

Potomac and Rappahannock
Transportation Commission

April 3, 2008

TO: Chairman Jones and PRTC Commissioners

FROM: Eric Marx *EM*
Director of Planning and Operations

Doris Lookabill-Chism *DLC*
Director of Customer Service and Dispatch

THROUGH: Alfred H. Harf *AH*
Executive Director

SUBJECT: March System Performance and Ridership Report

OmniRide Express and Metro Direct Service

OmniRide patronage set a new average daily ridership record this month, besting last March by almost seven percent and posting a 3.8 percent gain over February. Staff believes the growth in ridership is attributable to the recent rise in fuel prices.

OmniLink Local Bus Service

OmniLink ridership also increased in March relative to both the same month last year (3.5 percent) and February 2008 (9.7 percent) statistics. As with OmniRide, it appears the increase is related to rising fuel costs.

OmniMatch Service

The number of New PRTC Applications Processed for ridesharing increased slightly while the Other Applications Processed decreased significantly for the month of March due to a position vacancy (that vacancy will be filled on April 28th). A good portion of these applications consist of following up with members already registered in the database to update pertinent information. The number of vanpools in PRTC's database decreased this month reducing our maxi vanpools from 95 to 93 and decreasing our mini vanpools by one bringing the total to 33. The total number of passengers transported (to and from) in vanpools was approximately 57,708.

Customer Service Statistics

While the daily average number of calls answered decreased slightly for the month of March, the total number of calls answered increased. Customer Service Agents answered an average of 429 calls per day. You may recall the interactive voice

response system (IVR), which began limited operation in mid-February, can assist customers 24/7 in cancelling and confirming trips. Preliminary reports show that the average wait time for calls handled by Customer Service Agents fell from an average of just over two minutes during the last quarter to just over a minute for the month of March. As stated in the Executive Director's report, additional functionality will be introduced in the coming weeks that will allow the IVR to place reminder calls to customers who have booked off-route trips as well as enabling the customers to book their own off-route trips. As the increased functionality is introduced, we expect the average wait time to be further reduced as more calls are handled by the automated system.

The actual number and percentage of OmniLink trips turned down decreased for the second month in a row.

Passenger Complaints

Both the rate per 10,000 trips and actual number of OmniRide complaints decreased significantly during the month of March. The last time the rate was this low was in May 2007, evidence that First Transit has been diligent in addressing customer satisfaction issues. Both the rate per 10,000 trips and actual number of OmniLink complaints decreased as well, but not as significantly. While the magnitude of the decrease was less than that of the OmniRide complaints, the OmniLink complaint rate has not been this low since January 2007.

