





September 5, 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: June and July 2019 System Performance and Ridership Reports

OMNIRIDE Express and Metro Express Service

- June average daily ridership remained flat compared to May, but increased seven (7) percent year over year
- Ridership for the year was up 0.5 percent
- Federal Government Shutdown early 2019 tempered overall ridership
- July Ridership increased 1.9 percent compared to June, and up 5.8 percent year over year
- Strong summer ridership noted on I-66 services contributing to overall gains
- Blue/Yellow Line shutdown has not negatively impacted ridership

OMNIRIDE Local Bus Service

- June average daily ridership decreased 3.2 percent from May
- Year over year ridership decreased 7.9 percent
- July ridership decreased less than one (1) percent compared to June
- Significant heat contributed to overall lower summer ridership in June and July
 - Weather sensitive population not riding unless necessary

Vanpool Alliance Program

- Enrollment increased to 674 Vans, an increase of less than 1 percent
- Passenger trips were 124,556 in June and 139,650 in July, both of which are higher than those months from the prior year.

OmniMatch Program

Staff participated in:

- **June 4** – Prince William County Chamber of Commerce Hispanic Council Meeting
- **June 5** - Commuter Transportation Options Fair at NOVA District VDOT Headquarters in Fairfax
- **June 7** – Prince William County Chamber of Commerce End of Year Event
- **June 12** - Quantico Transit/TDM Meeting
- **June 19** – Prince William County Chamber of Commerce Economic Development Series Breakfast - Virginia Panel Discussion
- **June 26** – OmniRide/GMU Innovation Park Transportation Forum
- **June 26** - Quantico Transit Station Coordination Meeting
- **June 27** – Defense Health Headquarters Health Fair in Fairfax, VA
- **July 8** – Prince William County Chamber of Commerce Economic Development Committee Planning Meeting
- **July 15** - Quantico Welcome Aboard Brief
- **July 24** – Prince William County Chamber of Commerce Social Media Panel – Moderator and Event sponsor
- **July 30 & 31** - Outreach at the Mark Center due to upcoming route consolidation proposals

Staff attended:

- **June 18** – Commuter Connections Ridematching Committee Meeting
- **June 21** – Commuter Connections Employer Outreach Awards Breakfast
- **June 24** - DRPT Spring Grants Workshop
- **July 16** - Commuter Connections Sub Committee Meeting

Customer Service Statistics

- The call center received 7,855 calls in June and 8,182 in July
- Responded to 53 general information emails in June and 48 in July
- Percentage of OMNIRIDE local trip denials decreased in June to 1.02 percent and again in July to one (1) percent.

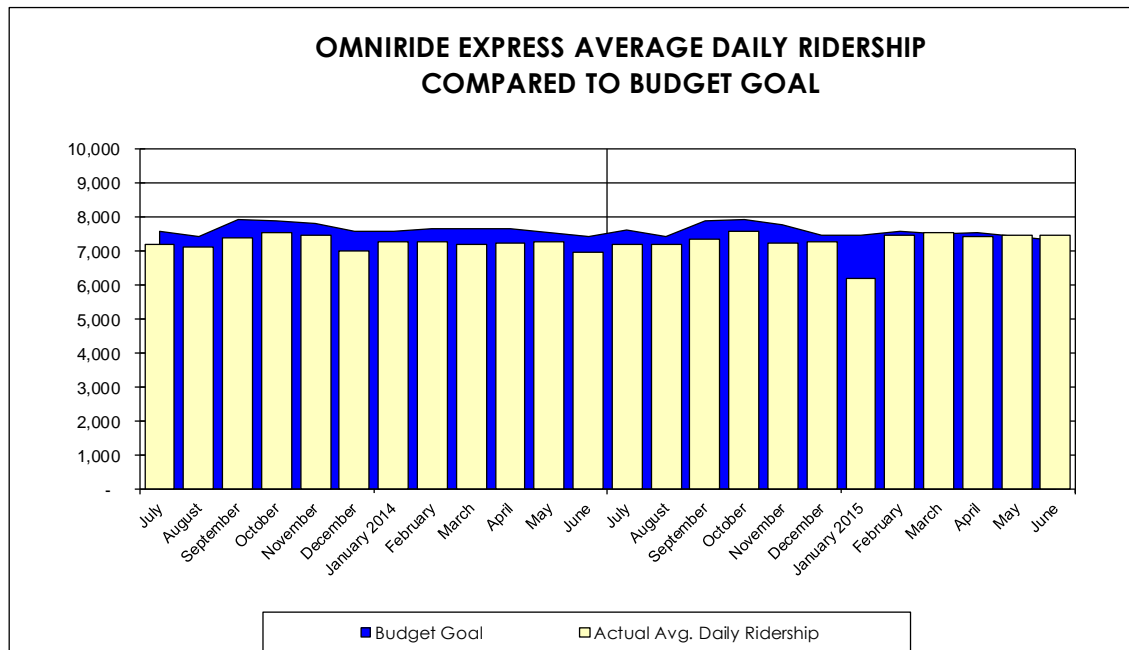
Passenger Complaints

Complaint rates for OmniRide in June and July:

- OMNIRIDE Express and Metro Express complaint rate increased 10 percent from this time in June 2018. The rate increased eight (8) percent for July.
- OMNIRIDE local service complaint rate decreased 28 percent compared to this time in FY18. The rate decreased 54 percent from June to July.

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	164,910	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	158,463	166,311	7,572	7,579	0.1%	7,922	(343)
November	138,065	134,470	7,458	7,229	-3.1%	7,769	(540)
December	124,008	115,711	7,022	7,276	3.6%	7,479	(203)
January	145,215	122,004	7,304	6,200	-15.1%	7,473	(1,273)
February	136,651	133,331	7,290	7,484	2.7%	7,588	(104)
March	142,397	157,449	7,199	7,569	5.1%	7,531	38
April	152,367	159,794	7,239	7,454	3.0%	7,542	(88)
May	158,874	162,241	7,292	7,482	2.6%	7,450	32
June	145,287	150,927	6,995	7,488	7.0%	7,311	177
Year to Date	1,753,584	1,755,659	7,261	7,296	0.5%	7,585	(290)



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)

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 (11)

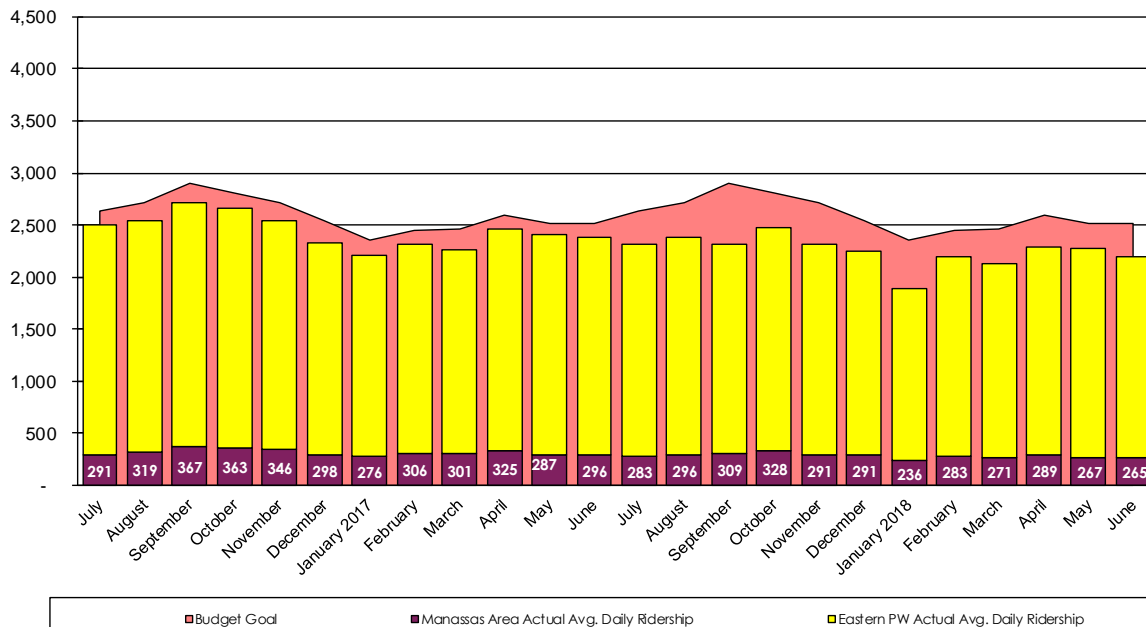
4/19- Avg. Daily Ridership excludes interstate closure ESP (4), PWC Spring Break (15-19)

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

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	57,288	56,087	2,659	2,470	-7.1%	2,814	(344)
November	50,905	45,587	2,540	2,314	-8.9%	2,713	(399)
December	43,042	40,452	2,331	2,246	-3.6%	2,538	(292)
January	44,114	37,679	2,208	1,893	-14.3%	2,361	(468)
February	45,089	40,524	2,320	2,189	-5.6%	2,450	(261)
March	46,223	44,239	2,258	2,126	-5.8%	2,458	(332)
April	51,312	49,867	2,464	2,292	-7.0%	2,595	(303)
May	52,868	49,999	2,403	2,272	-5.5%	2,518	(246)
June	50,114	43,968	2,379	2,199	-7.6%	2,512	(313)
Year to Date	602,698	555,398	2,443	2,251	-7.9%	2,601	(350)

OMNIRIDE LOCAL AVERAGE WEEKDAY RIDERSHIP COMPARED TO BUDGET GOALS



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 2)

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)

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)

