



January 3, 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: November System Performance and Ridership Report



OMNIRIDE Express and Metro Express Service

- November ridership decreased 4.6 percent from October.
- Snow, holidays and National Tree Lighting ceremonies impacted ridership and disrupted normal operations.
- Ridership trends are beginning their normal seasonal changes with lower average daily usage.

OMNIRIDE Local Bus Service

- November ridership decreased 6.3 percent from October.
- Service was disrupted by holidays and the mid-month snow event.
- Saturday ridership was flat compared to the previous year, ending a string of consecutive year over year decreases.

Vanpool Alliance Program

- Enrollment increased slightly to 671 vans.
- Passenger trips in November dropped 10 percent from October due to the Thanksgiving holiday.

OmniMatch Program

Program Promotions:

- **11/08** – Department of Homeland Security Commuter Fair, NE, DC
- **11/09** – 2018 Transportation Management Plan (TMP) Fall Summit, Alexandria, VA
- **11/13** - Salute to Armed Forces Luncheon, Quantico, VA
- **11/19** – Quantico Welcome Aboard Brief, Quantico, VA

Customer Service Statistics

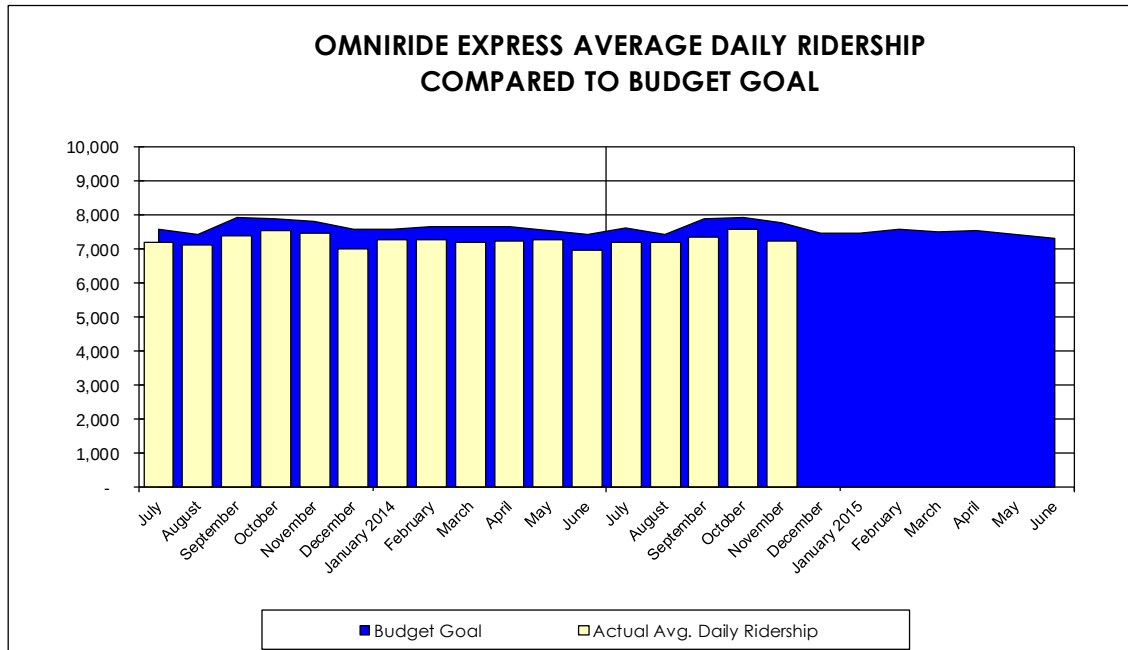
- The call center received 8,777 calls in November; the automated system handled 50% percent of those calls.
- Average wait time for remaining calls was 44 seconds.
- Responded to 68 general information emails in November.
- Percentage of OMNIRIDE local trip denials decreased to 34 compared to October.

Passenger Complaints

- Complaint rate for OmniRide in September:
 - OMNIRIDE Express and Metro Express complaint rate increased 16% from this time in FY18.
 - OMNIRIDE Local service complaint rate decreased 35% compared to this time in FY18.

