





February 25, 2021

TO: Chair Franklin and PRTC Commissioners

FROM: Perrin Palistrant   
Director of Operations and Operations Planning

THROUGH: Robert A. Schneider, PhD   
Executive Director

SUBJECT: January 2021 System Performance and Ridership Report

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OMNIRIDE Express and Metro Express Service

- January average daily ridership decreased seven (7) percent from December, but was down 82 percent compared to January 2020
- Month-to-month ridership decline was partially impacted by typical winter month declines. In addition to significant service disruptions during the month related to weather, ridership was also impacted by demonstrations in downtown Washington and the Presidential Inauguration.
- Staff will review February data for more typical trends in ridership to gauge any appreciable increases that may have occurred from operating under more normal circumstances

OMNIRIDE Local Bus Service

- January average daily ridership decreased 11 percent from December, but down 54 percent compared to January 2020
- Ridership was impacted by weather, inconsistent ridership patterns, and the lack of a back-to-school bump typically realized after the winter holidays
- Staff will monitor February data for more stable operations of service

Vanpool Alliance Program

- Enrollment in January decreased by 14 vans due to inactivity compared to December
- Ridership in January decreased eight (8) percent compared to December, and down 76 percent compared to December 2020

### OmniMatch Program

Staff participated in: (all meetings were virtual)

#### Chamber Meetings

**01/05/2021** - Prince William County Chamber of Commerce Education & Workforce Committee Meeting- ***OmniRide Employer Outreach Program is the annual meeting sponsor***

**01/05/2021** – Prince William County Chamber of Commerce Hispanic Council Meeting

**01/07/2021** – Prince William County Chamber of Commerce – Technology & Security Council Meeting

**01/13/2021** – Prince William County Chamber of Commerce - Future of the Region Virtual Event

**01/19/2021** – Prince William County Chamber of Commerce - Economic Development Committee Meeting - ***OmniRide Employer Outreach Program is the annual meeting sponsor***

**01/25/2021** – Prince William County Chamber of Commerce Policy Maker Event Series with Supervisor Angry - ***OmniRide Employer Outreach Program is the annual event series sponsor***

#### Commuter Connections

**01/13/2021** - Bike to Work Day Steering Committee Meeting

**01/19/2021** - Commuter Connections Employer Outreach Committee Meeting

**01/19/2021** - Commuter Connections Sub Committee Meeting

#### Regional Coordination

**01/13/2021** – OmniRide/Department of Homeland Security Partnership Session

**01/14/2021** - VDOT Northern Virginia Park and Ride Stakeholder Meeting

**01/21/2021** – Technical Advisory Committee Meeting - Springfield/Quantico Enhanced Public Transit Feasibility Study

**01/21/2021** - PRTC and DRPT Monthly TDM Grant Review

#### Other

**01/13/2021** – Hispanic Council Follow-up meeting - OmniRide and ECU Communications

### Customer Service Statistics

- The call center received 4,103 calls in January 2021 and 4,673 in December 2020
- Responded to 15 general information emails in January 2021 and 16 in December 2020
- OMNIRIDE local trip denials in January 2021 were .51 percent and .81 percent in December 2020