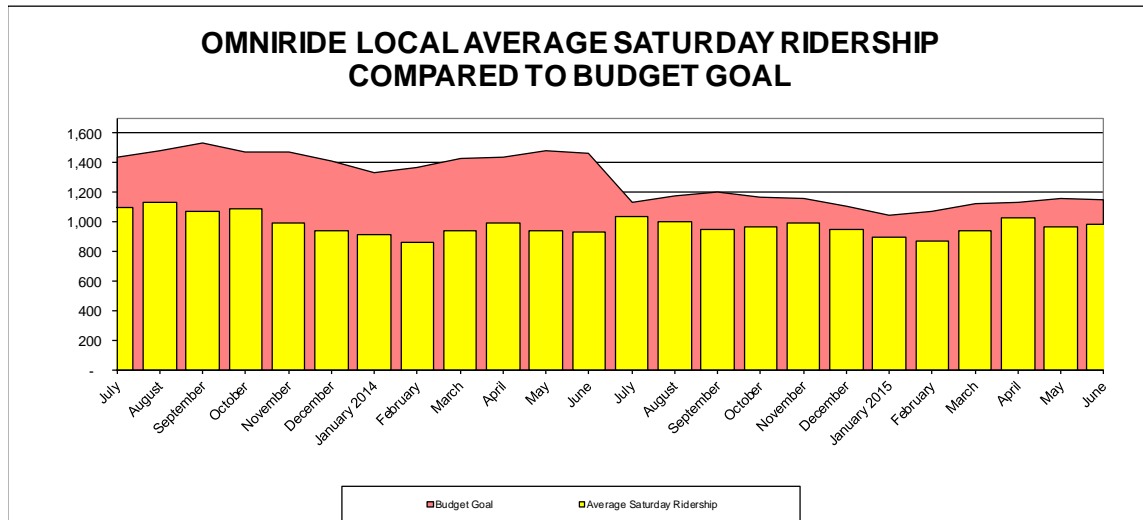
2/19- Avg. Daily Ridership excludes weather related closures/delays (11, 20, 21), President's Day Holiday (18)

3/19- Avg. Daily Ridership excludes weather related closures/delays (1)

4/19- Avg. Daily Ridership excludes PWC Spring Break (15-19)

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	4,349	3,857	1,087	964	-11.3%	1,163	(199)
November	3,966	3,662	992	990	-0.2%	1,157	(167)
December	4,119	4,475	944	947	0.3%	1,106	(159)
January	3,423	3,244	914	895	-2.1%	1,048	(153)
February	3,437	3,480	859	870	1.3%	1,067	(197)
March	4,581	4,720	944	944	0.0%	1,120	(176)
April	3,966	4,121	992	1,030	3.8%	1,131	(101)
May	3,752	3,867	938	967	3.1%	1,160	(193)
June	4,665	4,920	933	984	5.5%	1,146	(162)
Year to Date	51,742	49,999	992	965	-2.7%	1,134	(169)



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)

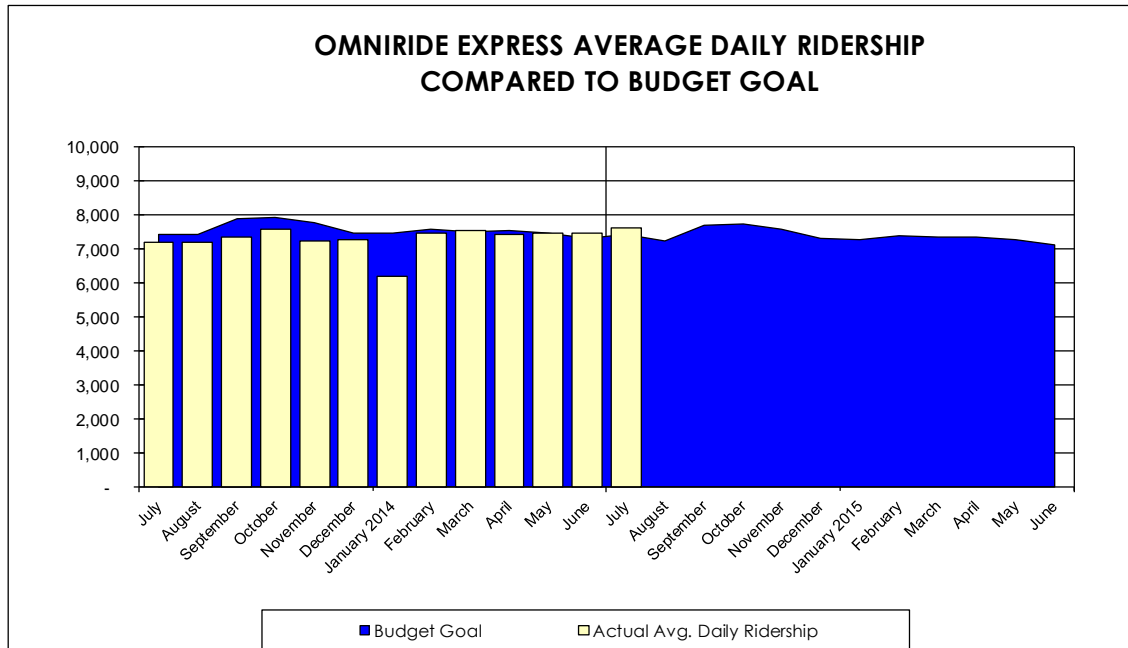
11/18- Excludes Thanksgiving weekend (24)

12/18- Excludes Cold/Snow (15)

1/19- Excludes snow/weather (11)

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							
September							
October							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	147,825	162,648	7,211	7,627	5.8%	7,451	176



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)

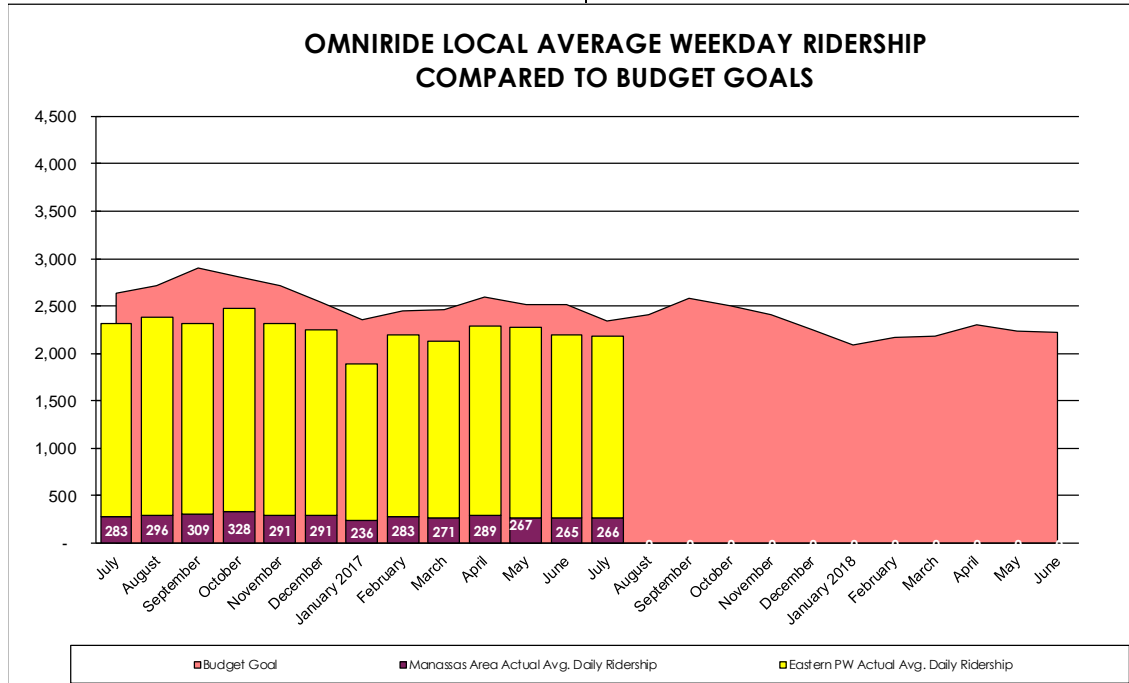
4/19- Avg. Daily Ridership excludes interstate closure ESP (4), PWC Spring Break (15-19)

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

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

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							
September							
October							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	48,194	47,848	2,309	2,182	-5.5%	2,338	(156)



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)

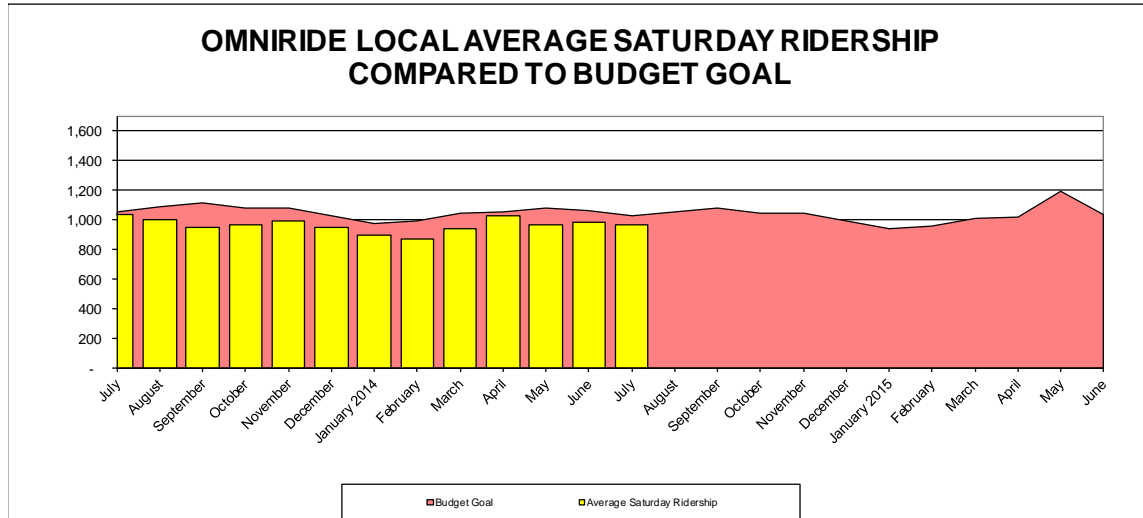
3/19- Avg. Daily Ridership excludes weather related closures/delays (1)

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

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							
September							
October							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	3,788	3,864	1,040	966	-7.1%	1,025	(59)



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			
	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	52	44	12	11	662	670	127,548	130,798
November	40	56	17	8	663	671	120,117	116,453
December	25	37	10	8	650	672	108,423	101,939
January	47	48	10	4	652	672	128,991	117,672
February	32	26	5	11	664	673	117,217	111,944
March	47	33	13	6	664	673	124,857	121,914
April	42	51	13	8	668	673	130,115	131,777
May	50	52	11	12	668	674	136,051	140,365
June	49	32	3	4	669	674	126,686	124,556
Average	40	42	11	10	661	672	123,972	123,180

- 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.