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							
January							
February							
March							
April							
May							
June							
Year to Date	748,686	754,202	7,357	7,319	-0.5%	7,729	(411)



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)

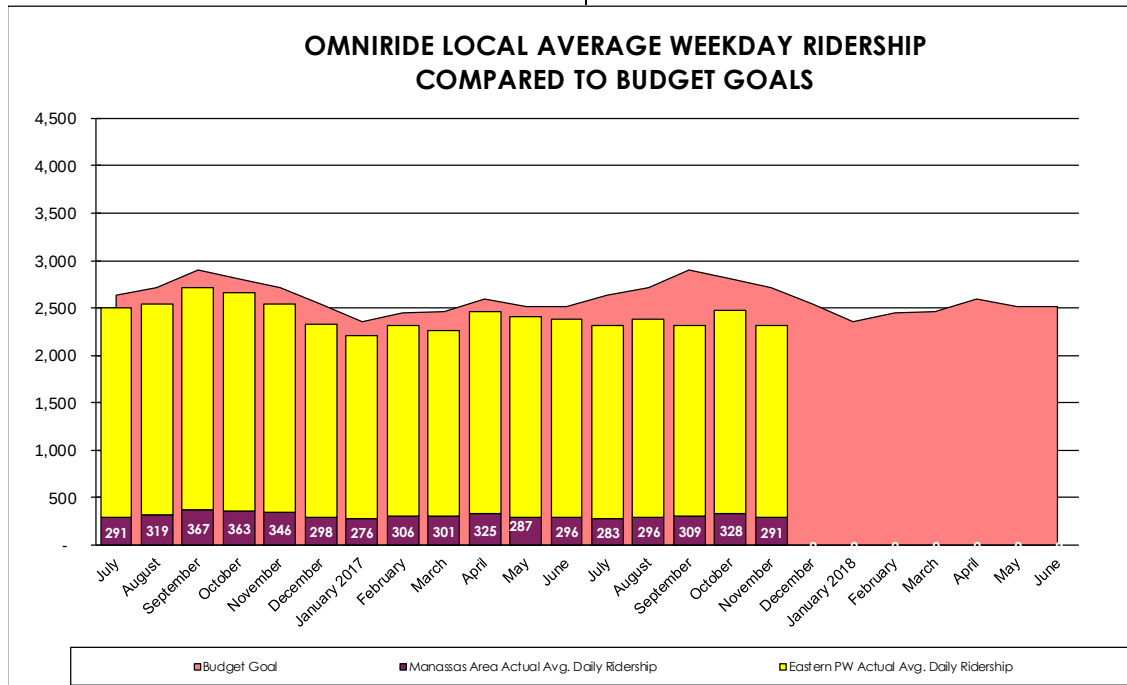
8/18- Avg. Daily Ridership excludes Friday before Labor Day (31)

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)

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							
January							
February							
March							
April							
May							
June							
Year to Date	269,936	248,670	2,590	2,358	-8.9%	2,756	(397)



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 25)

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)

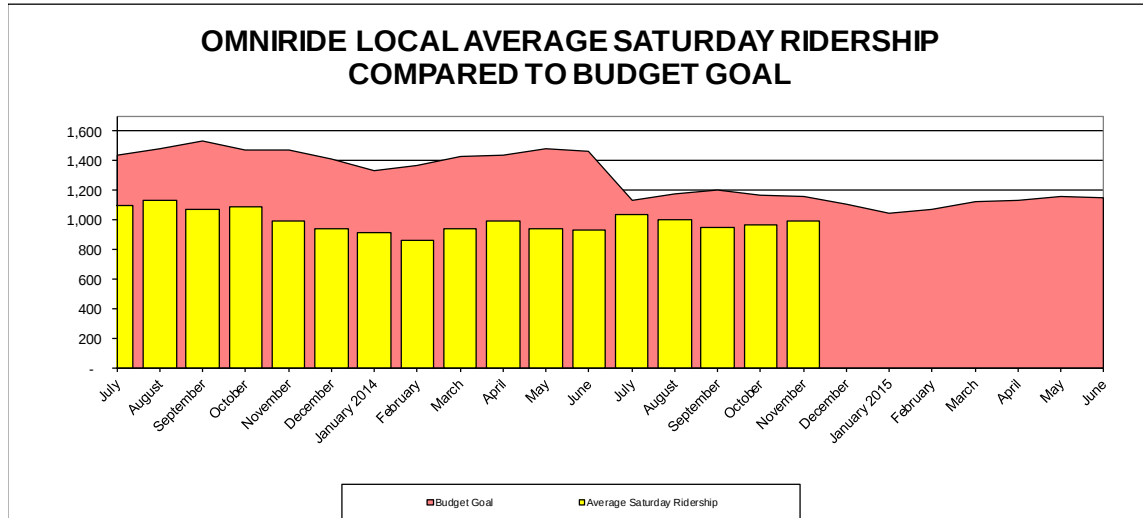
4/18- Avg. Daily Ridership excludes weather related roadway delays and ridership shifts (16)

