





August 27, 2020

TO: Chair Franklin and PRTC Commissioners

FROM: Perrin Palistrant 
Director of Operations and Operations Planning

THROUGH: Robert A. Schneider, PhD 
Executive Director

SUBJECT: June and July 2020 System Performance and Ridership Report

OMNIRIDE Express and Metro Express Service

- June average daily ridership increased 64 percent from May, but was down 91 percent compared to June 2019
- Ridership continues to increase with more service operating, but still significantly lower than pre-COVID-19
- Overall annual ridership decreased 24 percent compared to FY19
- July average daily ridership increased 67.6 percent from June
- Continued upward trend in commuters utilizing services
- Collaborating with region on back to work operations and constant messaging to reinforce cleaning and safe operations of our vehicles to bring passengers back

OMNIRIDE Local Bus Service

- June average daily ridership increased 23 percent from May, but was down 57 percent compared to June 2019
- Ridership continues to rebound as more businesses and services open and workers use the service to commute to and from work
- Overall annual ridership decreased 23 percent compared to FY19
- July average daily ridership increased 10 percent from June
- Ridership shows consistent increases across all routes on both sides of the County
- Saturday ridership has not declined as significantly as weekday, but is still down 41 percent compared to July 2019

Vanpool Alliance Program

- Enrollment increased by three (3) to 648 vans in June and then stayed flat for July
- Ridership in June was 29,542 trips a 20 percent increase from the prior month, but still down almost 80 percent year-over-year due to COVID-19 and all of the telework that is happening as a result
- Ridership in July was 34,246 trips. This is up 18 percent from the prior month, but still down 70 percent from pre-COVID-19 levels.

OmniMatch Program

Staff participated in: all meetings were virtual

June:

- 06/02/2020 – Prince William Chamber of Commerce Education/Innovation Committee Meeting
- 06/05/2020 – Mentorship Class Virtual Touching Base Event
- 06/16/2020 - Commuter Connections Ridesharing and Marketing Committee Meetings (virtual)
- 06/17/2020 – Virtual meeting with Manassas Airport and Transform I-66 team to discuss Virtual Commuter Event for the mid to late July timeframe for the tenants on the Airport property (e.g., Leidos, Aurora Flight, etc.)
- 06/22/2020 – Commuter Connections Employer Outreach Training
- 06/23/2020 – Commuter Connections Virtual Employer Outreach Awards
- 06/23/2020 – Leadership Prince William Virtual Training - "Emergenetics: It's Not Just for You"
- 06/29/2020 - Prince William Chamber of Commerce Virtual Education and Innovation Summit – OmniRide Employer Outreach Program was one of the event sponsors – two (2) minute OmniRide video played during the event – Bob Schneider (presenter)

July

- 07/07/2020 – Prince William Chamber of Commerce Education and Innovation Committee Meeting - OmniRide Employer Outreach Program is the Annual Meeting Sponsor for FY21
- 07/08/2020 - Commuter Connections Car Free Day Steering Committee Meeting
- 07/14/2020 – Prince William Chamber of Commerce Policy Committee Meeting - OmniRide Employer Outreach Program is the Annual Meeting Sponsor for FY21
- 07/15/2020 - WMATA Platform Shutdown TDM Work Group Meeting
- 07/15/2020 – Vanpool Forum – educational event for existing vanpool owner/operators
- 07/16/2020 - I-495 American Legion Bridge Transit/Transportation Demand Management Study Stakeholder Group Meeting
- 07/21/2020 – Prince William Chamber of Commerce Economic Development Committee Meeting - OmniRide Employer Outreach Program is the Annual Meeting Sponsor for FY21
- 07/21/2020 - Commuter Connections Employer Outreach Committee and Sub Committee Meetings
- 07/22/2020 - Recorded presentation for the Association for Commuter Transportation (ACT) Virtual International Conference (August 3-5). Presentation title: **Technology in TDM: Vanpool Tools on a Shoestring Budget**
- 07/24/2020 - Transform 66/Local Agencies Coordination Meeting

- 07/28/2020 - DRPT Rideshare Grant Quarter four (4) Review

Customer Service Statistics

- The call center received 3,864 calls in June 2020 and 3,562 in July 2020
- Responded to 25 general information emails in June 2020 and 32 in July 2020
- OmniRide local trip denials in June were .35 percent and .37 percent in July 2020

Passenger Complaints

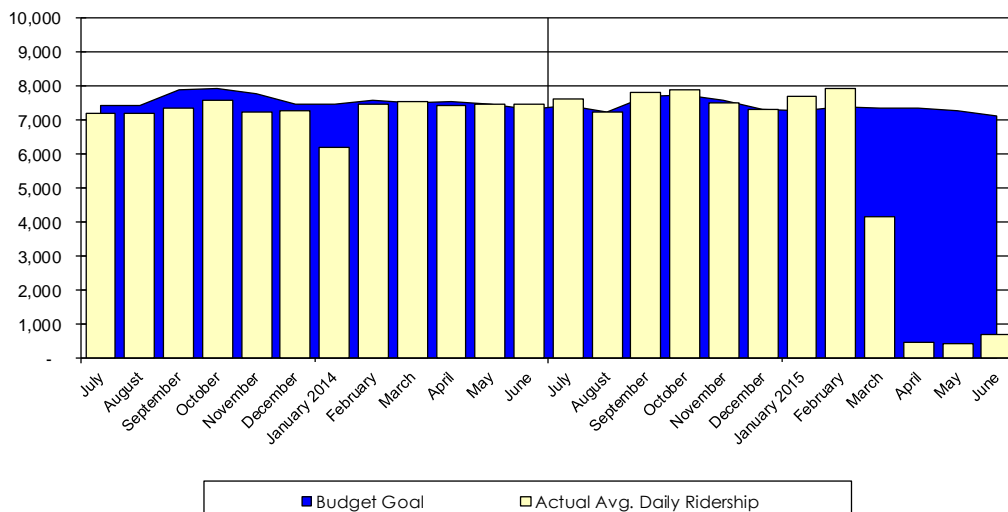
Complaint rate for OmniRide in June and July:

- OmniRide Express and Metro Express complaint rate for June 2020 increased five (5) percent compared to June 2019 and July 2020 increased 10 percent compared to July 2019
- OmniRide Local service complaint rate for June 2020 increased 183 percent compared to June 2020; July 2020 increased 212 percent compared to July 2019

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	128,940	7,276	7,315	0.5%	7,306	9
January	122,004	156,174	6,200	7,719	24.5%	7,300	419
February	133,331	150,778	7,484	7,938	6.1%	7,412	526
March	157,449	91,923	7,569	4,160	-45.0%	7,356	(3,196)
April	159,794	11,012	7,454	490	-93.4%	7,367	(6,877)
May	162,241	9,203	7,482	435	-94.2%	7,277	(6,842)
June	150,927	16,068	7,488	712	-90.5%	7,141	(6,429)
Year to Date	1,755,659	1,328,305	7,296	5,571	-23.6%	7,409	(1,838)

OMNIRIDE EXPRESS AVERAGE DAILY RIDERSHIP COMPARED TO BUDGET GOAL



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)