OMNIMATCH / VANPOOL ALLIANCE

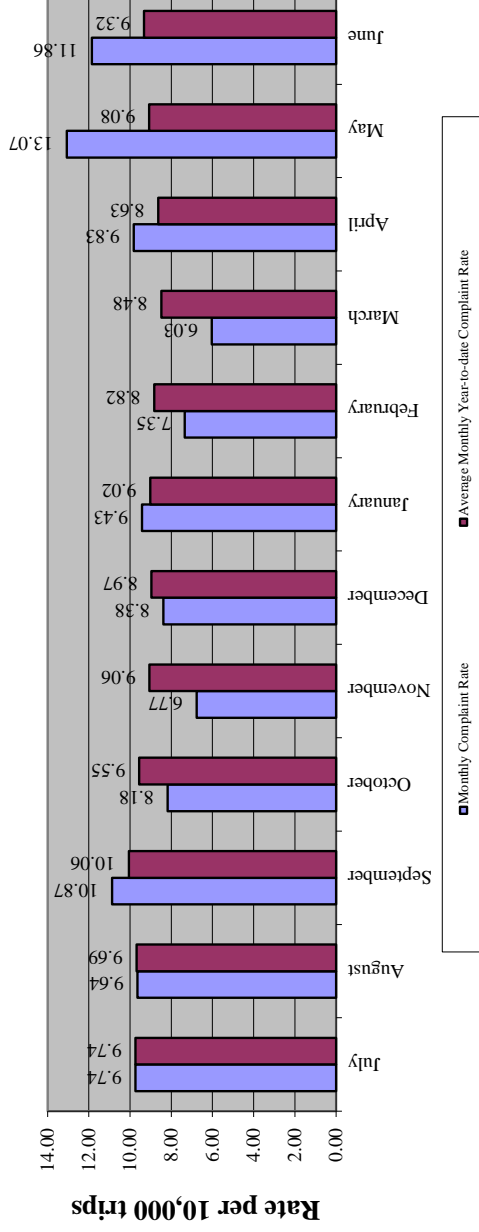
	OmniMatch				Vanpool Alliance			
	FY19	FY20	FY19	FY20	FY19	FY20	FY19	FY20
	New Applications Received	New Applications Received	Other Applications Received	Other Applications Received	Vanpools Enrolled	Vanpools Enrolled	Monthly Passenger Trips	Monthly Passenger Trips
July	53	52	6	10	669	674	125,864	139,650
August								
September								
October								
November								
December								
January								
February								
March								
April								
May								
June								
Average	53	52	6	10	669	674	125,864	139,650

- 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	158,222	107	6.76
November	138,188	96	6.95
December	123,853	131	10.58
January	145,038	100	6.89
February	136,436	111	8.14
March	142,166	115	8.09
April	152,156	133	8.74
May	158,708	140	8.82
June	145,087	167	11.51
Year-to-date totals	1,752,130	1,480	8.45

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	166,311	136	8.18
November	134,470	91	6.77
December	115,711	97	8.38
January	122,004	115	9.43
February	133,331	98	7.35
March	157,449	95	6.03
April	159,794	157	9.83
May	162,241	212	13.07
June	150,927	179	11.86
Year-to-date totals	1,755,659	1,636	9.32

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

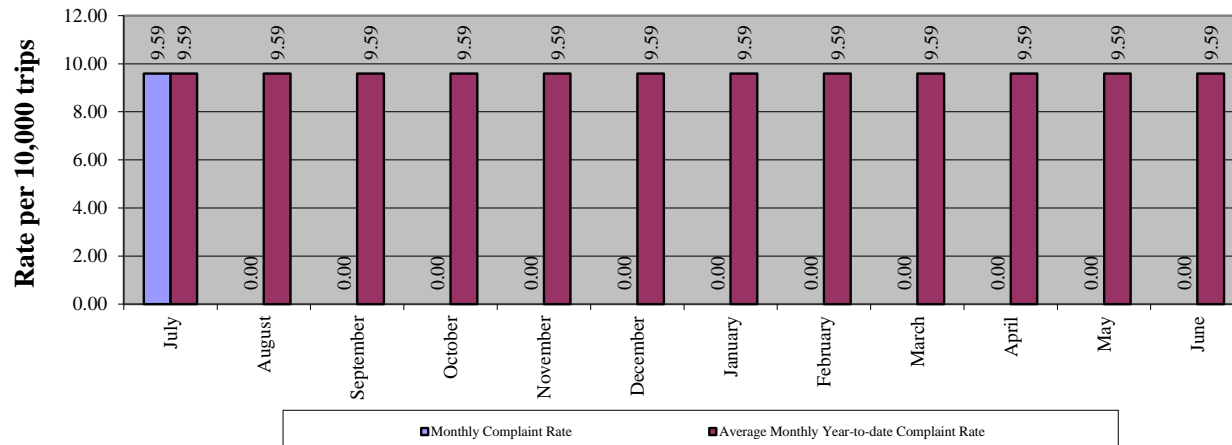


Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2018 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2019 in the bus services contract.

FY 2019 Year-to-date OmniRide Express Complaints			
	Ridership	Complaints	Per 10k Trips
July	147,825	144	9.74
August			
September			
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	147,825	144	9.74

FY 2020 Year-to-date OmniRide Express Complaints			
	Ridership	Complaints	Per 10k Trips
July	162,648	156	9.59
August			
September			
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	162,648	156	9.59

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

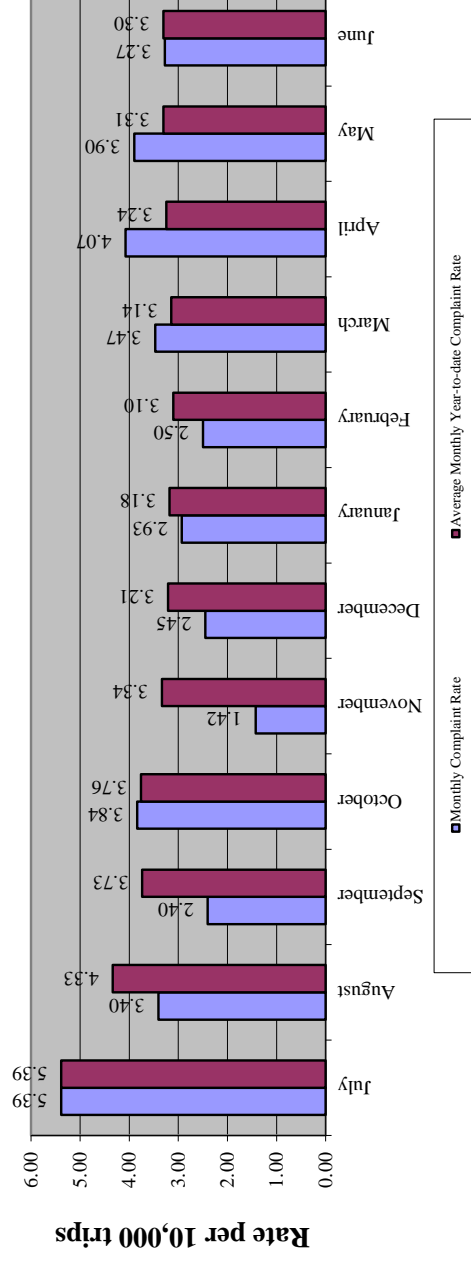


Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the bus services contract.

FY 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	61,637	15	2.43
November	54,871	24	4.37
December	47,161	26	5.51
January	47,537	24	5.05
February	48,526	18	3.71
March	50,804	21	4.13
April	55,278	17	3.08
May	56,620	24	4.24
June	54,779	21	3.83
Year-to-date totals	654,440	302	4.61

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	59,944	23	3.84
November	49,249	7	1.42
December	44,927	11	2.45
January	40,923	12	2.93
February	44,004	11	2.50
March	48,959	17	3.47
April	53,988	22	4.07
May	53,866	21	3.90
June	48,888	16	3.27
Year-to-date totals	605,397	200	3.30

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

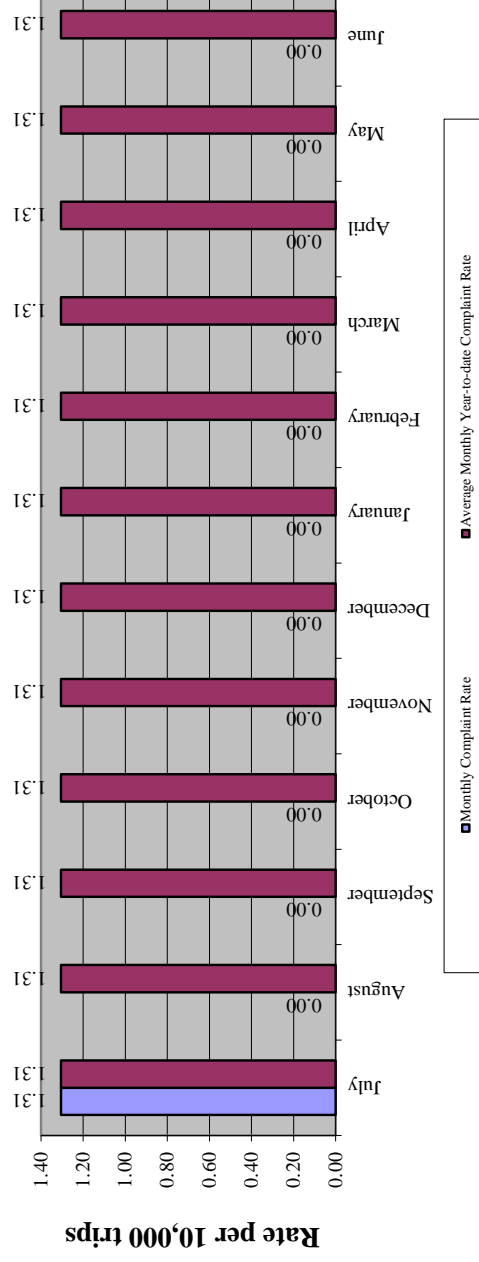


Complaint rates for OmniRide Local service for the current month and for the year-to-date in contrast to fiscal year 2018 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2019 in the new bus services contract.

