





October 3, 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: August 2019 System Performance and Ridership Report

OMNIRIDE Express and Metro Express Service

- August average daily ridership decreased 2.7 percent from July, excluding the first three working days impacted by the work stoppage.
- No long term impacts noted from the work stoppage, ridership rebounded immediately
- Overall ridership increases noted toward the end of the month when schools reopened

OMNIRIDE Local Bus Service

- August average daily ridership increased 2.6 percent from July, excluding the first three working days impacted by the work stoppage.
- Return to school and NOVA assisted with overall daily average increases
- Saturday average ridership continues to level off, including a slight increase over August 2018

Vanpool Alliance Program

- Enrollment remained steady at 674 vans
- Passenger trips decreased 5.3 percent from July, a normal seasonal decrease

OmniMatch Program

Staff participated in:

- **August 12** – Prince William County Chamber of Commerce Economic Development Committee Meeting
- **August 14** - WMATA Platform Shutdown/TDM Working Group Conference Call
- **August 15** – Prince William County Chamber of Commerce Policy Committee Meeting

- **August 19** - Quantico Transportation and TDM Programs Meeting
- **August 23** – Prince William County Chamber of Commerce Mega Networking Event
- **August 29** – Prince William County Chamber of Commerce Women's Leadership Council

Staff attended:

- **August 26** – The Northern Virginia Elected Leaders Summit – GMU Arlington Campus

Customer Service Statistics

- The call center received 810,216 calls in August
- Responded to 54 general information emails in August
- Percentage of OMNIRIDE local trip denials remained below one (1) percent in August

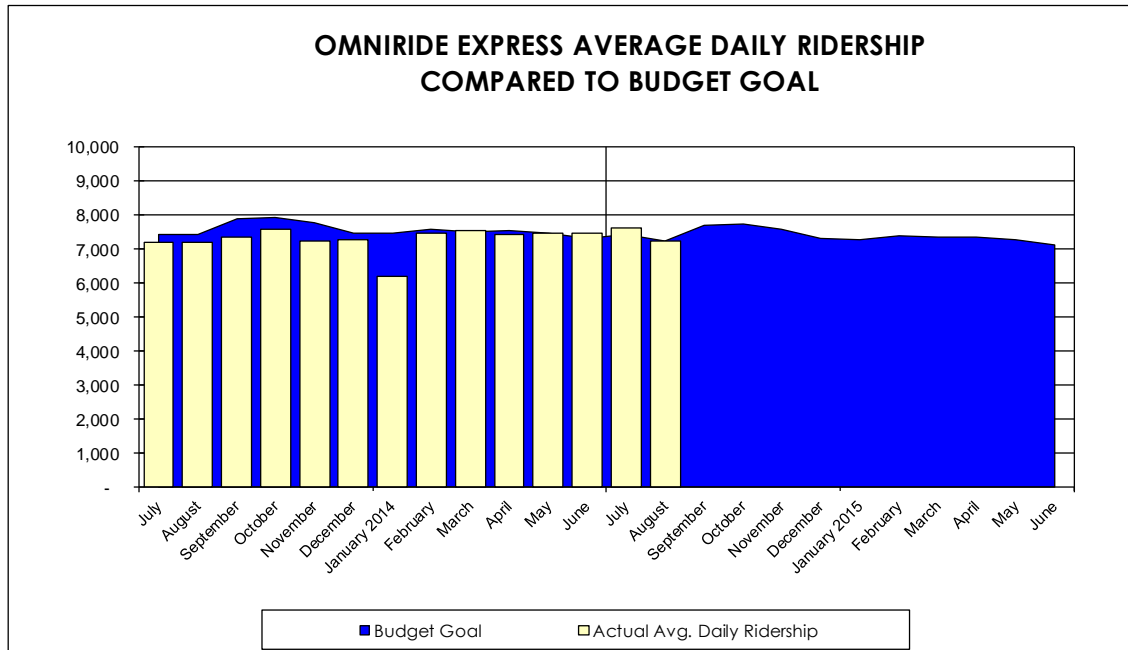
Passenger Complaints

Complaint rate for OmniRide in August:

- OMNIRIDE Express and Metro Express complaint rate decreased 16 percent compared to August 2018
- OMNIRIDE local service complaint rate decreased 43 percent compared to August 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							
October							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	311,725	302,245	7,203	7,442	3.3%	7,351	91



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)

1/19- 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)

