

Potomac and Rappahannock  
Transportation Commission

June 4, 2009

TO: Chairman May and PRTC Commissioners

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

Doris Chism *DC*  
Director of Customer Service and Dispatch

THROUGH: Alfred H. Harf *MA*  
Executive Director

SUBJECT: May System Performance and Ridership Report

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OmniRide Express and Metro Direct Service

OmniRide ridership fell slightly in May compared to April. While a drop was anticipated, in response to service reductions that took effect on the 11<sup>th</sup>, the loss appears to be less than management's projections (predicted ridership loss was 162 trips per day whereas actual loss is under 100). On a year-to-date basis, ridership is 26.8% higher than budgeted (and 20% higher than the same eleven months a year earlier), though the magnitude of the higher-than-budgeted numbers has clearly diminished.

OmniLink Local Bus Service

Local bus average daily ridership increased for the fourth straight month, though it continues to lag the monthly totals from a year ago when spiking fuel prices resulted in rapidly rising ridership. On a year-to-date basis, ridership (on weekdays) is 5.3% higher than budgeted (and 2.9% higher than the same eleven months a year earlier), though it has been lower than budgeted for the past five months.

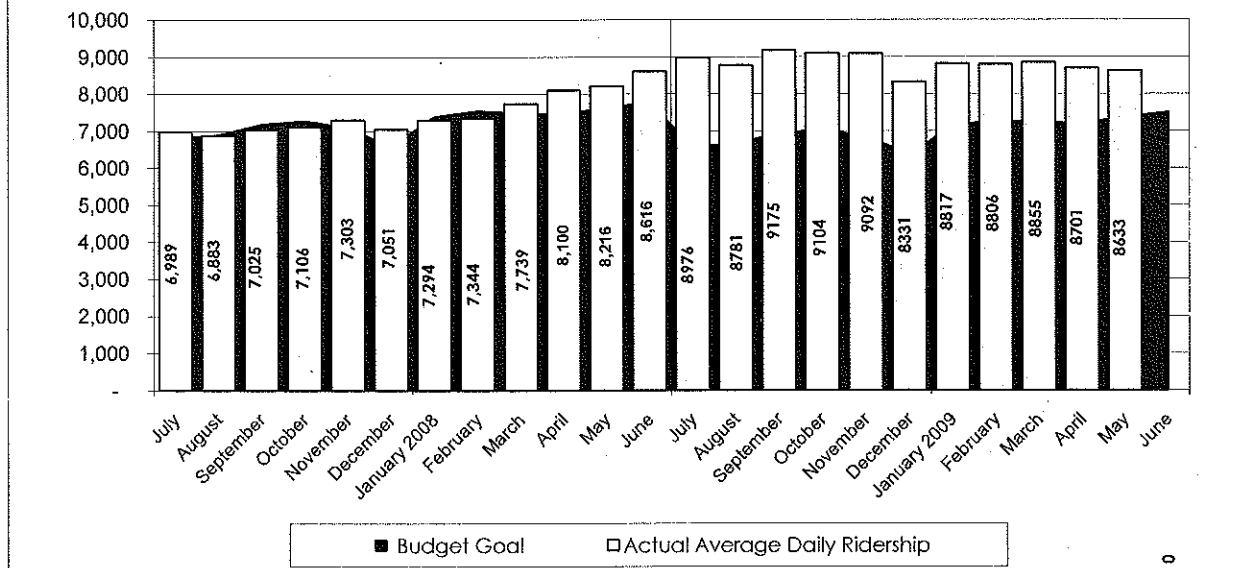
OmniMatch Service

The number of "New PRTC Applications Processed for Ridesharing" increased slightly for the third month in a row. The "Other Applications Processed" increased significantly this month bringing the number of the applications processed back so it's on par February/March totals. The number of maxi and mini vanpools has remained steady for three months running with 92 and 34, respectively. The total number of passengers transported (to and from) in vanpools during the month of April was approximately 54,640.

