June 6, 2019

TO: Madam Chair Anderson and PRTC Commissioners

FROM: Perrin Palistrant
Director of Grants and Project Management

THROUGH: Robert A. Schneider, PhD
Executive Director

SUBJECT: April System Performance and Ridership Report

OMNIRIDE Express and Metro Express Service

- April average daily ridership decreased 1.6 percent from March
- Ridership patterns shifted slightly due to spring break being in April vs. March last year
- Emergency Service Plan operated on April 4th due to afternoon truck accident on I-495

OMNIRIDE Local Bus Service

- April average daily ridership increased 7.8 percent from March
- Ridership increased despite spring break for Prince William County schools
- Saturday ridership had the largest year over year increase in more than three years

Vanpool Alliance Program

- Enrollment stayed at 673 vans
- Passenger trips were 10 percent higher than March due to a longer month and better weather.
- Passenger trips increased by 1,000 trips than the same month from the prior year.

OmniMatch Program

Staff attended:

- 4/2 - Chamber of Commerce Hispanic Council
- 4/3 - I-66 Transit-Transportation Demand Management Working Group Meeting at VDOT

- 4/3 – NOVA Community College/OmniRide Student Pass Partnership Meeting
- 4/4 - Prince William Chamber of Commerce Legislative Wrap Up Breakfast
- 4/4 – George Mason University (GMU) Health and Wellness Fair
- 4/8 - PWC Chamber of Commerce Economic Development Committee Meeting
- 4/10 - Carlyle Transit Fair – to promote available transportation and Transportation Demand Management alternatives during the WMATA Platform Improvement Project
- 4/10 - Staff hosted the Spring Vanpool Workshop for vanpool owner/operators
- 4/18 - Lockheed Martin Earth Day Event
- 4/22 - Earth Day at PWC Government Complex – McCoart
- 4/23 - Freddie Mac Earth Day Event
- 4/24 – Patent Trade Office Green Fair
- 4/24 - GMU Bike to Mason Day
- 4/25 - I-66 vanpool incentives meeting at VDOT

Staff presented at:

- 4/24 - PWC Chamber of Commerce Education and Innovation Awards

Customer Service Statistics

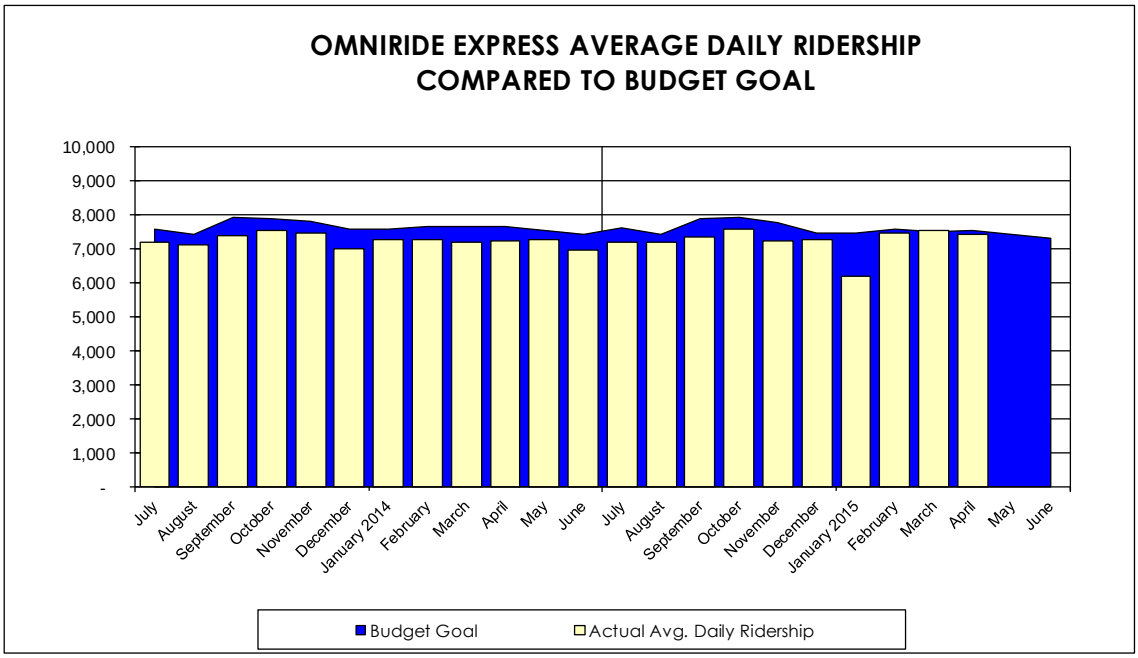
- The call center received 8,415 calls in April; with the automated system still not operational, it is contributing to the increased call volume
- Responded to 38 general information emails in April
- Percentage of OMNIRIDE local trip denials decreased by 26 percent compared to March (1.46 percent in March vs. 1.05 percent in April)

Passenger Complaints

- Complaint rate for OMNIRIDE in December:
  - Express and Metro Express complaint rate increased 12 percent from this time in FY18.
  - Local service complaint rate increased 32 percent compared to this time in FY18.