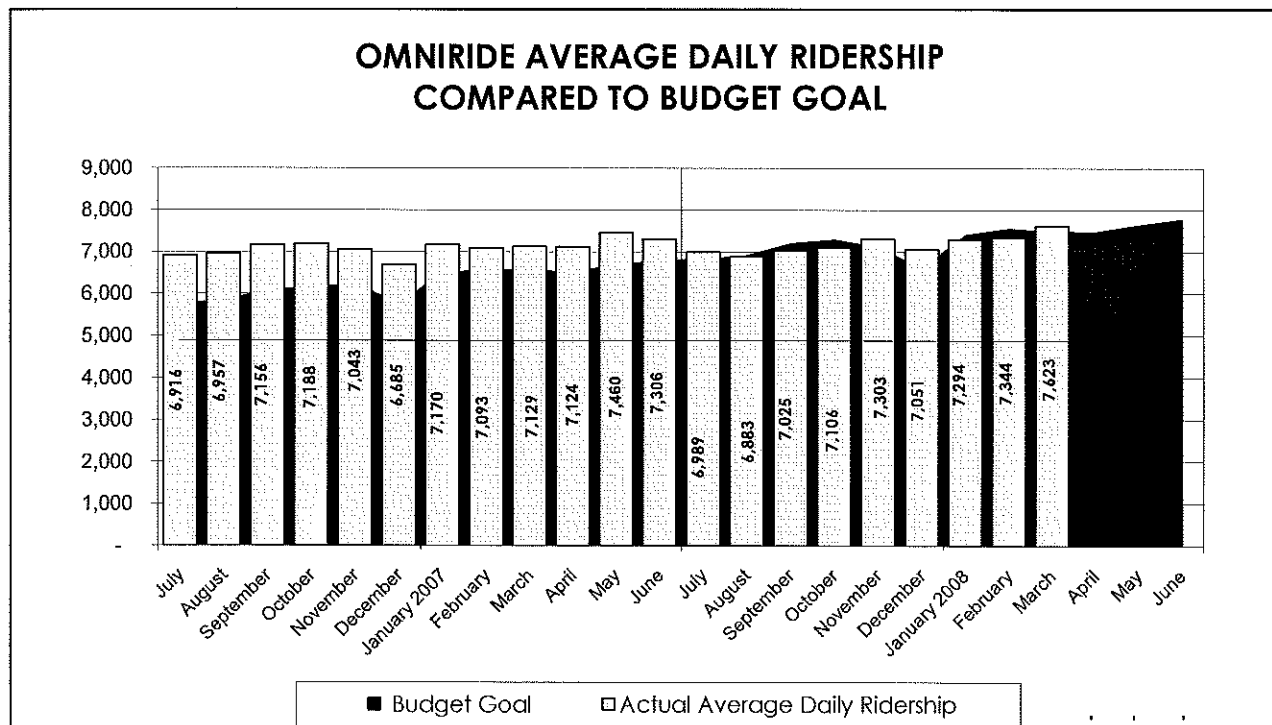
Customer Service Department Monthly Service Totals

	<u>March</u>	<u>February</u>	<u>Change</u>	<u>% Change</u>
CALL ACTIVITY				
General Information Calls	<u>3,361</u>	<u>3,608</u>	<u>-247</u>	<u>-7</u>
OmniLink Request Calls	<u>7,789</u>	<u>7,279</u>	<u>510</u>	<u>7</u>
Daily Average	<u>429</u>	<u>454</u>	<u>-25</u>	<u>-5</u>
Total Calls	<u><u>11,150</u></u>	<u><u>10,887</u></u>	<u><u>263</u></u>	<u><u>2</u></u>
RIDERSHIP				
Off-route trips Scheduled:				
One Time Trips	<u>4,027</u>	<u>4,221</u>	<u>-194</u>	<u>-5</u>
Standing Order Trips	<u>1,819</u>	<u>1,881</u>	<u>-62</u>	<u>-3</u>
Sub Total	<u><u>5,846</u></u>	<u><u>6,102</u></u>	<u><u>-256</u></u>	<u><u>-4</u></u>
Fixed Route:	<u><u>77,403</u></u>	<u><u>65,995</u></u>	<u><u>11,408</u></u>	<u><u>17</u></u>
Total Ridership*	<u><u>83,249</u></u>	<u><u>72,097</u></u>	<u><u>11,152</u></u>	<u><u>15</u></u>
RIDER ACCOMODATIONS				
Total Trip Turn Downs	<u>20</u>	<u>33</u>	<u>-13</u>	<u>-39</u>
% Of Trips Turned Down	<u>0.34%</u>	<u>0.54%</u>	<u>-0.20%</u>	<u>-37</u>

* - Includes Saturday ridership

OMNIRIDE EXPRESS SERVICE

Month	Monthly Ridership		Average Daily Ridership			FY08 Budget Goal	Change from Goal
	FY07	FY08	FY07	FY08	% Change		
July	135,111	144,242	6,916	6,989	1.1%	6,819	170
August	160,007	156,823	6,957	6,883	-1.1%	6,900	(17)
September	141,582	133,478	7,156	7,025	-1.8%	7,188	(163)
October	152,707	157,477	7,188	7,106	-1.1%	7,285	(179)
November	136,316	141,385	7,043	7,303	3.7%	7,098	205
December	121,673	121,944	6,685	7,051	5.5%	6,597	454
January	145,592	154,360	7,170	7,294	1.7%	7,397	(103)
February	125,492	142,223	7,093	7,344	3.5%	7,549	(205)
March	156,737	158,533	7,129	7,623	6.9%	7,481	142
April							
May							
June							
Year to Date	1,275,217	1,310,465	7,037	7,180	2.0%	7,146	34

