



January 16, 2020

TO: Vice Chair Sebesky and PRTC Commissioners

FROM: Perrin Palistrant 
Director of Operations and Operations Planning

THROUGH: Robert A. Schneider, PhD 
Executive Director

SUBJECT: November 2019 System Performance and Ridership Report

OMNIRIDE Express and Metro Express Service

- November average daily ridership decreased 4.9 percent from October
- Year-over-year ridership continues to increase, particularly with adding new services at the beginning of November
- Once ridership trends normalize in early January, staff will analyze impacts of service enhancements

OMNIRIDE Local Bus Service

- November average daily ridership decreased 5.9 percent from October
- Holidays had some impact on ridership, but overall trends are still shifting downward
- Saturday ridership decreased from October, but overall has been stronger this year

Vanpool Alliance Program

- Enrollment remained steady at 674 vans
- Ridership reached a new November high for the program at 121,098, 4 percent higher than November 2018
- Month-to-month the ridership is down 15 percent due to holidays and seasonal variations

OmniMatch Program

Staff participated in:

- **November 5** - Prince William County Chamber of Commerce – Education and Innovation Committee Meeting
- **November 6** – North Woodbridge Transit and Mobility Section Meeting
- **November 7** – Prince William County Chamber of Commerce Future of the Region Event – table top presence
- **November 8** – Alexandria Transit Mobility program Summit – table top presence
- **November 12** – Fort Belvoir Newcomers Orientation – table top presence
- **November 13** – national Geospatial Intelligence Agency (NGA) Transportation Fair – table top presence
- **November 19** – Commuter Connections Sub Committee Meeting
- **November 21** – Leadership Prince William Session – Environment and Open Spaces Day
- **November 21** – Legislative Kick-off Breakfast – table top presence

Customer Service Statistics

- The call center received 7,778 calls in November
- Responded to 51 general information emails in November
- OMNIRIDE local trip denials in November were 1.37 percent, compared to 1.68 percent in October

Passenger Complaints

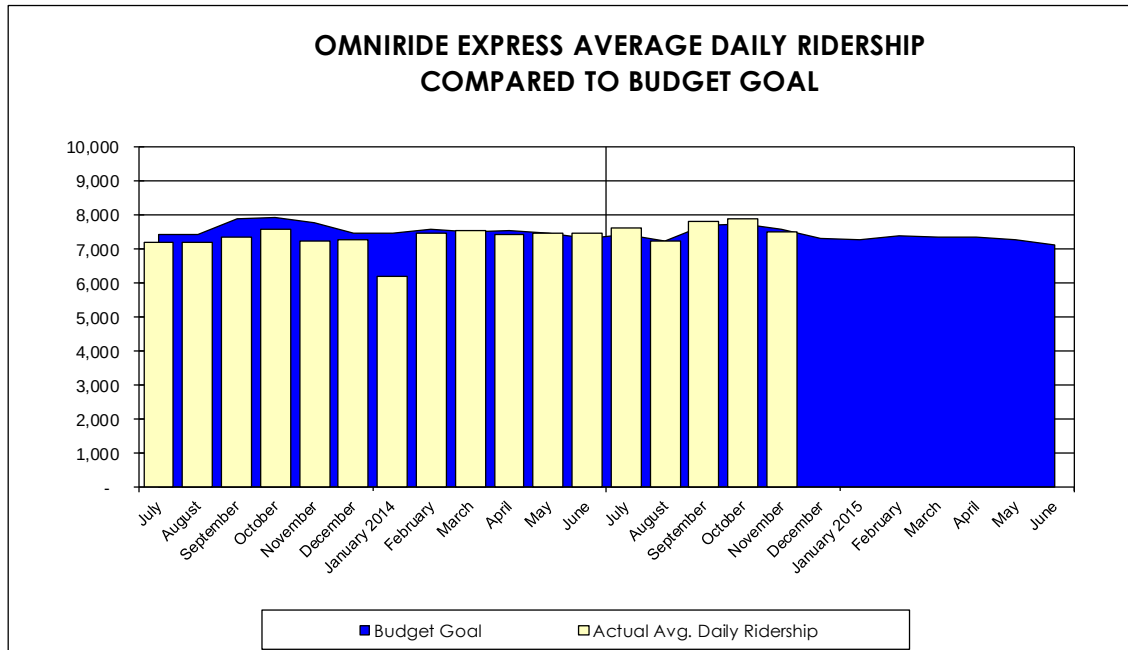
Complaint rate for OmniRide in November:

- OMNIRIDE Express and Metro Express complaint rate decreased 12 percent compared to November 2018
- OMNIRIDE local service complaint rate increased 6 percent compared to November 2018

Note: No OMNIRIDE Express service on Monday, November 11, 2019 due to the Veterans Day holiday and no service operated on November 28, 2019 for the Thanksgiving Day holiday.

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							
January							
February							
March							
April							
May							
June							
Year to Date	754,202	764,207	7,319	7,616	4.1%	7,550	65



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)

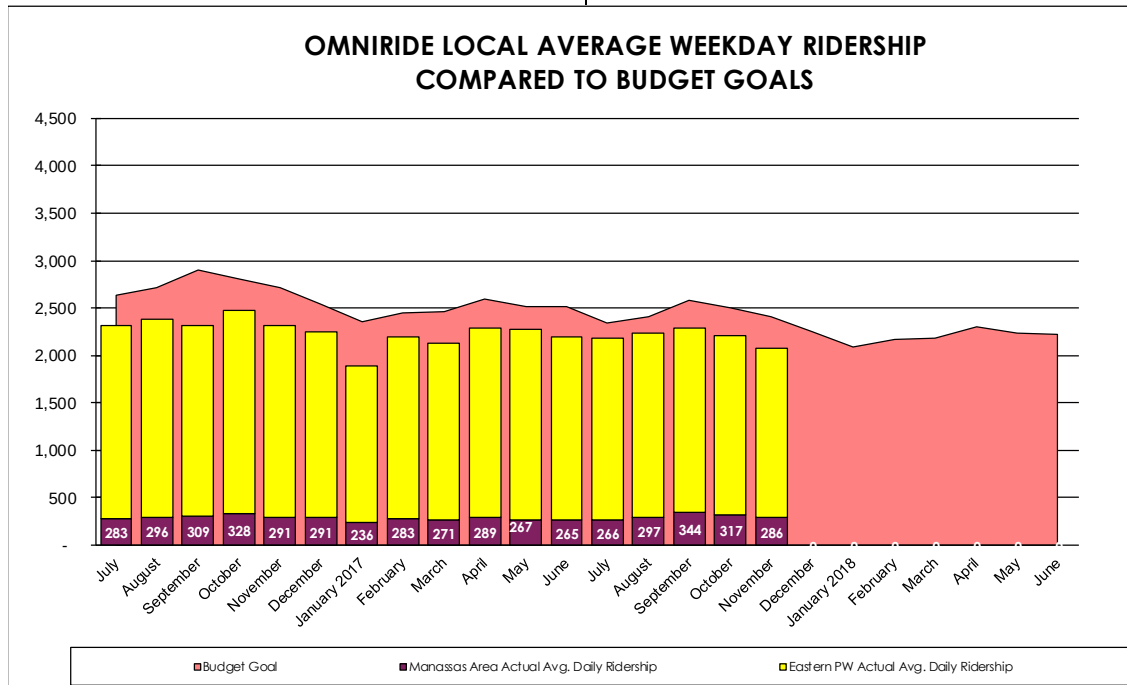
9/19-Avg. Daily Ridership excludes 9/20 (car free day), 9/23 (ESP due to demonstrations in DC)

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

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

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							
January							
February							
March							
April							
May							
June							
Year to Date	248,670	227,943	2,358	2,197	-6.9%	2,444	(248)



