



14700 Potomac Mills Road  
Woodbridge, VA 22192


Potomac and Rappahannock  
Transportation Commission

January 7, 2010

TO: Chairman May and PRTC Commissioners

FROM: Eric Marx  
Director of Planning and Operations

Doris Chism  
Director of Customer Service and Dispatch

THROUGH: Alfred H. Harf   
Executive Director

SUBJECT: December System Performance and Ridership Report

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OmniRide Express and Metro Direct Service

OmniRide average daily ridership fell slightly compared to November but was significantly higher than the December 2008 average and continues to be solidly in excess of the budget goal. The drop from November to December follows the typical pattern for the holiday season.

OmniLink Local Bus Service

OmniLink average daily patronage fell significantly compared to November – as with OmniRide, this is a seasonal phenomenon, this year coupled with colder temperatures and greater difficulty accessing bus stops following the big snow. Ridership was on par with 2008 and continues to exceed the budget goal.

OmniMatch Service

The number of “New PRTC Applications Processed” for ridesharing requests increased during the month of December. The number “Other Applications Processed” also increased this month. Both are significantly higher than December 2008.

The number of vanpools in PRTC's database has remained steady for the last seven months with a total of 92 maxi vans and 34 mini vans in our database; therefore, the average daily number of vanpool passengers has not changed.

### Customer Service Statistics

Both the total number of calls answered and daily average increased for the month of December. The total was almost 2,000 higher than November, while the daily average increased by eight percent. The average wait time remains at two and a half minutes.

The number of calls handled by the IVR was up from last month's 25 percent to 33 percent in December.

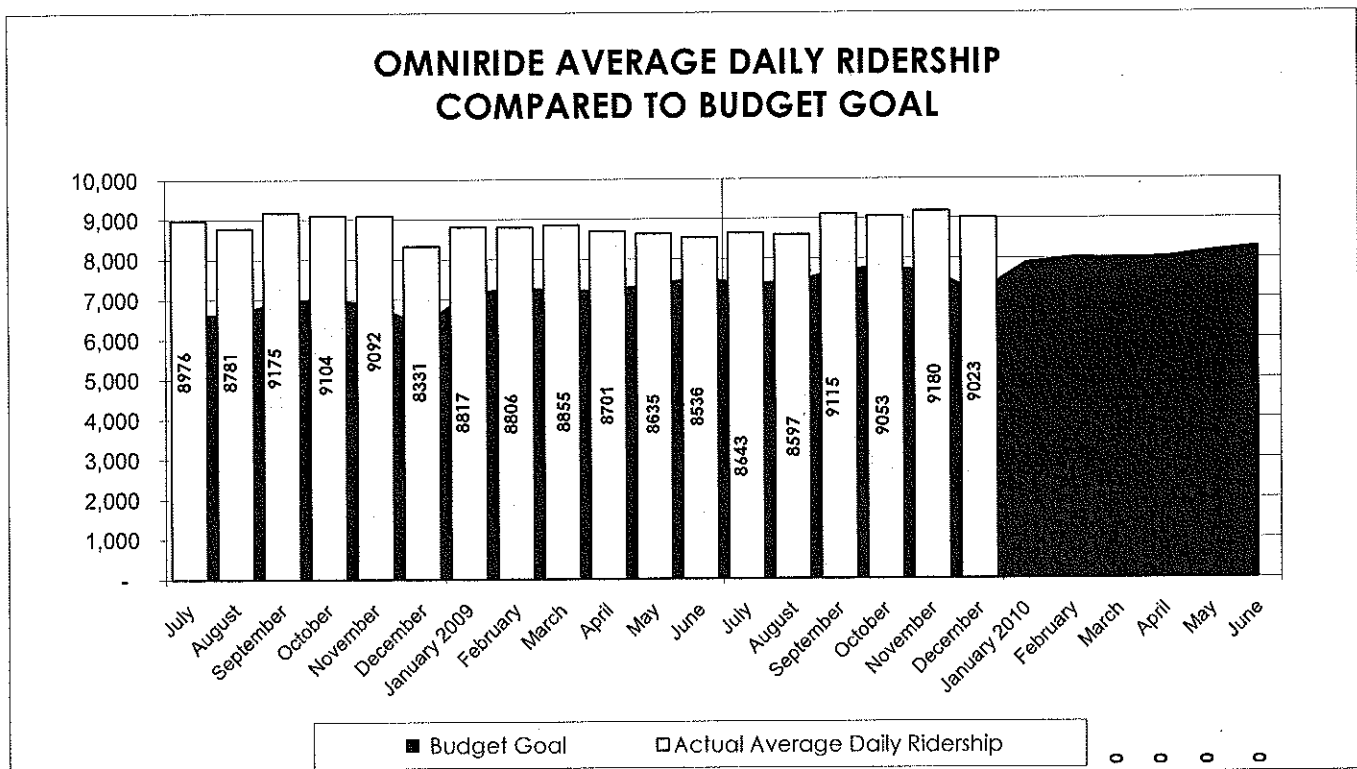
### Passenger Complaints

Both the actual number and rate per 10,000 trips of OmniRide complaints decreased during the month of December, a consistent pattern for a month following a service change. The December 2009 rate was significantly lower than for the prior year and for the year as a whole, 2009's complaint rate was 8.4 percent lower than 2008.

The OmniLink service saw an increase in both the actual number of complaints and rate per 10,000 trips. The increase is typical as temperatures drop since longer waits are more difficult to tolerate; the increase was likely exacerbated by the heavy snow which curtailed OmniLink routing and off-route trip capabilities for a number of days. Compared with December 2008, both the actual number and rate of complaints are lower. Reviewing the total number and rate of complaints for 2009 as a whole, both are substantially under those for the prior year.

