



Potomac and Rappahannock
Transportation Commission

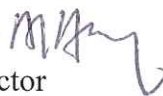
ITEM 12-C.4

14700 Potomac Mills Road
Woodbridge, VA 22192

(3 P A G E S)

July 9, 2009

TO: Chairman May and Commissioners

FROM: Alfred H. Harf 
Executive Director

RE: Bus Customer Satisfaction Survey Results

We have very different survey results this time compared to last (table depicting ratings from the most recent survey and those prior to it attached).

OmniLink/Cross County – With one exception (on-time performance), ratings in every category improved – those highlighted in green particularly so (customers rating Safe bus operation “Excellent” rose from 66% to 76%; Helpfulness/courtesy went from 63% to 72%; Operators’ knowledge went from 68% to 75%; and Overall quality grew from 63% to 67% -- Bus cleanliness and Condition improved as well, but the magnitude was less. Results pretty much reinstate ratings to the middle range of what we’ve come to expect for each category, though the “overall” evaluation rating would not earn an incentive if this rating is unimproved when the fall survey is completed. The on-time performance drop is a mystery as changes in scheduling practices were made during the winter, resulting in a desired gain during the previous survey (in February).

OmniRide/Metro Direct – The latest OmniRide results are a major disappointment, with significantly lower scores in four of six categories as well as the “overall” rating. Those highlighted in red fell most dramatically (customers rating on-time performance “Excellent” fell from 66% to 52%; safe bus operation fell from 77% to 69%; helpfulness/courtesy dropped from 74% to 69%; operators’ knowledge fell from 74% to 68%; and the “overall “ rating slipped from 76% to 67% . Only bus cleanliness and condition scores remained stable. On the other end of the scale, the increased incidence of a “poor” rating for on-time performance is a particular concern (i.e., 4% of respondents rated it “poor”, up from the typical 1% or 2%) . Management believes there are two principal reasons for this: (1) “run-cut” changes made in conjunction with the May 11th schedule change that provided inadequate deadhead time between some double trips; and (2) delays arising because of overcrowding on some trips, triggered by the May 11th service change. Operators’ knowledge also had a higher than normal “Poor” rating of 3% (typically it’s between 0 and 1% - the last time it was at 3% was February of 2004).

OmniRide • Metro Direct • OmniLink • Cross County Connector • OmniMatch • VRE

Administrative Office: (703)-583-7782 • Customer Info: (703) 730-6664 • Toll Free: (888) 730-6664 • Fax: (703) 583-1377 • PRTCtransit.org

Chairman May and Commissioner

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These latest OmniRide survey results are corroborated by the fact that the complaint rate has been slow to recede following the most recent service change/pick on May 11 – OmniRide complaints increased from 5.6/10,000 trips in April to 11.5 in May (those attributable to FT increased from 4.6 to 10.3). While June’s complaints fell significantly, down to 8.3/10,000 (7.1 for FT-related complaints), they are still much higher than the months preceding the service change/pick. Here again the “overall” evaluation rating would not earn an incentive if this rating is unimproved when the fall survey is completed.

PRTC and First Transit management are probing the results more deeply with the aim of identifying necessary actions to improve depressed ratings.

Attachment: As stated

TABLE 1 OMNIRIDE SURVEY RESULTS

Measure	Excellent						Average						Poor															
	Oct-06	Feb-07	Jun-07	Sep-07	Jan-08	Jun-08	Sep-08	Jan-09	Jun-09	Oct-06	Feb-07	Jun-07	Sep-07	Jan-08	Jun-08	Sep-08	Jan-09	Jun-09	Oct-06	Feb-07	Jun-07	Sep-07	Jan-08	Jun-08	Sep-08	Jan-09	Jun-09	
Cleanliness of Buses	60%	44%	64%	59%	53%	54%	54%	58%	59%	38%	46%	33%	38%	42%	41%	43%	42%	39%	2%	10%	3%	4%	5%	5%	4%	3%	3%	3%
On-time performance	46%	46%	45%	53%	44%	44%	41%	46%	46%	44%	41%	45%	40%	46%	40%	45%	42%	48%	10%	13%	10%	7%	10%	10%	15%	12%	12%	
How safely Omniride operators drive buses	81%	60%	80%	81%	76%	78%	74%	76%	76%	16%	36%	20%	17%	23%	21%	24%	31%	23%	3%	4%	1%	2%	1%	1%	2%	3%	1%	
Condition of the buses	70%	75%	76%	69%	64%	60%	64%	61%	63%	29%	21%	23%	23%	33%	37%	35%	35%	35%	1%	4%	1%	2%	3%	4%	2%	4%	3%	
Helpfulness/courtesy of Omniride drivers	80%	74%	73%	79%	71%	69%	66%	72%	72%	17%	21%	25%	19%	27%	28%	28%	30%	25%	3%	5%	2%	2%	2%	3%	6%	7%	4%	
Operators' knowledge of Omniride operations	81%	80%	79%	83%	77%	67%	72%	68%	75%	18%	17%	20%	16%	22%	31%	24%	29%	24%	1%	3%	1%	1%	2%	2%	4%	4%	1%	
Overall quality of service	73%	69%	74%	75%	67%	69%	64%	67%	67%	25%	28%	25%	24%	30%	27%	32%	33%	30%	2%	4%	2%	2%	1%	3%	4%	4%	5%	3%

TABLE 2 OMNIRIDE SURVEY RESULTS

Measure	Excellent						Average						Poor														
	Oct-06	Feb-07	Jun-07	Sep-07	Jan-08	Jun-08	Sep-08	Jan-09	Jun-09	Oct-06	Feb-07	Jun-07	Sep-07	Jan-08	Jun-08	Sep-08	Jan-09	Jun-09	Oct-06	Feb-07	Jun-07	Sep-07	Jan-08	Jun-08	Sep-08	Jan-09	Jun-09
Cleanliness of Buses	83%	78%	77%	75%	81%	80%	80%	82%	81%	16%	21%	24%	25%	19%	19%	20%	18%	18%	1%	1%	0%	1%	<1%	1%	0%	0%	0%
On-time performance	60%	65%	66%	65%	65%	64%	67%	60%	52%	39%	34%	41%	5%	33%	34%	33%	32%	44%	1%	1%	3%	2%	2%	1%	1%	1%	
How safely Omniride operators drive buses	75%	77%	69%	75%	78%	78%	76%	69%	69%	24%	22%	30%	24%	22%	22%	23%	22%	31%	1%	1%	1%	0%	<1%	1%	1%	0%	
Condition of the buses	71%	70%	64%	63%	64%	60%	63%	67%	66%	28%	28%	36%	36%	35%	39%	37%	33%	33%	1%	2%	<1%	1%	1%	2%	1%	1%	
Helpfulness/courtesy of Omniride drivers	80%	74%	72%	71%	72%	72%	73%	74%	69%	19%	24%	26%	29%	27%	28%	27%	26%	30%	2%	2%	2%	<1%	1%	<1%	0%	1%	
Operators' knowledge of Omniride operations	75%	71%	66%	74%	74%	74%	76%	74%	69%	24%	29%	32%	25%	25%	23%	24%	30%	30%	1%	0%	2%	<1%	1%	<1%	1%	3%	
Overall quality of service	76%	77%	72%	76%	75%	76%	78%	76%	76%	24%	21%	27%	24%	25%	24%	22%	23%	33%	1%	2%	1%	<1%	1%	<1%	0%	1%	