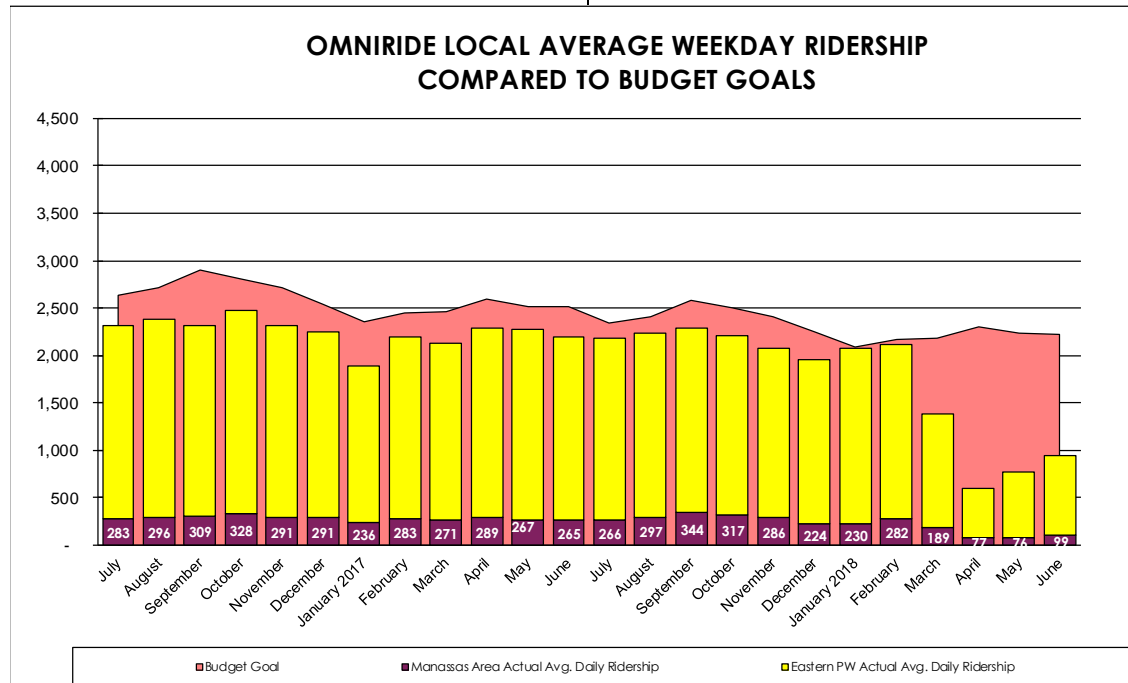
12/19-Avg. Daily Ridership excludes (16) (PWC schools closed due to snow/ice),23-31 (Winter break)

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

2/20-Avg. Daily Ridership excludes 17 (President's 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	40,524	41,722	2,189	2,115	-3.4%	2,173	(58)
March	44,239	30,518	2,126	1,387	-34.8%	2,181	(794)
April	49,867	13,186	2,292	599	-73.9%	2,302	(1,703)
May	49,999	15,322	2,272	766	-66.3%	2,233	(1,467)
June	43,968	20,773	2,199	944	-57.1%	2,228	(1,284)
Year to Date	555,398	432,210	2,251	1,735	-22.9%	2,307	(572)



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

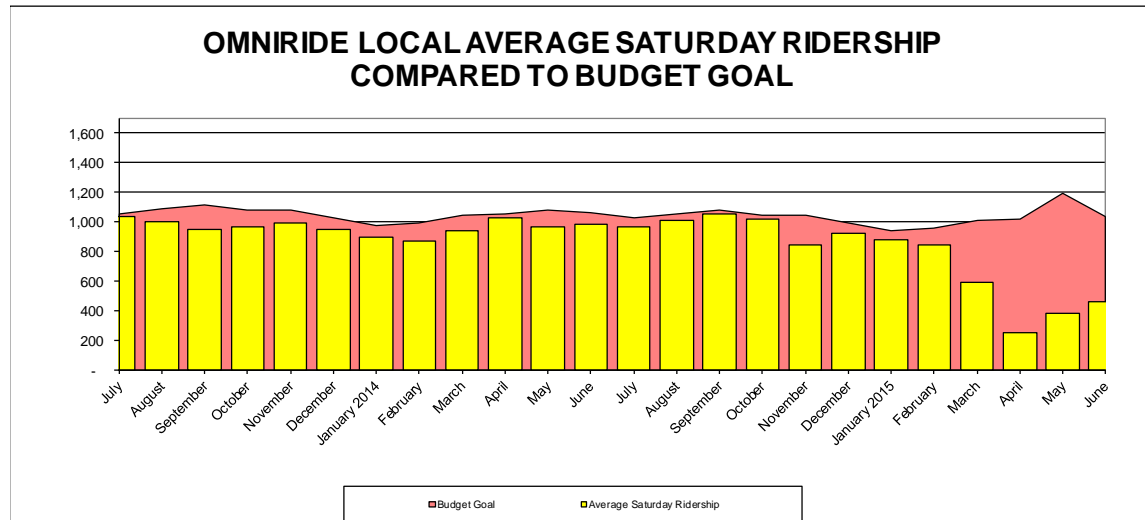
12/19- Avg. Daily Ridership excludes (16) PWC schools closed due to snow/ice; 23-31 (Winter break)

1/20- Avg. Daily Ridership excludes 2-3 (winter break), 20 (MLK Day)

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

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	3,228	895	875	-2.2%	944	(69)
February	3,480	4,213	870	843	-3.1%	958	(115)
March	4,720	2,363	944	591	-37.4%	1,007	(416)
April	4,121	998	1,030	250	-75.7%	1,021	(771)
May	3,867	1,919	967	384	-60.3%	1,191	(807)
June	4,920	1,905	984	463	-52.9%	1,032	(569)
Year to Date	49,999	39,701	965	768	-20.5%	1,033	(265)



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)

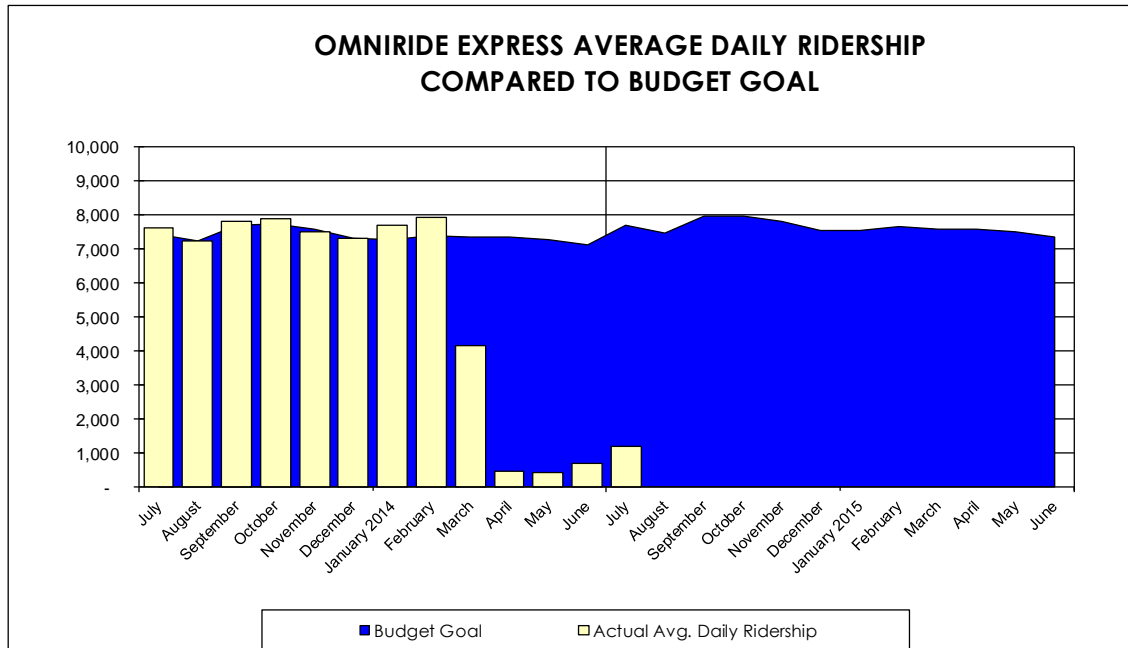
12/18- Excludes Cold/Snow (15)

1/19- Excludes snow/weather (11)

1/20- Excludes snow/weather (18)

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							
September							
October							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	163,138	26,566	7,627	1,194	-84.3%	7,693	(6,499)



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)