# OMNIRIDE EXPRESS SERVICE

Month	Monthly Ridership		Average Daily Ridership			FY10 Budget Goal	Change from Goal
	FY09	FY10	FY09	FY10	% Change		
July	193,061	191,374	8,976	8,643	-3.7%	7,378	1,265
August	182,189	180,531	8,781	8,597	-2.1%	7,414	1,183
September	190,843	189,069	9,175	9,115	-0.7%	7,709	1,406
October	201,075	192,144	9,104	9,053	-0.6%	7,792	1,261
November	155,491	167,518	9,092	9,180	1.0%	7,658	1,522
December	163,588	164,689	8,331	9,023	8.3%	7,136	1,887
January							
February							
March							
April							
May							
June							
<b>Year to Date</b>	<b>1,086,247</b>	<b>1,085,325</b>	<b>8,910</b>	<b>8,935</b>	<b>0.3%</b>	<b>7,514</b>	<b>1,421</b>



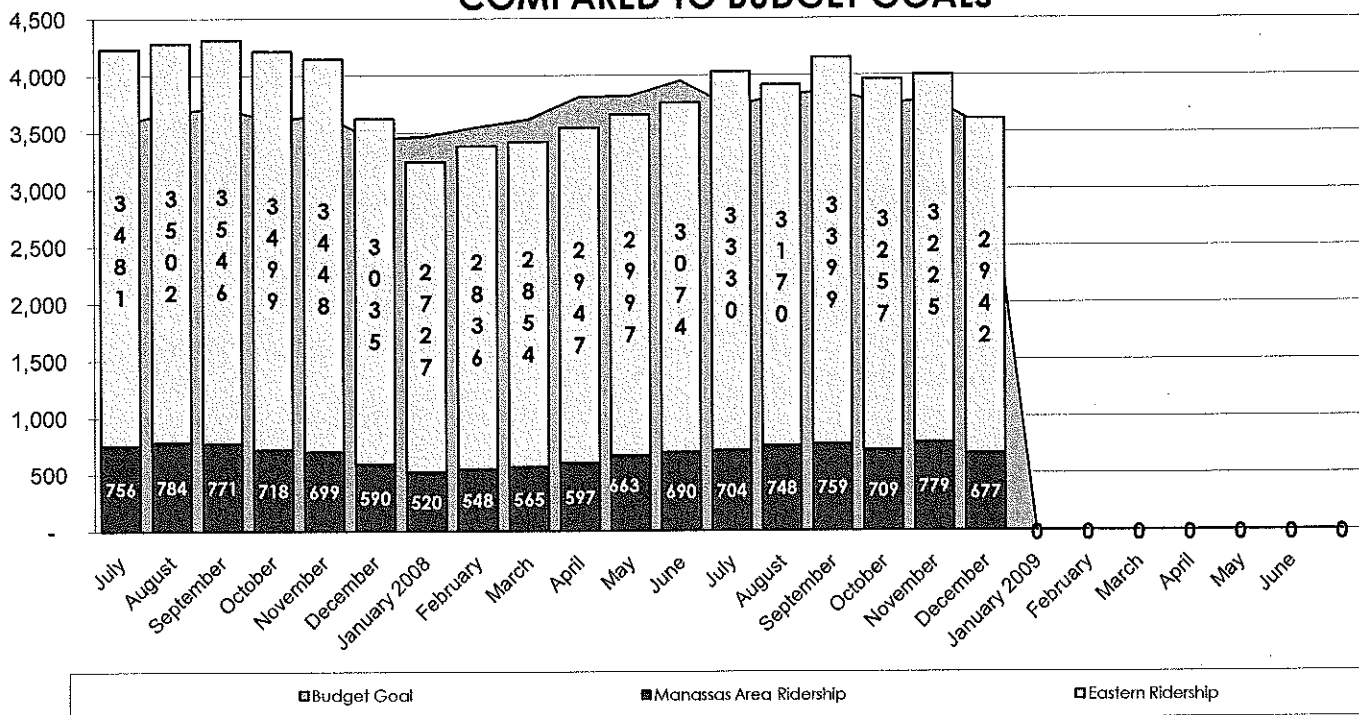
**Note: Due to lag in ridership reporting, initial monthly ridership is preliminary and is finalized the following month.**

- 8/08 - Avg. Daily Ridership excludes day before Labor Day weekend (29).
- 9/08 - Avg. Daily Ridership excludes ESP day for Pentagon memorial dedication (11).
- 10/08 - Avg. Daily Ridership excludes (10) World Bank/IMF detours and (13) Columbus Day holiday.
- 11/08 - Avg. Daily Ridership excludes election day (4), Vets. Day & day before (10, 11), days before & after Thanksgiving (26, 28).
- 12/08 - Avg. Daily Ridership excludes ESP Xmas tree lighting (4), Xmas Eve (24), and week between Xmas & New Years (26-31).
- 1/09 - Avg. Daily Ridership excludes day aft New Years MH (2), day bef inaug/long w/e (16), MLK (19), Inaug (20), day aft inaug (21), ESP (28)
- 2/09 - Avg. Daily Ridership excludes President's Day MH (16).
- 3/09 - Avg. Daily Ridership excludes ESP day (2) and day following snow (3).
- 4/09 - Avg. Daily Ridership excludes Good Friday (10).
- 5/09 - Avg. Daily Ridership excludes Friday before Memorial Day (22).
- 6/09 - Avg. Daily Ridership excludes ESP due to Holocaust shooting (10) and PRTC shooting (15).
- 7/09 - Avg. Daily Ridership excludes MH day before Independence Day (3).
- 9/09 - Avg. Daily Ridership excludes day before Labor Day weekend (4).
- 10/09 - Avg. Daily Ridership excludes Columbus Day MH day (12).
- 11/09 - Avg. Daily Ridership excludes Veterans Day (11), and days before and after Thanksgiving (25, 27).
- 12/09 - Avg. Daily Ridership excludes Xmas tree lighting (3), ESP (21), days after snow (22-23), Xmas Eve (24), & wk btwn. Xmas & New Years (28-31)

