



November 7, 2019

TO: Madam Chair Anderson and PRTC Commissioners

FROM: Perrin Palistrant 
Director of Operations and Operations Planning

THROUGH: Robert A. Schneider, PhD 
Executive Director

SUBJECT: September 2019 System Performance and Ridership Report

OMNIRIDE Express and Metro Express Service

- September average daily ridership increased 7.6 percent from August
- Ridership returning to normal levels with commutes back to a regular routine
- Mid-week ridership continues to be strong, attributing to the month-to-month increases

OMNIRIDE Local Bus Service

- September average daily ridership increased 2.1 percent from August
- Overall year-to-year ridership showing signs of leveling off and stabilizing
- Saturday ridership continues to increase month-to-month and year-to-year

Vanpool Alliance Program

- Enrollment continues to remain steady at 674 vans
- Passenger trips were flat compared to August

OmniMatch Program

Staff participated in:

- **September 3** - Prince William County Chamber of Commerce Hispanic Committee Meeting
- **September 4** - Coast Guard Commuter Fair
- **September 5** - North Woodbridge Transit and Mobility Section Small Area Plan Review Meeting
- **September 9** - Prince William County Chamber of Commerce Economic Development Committee Meeting

- **September 9** - City of Manassas Transportation Table Top Event – Town Hall
- **September 9** - Car Free Day Proclamation Signing – City of Manassas Town Hall
- **September 10** - Prince William County Chamber of Commerce Education and Innovation Committee Meeting
- **September 11** - Assett Loop Transportation Table Top Event
- **September 12** - Dulles Area Transit Association (DATA) Breakfast Series - WAZE Carpool
- **September 12** - Prince William County Chamber of Commerce Economic Development Series Lunch: Amazon Town Hall
- **September 17** - Commuter Connections Marketing Communications, Ridematching and Sub Committee Meetings
- **September 17** - Access Tysons Transportation Fair
- **September 19** - Leadership Prince William Program Kick-off Retreat
- **September 21** - Car Free Day Outreach at the Manassas Farmers Market (partnering with City of Manassas)
- **September 23** - Quantico Welcome Aboard Brief
- **September 24** - I-66 TMP Working Group Briefing at VDOT
- **September 30** - Employer Outreach Training at Metropolitan Washington Council of Governments (MWCOCG)

Customer Service Statistics

- The call center received 8,038 calls in September
- Responded to 46 general information emails in September
- OMNIRIDE local trip denials in September was two (2) percent
 - Increase in ridership coupled by an increase in customers requesting a trip at the same time as others caused the denial rate to increase in September

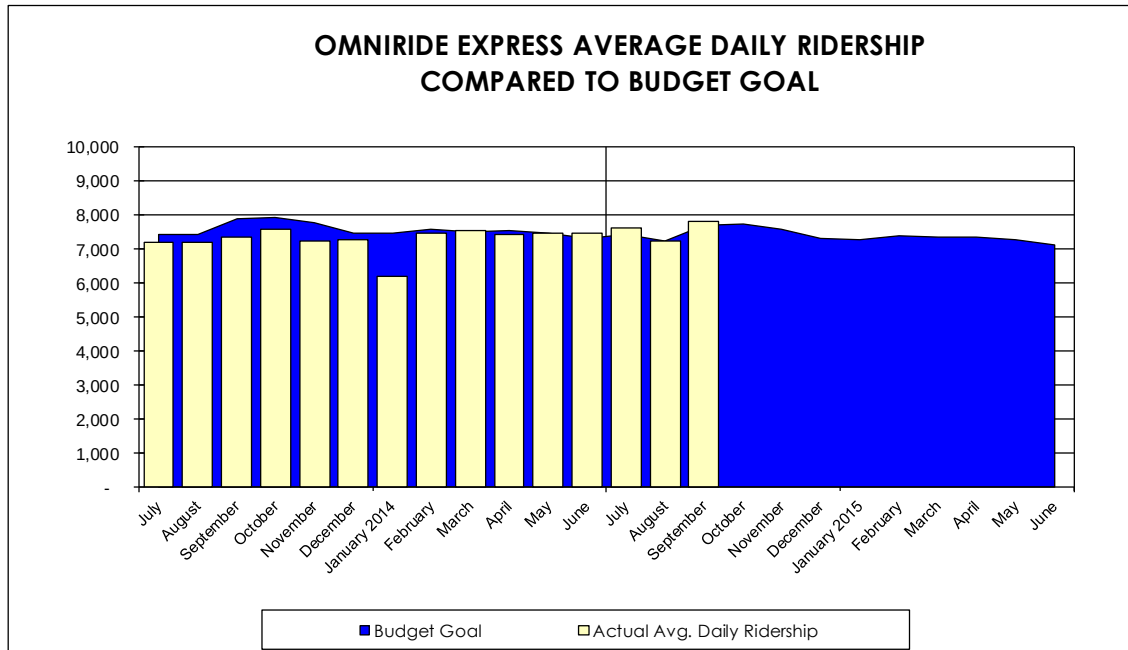
Passenger Complaints

Complaint rate for OmniRide in September:

- OMNIRIDE Express and Metro Express complaint rate decreased 22 percent compared to September 2018
- OMNIRIDE local service complaint rate decreased 27 percent compared to September 2018

OMNIRIDE EXPRESS SERVICE

Month	Monthly Ridership		Average Daily Ridership			FY20 Budget Goal	Change from Goal
	FY19	FY20	FY19	FY20	% Change		
July	147,825	162,648	7,211	7,627	5.8%	7,451	176
August	163,900	139,597	7,194	7,256	0.9%	7,250	6
September	141,696	147,765	7,380	7,808	5.8%	7,722	86
October							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	453,421	450,010	7,262	7,564	4.2%	7,474	89



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

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)

1/12- Avg. Daily Ridership excludes Weather related school closures/delays (15, 29-31) and MLK Holiday (18,21)

2/12- Avg. Daily Ridership excludes Weather related school closures/delays (11, 20,21) and President's Day Holiday (18)

3/12- Avg. Daily Ridership excludes Weather related school closures/delays (1)

4/12- Avg. Daily Ridership excludes interstate closure ESP (4), PWC Spring Break (15-19)

5/12- Avg. Daily Ridership excludes Friday before Memorial Day (24)

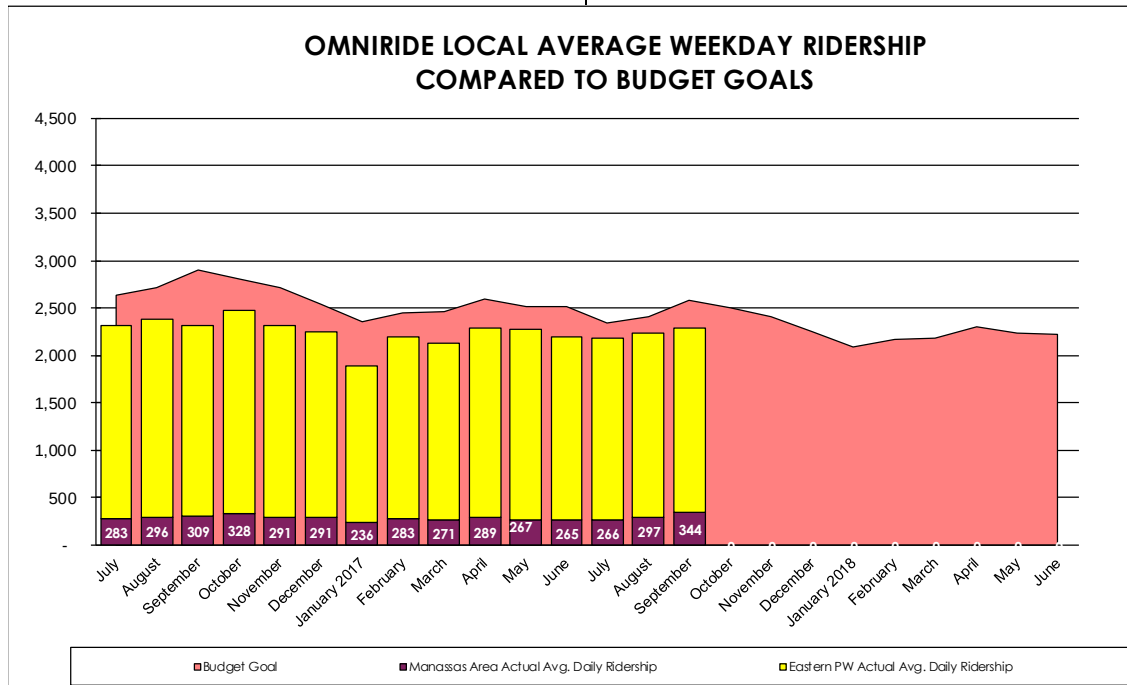
7/12-Avg. Daily Ridership excludes 7/3, 4, 5 (Independence Day Holiday)

8/12-Avg. Daily Ridership excludes 8/1, 2, 5 (Work Stoppage), 30 (Friday before Labor Day)

9/12-Avg. Daily Ridership excludes 9/20 (car free day), 9/23 (ESP due to demonstrations in DC)

OMNIRIDE LOCAL SERVICE

WEEKDAY							
Month	Monthly Ridership		Average Daily Ridership			FY20 Budget Goal	Change from Goal
	FY19	FY20	FY19	FY20	% Change		
July	48,194	47,848	2,309	2,182	-5.5%	2,338	(156)
August	54,757	45,499	2,380	2,238	-6.0%	2,405	(167)
September	44,045	44,528	2,319	2,285	-1.5%	2,576	(291)
October							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	146,996	137,875	2,336	2,235	-4.3%	2,440	(205)



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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)