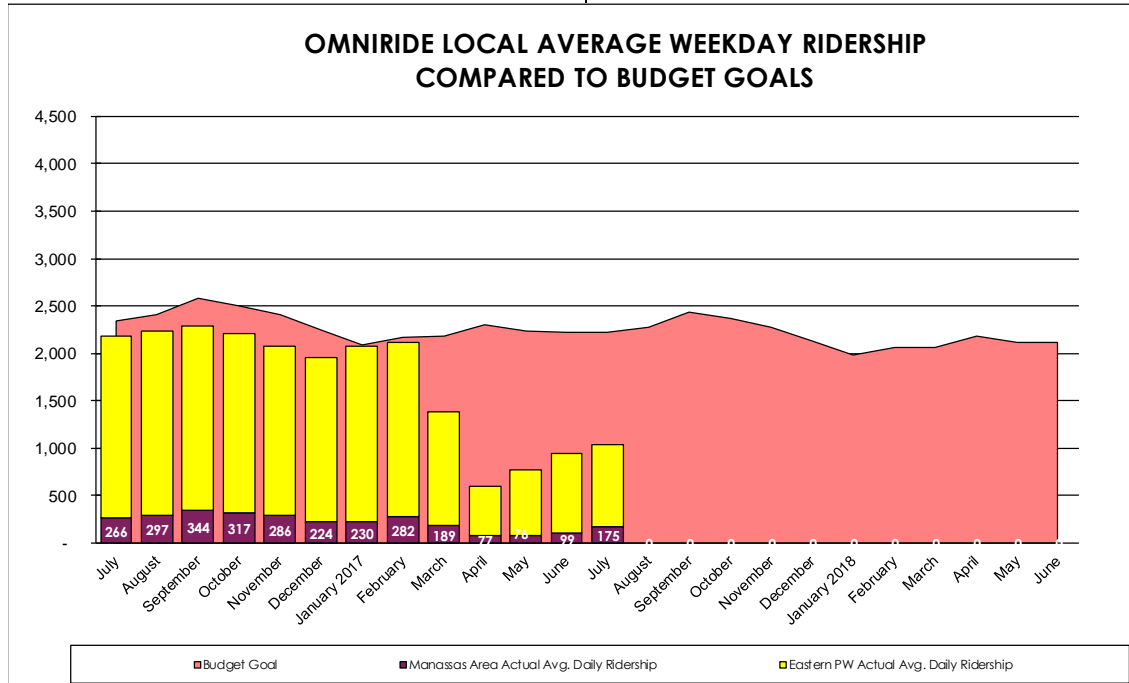
1/20-Avg. Daily Ridership excludes 2-3 (Winter break), 7 (OPM early release), 20 (MLK Day)

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)

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							
September							
October							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	47,848	23,814	2,182	1,042	-52.2%	2,216	(1,174)



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

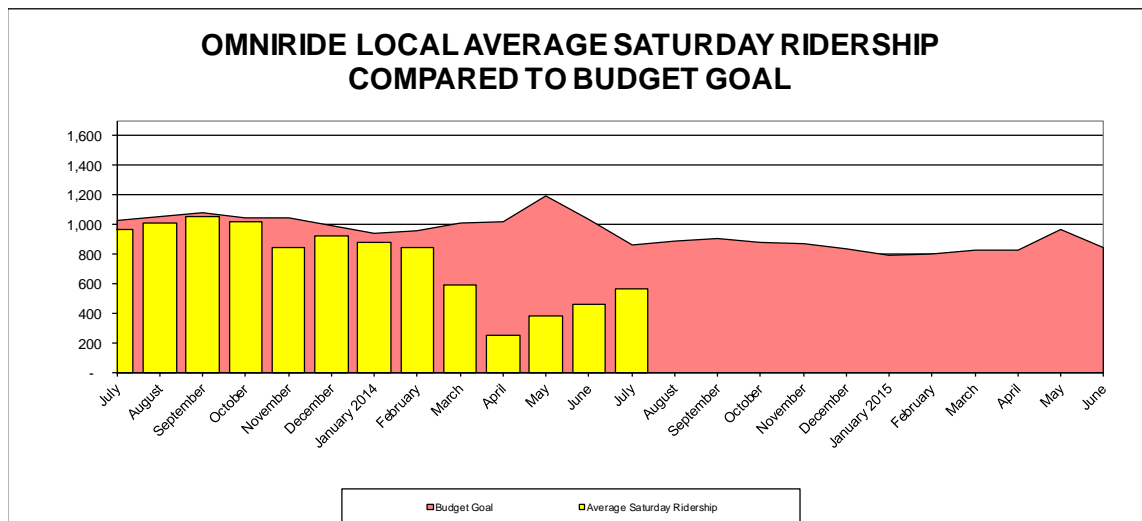
12/19- Avg. Daily Ridership excludes (16) PWC schools closed due to snow/ice; 23-31 (Winter break)

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)

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							
September							
October							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	3,864	1,706	966	569	-41.1%	1,025	(456)



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	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	10	669	674	669	674	125,864	139,650	125,864	139,650
August	42	41	27	6	6	669	674	669	674	136,402	132,224	136,402	132,224
September	35	56	11	13	13	670	674	670	674	118,472	131,999	118,472	131,999
October	44	52	11	2	2	670	674	670	674	130,798	143,962	130,798	143,962
November	56	41	8	3	3	671	674	671	674	116,453	121,098	116,453	121,098
December	37	25	8	6	6	672	674	672	674	101,939	118,579	101,939	118,579
January	48	27	4	5	5	672	674	672	674	117,672	137,015	117,672	137,015
February	26	34	11	1	1	673	674	673	674	111,944	122,007	111,944	122,007
March	33	35	6	6	6	673	674	673	674	121,914	87,523	121,914	87,523
April	51	8	8	0	0	673	645	673	645	131,777	25,435	131,777	25,435
May	52	3	12	1	1	674	645	674	645	140,365	24,711	140,365	24,711
June	32	6	4	0	0	674	648	674	648	124,556	29,542	124,556	29,542
Average	42	32	10	4	4	672	667	672	667	123,180	101,145	123,180	101,145

- 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.

OMNIMATCH / VANPOOL ALLIANCE

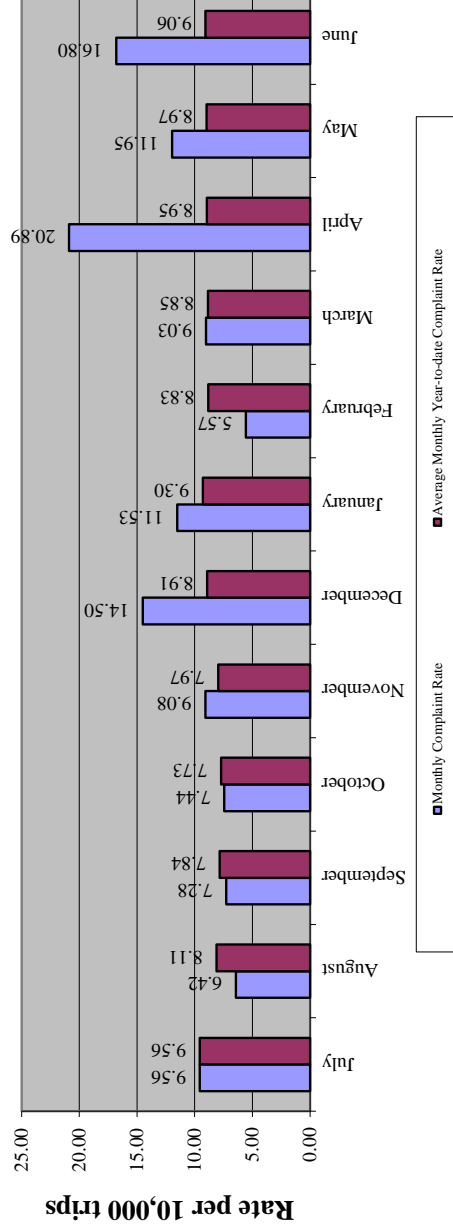
	OmniMatch				Vanpool Alliance			
	FY20	FY21	FY20	FY21	FY20	FY21	FY20	FY21
	New Applications Received	New Applications Received	Other Applications Received	Other Applications Received	Vanpools Enrolled	Vanpools Enrolled	Monthly Passenger Trips	Monthly Passenger Trips
July	52	3	10	2	674	648	139,650	34,246
August								
September								
October								
November								
December								
January								
February								
March								
April								
May								
June								
Average	52	3	10	2	674	648	139,650	34,246

