

November 1, 2018
PRTC Regular Meeting

Information Items

System Performance Reports

Revised Purchasing Authority Report

Wheels-to-Wellness Funding Status


Quarterly Fuel Report


PWC EEO Recommendations Update



November 1, 2018

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: September System Performance and Ridership Report

OMNIRIDE Express and Metro Express Service

- September ridership increased 2.6 percent from August and remained relatively flat year over year
- Western ridership continues to grow, but no overcrowding concerns related to half-price incentives
- Early morning Horner Road Commuter Lot ridership being analyzed for potential adjustments with next service change in December

OMNIRIDE Local Bus Service

- September average daily ridership decreased 2.6 percent from August
- Heavy rains negatively impacted ridership, offsetting increases from schools back in session
- Working with contract management to identify any training or operational issues to ensure service is timely and reliable to reverse declining ridership trends

Vanpool Alliance Program

- Enrollment increased slightly to 670 vans
- Ridership in August was 118,472, which is 2000 trips higher than the same period last year.
 - **9/12** – Coast Guard Transit Fair (St. Elizabeth's Campus)
 - **9/17** – Quantico Welcome Aboard Brief

- Other Staff Activity:
 - **9/17** – Staff attended the Land Use and Transportation Town Hall meeting (hosted by the City Council).
 - **9/28** - Staff attended ACT TDM Briefing and FHWA/FTA Updates to Capitol Hill Staff

Customer Service Statistics

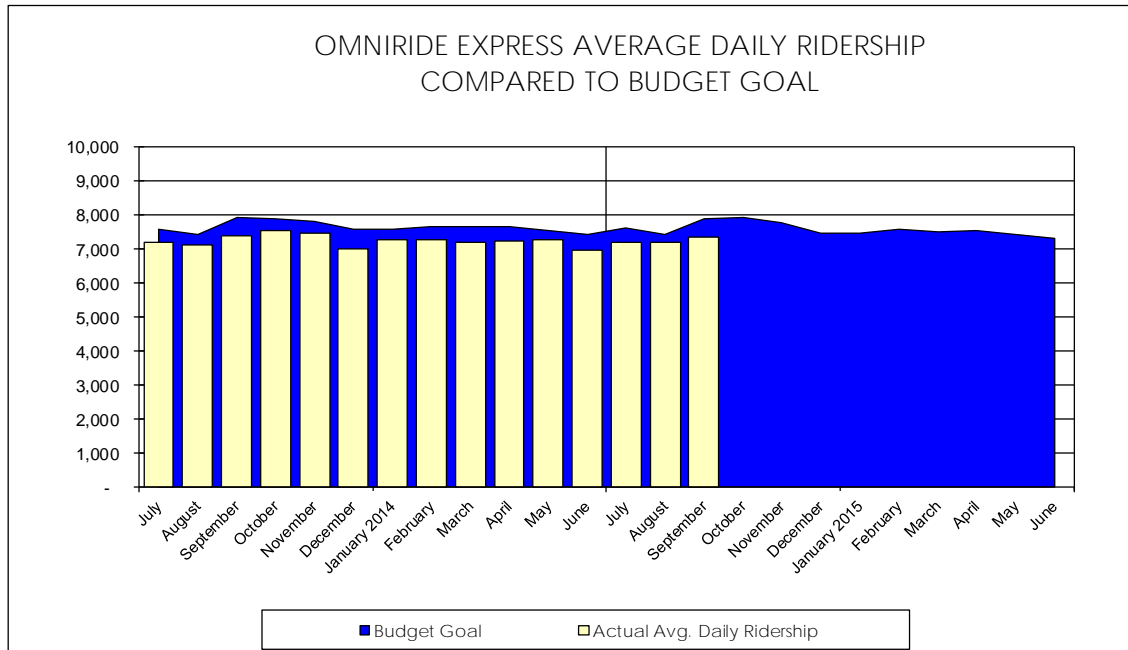
- The call center received 7,485 calls in September; the automated system handled 48 percent of those calls.
- Average wait time for remaining calls was 3:31.
- Responded to 31 general information emails in September
- Percentage of OMNIRIDE local trip denials slightly up compared to August

Passenger Complaints

- Complaint rate for OmniRide in September:
 - OMNIRIDE Express and Metro Express complaint rate increased 20% from this time in FY18
 - OMNIRIDE Local service complaint rate decreased 41% 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							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	452,276	453,421	7,252	7,262	0.1%	7,652	(390)



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)

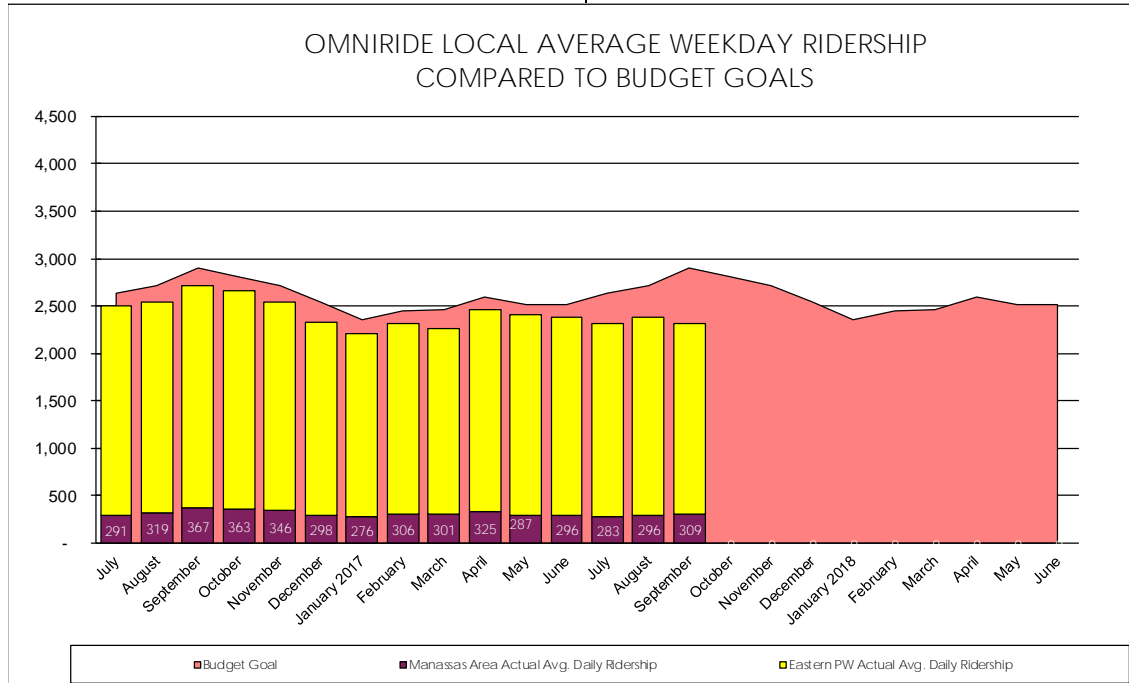
6/18: Avg. Daily Ridership excludes Capitals Stanley Cup Parade ESP Service (12)