### Passenger Complaints

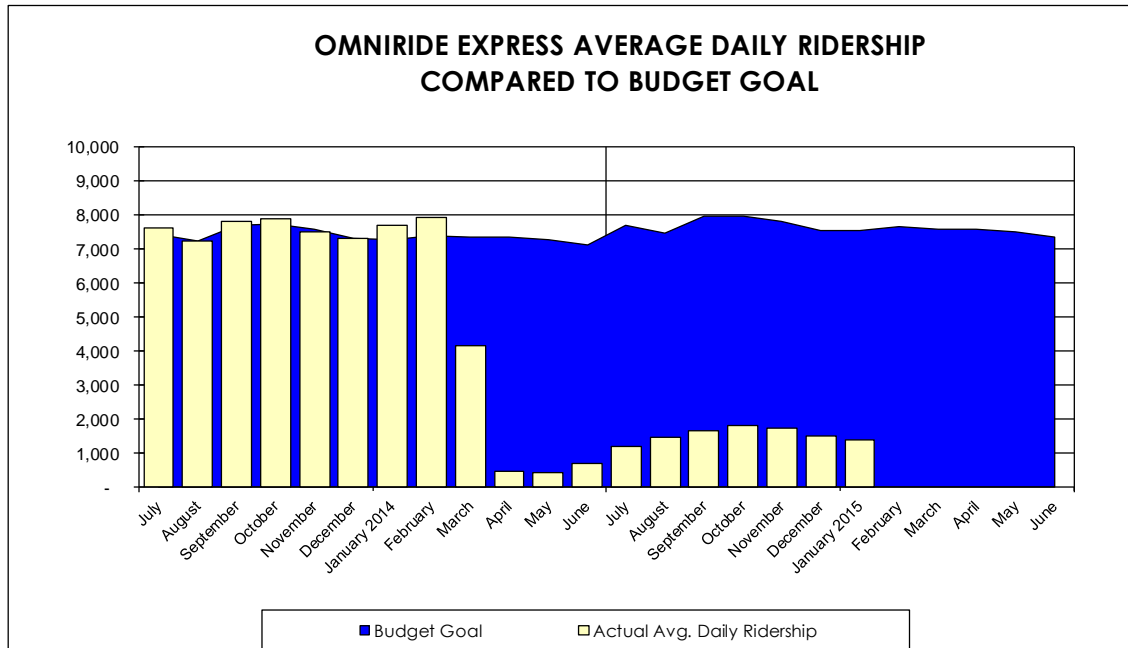
Complaint rate for OmniRide in January:

- OMNIRIDE Express and Metro Express complaint rate for January 2021 decreased 12 percent compared to December 2020
- OMNIRIDE Local service complaint rate for January 2021 decreased 57 percent compared to December 2020

Note: OmniRide was closed on January 1, 2021 in observance of New Year's Day; No Express buses operated on Martin Luther King Jr. Day January 18, 2021

## 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	28,019	7,315	1,518	-79.2%	7,542	(6,024)
January	156,174	20,901	7,719	1,412	-81.7%	7,536	(6,124)
February							
March							
April							
May							
June							
<b>Year to Date</b>	<b>1,049,321</b>	<b>207,988</b>	<b>7,587</b>	<b>1,549</b>	<b>-79.6%</b>	<b>7,722</b>	<b>(6,173)</b>



**At year's end figures are revised, if needed, to account for any lingering data latency.**

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)

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)

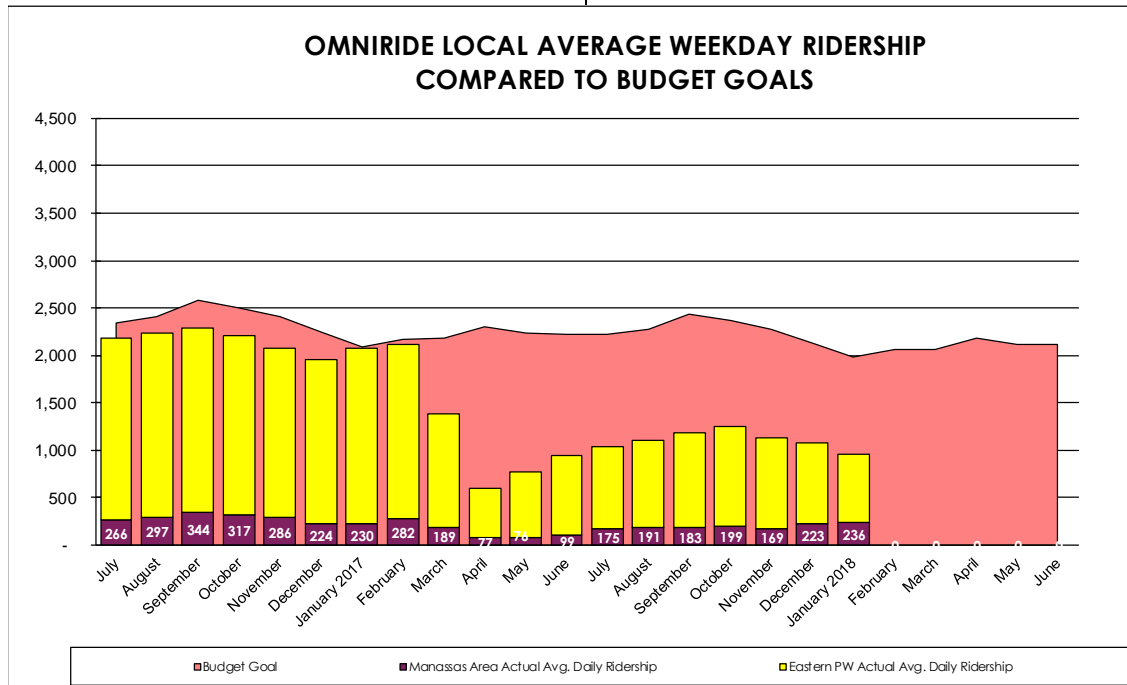
11/20-Avg. Daily Ridership excludes 3-6 (Election Day Demonstrations in DC), 11 (Veterans Day), 27-28 (Thanksgiving Holiday)