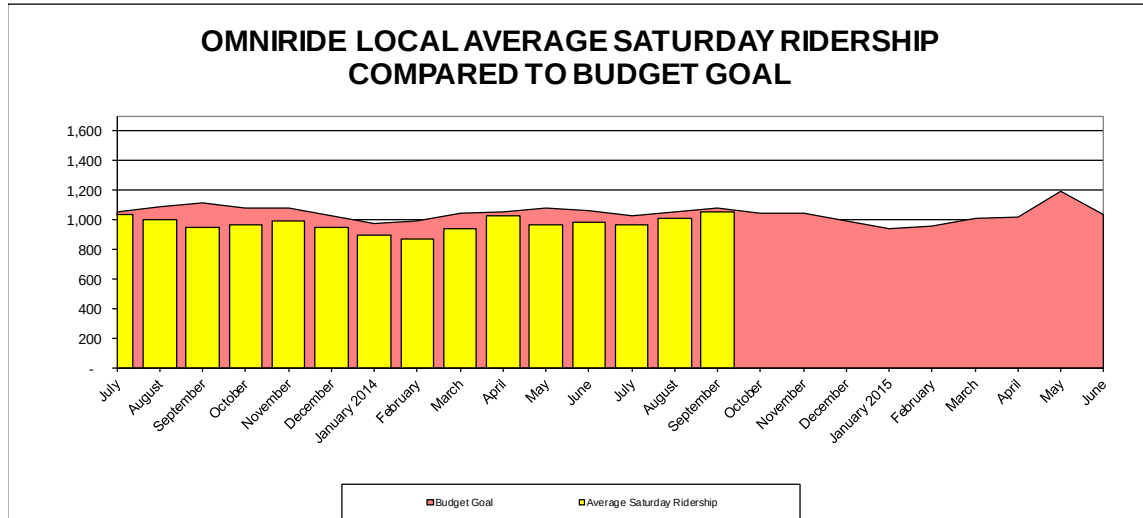
7/19- Avg. Daily Ridership excludes 7/4 (Independence Day), 7/5 Day after Independence Day

8/19- Avg. Daily Ridership excludes 8/1, 2, 5 (work stoppage)

9/19- Avg. Daily Ridership excludes 9/20 (car free day)

OMNIRIDE LOCAL SERVICE

SATURDAY							
Month	Monthly Ridership		Average Saturday Ridership			Average Saturday FY20 Budget Goal	Change from Goal
	FY19	FY20	FY19	FY20	% Change		
July	3,788	3,864	1,040	966	-7.1%	1,025	(59)
August	4,001	5,032	1,000	1,006	0.6%	1,055	(49)
September	5,864	4,219	951	1,055	10.9%	1,078	(23)
October							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	13,653	13,115	997	1,009	1.2%	1,053	(44)



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

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			
	FY19	FY20	FY19	FY20	FY19	FY20	FY19	FY20
	New Applications Received	New Applications Received	Other Applications Received	Other Applications Received	Vanpools Enrolled	Vanpools Enrolled	Monthly Passenger Trips	Monthly Passenger Trips
July	53	52	6	10	669	674	125,864	139,650
August	42	41	27	6	669	674	136,402	132,224
September	35	56	11	13	670	674	118,472	131,999
October								
November								
December								
January								
February								
March								
April								
May								
June								
Average	43	50	15	10	669	674	126,913	134,624

1) "New PRTC Applications Received" include all new customers inquiring about rideshare options in Prince William, Manassas, and Manassas Park.

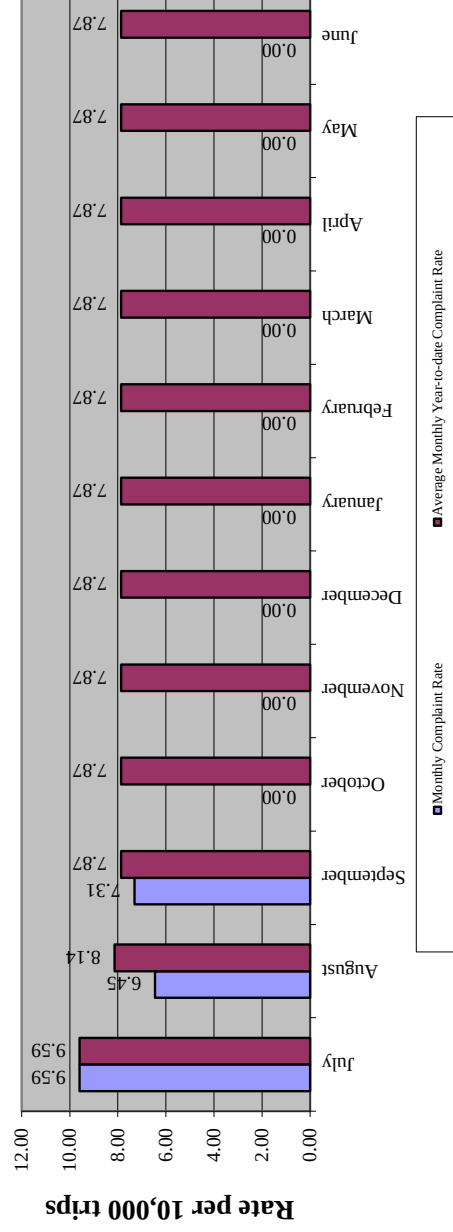
2) "Other Applications Received" include reapplicants, deletions and commuters contacted as a follow-up interested in remaining in the program.