FY 2019 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	51,982	28	5.39
August			
September			
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	51,982	28	5.39

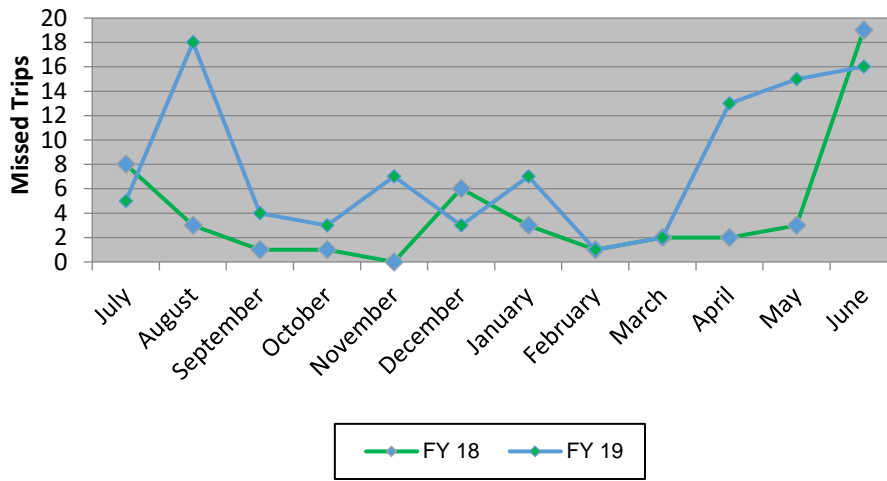
FY 2020 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	99,560	13	1.31
August			
September			
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	99,560	13	1.31

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

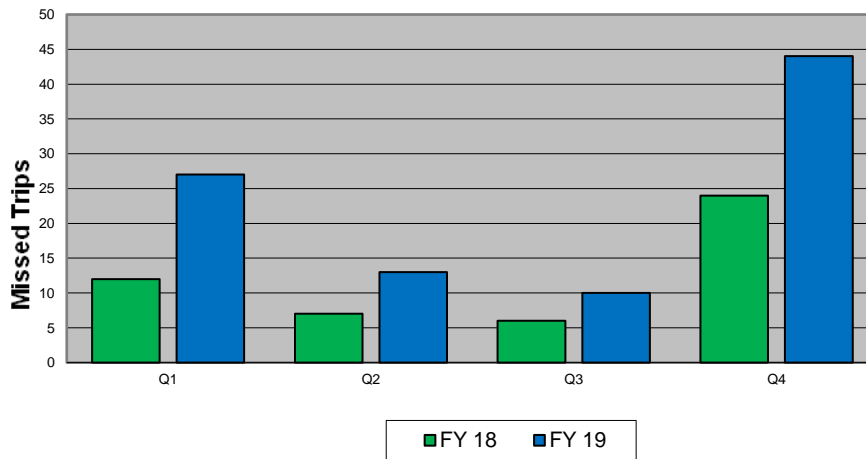


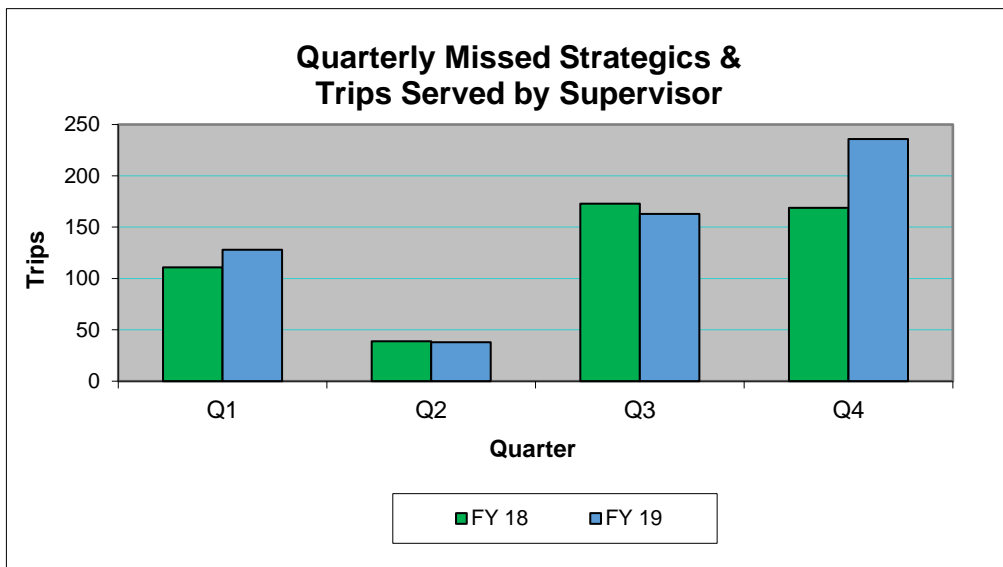
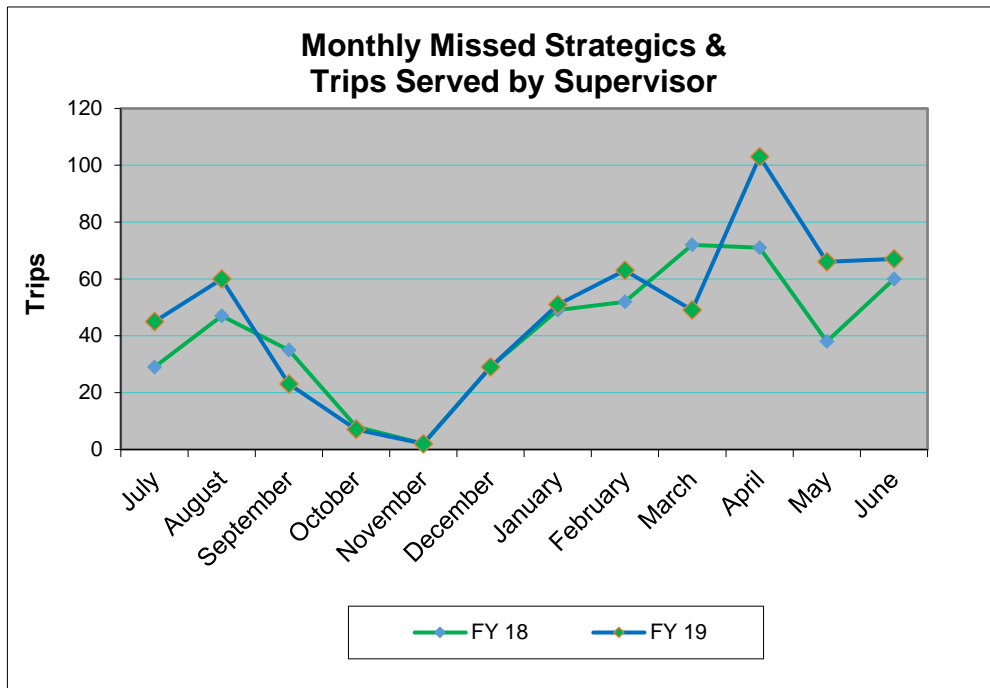
Complaint rates for OmniRide Local service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the new bus services contract.