# OMNILINK LOCAL SERVICE

WEEKDAY							
Month	Monthly Ridership		Average Daily Ridership			FY10 Budget Goal	Change from Goal
	FY09	FY10	FY09	FY10	% Change		
July	92,487	91,795	4,237	4,034	-4.8%	3,726	308
August	89,420	82,277	4,286	3,918	-8.6%	3,827	91
September	90,661	87,310	4,317	4,158	-3.7%	3,863	295
October	96,172	86,205	4,217	3,966	-6.0%	3,753	213
November	76,123	76,387	4,147	4,004	-3.4%	3,787	217
December	78,633	72,678	3,625	3,619	-0.2%	3,537	82
January							
February							
March							
April							
May							
June							
<b>Year to Date</b>	<b>523,496</b>	<b>496,652</b>	<b>4,138</b>	<b>3,950</b>	<b>-4.6%</b>	<b>3,749</b>	<b>201</b>

### OMNILINK AVERAGE WEEKDAY RIDERSHIP COMPARED TO BUDGET GOALS



**Note: Due to lag in ridership reporting, initial monthly ridership is preliminary and is finalized the following month.**

8/08 - Avg. Daily Ridership excludes day before Labor Day weekend (29).

9/08 - Route-level data not available at time of meeting -- will be provided at November meeting.

10/08 - Avg. Daily Ridership excludes (13) Columbus Day holiday.

11/08 - Avg. Daily Ridership excludes Vets. Day (11) and days before & after Thanksgiving (26, 28).

12/08 - Avg. Daily Ridership excludes days before and after Christmas (24/26) and new Year's Eve (31).

1/09 - Avg. Daily Ridership excludes day aft New Years MH (2), day bef inaug/long w/e (16), MLK (19), Inaug (20), day aft inaug (21), weather (27), ESP (28)

2/09 - Avg. Daily Ridership excludes President's Day MH (16).

3/09 - Avg. Daily Ridership excludes ESP day (2) and day following snow (3).

4/09 - Avg. Daily Ridership excludes Good Friday (10).

5/09 - Avg. Daily Ridership excludes Tuesday after Memorial Day (26).

7/09 - Avg. Daily Ridership excludes MH day before Independence Day (3).

10/09 - Avg. Daily Ridership Excludes Columbus Day MH day (12).

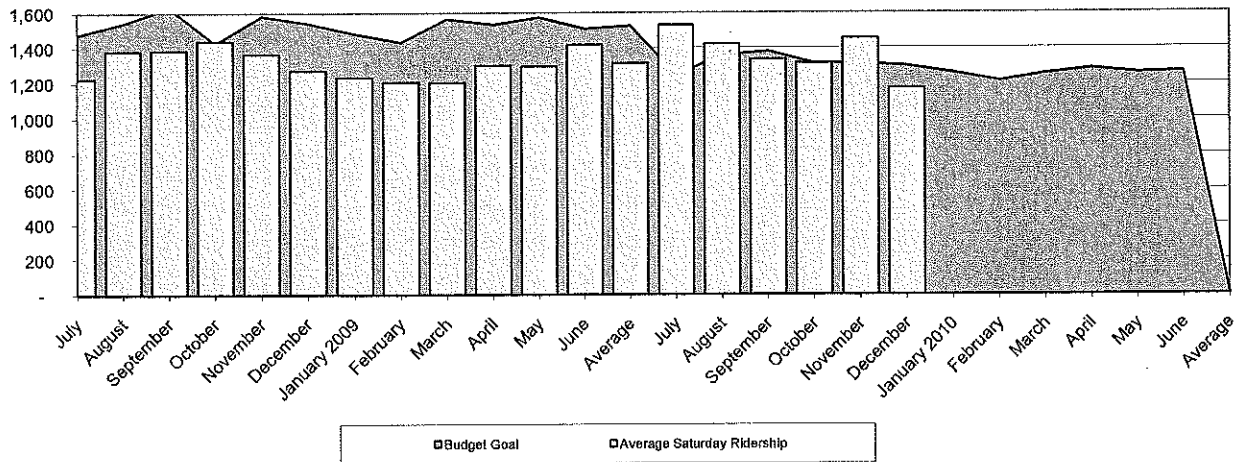
11/09 - Avg. Daily Ridership excludes Veterans Day (11), and days before and after Thanksgiving (25, 27).

12/09 - Avg. Daily Ridership excludes ESP and days after snow (21 - 23), Xmas Eve (24), and New Year's Eve (31).