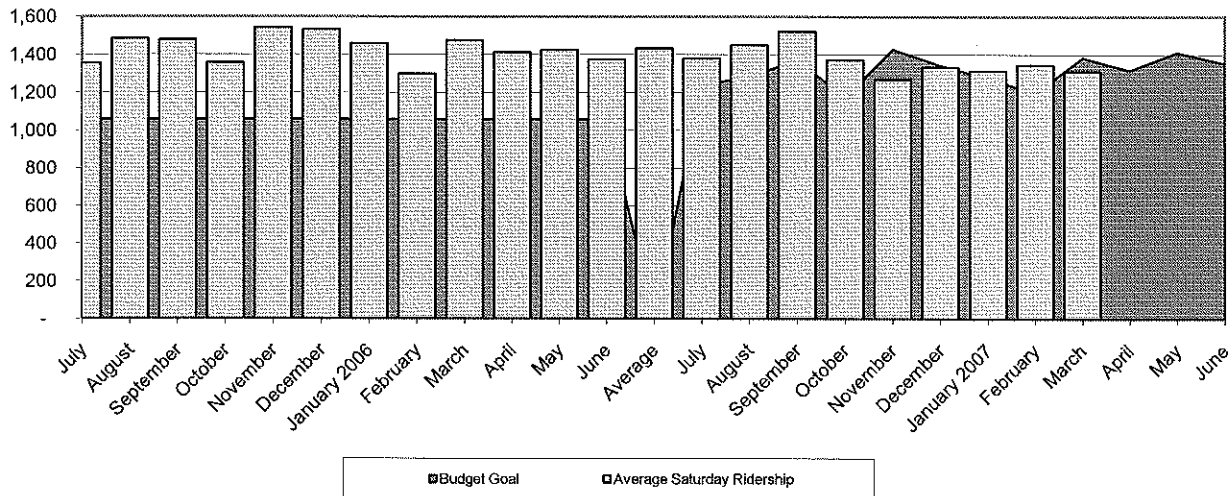


- 7/06 - Avg. Daily Ridership excludes Day before July 4 holiday (3). Code Red Day (18) ridership 3.6% higher than prior 3 Tuesdays
- 8/06 - Code Red Day (2) - ridership 1.9% lower than avg. of prior three Wednesdays.
- 9/06 - Avg. Daily Ridership excludes day before Labor Day weekend/strong wind & rain from Tropical Storm Ernesto (1).
- 10/06 - Avg. Daily Ridership excludes (9) - Columbus Day Holiday.
- 11/06 - Avg. Daily Ridership excludes Election Day(7) Veteran's Day <celebrated> (10) and Thanksgiving Wed. & Fri. (22 & 24).
- 12/06 - Avg. Daily Ridership excludes ESP svc. for Xmas tree lighting (7) and MH svc. week between Xmas & New Years (26-29).
- 1/07 - Average Daily Ridership excludes MH svc. Ford Remembrance, MLK (2, 15), weather (22).
- 2/07 - Average Daily Ridership excludes winter weather days (7, 13, 15, 16, 26) and President's Day (19).
- 3/07 - Avg. Daily Ridership excludes winter weather day (7).
- 4/07 - Avg. Daily Ridership excludes Good Friday (6) and Easter Monday (9).
- 5/07 - Avg. Daily Ridership excludes Memorial Day Friday (25). Ozone Action Day (31) was 9.7% higher than other May Thursdays.
- 6/07 - Ozone Action Days (1, 18, 19, 27, 28 ridership excluded 18, 19, 27, 28 due to bad counts). Electronic fareboxes began 6/11
- 7/07 - Avg. Daily Ridership excludes days after July 4 holiday (5, 6). Ozone Action Days (9, 10).
- 8/07 - Avg. Daily Ridership excludes Friday before Labor Day (31). Ozone Action Days (2, 3, 7, 8, 30).
- 10/07 - Avg. Daily Ridership excludes (8) - Columbus Day Holiday and World Bank/IMF detours (22).
- 11/07 - Avg. Daily Ridership excludes Election Day(6) Veteran's Day <celebrated> (12) and Thanksgiving Wed. & Fri. (21 & 23).
- 12/07 - Avg. Daily Ridership excludes ESP Xmas tree lighting (6), Xmas Eve (24), and week between Xmas & New Years (26-31).
- 1/08 - Avg. Daily Ridership excludes snowy day (17), MLK Day (21).
- 2/08 - Avg. Daily Ridership excludes ice day (12), day after (13), President's Day (18), snow/ice - ESP in AM (22).
- 3/08 - Avg. Daily Ridership excludes Good Friday (21).