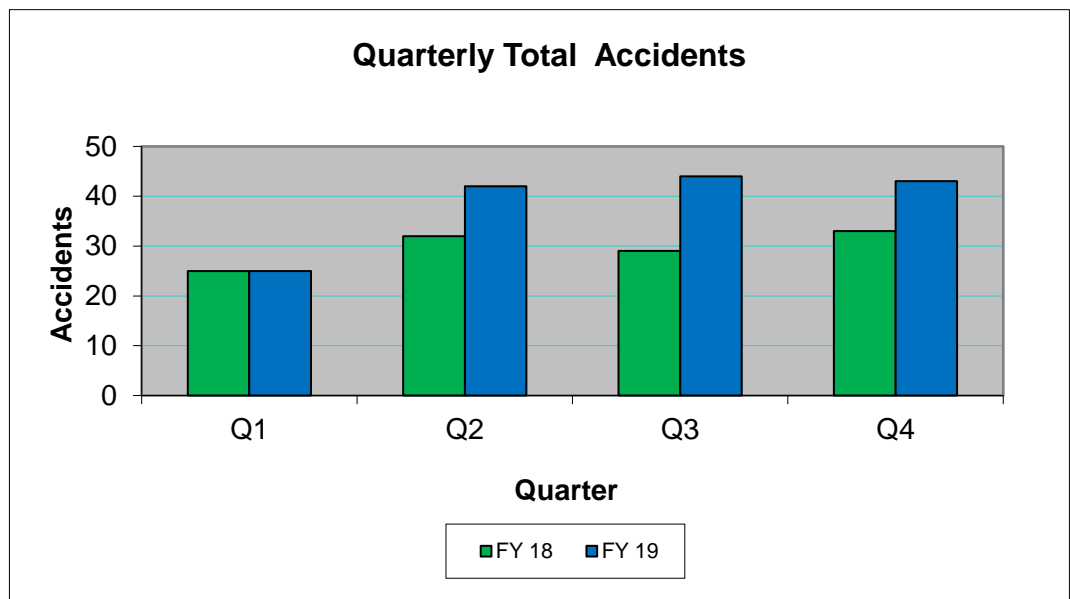
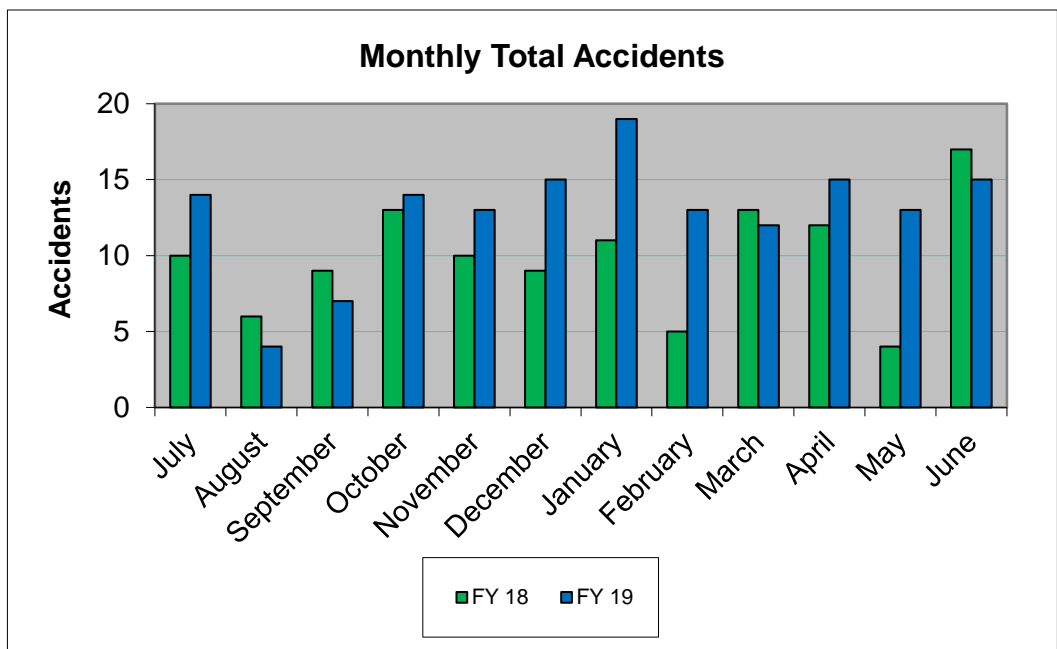
Monthly Missed Trips