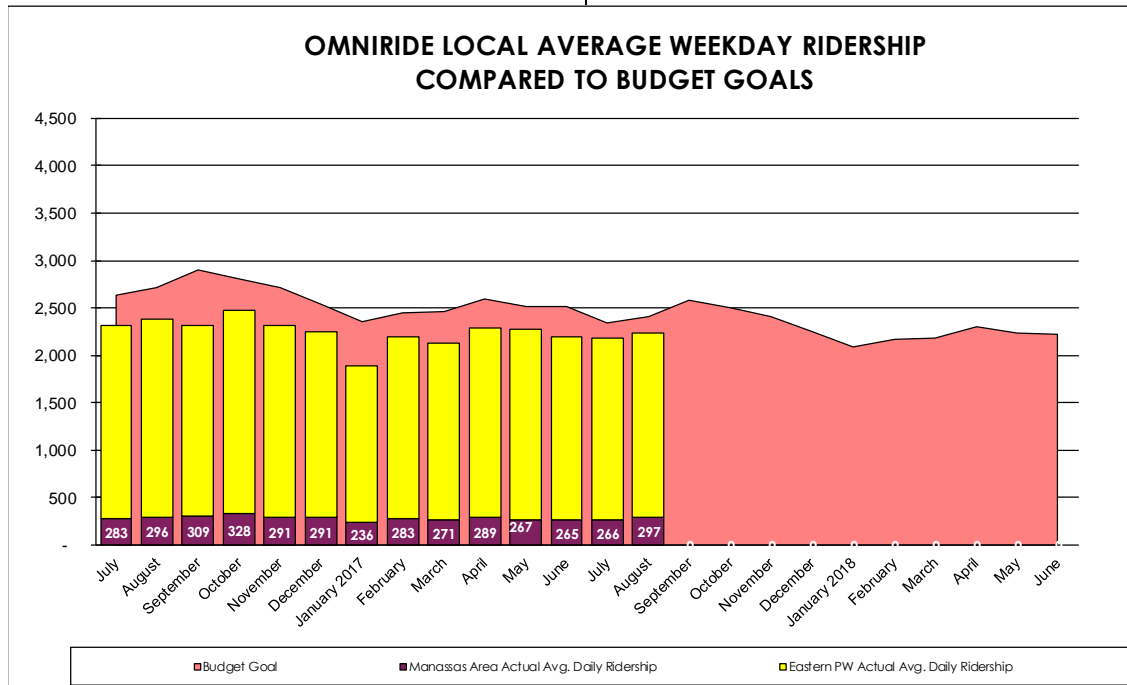
5/19- Avg. Daily Ridership excludes Friday before Memorial Day (24)

7/19-Avg. Daily Ridership excludes 7/3, 4, 5 (Independence Day Holiday)

8/19-Avg. Daily Ridership excludes 8/1, 2, 5 (Work Stoppage), 30 (Friday before Labor Day)

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							
October							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	102,951	93,347	2,345	2,210	-5.7%	2,372	(162)



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

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)

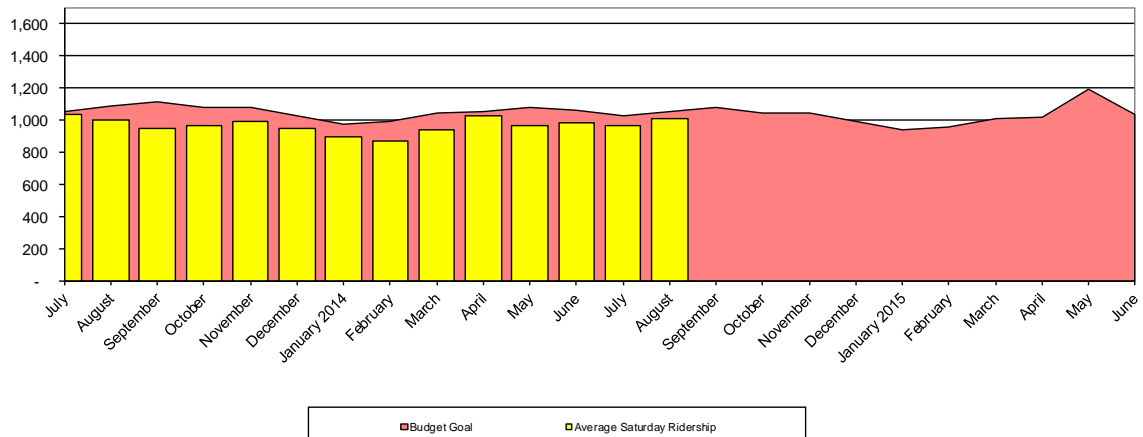
7/19- Avg. Daily Ridership excludes 7/4 (Independence Day), 7/5 Day after Independence Day