# OMNIRIDE EXPRESS SERVICE

Month	Monthly Ridership		Average Daily Ridership			FY09 Budget Goal	Change from Goal
	FY08	FY09	FY08	FY09	% Change		
July	144,242	193,061	6,989	8,976	28.4%	6,584	2,392
August	156,823	182,189	6,883	8,781	27.6%	6,666	2,115
September	133,478	190,843	7,025	9,175	30.6%	6,944	2,231
October	157,477	201,075	7,106	9,104	28.1%	7,037	2,067
November	141,385	155,491	7,303	9,092	24.5%	6,857	2,235
December	121,944	163,588	7,051	8,331	18.2%	6,373	1,958
January	154,360	161,305	7,294	8,817	20.9%	7,146	1,671
February	142,223	168,699	7,344	8,806	19.9%	7,292	1,514
March	160,942	187,511	7,739	8,855	14.4%	7,227	1,628
April	177,737	189,315	8,100	8,701	7.4%	7,218	1,483
May	170,109	170,703	8,216	8,633	5.1%	7,378	1,255
June							
<b>Year to Date</b>	<b>1,660,720</b>	<b>1,963,780</b>	<b>7,368</b>	<b>8,843</b>	<b>20.0%</b>	<b>6,975</b>	<b>1,868</b>

## OMNIRIDE AVERAGE DAILY RIDERSHIP COMPARED TO BUDGET GOAL



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

- 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).
- 4/08 - Avg. Daily Ridership excludes day of Papal Mass (17), Air Quality Action Free Ride Day (30).
- 5/08 - Avg. Daily Ridership excludes service threat day (12).
- 6/08 - Avg. Daily Ridership excludes downed tree cut off svc. past East Falls Metro (4), Air Quality Action day (9).
- 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).

### Customer Service Statistics

Both the actual and daily average number of calls answered decreased slightly for the month of May. Customer Service Agents (CSAs) answered a total of 9,718 calls in May and maintained an average waiting time of just under one and a half minutes for answered calls, a slight improvement over last month.

Approximately 30 percent of the inbound calls in May were handled by the Interactive Voice Response (IVR) system. This percentage has remained virtually unchanged for the last four months. Once customers are able to schedule their own trips 24/7 we believe this percentage will increase. Staff is continuing to work with the IVR vendor to have critical adjustments/changes made to the software program before this functionality can be implemented for the customers.

Both the actual number and percentage of OmniLink trips turned down decreased significantly this month. Management noticed a spike in the numbers from last month so an analysis was conducted. We discovered a Customer Service Agent who needed additional training in the manner in which to categorize a trip as a turn down. The number of turn down this month are back to typical levels.

### Passenger Complaints

Both the actual number and rate per 10,000 trips of OmniRide complaints increased dramatically in May. The numbers more than doubled compared to last month and are slightly higher than this time last year. This is attributed to the re-pairing of OmniRide trips for the spring service change. The software program used to combine trips for operator assignments, in some cases, did not allow enough time for the bus to travel from the end of one route to the beginning of another, causing delays. Staff has worked with First Transit management to resolve the issue however, before all of the "fixes" could be implemented, the passengers' patience had been pushed to the limit. As this is being written, all of the inadequate travel times have been identified and corrected. Staff compared the complaints received after this service change to previous service changes over the last two years and if the complaints directly associated with the inadequate travel time are removed, the number of remaining complaints is comparable to the other service changes; in fact, slightly lower than the service change this past fall/winter. Adjustments to the software program, as well as to the quality assurance checks for operator assignments, are in the process of being made and will be in place before the next service change.

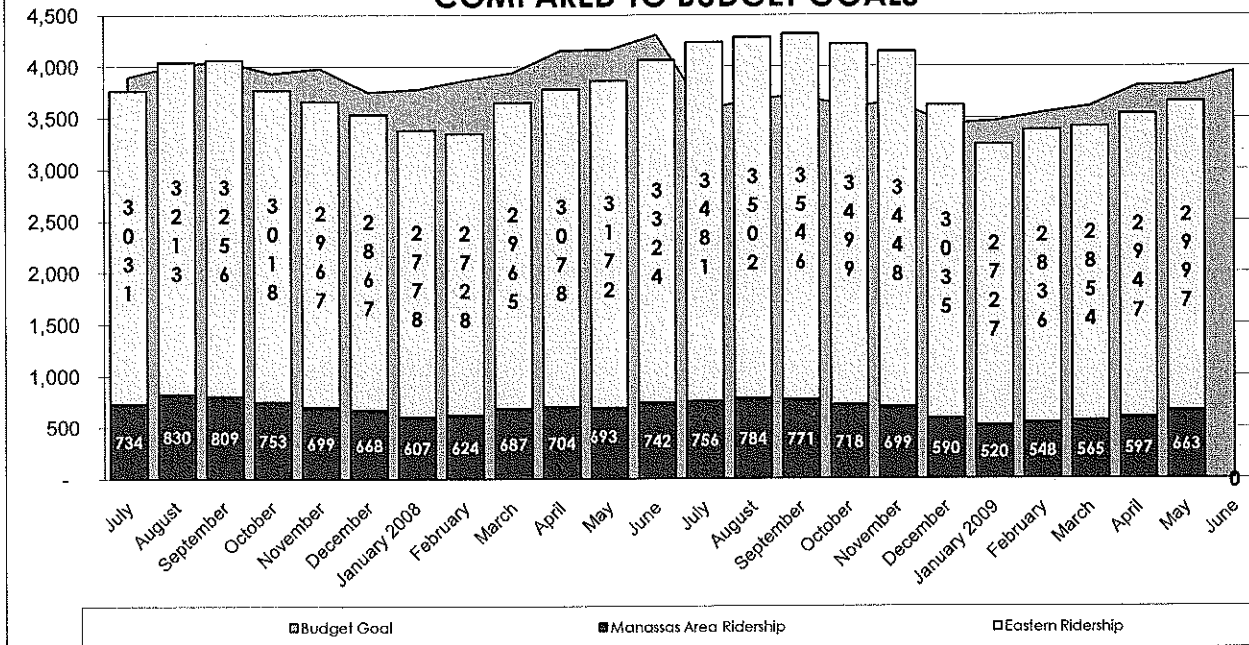
Both the actual number and rate per 10,000 trips of OmniLink complaints increased slightly in May and are significantly lower than this time last year.

