





January 7, 2021

TO: Chair Franklin and PRTC Commissioners

FROM: Perrin Palistrant 
Director of Operations and Operations Planning

THROUGH: Robert A. Schneider, PhD 
Executive Director

SUBJECT: November 2020 System Performance and Ridership Report

OMNIRIDE Express and Metro Express Service

- November average daily ridership decreased four (4) percent from October, but was down 77 percent compared to November 2019
- Month-to-month ridership decline followed typical seasonal trend, but was also impacted by service disruptions caused by DC road closures at the beginning of the month
- Ridership trends overall are still following similar patterns to what other regional systems (i.e. Fairfax County and WMATA) are reporting

OMNIRIDE Local Bus Service

- November average daily ridership decreased nine (9) percent from October, but down 45 percent compared to November 2019
- Main focus is to monitor for overcrowding and dispatch strategic vehicles when necessary
- Saturday ridership continues to be a bright spot with lower year-over-year decreases than weekday, decreasing 19 percent compared to November 2019

Vanpool Alliance Program

- Enrollment in November decreased by 14 vans compared to October
- Ridership in November decreased 6.3 percent compared to October, and down 71 percent compared to November 2019

OmniMatch Program

Staff participated in: (all meetings were virtual)

Chamber Meetings

11/03/2020 – PWC Chamber of Commerce Education and Workforce Committee Meeting - ***OmniRide Employer Outreach Program is the annual meeting sponsor***

11/03/2020 - PWC Chamber of Commerce Hispanic Council Meeting

11/05/2020 - PWC Chamber of Commerce – Technology and Security Council

11/10/2020 - PWC Chamber of Commerce Policy Committee Meeting – ***OmniRide Employer Outreach Program is the annual meeting sponsor***

Commuter Connections

11/04/2020 - Commuter Connections Bike to Work Day Steering Committee Meeting

11/17/2020 - Commuter Connections Sub Committee Meeting

Regional Coordination

11/10/2020 – Association for Commuter Transportation (ACT) Transportation Demand Management (TDM) Forum

11/12/2020 – I-66 Transit Management Program Regional Partners Working Group Meeting

11/13/2020 – Transform 66/Local Agencies Coordination Meeting

11/17/2020 – PWC Chamber of Commerce - Economic Development Committee

11/18/2020 – 2020 Capital Region Transportation Forum

11/18/2020 – ACT - Vanpool Council Quarterly Meeting

11/19/2020 – ACT Chesapeake Chapter Meeting/Webinar

Other

11/04/2020 – Route 123/95 Commuter Lot Emergency Service Plan (ESP) customer outreach

Customer Service Statistics

- The call center received 4,404 calls in November 2020 and 4,358 in October 2020
- Responded to 12 general information emails in November 2020 and 9 in October 2020
- OMNIRIDE local trip denials in November 2020 were .29 percent and .27 percent in October 2020