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

1/21-Avg. Daily Ridership excludes 5-7 (ESP due to demonstrations), 14-15 (weather), 18 (MLK Holiday), 19-21 (Inauguration Road Closures-ESP)

## 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	22,146	1,957	1,076	-45.0%	2,133	(1,057)
January	43,893	18,982	2,073	956	-53.9%	1,984	(1,028)
February							
March							
April							
May							
June							
<b>Year to Date</b>	<b>310,689</b>	<b>162,890</b>	<b>2,145</b>	<b>1,106</b>	<b>-48.5%</b>	<b>2,243</b>	<b>(1,137)</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)

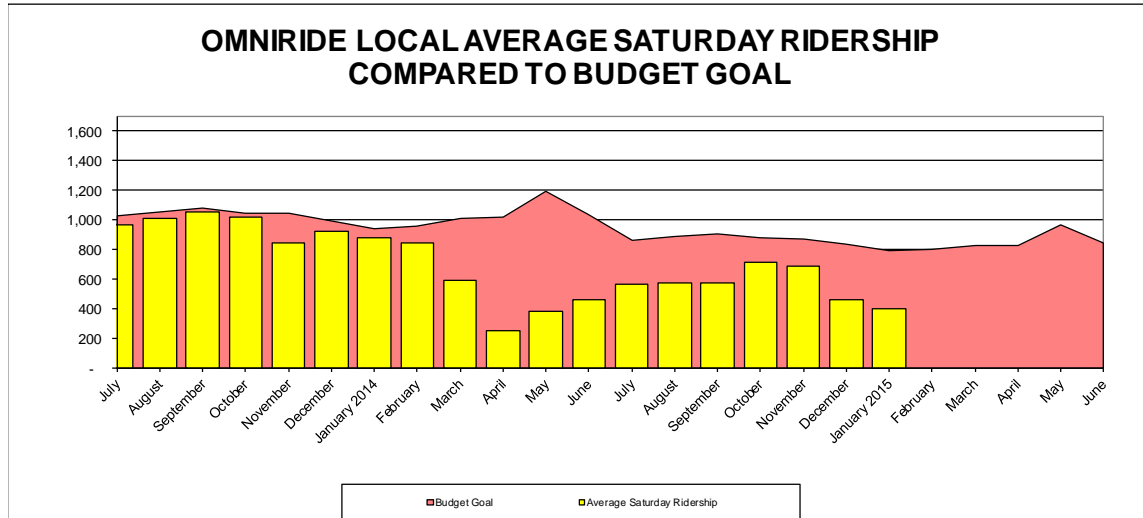
11/20-Avg. Daily Ridership Excludes 11 (Veterans Day), 27-28 (Thanksgiving Holiday)

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

1/21-Avg. Daily Ridership Excludes 14-15 (weather), 18 (MLK Holiday), 19-20 (Inauguration Day activities)

## 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	3,228	2,001	875	400	-54.3%	944	(544)
February							
March							
April							
May							
June							
<b>Year to Date</b>	<b>28,303</b>	<b>17,028</b>	<b>954</b>	<b>568</b>	<b>-40.5%</b>	<b>1,026</b>	<b>(458)</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	27	6	5	0	674	415	137,015	31,644
February								
March								
April								
May								
June								
Average	42	4	6	0	674	543	132,075	34,829