Please see the attached charts for complaint comparisons.

# OMNILINK LOCAL SERVICE

WEEKDAY							
Month	Monthly Ridership		Average Daily Ridership			FY09 Budget Goal	Change from Goal
	FY08	FY09	FY08	FY09	% Change		
July	79,048	92,487	3,765	4,237	12.5%	3,577	660
August	92,999	89,420	4,043	4,286	6.0%	3,682	604
September	77,239	90,661	4,065	4,317	6.2%	3,718	599
October	85,886	96,172	3,771	4,217	11.8%	3,610	607
November	74,760	76,123	3,666	4,147	13.1%	3,655	492
December	65,966	78,633	3,535	3,625	2.5%	3,443	182
January	72,084	63,097	3,385	3,247	-4.1%	3,469	(222)
February	66,713	66,824	3,352	3,384	1.0%	3,549	(165)
March	76,691	72,527	3,652	3,419	-6.4%	3,617	(198)
April	82,290	77,578	3,782	3,544	-6.3%	3,815	(271)
May	80,084	72,627	3,865	3,660	-5.3%	3,821	(161)
June							
<b>Year to Date</b>	<b>853,760</b>	<b>876,149</b>	<b>3,716</b>	<b>3,826</b>	<b>2.9%</b>	<b>3,632</b>	<b>193</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.**

7/07 - Ozone Action Days (9, 10).

8/07 - Ozone Action Days (2, 3, 7, 8, 30).

10/07 - Avg. Daily Ridership excludes (8) - Columbus Day Holiday.

11/07 - Avg. Daily Ridership excludes Vet's Day celebrated (12) and Thanksgiving Friday (23).

12/07 - Avg. Daily Ridership excludes winter weather (5-6), days before & after Christmas (24 & 26), New Year's Eve (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), winter weather PM (20), snow/ice - ESP all day (22).

4/08 - Avg. Daily Ridership excludes Air Quality Action Free Ride Day (30).

5/08 - Avg. Daily Ridership excludes service threat day (12).

6/08 - Avg. Daily Ridership excludes Air Quality Action day (9).

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 off New Years MH (2), day before inaug/long w/e (16), MLK (19), Inaug (20), day off inaug (21), weather (27), ESP (2)

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).

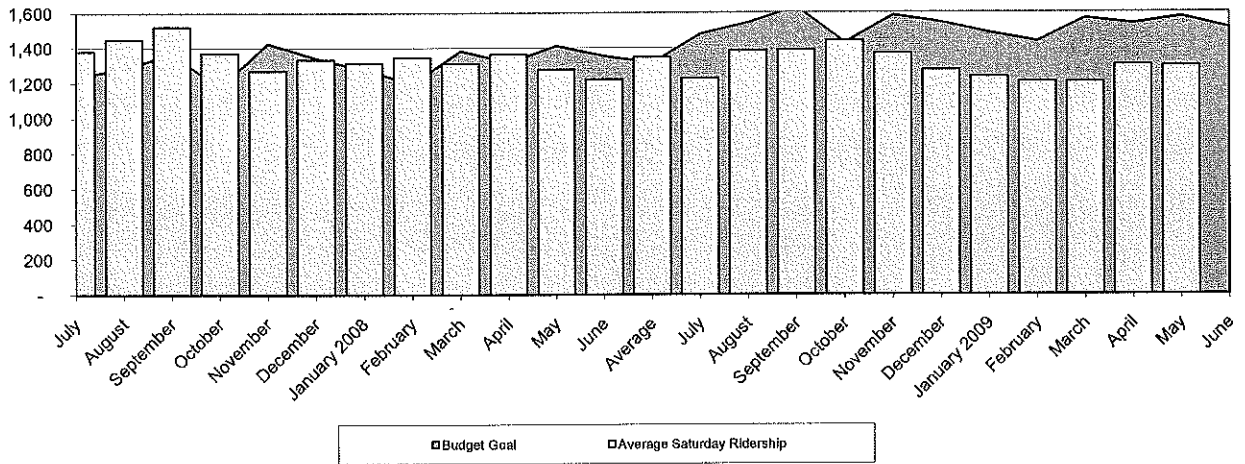
4/09 - Avg. Daily Ridership excludes Good Friday (10).