OMNIRIDE EXPRESS SERVICE

Month	Monthly Ridership FY18	Monthly Ridership FY19	Average Daily Ridership FY18	Average Daily Ridership FY19	% Change	FY19 Budget Goal	Change from Goal
July	140,343	147,825	7,225	7,211	-0.2%	7,628	(417)
August	164,910	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	158,463	166,311	7,572	7,579	0.1%	7,922	(343)
November	138,065	134,470	7,458	7,229	-3.1%	7,769	(540)
December	124,008	115,711	7,022	7,276	3.6%	7,479	(203)
January	145,215	122,004	7,304	6,200	-15.1%	7,473	(1,273)
February	136,651	133,331	7,290	7,484	2.7%	7,588	(104)
March	142,397	157,449	7,199	7,569	5.1%	7,531	38
April	152,367	159,794	7,239	7,454	3.0%	7,542	(88)
May							
June							
Year to Date	**1,449,423**	**1,442,491**	**7,284**	**7,258**	**-0.4%**	**7,626**	**(368)**

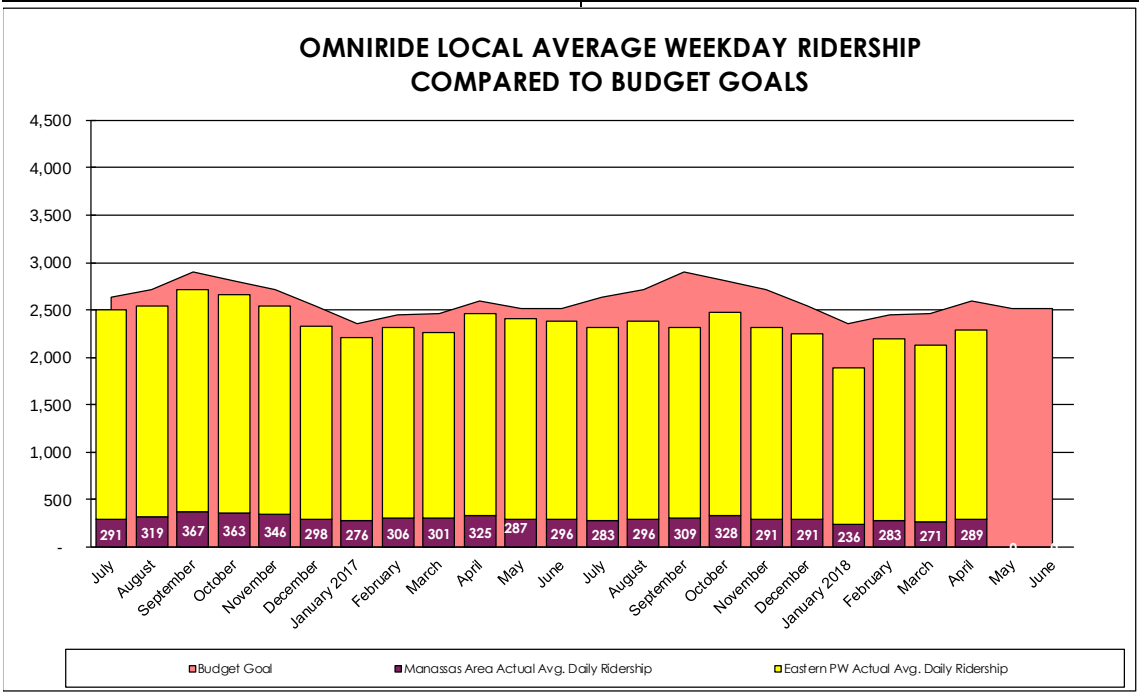


At year's end figures are revised, if needed, to account for any lingering data latency.

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), Thanksigiving (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)
3/19- Avg. Daily Ridership excludes Weather related school closures/delays (1)
4/19- Avg. Daily Ridership excludes interstate closure ESP (4), PWC Spring Break (15-19)

OMNIRIDE LOCAL SERVICE

WEEKDAY							
	Monthly Ridership		Average Daily Ridership			FY19	Change from
Month	FY18	FY19	FY18	FY19	% Change	Budget Goal	Goal
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	46,223	44,239	2,258	2,126	-5.8%	2,458	(332)
April	51,312	49,867	2,464	2,292	-7.0%	2,595	(303)
May							
June							
Year to Date	**499,716**	**461,431**	**2,453**	**2,254**	**-8.1%**	**2,618**	**(364)**



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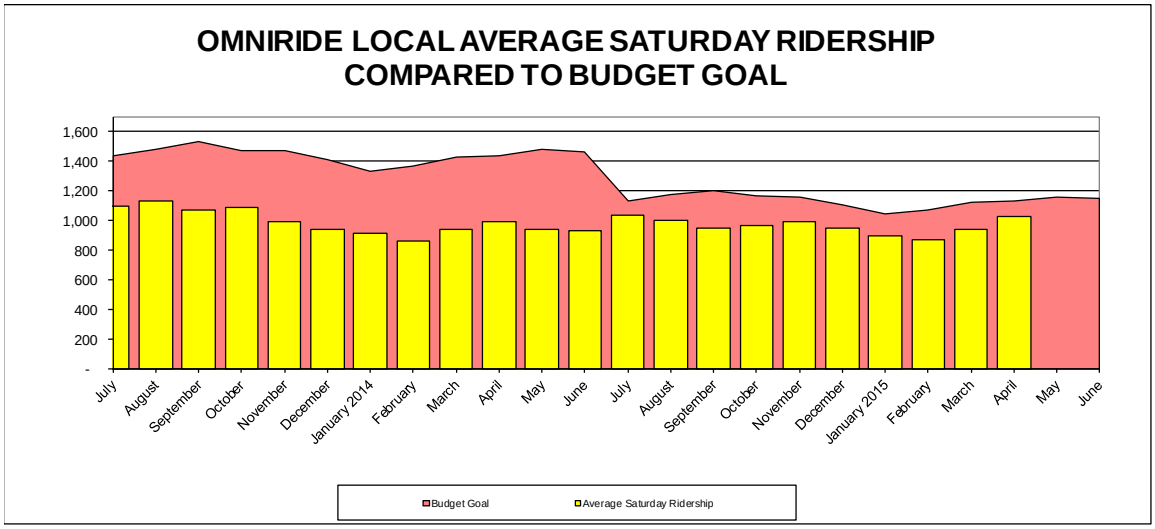
7/17-Avg. Daily Ridership excludes days before and after Fourth of July Holiday (3,5,6,7)
9/17- Avg. Daily Ridership excludes Friday before Labor Day (1)
10/17- Avg. Daily Ridership excludes Columbus Day (8)
11/17- Avg. Daily Ridership excludes Election Day (7), Veterans Day Observed (10), Wednesday 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)
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)
3/19- Avg. Daily Ridership excludes weather related closures/delays (1)
4/19- Avg. Daily Ridership excludes PWC Spring Break (15-19)

