



February 13, 2020

TO: Madame Chair Franklin and PRTC Commissioners

FROM: Perrin Palistrant 
Director of Operations and Operations Planning

THROUGH: Robert A. Schneider, PhD 
Executive Director

SUBJECT: December 2019 System Performance and Ridership Report

OMNIRIDE Express and Metro Express Service

- December average daily ridership decreased 2.5 percent from November
- Evaluating increased service to western county routes at the beginning of December as well as new Stafford routes that started in November
- Staff analyzing impacts to December service change and investigating any overcrowding or timing issues that remain

OMNIRIDE Local Bus Service

- December average daily ridership decreased 5.6 percent from November
- New western route restructure took place December 9th; staff evaluating ridership trends and overall performance of routes compared to previous routes
- Outreach for new services implemented in December will begin in early 2020 promoting changes to western county residents

Vanpool Alliance Program

- Enrollment remained steady at 674 vans
- Ridership in December was 118,579, which is a new high for the month of December

OmniMatch Program

Staff participated in:

December 2 – Quantico Welcome Aboard Brief

December 3 – National Capital Landing Transportation Leaders Meeting

December 3 – Employer Outreach Training at Council of Governments

December 9 - NVTC-PRTC Legislative Briefing

December 10 - Staffordboro Commuter Lot Service Change Outreach

December 11 - Cushing Road Commuter Lot Service Change Outreach

December 11 – Prince William County employer working group meeting

December 17 – Commuter Connections Ridematching/Marketing Committee meetings

December 18 - GMU SciTech Campus - Forecasting the Future of the Region Breakfast

December 19 - Leadership Prince William Session Day - Arts and Culture Day

Customer Service Statistics

- The call center received 8,669 calls in December
- Responded to 76 general information emails in December
- OMNIRIDE local trip denials in December were 1.19 percent, compared to 1.37 percent in November

Passenger Complaints

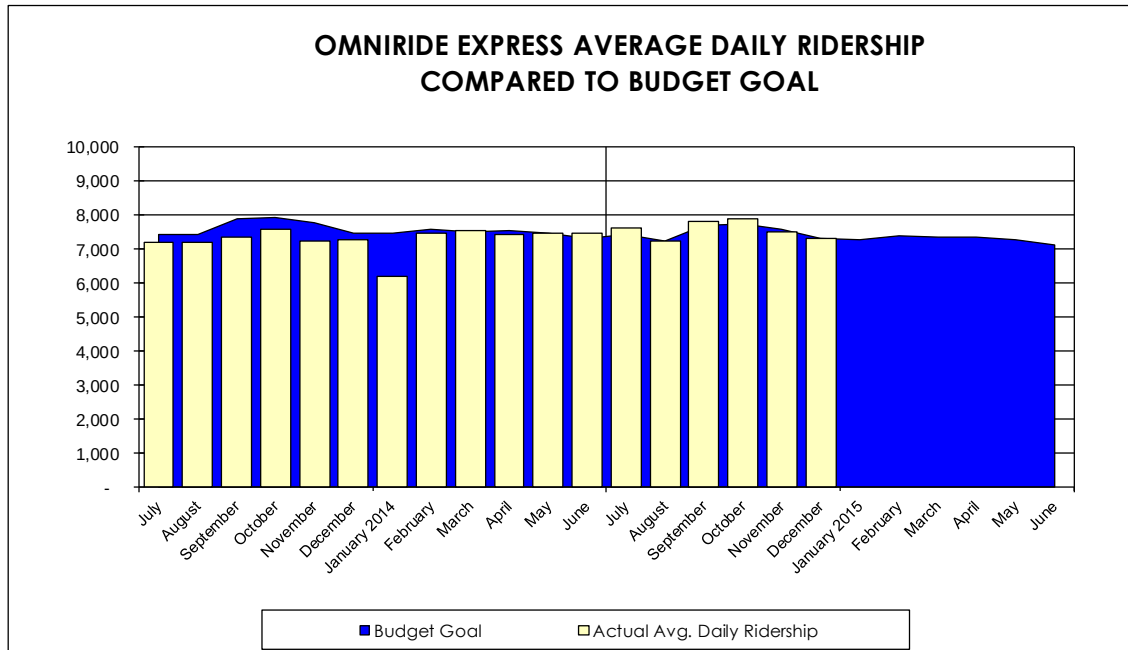
Complaint rate for OmniRide in December:

- OMNIRIDE Express and Metro Express year-to-date complaint rate decreased 1 percent compared to December 2018
- OMNIRIDE local service year-to-date complaint rate increased 11 percent compared to December 2018

Note: No OMNIRIDE Express service on Wednesday, December 25, 2019 due to the Christmas holiday. We implemented the western route restructure on December 9, 2019.

