





May 2, 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: March 2019 System Performance and Ridership Report

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OMNIRIDE Express and Metro Express Service

- March average daily ridership increased 1.1 percent from February
- Ridership patterns are consistent with previous years, increasing in the spring
- Western service area continues to see spikes due to half fare promotion and availability of services from Haymarket

OMNIRIDE Local Bus Service

- March average daily ridership declined 2.9 percent from February
- College spring break mid-month impacted a segment of the ridership
- Saturday ridership continues to level off with no inconsistent swings

Vanpool Alliance Program

- Enrollment stayed at 673 vans
- Passenger trips were 10 percent higher than February due to a longer month and better weather

OmniMatch Program

- Staff attended:
  - 3/1 – WMATA Platform Improvement Project strategy session with the Planning Department
  - 3/7 – Coast Guard Transportation Fair
  - 3/11 - Prince William County Chamber of Commerce Policy Committee Meeting
  - 3/13 – Council of Governments Bike-to-Work Day and Car Free Day Steering Committee Meetings

- 3/15 – Transportation Demand Management (TDM) and Planning Teams met with Town of Dumfries Planning Staff
- 3/18 – Quantico Welcome Aboard Brief
- 3/20 – Stratford University New Student Orientation
- Staff presented at:
  - The Industrial Land Exchange Committee Meeting (Transportation and TDM Program Overview/Update on our Strategic Plan)

#### Customer Service Statistics

- The call center received 7,072 calls in March; the automated system is still not working, which is most likely contributing to the increased call volume
- Responded to 27 general information emails in March
- Percentage of OMNIRIDE local trip denials increased by 26 percent compared to February (1.16 percent in February vs. 1.46 percent in March)

#### Passenger Complaints

Complaint rate for OMNIRIDE in March:

- OMNIRIDE Express and Metro Express complaint rate increased six (6) percent from this time in FY18.
- OMNIRIDE Local service complaint rate decreased 36 percent compared to this time in FY18.