





February 4, 2021

TO: Chair Franklin and PRTC Commissioners

FROM: Perrin Palistrant   
Director of Operations and Operations Planning

THROUGH: Robert A. Schneider, PhD   
Executive Director

SUBJECT: December 2020 System Performance and Ridership Report

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OMNIRIDE Express and Metro Express Service

- December average daily ridership decreased fourteen (14) percent from November, but was down 79 percent compared to December 2019
- Month-to-month ridership decline was impacted primarily by winter weather towards the middle of the month, and holidays at the end of the month, along with typical seasonal declines
- Overall ridership trends are fairly stable and staff will monitor as the holidays end for any changes in patterns

OMNIRIDE Local Bus Service

- December average daily ridership decreased five (5) percent from October, but down 45 percent compared to December 2019
- Strategic bus deployment was altered mid-month to assist with any local bus overcrowding that had been occurring during off-peak times
- Staff will continue to monitor any new trends that develop after the holidays

Vanpool Alliance Program

- Enrollment in December decreased by 90 vans due to inactivity compared to November
- Ridership in December decreased 2.3 percent compared to November, and down 71 percent compared to December 2019

### OmniMatch Program

Staff participated in: (all meetings were virtual)

### Chamber Meetings

**12/01/2020**- Prince William County Chamber of Commerce Education & Workforce Committee

Meeting- ***OmniRide Employer Outreach Program is the annual meeting sponsor***

**12/01/2020** – Prince William County Chamber of Commerce Hispanic Council Meeting

**12/03/2020** – Prince William County Chamber of Commerce – Technology & Security Council Meeting

**12/15/2020** – Prince William County Chamber of Commerce - Economic Development Committee

Meeting - ***OmniRide Employer Outreach Program is the annual meeting sponsor***

**12/17/2020** – Presentation to the Prince William County Chamber of Commerce Board of Directors –

***The OmniRide Employer Outreach Program is the annual sponsor for the Chambers Economic***

***Development Committee. Holly Morello is the Chair of the Committee in FY21, and was asked to give a presentation to the Chamber Board about the Committee***

### Commuter Connections

**12/15/2020** - Commuter Connections Ridematching Committee Meeting

**12/15/2020** - Commuter Connections Regional Transportation Demand Management Marketing Group Meeting

### Regional Coordination

**12/07/2020** - NVTC-PRTC Legislative Briefing

**12/09/2020** - OmniRide Hispanic Council Meeting

**12/10/2020** – Commuter Choice Strategy Session with Arlington County

**12/11/2020** - Transform 66/Local Agencies Coordination Meeting

**12/11/2020** - I-495 American Legion Bridge Transit/Transportation Demand Management December Stakeholder Meeting

### Other

**12/09/2020** – Naval Sea Systems Command (NAVSEA) Virtual Commuter Fair

### Customer Service Statistics

- The call center received 4,673 calls in December 2020 and 4,404 in November 2020
- Responded to 16 general information emails in December 2020 and 12 in November 2020
- OMNIRIDE local trip denials in December 2020 were .81 percent and .29 percent in November 2020

### Passenger Complaints

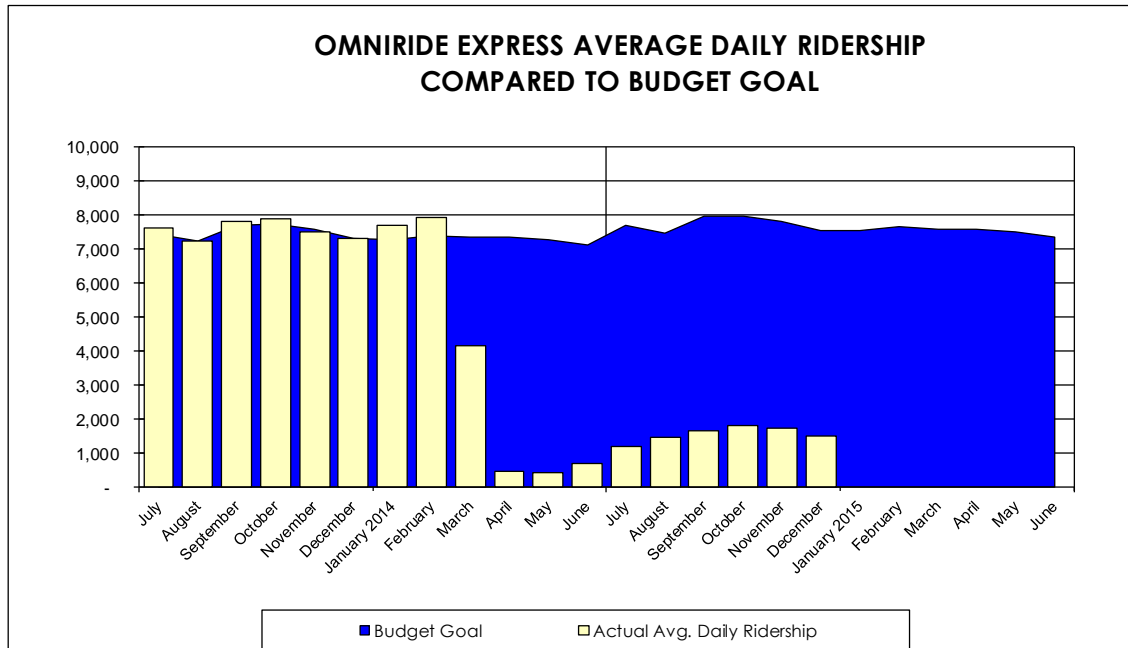
Complaint rate for OmniRide in November:

- OMNIRIDE Express and Metro Express complaint rate for December 2020 increased 127 percent compared to November 2020
- OMNIRIDE Local service complaint rate for December 2020 increased 67 percent compared to November 2020

Note: OmniRide was closed on December 25, 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	148,295	34,795	7,808	1,670	-78.6%	7,972	(6,302)
October	176,101	38,900	7,886	1,824	-76.9%	7,989	(6,165)
November	136,522	28,579	7,501	1,761	-76.5%	7,835	(6,074)
December	128,940	27,411	7,315	1,518	-79.2%	7,542	(6,024)
January							
February							
March							
April							
May							
June							
<b>Year to Date</b>	<b>893,147</b>	<b>186,479</b>	<b>7,566</b>	<b>1,572</b>	<b>-79.2%</b>	<b>7,753</b>	<b>(6,181)</b>



***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)

9/20-Avg. Daily Ridership excludes 9/10-9/11 (Work Stoppage)

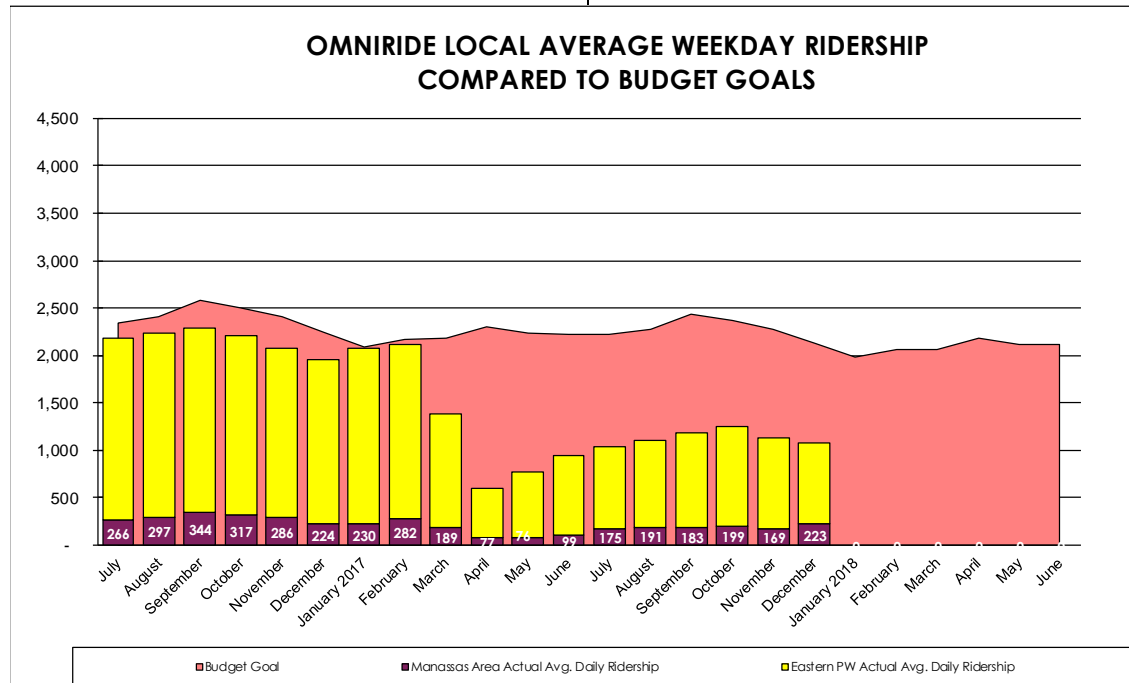
10/20-Avg. Daily Ridership excludes 10/12 (Columbus Day)

11/20-Avg. Daily Ridership excludes 3-6 (Election Day Demonstrations in DC), 11 (Veterans Day), 27-28 (Thanksgiving Holiday)

12/20-Avg. Daily Ridership excludes 14 (operator shortage), 16-17 (snow/ice), 23-25 and 28-31 (Christmas/New Years)

## 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	44,528	25,531	2,285	1,181	-48.3%	2,441	(1,260)
October	50,270	27,140	2,205	1,250	-43.3%	2,365	(1,115)
November	39,798	22,121	2,074	1,134	-45.3%	2,280	(1,146)
December	38,853	22,096	1,957	1,076	-45.0%	2,133	(1,057)
January							
February							
March							
April							
May							
June							
<b>Year to Date</b>	<b>266,796</b>	<b>143,858</b>	<b>2,157</b>	<b>1,131</b>	<b>-47.6%</b>	<b>2,286</b>	<b>(1,155)</b>