OMNILINK LOCAL SERVICE

SATURDAY							
Month	Monthly Ridership		Average Saturday Ridership			Average Saturday FY08 Budget Goal	Change from Goal
	FY07	FY08	FY07	FY08	% Change		
July	6,768	5,519	1,354	1,380	1.9%	1,237	143
August	5,944	5,795	1,486	1,449	-2.5%	1,287	162
September	7,388	7,603	1,478	1,521	2.9%	1,368	153
October	5,430	5,483	1,358	1,371	1.0%	1,177	194
November	6,169	5,076	1,542	1,269	-17.7%	1,427	(158)
December	7,653	6,670	1,531	1,334	-12.9%	1,343	(9)
January	5,836	5,253	1,459	1,313	-10.0%	1,277	36
February	4,973	5,384	1,298	1,346	3.7%	1,198	148
March	7,374	6,558	1,475	1,312	-11.1%	1,384	(72)
April							
May							
June							
Year to Date	57,535	53,341	1,442	1,366	-5.3%	1,300	66

OMNILINK AVERAGE SATURDAY RIDERSHIP COMPARED TO BUDGET GOAL



2/07 - Avg. Saturday Ridership excludes winter weather day (17).

4/07 - Avg. Saturday Ridership excludes MDT problems (28).

6/07 - Electronic Fareboxes began 6/11.

8/07 - Ozone Action Days (4, 25)

OMNIMATCH RIDESHARING PROGRAM

	FY07	FY08	FY07	FY08	FY08	FY08	FY08	FY08	FY08	FY08	FY08
	New PRTC Applications Processed	New PRTC Applications Processed	Other Applications Processed	Other Applications Processed	Vanpools Maxi	Vanpools Mini	Passengers Per Day	Passengers Per Month	Passengers Per Month	Working Days Per Month	FY08
July	69	81	61	62	99	33	2,904	60,984		21	
August	66	104	36	81	99	34	2,914	64,108		22	
September	86	61	40	37	99	34	2,914	55,366		19	
October	71	98	50	62	99	34	2,914	64,108		22	
November	75	88	29	51	95	35	2,820	56,400		20	
December	55	51	34	57	95	35	2,820	56,400		20	
January	56	97	57	59	95	34	2,810	59,010		21	
February	54	81	66	46	95	34	2,810	56,200		20	
March	70	99	38	22	93	33	2,748	57,708		21	
April	66		64				0	0		22	
May	78		42				0	0		21	
June	113		50				0	0		21	
Annual Totals	859	760	567	477	NA	NA	25,654	530,284			NA

1) "New PRTC Applications Processed" include all new customers inquiring about rideshare options in Prince William County and the Cities of Manassas and Manassas Park.
 2) "Other Applications Processed" include reapplicants, deletions and commuters contacted as a follow-up interested in remaining in the program.
 3) "Passenger Per Day" count is based on average passenger occupancy rate of 13 per maxi-van and 5 per mini-van.
 4) "Passengers Per Month" is former figure multiplied by number of days per month.