3) "Vanpools Enrolled" includes all vanpools approved as of last day of the month.

FY 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 2020 Year-to-date OmniRide Express Complaints			
	Ridership	Complaints	Per 10k Trips
July	162,648	156	9.59
August	139,597	90	6.45
September	147,765	108	7.31
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	450,010	354	7.87

**FY 2020 OmniRide Express Complaint Rate per 10,000 Trips
Compared to Monthly Average**

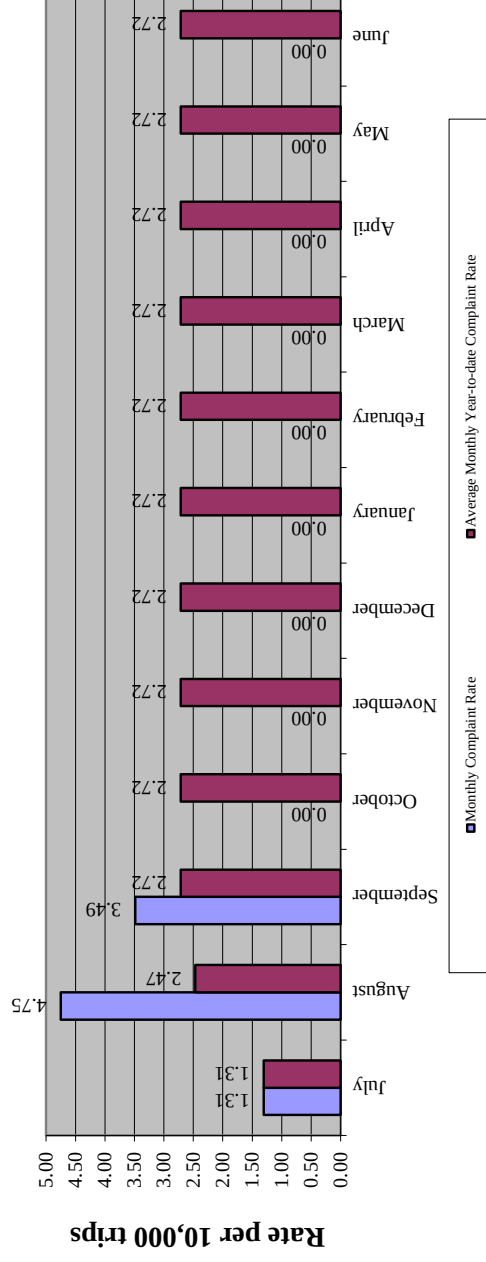


Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the bus services contract.

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

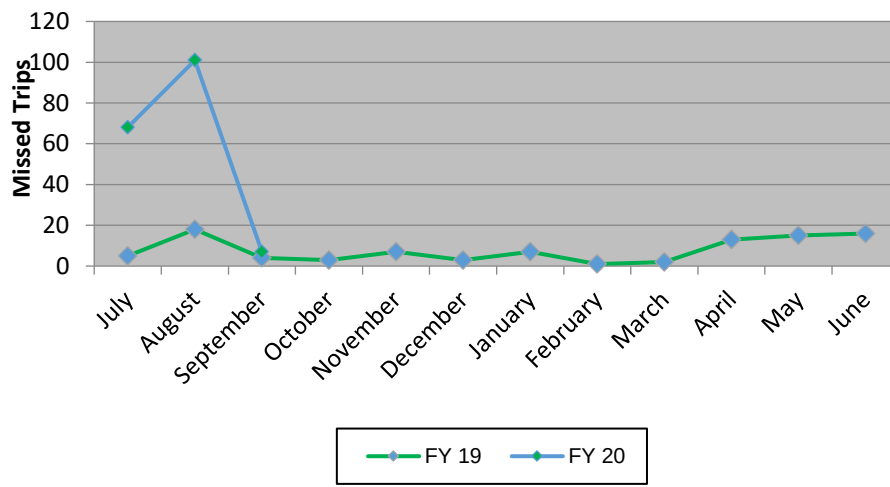
FY 2020 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	99,560	13	1.31
August	50,531	24	4.75
September	48,747	17	3.49
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	198,838	54	2.72

FY 2020 OmniRide Local complaint rate per 10,000 Trips compared to monthly average