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

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

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							
January							
February							
March							
April							
May							
June							
Year to Date	23,799	21,172	1,076	989	-8.1%	1,166	(177)



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)

OMNIMATCH / VANPOOL ALLIANCE

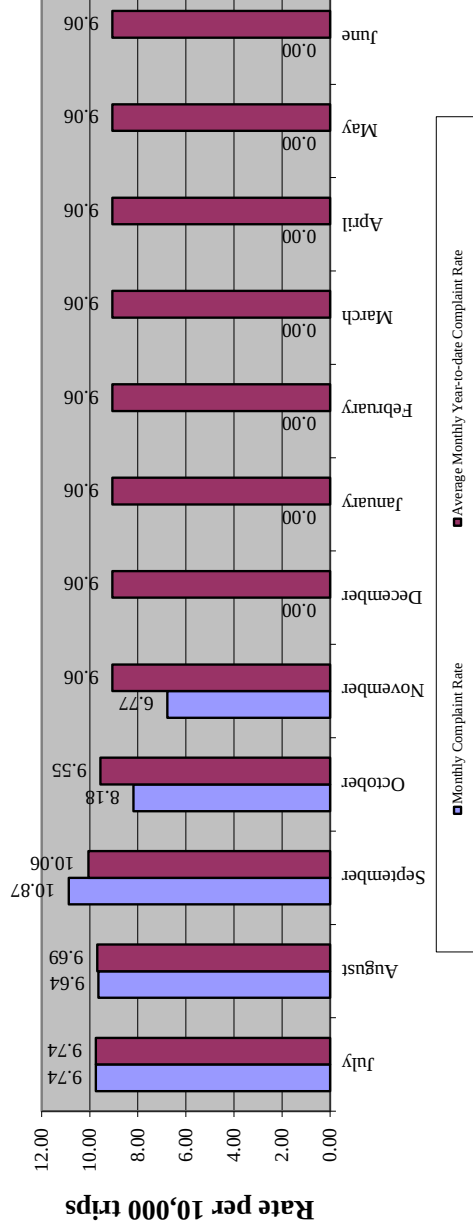
	OmniMatch				Vanpool Alliance			
	FY18	FY19	FY18	FY19	FY18	FY19	FY18	FY19
	New Applications Received	New Applications Received	Other Applications Received	Other Applications Received	Vanpools Enrolled	Vanpools Enrolled	Monthly Passenger Trips	Monthly Passenger Trips
July	34	53	5	6	653	669	117,257	125,864
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								
January								
February								
March								
April								
May								
June								
Average	37	46	14	13	659	670	123,065	125,598

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

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			
January			
February			
March			
April			
May			
June			
Year-to-date totals	754,202	683	9.06

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

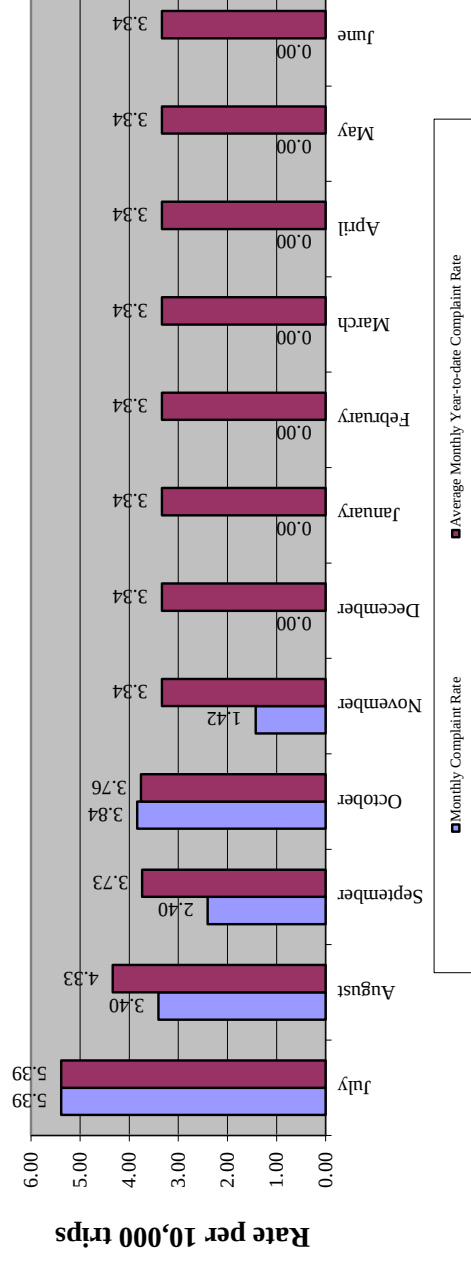


Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2018 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2019 in the bus services contract.