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

# OMNILINK LOCAL SERVICE

SATURDAY							
Month	Monthly Ridership		Average Saturday Ridership			Average Saturday FY09 Budget Goal	Change from Goal
	FY08	FY09	FY08	FY09	% Change		
July	5,519	4,905	1,380	1,226	-11.2%	1,477	(251)
August	5,795	6,914	1,449	1,383	-4.6%	1,542	(159)
September	7,603	4,790	1,521	1,386	-8.9%	1,632	(246)
October	5,483	5,758	1,371	1,440	5.0%	1,428	12
November	5,076	6,833	1,269	1,367	7.7%	1,582	(215)
December	6,670	5,088	1,334	1,272	-4.6%	1,542	(270)
January	5,253	5,894	1,313	1,234	-6.0%	1,483	(249)
February	5,384	4,827	1,346	1,207	-10.3%	1,434	(227)
March	6,556	4,816	1,311	1,204	-8.2%	1,565	(361)
April	5,456	4,951	1,364	1,301	-4.6%	1,534	(233)
May	6,387	6,475	1,277	1,295	1.4%	1,574	(279)
June						-	
<b>Year to Date</b>	<b>65,182</b>	<b>61,251</b>	<b>1,358</b>	<b>1,301</b>	<b>-4.2%</b>	<b>1,399</b>	<b>(98)</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.

8/07 - Avg. Saturday Ridership excludes Ozone Action Days (4, 25)

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).

# OMNIMATCH RIDESHARING PROGRAM

	FY08	FY09	FY08	FY09	FY09	FY09	FY09	FY09	FY09	FY09	FY09	FY09
	New PRTC Applications Processed	New PRTC Applications Processed	Other 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	81	79	62	21	93	33	2,748	60,456		22		
August	104	125	81	34	93	33	2,748	54,960		20		
September	61	205	37	38	93	33	2,748	57,708		21		
October	98	137	62	46	93	34	2,758	63,434		23		
November	88	106	51	52	93	34	2,758	52,402		19		
December	51	83	57	70	93	34	2,758	60,676		22		
January	97	94	59	84	94	34	2,784	58,464		21		
February	81	76	46	76	94	34	2,784	55,680		20		
March	99	72	22	81	92	34	2,732	60,104		22		
April	77	79	3	60	92	34	2,732	60,104		22		
May	103	86	31	76	92	34	2,732	54,640		20		
June	208		22				0	0		22		
Annual Totals	1,148	1,142	533	638	NA	NA	30,282	638,628		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.