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)

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							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	161,743	146,996	2,584	2,336	-9.6%	2,751	(415)



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)

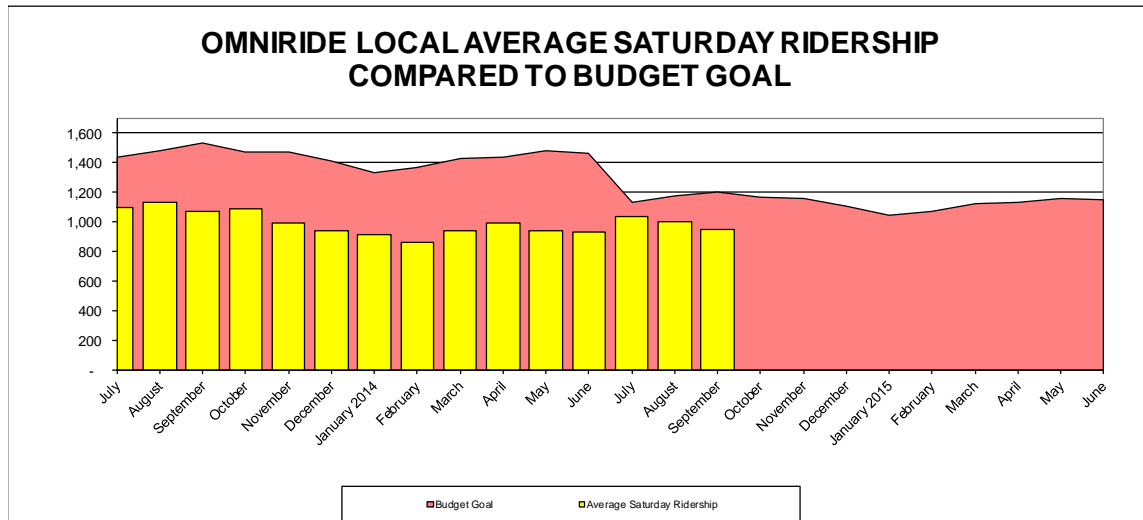
2/18- Avg. Daily Ridership excludes weather related school closures (7), President's Day Holiday (19)

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)

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							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	15,484	13,653	1,100	997	-9.4%	1,170	(173)



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)

OMNIMATCH / VANPOOL ALLIANCE

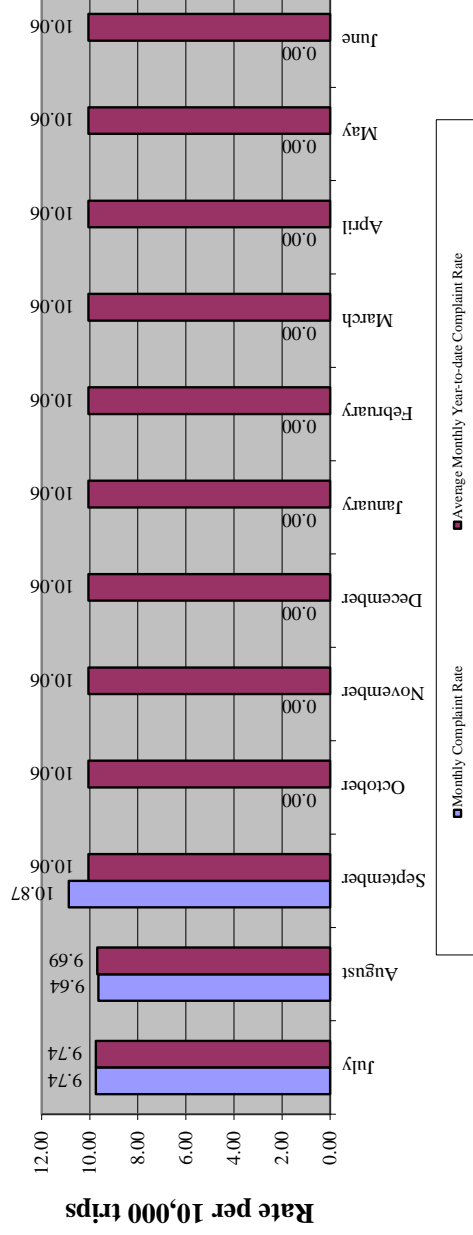
	OmniMatch				Vanpool Alliance			
	FY18	FY19	FY18	FY19	FY18	FY19	FY18	FY19
	New Applications Received	New Applications Received	Other Applications Received	Other Applications Received	Vanpools Enrolled	Vanpools Enrolled	Monthly Passenger Trips	Monthly Passenger Trips
July	34	53	5	6	653	669	117,257	125,864
August	36	42	20	27	658	669	133,874	136,402
September	22	35	15	11	659	670	116,527	118,472
October								
November								
December								
January								
February								
March								
April								
May								
June								
Average	31	43	13	15	657	669	122,553	126,913

- 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			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	452,276	380	8.40

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			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	453,421	456	10.06

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

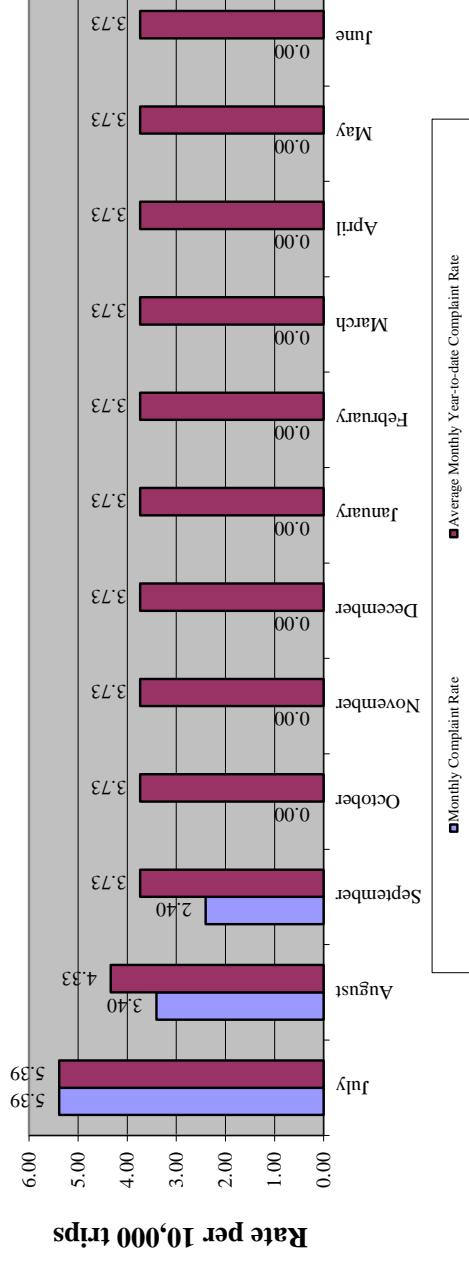


Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2018 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2019 in the bus services contract.

