
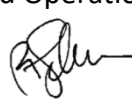




October 29, 2020

TO: Chair Franklin and PRTC Commissioners

FROM: Perrin Palistrant 
Director of Operations and Operations Planning

THROUGH: Robert A. Schneider, PhD 
Executive Director

SUBJECT: September 2020 System Performance and Ridership Report

OMNIRIDE Express and Metro Express Service

- September average daily ridership increased 14 percent from August, but was down 78 percent compared to September 2019
- Ridership gains remain highest on Pentagon-based routes, with some increases on services to DC
- Continued analysis will be focused on commuting trends by employees in our service area

OMNIRIDE Local Bus Service

- September average daily ridership increased seven (7) percent from August, but down 48 percent compared to September 2019
- Ridership growth is following the same annual seasonal trends, but at a much lower level of passenger utilization
- Saturday ridership continues to show month-to-month increases. but still down 45 percent compared to September 2019

Vanpool Alliance Program

- Enrollment decreased 12 percent to 566 vans due to a vendor terminating a large number of vans
- Ridership in September was 38,177 trips, which was an increase of 18 percent from the month prior, but still down about 68 percent from the same period in 2019

OmniMatch Program

Staff participated in: (all meetings were virtual)

Chamber Meetings

09/01/2020 – Prince William County Chamber of Commerce Education and Workforce Committee Meeting - *OmniRide Employer Outreach Program is the Annual Meeting Sponsor*

09/03/2020 – Prince William County Chamber of Commerce: "Policy Makers Series: Congresswoman Jennifer T. Wexton" - *OmniRide Employer Outreach Program is the Annual Event Series Sponsor*

09/15/2020 – Prince William County Chamber of Commerce Economic Development Committee Meeting - *OmniRide Employer Outreach Program is the Annual Meeting Sponsor*

09/24/2020 – Prince William County Chamber of Commerce – Women's Leadership Council

Leadership Prince William

09/10/2020 - Leadership Prince William Education Session Day

09/27/2020 - Leadership Prince William Health and Human Services Session Day and Graduation Ceremony (Holly Morello, OmniRide's TDM Program Manager, is a graduate of the Class of 2020)

Regional Coordination

09/01/2020 - NOVA TDM Coordination Meeting – VDOT sponsored

09/03/2020 - DRPT, Fairfax, Loudoun, Dulles Area Transit Association (DATA) and OmniRide Coordination Meeting

09/09/2020 – Commuter Connections Bike to Work Day Steering Committee Meeting

09/09/2020 - Commuter Connections Car Free Day Steering Committee Meeting – Holly Morello, *OmniRide TDM Program Manager, announced as the new Committee Chair*

09/15/2020 - Commuter Connections TDM Marketing Group Meeting

09/15/2020 - Commuter Connections Sub Committee Meeting

09/15/2020 - Commuter Connections Ridematching Committee Meeting

09/16/2020 – Transportation Research Board Ferry Transportation Committee and the M-495 Stakeholders Meeting

09/17/2020 - Association for Commuter Transportation (ACT) Chesapeake Chapter Board Meeting

09/18/2020 - Transform 66 Local Agencies Coordination Meeting

Employer Outreach

09/23/2020 - Manassas Airport Virtual Transit Fair

Other

09/28/2020 – Mentorship Program Final Project - Donations dropped off at Ferlazzo Homeless Shelter **09/29/2020** - Elevate Virtual Job Fair – OmniRide Family of Services flyer emailed to all participants

Customer Service Statistics

- The call center received 4,942 calls in September 2020 and 3,706 in August 2020
- Responded to 14 general information emails in September 2020 and 11 in August 2020
- OMNIRIDE local trip denials in September were .60 percent and .60 percent in August 2020