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

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							
October							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	7,789	8,896	1,020	986	-3.3%	1,040	(54)

OMNIRIDE LOCAL AVERAGE SATURDAY RIDERSHIP COMPARED TO BUDGET GOAL



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)

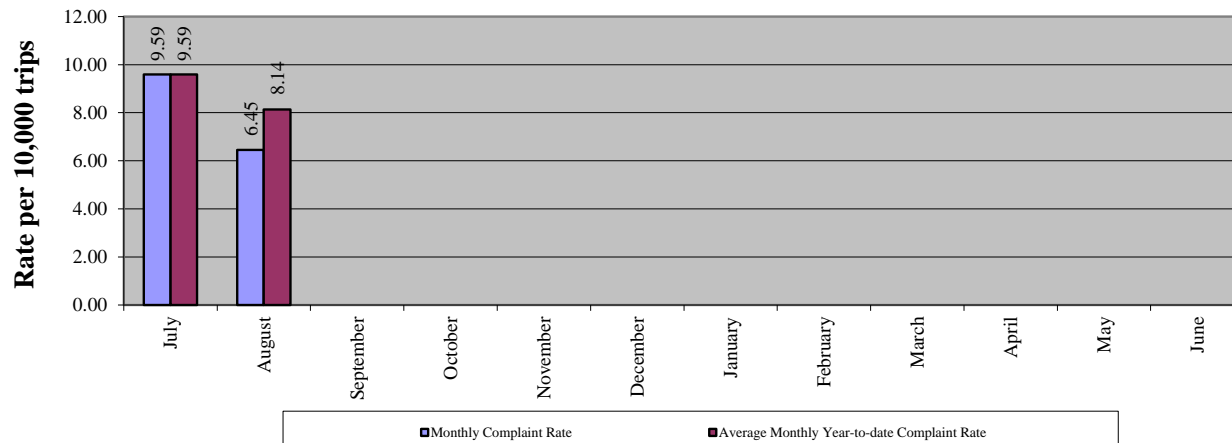
12/18- Excludes Cold/Snow (15)

1/19- Excludes snow/weather (11)

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			
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	311,725	302	9.69

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
Year-to-date totals	302,245	246	8.14

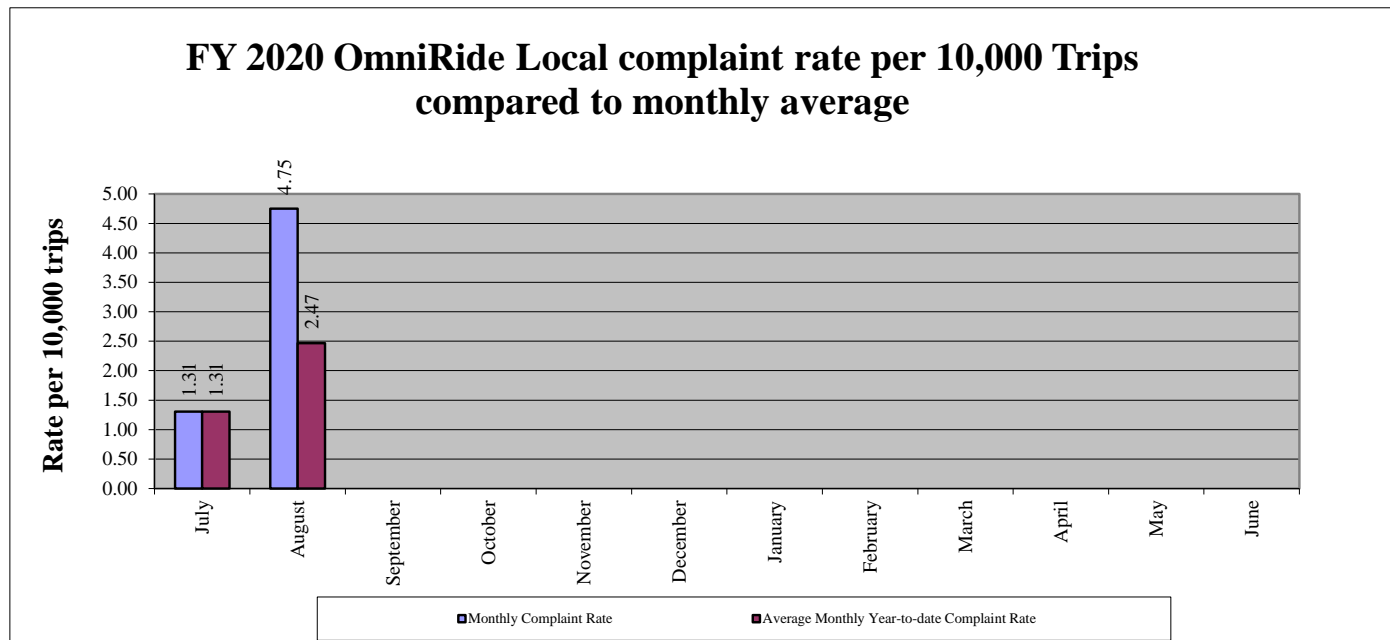
**FY 2020 OmniRide Express Complaint Rate per 10,000 Trips
Compared to Monthly Average**