**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)

9/20- Avg. Daily Ridership excludes 9/10-9/11 (Work Stoppage)

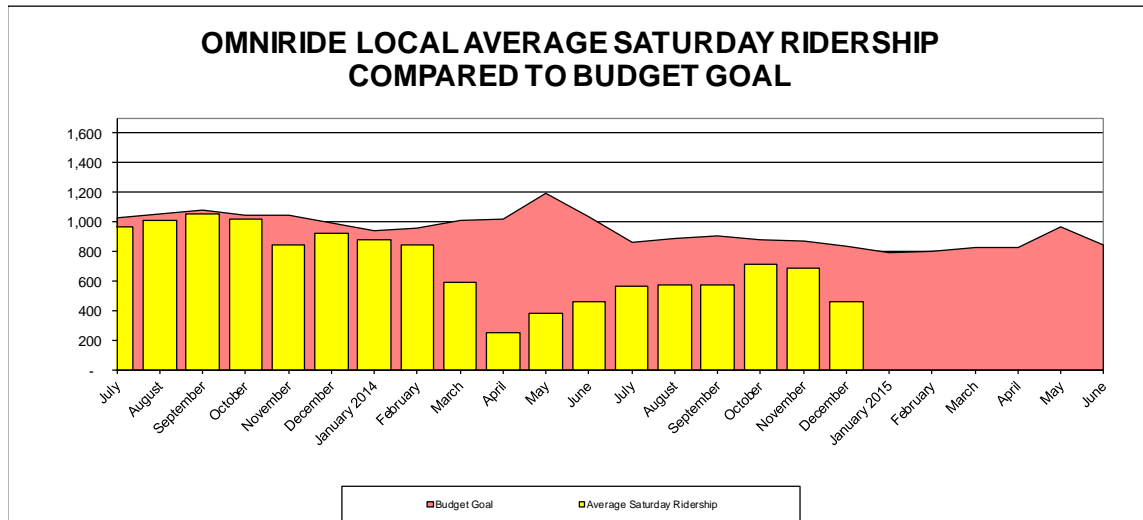
10/20- Avg. Daily Ridership excludes 10/12 (Columbus Day)

11/20- Avg. Daily Ridership Excludes 11 (Veterans Day), 27-28 (Thanksgiving Holiday)

12/20- Avg. Daily Ridership Excludes 14 (operator shortage), 16-17 (snow/ice), 23-25 (Christmas Holiday)

## 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	4,219	2,308	1,055	577	-45.3%	1,078	(501)
October	4,063	3,570	1,016	714	-29.7%	1,045	(331)
November	4,224	2,751	845	688	-18.6%	1,041	(353)
December	3,673	1,836	918	459	-50.0%	996	(537)
January							
February							
March							
April							
May							
June							
<b>Year to Date</b>	<b>25,075</b>	<b>15,027</b>	<b>968</b>	<b>596</b>	<b>-38.4%</b>	<b>1,040</b>	<b>(444)</b>



***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	56	5	13	0	674	566	131,999	38,177
October	52	6	2	0	674	565	143,962	37,607
November	41	3	3	0	674	539	121,098	35,233
December	25	3	6	0	674	429	118,579	34,407
January								
February								
March								
April								
May								
June								
Average	45	4	7	0	674	565	131,252	35,360

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

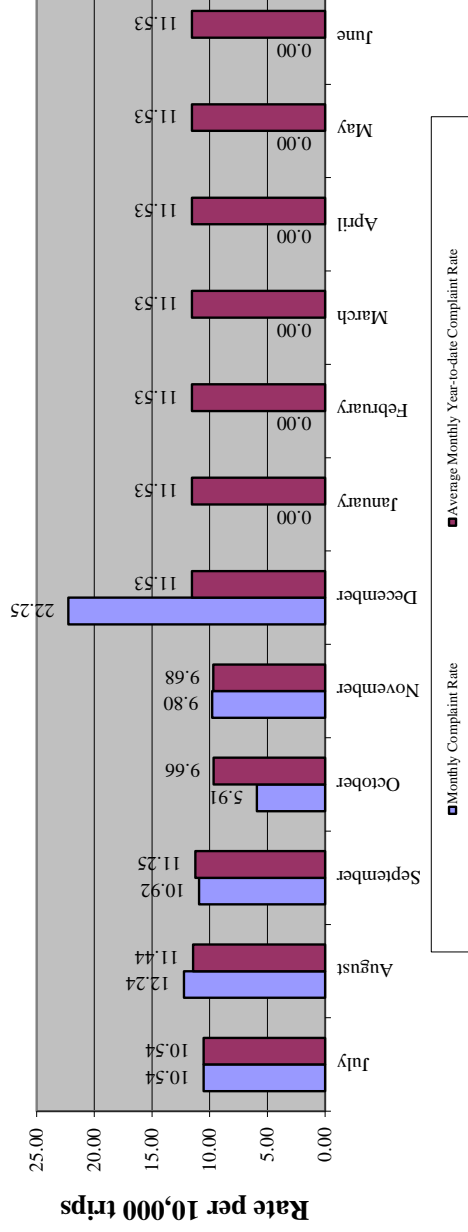
2) "Other Applications Received" include reapplicants, deletions and commuters contacted as a follow-up interested in remaining in the program.