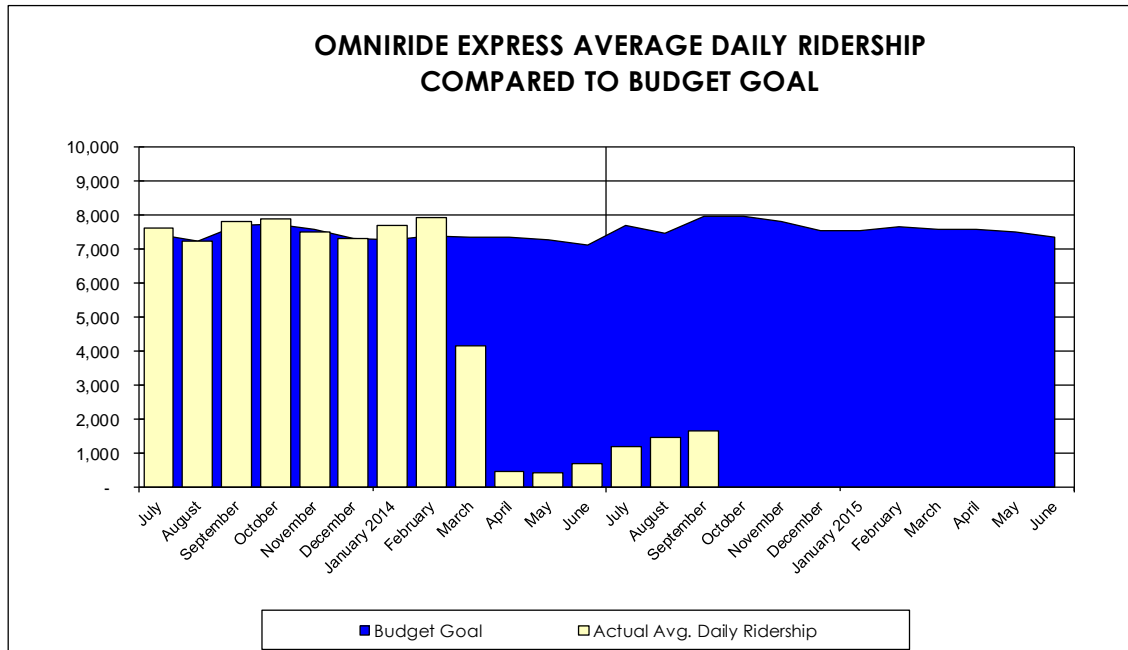
Passenger Complaints

Complaint rate for OmniRide in September:

- OMNIRIDE Express and Metro Express complaint rate for September 2020 increased 46 percent compared to August 2020
- OMNIRIDE Local service complaint rate for September 2020 increased 125 percent compared to August 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							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	451,584	91,589	7,564	1,443	-80.9%	7,717	(6,274)



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)

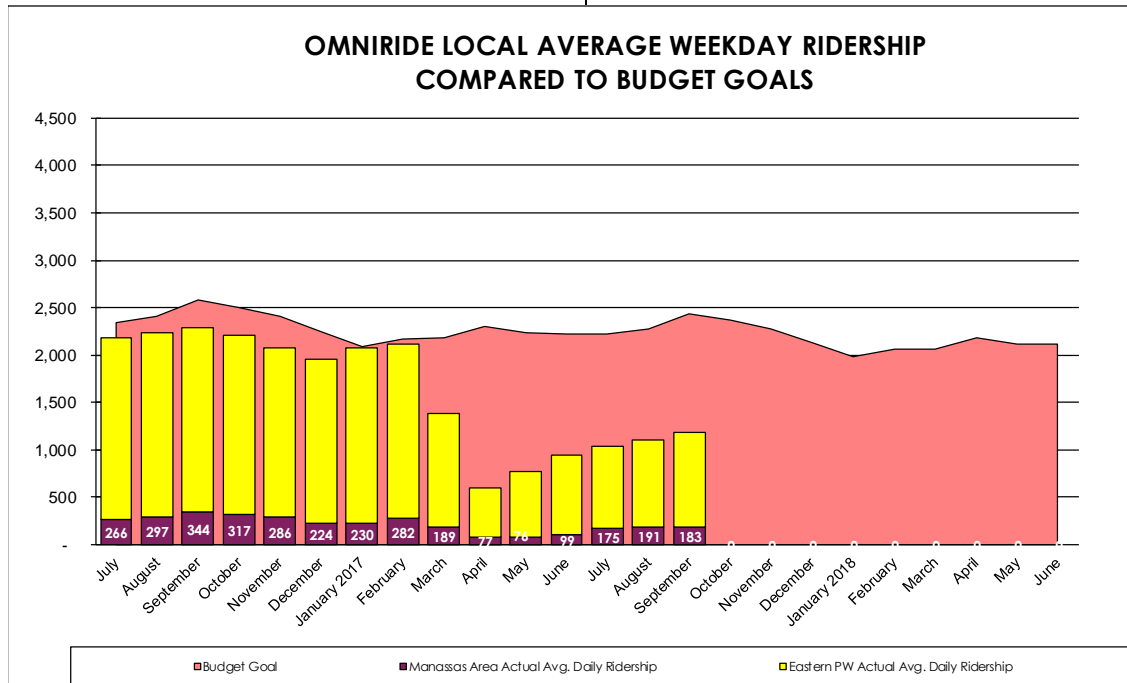
7/20-Avg. Daily Ridership excludes 7/3 (Independence Day Holiday-Observed), 7/4 (Independence Day-No Service)

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)

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							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	137,875	72,501	2,235	1,108	-50.4%	2,312	(1,204)



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)