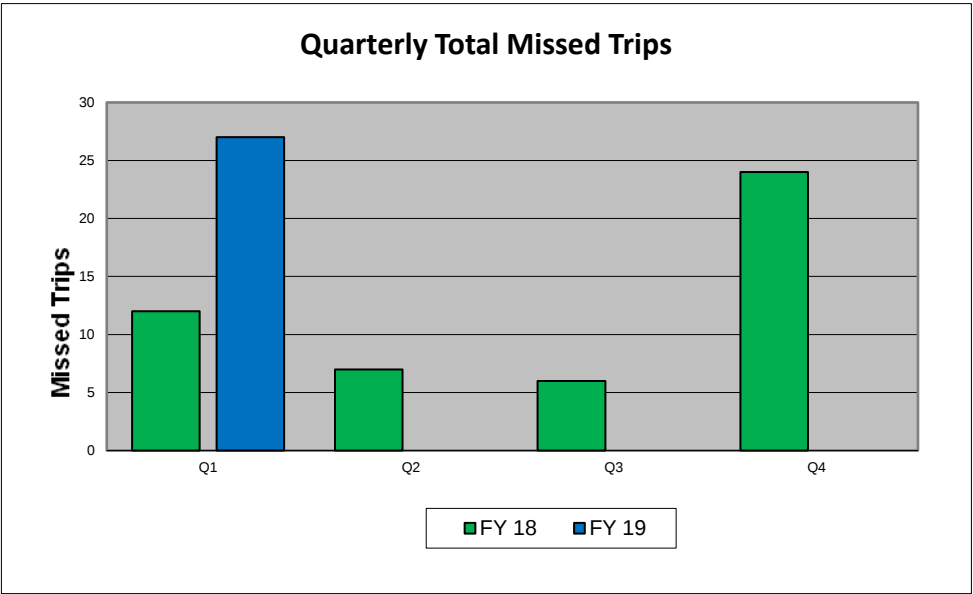
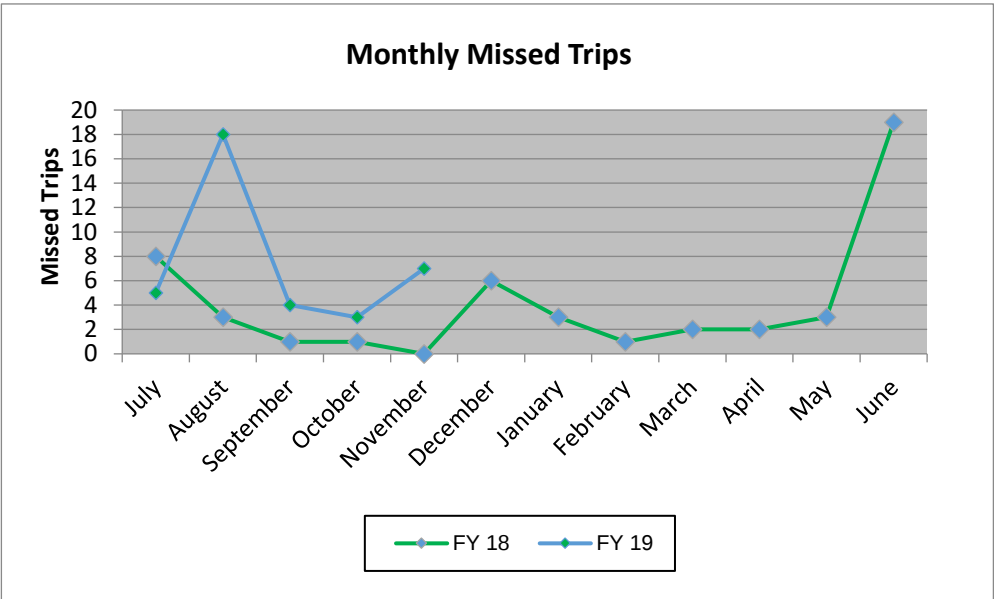
FY 2018 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	54,971	40	7.28
August	62,858	42	6.68
September	59,398	30	5.05
October	61,637	15	2.43
November	54,871	24	4.37
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	293,735	151	5.14