Passenger Complaints

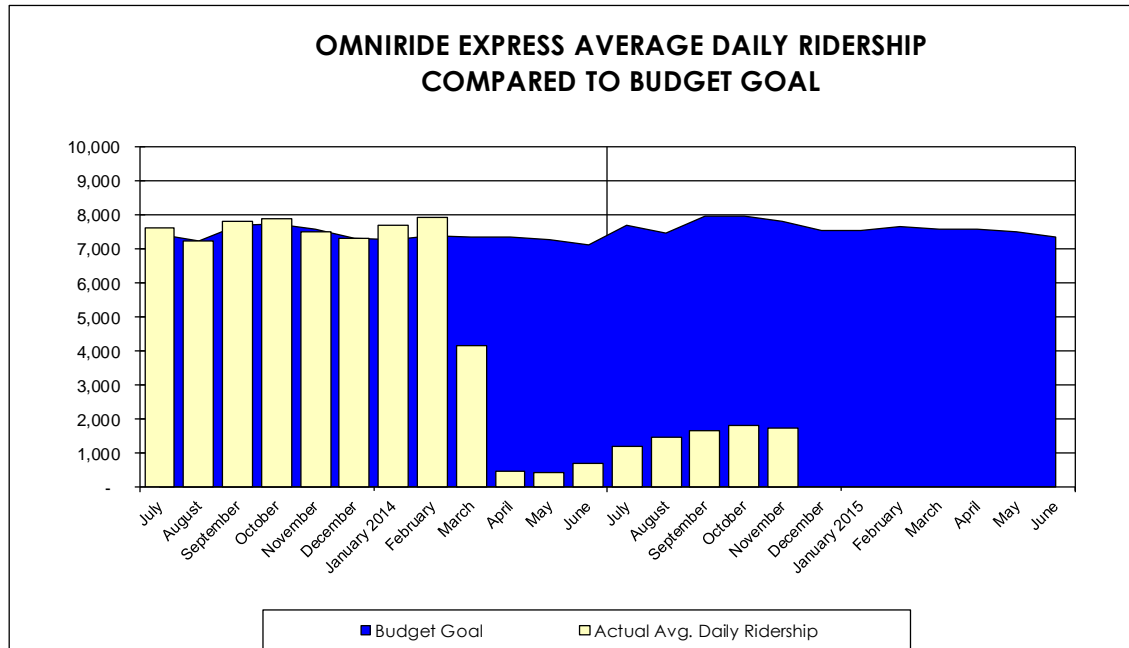
Complaint rate for OmniRide in November:

- OMNIRIDE Express and Metro Express complaint rate for November 2020 increased 66 percent compared to October 2020
- OMNIRIDE Local service complaint rate for November 2020 increased 28 percent compared to October 2020

Note: OmniRide Express service was not provided on November 11, 26, and 27 due to Veterans Day and Thanksgiving holidays.

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							
January							
February							
March							
April							
May							
June							
Year to Date	764,207	159,068	7,616	1,583	-79.2%	7,795	(6,212)



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)

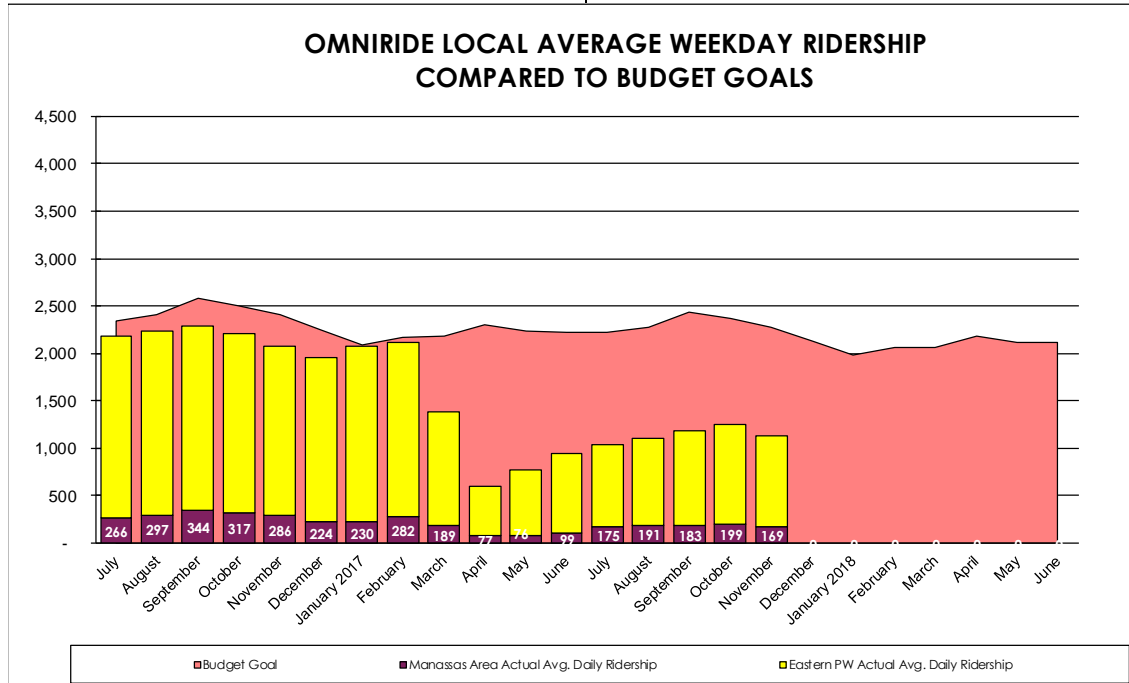
9/20-Avg. Daily Ridership excludes 9/10-9/11 (Work Stoppage)