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	148,295	108	7.28
October	176,101	131	7.44
November	136,522	124	9.08
December	128,940	187	14.50
January			
February			
March			
April			
May			
June			
Year-to-date totals	893,147	796	8.91

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	34,795	38	10.92
October	38,900	23	5.91
November	28,579	28	9.80
December	27,411	61	22.25
January			
February			
March			
April			
May			
June			
Year-to-date totals	186,479	217	11.64

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

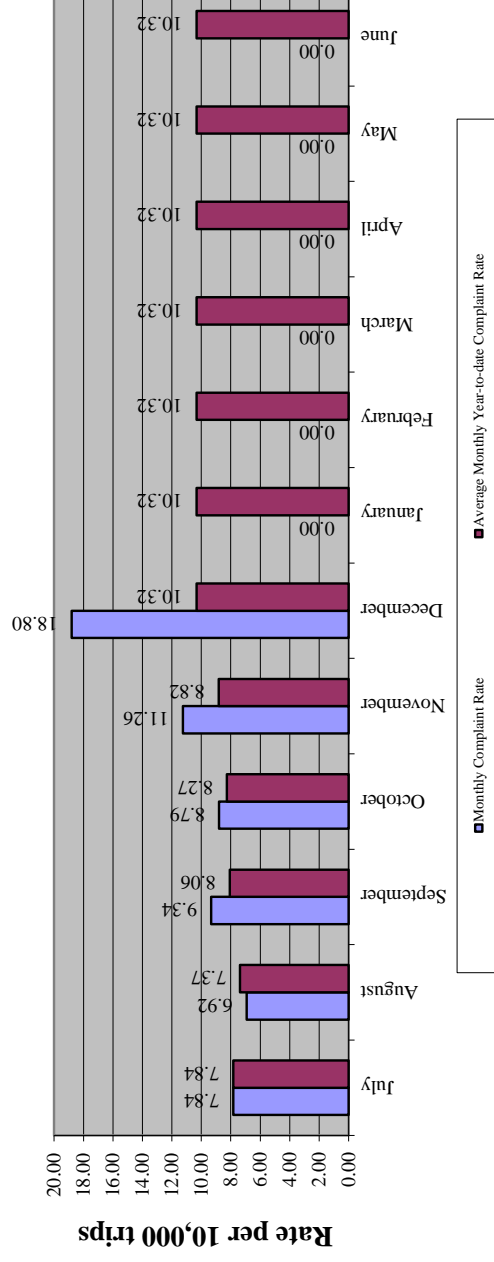


Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the bus services contract.

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	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			
<b>Year-to-date totals</b>	<b>291,871</b>	<b>104</b>	<b>3.56</b>

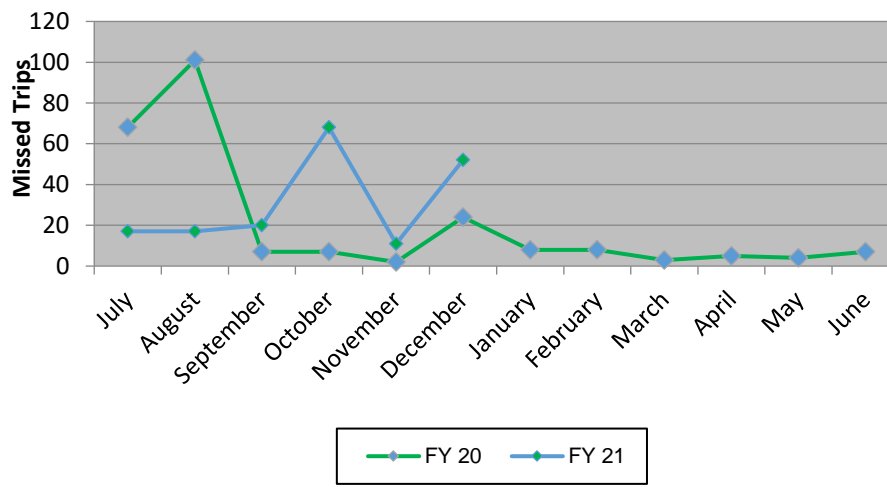
FY 2021 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	25,520	20	7.84
August	26,012	18	6.92
September	27,839	26	9.34
October	30,710	27	8.79
November	24,872	28	11.26
December	23,932	45	18.80
January			
February			
March			
April			
May			
June			
<b>Year-to-date totals</b>	<b>158,885</b>	<b>164</b>	<b>10.32</b>