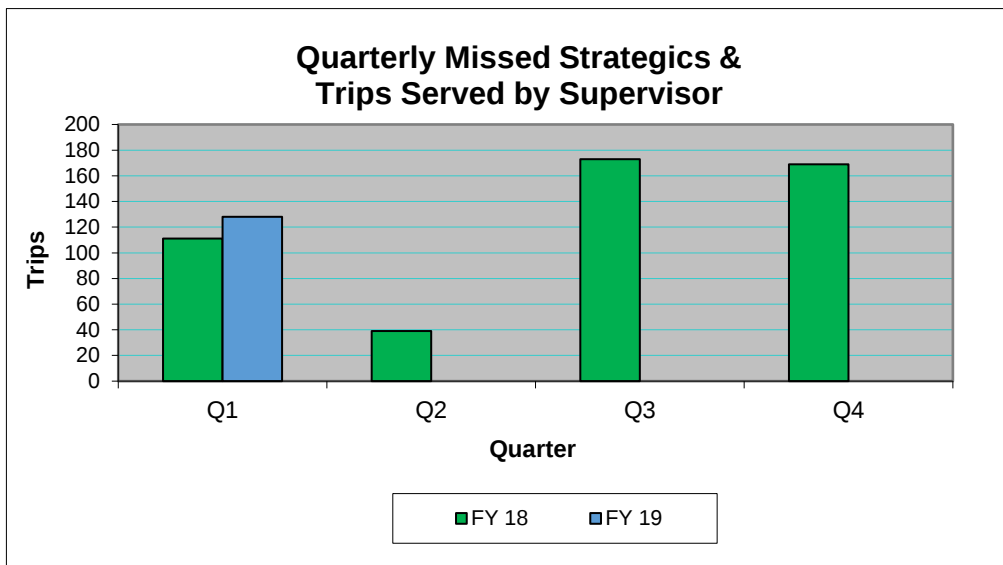
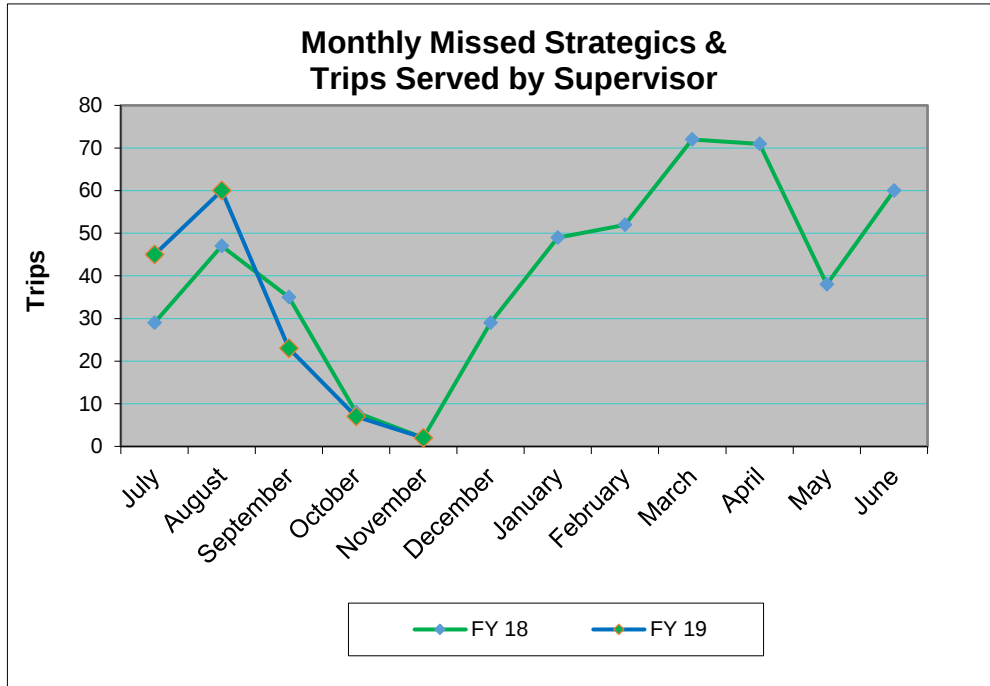
FY 2019 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	51,982	28	5.39
August	58,758	20	3.40
September	49,909	12	2.40
October	59,944	23	3.84
November	49,249	7	1.42
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	269,842	90	3.34