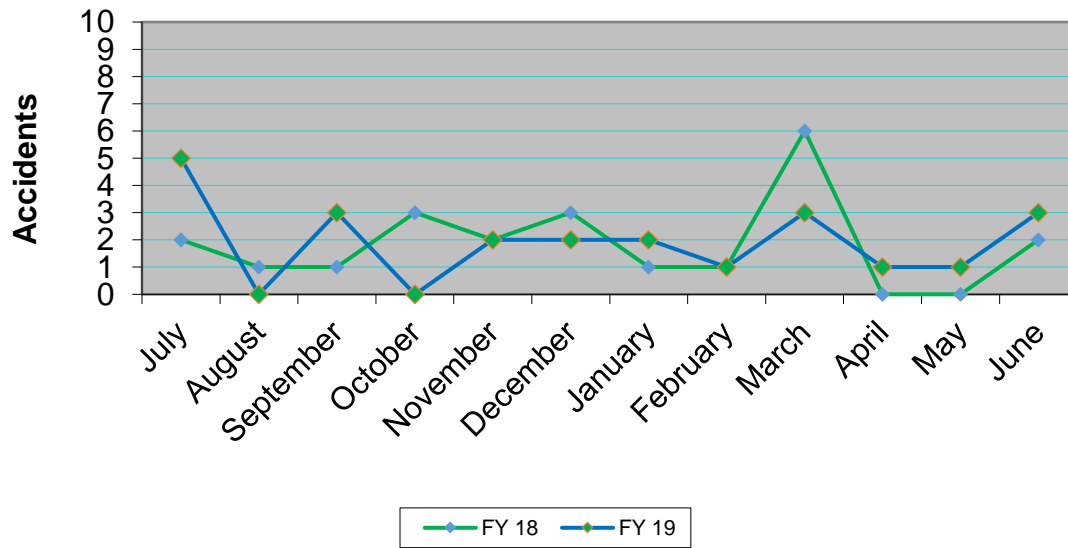
Quarterly Total Missed Trips



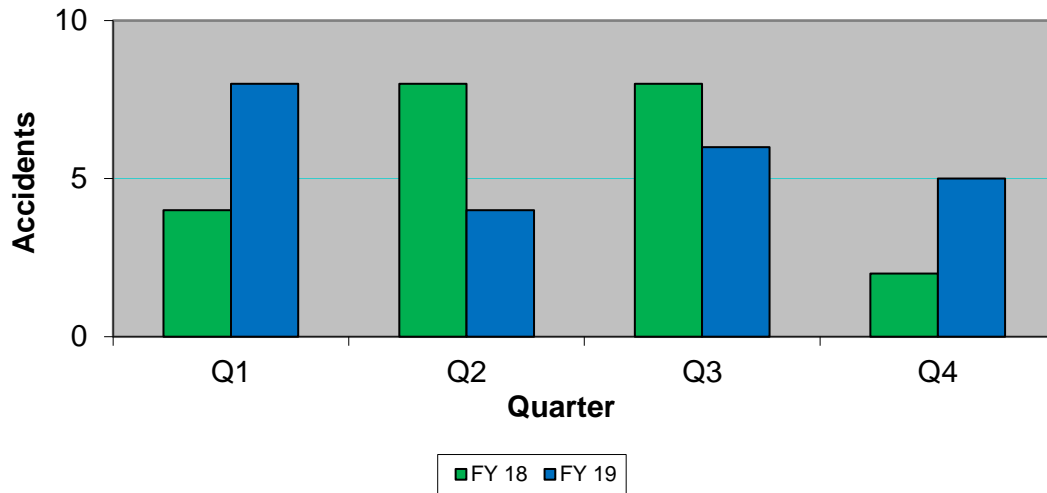




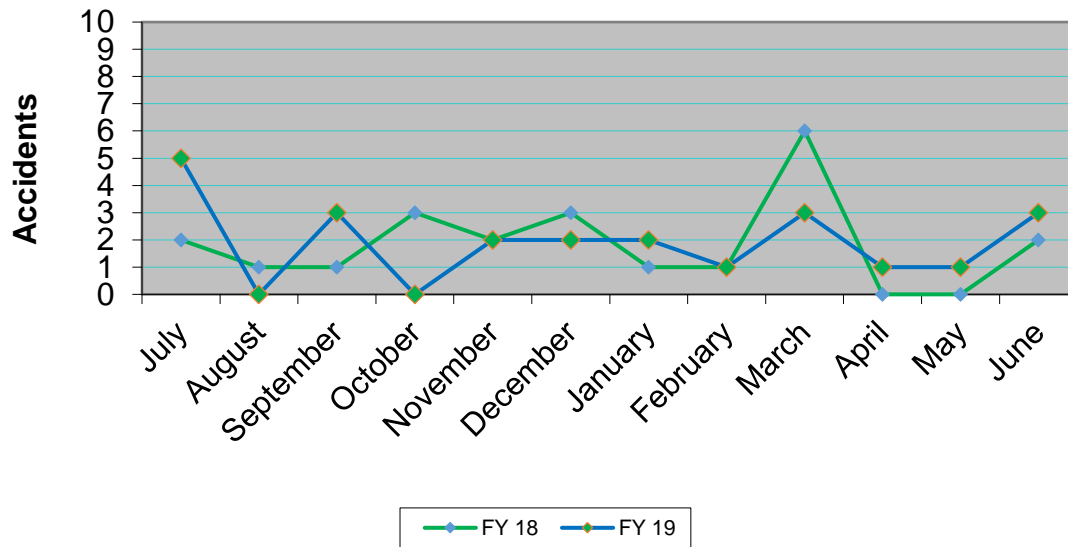
Monthly Preventable Accidents



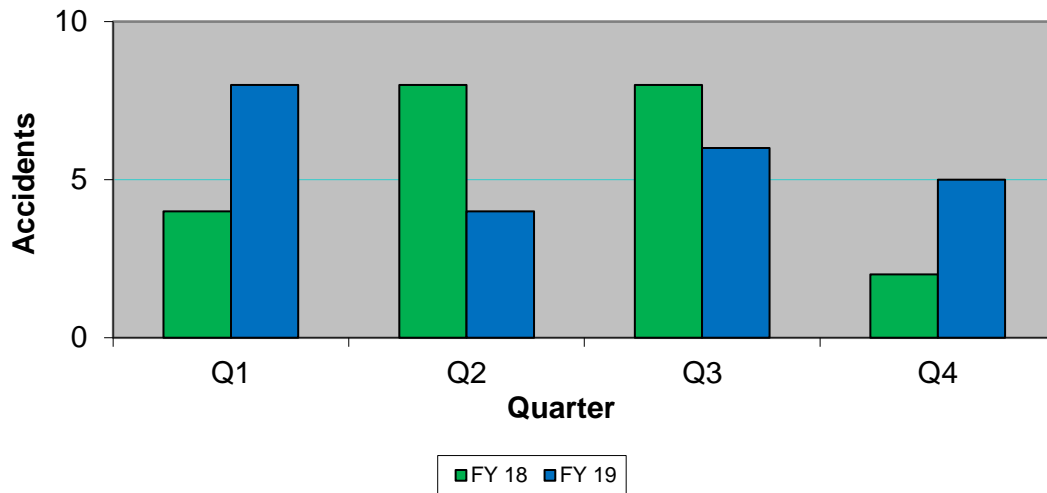
Quarterly Preventable Accidents



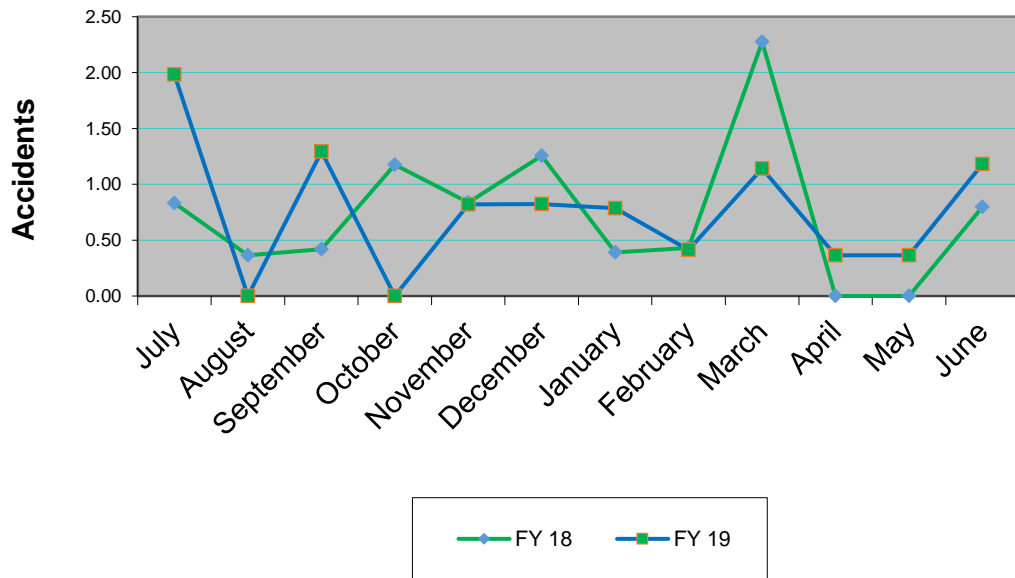
Monthly Preventable Accidents



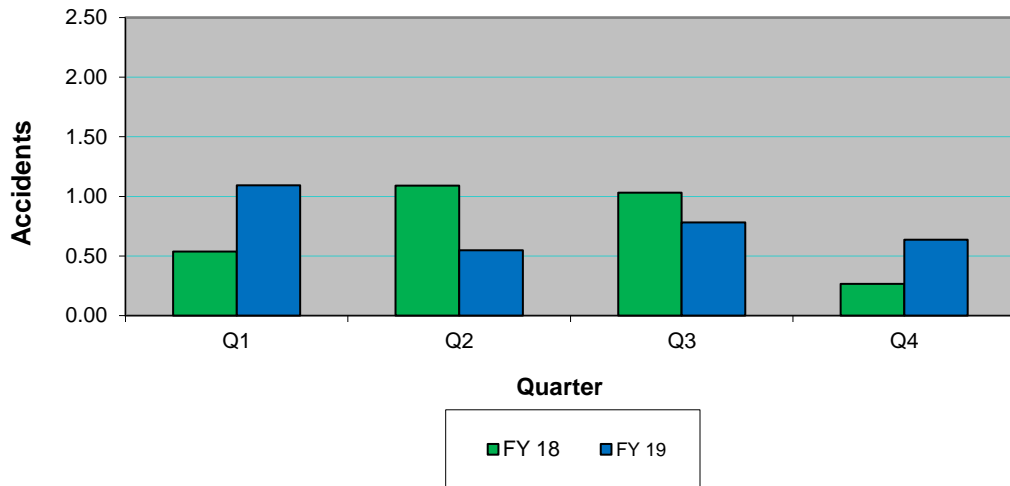
Quarterly Preventable Accidents



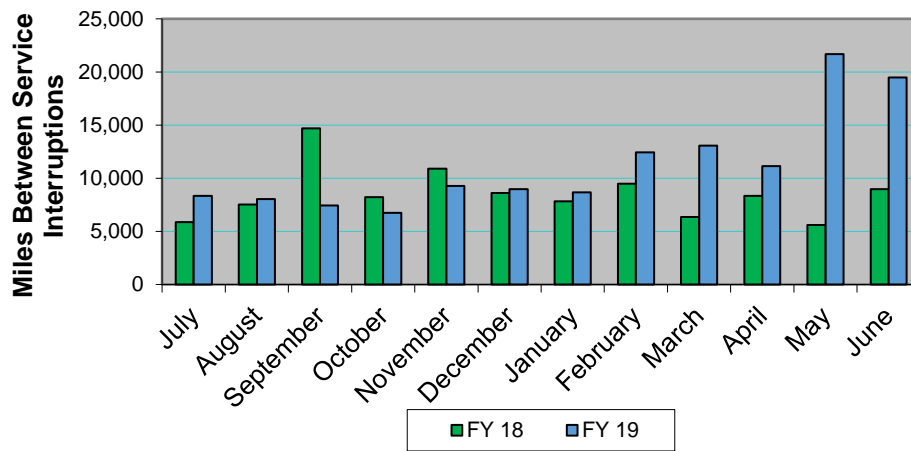
Monthly Preventable Accidents per 100,000 Miles



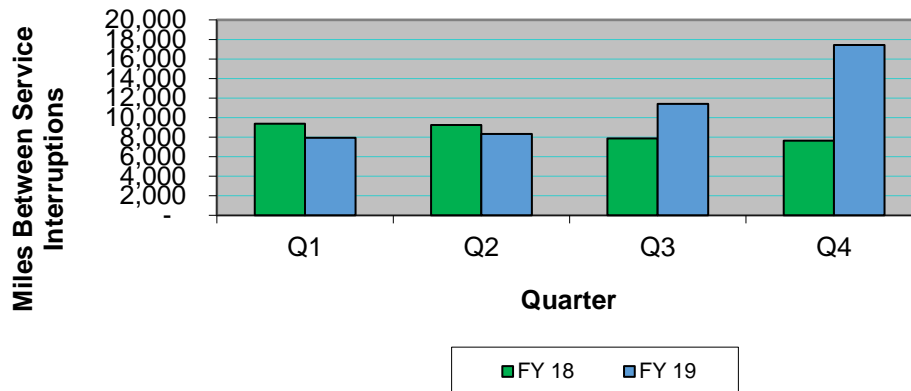
Quarterly Average Preventable Accidents per 100,000 Miles



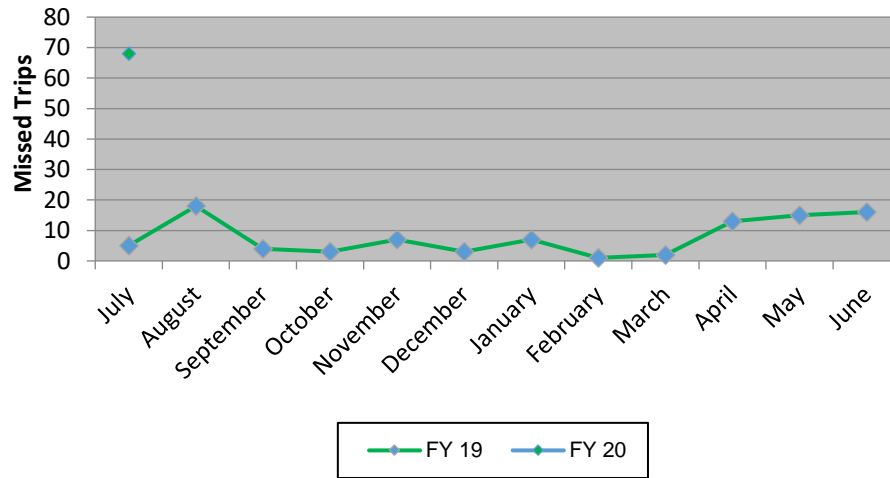
Monthly Miles Between Service Interruptions



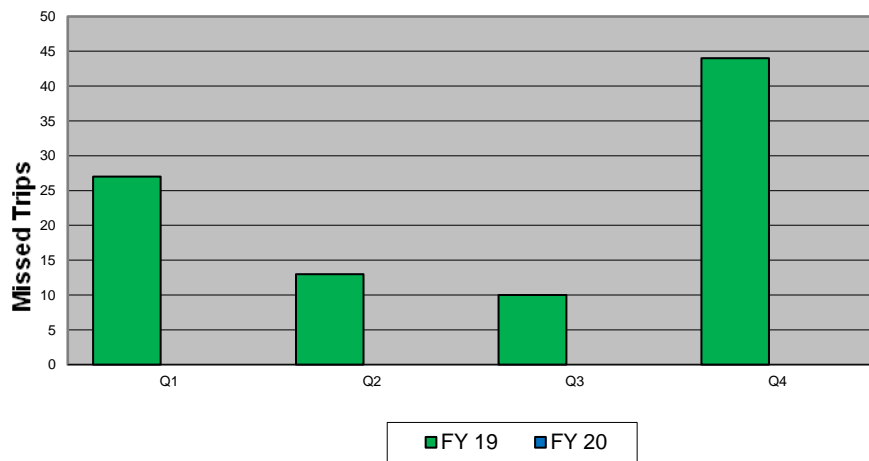
Average Quarterly Miles Between Service Interruptions