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			
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	110,740	48	4.33

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
Year-to-date totals	150,091	37	2.47



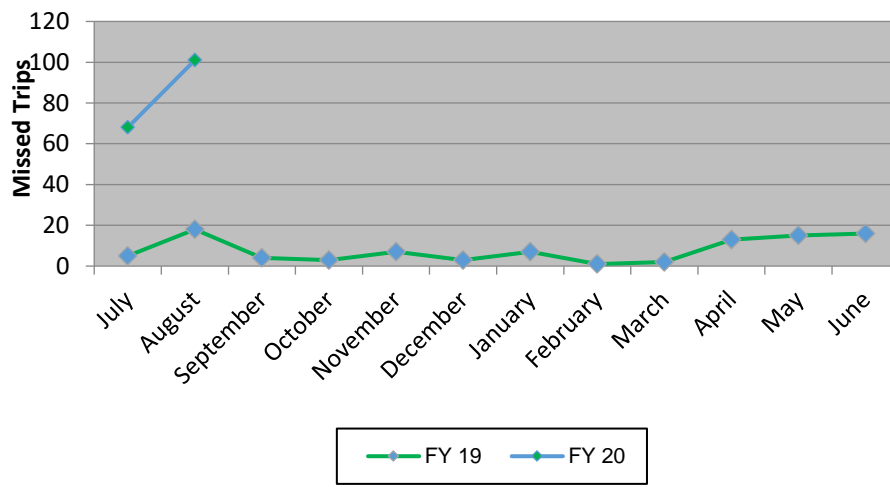
Complaint rates for OmniRide Local service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the new bus services contract.

OMNIMATCH / VANPOOL ALLIANCE

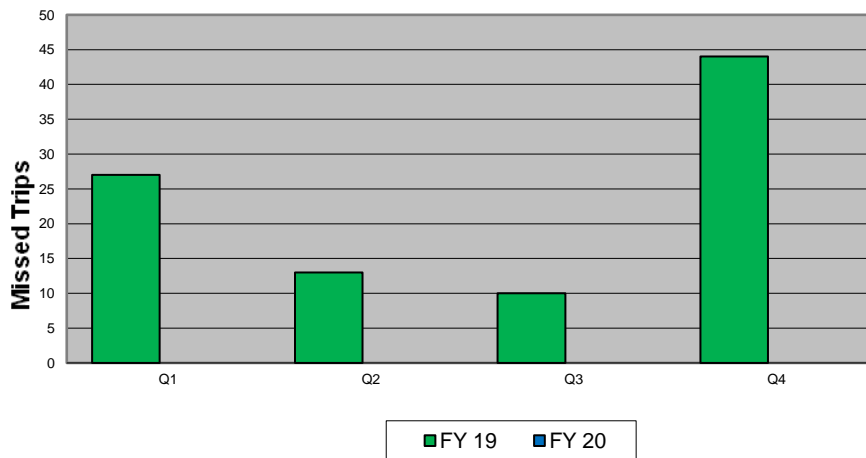
	OmniMatch				Vanpool Alliance			
	FY19	FY20	FY19	FY20	FY19	FY20	FY19	FY20
	New Applications Received	New Applications Received	Other Applications Received	Other Applications Received	Vanpools Enrolled	Vanpools Enrolled	Monthly Passenger Trips	Monthly Passenger Trips
July	53	52	6	10	669	674	125,864	139,650
August	42	41	27	6	669	674	136,402	132,224
September								
October								
November								
December								
January								
February								
March								
April								
May								
June								
Average	48	47	17	8	669	674	131,133	135,937