**FY 2021 OmniRide Local complaint rate per 10,000 Trips compared to monthly average**

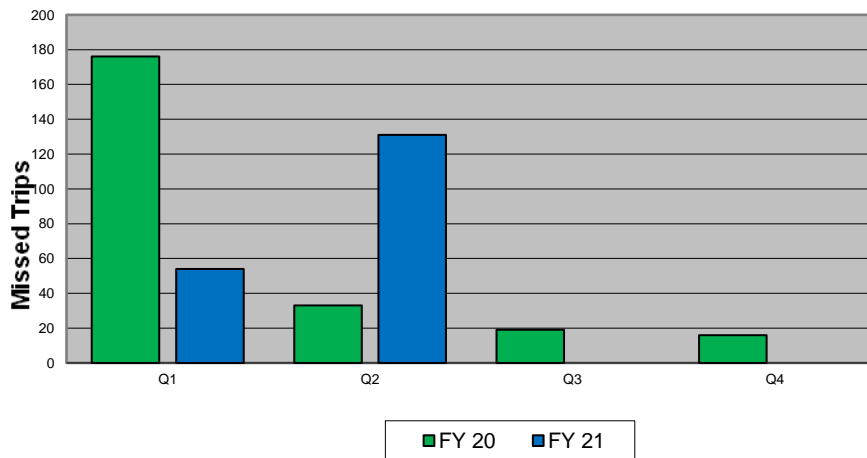


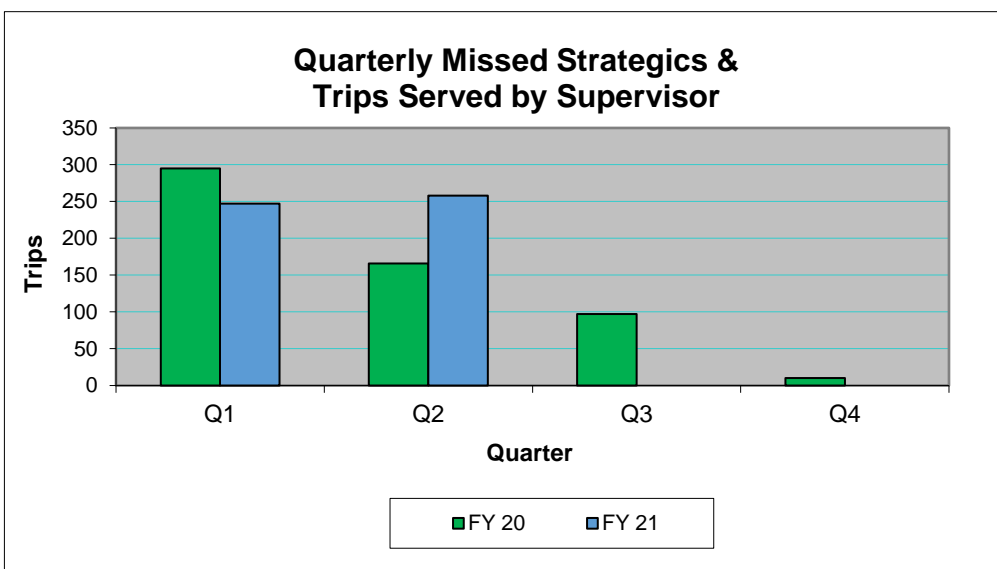
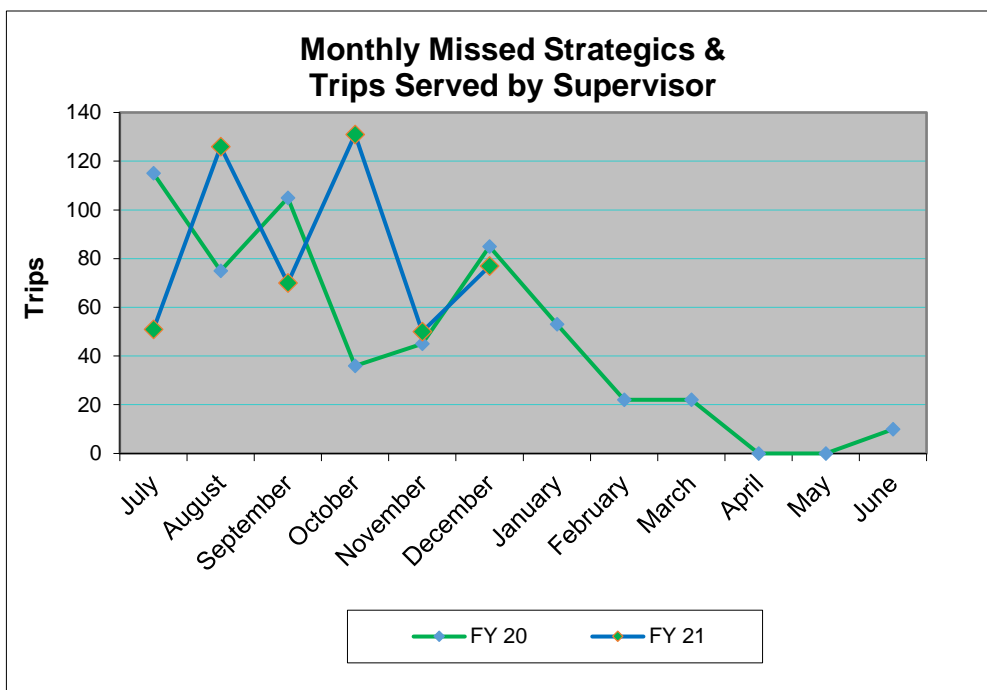
Complaint rates for OmniRide Local service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the new bus services contract.