OMNIRIDE LOCAL SERVICE

SATURDAY							
	Monthly Ridership		Average *Saturday* Ridership			*Average Saturday* FY19	Change from
Month	FY18	FY19	FY18	FY19	% Change	Budget Goal	Goal
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	4,581	4,720	944	944	0.0%	1,120	(176)
April	3,966	4,121	992	1,030	3.8%	1,131	(101)
May							
June							
Year to Date	**43,325**	**41,212**	**1,003**	**963**	**-4.0%**	**1,130**	**(167)**



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)

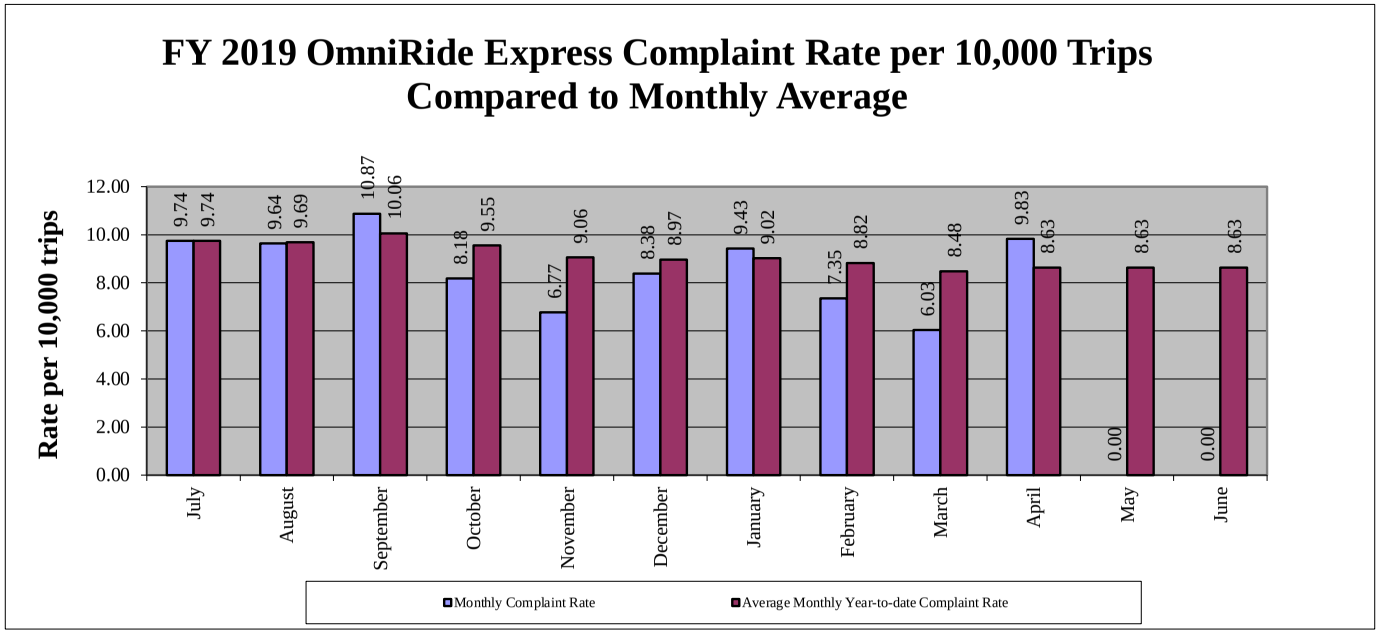
OMNIMATCH / VANPOOL ALLIANCE

	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	47	33	13	6	664	673	124,857	121,914
April	42	51	13	8	668	673	130,115	131,777
May								
June								
Average	**38**	**43**	**12**	**10**	**659**	**671**	**122,493**	**121,324**

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	142,166	115	8.09
April	152,156	133	8.74
May			
June			
Year-to-date totals	**1,448,335**	**1,173**	**8.10**