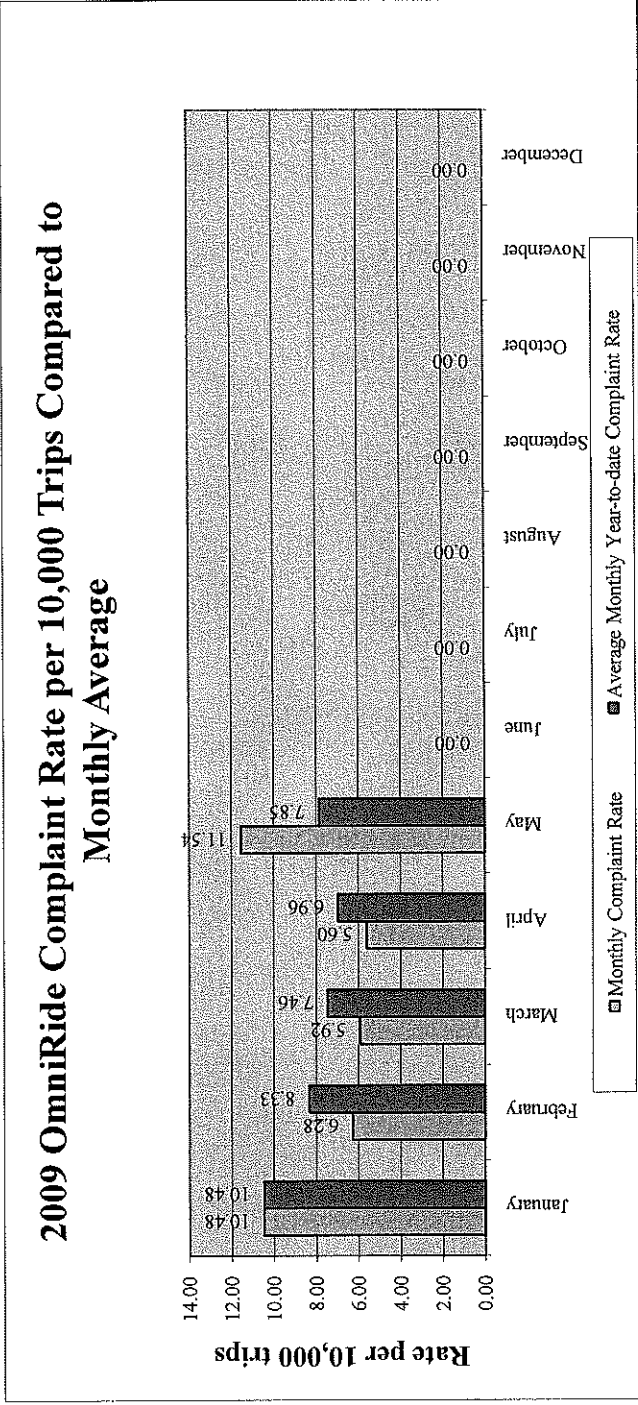
## Customer Service Department Monthly Service Totals

	<u>May</u>	<u>April</u>	<u>Change</u>	<u>% Change</u>
<b>CALL ACTIVITY</b>				
General Information Calls	2,774	2,478	296	12
OmniLink Request Calls	6,944	7,699	-755	-10
Daily Average	389	391	-3	-1
Total Calls	<u>9,718</u>	<u>10,177</u>	<u>-459</u>	<u>-5</u>
<b>RIDERSHIP</b>				
Off-route trips Scheduled:				
One Time Trips	3,462	3,673	-211	-6
Standing Order Trips	2,327	2,510	-183	-7
Sub Total	<u>5,789</u>	<u>6,183</u>	<u>-394</u>	<u>-6</u>
Daily Average	232	238	-6	-3
Fixed Route:	<u>73,313</u>	<u>76,346</u>	<u>-3,033</u>	<u>-4</u>
Total Ridership*	<u>79,102</u>	<u>82,529</u>	<u>-3,427</u>	<u>-4</u>
<b>RIDER ACCOMODATIONS</b>				
Total Trip Turn Downs	136	241	-105	-44
% Of Trips Turned Down	<u>2.30%</u>	<u>3.75%</u>	<u>-1%</u>	<u>-39</u>

\* - 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			
July			
August			
September			
October			
November			
December			
<b>Year-to-date totals</b>	<b>805,371</b>	<b>713</b>	<b>8.85</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	170,703	197	11.54
June			
July			
August			
September			
October			
November			
December			
<b>Year-to-date totals</b>	<b>877,533</b>	<b>689</b>	<b>7.85</b>

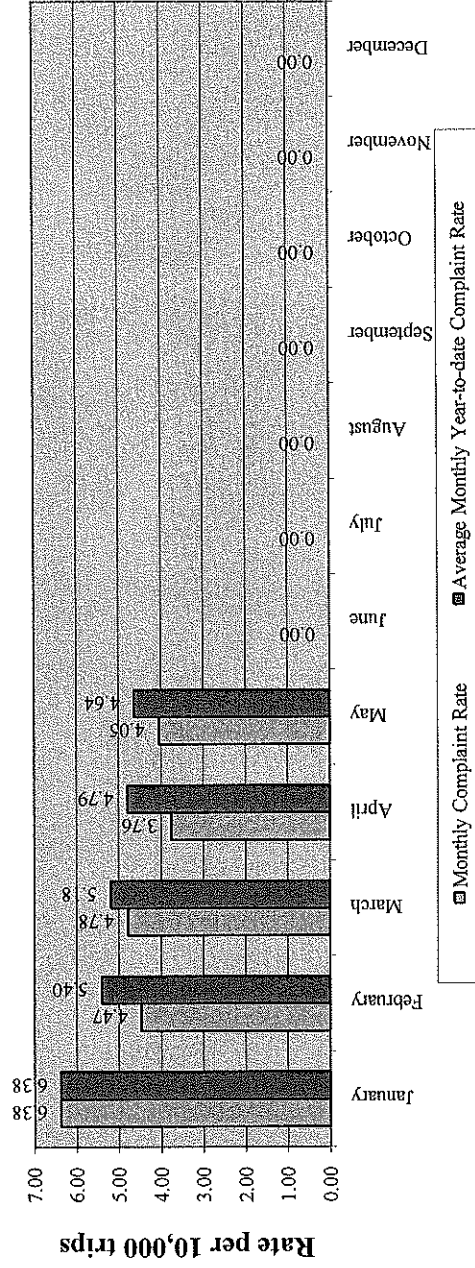


Complaint rates for OmniRide service showing the rates for the current month and for the year-to-date in contrast to the calendar year 2008 overall rate which is the benchmark for evaluating contractor performance for calendar year 2009.