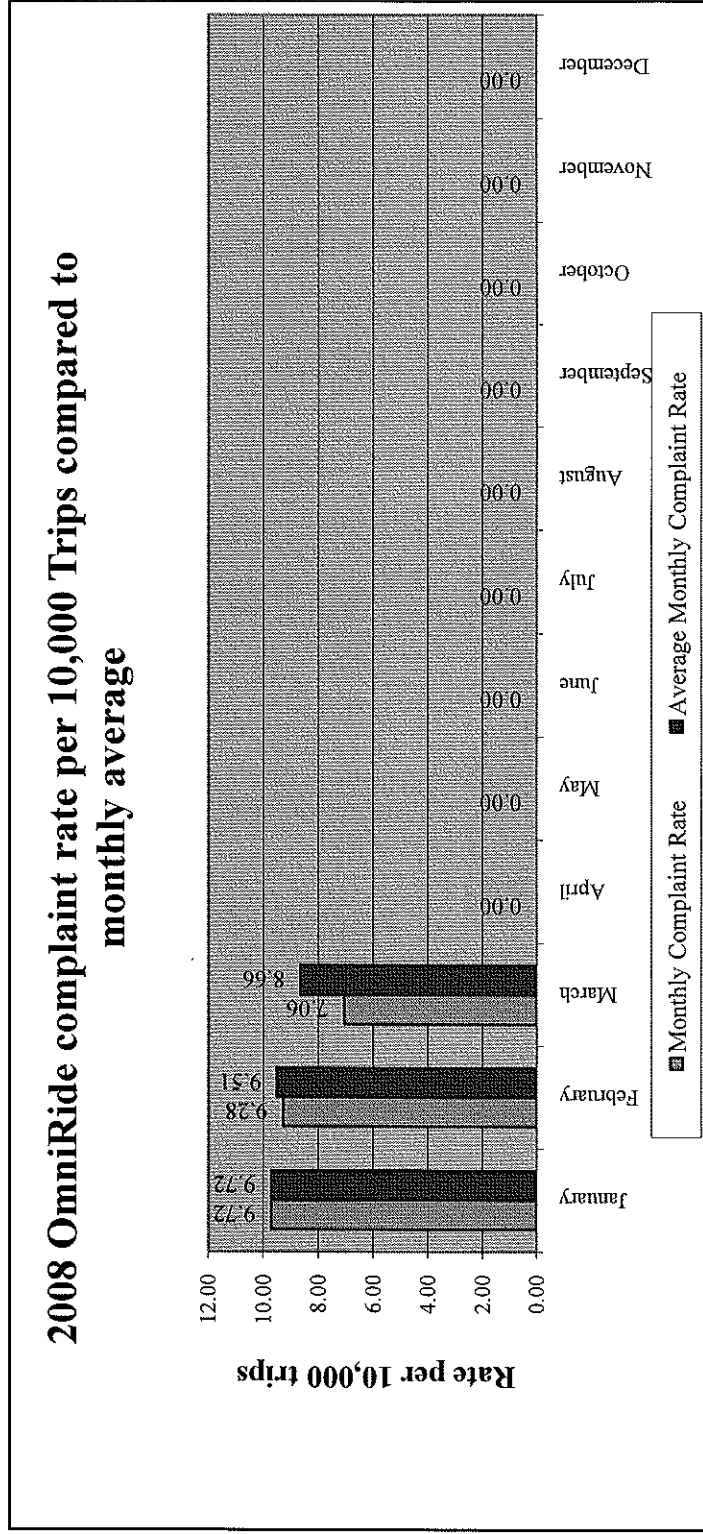
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Daily Average	429	454	-25	-5
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% Of Trips Turned Down	0.34%	0.54%	-0.20%	-37

* - Includes Saturday ridership

Calendar 2007 Year-to-date OmniRide Complaints				
	Ridership	Complaints	Per 10k Trips	
January	145,592	82	5.63	
February	125,492	104	8.29	
March	156,737	112	7.15	
April				
May				
June				
July				
August				
September				
October				
November				
December				
Year-to-date totals	427,821	298	6.97	

