





March 5, 2020

TO: Chair Franklin and PRTC Commissioners

FROM: Perrin Palistrant 
Director of Operations and Operations Planning

THROUGH: Robert A. Schneider, PhD 
Executive Director

SUBJECT: January 2020 System Performance and Ridership Report

OMNIRIDE Express and Metro Express Service

- January average daily ridership increased 5.5 percent from December
- Year-over-year average daily ridership increased substantially due to partial Federal Government shutdown in 2019
- Western express service continues to experience increased ridership due to new Commuter Choice funded services introduced on December 9, 2019
- Stafford express service continues to show strong ridership even after fare-free promotion ended

OMNIRIDE Local Bus Service

- January average daily ridership increased 5.9 percent from December
- With rider schedules returning to normal and more mild temperatures, ridership began showing positive trends
- Continuing evaluation of western service restructure that took place on December 9, 2019

Vanpool Alliance Program

- Enrollment remained steady at 674 vans
- Ridership in January was 137,015, which is a new high for the month of January

Omnimatch Program

Staff participated in:

January 6 Rideshare TDM Workshop w/Washington Headquarters Group (Pentagon/Mark Center)

| | |
|------------|---|
| January 7 | OMNIRIDE presented at the PWC Chamber of Commerce Education and Innovation Committee Meeting, providing information on the following programs: the Preschool and Elementary School, the Middle School, the MyLink Summer Pass and the NOVA Student Pass (Committee Sponsor) |
| January 7 | Hispanic Committee Meeting (Committee Sponsor) |
| January 13 | PWC Chamber of Commerce Economic Development Committee Meeting – Dr. Schneider was the main speaker (Committee sponsor) |
| January 16 | Leadership Prince William Session Day - Communication Day |
| January 21 | Commuter Connections Sub Committee and Employer Outreach Committee Meetings |
| January 23 | PWC Chamber of Commerce - Future of the Region Event – table top presence and five minutes of podium time |
| January 30 | PWC Chamber of Commerce - Women’s Leadership Council Meeting |
| January 31 | Quantico DEA FBI Meeting – to promote/encourage vanpooling on base |

Customer Service Statistics

- The call center received 8,728 calls in January
- Responded to 64 general information emails in January
- OMNIRIDE local trip denials in January were less than one percent

Passenger Complaints

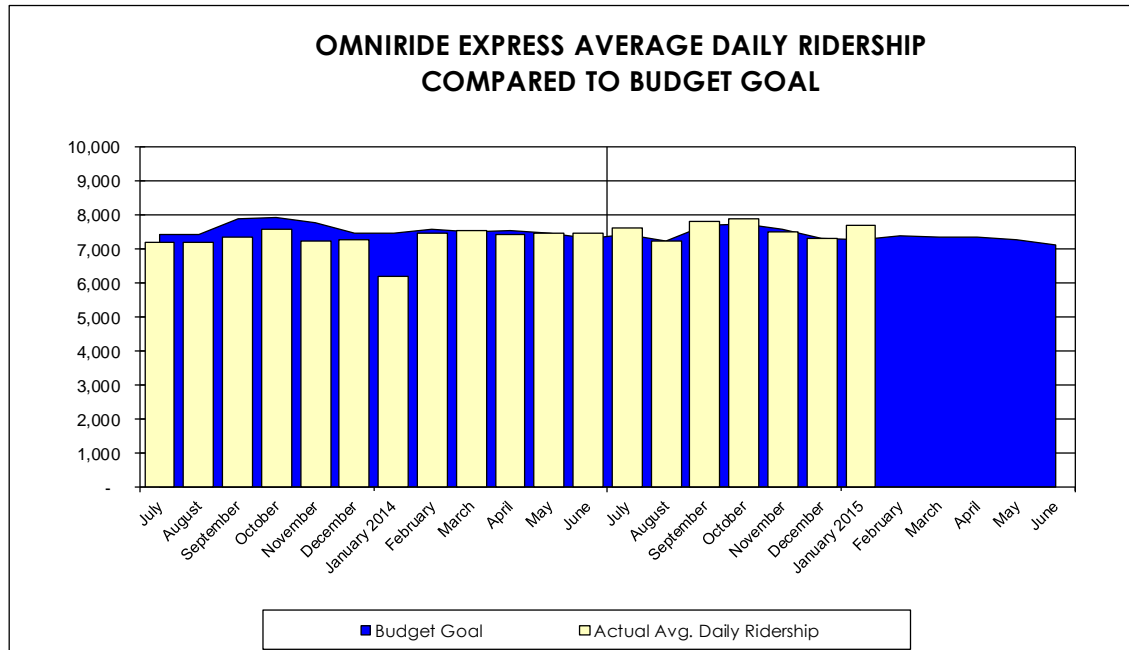
Complaint rate for OmniRide in January:

- OMNIRIDE Express and Metro Express complaint rate increased three percent compared to January 2019
- OMNIRIDE local service complaint rate increased 14 percent compared to January 2019

Note: There was no bus service on January 1, 2020 due to the New Year’s Day holiday. On January 7, 2020 Express service was operated on our Emergency Service Plan (ESP) due to the OPM closing early. On January 20, 2020 there was no Express service due to the Martin Luther King, Jr. holiday. On January 24, 2020 service was modified because of street closures due to a rally.

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 | 122,004 | 156,174 | 6,200 | 7,719 | 24.5% | 7,300 | 419 |
| February | | | | | | | |
| March | | | | | | | |
| April | | | | | | | |
| May | | | | | | | |
| June | | | | | | | |
| Year to Date | 991,917 | 1,049,306 | 7,153 | 7,587 | 6.1% | 7,479 | 108 |



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)

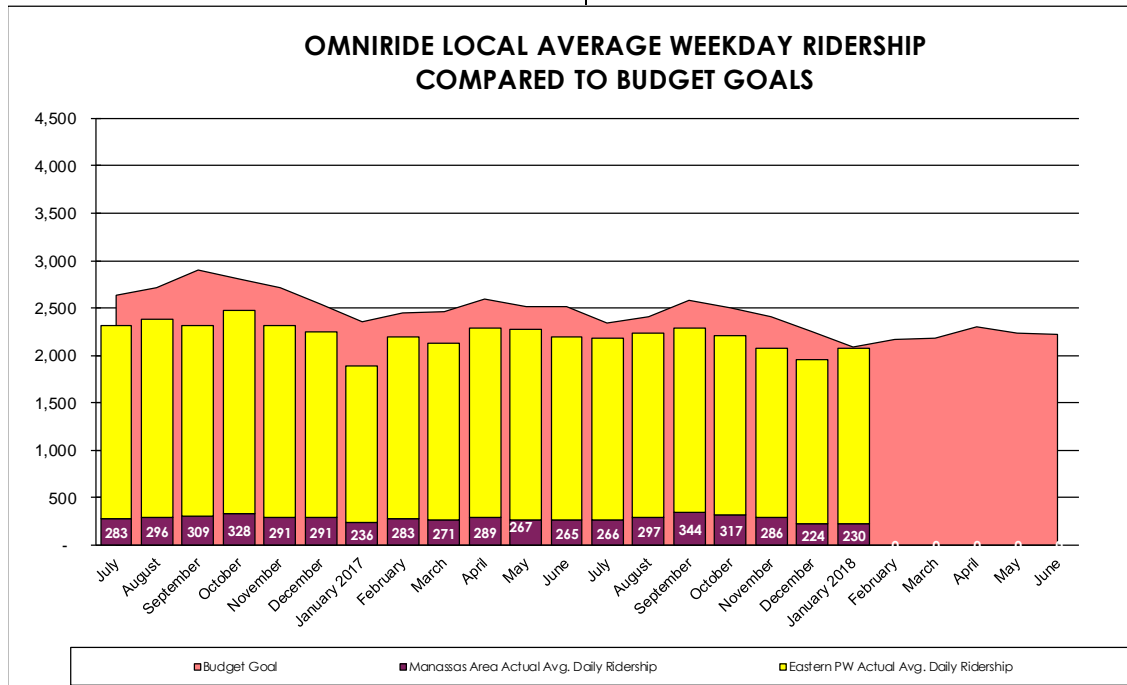
11/19-Avg. Daily Ridership excludes (11) (Veterans Day), 27-29 (Thanksgiving)

12/19-Avg. Daily Ridership excludes (16) (PWC schools closed due to snow/ice),23-31 (Winter break)