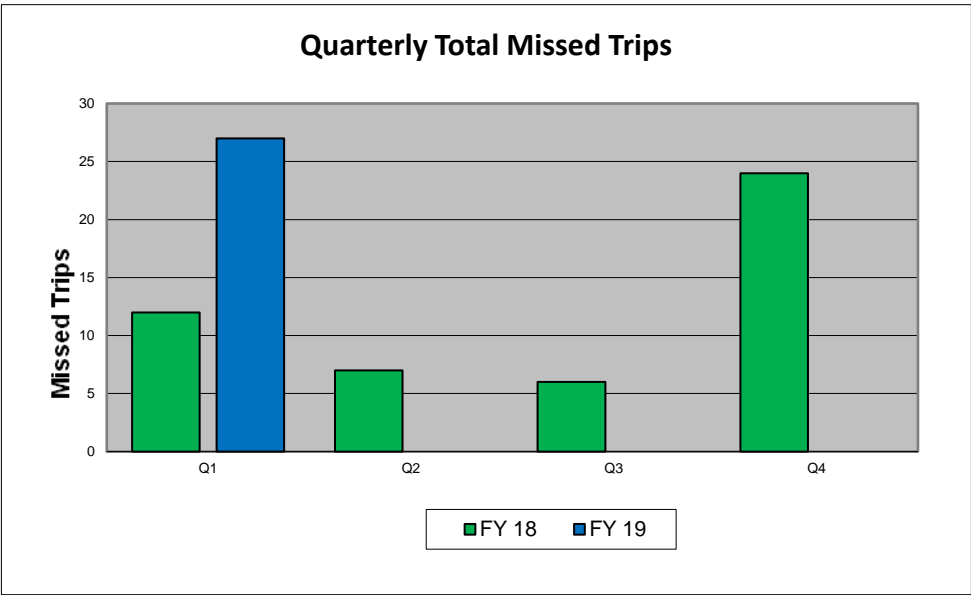
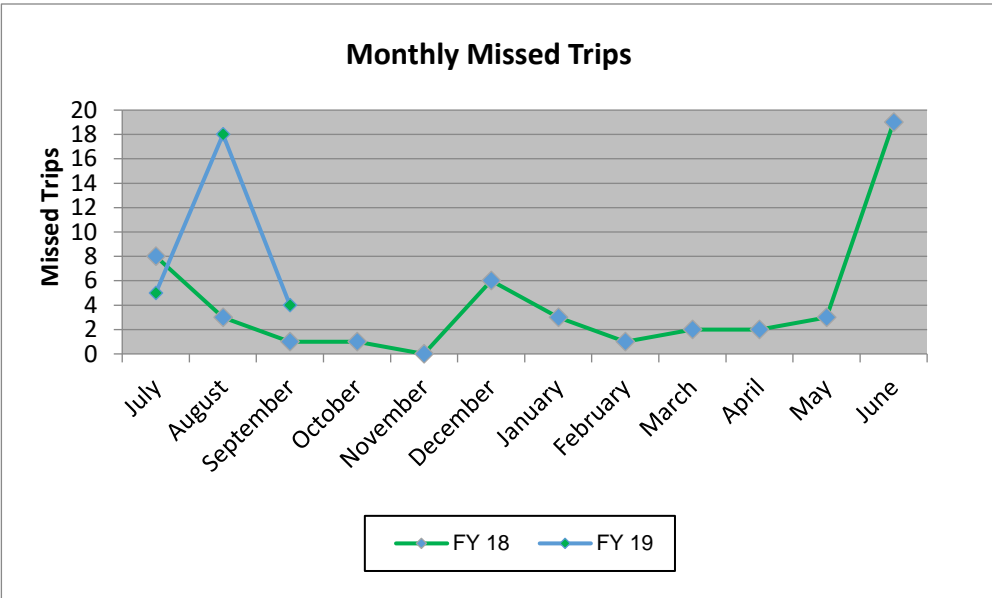
FY 2018 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	54,971	40	7.28
August	62,858	42	6.68
September	59,398	30	5.05
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	177,227	112	6.32