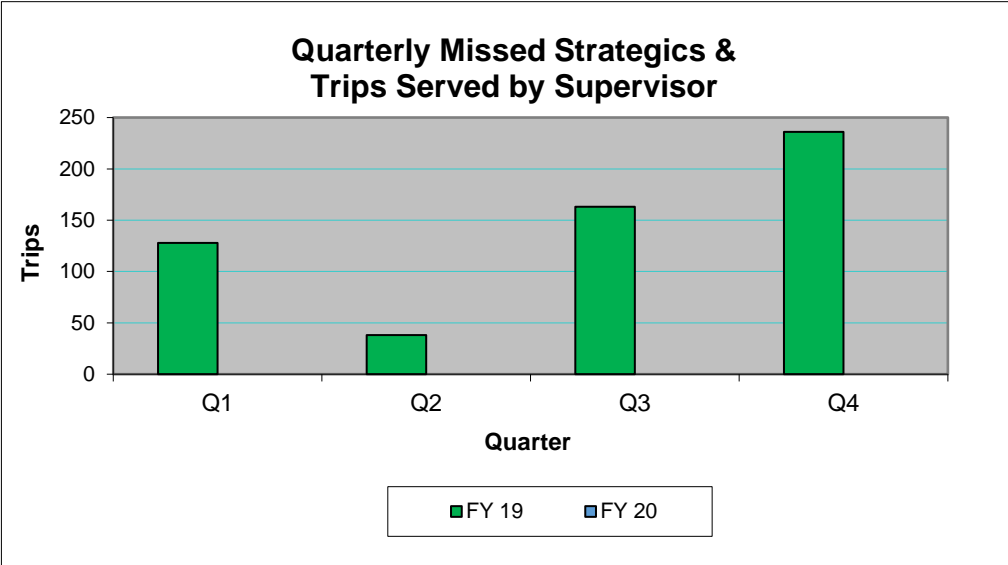
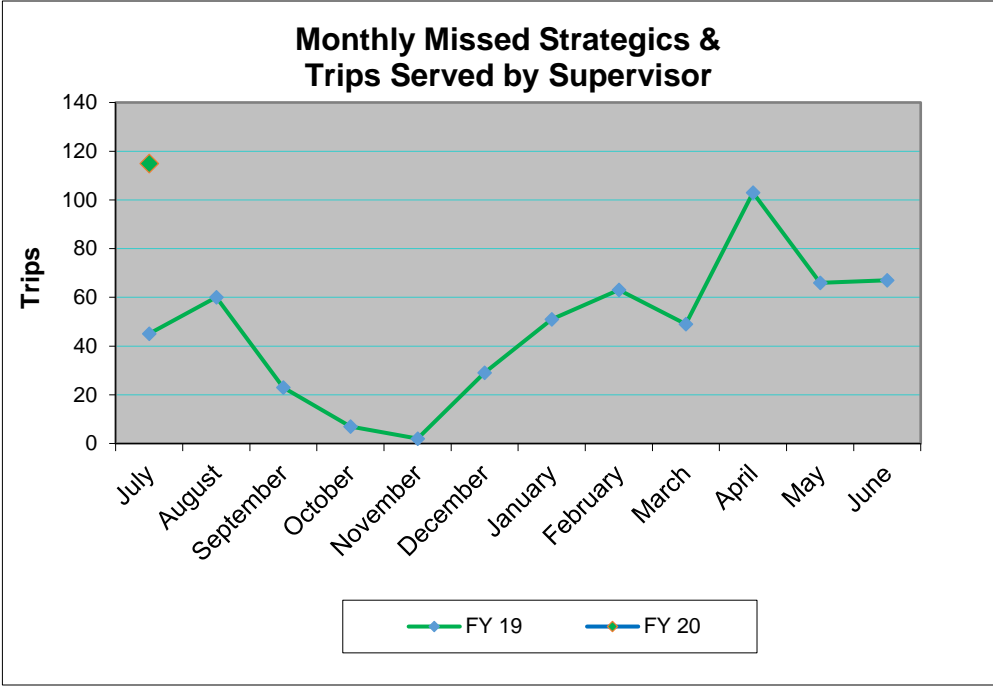


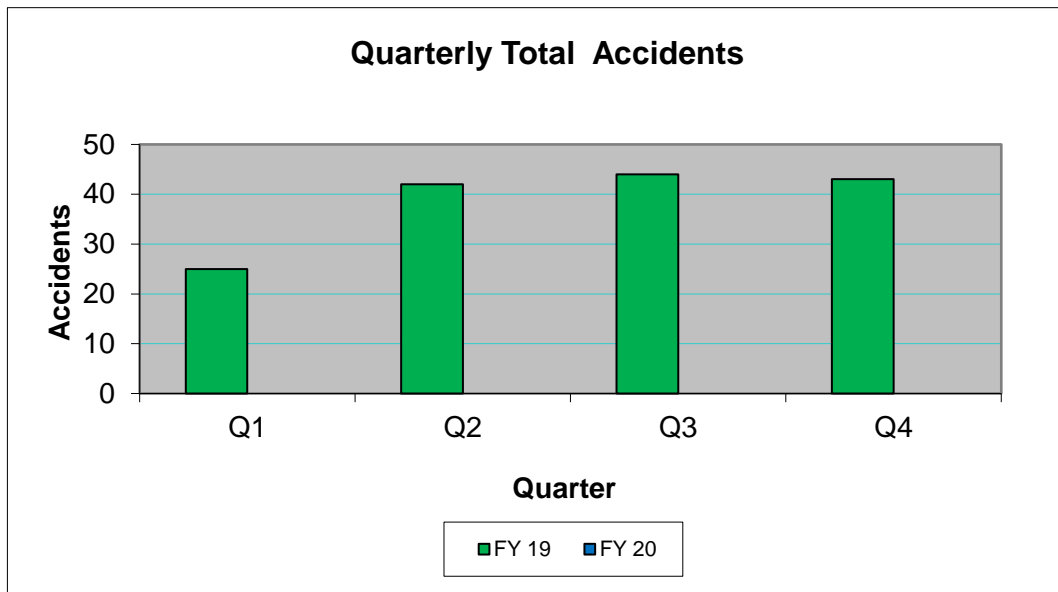
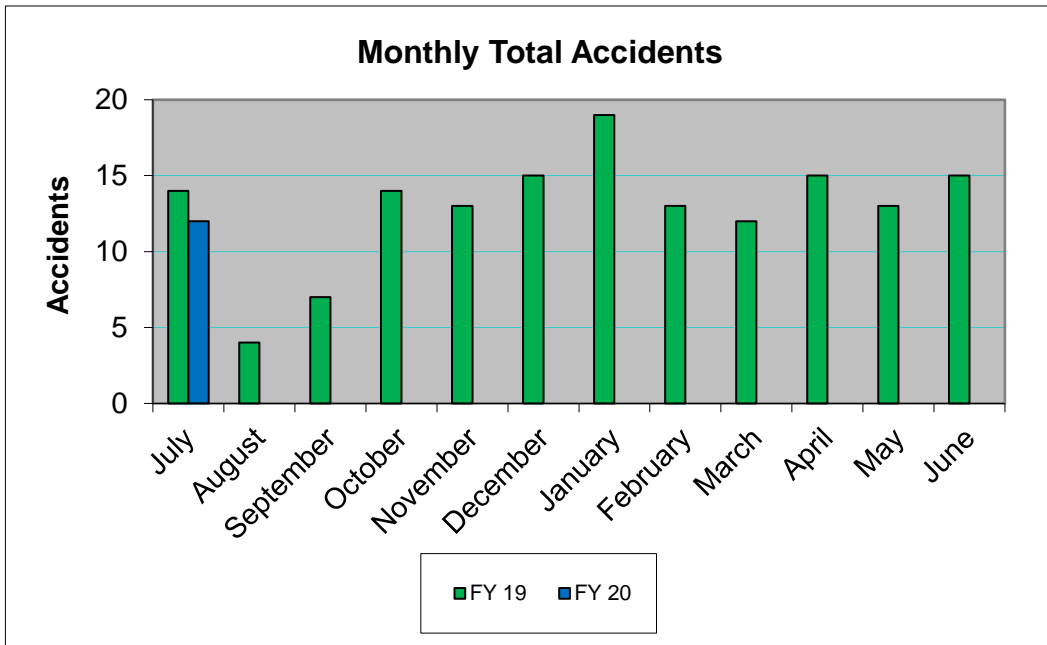
Monthly Missed Trips