OMNIRIDE EXPRESS SERVICE

Month	Monthly Ridership		Average Daily Ridership			FY20 Budget Goal	Change from Goal
	FY19	FY20	FY19	FY20	% Change		
July	147,825	163,138	7,211	7,627	5.8%	7,451	176
August	163,900	140,151	7,194	7,256	0.9%	7,250	6
September	141,696	148,295	7,380	7,808	5.8%	7,722	86
October	166,311	176,101	7,579	7,886	4.1%	7,739	147
November	134,470	136,522	7,229	7,501	3.8%	7,589	(88)
December	115,711	128,925	7,276	7,315	0.5%	7,306	9
January							
February							
March							
April							
May							
June							
Year to Date	869,913	893,132	7,312	7,566	3.5%	7,509	56



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)

9/19-Avg. Daily Ridership excludes 9/20 (car free day), 9/23 (ESP due to demonstrations in DC)

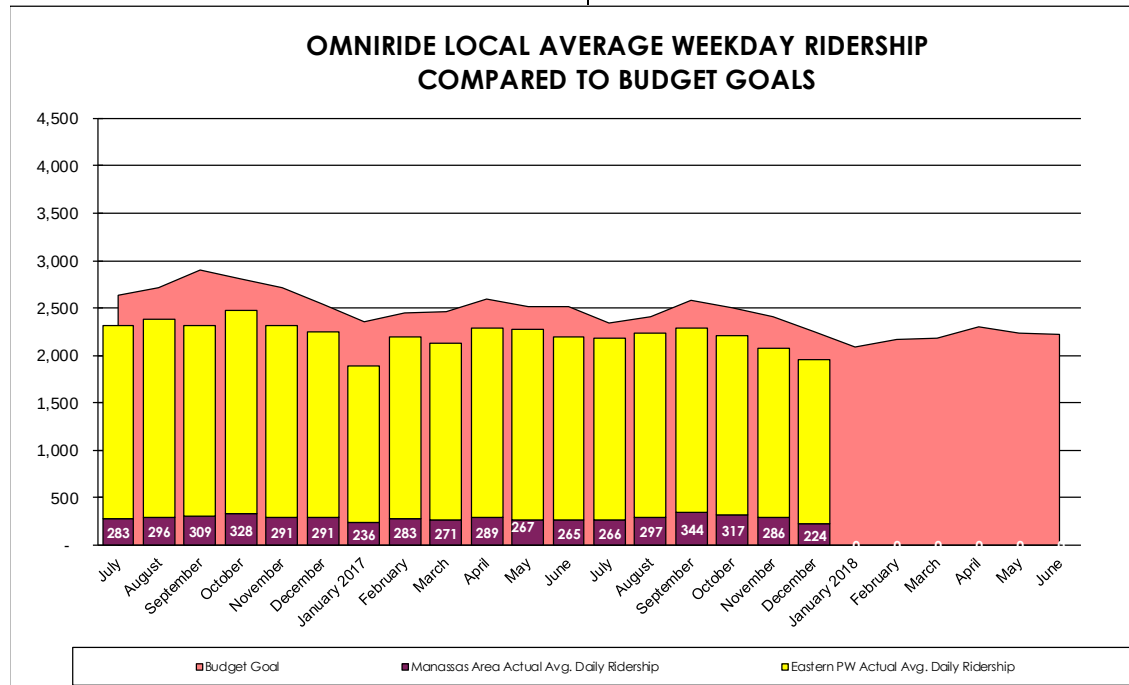
10/19-Avg. Daily Ridership excludes (14) (Columbus Day)

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)

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	56,087	50,270	2,470	2,205	-10.7%	2,496	(291)
November	45,587	39,798	2,314	2,074	-10.4%	2,406	(332)
December	40,452	38,853	2,246	1,957	-12.9%	2,251	(294)
January							
February							
March							
April							
May							
June							
Year to Date	289,122	266,796	2,340	2,157	-7.8%	2,412	(255)



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)