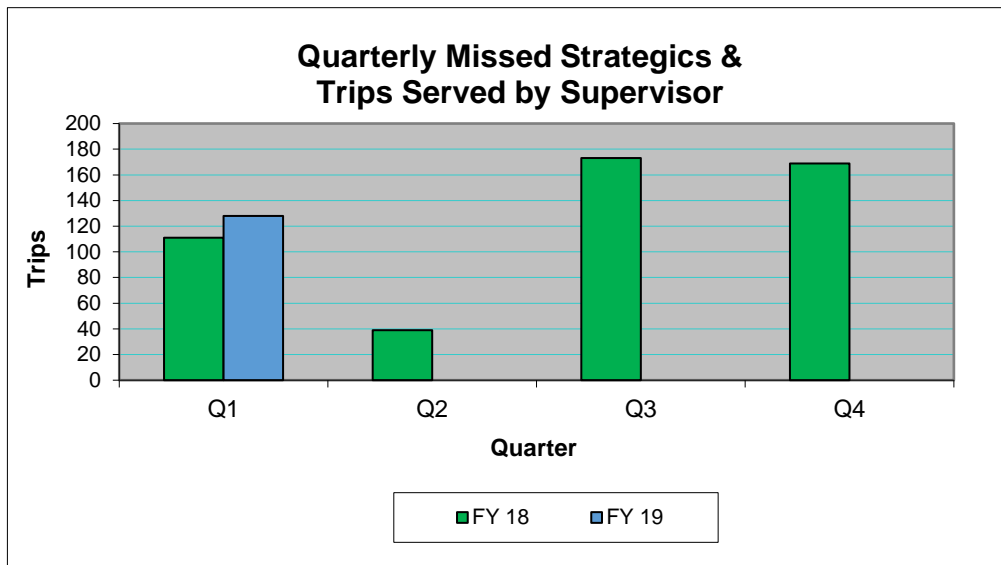
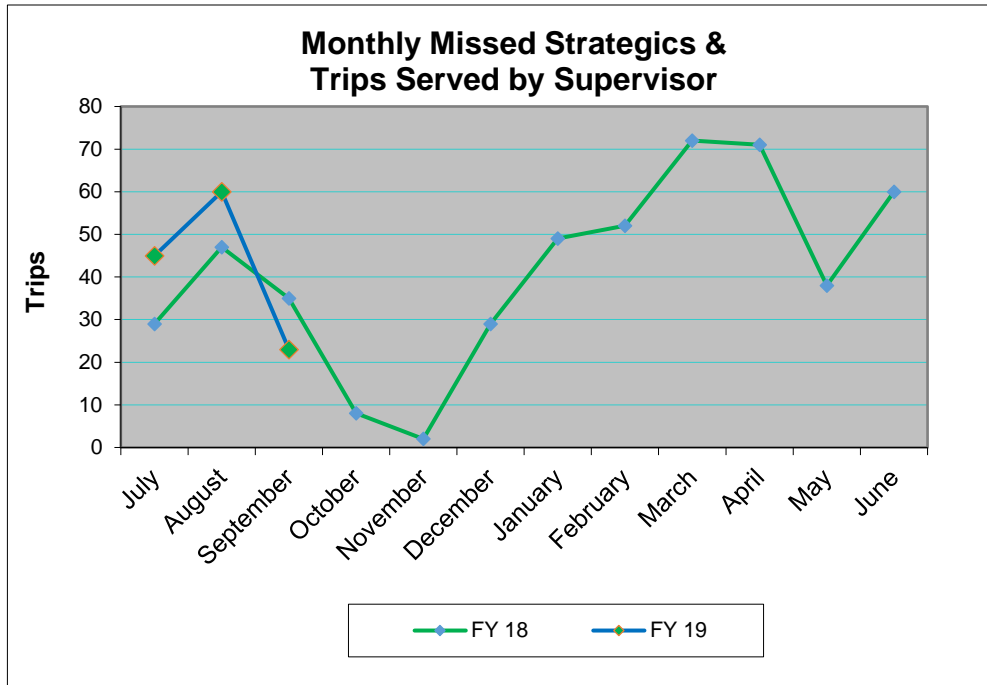
FY 2019 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	51,982	28	5.39
August	58,758	20	3.40
September	49,909	12	2.40
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	160,649	60	3.73

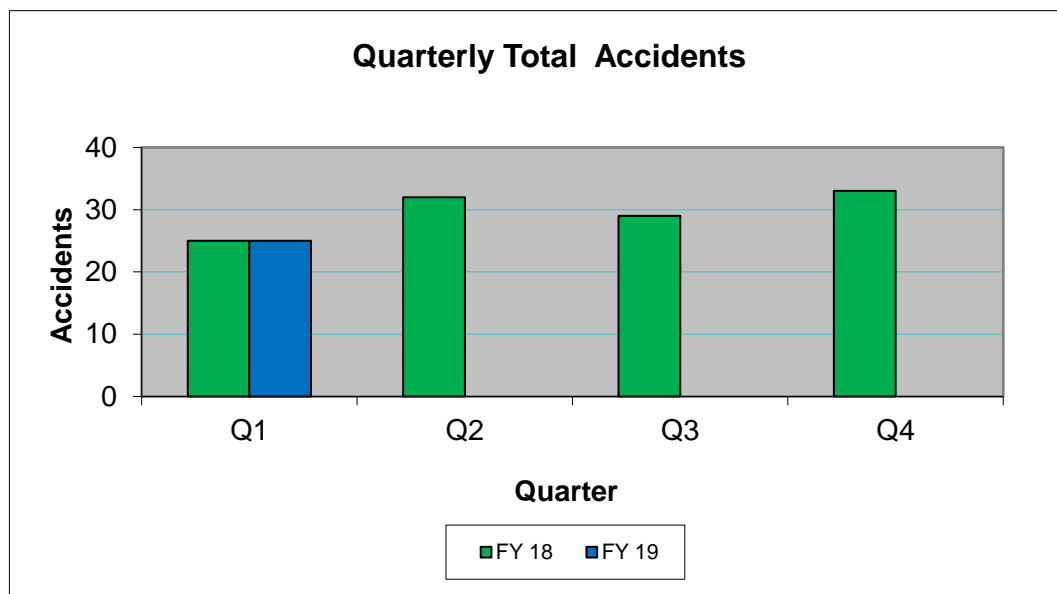
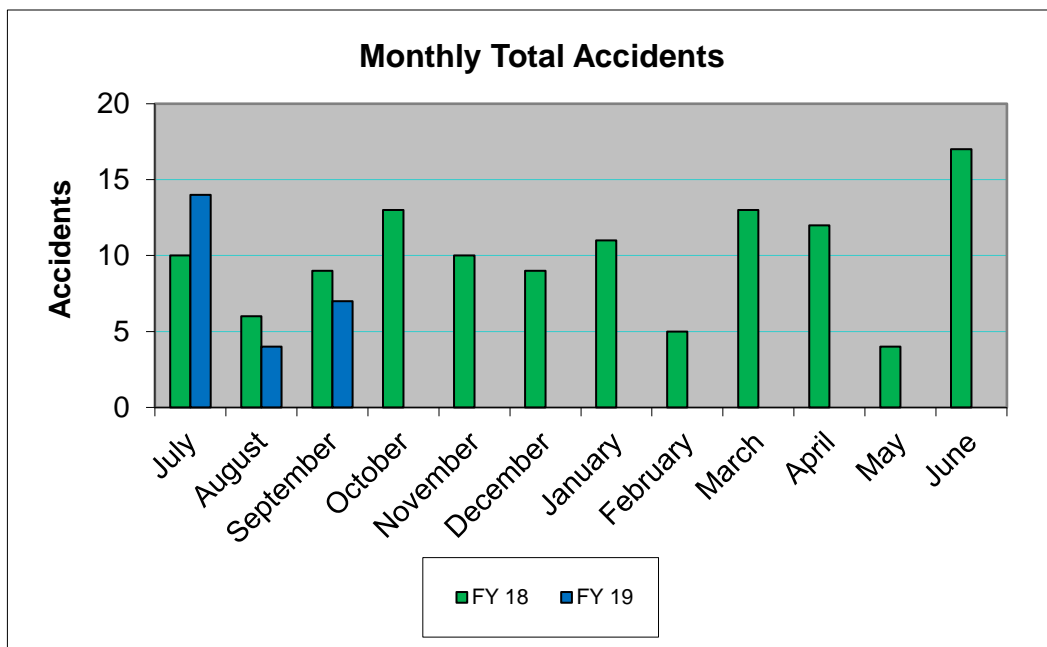
FY 2019 OmniRide Local complaint rate per 10,000 Trips compared to monthly average