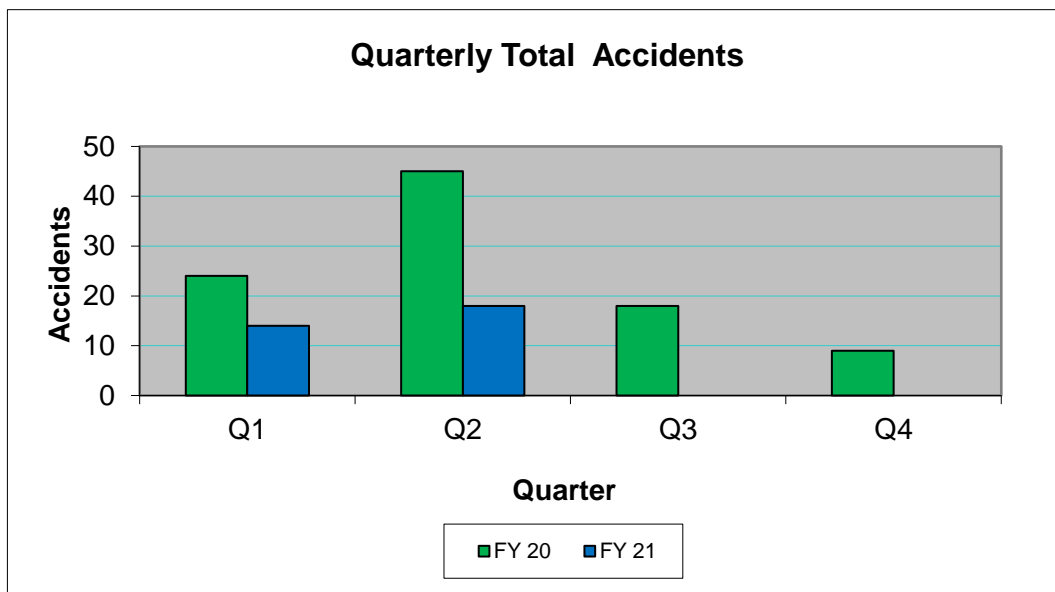
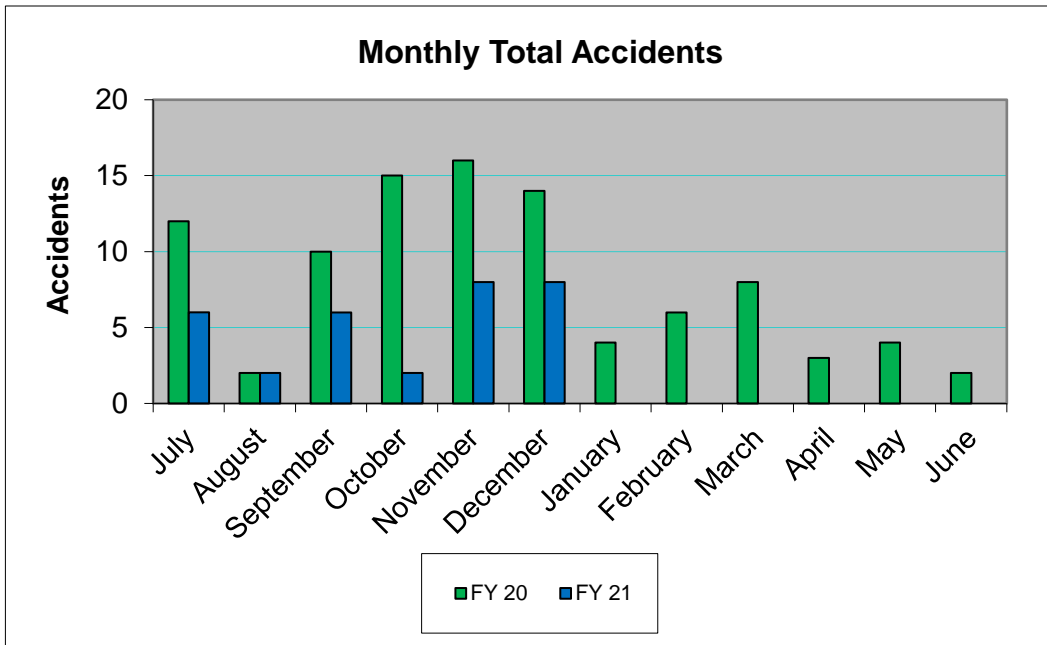
**Monthly Missed Trips**