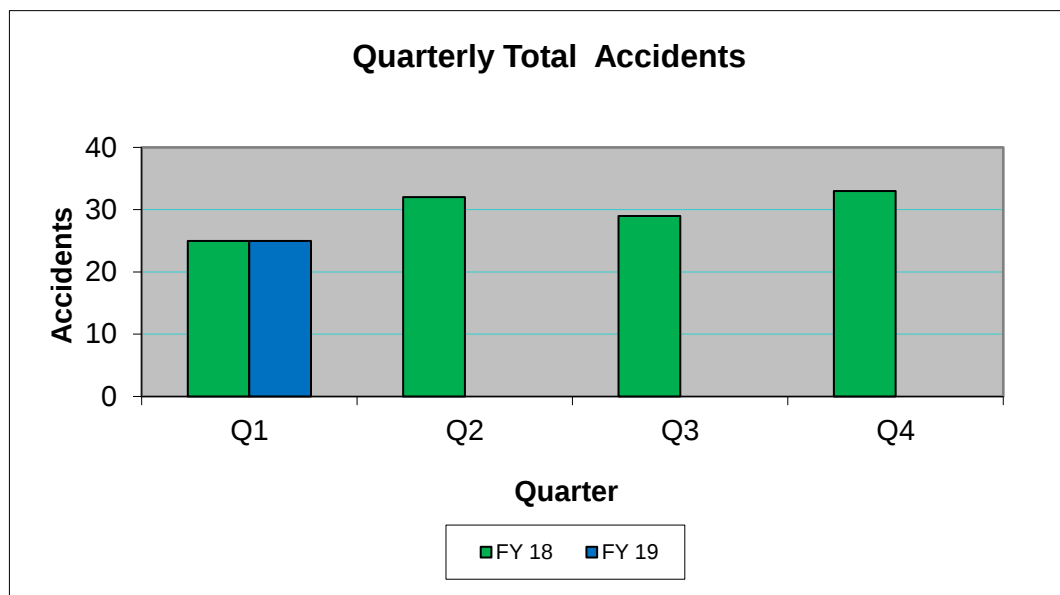
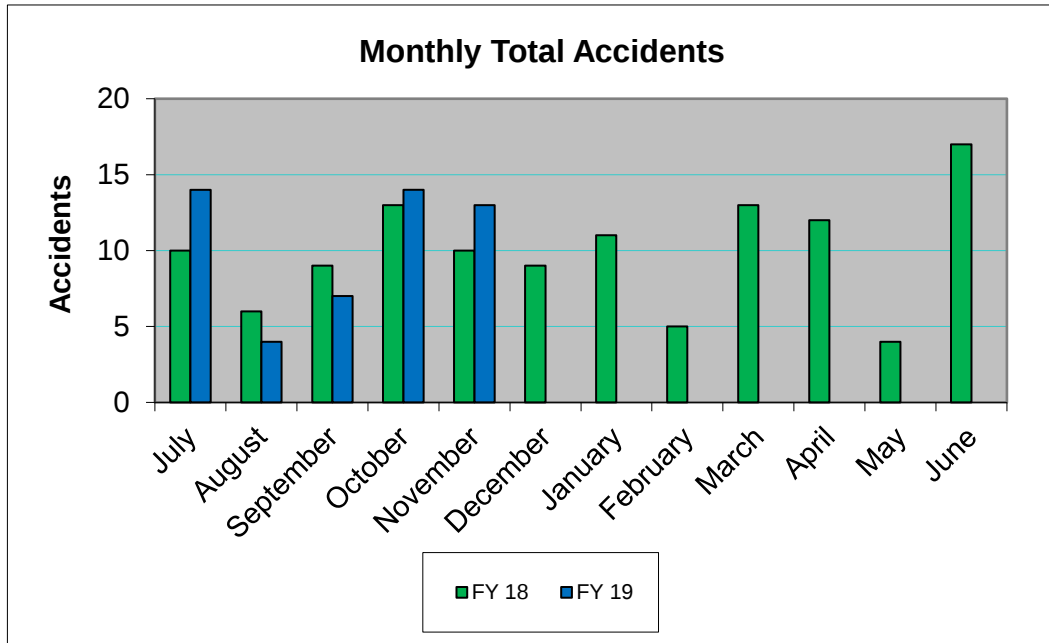
FY 2019 OmniRide Local complaint rate per 10,000 Trips compared to monthly average