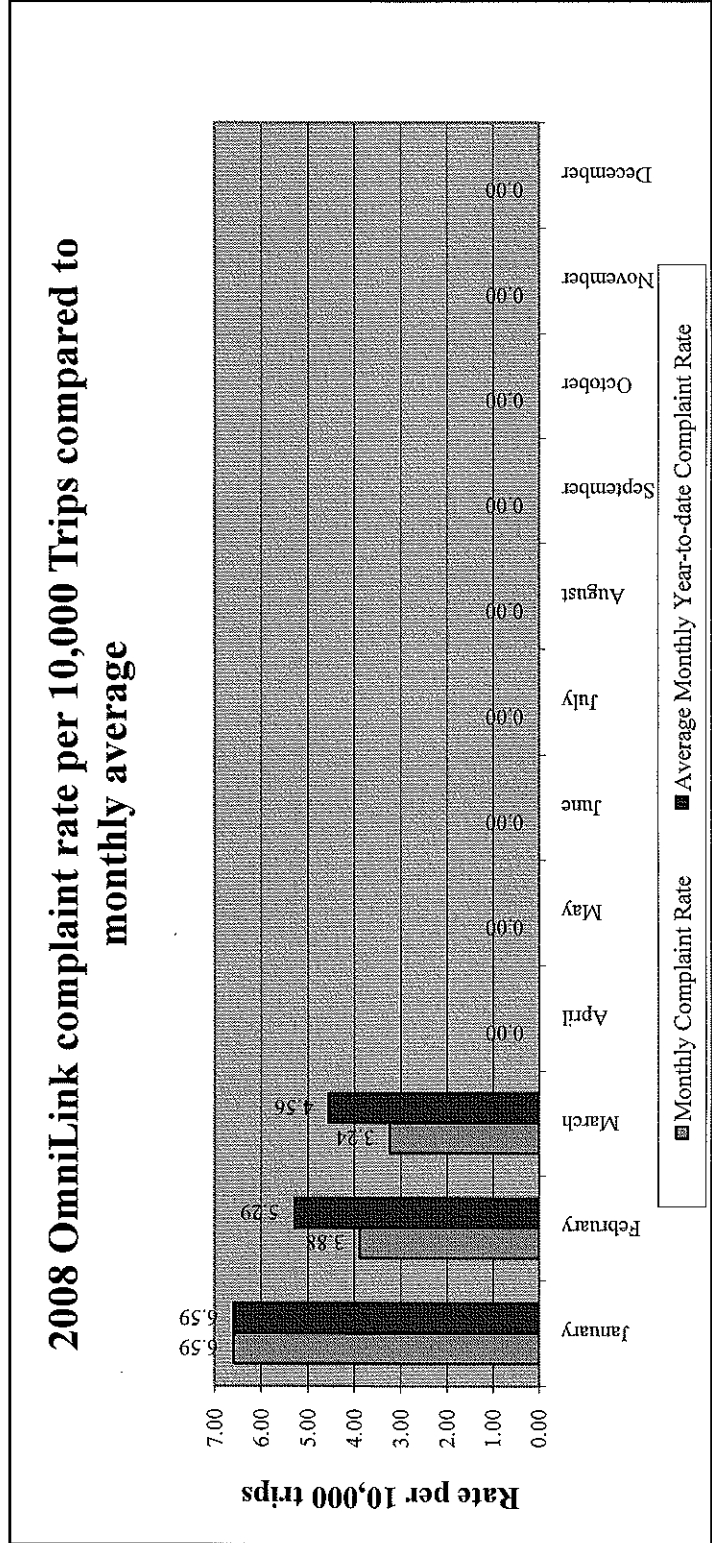
Calendar 2008 Year-to-date OmniRide Complaints				
	Ridership	Complaints	Per 10k Trips	
January	154,360	150	9.72	
February	142,223	132	9.28	
March	158,533	112	7.06	
April				
May				
June				
July				
August				
September				
October				
November				
December				
Year-to-date totals	455,116	394	8.66	



Complaint rates for OmniRide service showing the rates for the current month and for the year-to-date in contrast to the calendar year 2007 overall rate which is the benchmark for evaluating contractor performance for calendar year 2008.