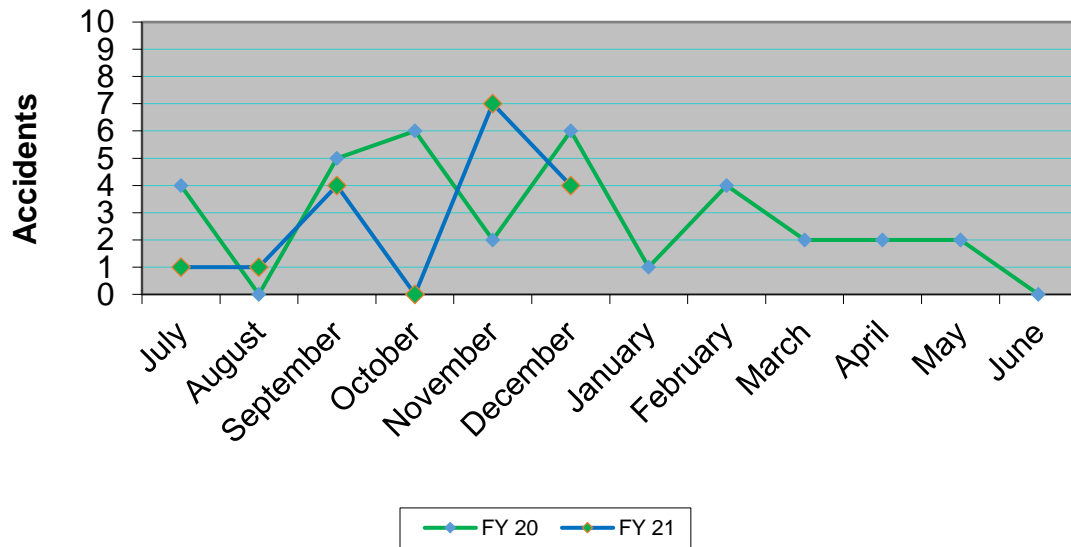
**Quarterly Total Missed Trips**



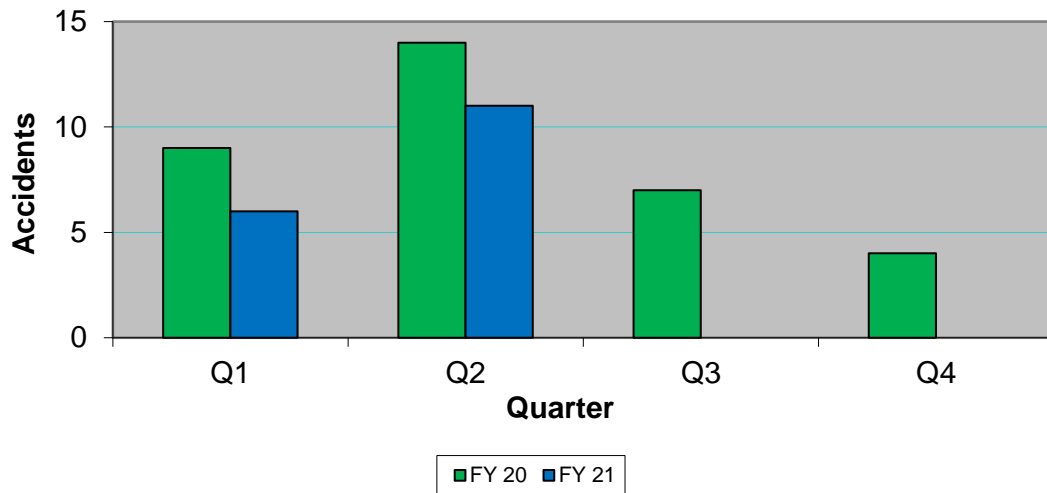




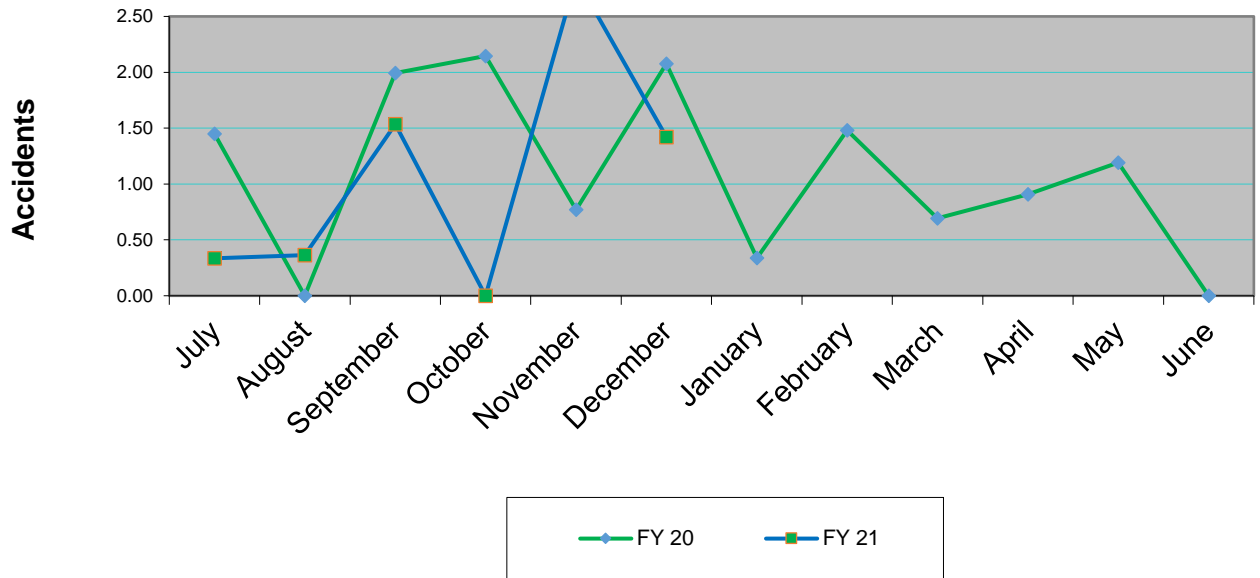
**Monthly Preventable Accidents**



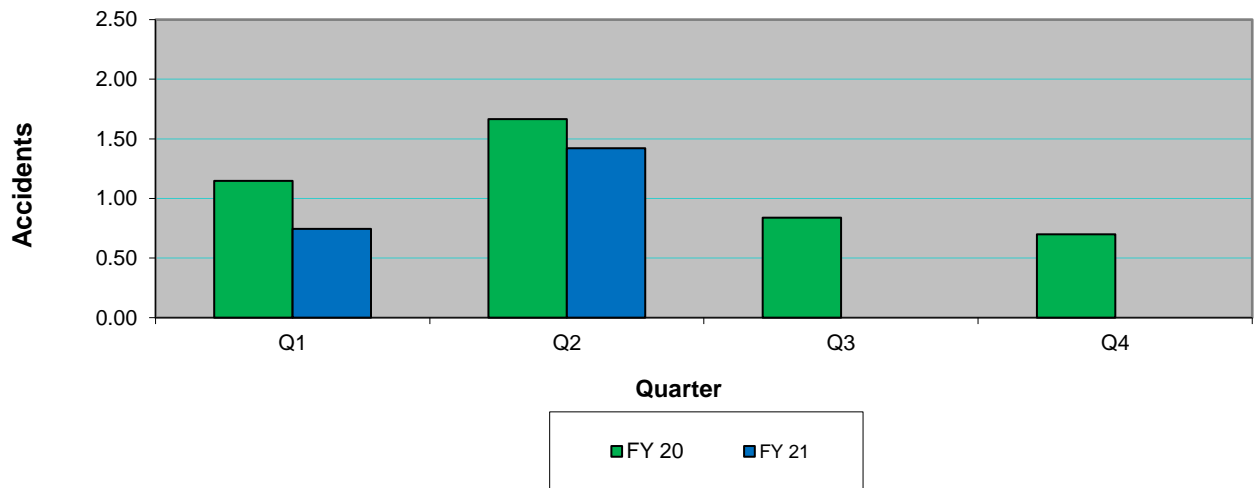