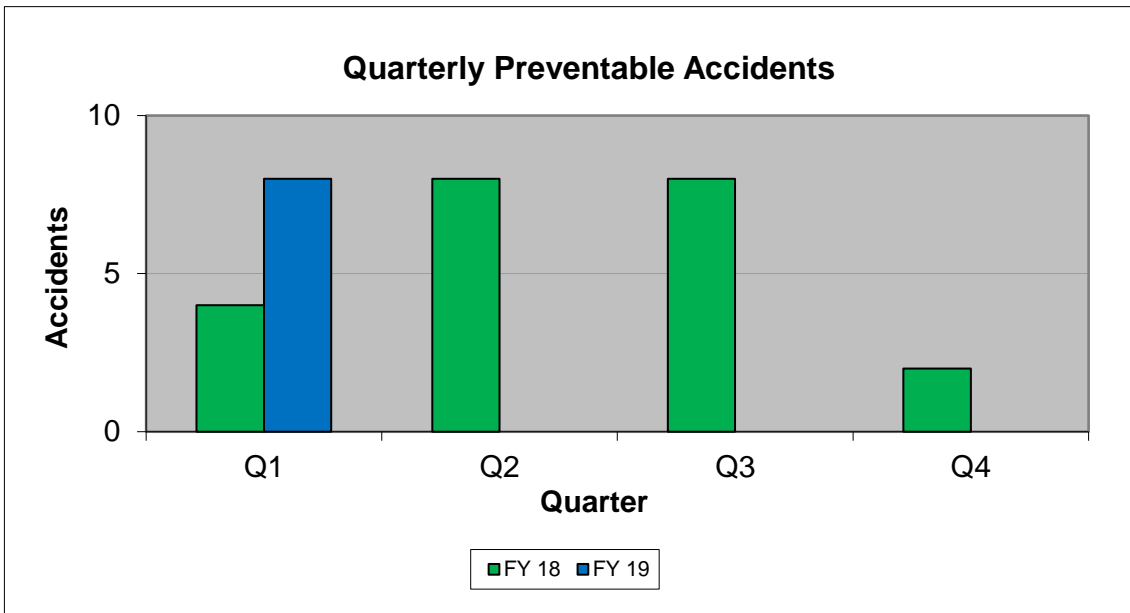
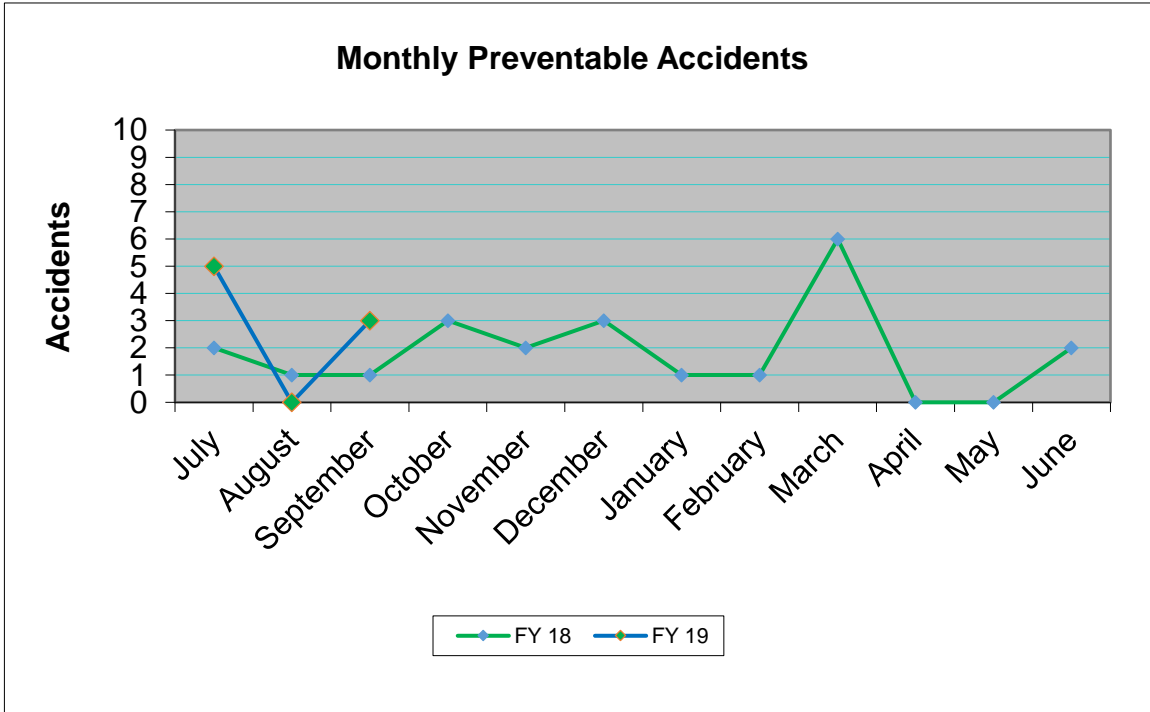


Complaint rates for OmniRide Local service for the current month and for the year-to-date in contrast to fiscal year 2018 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2019 in the new bus services contract.