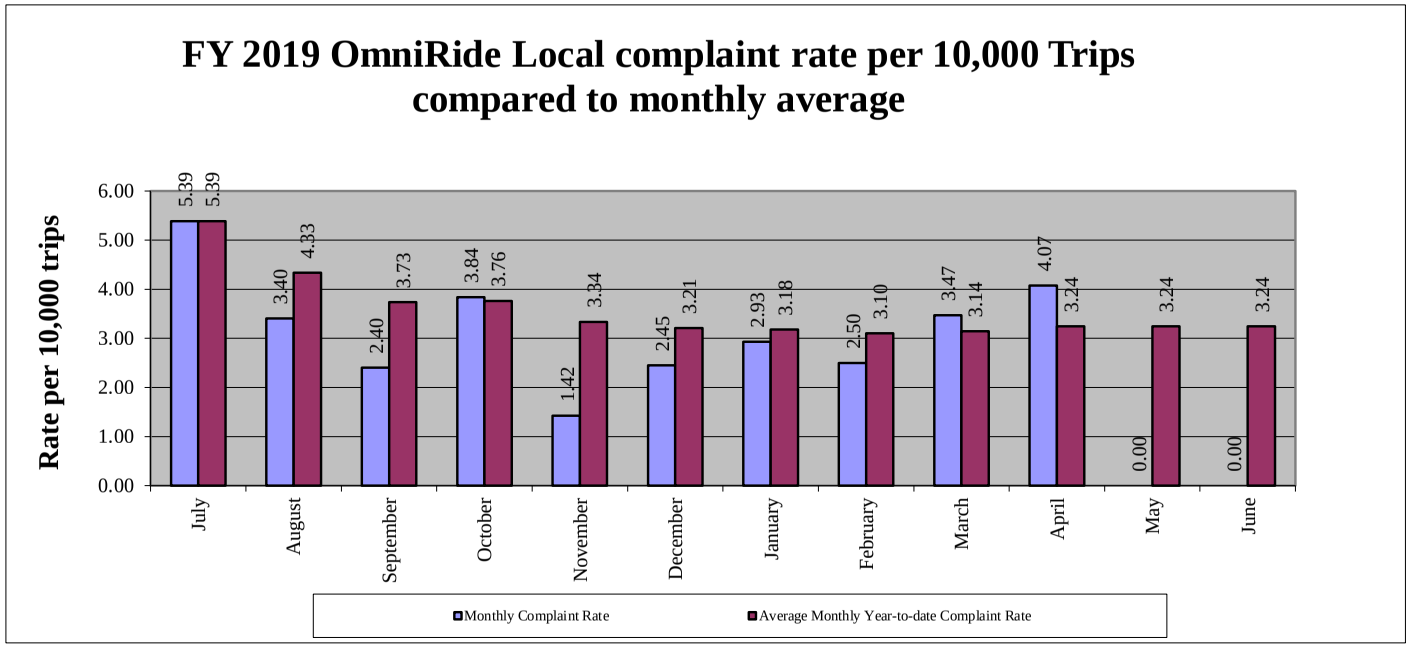
FY 2019 Year-to-date OmniRide Express Complaints			
	Ridership	Complaints	Per 10k Trips
July	147,825	144	9.74
August	163,900	158	9.64
September	141,696	154	10.87
October	166,311	136	8.18
November	134,470	91	6.77
December	115,711	97	8.38
January	122,004	115	9.43
February	133,331	98	7.35
March	157,449	95	6.03
April	159,794	157	9.83
May			
June			
Year-to-date totals	**1,442,491**	**1,245**	**8.63**



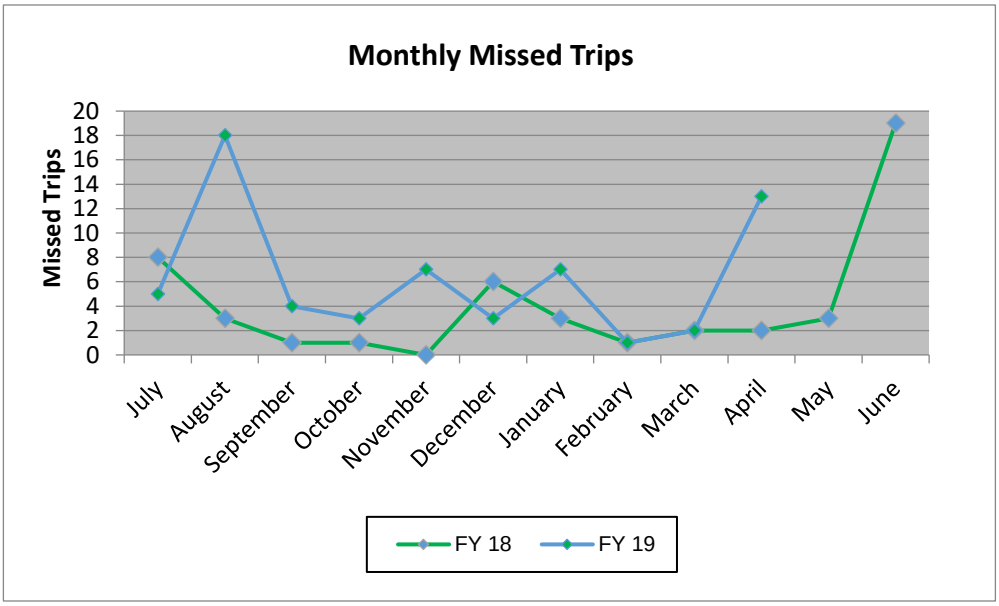
Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2018 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2019 in the bus services contract.