1/20-Avg. Daily Ridership excludes 2-3(Winter break),7 (OPM early release), 20 (MLK Day)

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 | 37,679 | 43,893 | 1,893 | 2,073 | 9.5% | 2,094 | (21) |
| February | | | | | | | |
| March | | | | | | | |
| April | | | | | | | |
| May | | | | | | | |
| June | | | | | | | |
| Year to Date | 326,801 | 310,689 | 2,276 | 2,145 | -5.8% | 2,367 | (222) |



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)

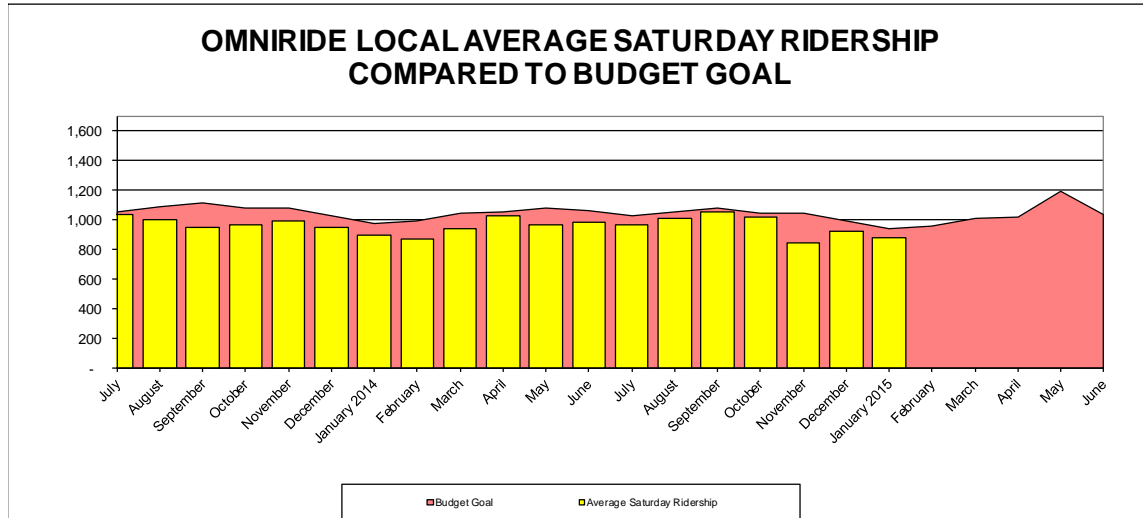
10/19- Avg. Daily Ridership excludes (14) Columbus Day

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 | 3,244 | 4,799 | 895 | 875 | -2.2% | 944 | (69) |
| February | | | | | | | |
| March | | | | | | | |
| April | | | | | | | |
| May | | | | | | | |
| June | | | | | | | |
| Year to Date | 28,891 | 29,874 | 970 | 954 | -1.6% | 1,026 | (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)

1/20- Excludes snow/weather (18)