# OMNILINK LOCAL SERVICE

SATURDAY							
Month	Monthly Ridership		Average Saturday Ridership			Average Saturday FY10 Budget Goal	Change from Goal
	FY09	FY10	FY09	FY10	% Change		
July	4,905	4,584	1,226	1,528	24.6%	1,244	284
August	6,914	7,105	1,383	1,421	2.7%	1,357	64
September	4,790	5,331	1,386	1,333	-3.8%	1,379	(46)
October	5,758	6,560	1,440	1,312	-8.9%	1,313	(1)
November	6,833	5,812	1,367	1,453	6.3%	1,311	142
December	5,088	3,147	1,272	1,171	-7.9%	1,298	(127)
January							
February							
March							
April							
May							
June							
<b>Year to Date</b>	<b>34,288</b>	<b>32,539</b>	<b>1,346</b>	<b>1,370</b>	<b>1.8%</b>	<b>1,317</b>	<b>53</b>

## OMNILINK AVERAGE SATURDAY RIDERSHIP COMPARED TO BUDGET GOAL



**Note: Due to lag in ridership reporting, initial monthly ridership is preliminary and is finalized the following month.**

9/08 - Avg. Saturday Ridership excludes torrential rain day due to remnants of Tropical Storm Hanna (6).

1/09 - Avg. Saturday Ridership excludes MLK/inaug day weekend.

4/09 - Avg. Saturday Ridership excludes day between Good Friday and Easter Sunday (11).

12/09 - Avg. Saturday Ridership excludes snowy day (5).

# OMNIMATCH RIDESHARING PROGRAM

	FY09	FY10	FY09	FY10	FY10	FY10	FY10	FY10	FY10	FY10	FY10	FY10
	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		
July	79	155	21	81	92	34	2,732	60,104	60,104	22		
August	125	137	34	89	92	34	2,732	57,372	57,372	21		
September	205	170	38	106	92	34	2,732	57,372	57,372	21		
October	137	117	46	130	92	34	2,732	57,372	57,372	21		
November	106	91	52	114	92	34	2,732	49,176	49,176	18		
December	83	93	70	118	92	34	2,732	57,372	57,372	21		
January	94		84							19		
February	76		76							19		
March	72		81							23		
April	79		60							22		
May	86		76							20		
June	70		94							22		
<b>Annual Totals</b>	<b>1,212</b>	<b>763</b>	<b>732</b>	<b>638</b>	<b>NA</b>	<b>NA</b>	<b>16,392</b>	<b>338,768</b>	<b>338,768</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

- 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.

## FY10 Customer Service Department Monthly Service Totals

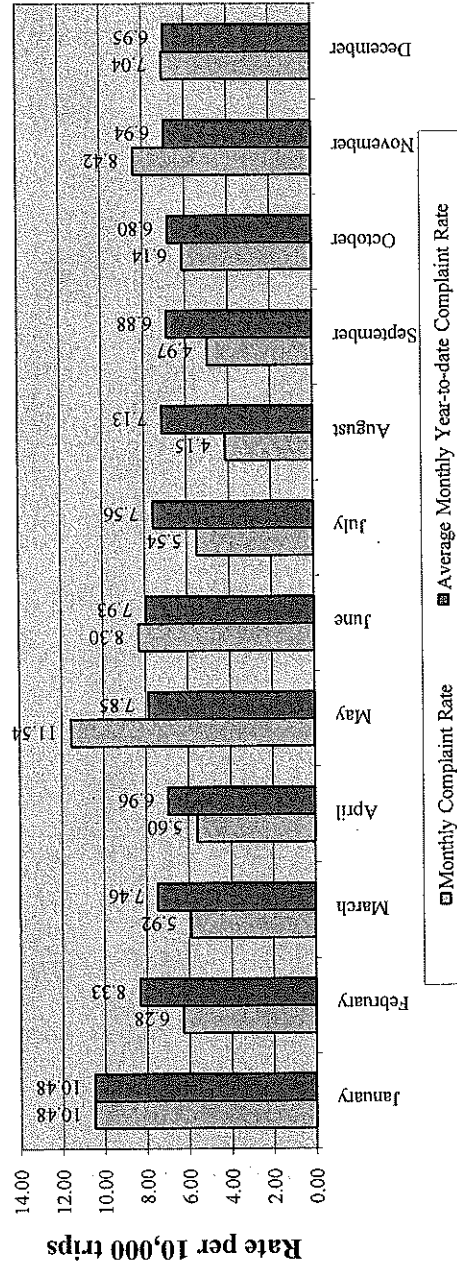
	<u>December</u>	<u>November</u>	<u>Change</u>	<u>% Change</u>
<b>CALL ACTIVITY</b>				
General Information Calls	4,295	3,735	560	15
OmniLink Request Calls	7,968	6,729	1,239	18
Daily Average	472	436	36	8
Total Calls	<u>12,263</u>	<u>10,464</u>	<u>1,799</u>	<u>17</u>
<b>RIDERSHIP</b>				
Off-route trips Scheduled:				
One Time Trips	2,859	2,884	-25	-1
Standing Order Trips	2,444	2,550	-106	-4
Sub Total	<u>5,303</u>	<u>5,434</u>	<u>-131</u>	<u>-2</u>
Daily Average	231	226	4	2
Fixed Route:	<u>70,522</u>	<u>76,765</u>	<u>-6,243</u>	<u>-8</u>
Total Ridership*	<u>75,825</u>	<u>82,199</u>	<u>-6,374</u>	<u>-8</u>
<b>RIDER ACCOMODATIONS</b>				
Total Trip Turn Downs	155	138	17	12
% Of Trips Turned Down	2.84%	2.48%	0%	15

