





September 24, 2020

TO: Chair Franklin and PRTC Commissioners

FROM: Perrin Palistrant 
Director of Operations and Operations Planning

THROUGH: Robert A. Schneider, PhD 
Executive Director

SUBJECT: August System Performance and Ridership Report

OMNIRIDE Express and Metro Express Service

- August average daily ridership increased 23 percent from July, but was down 80 percent compared to August 2019
- Ridership gains have been highest on Pentagon-based routes
- With most regional providers now operating close to full service, continued analysis will be focused on any changing commuting trends by employees in our service area

OMNIRIDE Local Bus Service

- August average daily ridership increased five (5) percent from July, but is down 51 percent compared to August 2019
- Ridership growth appears to be slowing, but focus will be on any changing trends in the fall when ridership is traditionally higher than the summer
- Saturday ridership continues to show month-to-month increases, but is still down 43 percent compared to August 2019

Vanpool Alliance Program

- Enrollment decreased to 640 vans due to vans being terminated from increased telework related to COVID-19
- Ridership in August was 32,492 trips, which is essentially the same as the month prior, but still down about 70 percent from the same period in 2019

OmniMatch Program

Staff participated in the following (all meetings were virtual):

August:

- 08/03/2020 - 08/05/20 – Association for Commuter Transportation (ACT) International Virtual Conference. *Staff was a presenter for the Vanpool Tools on a Shoestring Budget break-out session*
- 08/04/2020 - Prince William Chamber of Commerce Education/Innovation Committee Meeting. *OmniRide Employer Outreach Program is the Annual Meeting sponsor.*
- 08/06/2020 – DRPT, Fairfax, Loudoun, Dulles Area Transit Association (DATA), and OmniRide Coordination Meeting
- 08/10/2020 - I-495 transit/TDM study survey call with Kimley Horn
- 08/11/2020 - DATA's Annual Transportation Roundtable
- 08/11/2020 – Prince William County Chamber of Commerce Policy Committee Meeting. *OmniRide Employer Outreach Program is the Annual Meeting sponsor*
- 08/11/2020 - Car Free Day Planning Meeting with County stakeholders
- 08/12/2020 – ACT Chesapeake Chapter Board Meeting
- 08/12/2020 – Prince William County Chamber of Commerce Policy Makers Series - conversation with State Senator John Bell. *OmniRide Employer Outreach Program is the Annual Event Series sponsor.*
- 08/14/2020 - Grant Proposal Meeting – Quantico Automated Vehicle Pilot
- 08/25/2020 – OmniRide Mentorship Program Planning call
- 08/27/2020 - Leadership Prince William Health and Human Services Day
- 08/28/2020 - I-495 American Legion Bridge Transit/Transportation Demand Management Study August Stakeholder Meeting

Customer Service Statistics

- The call center received 3,706 calls in August 2020
- OmniRide local trip denials in August 2020 were .60