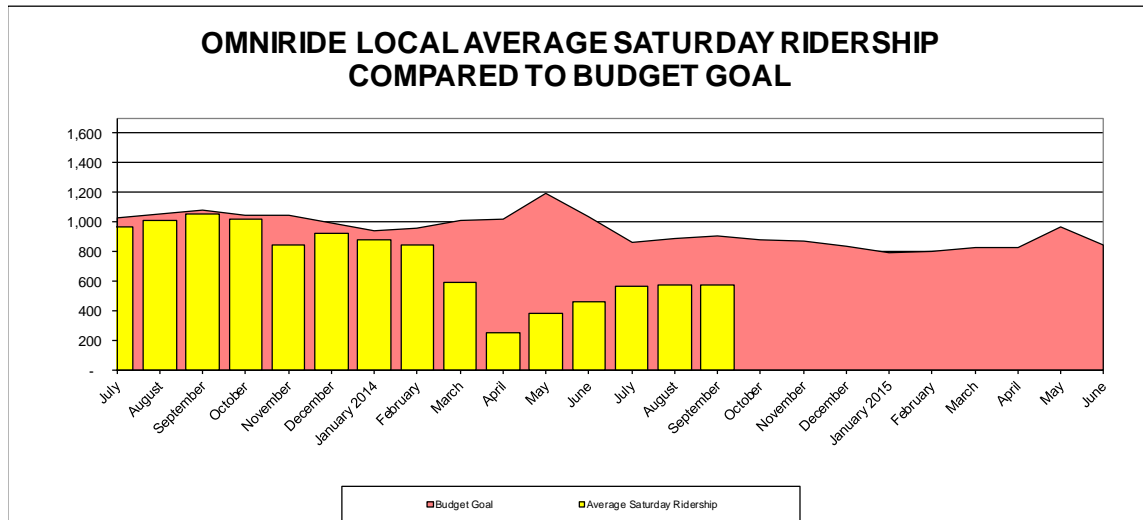
2/20- Avg. Daily Ridership excludes 17 (President's Day)

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)

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							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	13,115	6,870	1,009	572	-43.3%	1,053	(480)



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

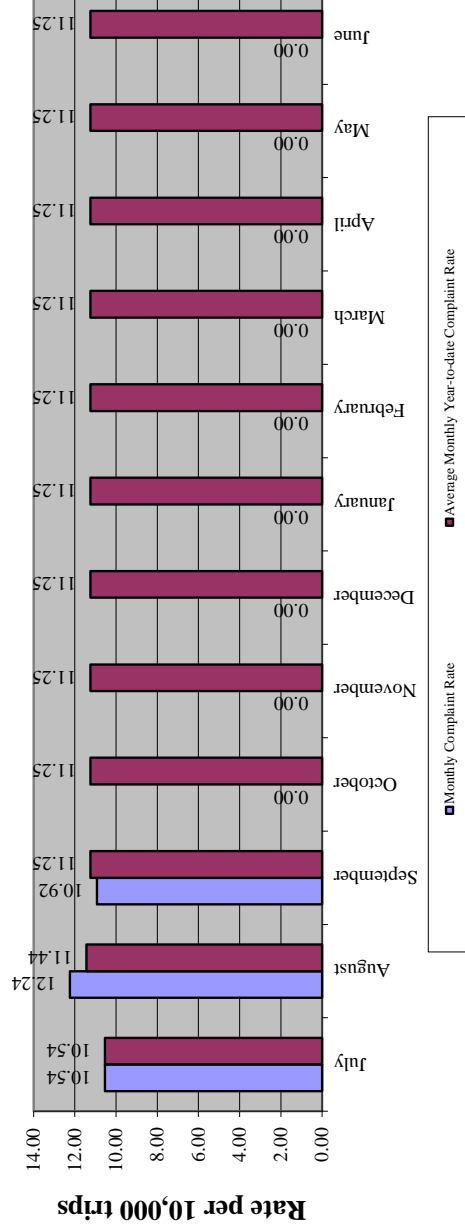
OmniMatch					Vanpool Alliance			
	FY20	FY21	FY20	FY21	FY20	FY21	FY20	FY21
	New Applications Received	New Applications Received	Other Applications Received	Other Applications Received	Vanpools Enrolled	Vanpools Enrolled	Monthly Passenger Trips	Monthly Passenger Trips
July	52	3	10	2	674	648	139,650	34,246
August	41	4	6	0	674	640	132,224	32,492
September	56	5	13	0	674	566	131,999	38,177
October								
November								
December								
January								
February								
March								
April								
May								
June								
Average	50	4	10	1	674	618	134,624	34,972

- 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			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	451,584	354	7.84

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			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	91,589	105	11.46