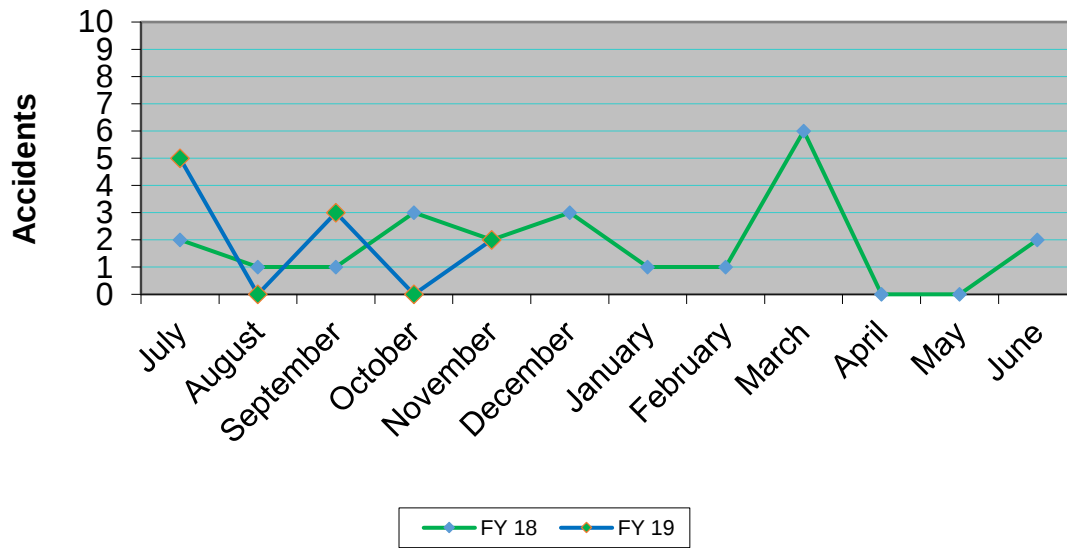
Complaint rates for OmniRide Local service for the current month and for the year-to-date in contrast to fiscal year 2018 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2019 in the new bus services contract.