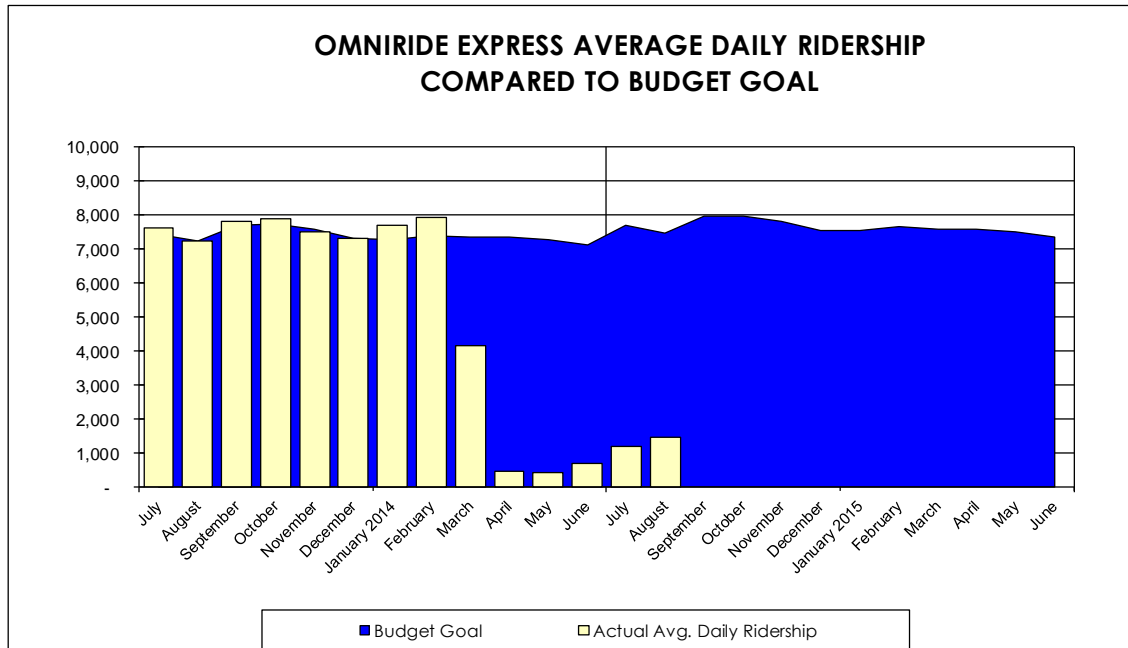
Passenger Complaints

Complaint rate for OmniRide in August:

- OmniRide Express and Metro Express complaint rate for August 2020 increased 101 percent compared to August 2019
- OmniRide Local service complaint rate for August 2020 increased 46 percent compared to August 2020

OMNIRIDE EXPRESS SERVICE

Month	Monthly Ridership		Average Daily Ridership			FY21 Budget Goal	Change from Goal
	FY20	FY21	FY20	FY21	% Change		
July	163,138	26,566	7,627	1,194	-84.3%	7,693	(6,499)
August	140,151	30,228	7,256	1,464	-79.8%	7,485	(6,021)
September							
October							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	303,289	56,794	7,442	1,329	-82.1%	7,589	(6,260)



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

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)

10/12-Avg. Daily Ridership excludes (14) (Columbus Day)

11/12-Avg. Daily Ridership excludes (11) (Veterans Day), 27-29 (Thanksgiving)

12/12-Avg. Daily Ridership excludes (16) (PWC schools closed due to snow/ice), 23-31 (Winter break)

1/20-Avg. Daily Ridership excludes 2-3 (Winter break), 7 (OPM early release), 20 (MLK Day)

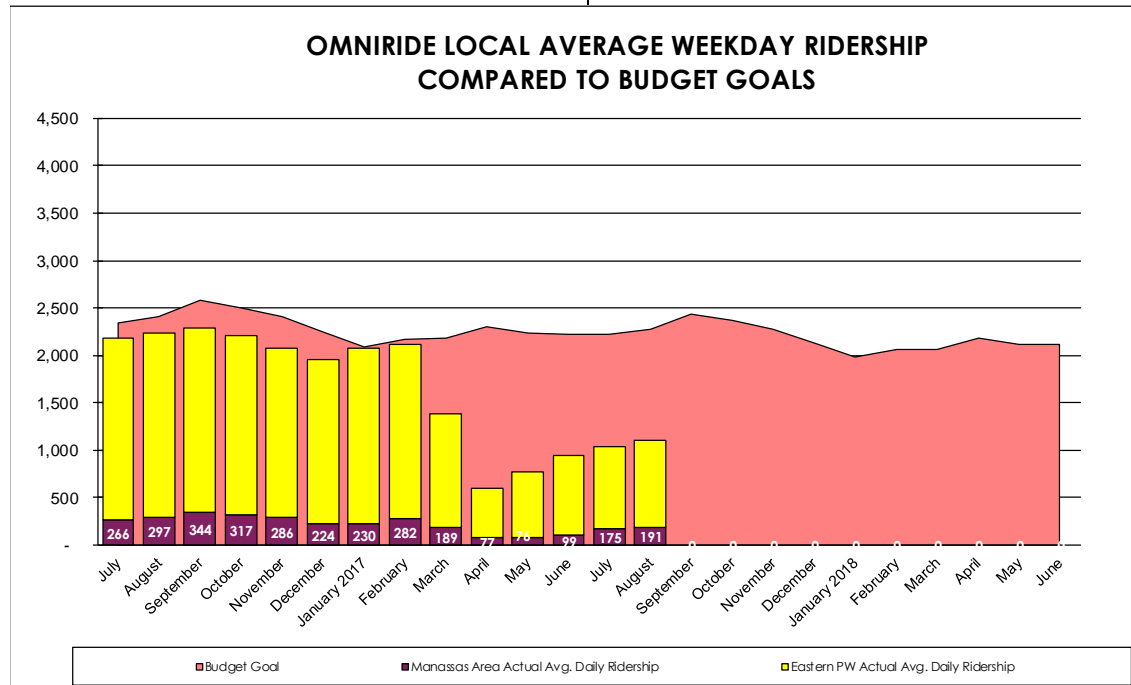
2/20-Avg. Daily Ridership excludes 17 (President's Day)

