





March 7, 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: January 2019 System Performance and Ridership Report

OMNIRIDE Express and Metro Express Service

- January average daily ridership decreased 14.7 percent from December.
- Partial Federal Government shutdown for almost the entire month and severe weather significantly impacted ridership.
- Ridership returned to pre-shutdown levels immediately after workers returned.
- Haymarket service performed well despite the declines to most other express routes due to shutdown.

OMNIRIDE Local Bus Service

- January average daily ridership decreased 15.8 percent from December.
- Severe weather, resulting in multiple days of school closures and a reduction in trips by those most susceptible to adverse weather conditions, were a major factor.
- Ridership trends showed signs of improving at the end of the month.

Vanpool Alliance Program

- Enrollment stayed flat at 672 vans.
- Passenger trips in January decreased 8.8 percent from January 2018, but increased 15.4 percent from December. The Partial Federal Government shutdown significantly impacted utilization of the service.

OmniMatch Program

Program Promotions:

- **01/08** – Prince William Chamber of Commerce - The Future of the Region Event

Customer Service Statistics

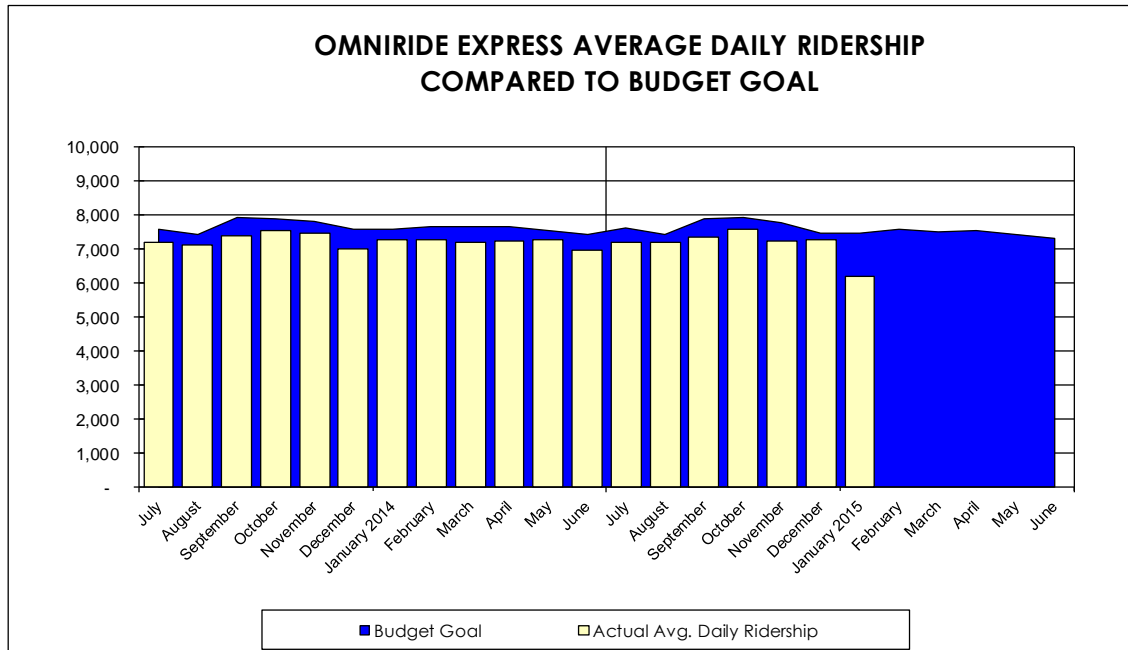
- The call center received 5,841 calls in January; the automated system was taken down on January 16, 2019 in order to install a new phone system.
- Responded to 55 general information emails in January.
- Percentage of OMNIRIDE local trip denials decreased by 41 percent compared to December.

Passenger Complaints

- Complaint rate for OmniRide in December:
 - OMNIRIDE Express and Metro Express complaint rate increased 13 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 or OmniRide local service on January 1st due to the New Year Day holiday. There was also no bus service on January 14 due to inclement weather. On January 21st no OmniRide Express services were operated due to the Dr. Martin Luther King Jr. 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							
March							
April							
May							
June							
Year to Date	1,017,577	991,917	7,302	7,153	-2.0%	7,657	(504)



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)