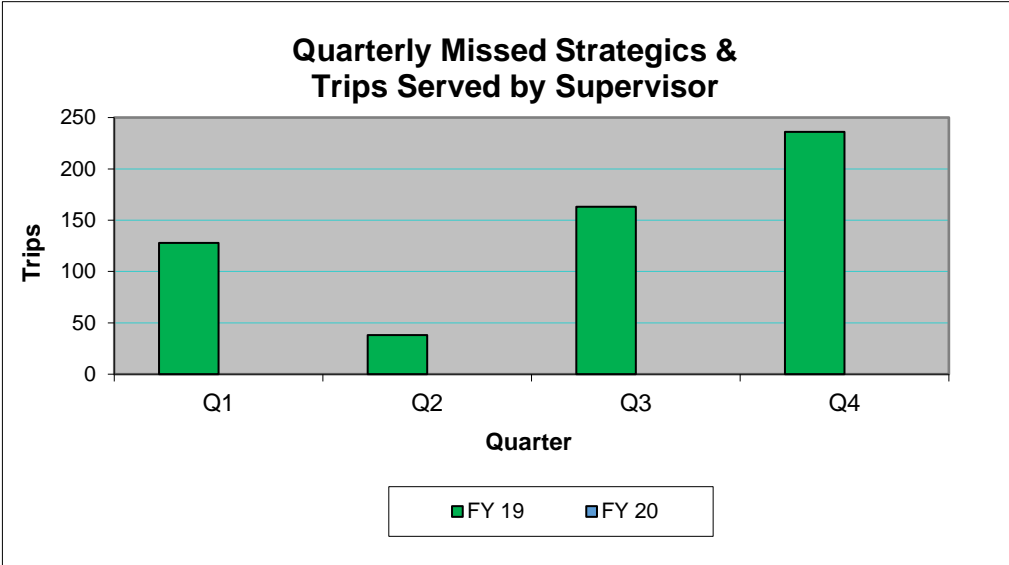
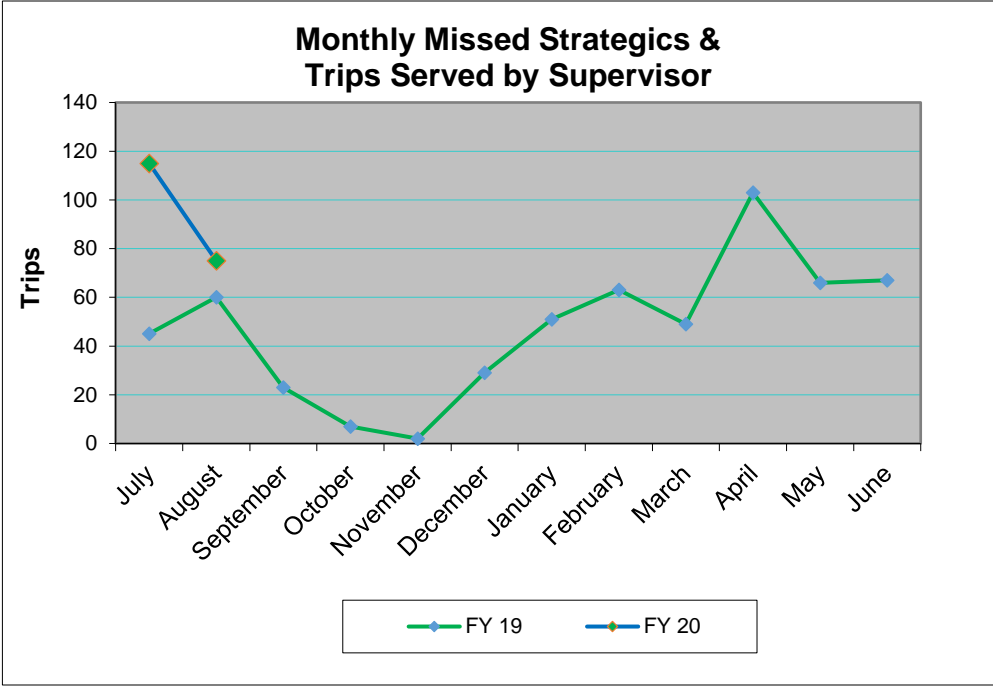
- 1) "New PRTC Applications Received" include all new customers inquiring about rideshare options in Prince William, Manassas, and Manassas Park.
- 2) "Other Applications Received" include reapplicants, deletions and commuters contacted as a follow-up interested in remaining in the program.
- 3) "Vanpools Enrolled" includes all vanpools approved as of last day of the month.