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

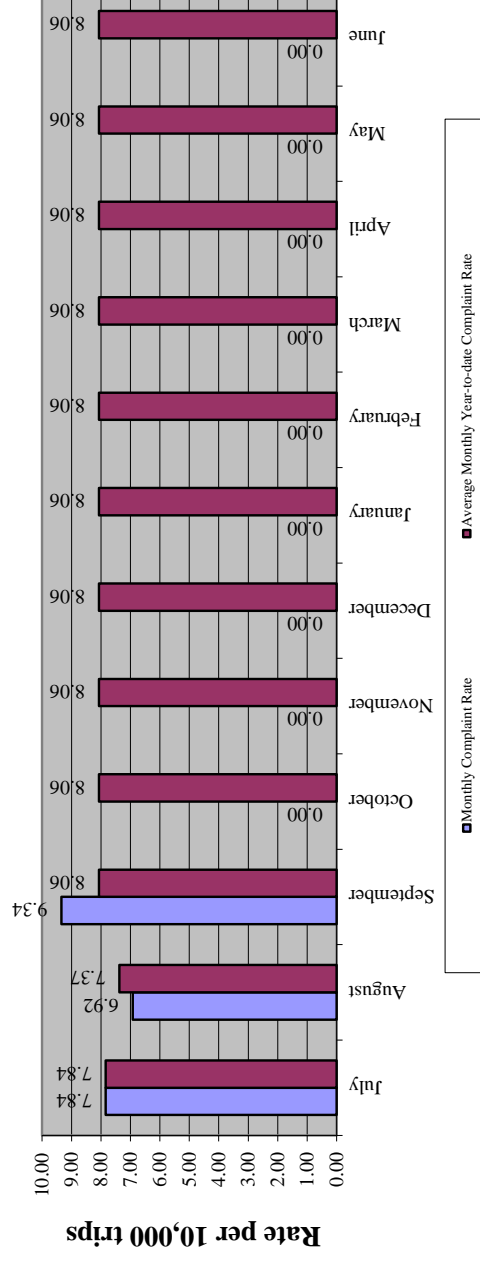


Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the bus services contract.

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			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	150,990	54	3.58

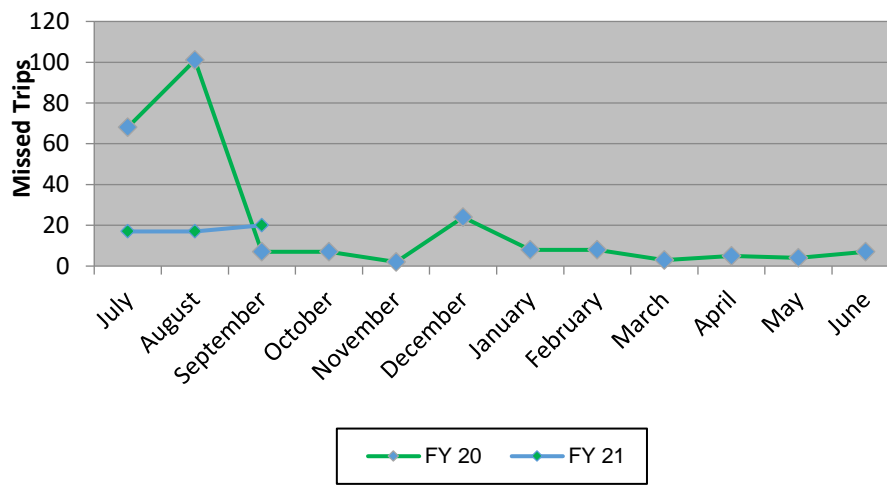
FY 2021 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	25,520	20	7.84
August	26,012	18	6.92
September	27,839	26	9.34
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	79,371	64	8.06