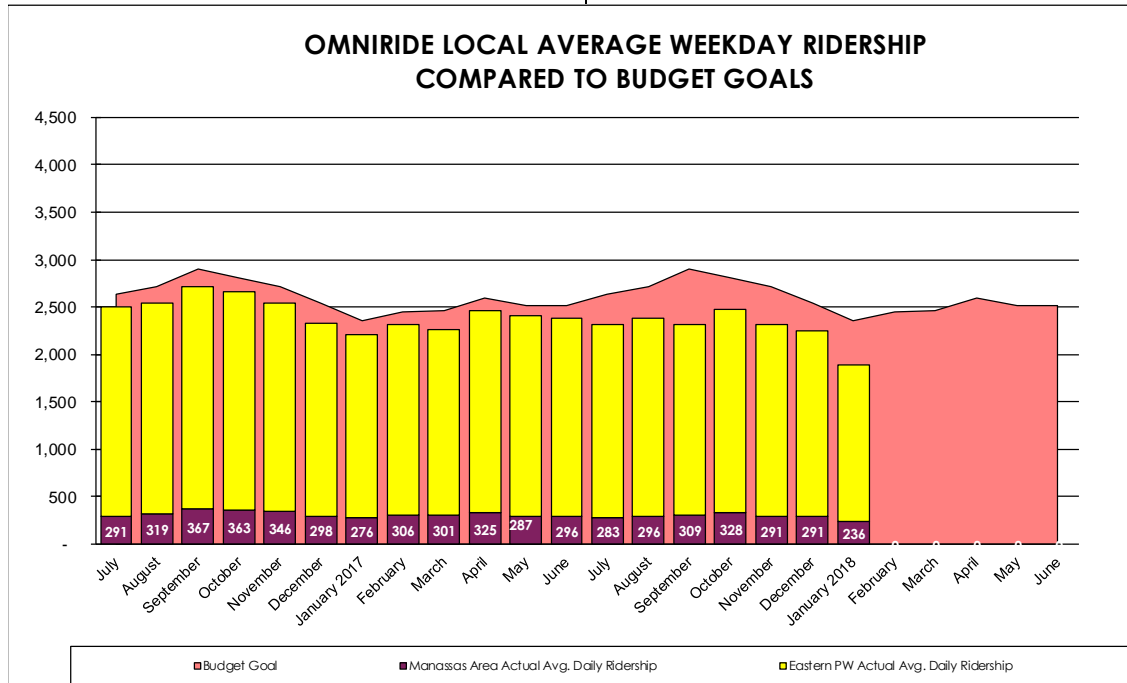
11/18- Avg. Daily Ridership excludes Veterans Day (11), Snow impacts (15), Thanksgiving (21-23), ESP Tree Lighting (28)

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)

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							
March							
April							
May							
June							
Year to Date	357,092	326,801	2,499	2,276	-8.9%	2,668	(392)



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)

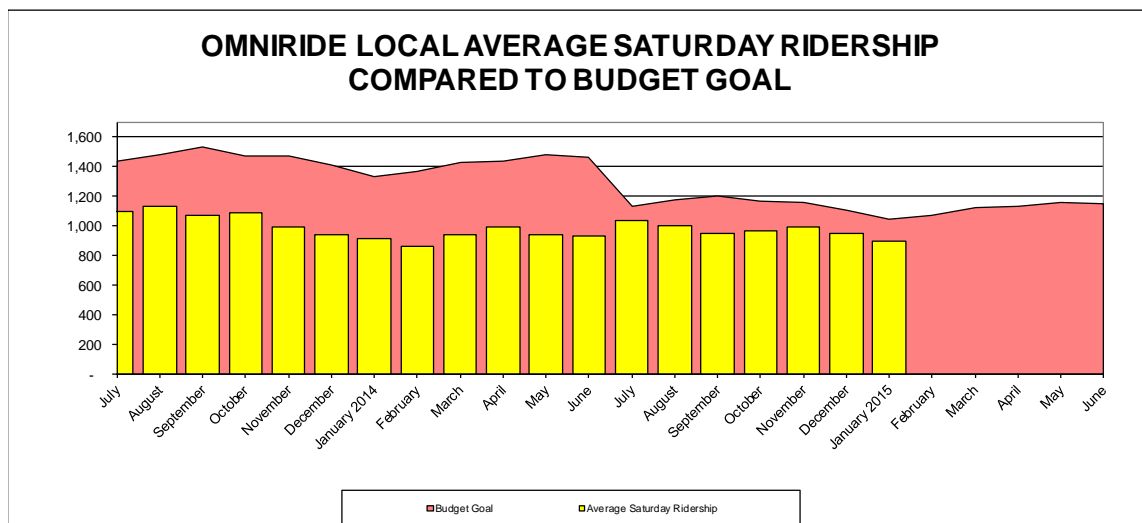
11/18- Avg. Daily Ridership excludes Veterans Day (11), Snow (15), Thanksgiving (21-23)

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)

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							
March							
April							
May							
June							
Year to Date	31,341	28,891	1,034	970	-6.2%	1,141	(171)