\* - Includes Saturday ridership

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	160,942	112	6.96
April	177,737	146	8.21
May	170,109	173	10.17
June	180,002	125	6.94
July	193,061	135	6.99
August	182,189	92	5.05
September	190,843	130	6.81
October	201,075	120	5.97
November	155,491	88	5.66
December	163,588	169	10.33
<b>Year-to-date totals</b>	<b>2,071,620</b>	<b>1,572</b>	<b>7.59</b>

Calendar 2009 Year-to-date OmniRide Complaints			
	Ridership	Complaints	Per 10k Trips
January	161,305	169	10.48
February	168,699	106	6.28
March	187,511	111	5.92
April	189,315	106	5.60
May	170,743	197	11.54
June	183,091	152	8.30
July	191,374	106	5.54
August	180,531	75	4.15
September	189,069	94	4.97
October	192,144	118	6.14
November	167,518	141	8.42
December	164,689	116	7.04
<b>Year-to-date totals</b>	<b>2,145,989</b>	<b>1,491</b>	<b>6.95</b>

**2009 OmniRide Complaint Rate per 10,000 Trips Compared to Monthly Average**

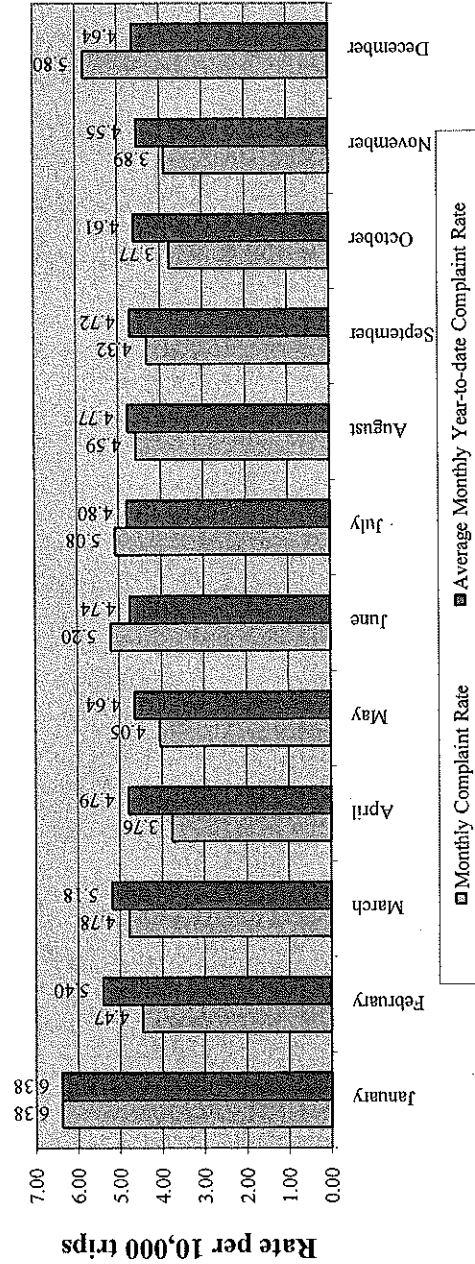


Complaint rates for OmniRide service showing the rates for the current month and for the year-to-date in contrast to the calendar year 2008 overall rate which is the benchmark for evaluating contractor performance for calendar year 2009.

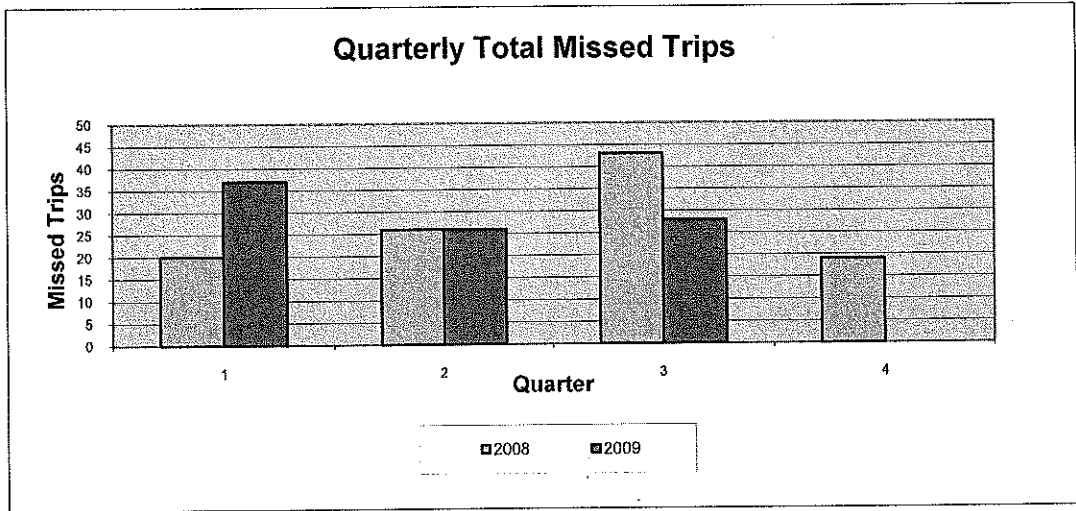
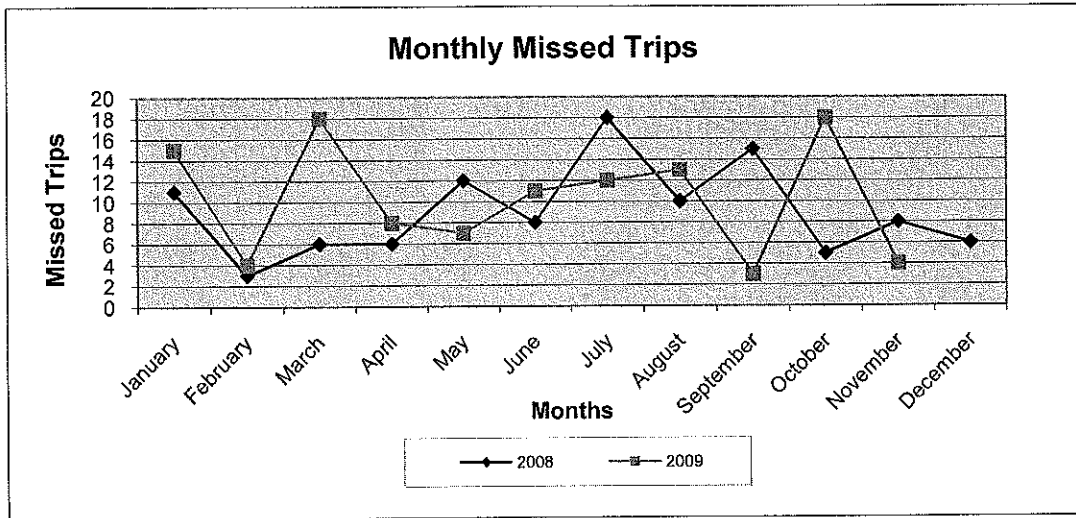
Calendar 2008 Year-to-date OmniLink Complaints			
	Ridership	Complaints	Per 10k Trips
January	77,337	51	6.59
February	72,097	28	3.88
March	83,247	27	3.24
April	87,746	44	5.01
May	86,471	65	7.52
June	89,684	47	5.24
July	97,392	47	4.83
August	96,334	40	4.15
September	95,451	51	5.34
October	101,930	49	4.81
November	82,956	41	4.94
December	83,721	51	6.09
<b>Year-to-date totals</b>	<b>1,054,366</b>	<b>541</b>	<b>5.13</b>