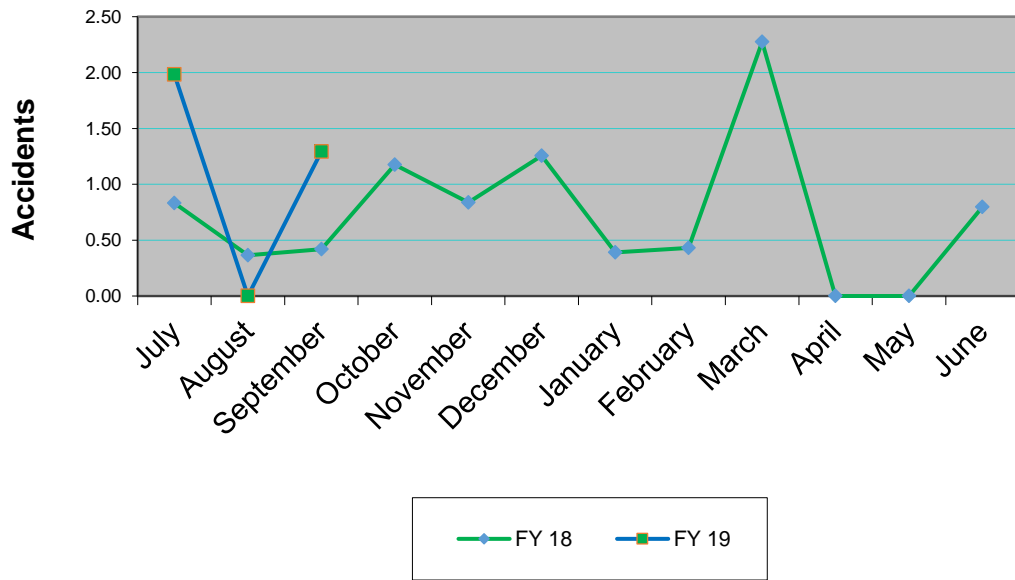




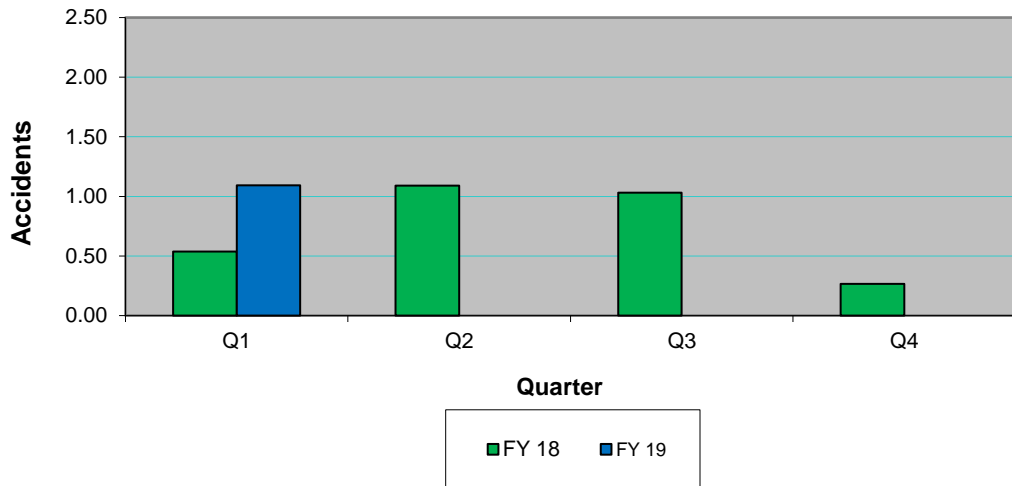




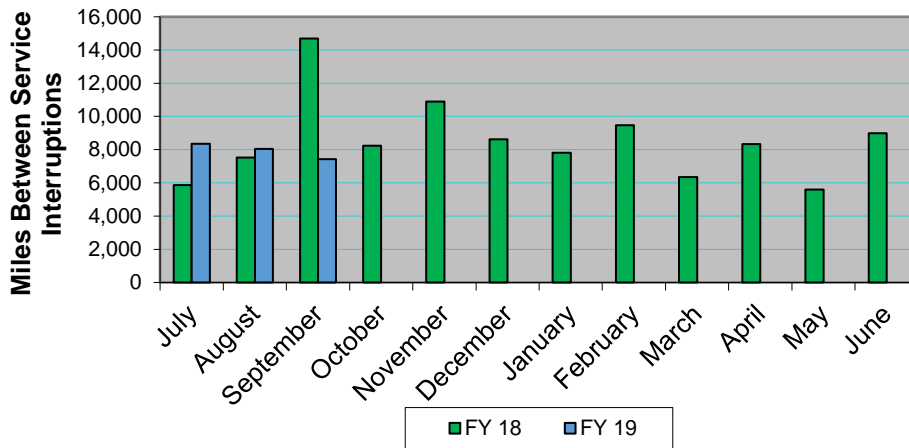
Monthly Preventable Accidents per 100,000 Miles



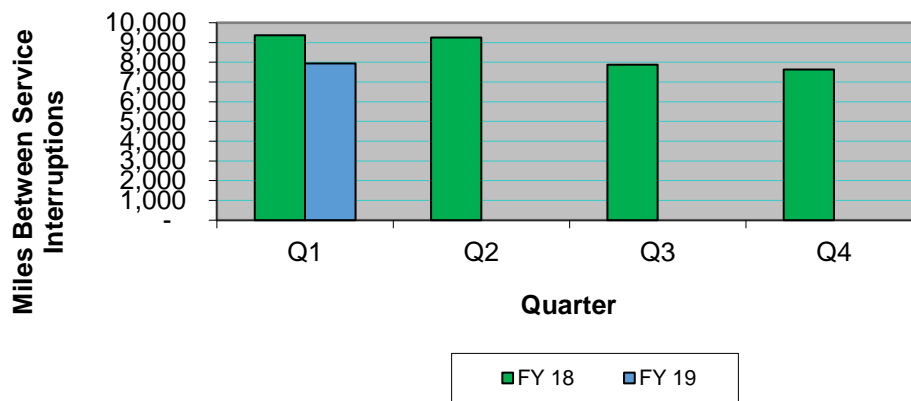
Quarterly Average Preventable Accidents per 100,000 Miles



Monthly Miles Between Service Interruptions



Average Quarterly Miles Between Service Interruptions





To: Madame Chair Anderson and PRTC Commissioners

From: Bob Schneider, Executive Director

A handwritten signature in black ink, appearing to read "Bob Schneider", is placed over the "From:" line.

Re: Revised Purchasing Authority Report

Date: November 1, 2018

On June 4, 2015, the Commission 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.

In September 2018 there were no purchase orders issued within the Executive Director's new spending authority.