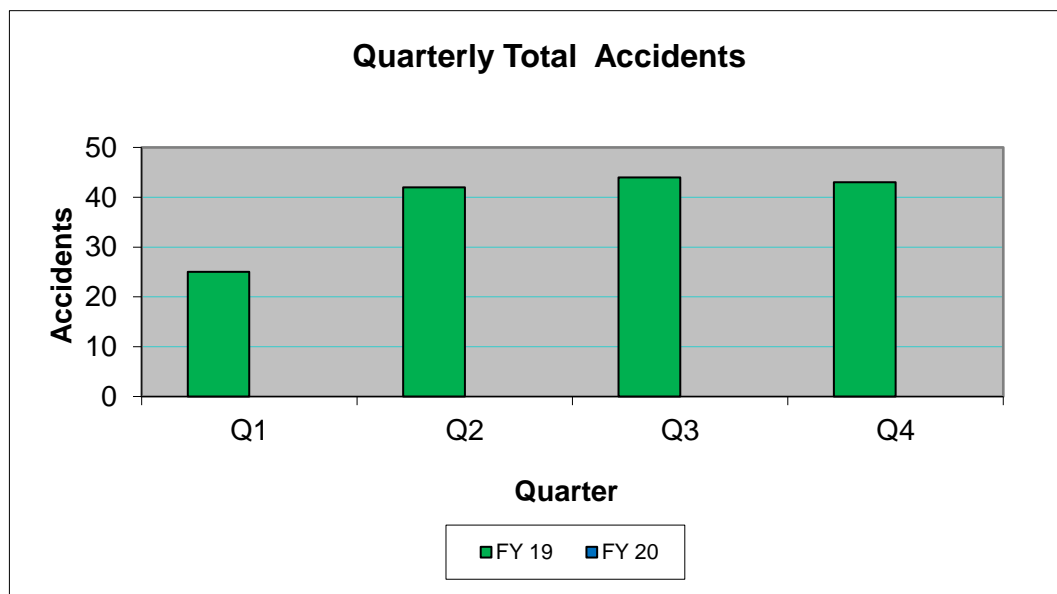
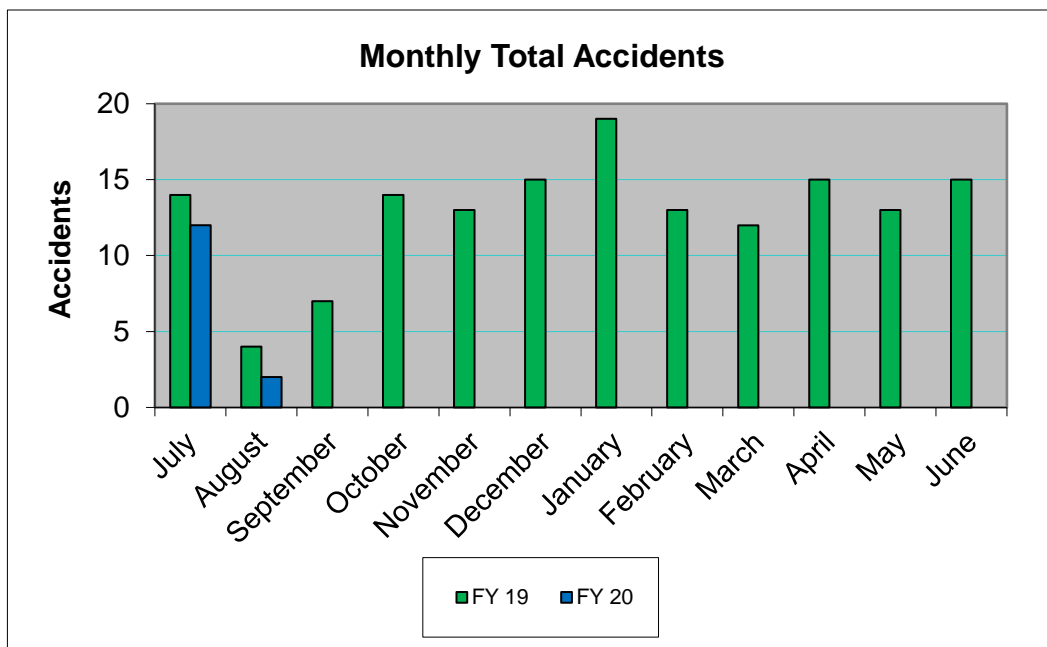
Monthly Missed Trips