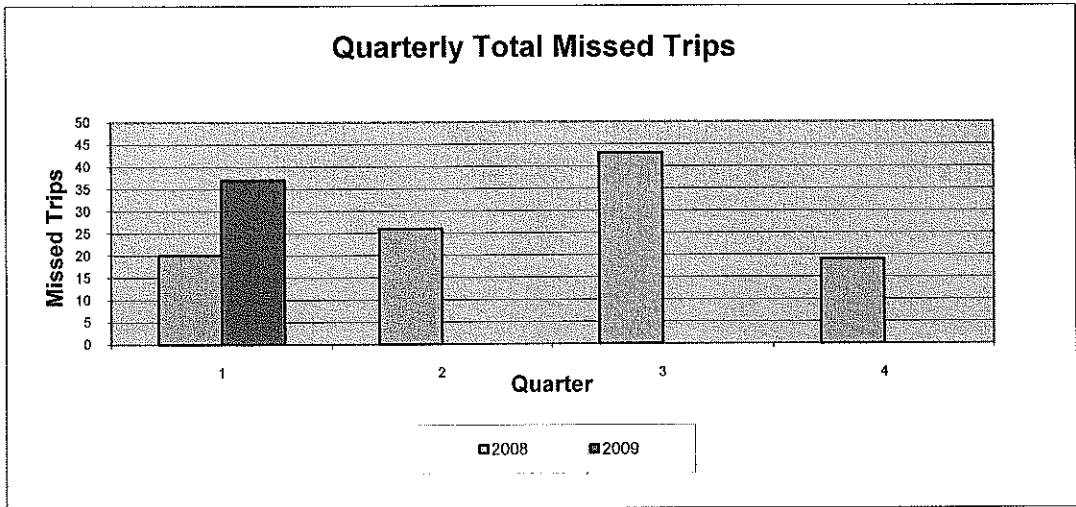
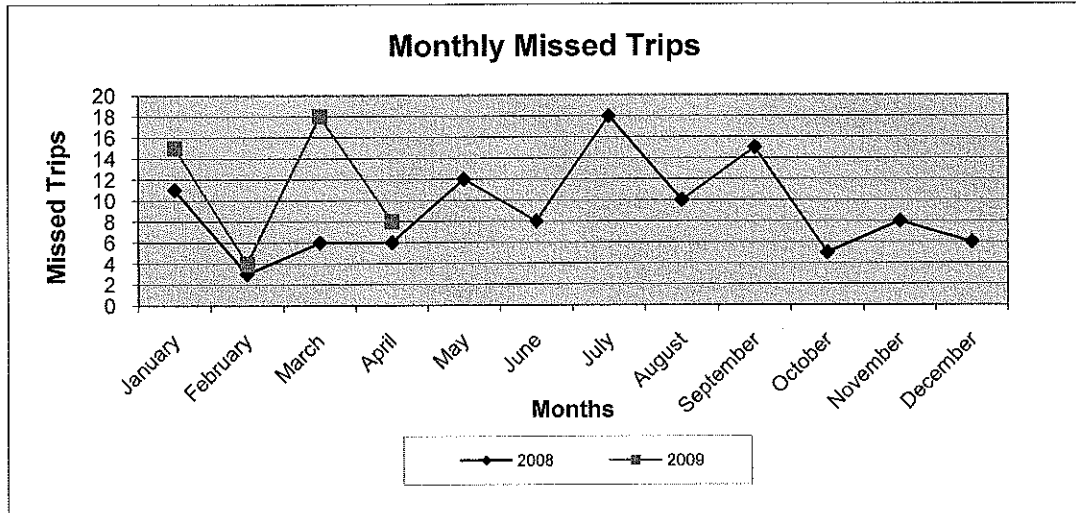
Calendar 2008 Year-to-date OmniLink Complaints			
	Ridership	Complaints	Per 10k Trips
January	77,337	51	6.59
February	72,097	28	3.88
March	83,247	27	3.24
April	87,746	44	5.01
May	86,471	65	7.52
June			
July			
August			
September			
October			
November			
December			
<b>Year-to-date totals</b>	<b>406,898</b>	<b>215</b>	<b>5.28</b>