Wheels-to-Wellness Funding Status
As of September 30, 2018

Grant/Contribution	Organization	Amount	Notes	
Enrollment Fees Collected		\$15		
Sub Total		\$15		

Pending

Grant/Contribution	Organization	Amount	Notes	
Sub Total		\$0		

Previously Reported

Grant/Contribution	Organization	Amount	Notes	Date
Enrollment Fees		\$3,377		
Contribution	Lake Jackson Volunteer Fire & Rescue Department - Bingo Account	\$500		02/09/2018
Contribution	Linda Lee - Go Fund Me	\$931		02/16/2018
Contribution	Davita Dialysis Center	\$1,261	Net IEC 3% admin fee per agreement (actual donation	01/18/2018
Grant	MWCOG Enhanced Mobility Grant/Potomac Health Foundation 50% match (disabled and seniors)	\$250,000		06/14/17
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:		\$586,504		
Grand Total (excluding Pending)		\$586,519		
Remaining (excluding Pending)		\$105,184		

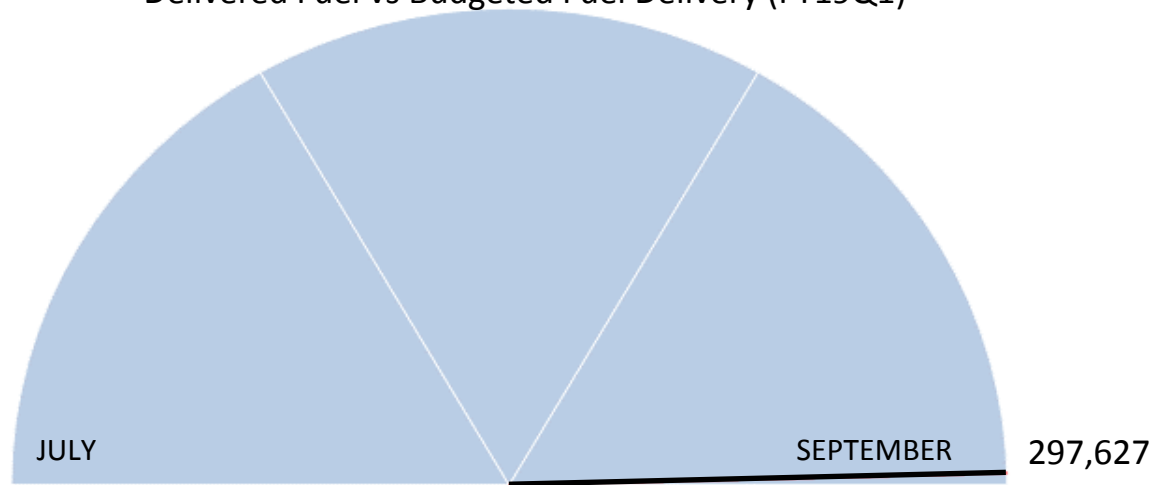


OmniRide Fuel Gauge

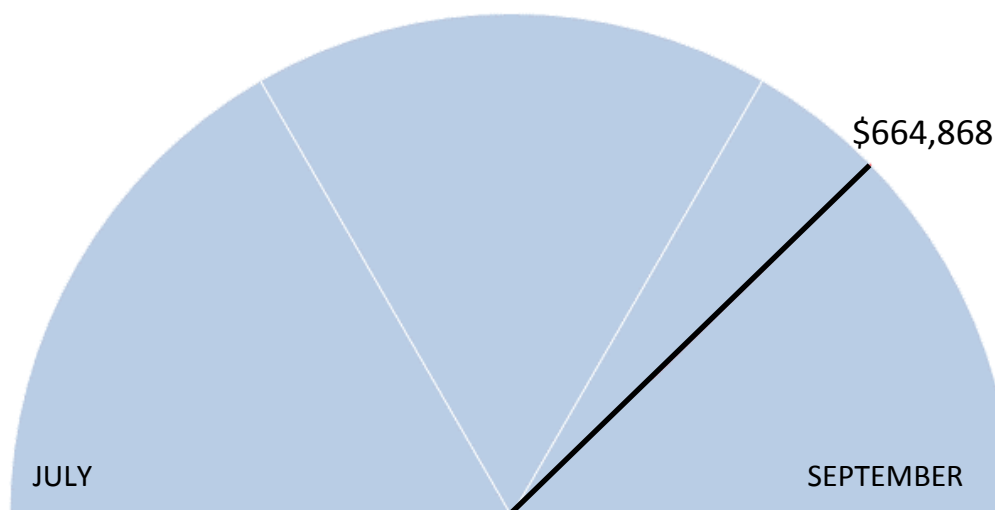
FY19 Q1 Totals: July 1, 2018—September 30, 2018

FY2019 Q1	Fuel Delivered	FY2018 Q1	Fuel Delivered
Average Per Gallon	\$ 2.23	Average Per Gallon	\$ 1.69
Total Gallons	297,627	Total Gallons	277,961
Total Cost		Total Cost	
\$ 664,686		\$ 470,672	

Delivered Fuel vs Budgeted Fuel Delivery (FY19Q1)

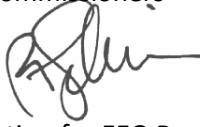


Fuel Expenditures vs Budgeted Fuel Expenditures (FY19 Q1)





TO: Madame Chair Anderson and PRTC Commissioners

FROM: Bob Schneider, Executive Director 

RE: Update on June 7, 2018 Board Resolution for EEO Recommendations

DATE: November 1, 2018

Each of the below items is from the PRTC Commission-adopted resolution on June 7, 2018. This update will be provided monthly until all technical items have been addressed.

1. There should be regular management and staff training on diversity and equal employment issues.

Update:

- Annual training calendar for FY19 has been created (attached) along with position profiles and training matrix with course descriptions and retained by HR. Annual training calendar is updated monthly and the Commission will be updated as appropriate.
- New Hire Orientation has been created for all new hires to include benefits and workplace policies and procedures.
- Anti-Harassment Training which includes EEO Statement provided for all employees, October 26, 2018.
- First Transit has completed diversity training for all employees.

Completed Items:

- Harassment Training: June 12 – 13, 2018: National Transit Institute of Rutgers University provided a 3-hour, on-site training class for all PRTC and First Transit supervisory employees. This course focused on supervisory reporting requirements.
- EEO Compliance Training: Staff member attended a week-long dedicated federal EEO compliance course June 11 – 15, 2018.
- Diversity Training: May 15 – 17, 2018: National Transit Institute of Rutgers University provided a 3-hour, on-site training class for all PRTC employees as well as First Transit Administrative staff.
- August 1 – 2, 2018: First Transit's Director of Learning & Development conducted harassment awareness/prevention training for all employees working at the OmniRide facility.