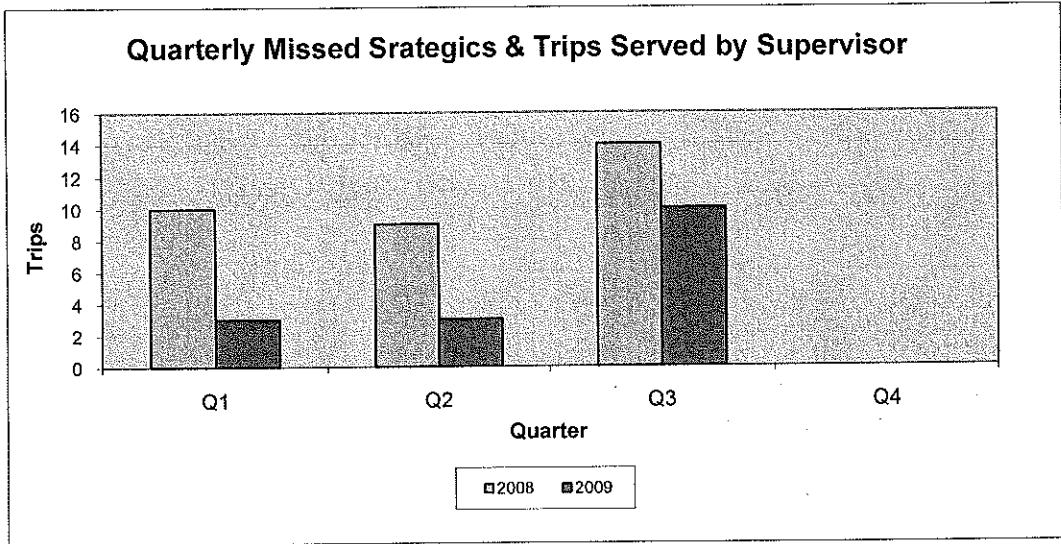
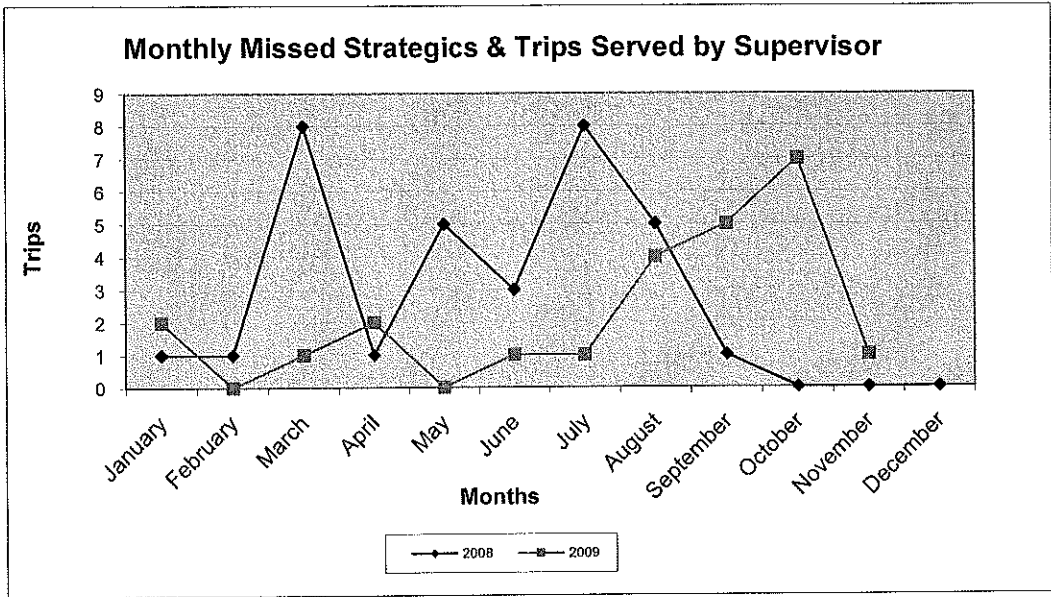
Calendar 2009 Year-to-date OmniLink Complaints			
	Ridership	Complaints	Per 10k Trips
January	68,991	44	6.38
February	71,651	32	4.47
March	77,343	37	4.78
April	82,529	31	3.76
May	79,102	32	4.05
June	88,477	46	5.20
July	96,379	49	5.08
August	89,382	41	4.59
September	92,641	40	4.32
October	92,765	35	3.77
November	82,199	32	3.89
December	75,825	44	5.80
<b>Year-to-date totals</b>	<b>997,284</b>	<b>463</b>	<b>4.64</b>