7/20-Avg. Daily Ridership excludes 7/3 (Independence Day Holiday-Observed), 7/4 (Independence Day-No Service)

8/20-Avg. Daily Ridership excludes 8/28 (ESP operated due to march in Washington DC)

OMNIRIDE LOCAL SERVICE

WEEKDAY							
Month	Monthly Ridership		Average Daily Ridership			FY21 Budget Goal	Change from Goal
	FY20	FY21	FY20	FY21	% Change		
July	47,848	23,814	2,182	1,042	-52.2%	2,216	(1,174)
August	45,499	23,156	2,238	1,100	-50.8%	2,279	(1,179)
September							
October							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	93,347	46,970	2,210	1,071	-51.5%	2,247	(1,176)



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

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)

10/19- Avg. Daily Ridership excludes (14) Columbus Day

11/19- Avg. Daily Ridership excludes (11) Veterans Day, 27-29 Thanksgiving

12/19- Avg. Daily Ridership excludes (16) PWC schools closed due to snow/ice; 23-31 (Winter break)

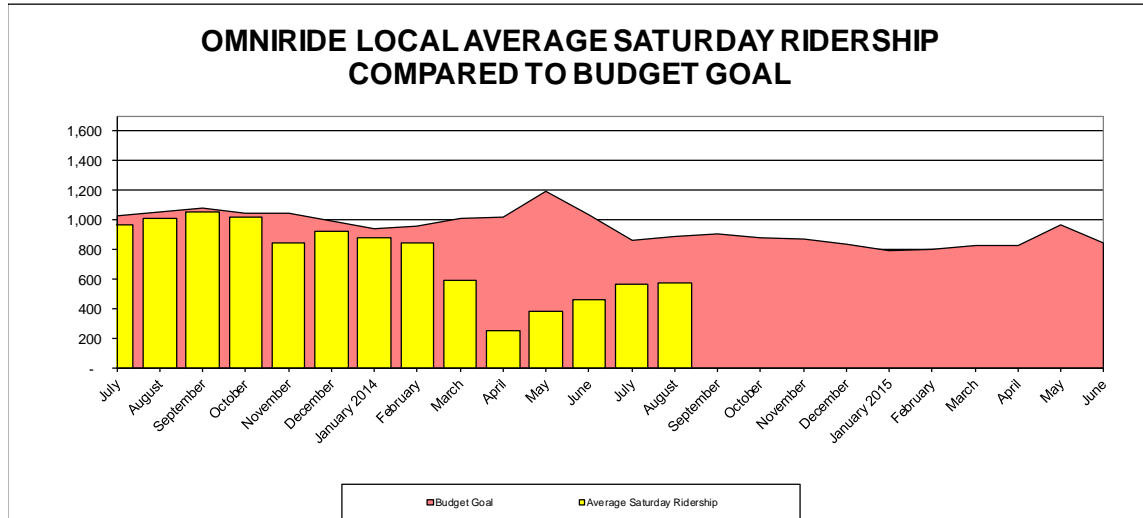
1/20- Avg. Daily Ridership excludes 2-3 (winter break), 20 (MLK Day)

2/20- Avg. Daily Ridership excludes 17 (President's Day)

7/20- Avg. Daily Ridership excludes 7/3 (Independence Day Holiday Observed), 7/4 (Independence Day-No Service)

OMNIRIDE LOCAL SERVICE

SATURDAY							
Month	Monthly Ridership		Average Saturday Ridership			Average Saturday FY21 Budget Goal	Change from Goal
	FY20	FY21	FY20	FY21	% Change		
July	3,864	1,706	966	569	-41.1%	1,025	(456)
August	5,032	2,856	1,006	571	-43.2%	1,055	(484)
September							
October							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	8,896	4,562	986	570	-42.2%	1,040	(470)



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)

1/20- Excludes snow/weather (18)