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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

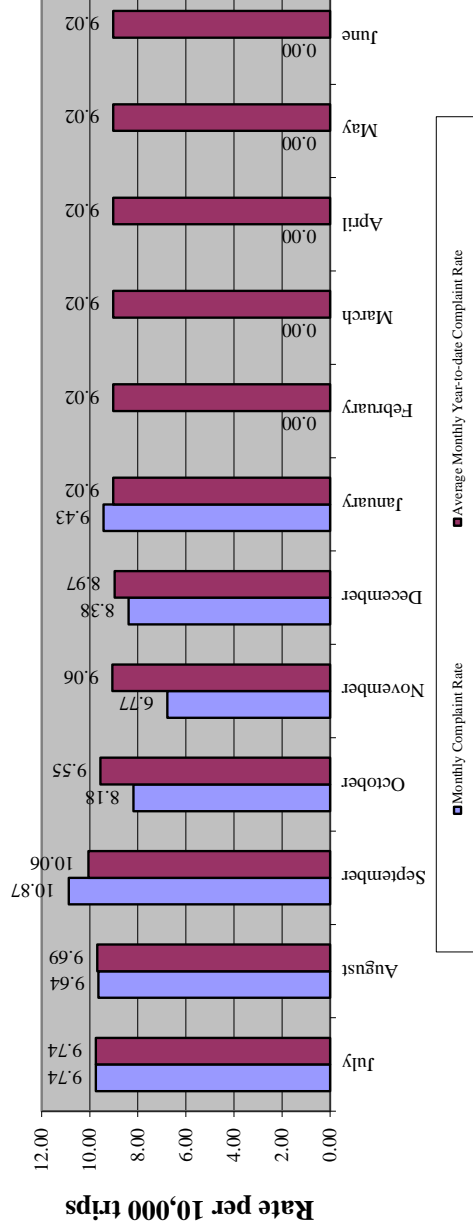
		OmniMatch				Vanpool Alliance			
	FY18	FY19	FY18	FY19	FY18	FY19	FY18	FY19	FY19
	New Applications Received	New Applications Received	Other Applications Received	Other Applications Received	Vanpools Enrolled	Vanpools Enrolled	Monthly Passenger Trips	Monthly Passenger Trips	Monthly Passenger Trips
July	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									
March									
April									
May									
June									
Average	37	45	13	11	657	670	121,820	121,086	

- 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			
March			
April			
May			
June			
Year-to-date totals	1,017,577	814	8.00

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			
March			
April			
May			
June			
Year-to-date totals	991,917	895	9.02

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

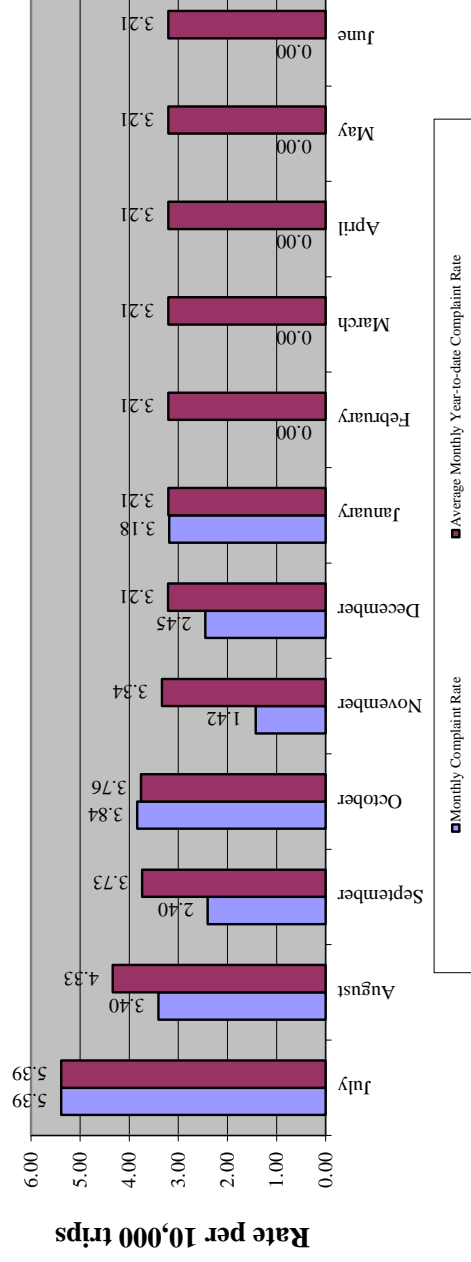


Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2018 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2019 in the bus services contract.