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)

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							
January							
February							
March							
April							
May							
June							
Year to Date	227,943	121,762	2,197	1,141	-48.0%	2,316	(1,175)



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)

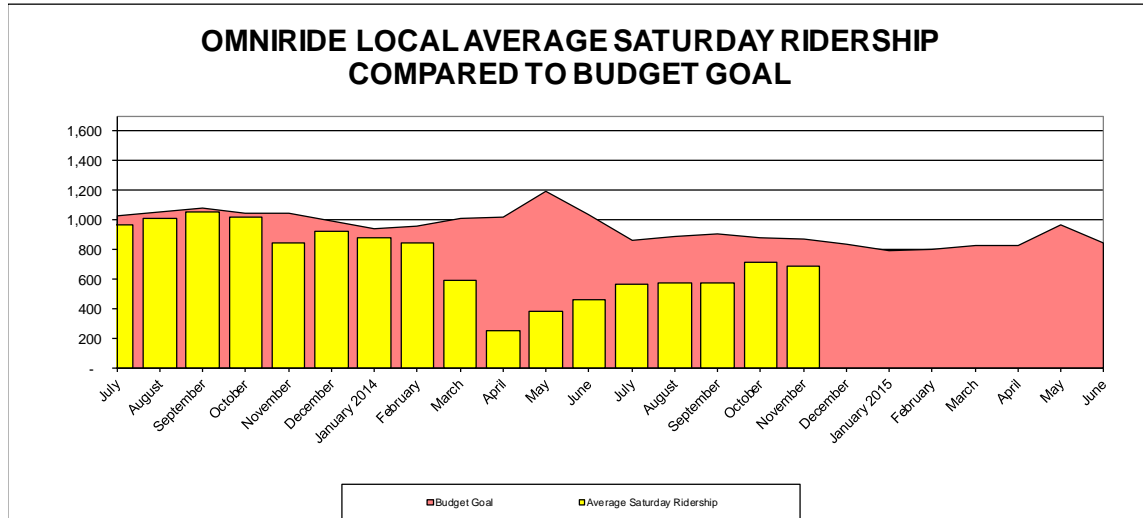
9/20-Avg. Daily Ridership excludes 9/10-9/11 (Work Stoppage)

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

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

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							
January							
February							
March							
April							
May							
June							
Year to Date	21,402	13,191	978	624	-36.2%	1,049	(425)