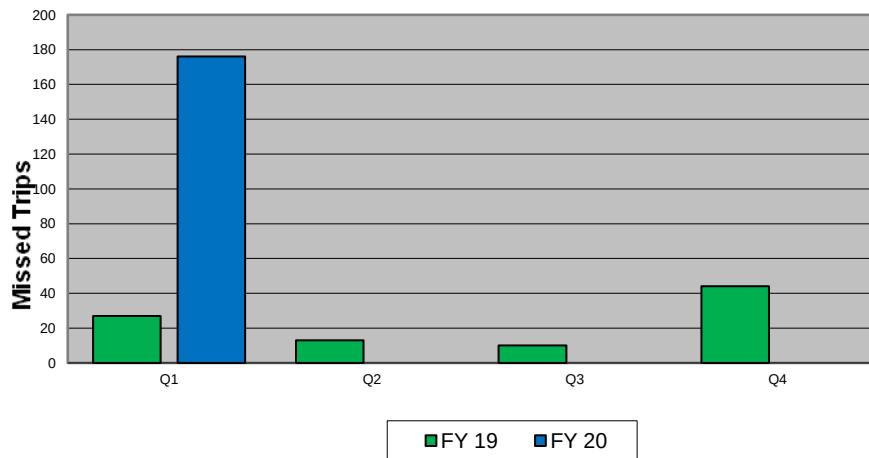


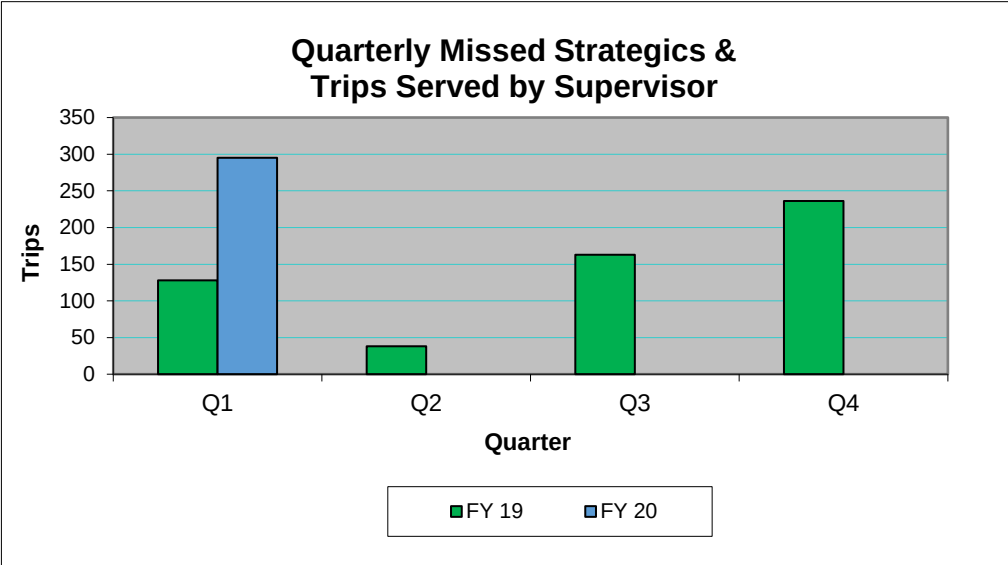
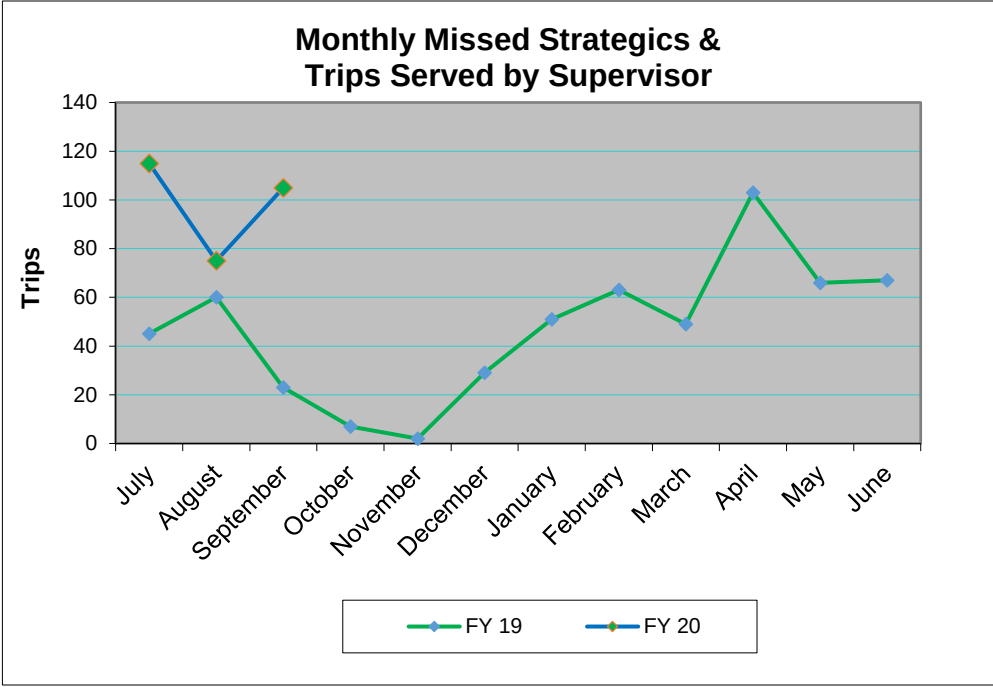
Complaint rates for OmniRide Local service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the new bus services contract.