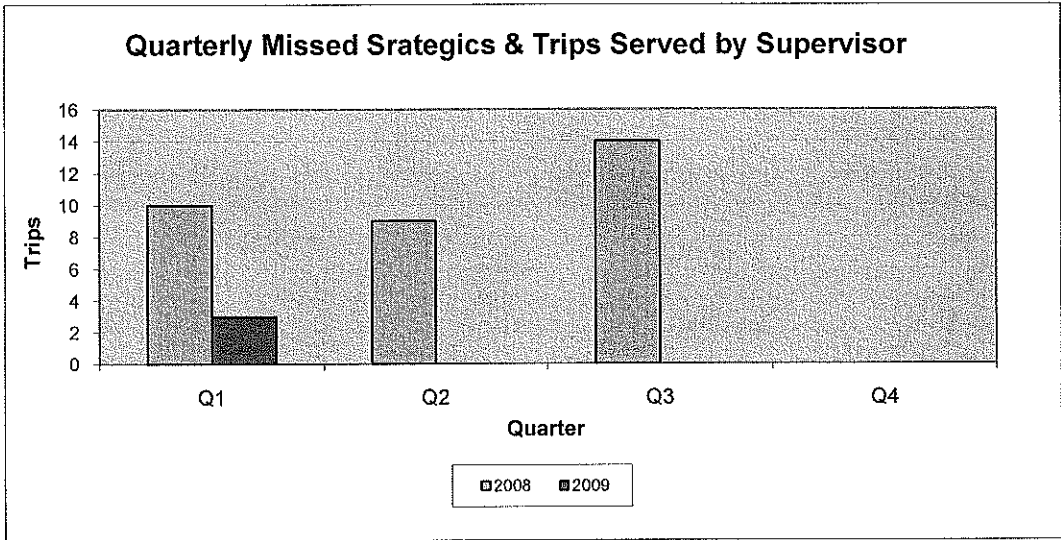
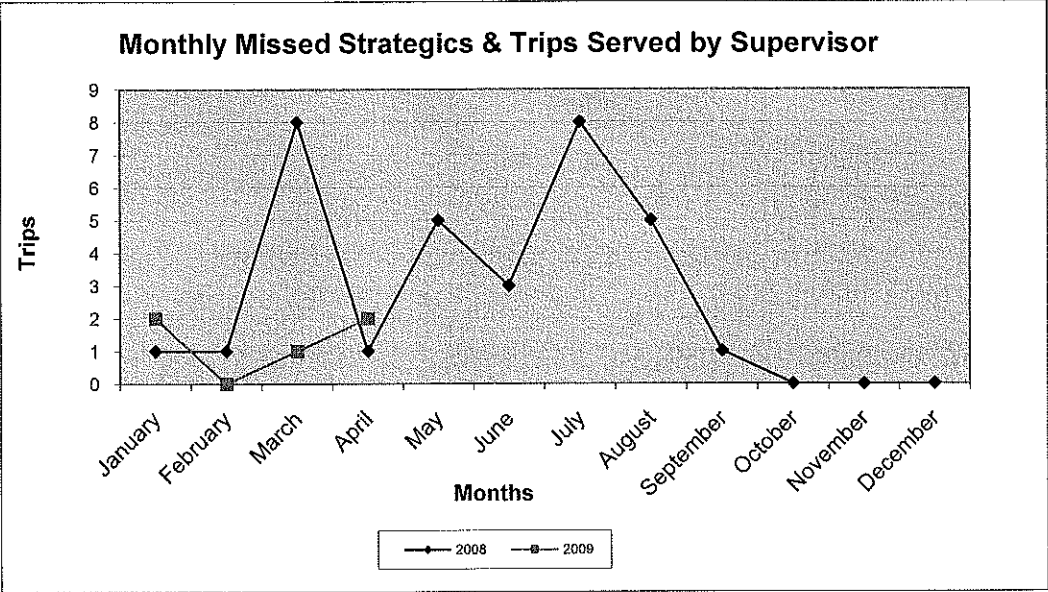
Calendar 2009 Year-to-date OmniLink Complaints			
	Ridership	Complaints	Per 10k Trips
January	68,991	44	6.38
February	71,651	32	4.47
March	77,343	37	4.78
April	82,529	31	3.76
May	79,102	32	4.05
June			
July			
August			
September			
October			
November			
December			
<b>Year-to-date totals</b>	<b>379,616</b>	<b>176</b>	<b>4.64</b>