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)

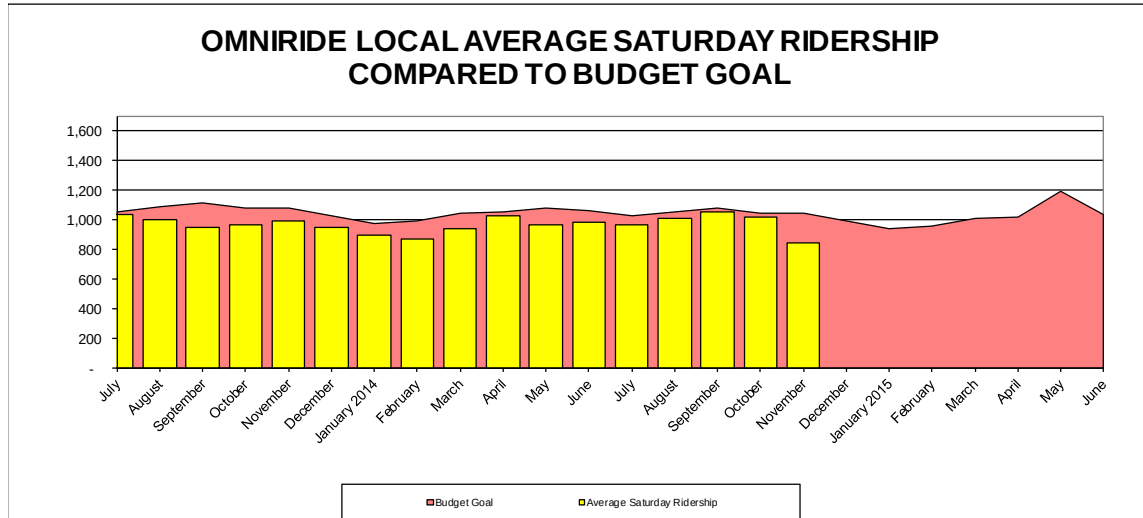
9/19- Avg. Daily Ridership excludes 9/20 (car free day)

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

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

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							
January							
February							
March							
April							
May							
June							
Year to Date	21,172	21,402	989	978	-1.2%	1,049	(71)



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

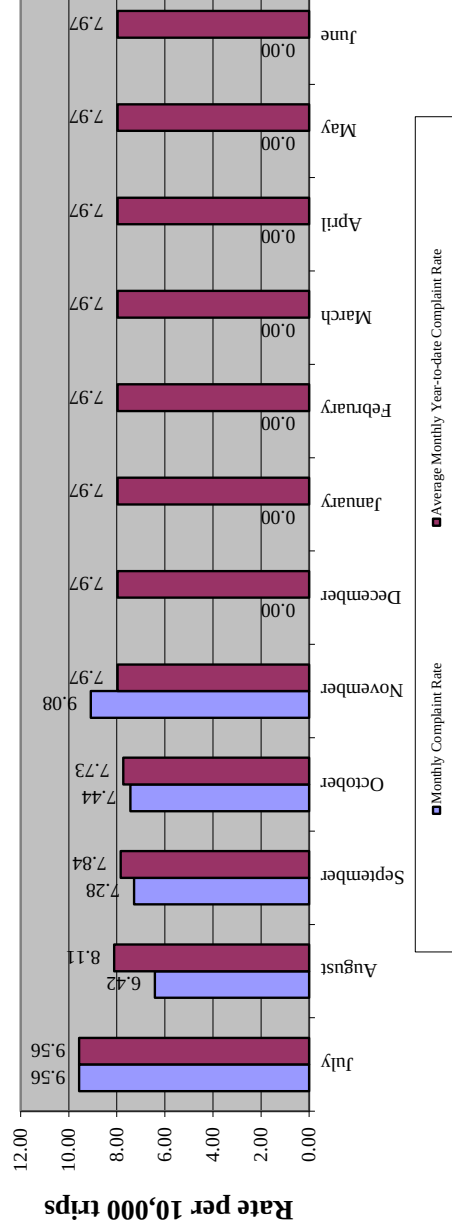
OmniMatch										Vanpool Alliance					
	FY19	FY20	FY19	FY20	FY19	FY20	FY19	FY20	FY19	FY20	FY19	FY20	FY19	FY20	
	New Applications Received	New Applications Received	Other Applications Received	Other Applications Received	Other Applications Received	Other Applications Received	Vanpools Enrolled	Vanpools Enrolled	Vanpools Enrolled	Vanpools Enrolled	Monthly Passenger Trips	Monthly Passenger Trips	Monthly Passenger Trips	Monthly Passenger Trips	
July	53	52	6	10	6	10	669	674	669	674	125,864	139,650	125,864	139,650	
August	42	41	27	6	27	6	669	674	669	674	136,402	132,224	136,402	132,224	
September	35	56	11	13	11	13	670	674	670	674	118,472	131,999	118,472	131,999	
October	44	52	11	2	11	2	670	674	670	674	130,798	143,962	130,798	143,962	
November	56	41	8	3	8	3	671	674	671	674	116,453	121,098	116,453	121,098	
December															
January															
February															
March															
April															
May															
June															
Average	46	48	13	7	13	7	670	674	670	674	125,598	133,787	125,598	133,787	