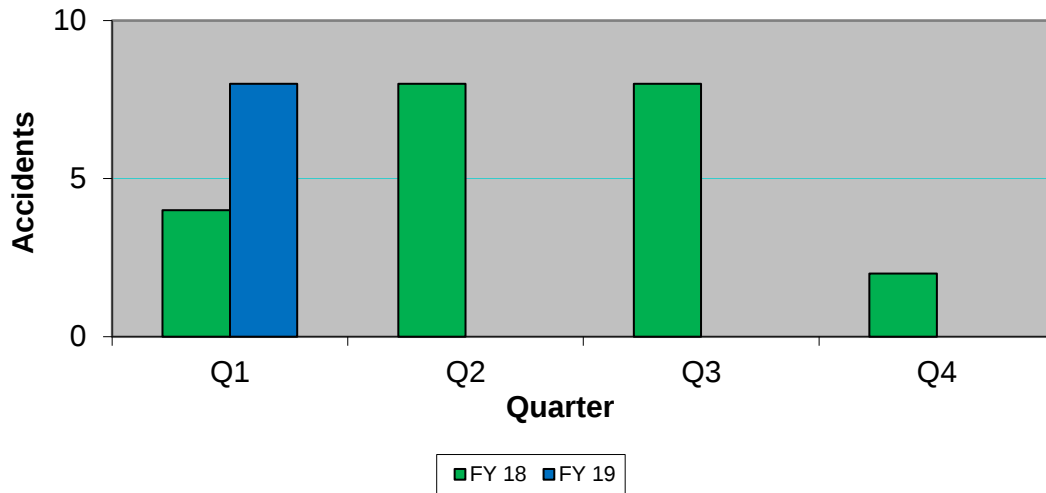




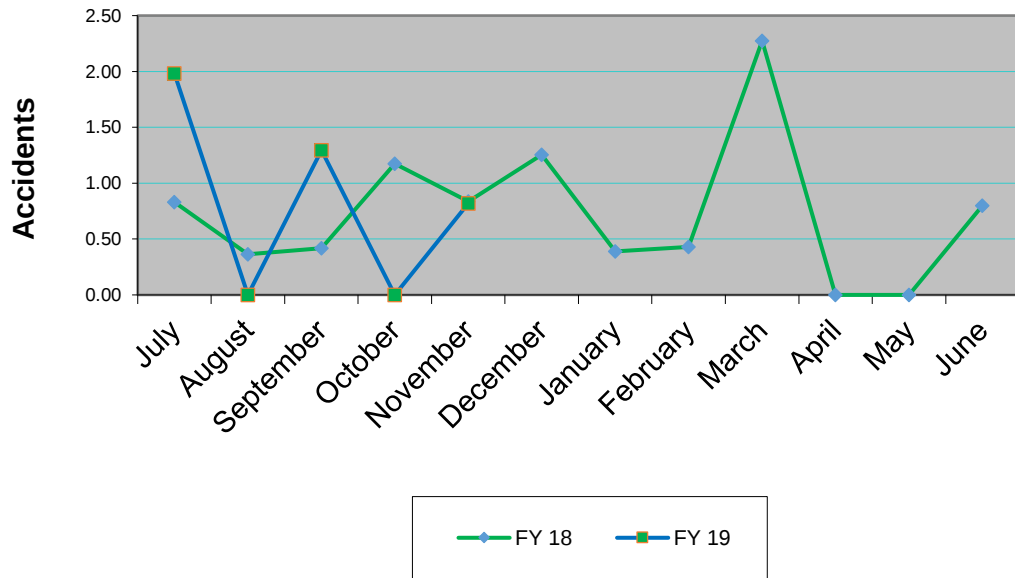
Monthly Preventable Accidents



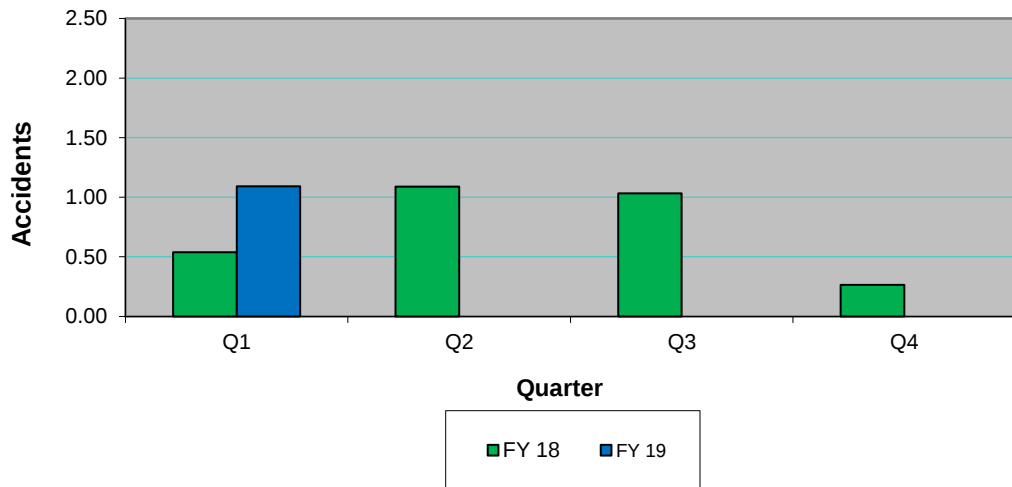
Quarterly Preventable Accidents



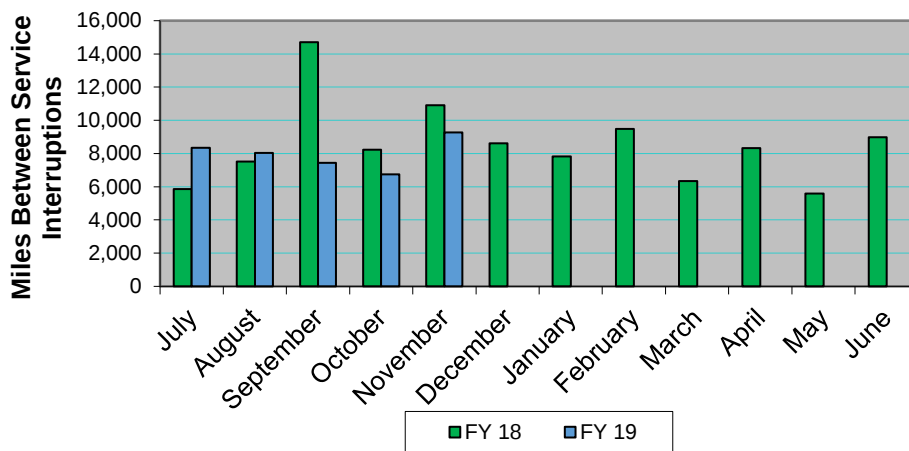
Monthly Preventable Accidents per 100,000 Miles



Quarterly Average Preventable Accidents per 100,000 Miles



Monthly Miles Between Service Interruptions



Average Quarterly Miles Between Service Interruptions