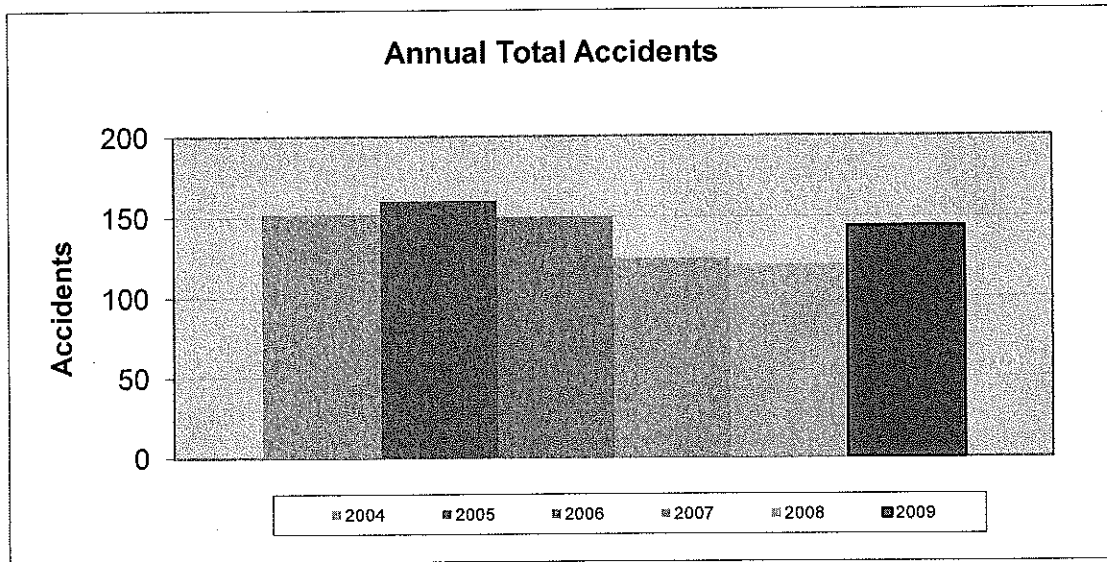
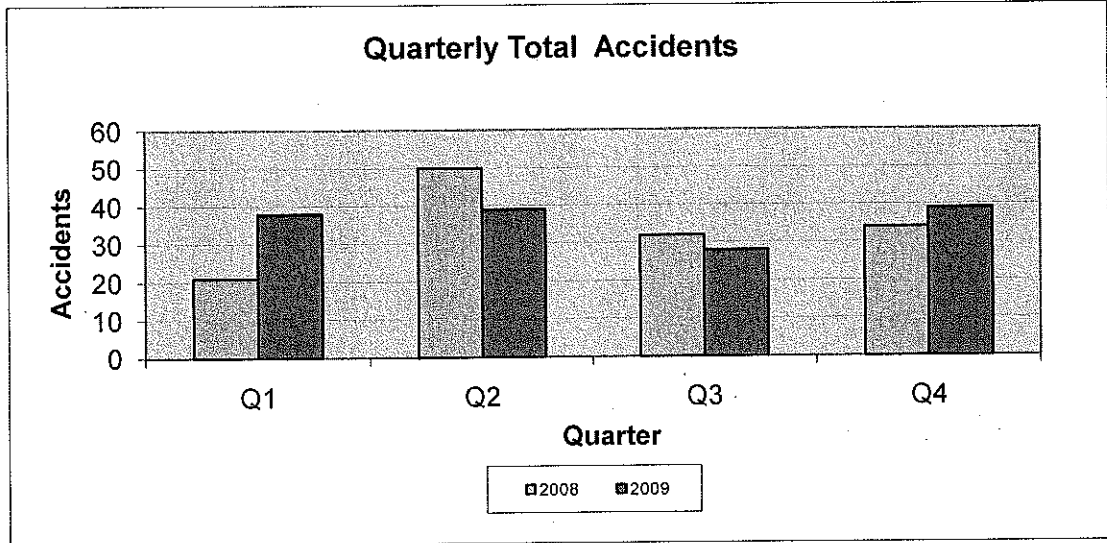
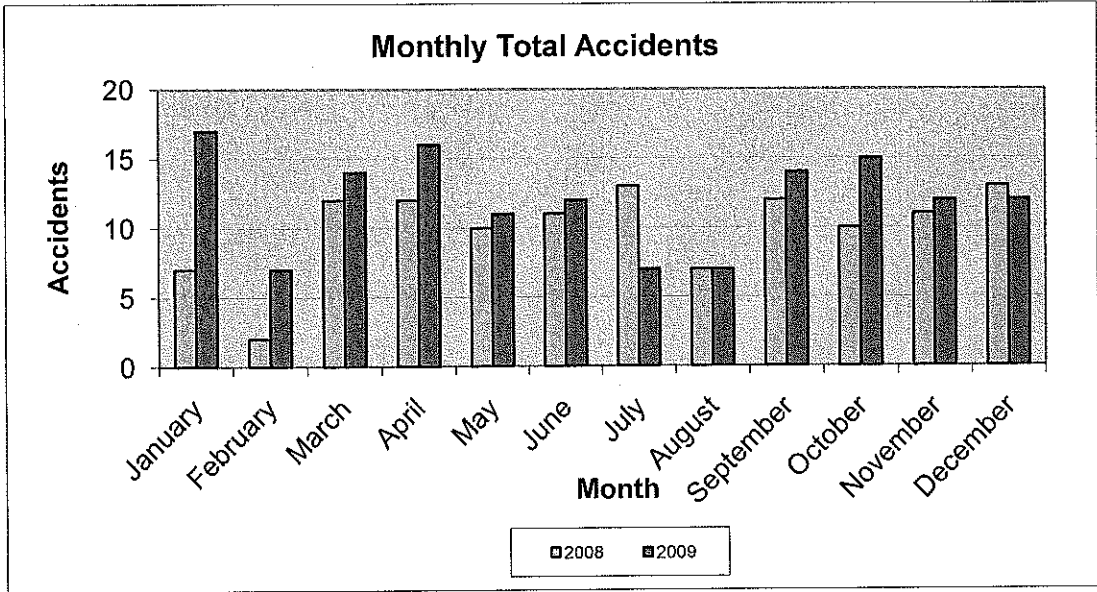
**2009 OmniLink complaint rate per 10,000 Trips compared to monthly average**