**Quarterly Preventable Accidents**



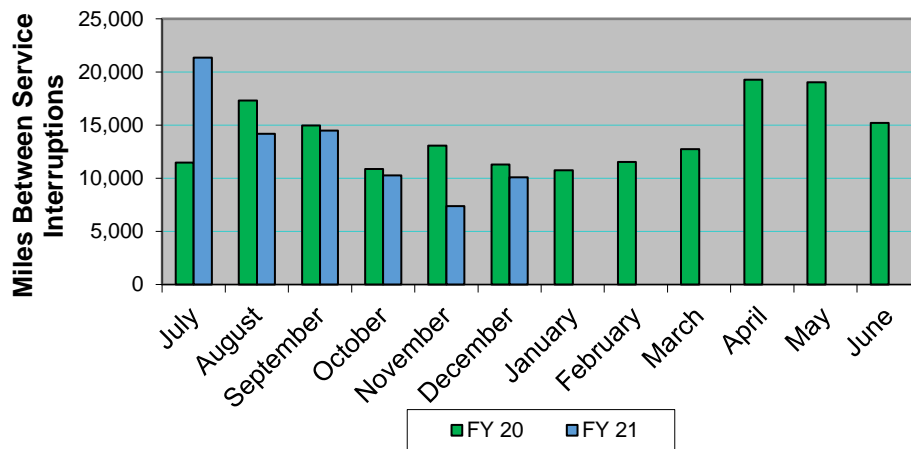
**Monthly Preventable Accidents per 100,000 Miles**



**Quarterly Average Preventable Accidents per 100,000 Miles**



### Monthly Miles Between Service Interruptions



### Average Quarterly Miles Between Service Interruptions