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	50,804	21	4.13
April	55,278	17	3.08
May			
June			
Year-to-date totals	**543,041**	**257**	**4.73**

FY 2019 Year-to-date OmniRideLocal 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	48,959	17	3.47
April	53,988	22	4.07
May			
June			
Year-to-date totals	**502,643**	**163**	**3.24**



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
Missed Trips
20
18
16
14
12
10
8
6
4
2
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July
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FY 18
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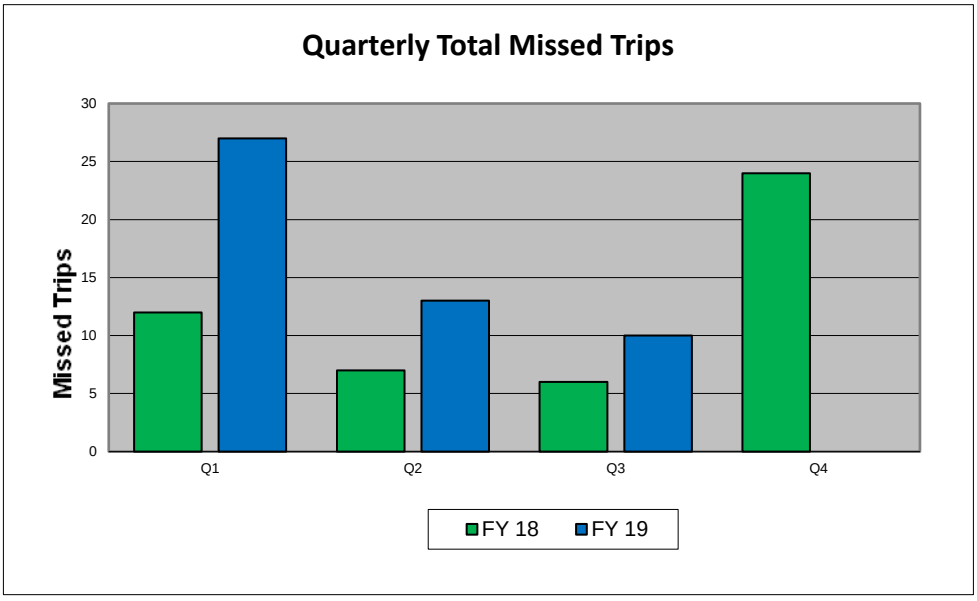
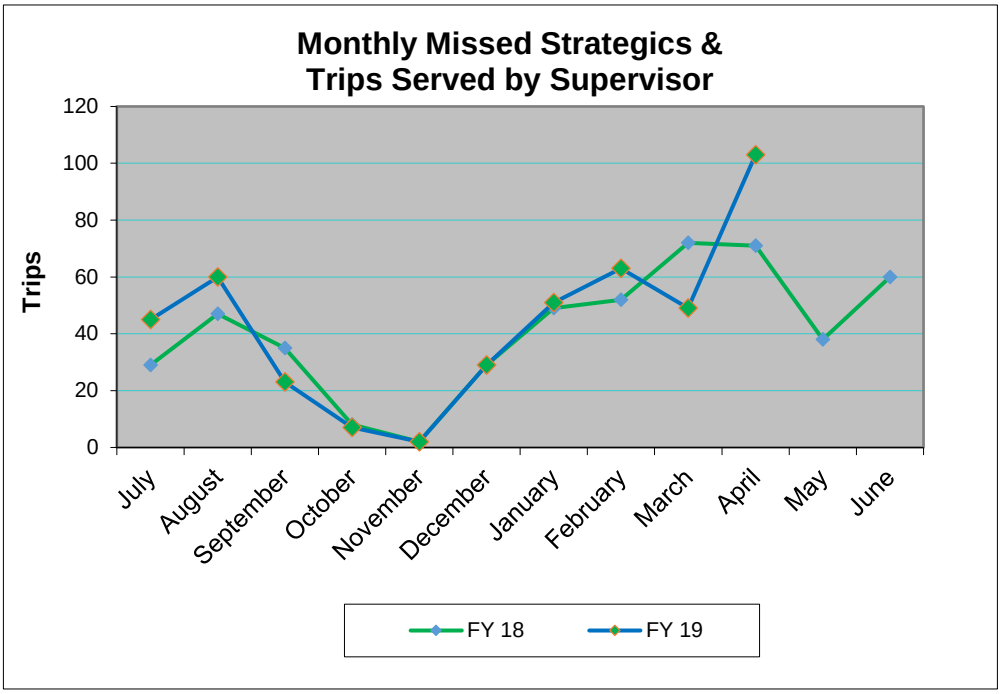

Quarterly Total Missed Trips
Missed Trips
30
25
20
15
10
5
0
Q1
Q2
Q3
Q4
FY 18
FY 19


Monthly Missed Strategics &
Trips Served by Supervisor
Trips
120
100
80
60
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July
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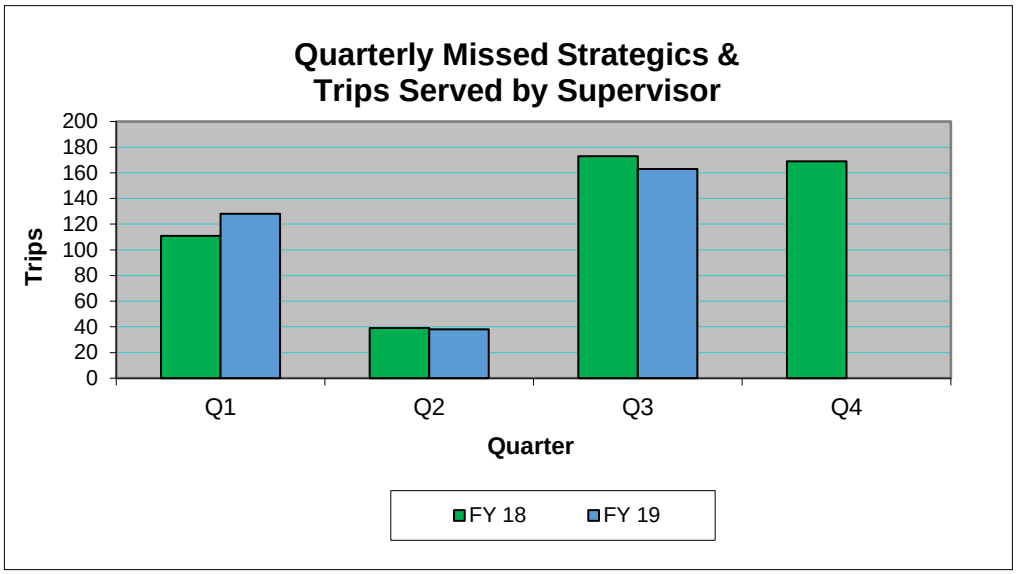
FY 18
FY 19