2. Immediate action should be taken to address any issues that arise, which could create a hostile work environment.

Completed Items:

- Responsiveness to Incidents: Human Resources will ensure ALL reports of harassment, discrimination, or intimidation shall be reported to the Executive Director and will notify the Executive Director of any and all personnel actions for review. Immediate action will be taken to investigate and address complaints.

- Policy Awareness: April 20, 2018, all employees were reminded of the Anti-Harassment Policy: “It is everyone’s responsibility to ensure this is a safe and professional workplace and to treat each other with professionalism and respect. The Anti-Harassment Policy is in Chapter XIV of the Personnel Policy Handbook and if you have any questions regarding the policy, please see the Director of Human Resources or your supervisor. If you see something or experience something that crosses the line, notify Human Resources, EEO Officer, a supervisor, or any manager.”
- Anti-Harassment Training: September 24, 2018: Provided by Jacqueline Lucas, Assistant County Attorney-Prince William County Attorney’s Office for PRTC Senior Staff.

3. Performance Evaluations of all staff should be current.

Future Items:

- Review and evaluate revision of the current evaluation instrument.
- Supervisors/Managers will provide employees with mid-year feedback and review steps for continuous performance evaluation.

Completed Items:

- Employee Evaluation Audit: HR Staff conducted an audit of personnel files and determined the last evaluation completed for each employee. Director of Human Resources reviewed the evaluation instrument and trained all managers on use of the evaluation instrument to ensure consistent and effective evaluations. All PRTC staff attended a training session on the current performance evaluation instrument and the importance of consistent and effective evaluations.
- Evaluations: Supervisors/Managers completed individual employee evaluations to include organizational, departmental, and individual goals by September 11, 2018.
- An annual evaluation cycle of July 1 to June 30 has been established to ensure 100% completion of annual evaluations.
- September 27, 2018 - All performance evaluations have been conducted, communicated and filed in personnel files.

4. The Executive Director should ensure clarity and consistency of management communications with staff.

Update:

- Ms. West, of Exstare Federal Services Group has met and interviewed individuals as well as the advisory committee and is in the process of finalizing the survey instrument and will collect survey data from OmniRide and First Transit employees next month.
- Project Connect, an employee engagement committee has been established to encourage communication and involvement between OmniRide and First Transit. First meeting scheduled for November 1, 2018.

Completed Item:

- August 27, 2018: Nancy West of Exstare Federal Services Group and J.R. Hipple of SIR met with senior management to discuss the OmniRide Diversity and Organizational Development Assessment project. The goal of this project is to work with the Commissioners and senior management staff to address issues related to communication, culture, and organizational values with an outcome of a strategic plan for diversity and inclusion. This process will include recommendations for changes to appropriate

policy, process, and managerial plans to help implement the Commission's Strategic Plan and associated programs. All PRTC staff have been advised of this project.

- At the request of Ms. West, an advisory committee has been established to work closely with the consultants.

5. All job descriptions should be written objectively to ensure the necessary knowledge, skills, and abilities are reflected.

Completed Item:

- All job descriptions have been revised to address the knowledge, skills and abilities language identified by the EEO review document. Substitute language, provided by legal counsel, was inserted. All staff have been advised and are able to view job descriptions via the shared drive.

We will continue the practice of legal review of job descriptions.

6. All supervisors be provided training regarding supervision of management of employees.

Update:

- Mentoring Program for employees either new to OmniRide or new to their roles began with the kick off meeting on October 22, 2018.
- Annual training calendar and position profiles completed. Individual training needs are being identified to ensure staff has the appropriate training for their current position/responsibilities and developmental training for professional growth.

Future Items:

- Management staff will be trained on coaching employees, communication with peers and employees, critical elements of accountability, and individual leadership.
- Planned individual leadership assessment process (i.e., Emergentics, DiSC, etc.) for the OmniRide leadership team with a focus on teambuilding and working together for goal achievement.

OMNIRIDE TRAINING CALENDAR – JULY 2018 – JUNE 2019

<p>July 2018</p> <ul style="list-style-type: none"> • 	<p>August 2018</p> <ul style="list-style-type: none"> • Performance Evaluation-All EE's (8/29-30) • 	<p>September 2018</p> <ul style="list-style-type: none"> • Anti-Harassment-Directors (9/24) 	<p>October 2018</p> <ul style="list-style-type: none"> • Anti-Harassment-All EE's (10/26) • HIPAA-HR/Finance (10/16) • New Hire Orientation-HR (10/16) and as necessary for new hires • FMLA-All EE's (10/24) • I-9 Form-HR (10/24) •
<p>November 2018</p> <ul style="list-style-type: none"> • Goal Setting-All EE's • First Accident Reporting/Worker's Compensation-All EE's • FEMA NIMS-Safety Sensitive EE's • Emergency Action Plan All EE's • Facility Badge Entry/Parking-All EE's 	<p>December 2018</p> <ul style="list-style-type: none"> • Ethics and Conflicts of Interest-All EE's • Substance Abuse (Drug & Alcohol)-All EE's • Suspicious Activity & Reporting-Safety Sensitive EE's 	<p>January 2019</p> <ul style="list-style-type: none"> • Diversity & Inclusion-All EE's • Communicating for Success-All EE's • FOIA-Directors/Executive Office • Crime Prevention-Safety Specific EE's • Active Shooter-All EE's 	<p>February 2019</p> <ul style="list-style-type: none"> • Coaching & Counseling for Managers • Employee Selection for Interviewers • Security Awareness-All EE's • Fire Prevention-All EE's • Hazard Communication/Right to Know-All EE's • Blood Borne Pathogens-All EE's
<p>March 2019</p> <ul style="list-style-type: none"> • General Safety Awareness (First Aid/PPE) –All EE's • Train-the-Trainer I- EE's that provide instructions to others 	<p>April 2019</p> <ul style="list-style-type: none"> • Fire Extinguisher-by position/certification • Basics of Team Development-All Mgrs. • Meeting Management-All EE's 	<p>May 2019</p> <ul style="list-style-type: none"> • Working in Teams-Client & Provide Relationship-All EE's • Delegating for Managers 	<p>June 2019</p> <ul style="list-style-type: none"> • Risk Assessment for Transit Capital Project- Project Mgrs & other EE's as required • Accountability & Responsibility-All EE's

All courses require signed rosters and necessary documentation verifying training is retained by HR. All courses are taught by Subject Matter Expert using various forms of learning (classroom, computer-based, etc.).Actual dates of training on calendar listed when training is scheduled/completed. Separate Training Matrix of Courses by Position with Course Descriptions retained by HR. This calendar is updated monthly by Human Resources & Safety.