OMNIMATCH / VANPOOL ALLIANCE

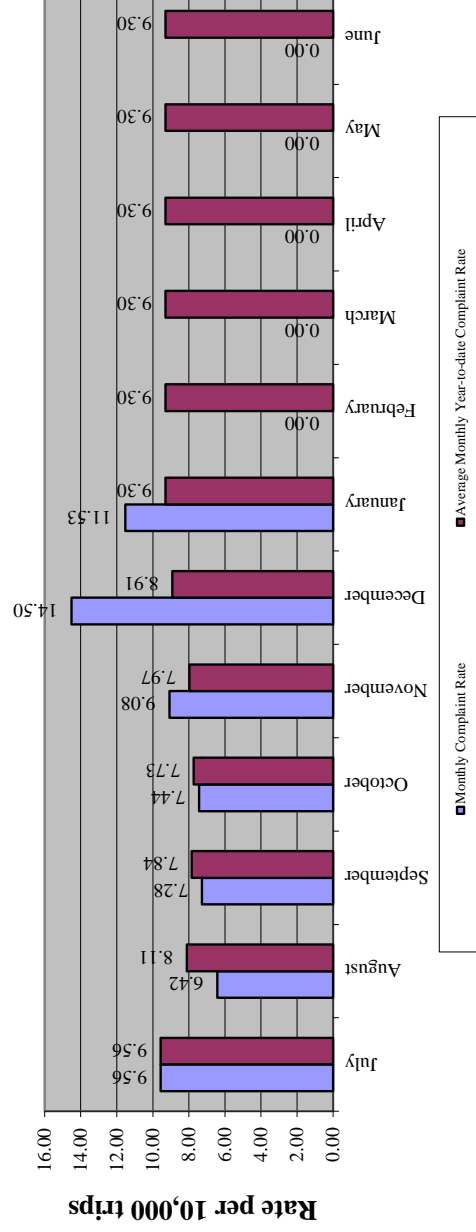
| | OmniMatch | | | | Vanpool Alliance | | | |
|-----------|---------------------------|---------------------------|-----------------------------|-----------------------------|-------------------|-------------------|-------------------------|-------------------------|
| | FY19 | FY20 | FY19 | FY20 | 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 | 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 | 48 | 27 | 4 | 5 | 672 | 674 | 117,672 | 137,015 |
| February | | | | | | | | |
| March | | | | | | | | |
| April | | | | | | | | |
| May | | | | | | | | |
| June | | | | | | | | |
| Average | 45 | 42 | 11 | 6 | 670 | 674 | 121,086 | 132,075 |

- 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 | 122,004 | 115 | 9.43 |
| February | | | |
| March | | | |
| April | | | |
| May | | | |
| June | | | |
| Year-to-date totals | 991,917 | 895 | 9.02 |

| 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 | 156,174 | 180 | 11.53 |
| February | | | |
| March | | | |
| April | | | |
| May | | | |
| June | | | |
| Year-to-date totals | 1,049,306 | 976 | 9.30 |

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

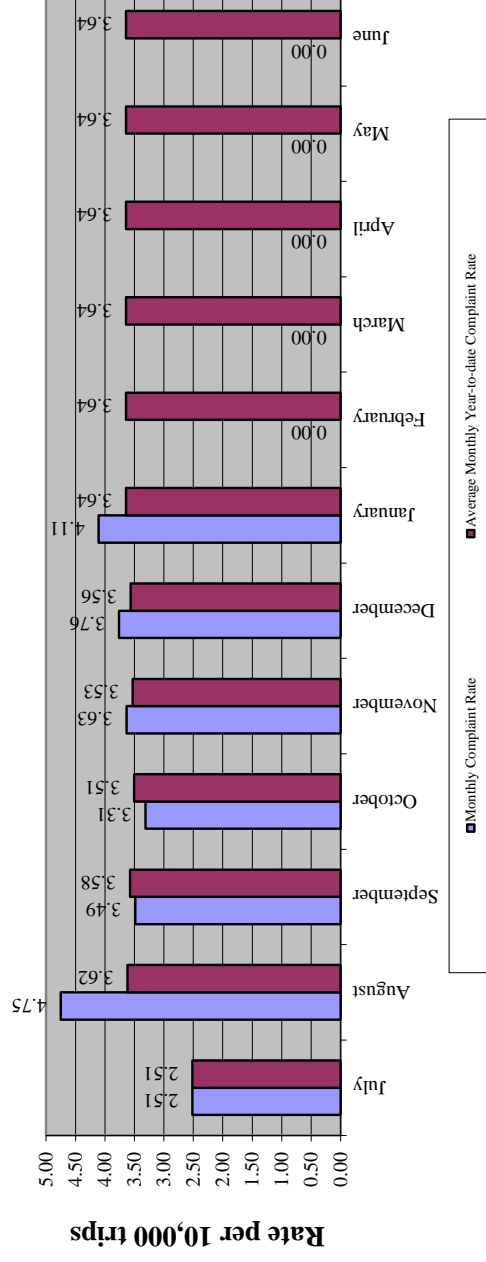


Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the bus services contract.

| 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 | 40,923 | 12 | 2.93 |
| February | | | |
| March | | | |
| April | | | |
| May | | | |
| June | | | |
| Year-to-date totals | 355,692 | 113 | 3.18 |

| 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 | 48,692 | 20 | 4.11 |
| February | | | |
| March | | | |
| April | | | |
| May | | | |
| June | | | |
| Year-to-date totals | 340,563 | 124 | 3.64 |

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.