- 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	133,331	98	7.35
March	157,449	95	6.03
April	159,794	157	9.83
May	162,241	212	13.07
June	150,927	179	11.86
Year-to-date totals	1,755,659	1,636	9.32

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	150,778	84	5.57
March	91,923	83	9.03
April	11,012	23	20.89
May	9,203	11	11.95
June	16,068	27	16.80
Year-to-date totals	1,328,305	1,204	9.06

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

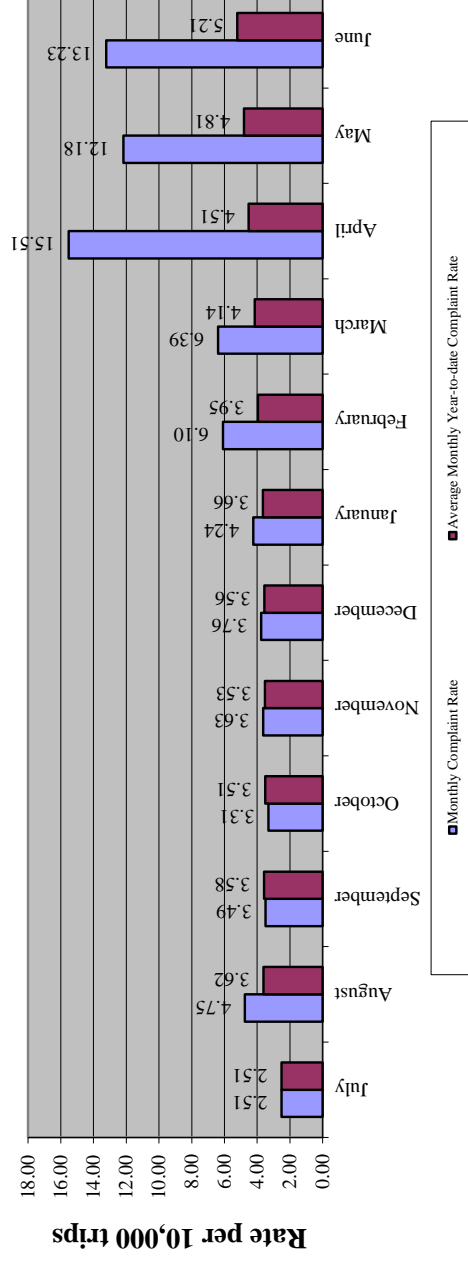


Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the bus services contract.

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	44,004	11	2.50
March	48,959	17	3.47
April	53,988	22	4.07
May	53,866	21	3.90
June	48,888	16	3.27
Year-to-date totals	605,397	200	3.30

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	45,935	28	6.10
March	32,881	21	6.39
April	14,184	22	15.51
May	17,241	21	12.18
June	22,678	30	13.23
Year-to-date totals	471,911	246	5.21

FY 2020 OmniRide Local complaint rate per 10,000 Trips compared to monthly average

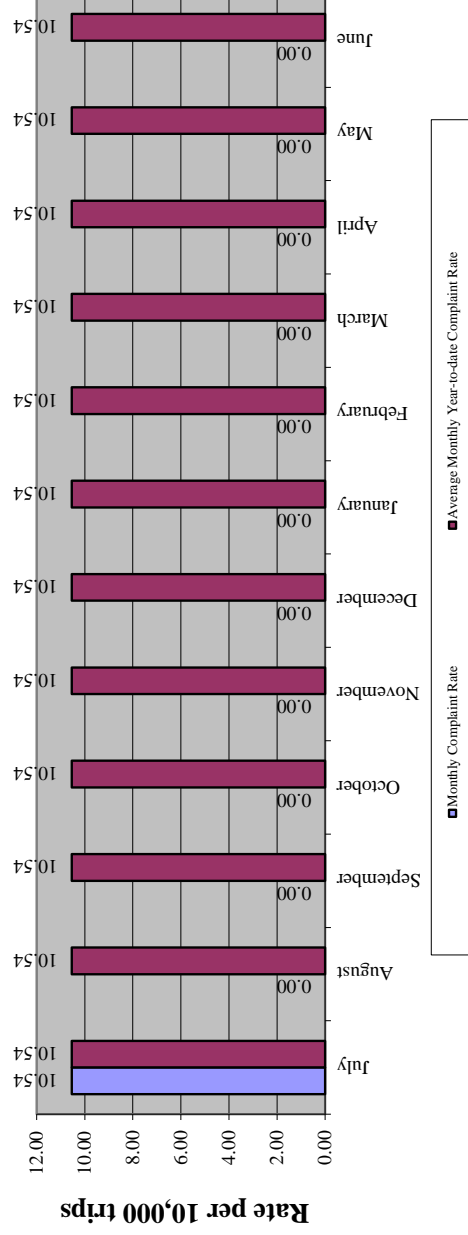


Complaint rates for OmniRide Local service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the new bus services contract.

FY 2020 Year-to-date OmniRide Express Complaints			
	Ridership	Complaints	Per 10k Trips
July	163,138	156	9.56
August			
September			
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	163,138	156	9.56

FY 2021 Year-to-date OmniRide Express Complaints			
	Ridership	Complaints	Per 10k Trips
July	26,566	28	10.54
August			
September			
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	26,566	28	10.54

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

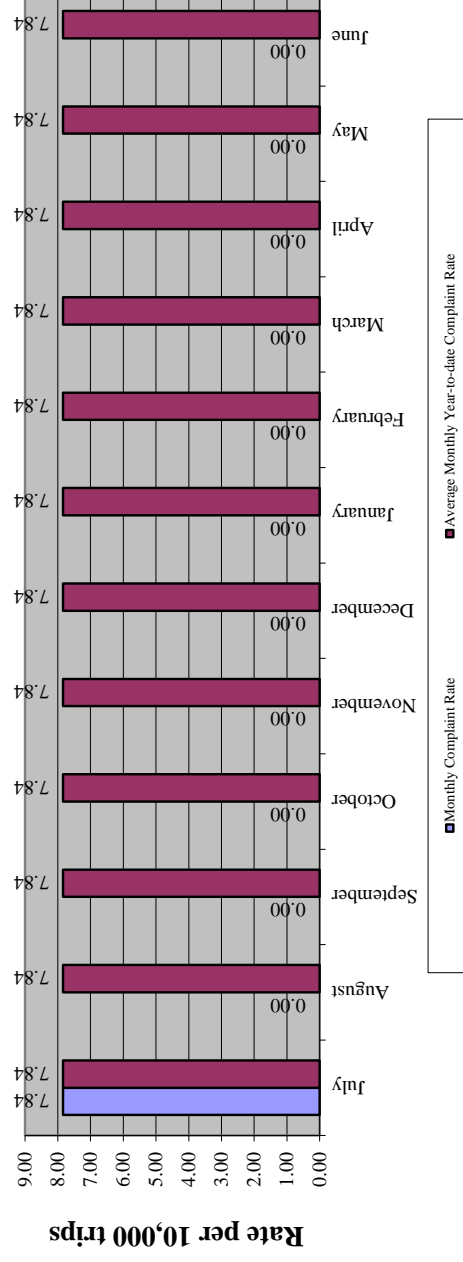


Complaint rates for OmniRide Express service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the bus services contract.