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

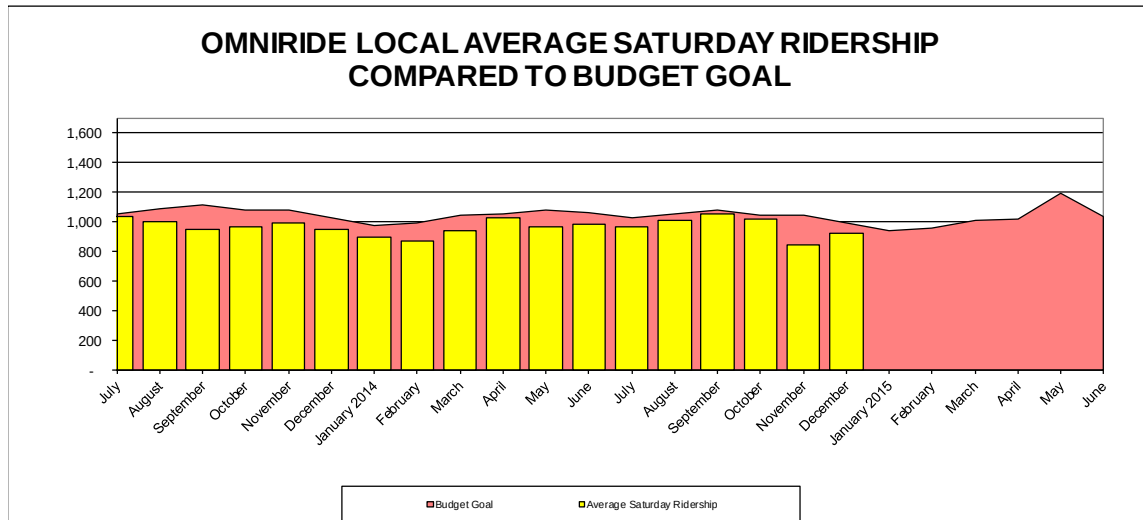
10/19- Avg. Daily Ridership excludes (14) Columbus Day

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)

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	3,857	4,063	964	1,016	5.4%	1,045	(29)
November	3,662	4,224	990	845	-14.6%	1,041	(196)
December	4,475	3,673	947	918	-3.1%	996	(78)
January							
February							
March							
April							
May							
June							
Year to Date	25,647	25,075	982	968	-1.5%	1,040	(72)



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

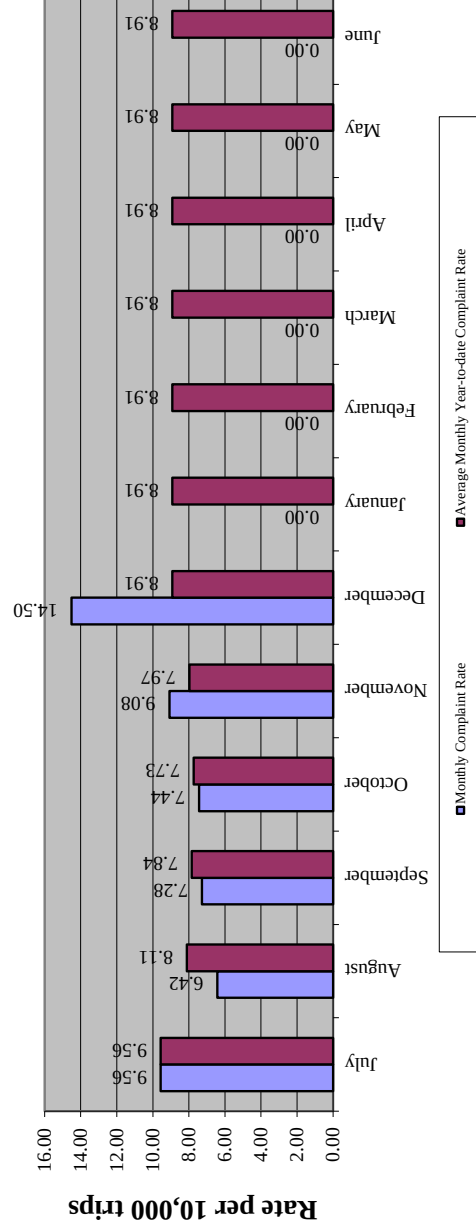
OmniMatch							Vanpool Alliance			
FY19	FY20	FY19	FY20	FY19	FY20	FY19	FY19	FY20	FY19	FY20
New Applications Received	New Applications Received	Other Applications Received	Other Applications Received	Vanpools Enrolled	Vanpools Enrolled	Monthly Passenger Trips	Monthly Passenger Trips	Monthly Passenger Trips	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	44	52	11	2	670	674	130,798	143,962		
November	56	41	8	3	671	674	116,453	121,098		
December	37	25	8	6	672	674	101,939	118,579		
January										
February										
March										
April										
May										
June										
Average	45	45	12	7	670	674	121,655	131,252		

- 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	166,311	136	8.18
November	134,470	91	6.77
December	115,711	97	8.38
January			
February			
March			
April			
May			
June			
Year-to-date totals	869,913	780	8.97

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	148,295	108	7.28
October	176,101	131	7.44
November	136,522	124	9.08
December	128,925	187	14.50
January			
February			
March			
April			
May			
June			
Year-to-date totals	893,132	796	8.91