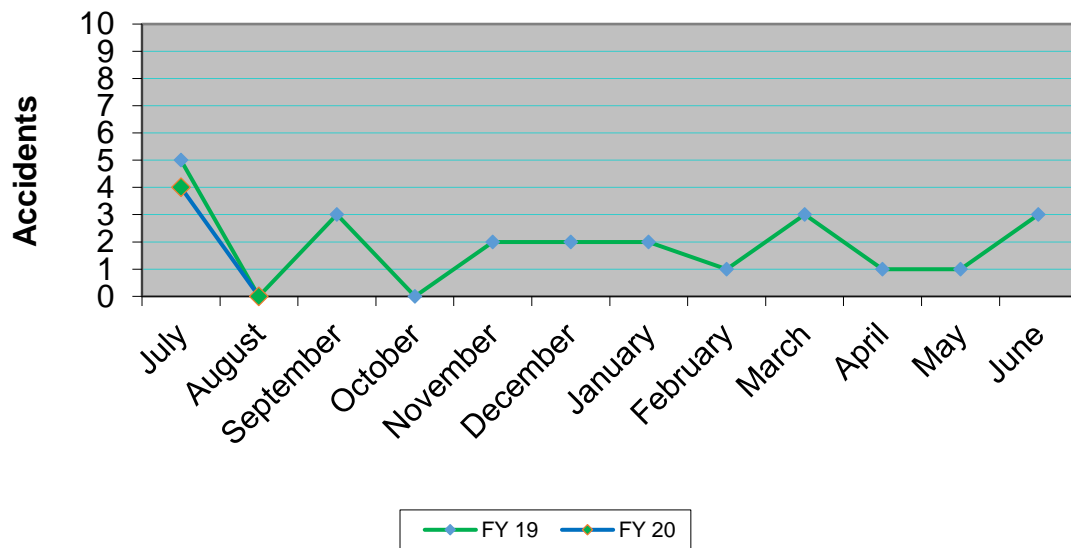
Quarterly Total Missed Trips



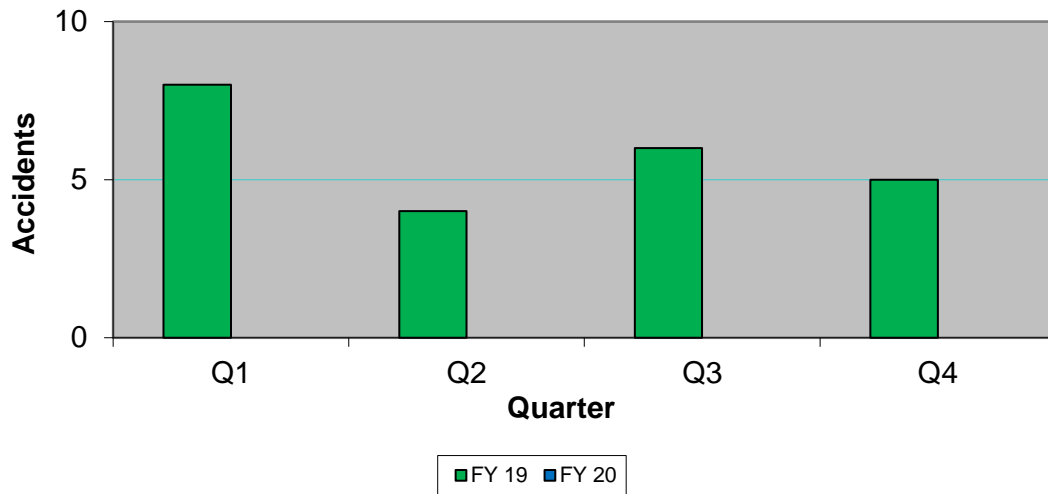




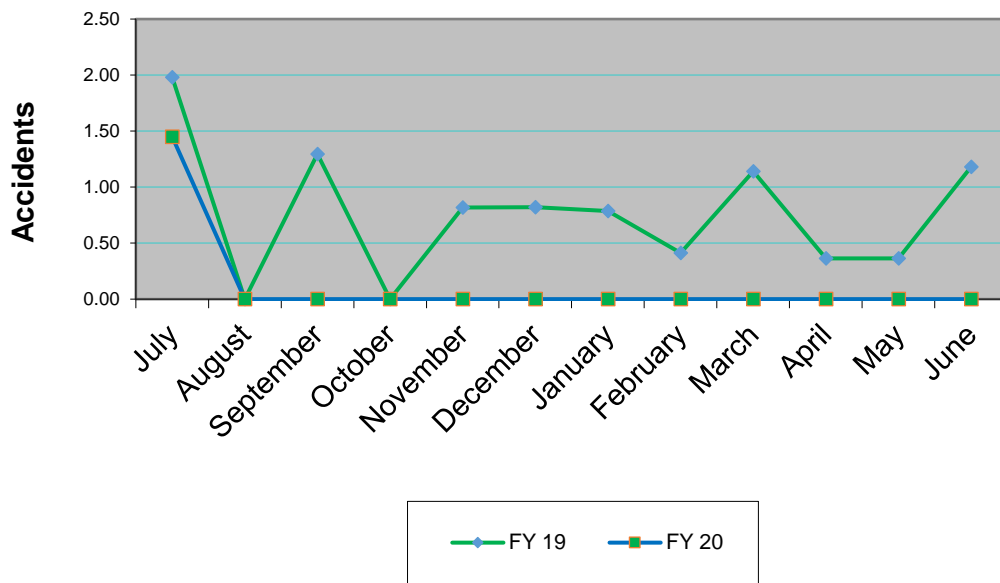
Monthly Preventable Accidents



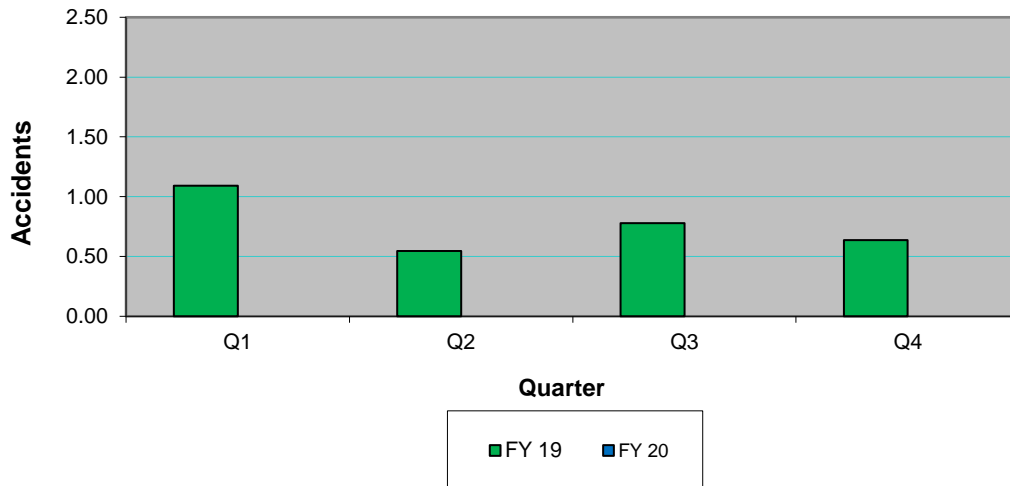
Quarterly Preventable Accidents