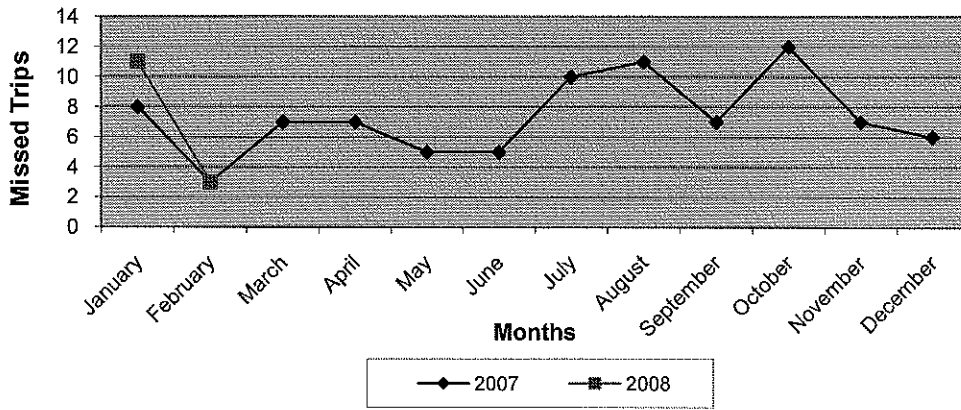
Calendar 2007 Year-to-date OmniLink Complaints			
	Ridership	Complaints	Per 10k Trips
January	77,464	25	3.23
February	59,233	37	6.25
March	84,278	36	4.27
April			
May			
June			
July			
August			
September			
October			
November			
December			
Year-to-date totals	220,975	98	4.43

Calendar 2008 Year-to-date OmniLink Complaints			
	Ridership	Complaints	Per 10k Trips
January	77,337	51	6.59
February	72,097	28	3.88
March	83,249	27	3.24
April			
May			
June			
July			
August			
September			
October			
November			
December			
Year-to-date totals	232,683	106	4.56