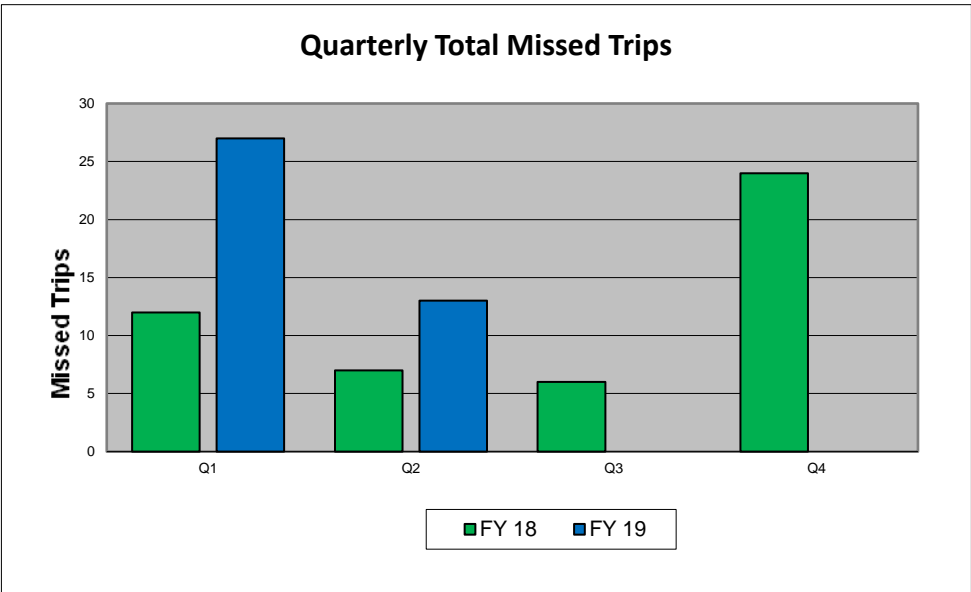
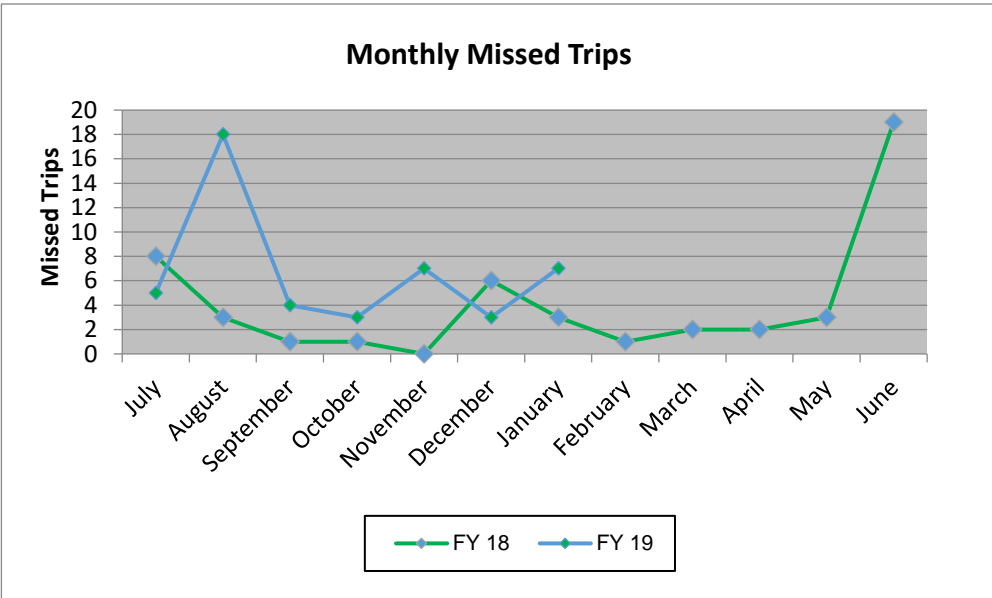
FY 2018 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	54,971	40	7.28
August	62,858	42	6.68
September	59,398	30	5.05
October	61,637	15	2.43
November	54,871	24	4.37
December	47,161	26	5.51
January	47,537	24	5.05
February			
March			
April			
May			
June			
Year-to-date totals	388,433	201	5.17