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

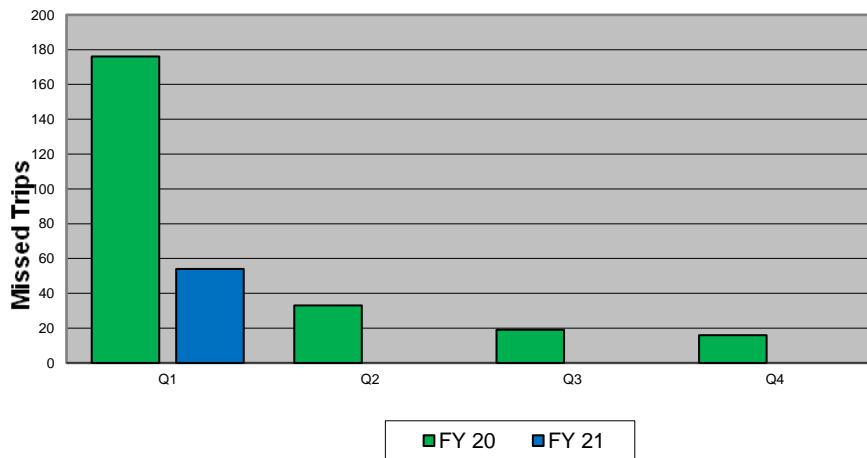


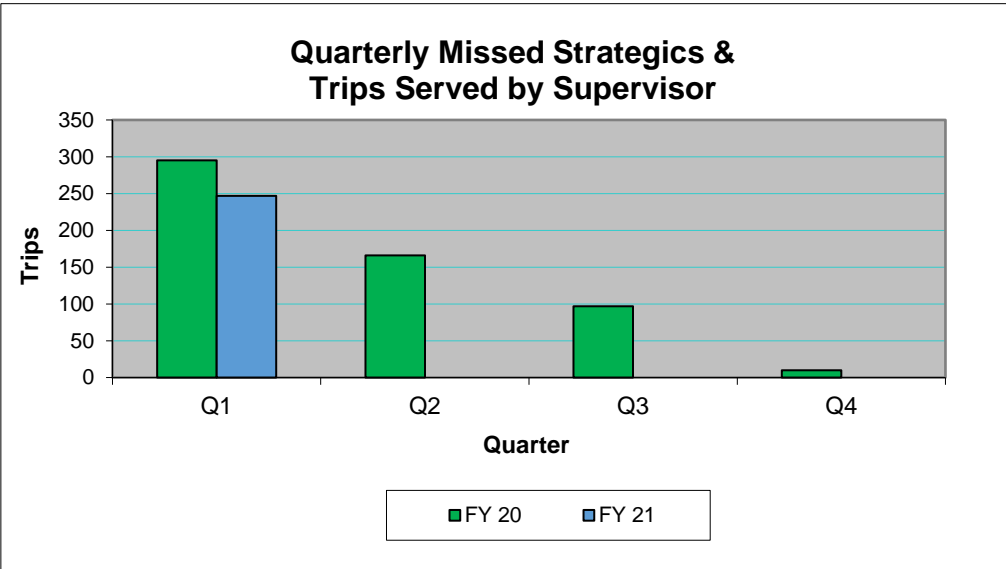
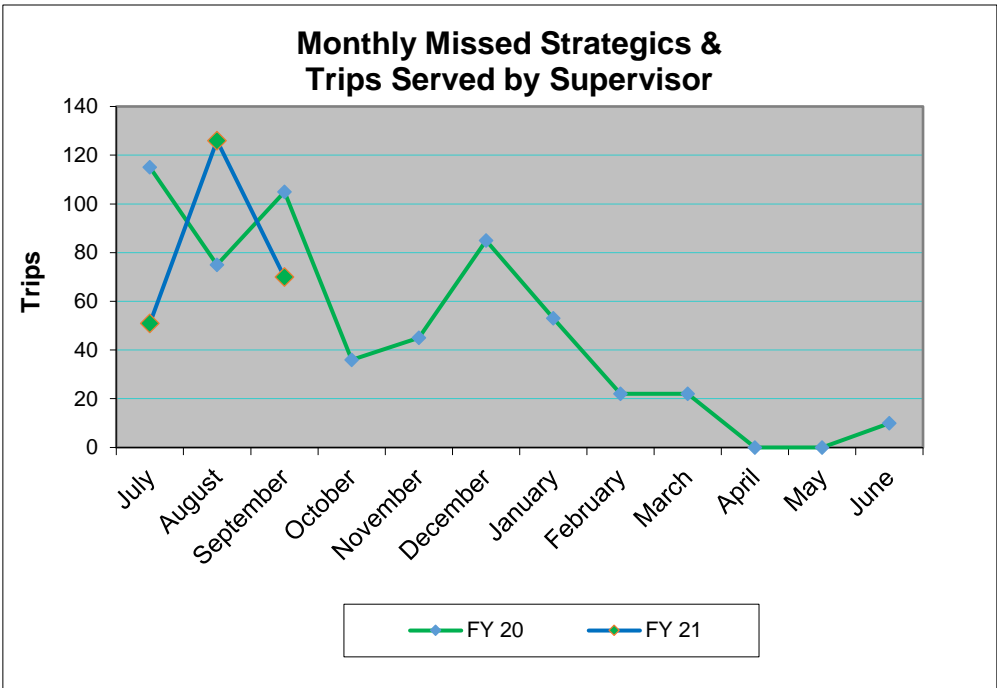
Complaint rates for OmniRide Local service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the new bus services contract.