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

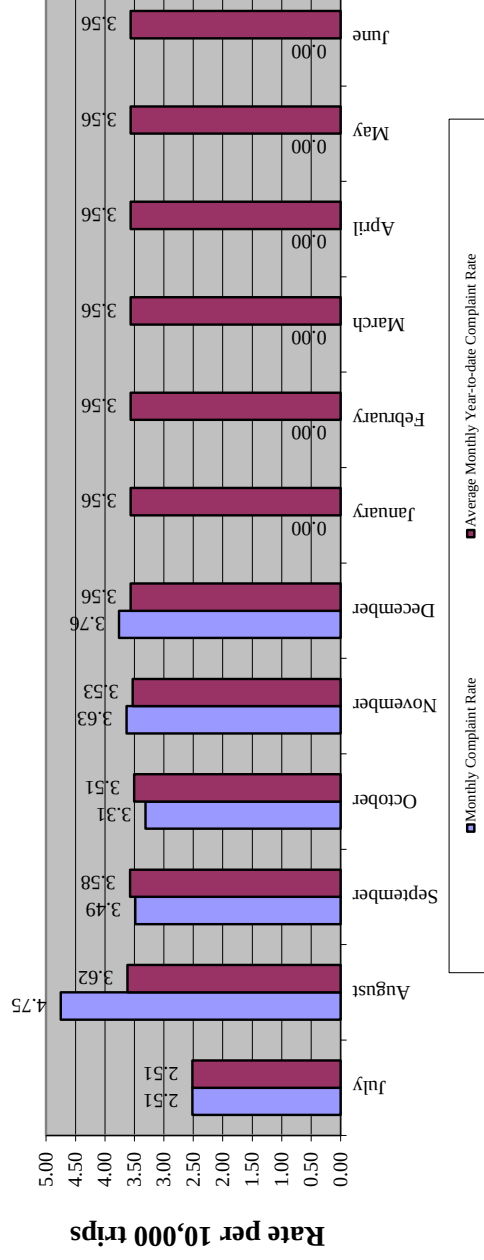


Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the bus services contract.

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	59,944	23	3.84
November	49,249	7	1.42
December	44,927	11	2.45
January			
February			
March			
April			
May			
June			
Year-to-date totals	314,769	101	3.21

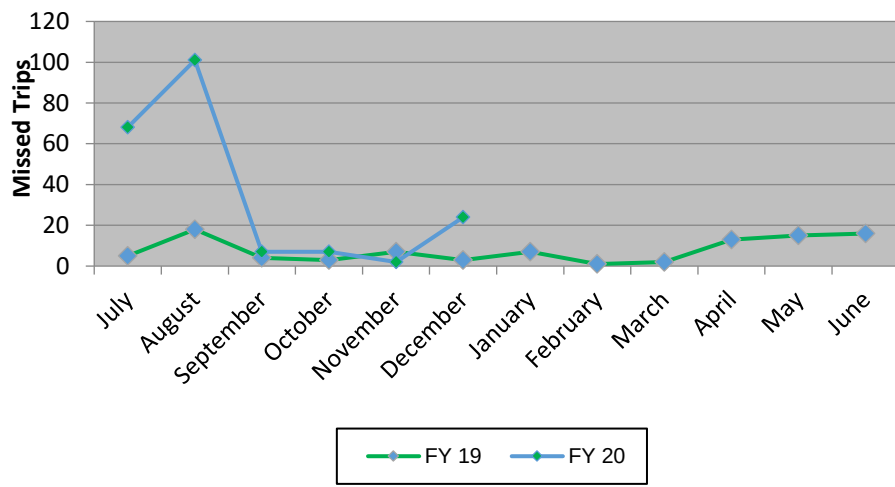
FY 2020 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	51,712	13	2.51
August	50,531	24	4.75
September	48,747	17	3.49
October	54,333	18	3.31
November	44,022	16	3.63
December	42,526	16	3.76
January			
February			
March			
April			
May			
June			
Year-to-date totals	291,871	104	3.56