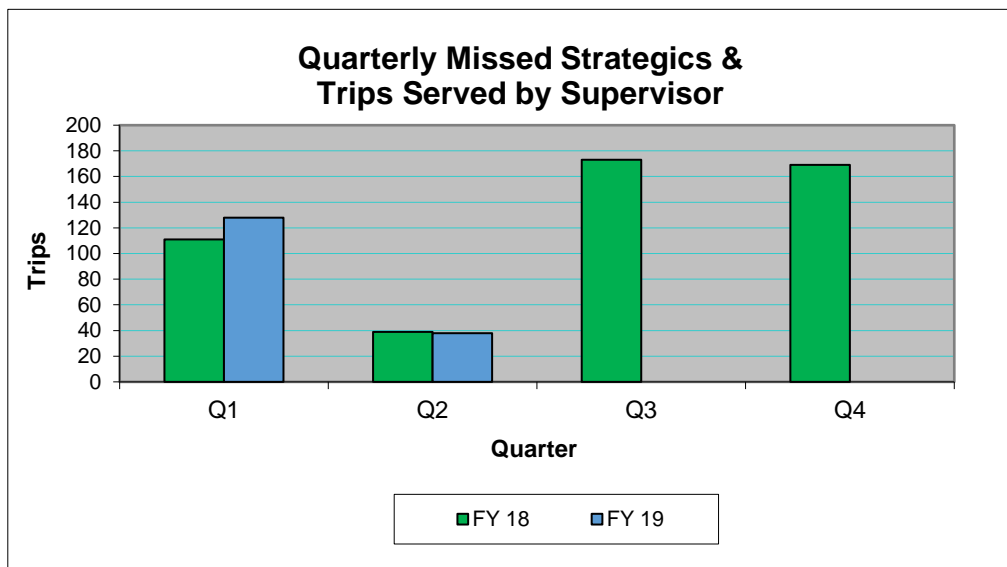
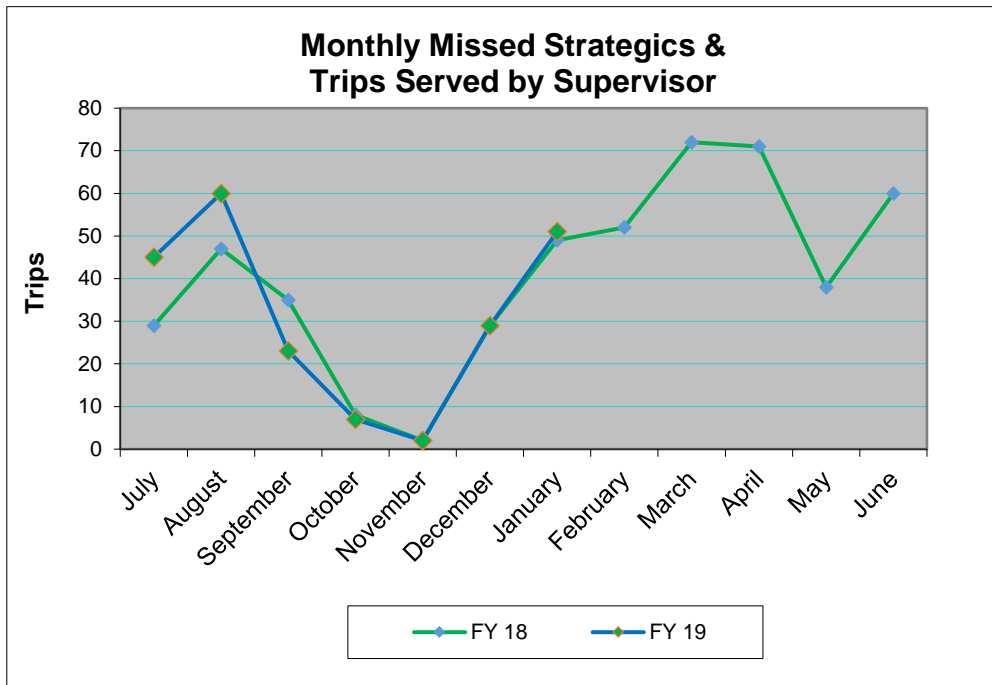
FY 2019 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	51,982	28	5.39
August	58,758	20	3.40
September	49,909	12	2.40
October	59,944	23	3.84
November	49,249	7	1.42
December	44,927	11	2.45
January	37,679	12	3.18
February			
March			
April			
May			
June			
Year-to-date totals	352,448	113	3.21