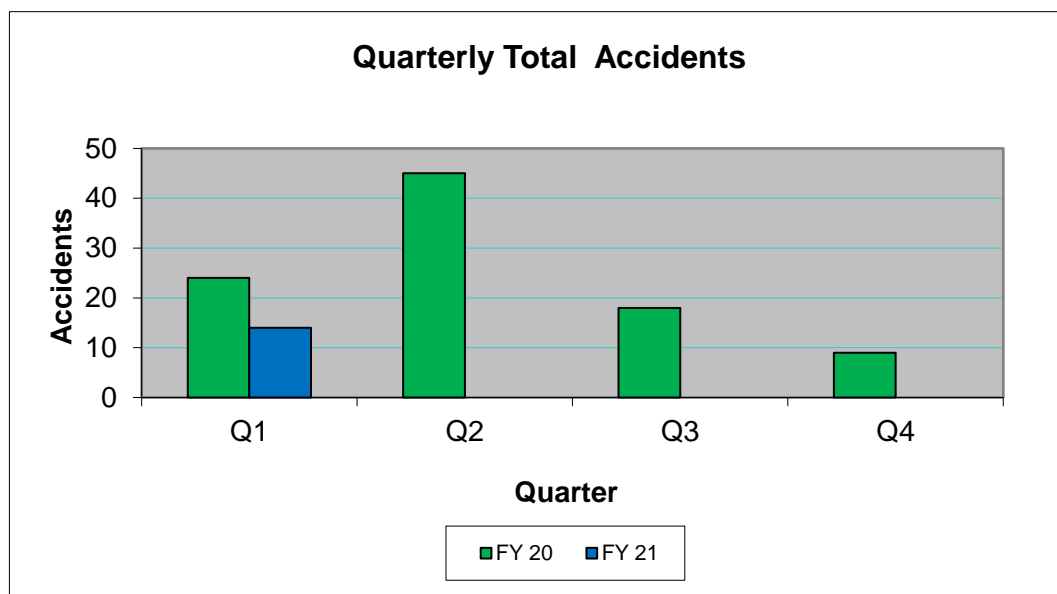
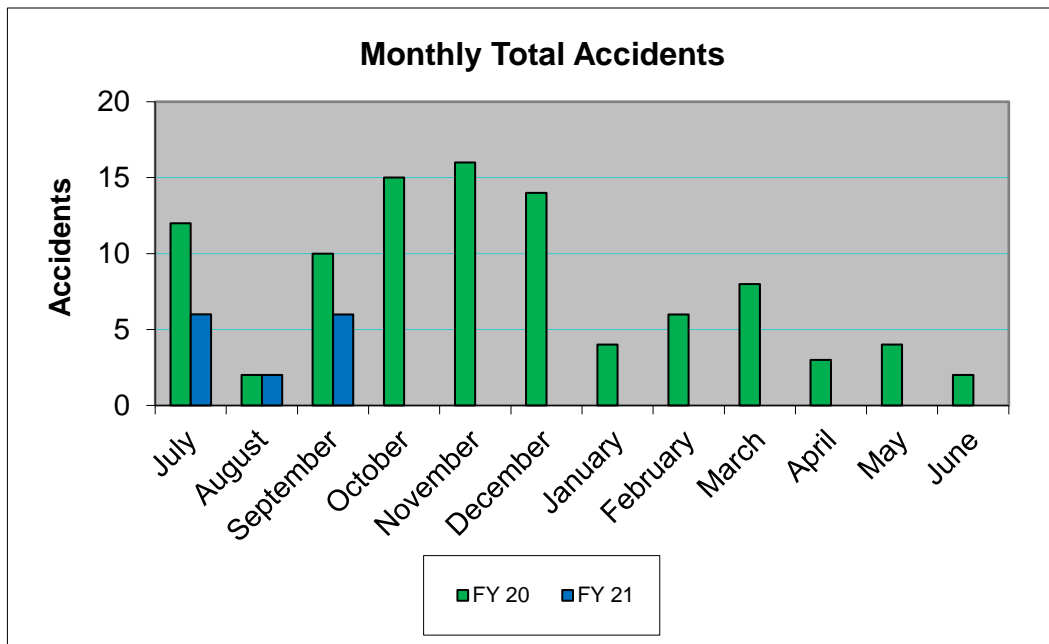
Monthly Missed Trips