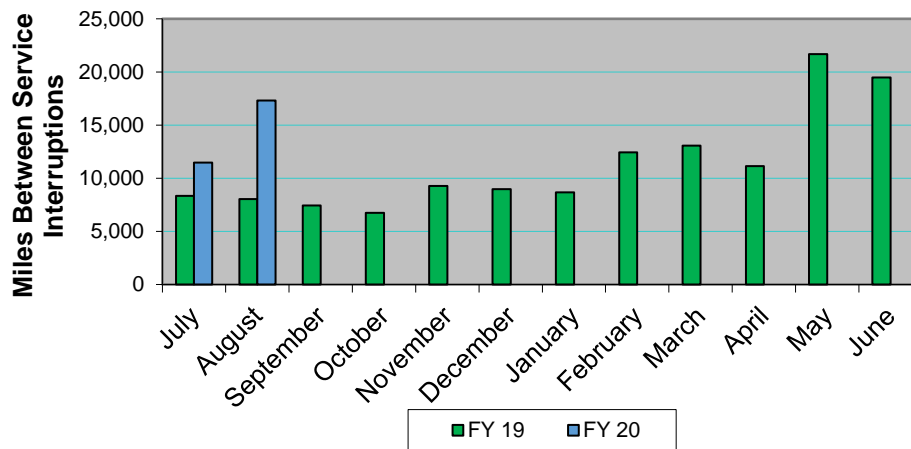
Monthly Preventable Accidents per 100,000 Miles



Quarterly Average Preventable Accidents per 100,000 Miles



Monthly Miles Between Service Interruptions



Average Quarterly Miles Between Service Interruptions