FY 2020 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	51,712	13	2.51
August			
September			
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	51,712	13	2.51

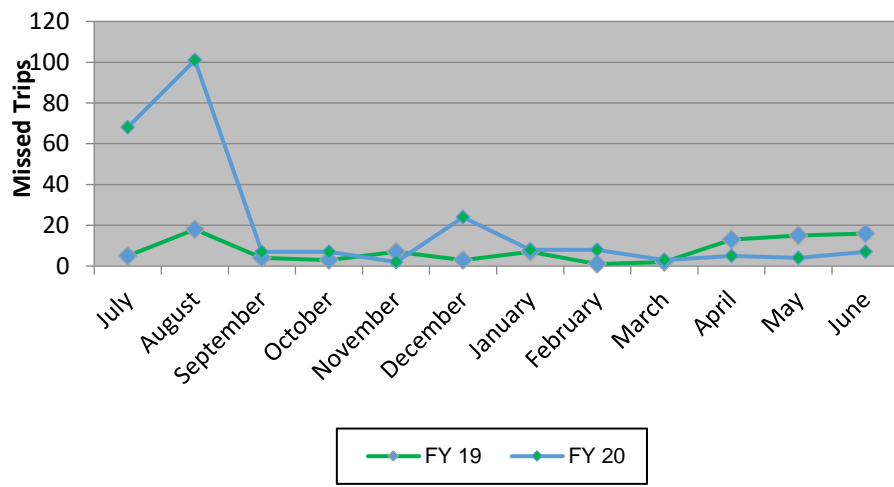
FY 2021 Year-to-date OmniRide Local Complaints			
	Ridership	Complaints	Per 10k Trips
July	25,520	20	7.84
August			
September			
October			
November			
December			
January			
February			
March			
April			
May			
June			
Year-to-date totals	25,520	20	7.84

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

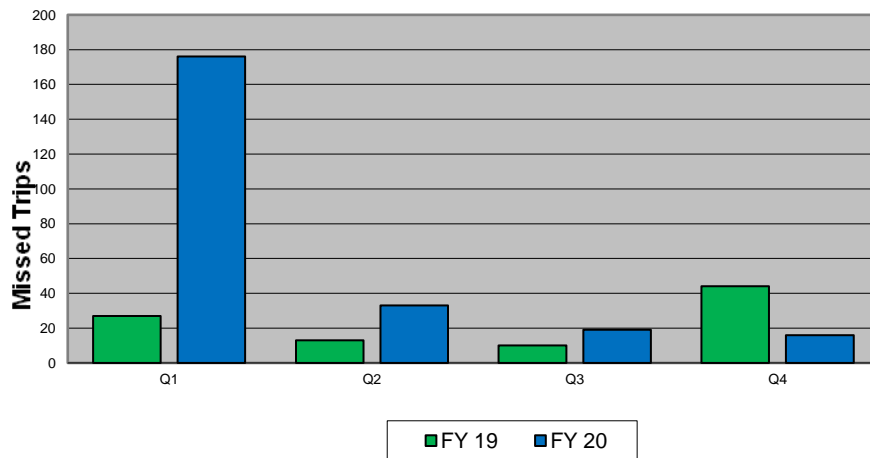


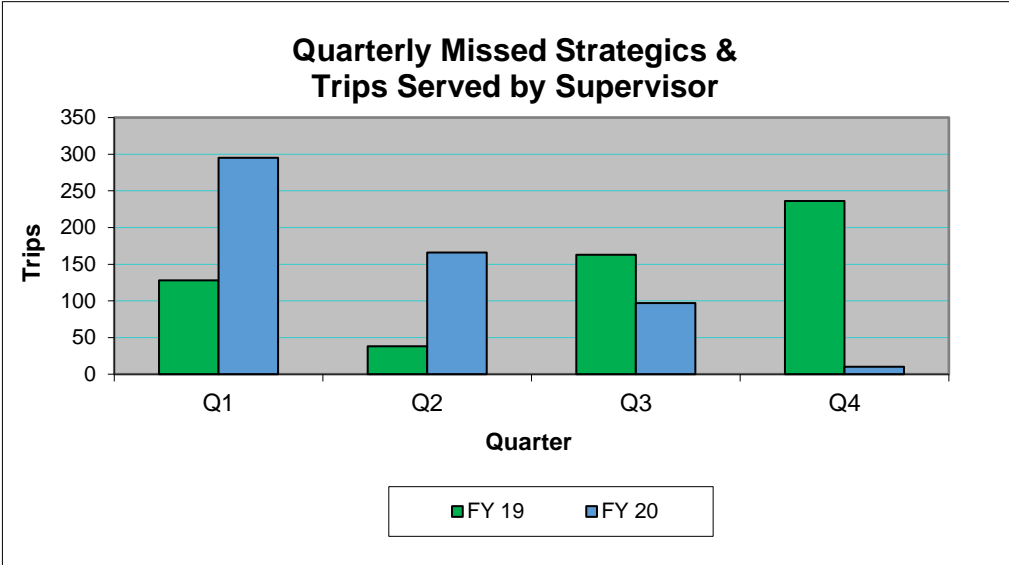
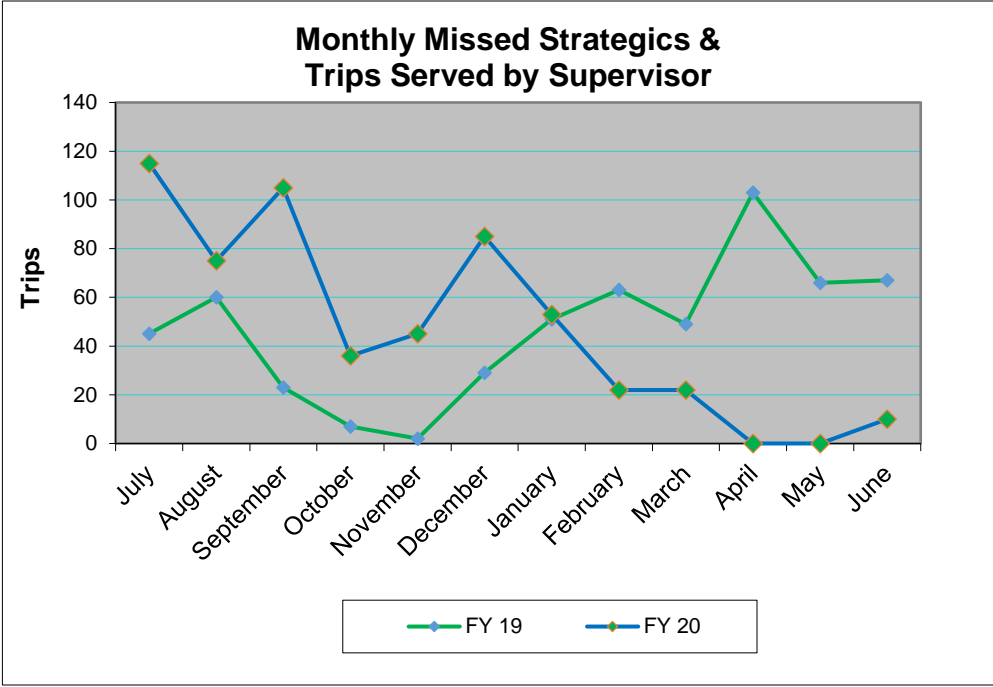
Complaint rates for OmniRide Local service for the current month and for the year-to-date in contrast to fiscal year 2019 overall rate, which is the benchmark for evaluating contractor performance for fiscal year 2020 in the new bus services contract.