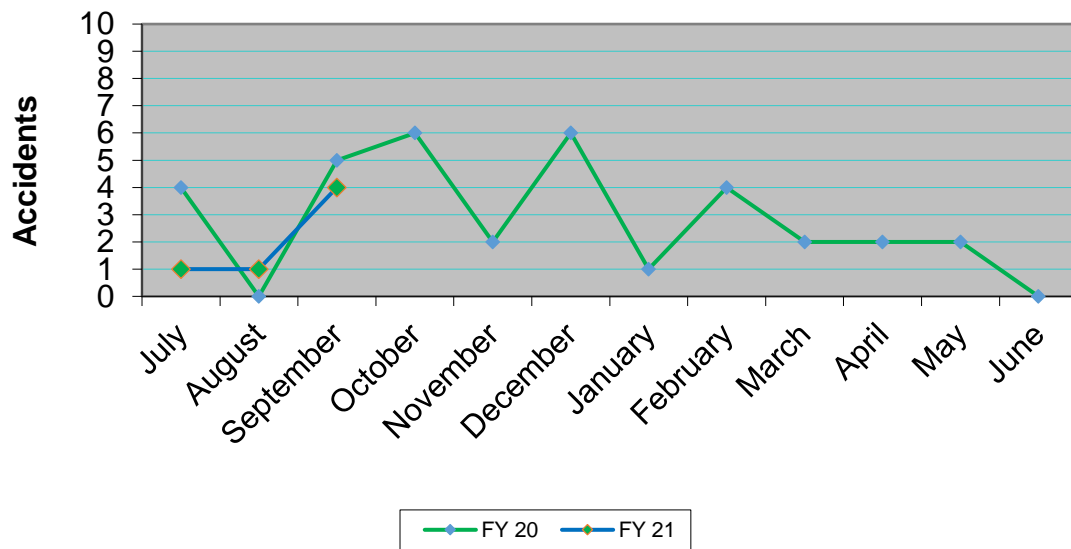
Quarterly Total Missed Trips



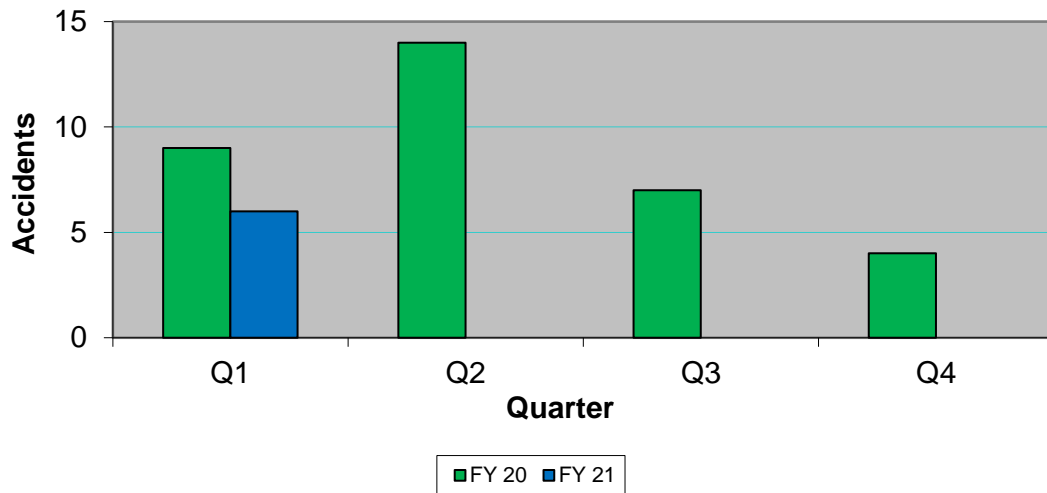




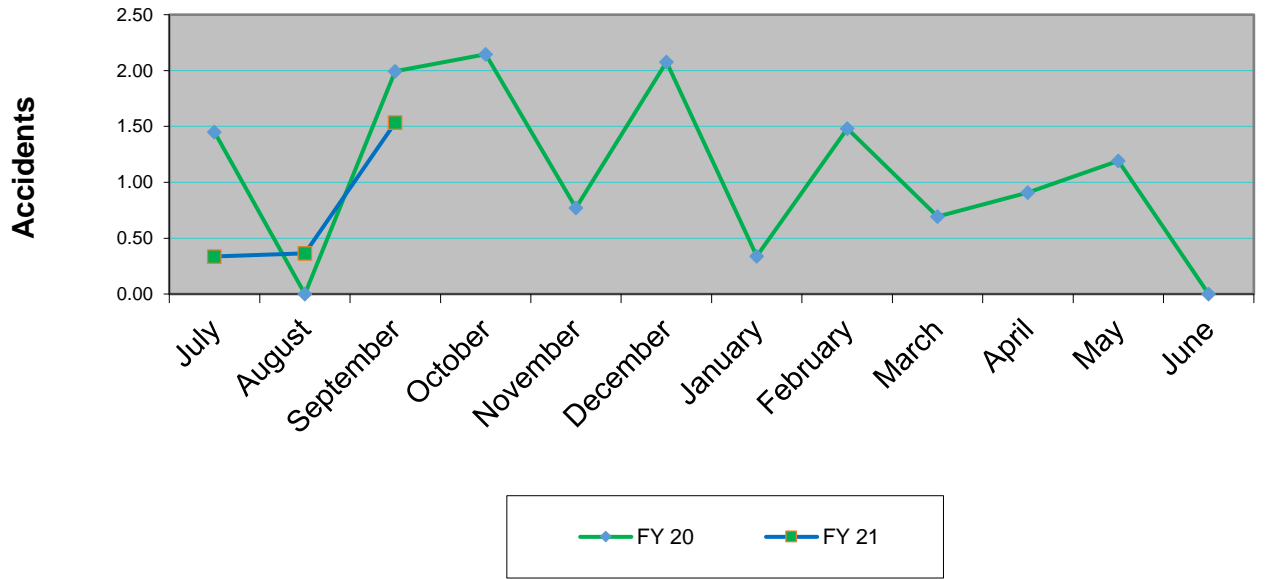
Monthly Preventable Accidents



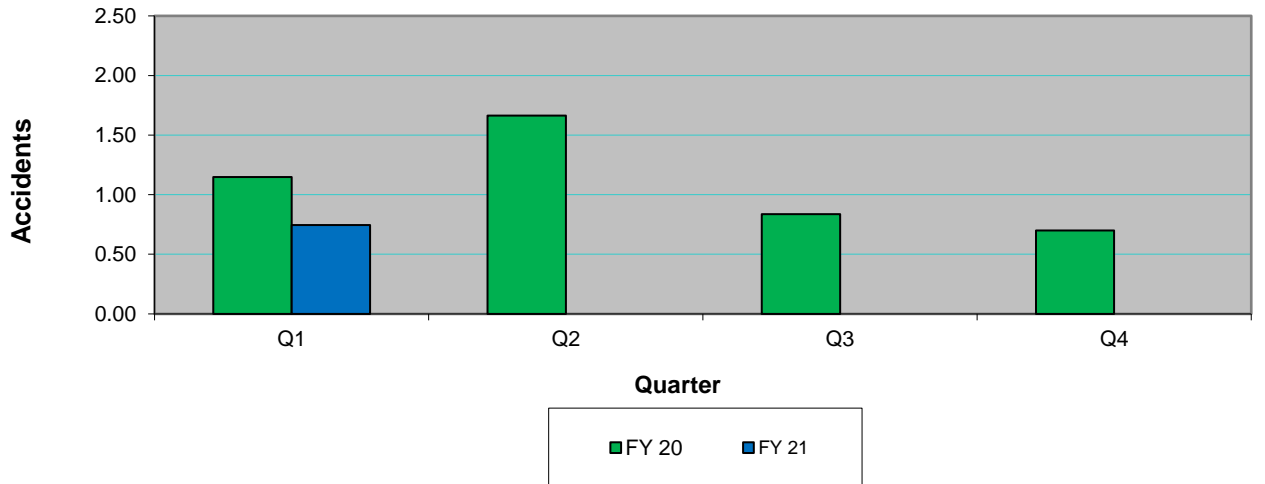
Quarterly Preventable Accidents