Quarterly Missed Strategics &
Trips Served by Supervisor
Trips
200
180
160
140
120
100
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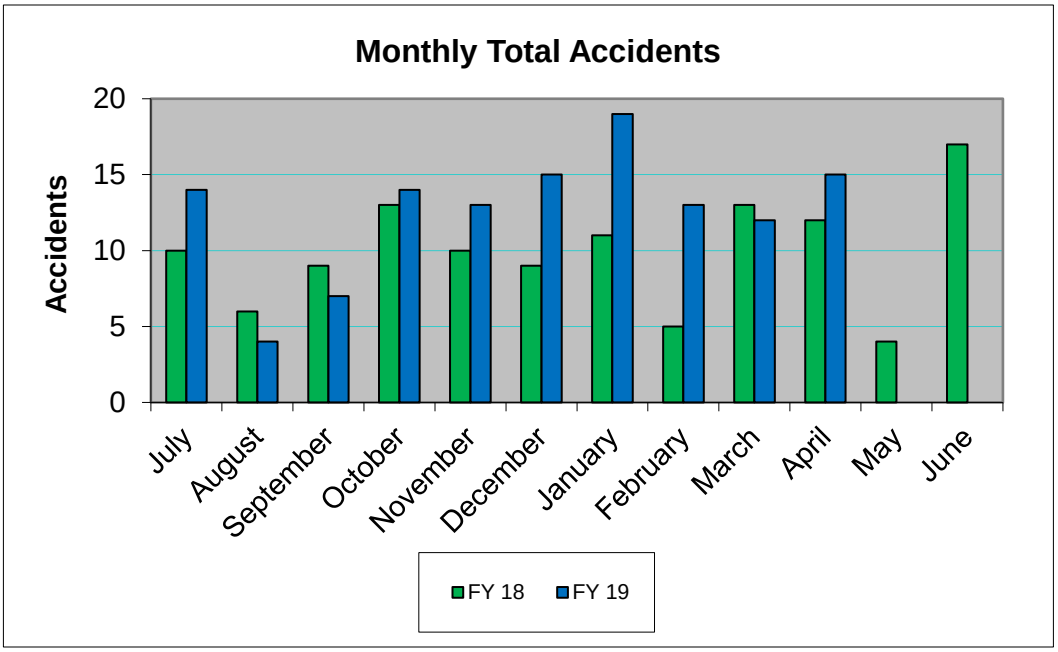
FY 18
FY 19


Monthly Total Accidents
Accidents
20
15
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July
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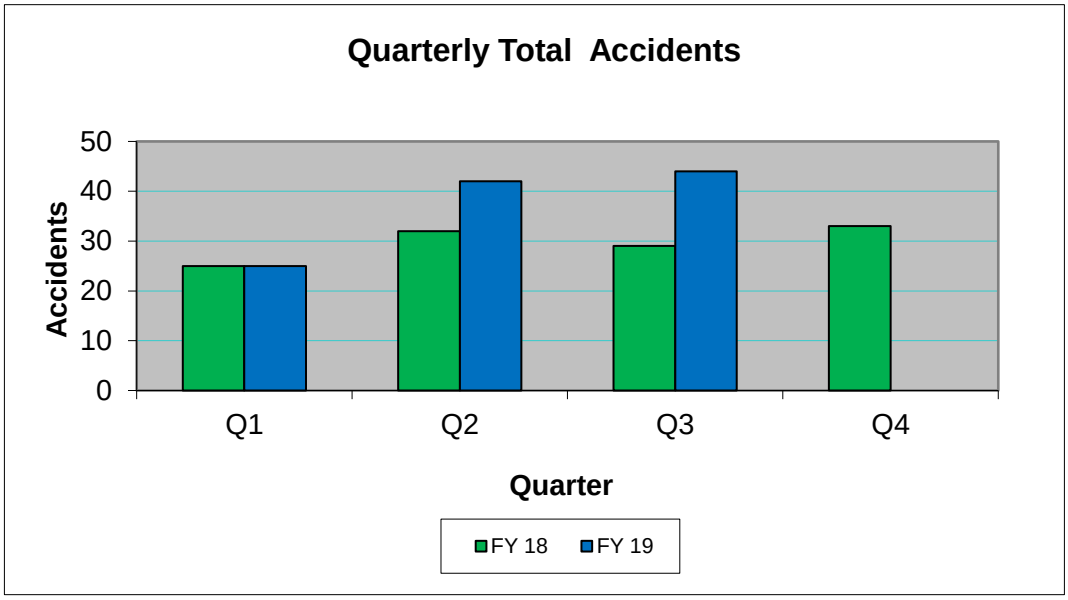
FY 18
FY 19