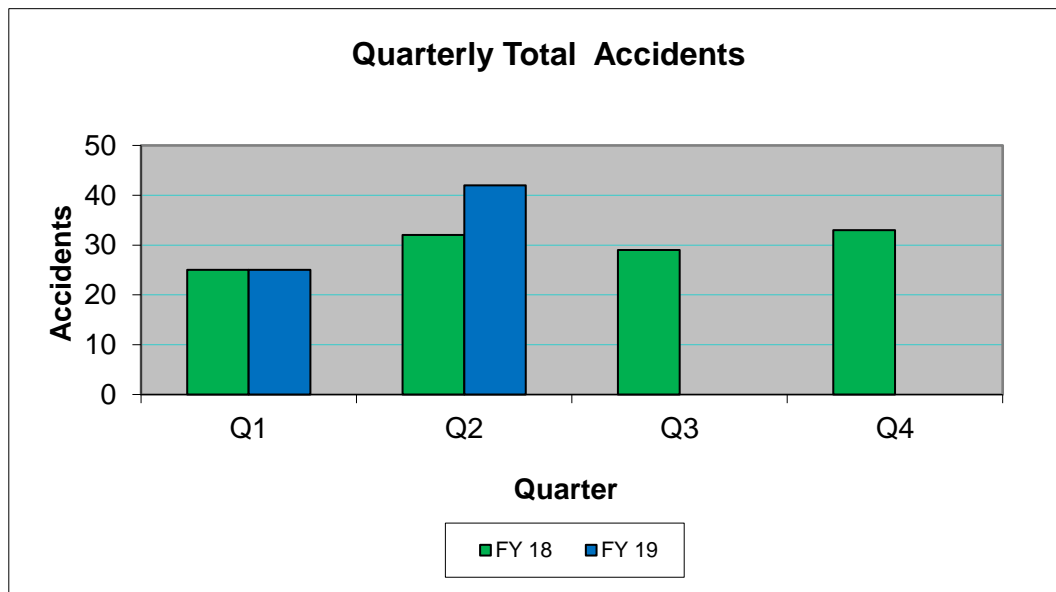
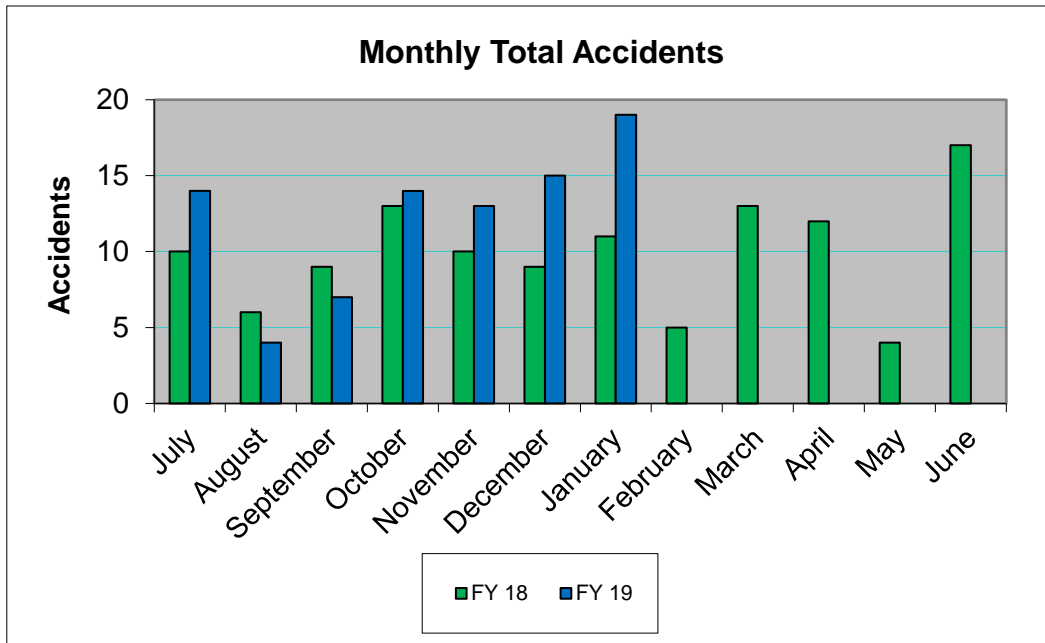
**FY 2019 OmniRide Local complaint rate per 10,000 Trips
compared to monthly average**

