

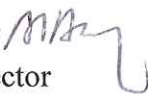


Potomac and Rappahannock
Transportation Commission

14700 Potomac Mills Road
Woodbridge, VA 22192

April 2, 2009

TO: Chairman May and Commissioners

FROM: Alfred H. Harf 
Executive Director

RE: February 2009 Customer Satisfaction Survey Results

Attached are the latest results of the three-times-per-year customer satisfaction surveys. The bottom line is that overall satisfaction with both services dipped slightly (one percent for OmniLink, two percent for OmniRide). For OmniLink, while only a one percent drop, at 63 percent it's the fourth survey in a row with a lower rating than its predecessor. For OmniRide the overall rating of 76 percent is on par – the slight drop was from the highest-ever rating attained in the prior survey. Now we'll summarize the results in more detail.

On the OmniLink side the good news is that measures taken to improve on-time performance seem to be paying off as the percentage of excellent ratings grew from 41 in September to 46 in February – the result is that much better considering the survey was conducted in the dead of winter when perceptions are likely to be that buses run later than they actually do. While the previous 41 percent statistic was on the low end of our stream of satisfaction surveys over time, a 46 percent “excellent” rating reinstates the satisfaction level we were seeing over the course of the last two-and-a-half years. The only other good news for OmniLink was a nominal increase in the “excellent” rating for vehicle cleanliness (i.e., from 54 to 55 percent).

Unfortunately, the other OmniLink satisfaction ratings declined. Safe operation dropped the most, falling from 74 to 66 percent. Other than a low of 60 percent in February 2007, this is the weakest showing since May 2004. Bus condition fell from 63 to 61 percent – other than a 60 percent rating in June 2008, this is the lowest since we took delivery of the Gilligs in November 2004. Operator helpfulness/courtesy dropped from 66 to 63%, the lowest rating since May 2004 and the fourth straight loss. Operators' knowledge fell from 72 to 68 percent – other than the 67% rating in June 2008, like helpfulness/courtesy this was the lowest rating since May 2004.

For OmniRide, the latest results evidence very little fluctuation; four out of six categories varied by only one percentage point. The “bright spot” for OmniRide was vehicle condition, which improved from 63 to 67 percent – the highest level in two years. Operator knowledge fell nominally (from 76 to 74 percent), which is consistent with the three surveys preceding last September and is still viewed as a respectable result.

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PRTC and First Transit management will be working together to assess the OmniLink results in particular, with the aim of defining remedial actions that can be taken.

Attachment: As stated

TABLE 1 OMNIRIDE SURVEY RESULTS

Measure	Excellent												Average												Poor											
	Feb-07			Jun-07			Sep-07			Jan-08			Jun-08			Sep-08			Feb-09			Jan-08			Jun-08			Sep-08			Feb-09					
	Feb-07	Jun-07	Sep-07	Jan-08	Jun-08	Sep-08	Feb-09	Feb-07	Jun-07	Sep-07	Jan-08	Jun-08	Sep-08	Feb-09	Feb-07	Jun-07	Sep-07	Jan-08	Jun-08	Sep-08	Feb-09	Jan-08	Jun-08	Sep-08	Feb-09	Jan-08	Jun-08	Sep-08	Feb-09							
Cleanliness of Buses	44%	64%	59%	53%	54%	54%	55%	46%	33%	38%	42%	41%	43%	42%	10%	3%	4%	5%	5%	4%	42%	10%	5%	4%	3%	5%	4%	4%	3%							
On-time performance	46%	45%	53%	44%	51%	41%	46%	41%	45%	40%	46%	40%	45%	42%	13%	10%	7%	10%	10%	15%	42%	13%	10%	15%	12%	10%	10%	15%								
How safely OmniLink operators drive buses	60%	80%	81%	76%	78%	74%	66%	36%	20%	17%	23%	21%	24%	31%	4%	1%	2%	1%	1%	2%	31%	4%	1%	2%	3%	1%	1%	2%	3%							
Condition of the buses	75%	76%	69%	64%	60%	64%	61%	21%	23%	29%	33%	37%	35%	35%	4%	1%	2%	3%	4%	2%	35%	4%	3%	2%	3%	4%	2%	4%								
Helpfulness/courtesy of OmniLink drivers	74%	73%	79%	71%	69%	66%	63%	21%	25%	19%	27%	28%	28%	30%	5%	2%	2%	2%	3%	6%	30%	5%	2%	6%	7%	3%	3%	6%	7%							
Operators' knowledge of OmniLink operations	80%	79%	83%	77%	67%	72%	68%	17%	20%	16%	22%	31%	24%	29%	3%	1%	1%	2%	2%	4%	29%	3%	1%	4%	4%	2%	2%	4%	4%							
Overall quality of service	69%	74%	75%	67%	69%	64%	63%	28%	25%	24%	30%	27%	32%	33%	4%	2%	1%	3%	4%	4%	33%	4%	2%	4%	5%	3%	4%	4%	5%							

TABLE 2 OMNIRIDE SURVEY RESULTS

Measure	Excellent												Average												Poor											
	Feb-07			Jun-07			Sep-07			Jan-08			Jun-08			Sep-08			Feb-09			Jan-08			Jun-08			Sep-08			Feb-09					
	Feb-07	Jun-07	Sep-07	Jan-08	Jun-08	Sep-08	Feb-09	Feb-07	Jun-07	Sep-07	Jan-08	Jun-08	Sep-08	Feb-09	Feb-07	Jun-07	Sep-07	Jan-08	Jun-08	Sep-08	Feb-09	Jan-08	Jun-08	Sep-08	Feb-09	Jan-08	Jun-08	Sep-08	Feb-09							
Cleanliness of Buses	78%	77%	75%	81%	80%	80%	81%	21%	24%	25%	19%	19%	20%	18%	1%	0%	1%	<1%	1%	0%	18%	1%	1%	0%	0%	<1%	1%	0%	0%							
On-time performance	65%	56%	65%	65%	64%	67%	66%	34%	41%	5%	33%	34%	33%	32%	1%	3%	2%	2%	1%	1%	32%	1%	3%	1%	1%	2%	1%	1%								
How safely OmniRide operators drive buses	77%	69%	75%	78%	78%	76%	77%	22%	30%	24%	22%	22%	23%	22%	1%	1%	1%	0%	<1%	1%	22%	1%	1%	1%	1%	<1%	<1%	1%	1%							
Condition of the buses	70%	64%	63%	64%	60%	63%	67%	28%	36%	36%	35%	38%	37%	33%	2%	<1%	1%	1%	2%	2%	33%	2%	<1%	1%	2%	1%	1%	1%								
Helpfulness/courtesy of OmniRide drivers	74%	72%	71%	72%	72%	73%	74%	24%	26%	29%	27%	28%	27%	26%	2%	2%	<1%	1%	<1%	0%	26%	2%	<1%	0%	1%	<1%	<1%	0%								
Operators' knowledge of OmniRide operations	71%	66%	74%	74%	74%	76%	74%	29%	32%	25%	25%	26%	23%	24%	0%	2%	<1%	1%	<1%	1%	24%	0%	<1%	1%	1%	<1%	1%	1%								
Overall quality of service	77%	72%	76%	75%	76%	78%	76%	21%	27%	24%	25%	24%	22%	23%	2%	1%	<1%	<1%	1%	2%	23%	2%	1%	0%	1%	<1%	1%	1%								