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

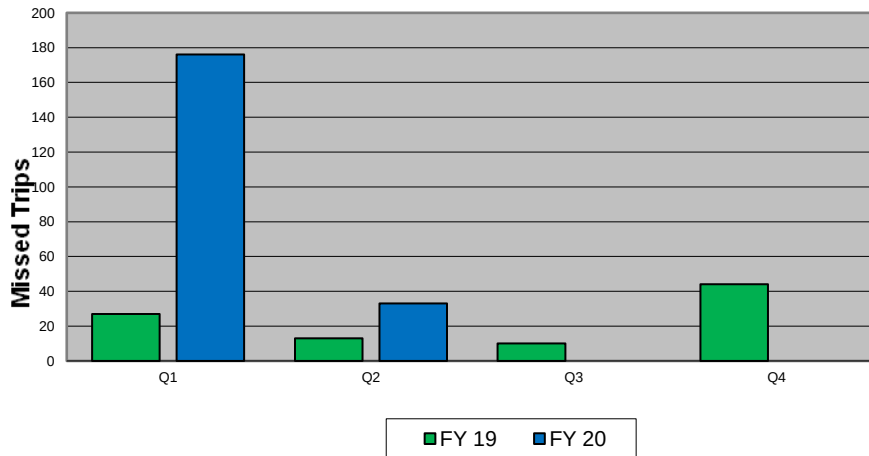


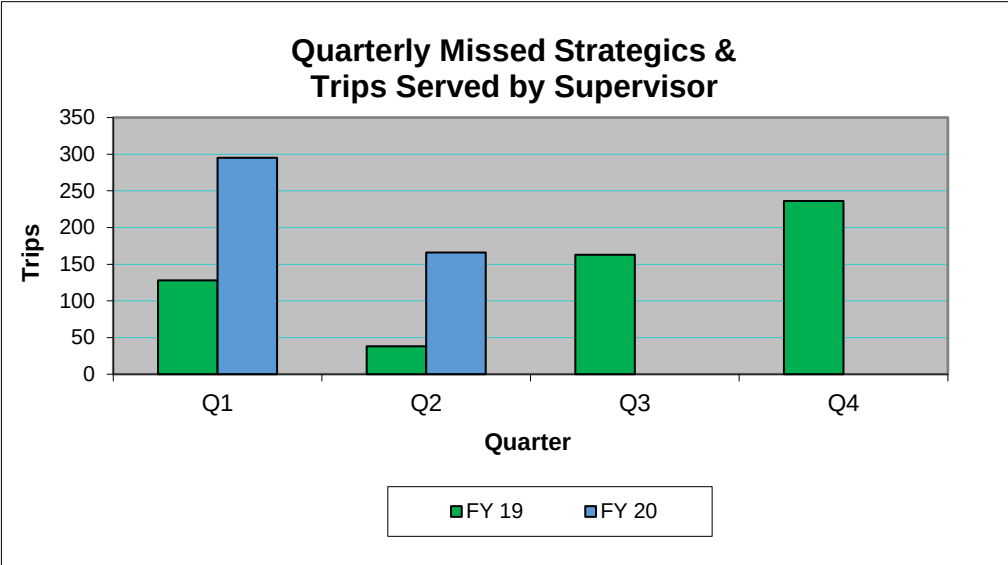
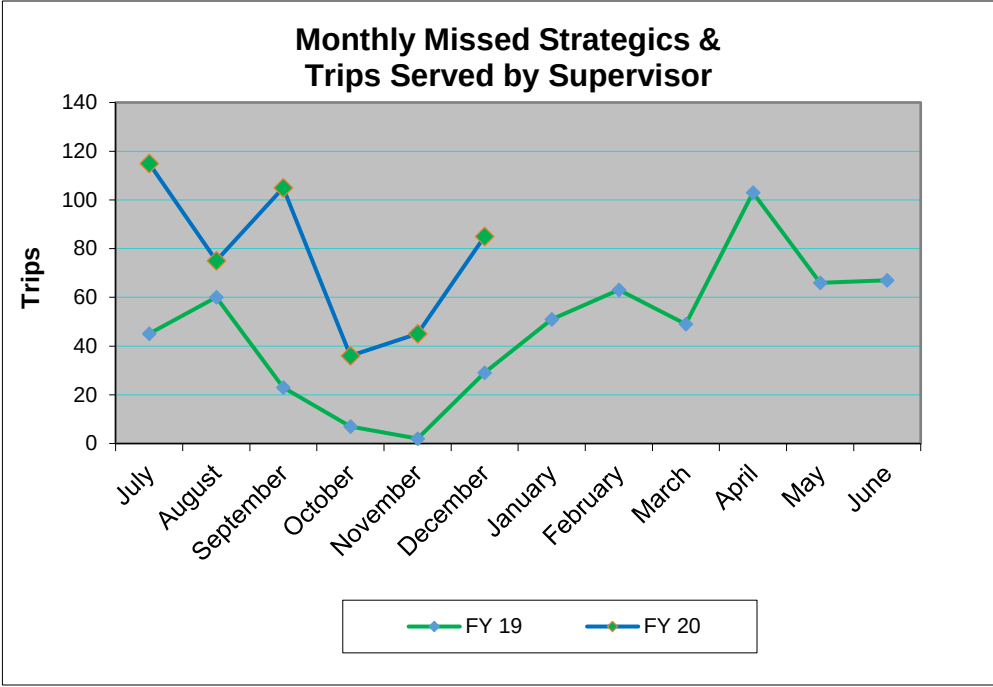
Complaint rates for OmniRide Local service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the new bus services contract.

