		02/01/16
Contribution	Prince William County	\$160,000		Aug 2015
Sub Total:		\$582,925		
Grand Total (excluding Pending)		\$583,075		
Remaining (excluding Pending)		\$238,390		