Quarterly Total Accidents
Accidents
50
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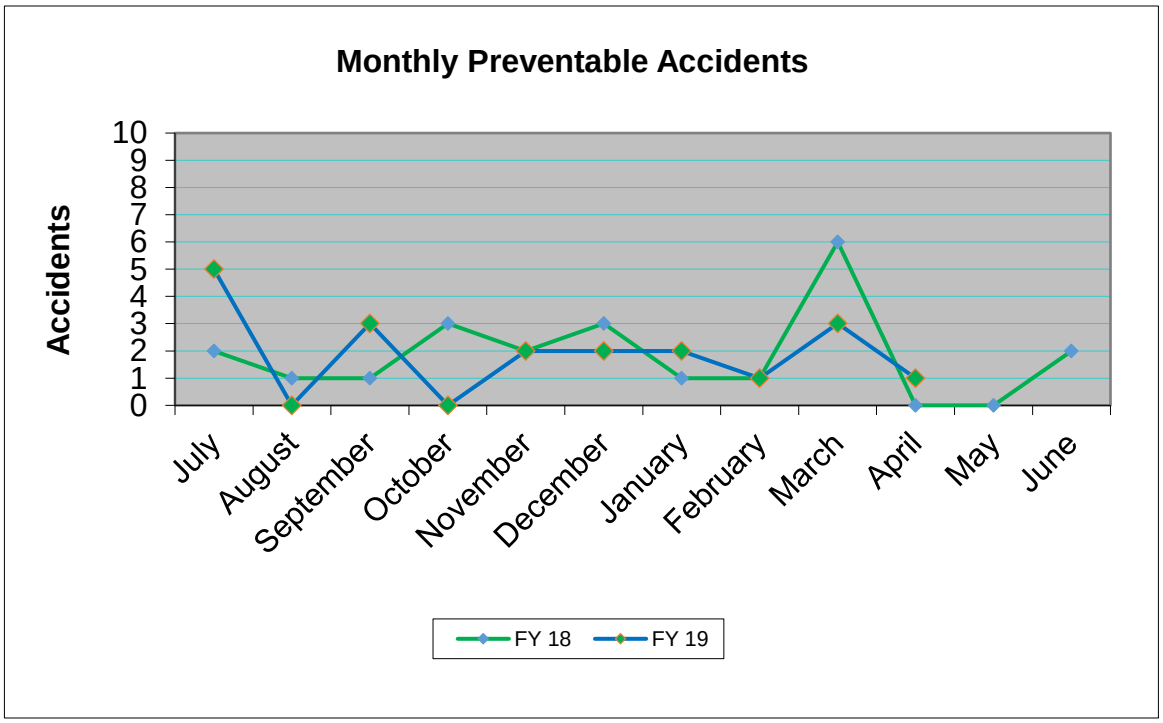
FY 18
FY 19


Monthly Preventable Accidents
Accidents
10
9
8
7
6
5
4
3
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1
0
July
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September
October
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December
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February
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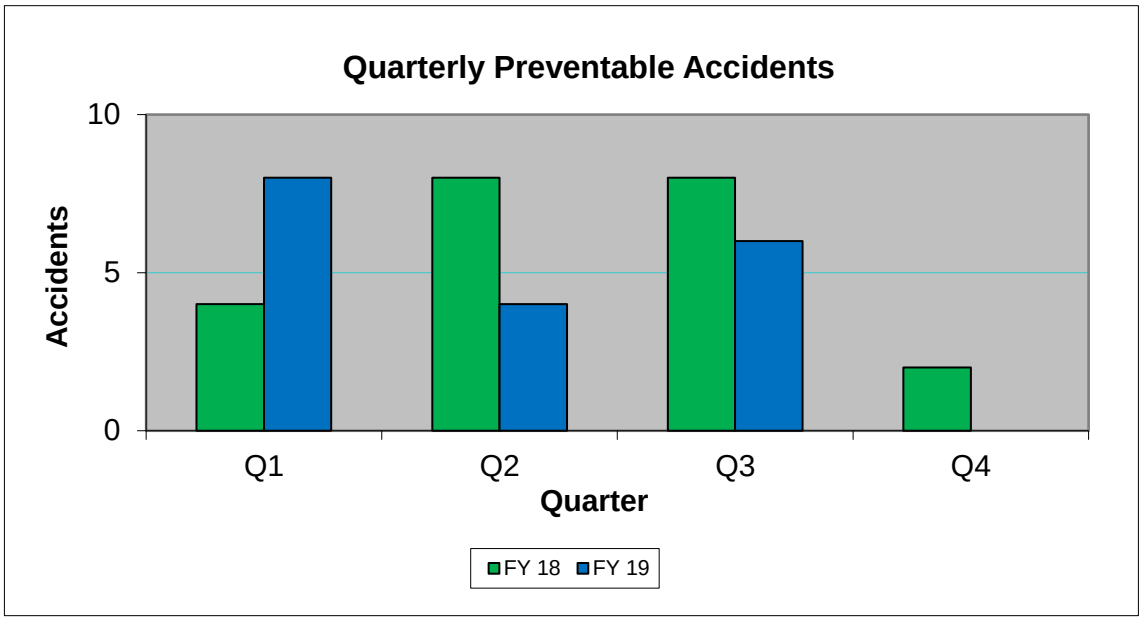
April
May
June
FY 18
FY 19