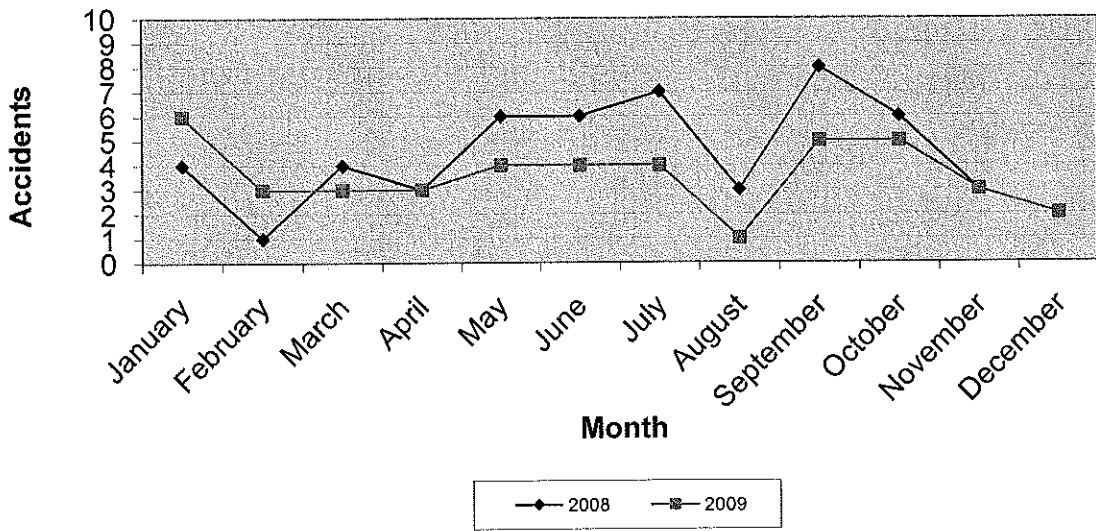
Complaint rates for OmniLink service showing the rates for the current month and for the year-to-date in contrast to the calendar year 2008 overall rate which is the benchmark for evaluating contractor performance for calendar year 2009.



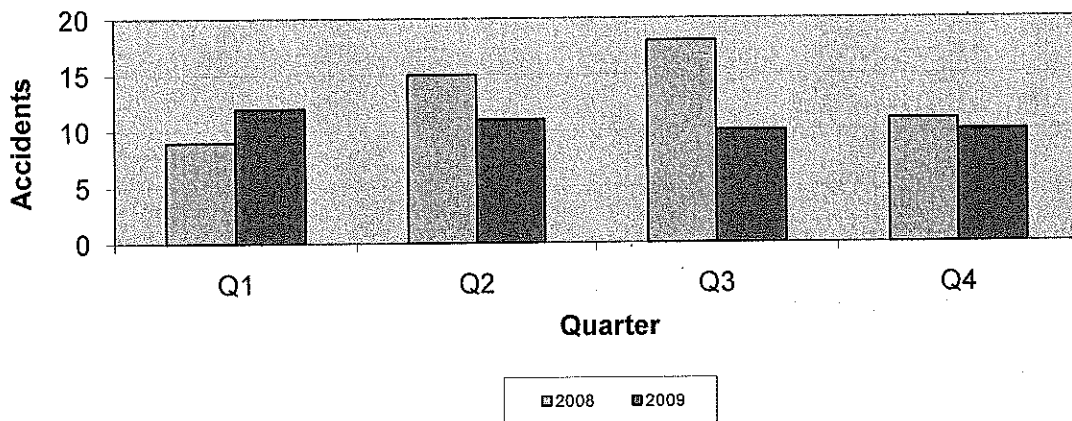




### Monthly Preventable Accidents



### Quarterly Preventable Accidents



### Annual Preventable Accidents