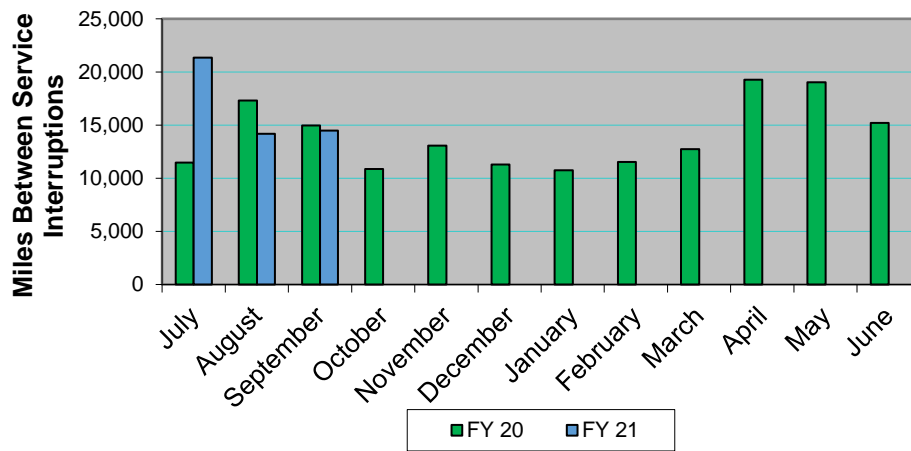
Monthly Preventable Accidents per 100,000 Miles



Quarterly Average Preventable Accidents per 100,000 Miles



Monthly Miles Between Service Interruptions



Average Quarterly Miles Between Service Interruptions