Quarterly Preventable Accidents
Accidents
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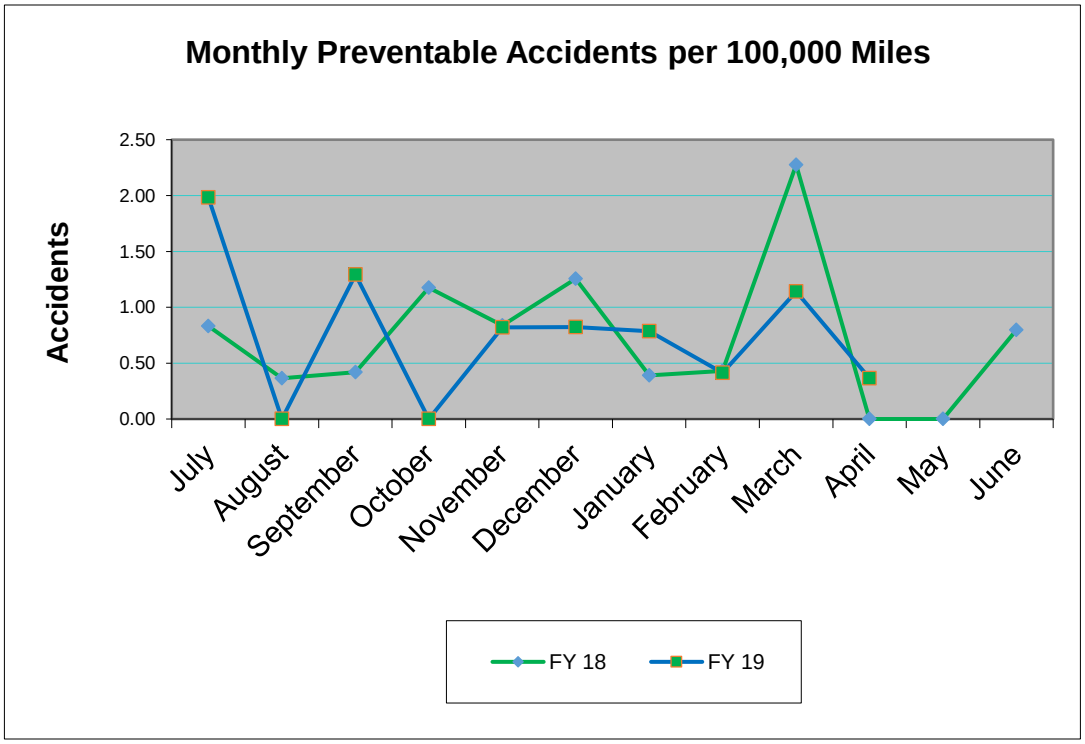
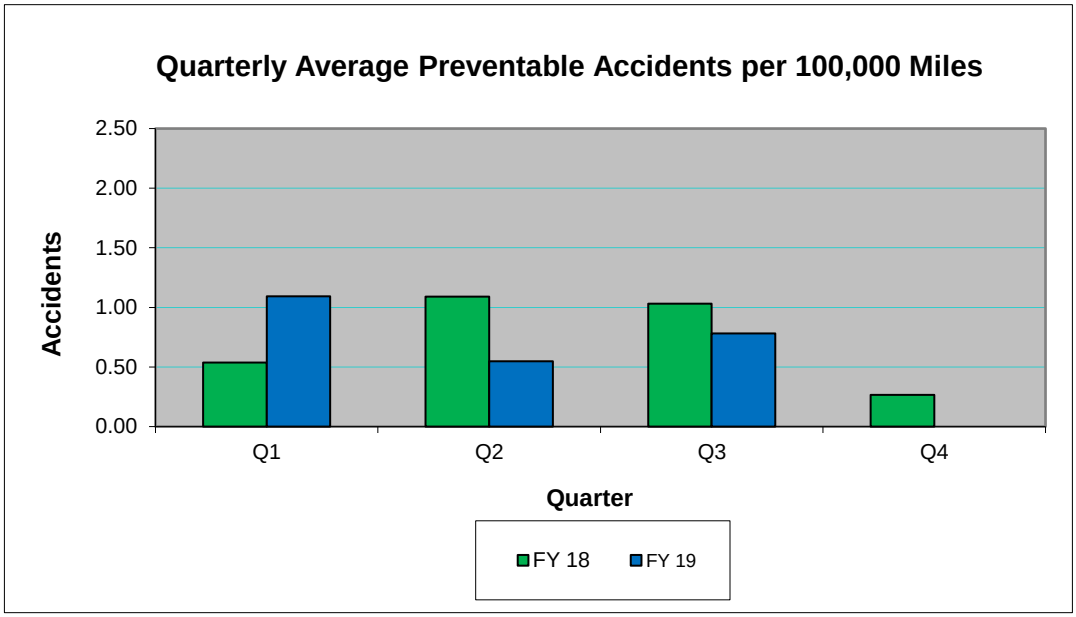
Quarter
FY 18
FY 19


Monthly Preventable Accidents per 100,000 Miles
Accidents
2.50
2.00
1.50
1.00
0.50
0.00
July
August
September
October
November
December
January
February
March
April
May
June
FY 18
FY 19


Quarterly Average Preventable Accidents per 100,000 Miles
Accidents
2.50
2.00
1.50
1.00
0.50
0.00
Q1
Q2
Q3
Q4
Quarter
FY 18
FY 19