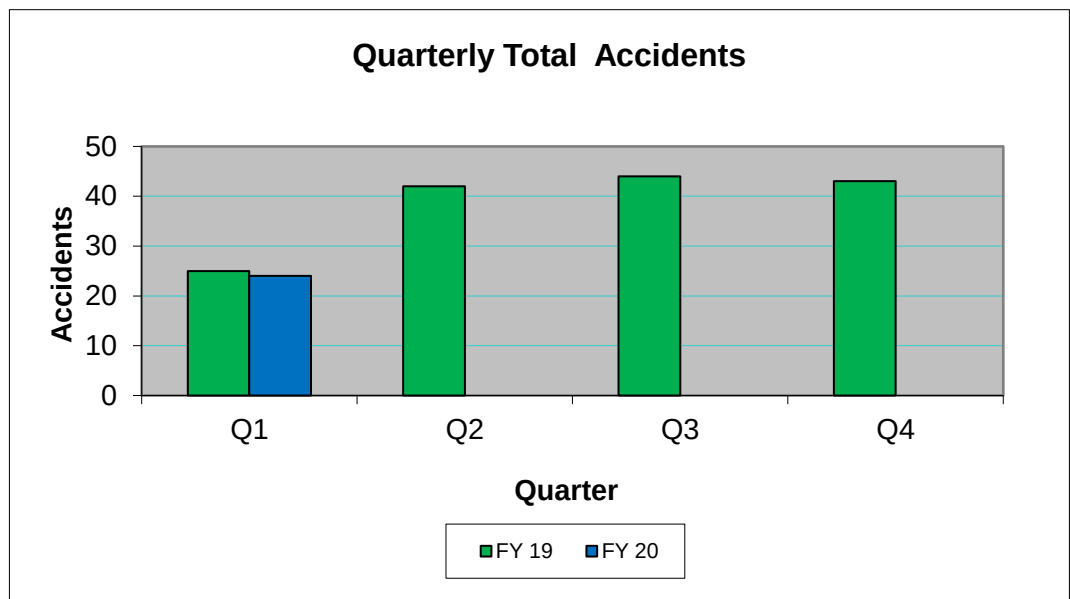
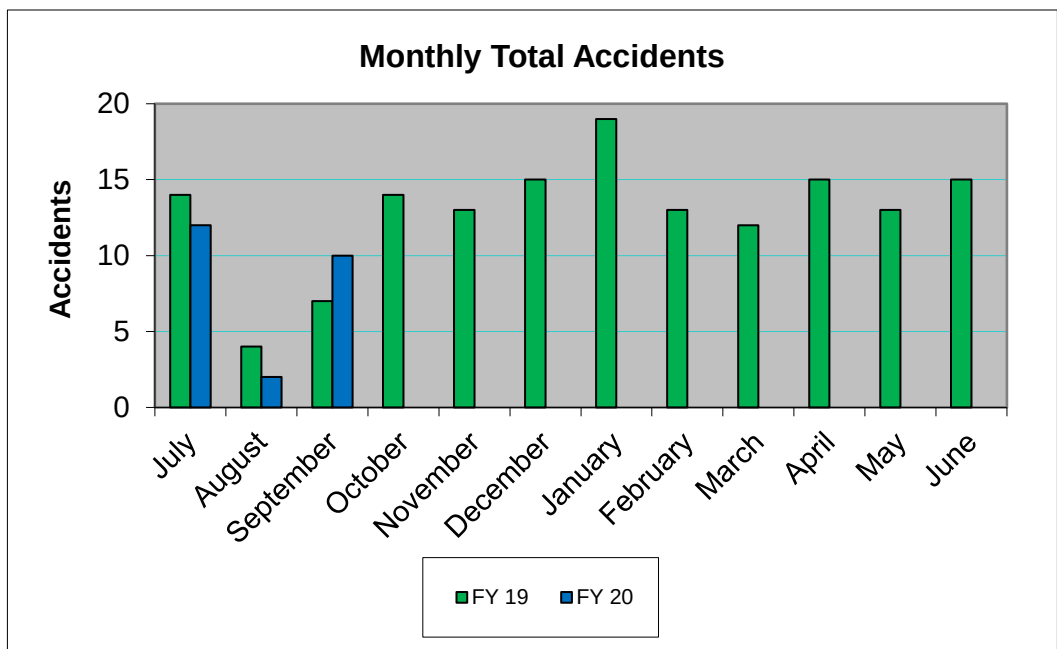
Monthly Missed Trips