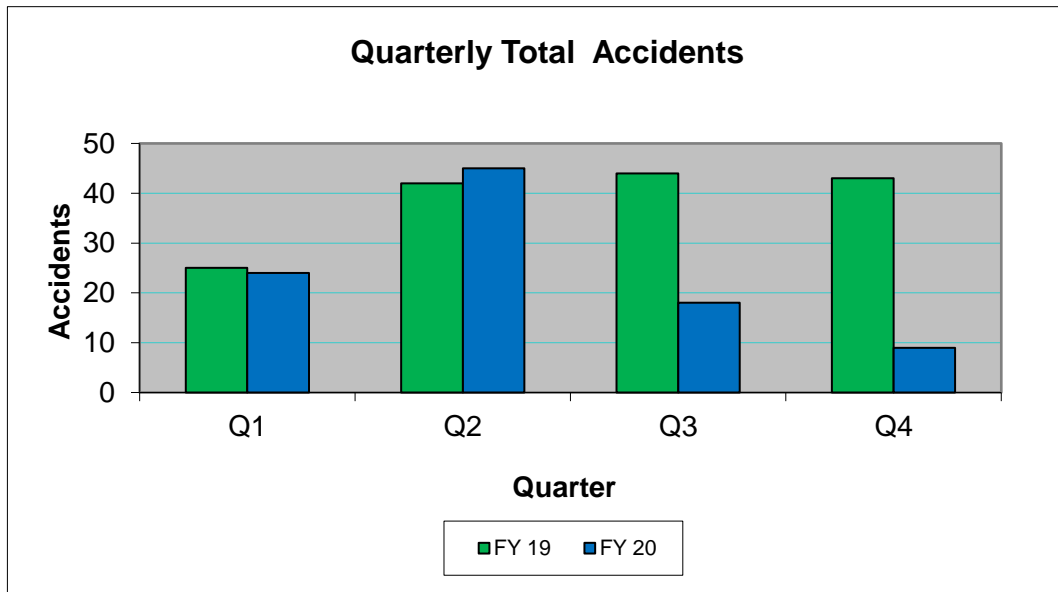
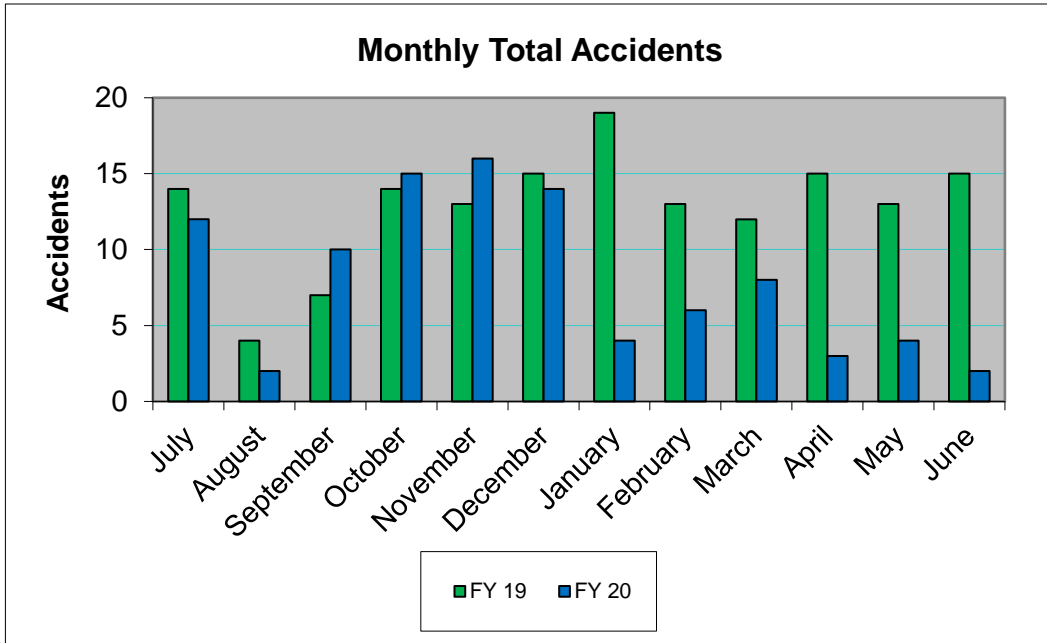
Monthly Missed Trips