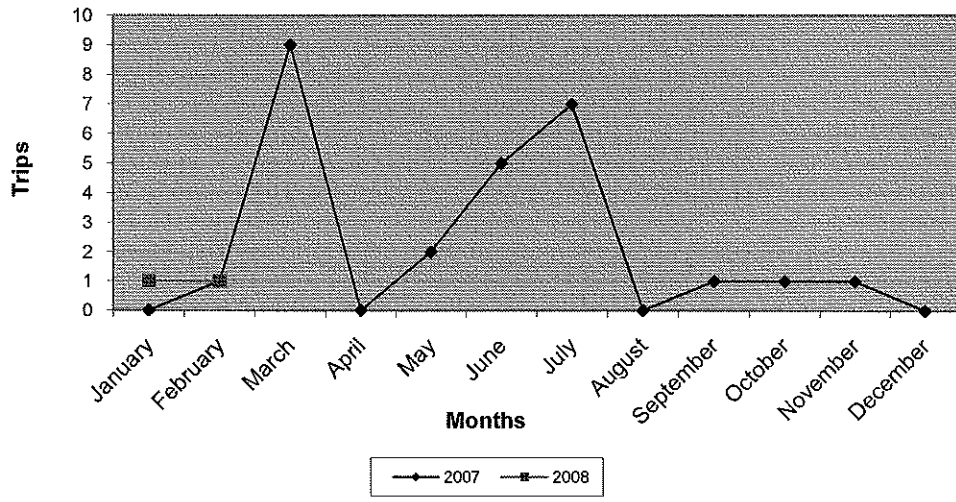


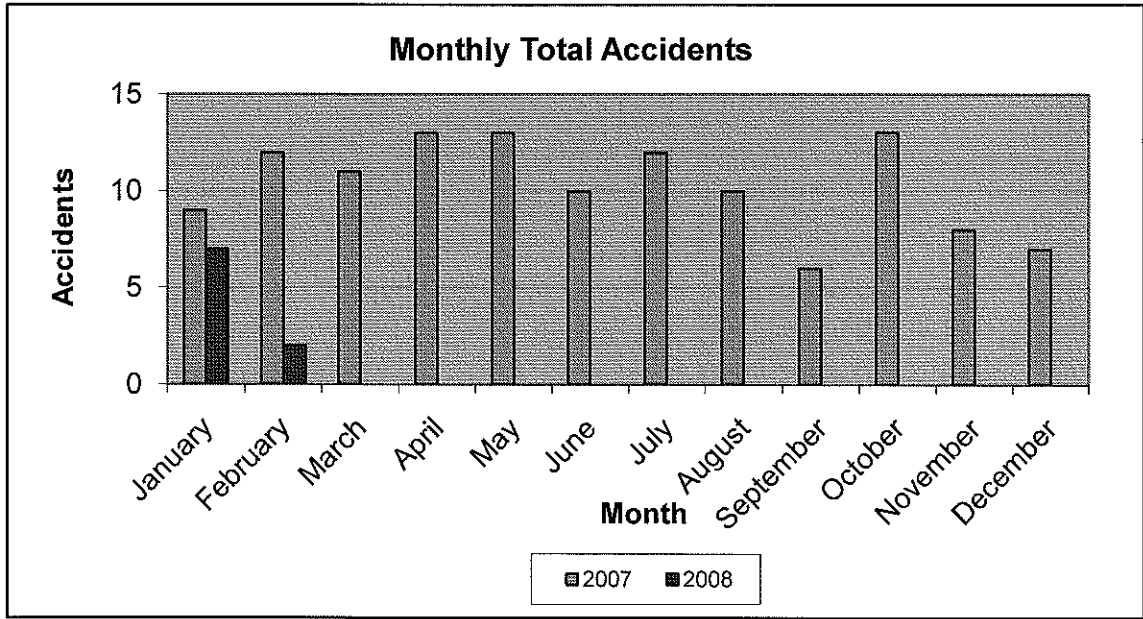
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Monthly Missed Trips

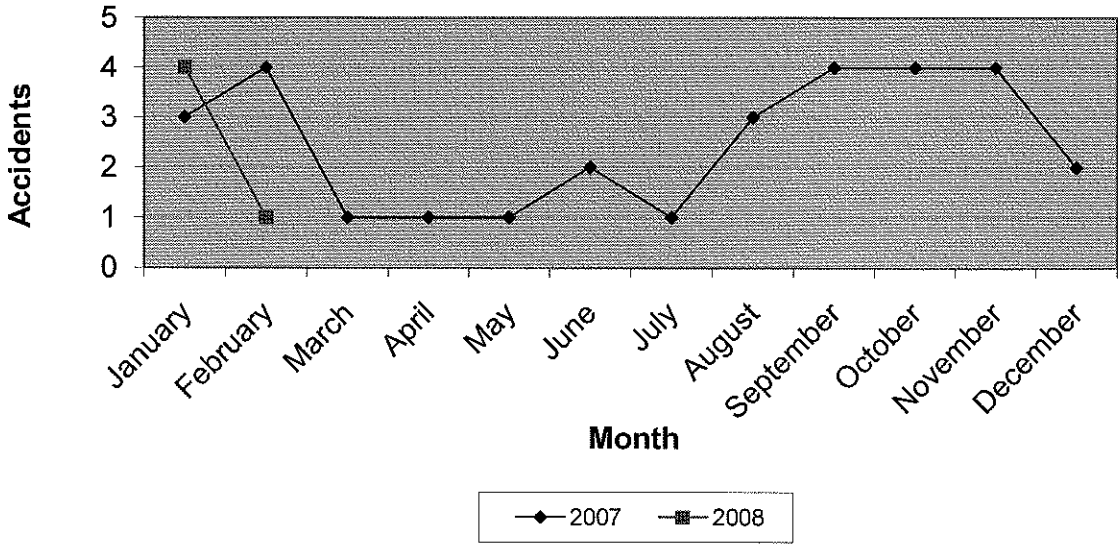


Monthly Trips Covered by Strategic Bus or Supervisor





Monthly Preventable Accidents



Monthly Preventable Accidents per 100,000 Miles