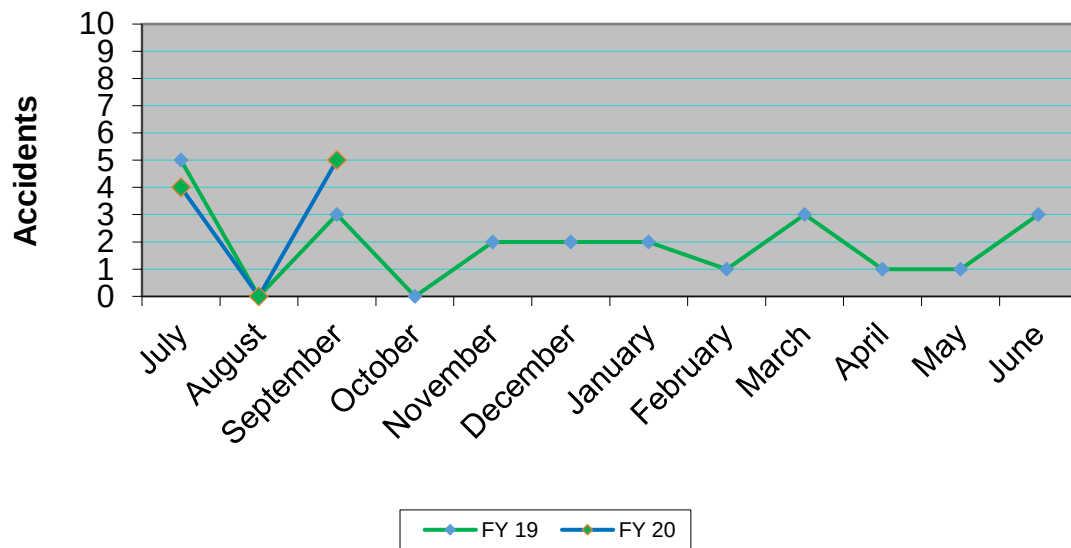
Quarterly Total Missed Trips



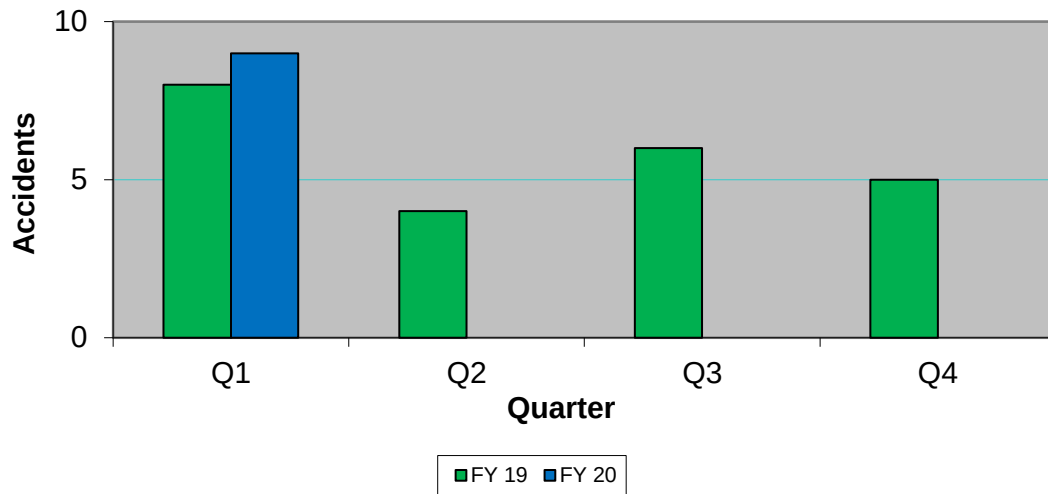




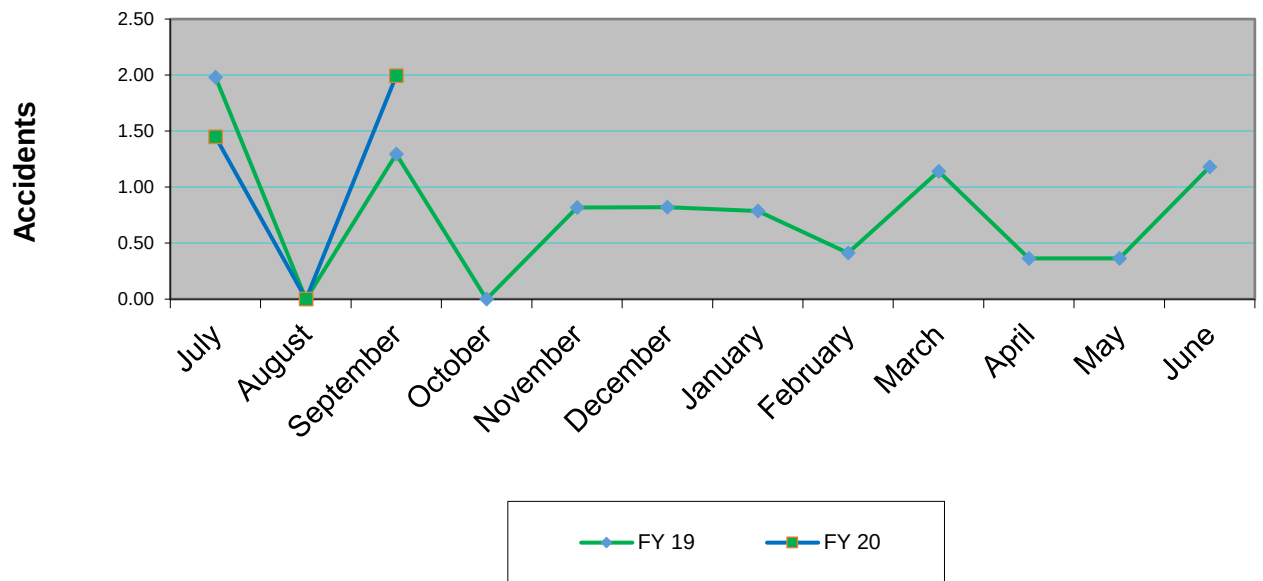
Monthly Preventable Accidents



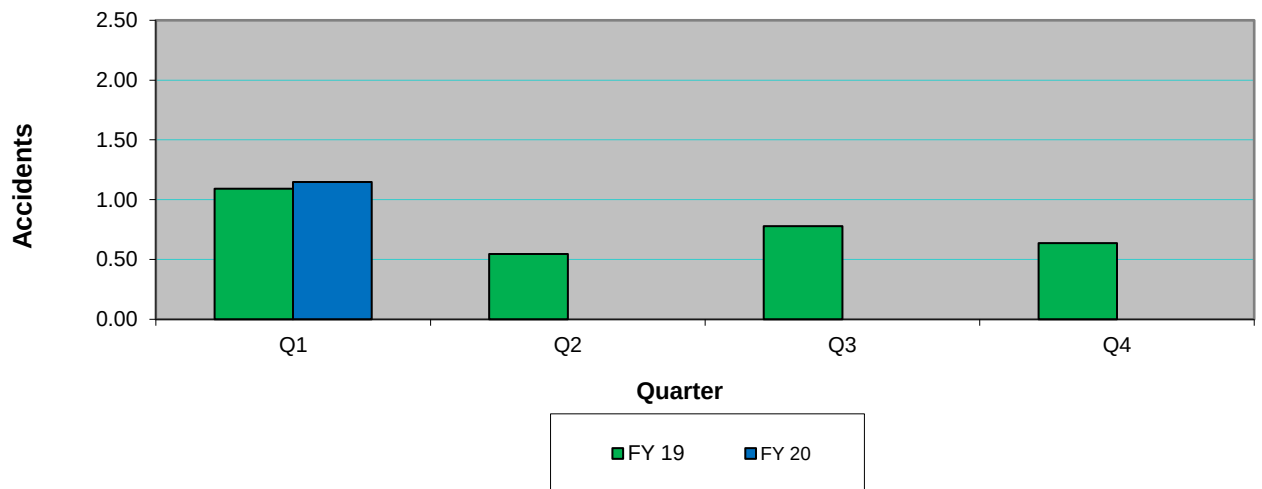
Quarterly Preventable Accidents