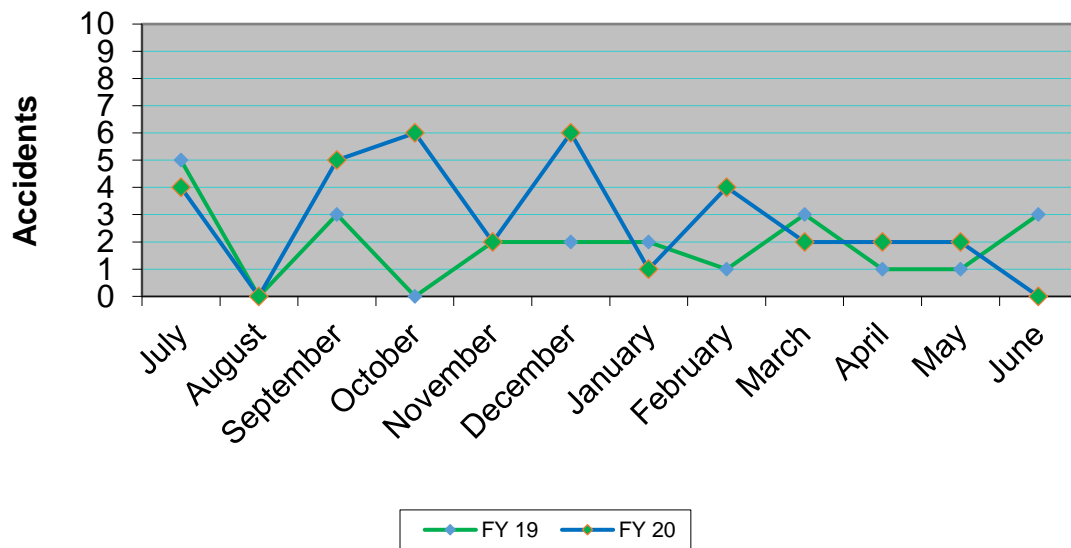
Quarterly Total Missed Trips



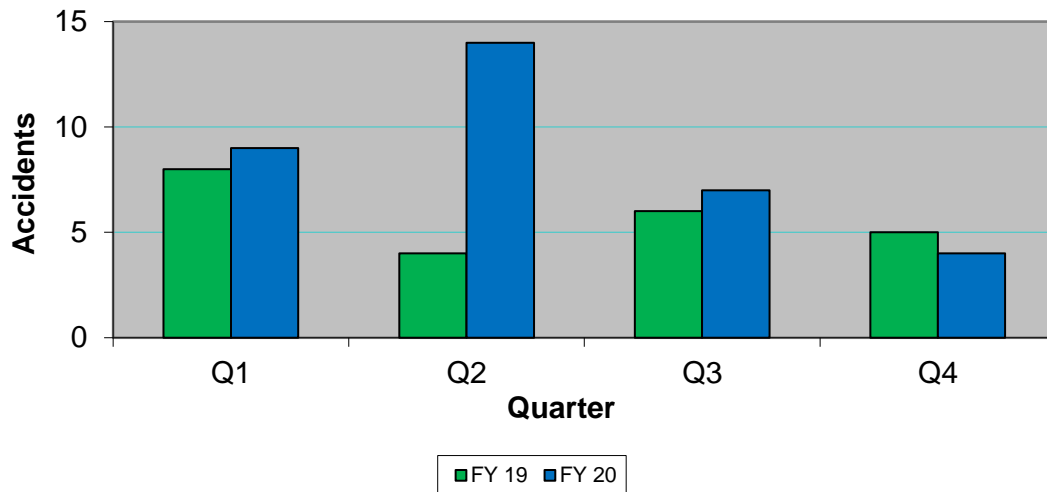




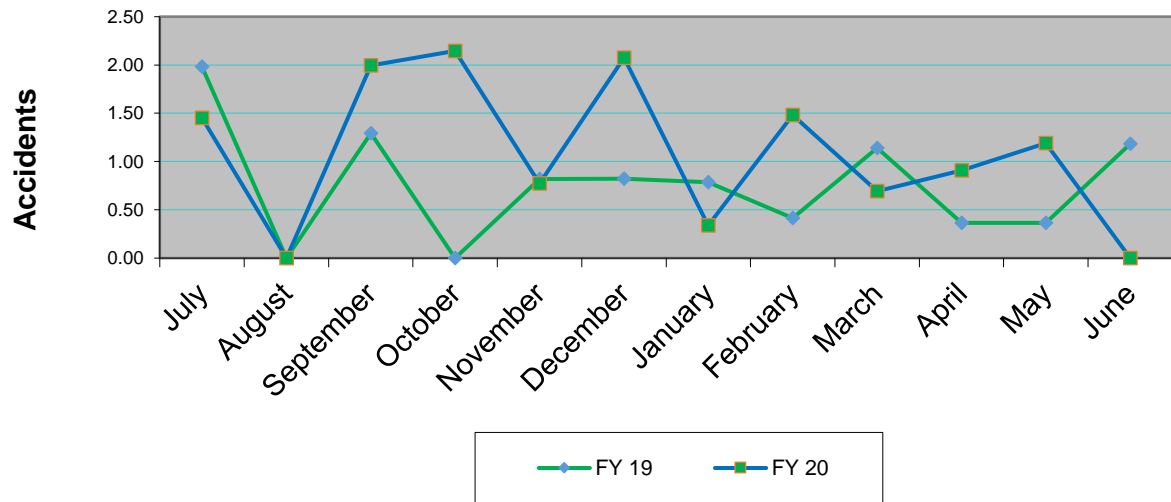
Monthly Preventable Accidents



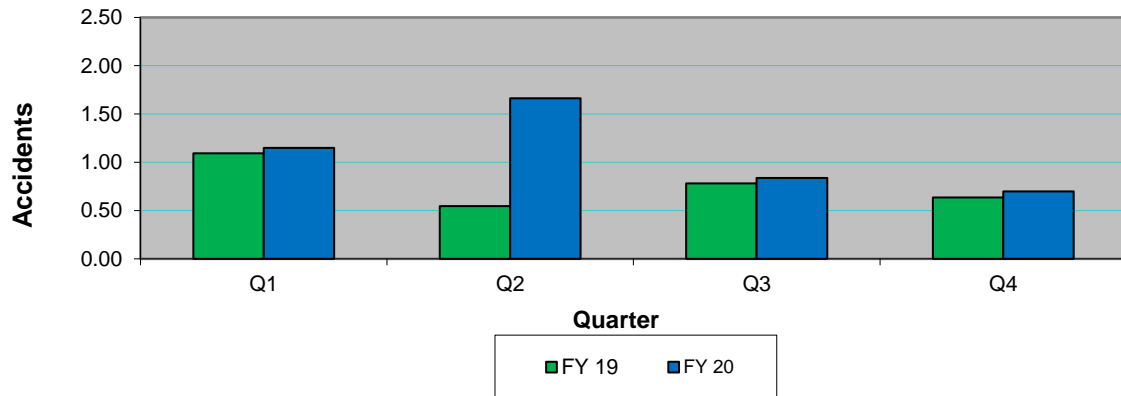
Quarterly Preventable Accidents



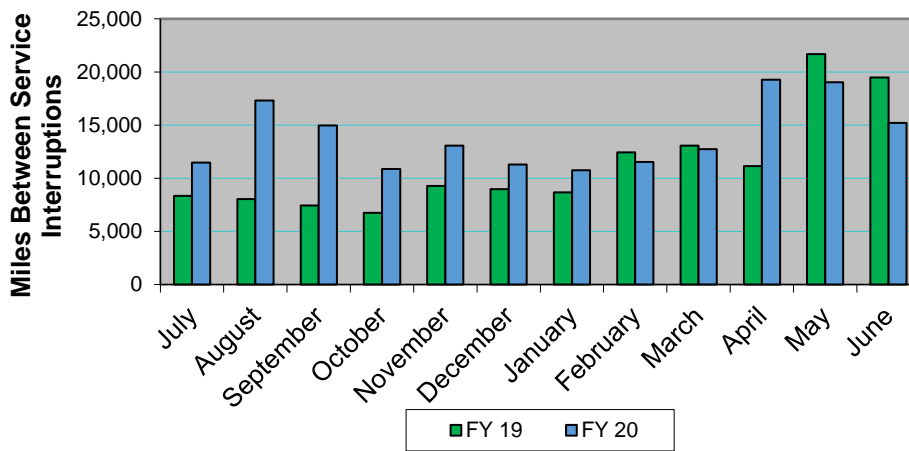
Monthly Preventable Accidents per 100,000 Miles



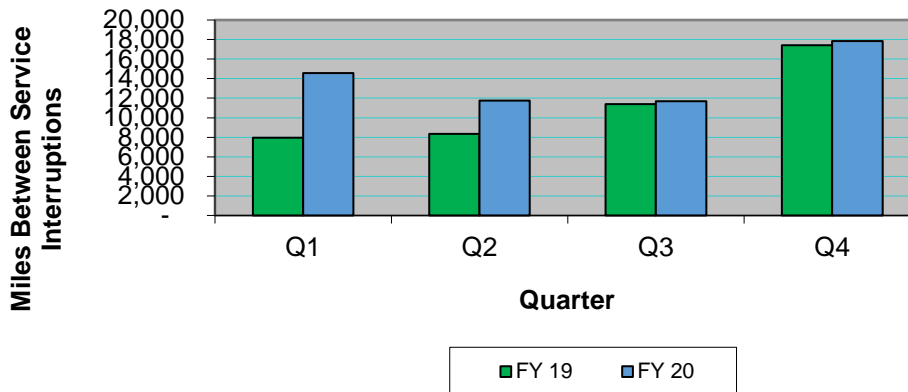
Quarterly Average Preventable Accidents per 100,000 Miles

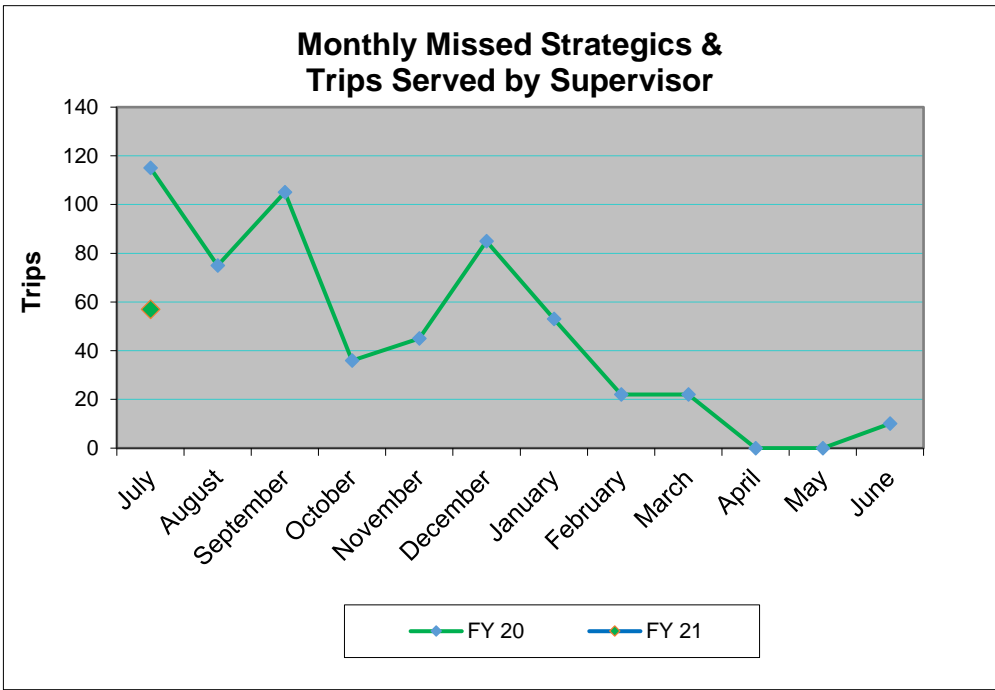
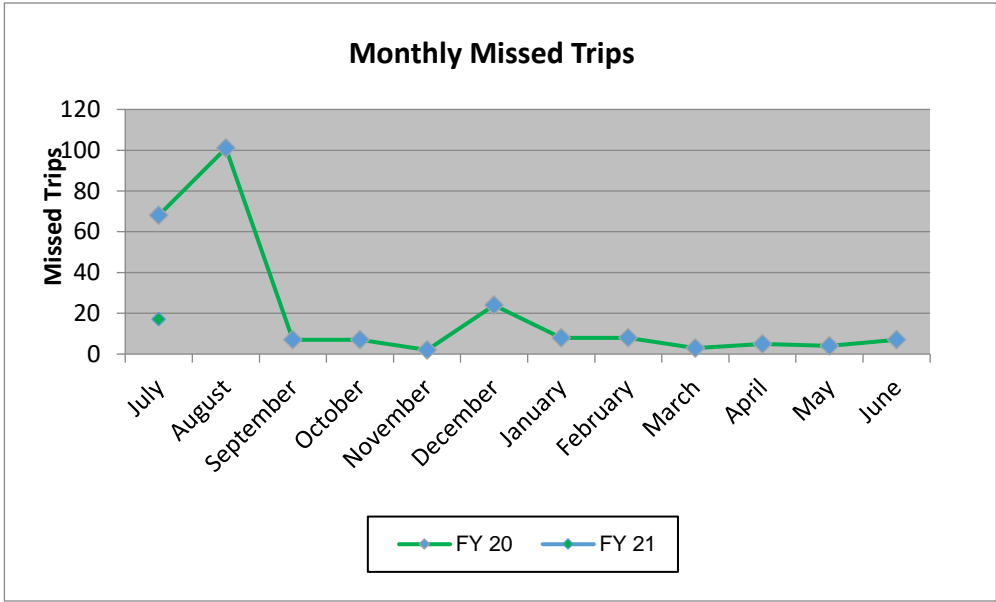