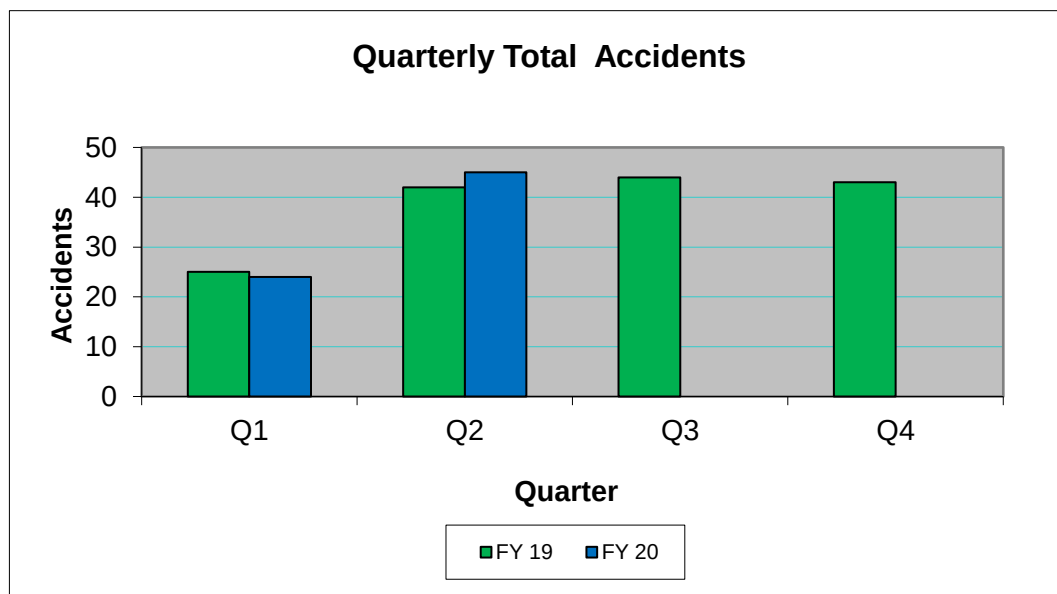
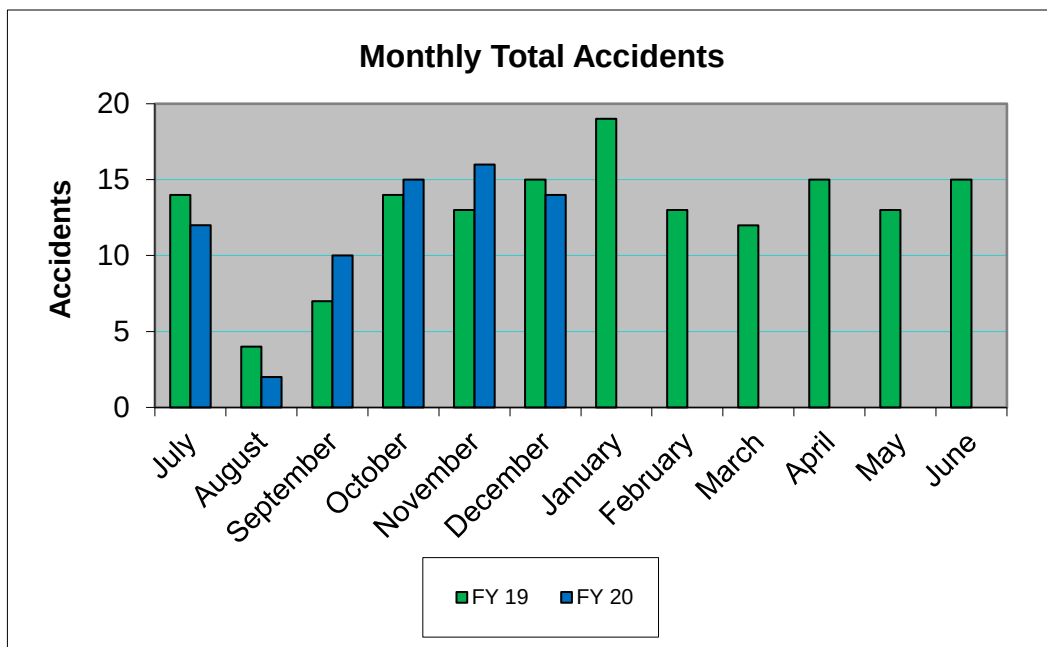
Monthly Missed Trips