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

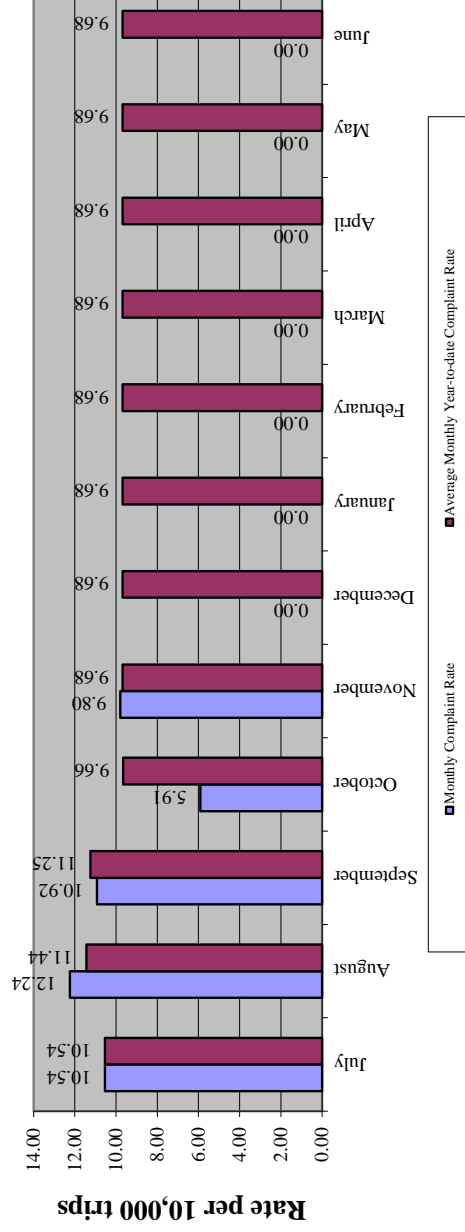
OmniMatch					Vanpool Alliance			
FY20	FY21	FY20	FY21	FY20	FY21	FY20	FY21	FY21
New Applications Received	New Applications Received	Other Applications Received	Other Applications Received	Vanpools Enrolled	Vanpools Enrolled	Monthly Passenger Trips	Monthly Passenger Trips	Monthly Passenger Trips
July	52	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								
January								
February								
March								
April								
May								
June								
Average	48	4	7	0	674	592	133,787	35,551

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

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			
January			
February			
March			
April			
May			
June			
Year-to-date totals	159,068	156	9.81

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

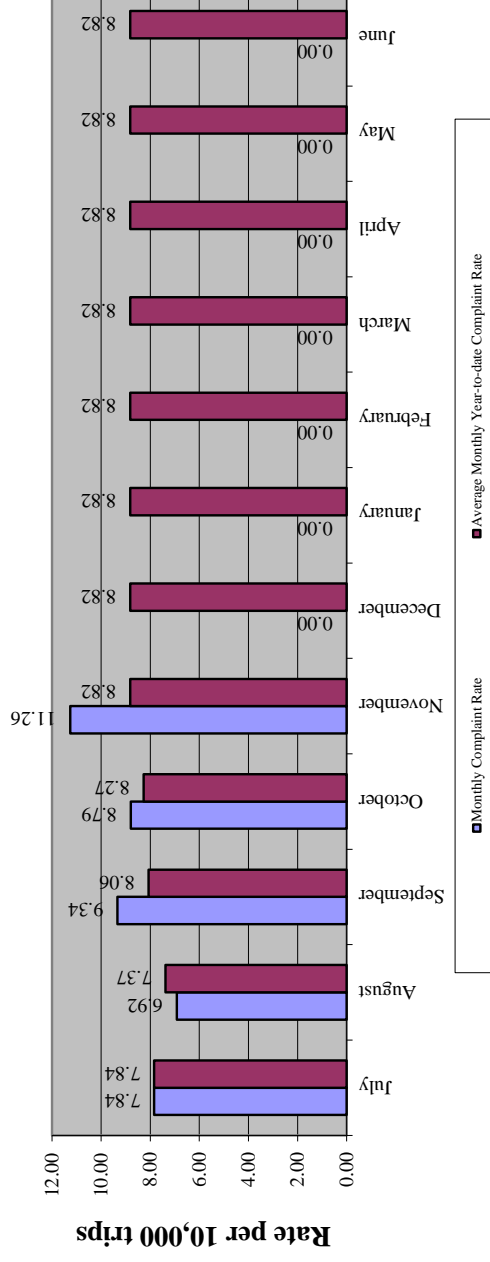


Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the bus services contract.

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

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			
January			
February			
March			
April			
May			
June			
Year-to-date totals	134,953	119	8.82

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.