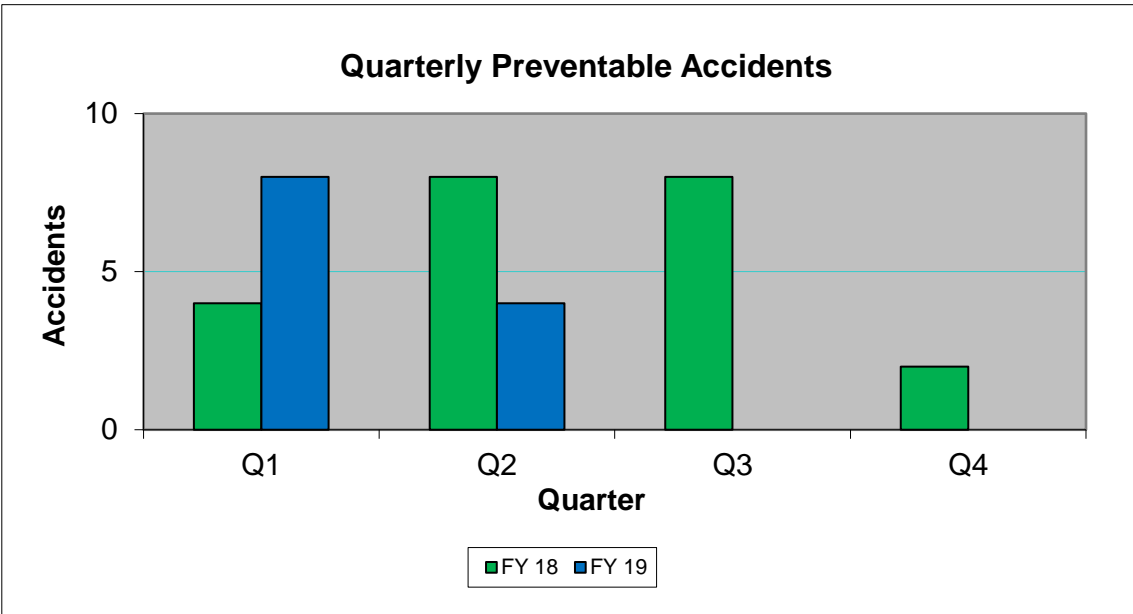
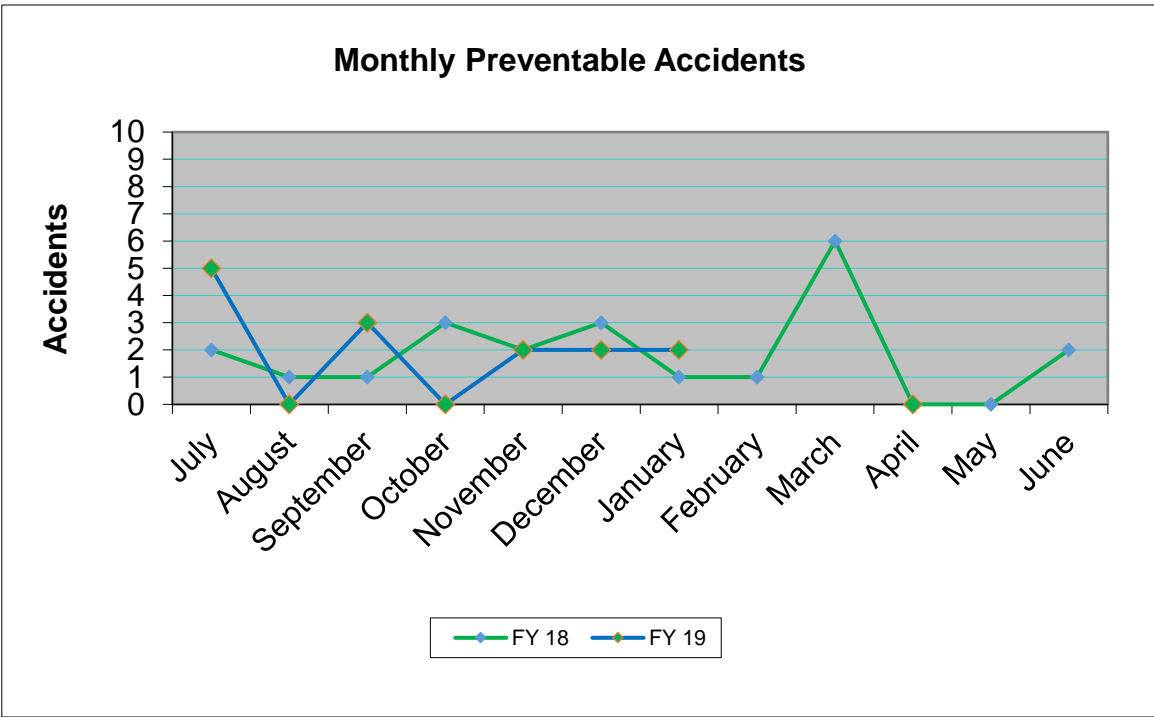


Complaint rates for OmniRide Local service for the current month and for the year-to-date in contrast to fiscal year 2018 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2019 in the new bus services contract.