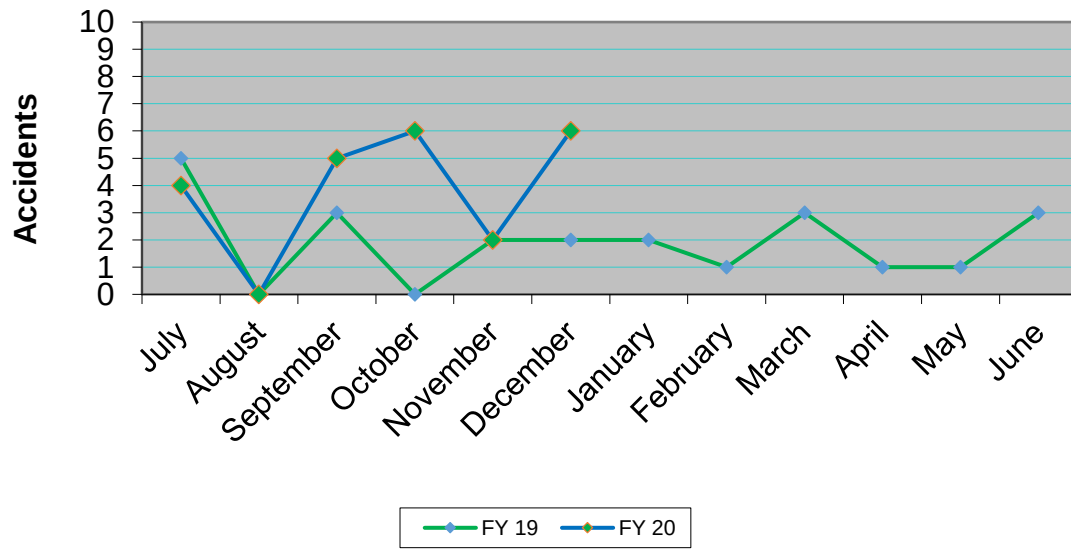
Quarterly Total Missed Trips



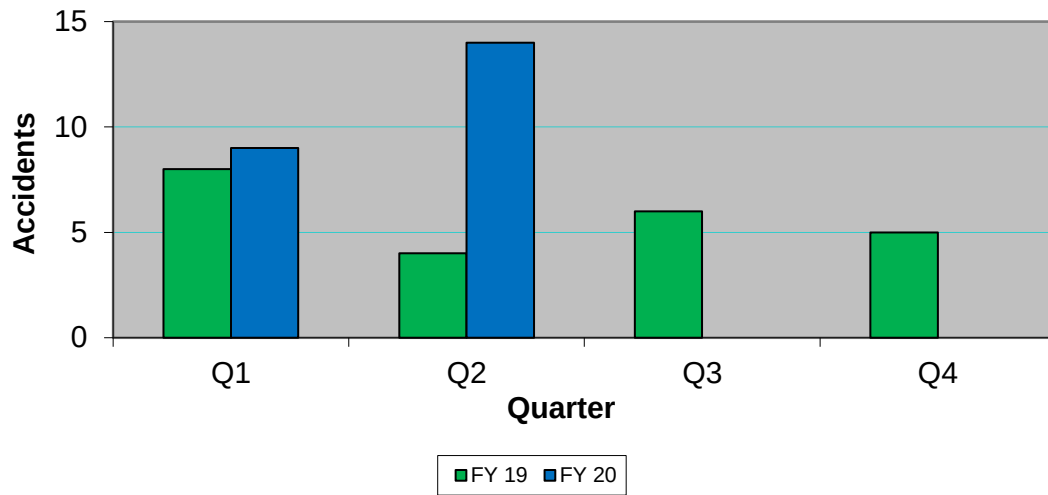




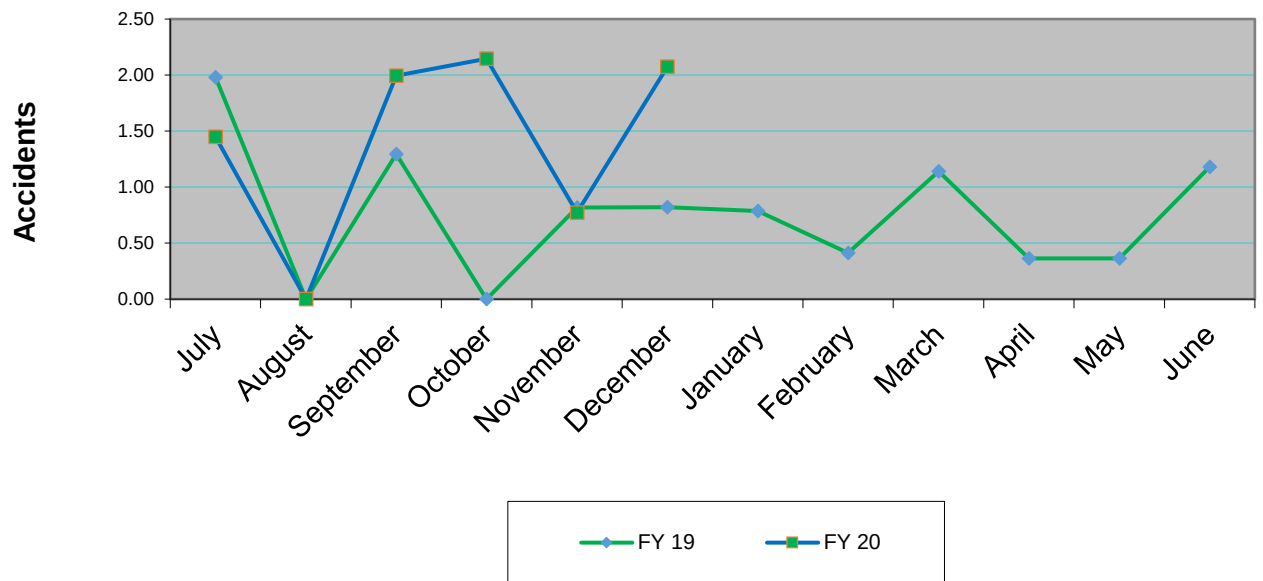
Monthly Preventable Accidents



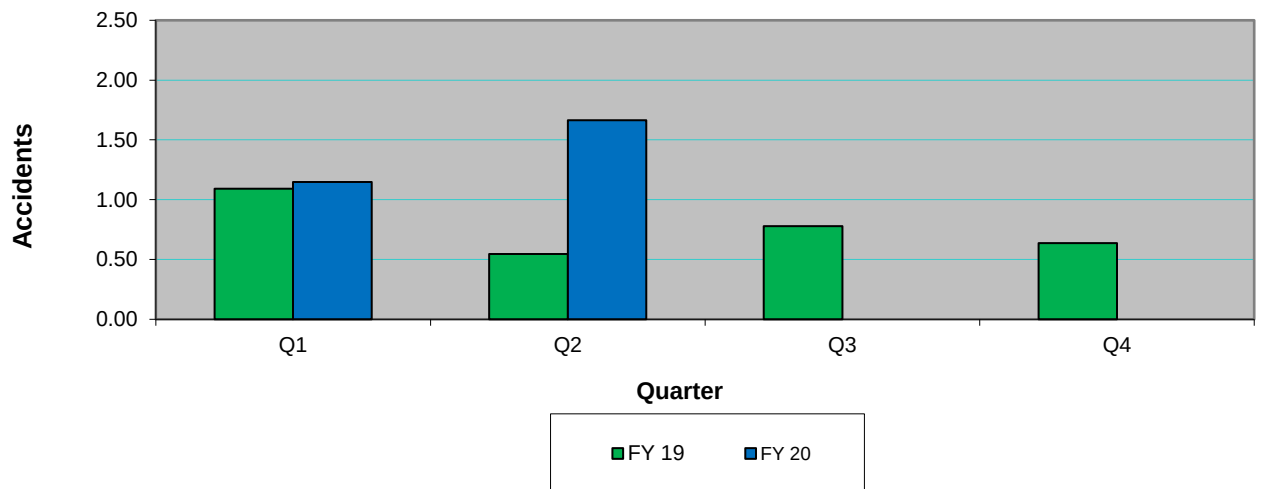
Quarterly Preventable Accidents