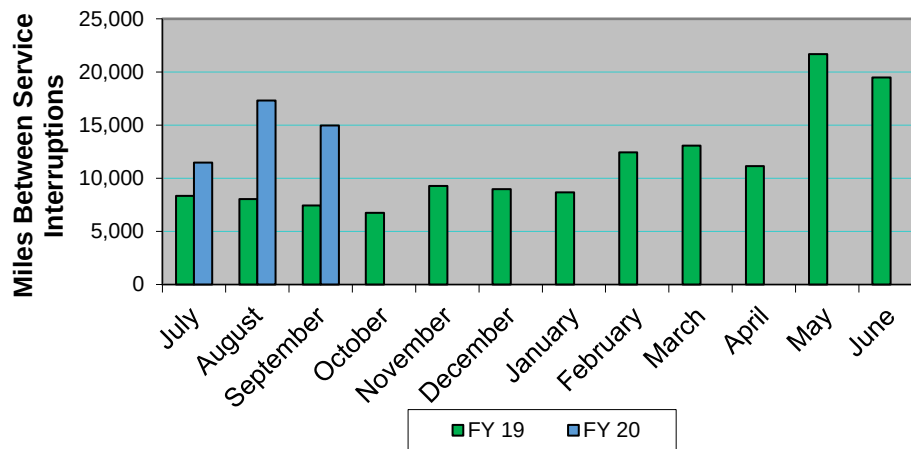
Monthly Preventable Accidents per 100,000 Miles



Quarterly Average Preventable Accidents per 100,000 Miles



Monthly Miles Between Service Interruptions



Average Quarterly Miles Between Service Interruptions