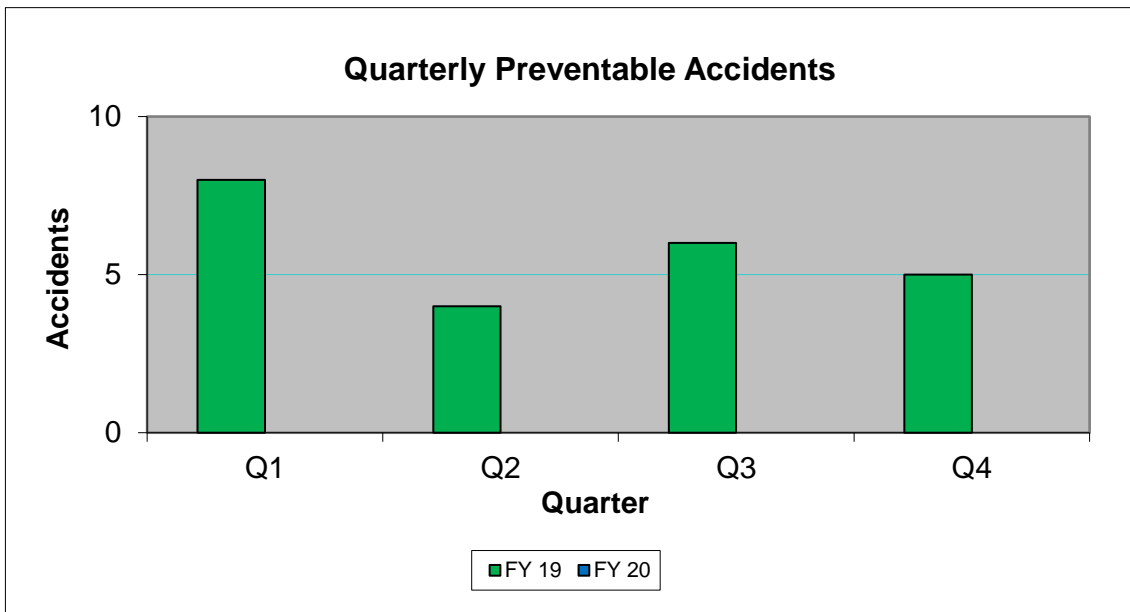
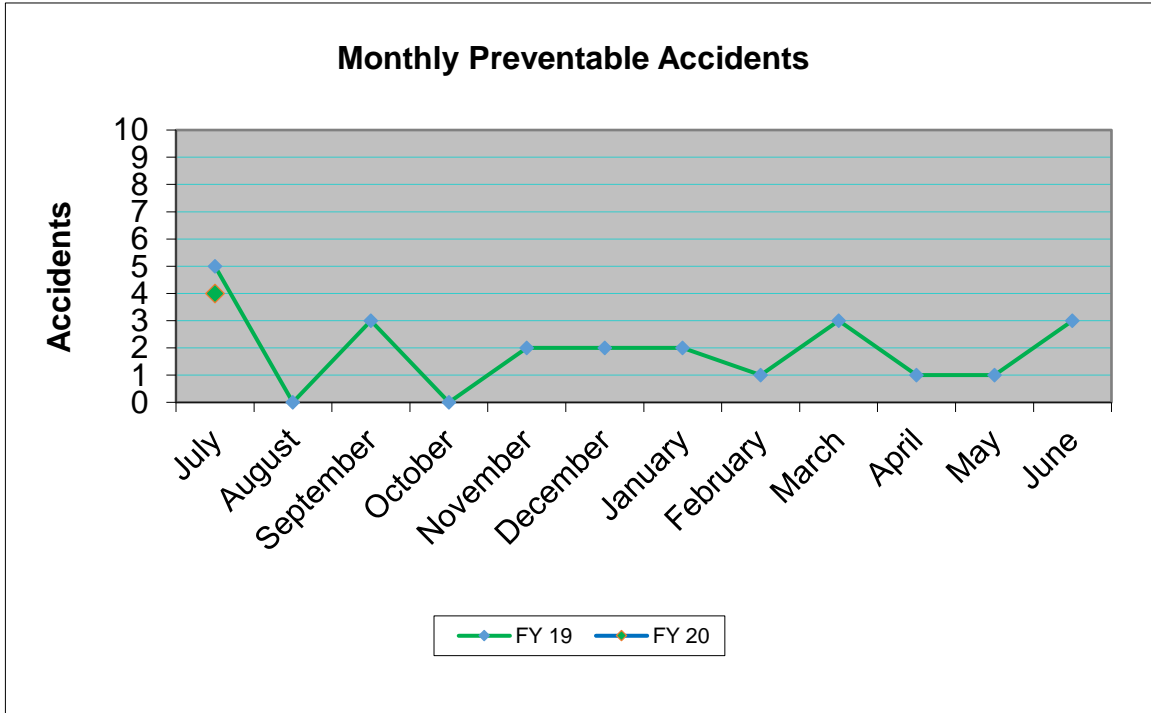


Quarterly Total Missed Trips

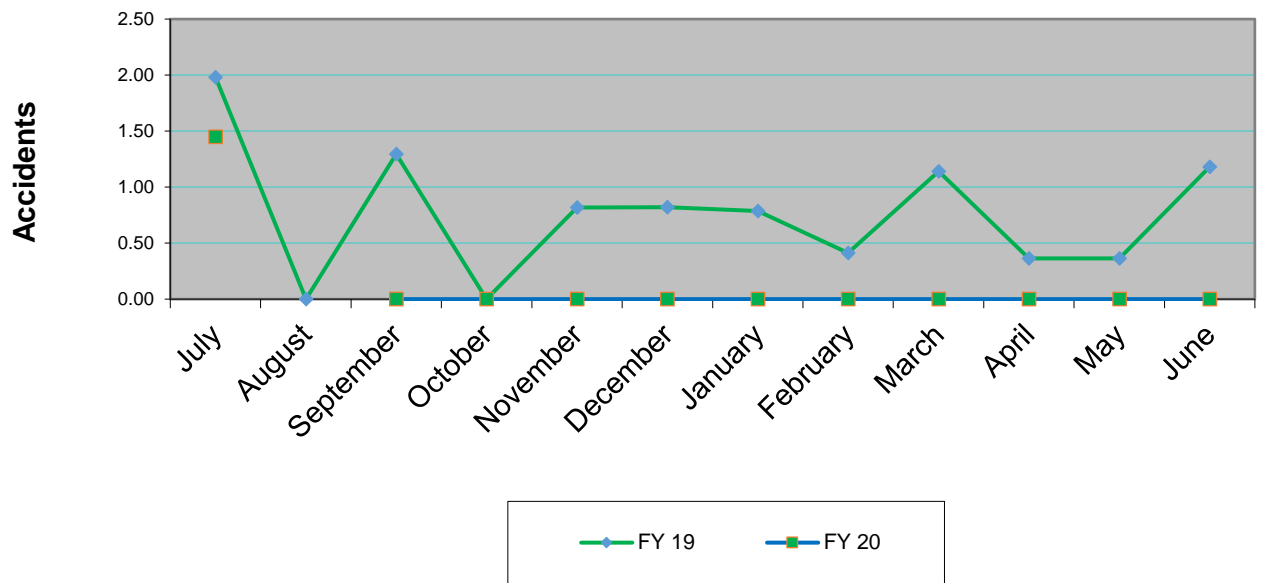




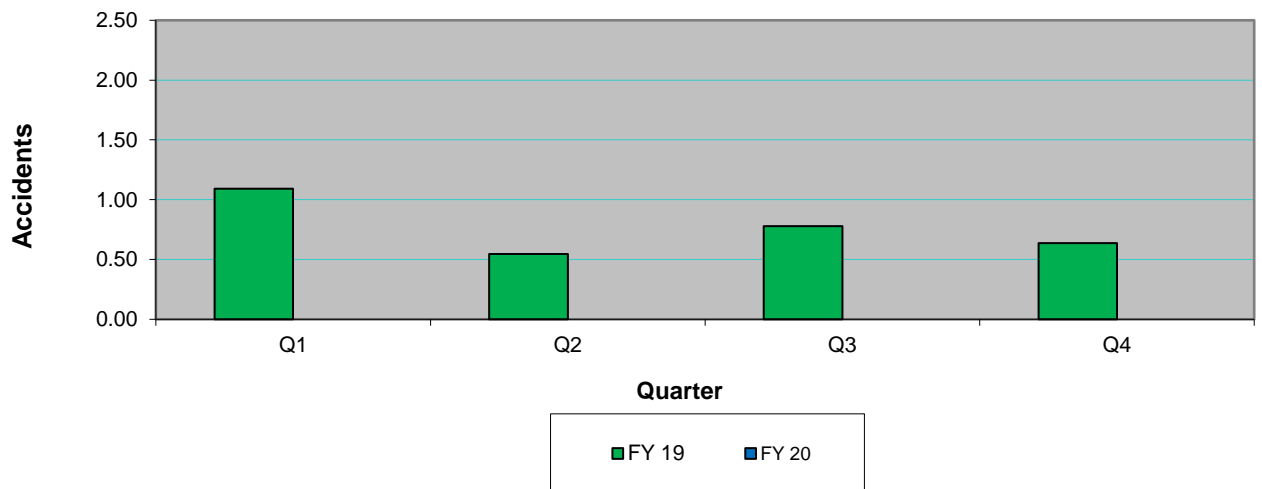




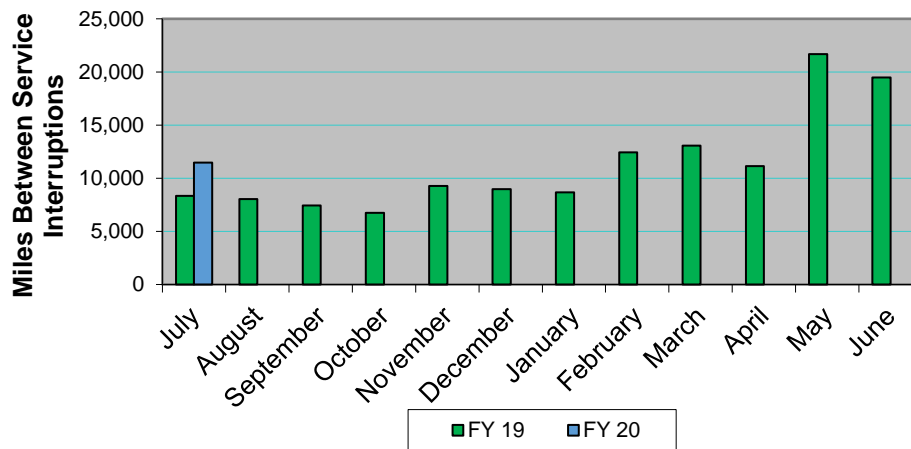
Monthly Preventable Accidents per 100,000 Miles



Quarterly Average Preventable Accidents per 100,000 Miles



Monthly Miles Between Service Interruptions



Average Quarterly Miles Between Service Interruptions