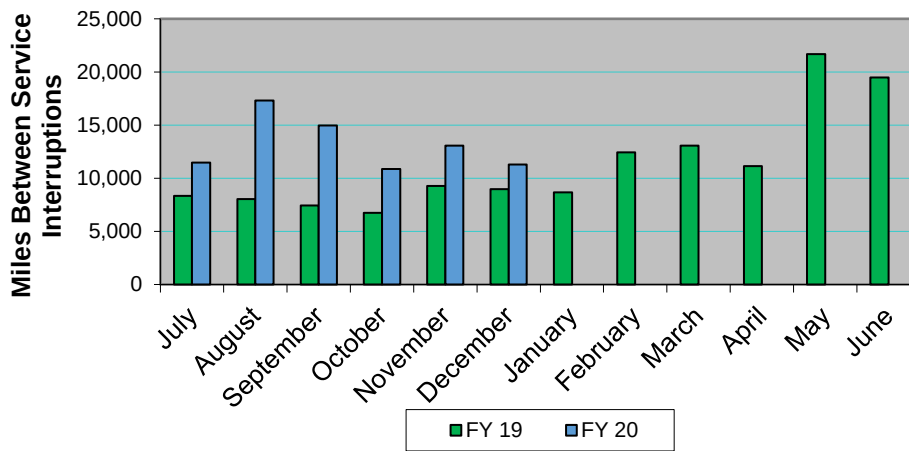
Monthly Preventable Accidents per 100,000 Miles



Quarterly Average Preventable Accidents per 100,000 Miles



Monthly Miles Between Service Interruptions



Average Quarterly Miles Between Service Interruptions