- 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			
January			
February			
March			
April			
May			
June			
Year-to-date totals	754,202	683	9.06

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			
January			
February			
March			
April			
May			
June			
Year-to-date totals	764,207	609	7.97

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

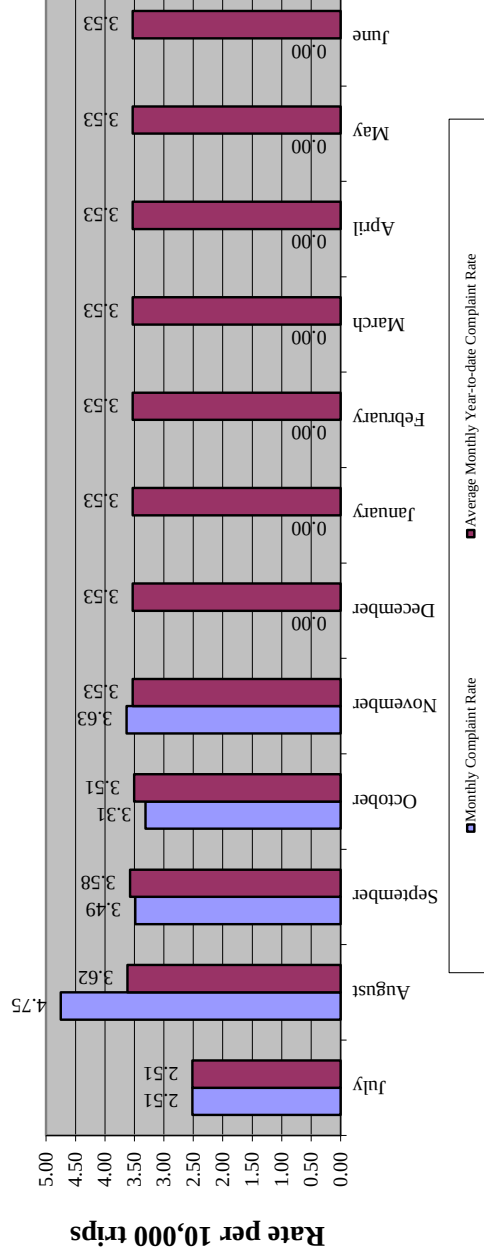


Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the bus services contract.

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			
January			
February			
March			
April			
May			
June			
Year-to-date totals	269,842	90	3.34

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			
January			
February			
March			
April			
May			
June			
Year-to-date totals	249,345	88	3.53

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.