OMNIMATCH / VANPOOL ALLIANCE

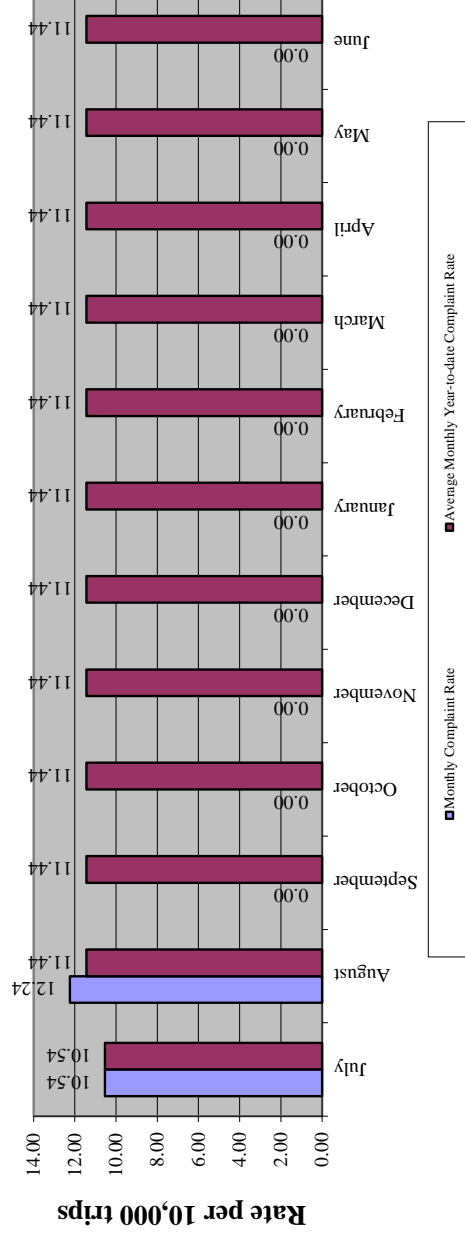
	OmniMatch				Vanpool Alliance			
	FY20	FY21	FY20	FY21	FY20	FY21	FY20	FY21
	New Applications Received	New Applications Received	Other Applications Received	Other Applications Received	Vanpools Enrolled	Vanpools Enrolled	Monthly Passenger Trips	Monthly Passenger Trips
July	52	3	10	2	674	648	139,650	34,246
August	41	4	6	0	674	640	132,224	32,492
September								
October								
November								
December								
January								
February								
March								
April								
May								
June								
Average	47	4	8	1	674	644	135,937	33,369

- 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 2020 Year-to-date OmniRide Express Complaints			
	Ridership	Complaints	Per 10k Trips
July	163,138	156	9.56
August	140,151	90	6.42
September			
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	303,289	246	8.11

FY 2021 Year-to-date OmniRide Express Complaints			
	Ridership	Complaints	Per 10k Trips
July	26,566	28	10.54
August	30,228	39	12.90
September			
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	56,794	67	11.80

**FY 2021 OmniRide Express Complaint Rate per 10,000 Trips
Compared to Monthly Average**

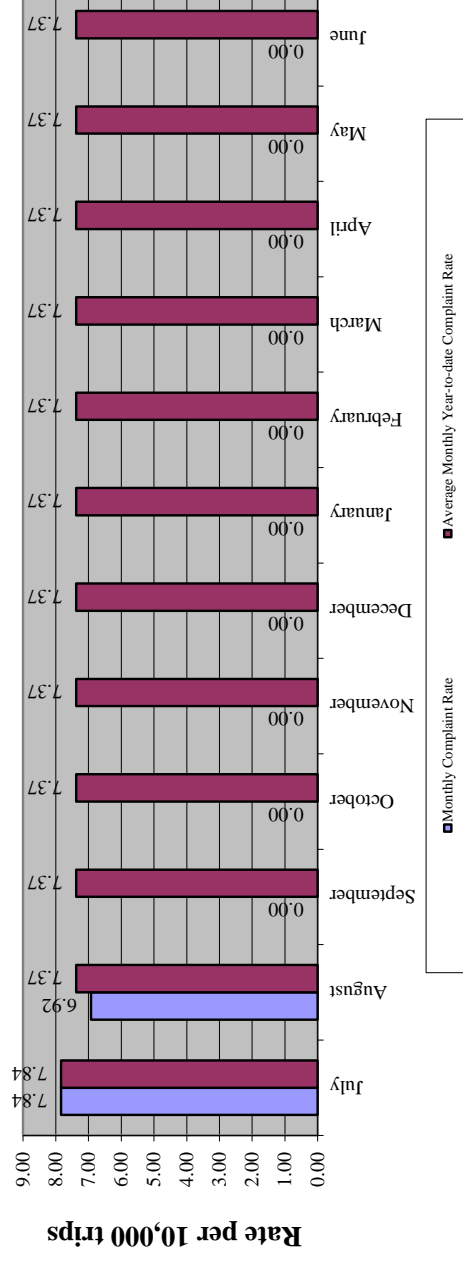


Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the bus services contract.

FY 2020 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	51,712	13	2.51
August	50,531	24	4.75
September			
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	102,243	37	3.62

FY 2021 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	25,520	20	7.84
August	26,012	18	6.92
September			
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	51,532	38	7.37

**FY 2021 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.