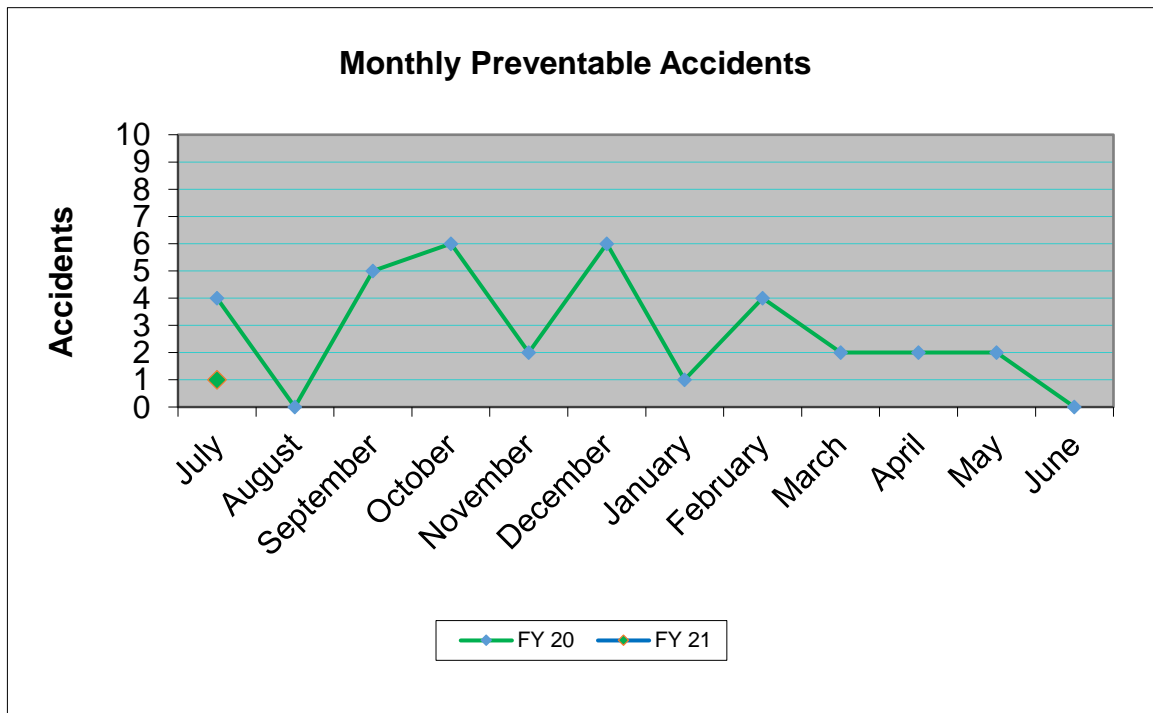
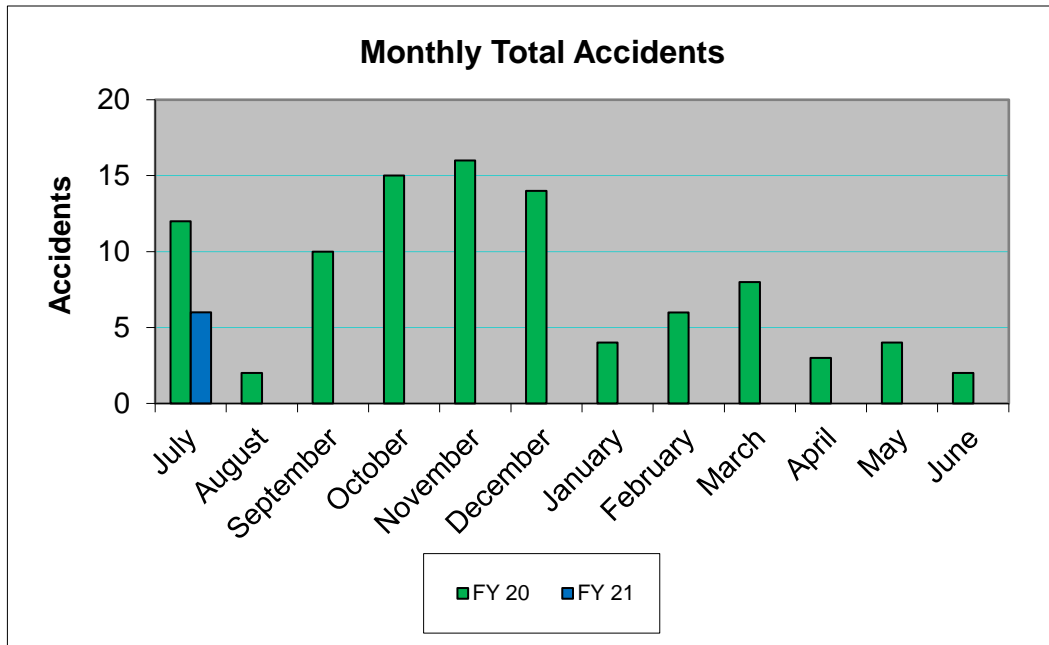
Monthly Miles Between Service Interruptions



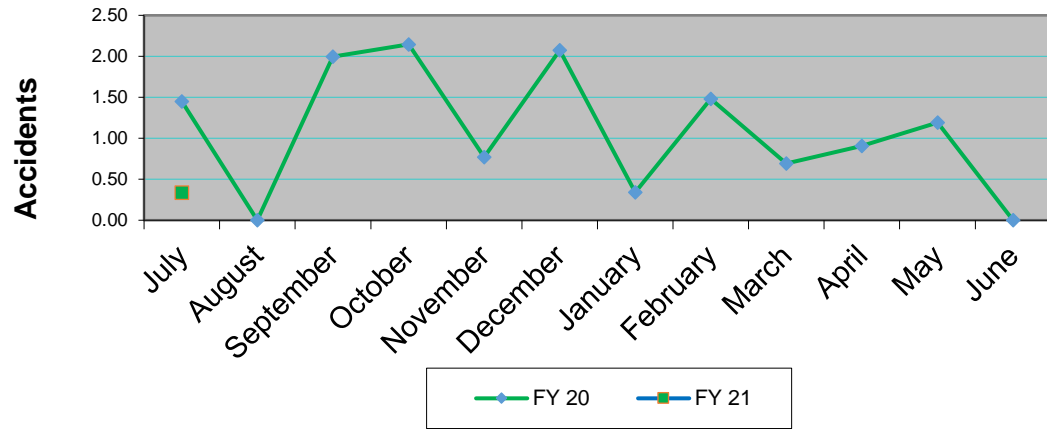
Average Quarterly Miles Between Service Interruptions







Monthly Preventable Accidents per 100,000 Miles



Monthly Miles Between Service Interruptions