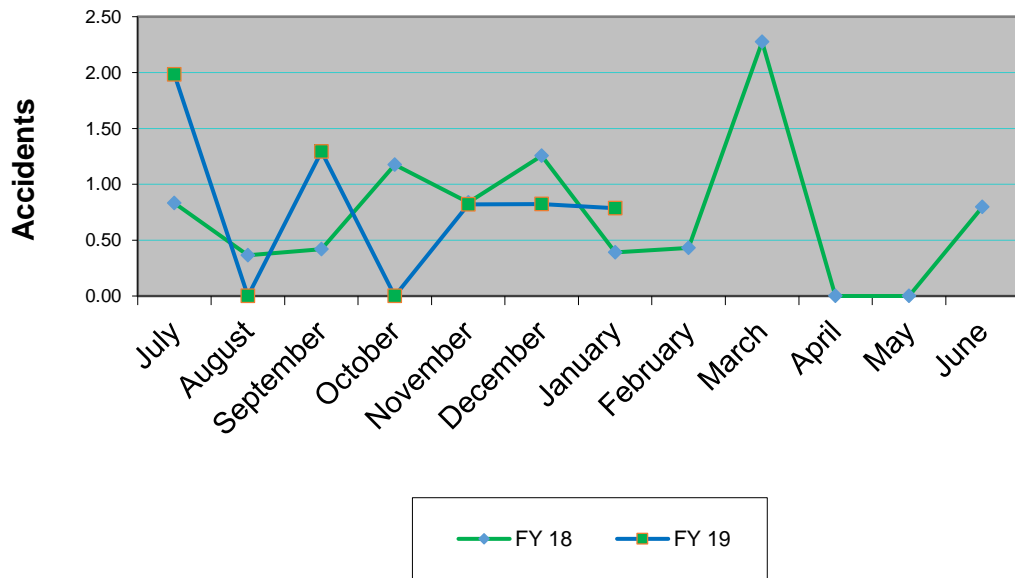




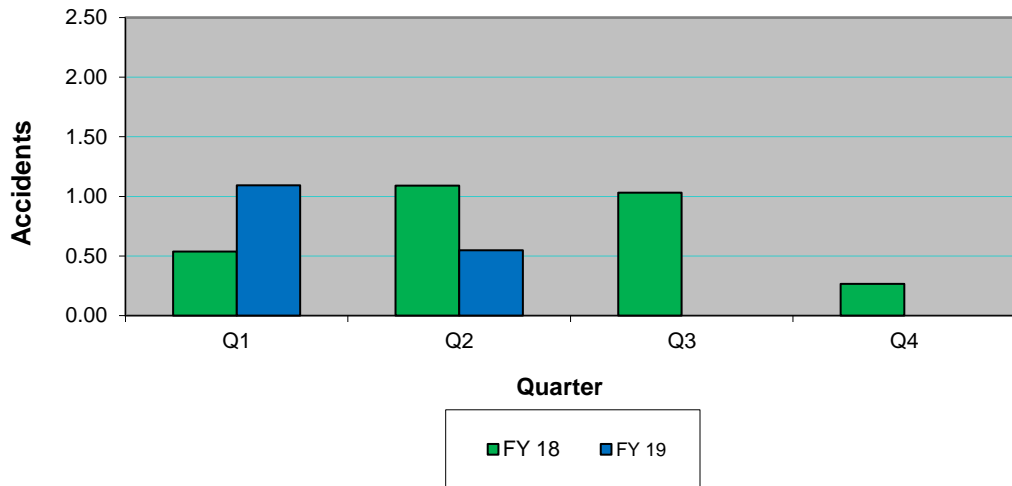




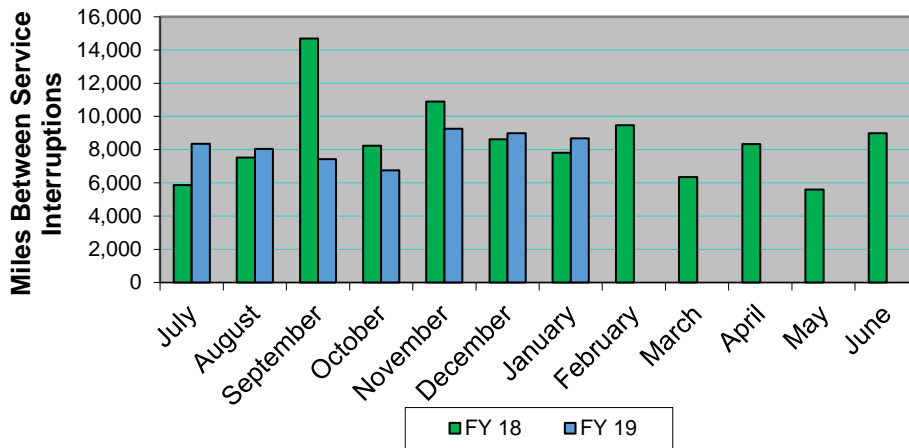
Monthly Preventable Accidents per 100,000 Miles



Quarterly Average Preventable Accidents per 100,000 Miles



Monthly Miles Between Service Interruptions



Average Quarterly Miles Between Service Interruptions