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

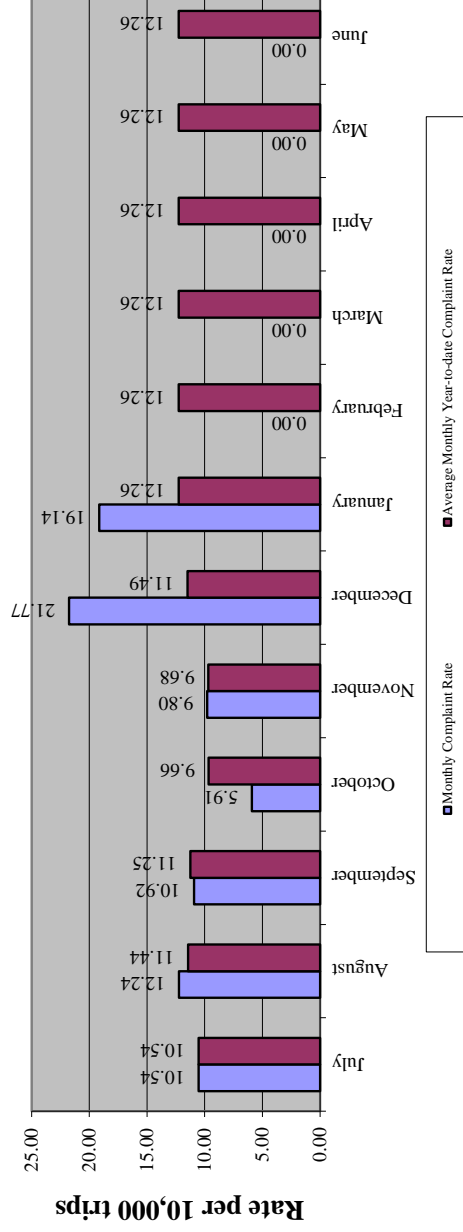
2) "Other Applications Received" include reapplicants, deletions and commuters contacted as a follow-up interested in remaining in the program.

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	156,174	180	11.53
February			
March			
April			
May			
June			
<b>Year-to-date totals</b>	<b>1,049,321</b>	<b>976</b>	<b>9.30</b>

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	28,019	61	21.77
January	20,901	40	19.14
February			
March			
April			
May			
June			
<b>Year-to-date totals</b>	<b>207,988</b>	<b>257</b>	<b>12.36</b>

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

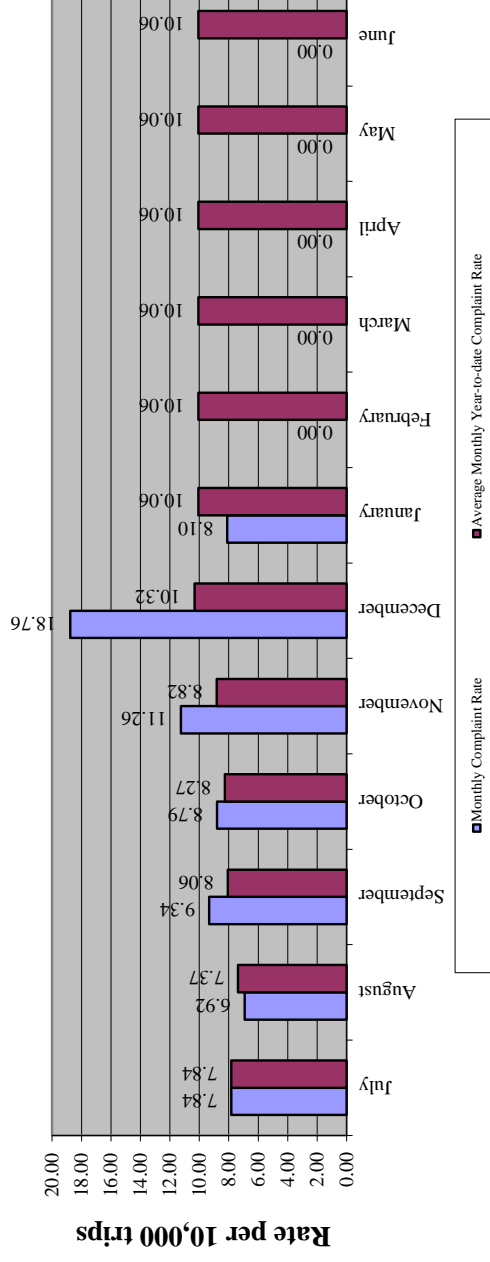


Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the bus services contract.

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	47,121	20	4.24
February			
March			
April			
May			
June			
<b>Year-to-date totals</b>	<b>338,992</b>	<b>124</b>	<b>3.66</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	23,982	45	18.76
January	20,983	17	8.10
February			
March			
April			
May			
June			
<b>Year-to-date totals</b>	<b>179,918</b>	<b>181</b>	<b>10.06</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.