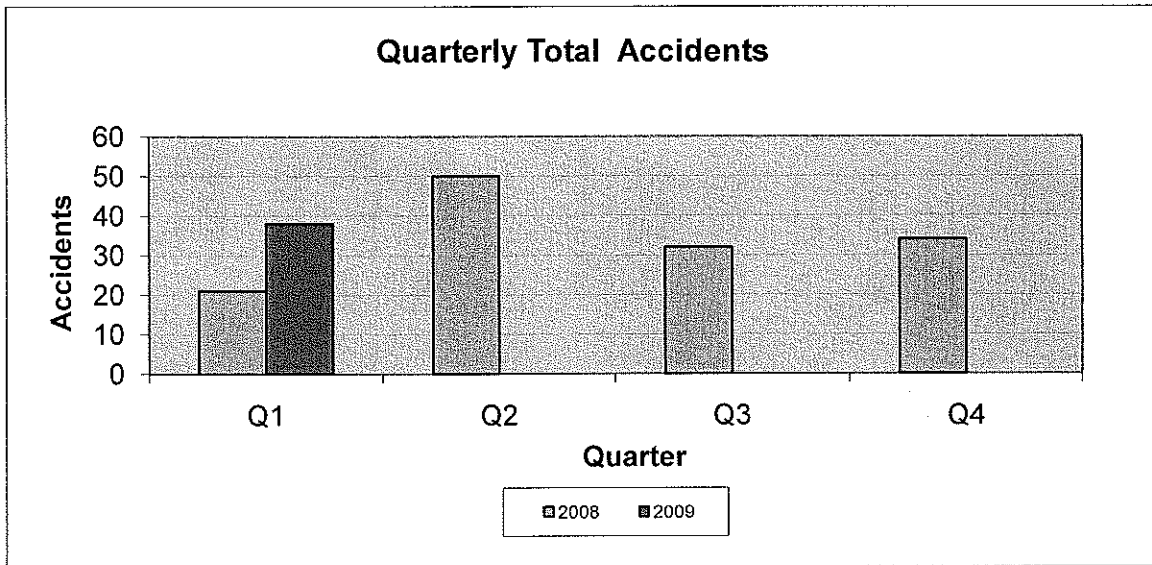
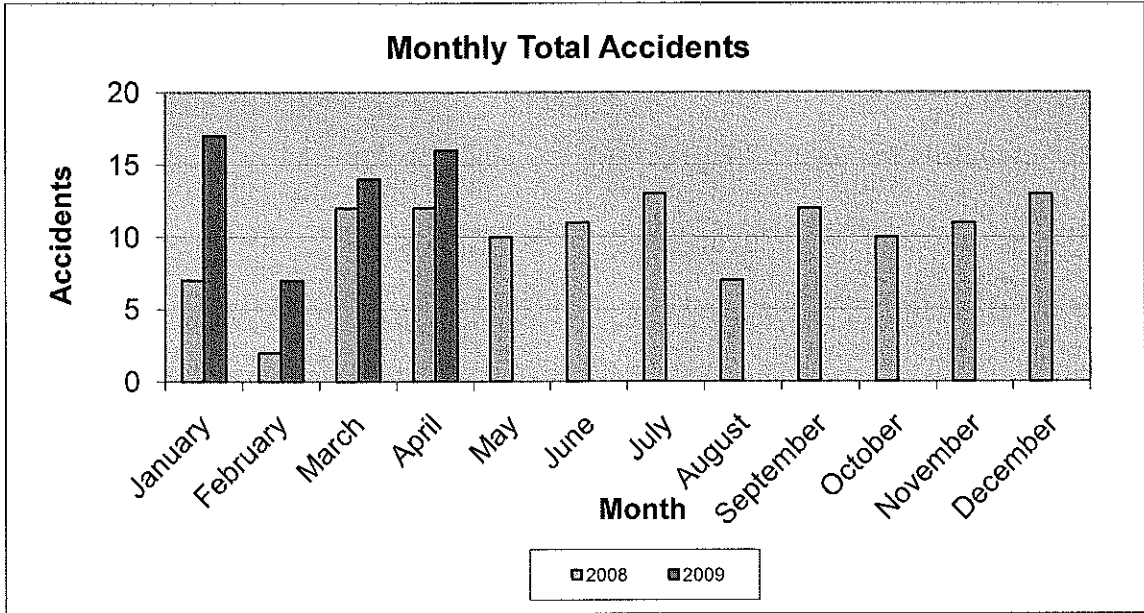
**2009 OmniLink complaint rate per 10,000 Trips compared to monthly average**



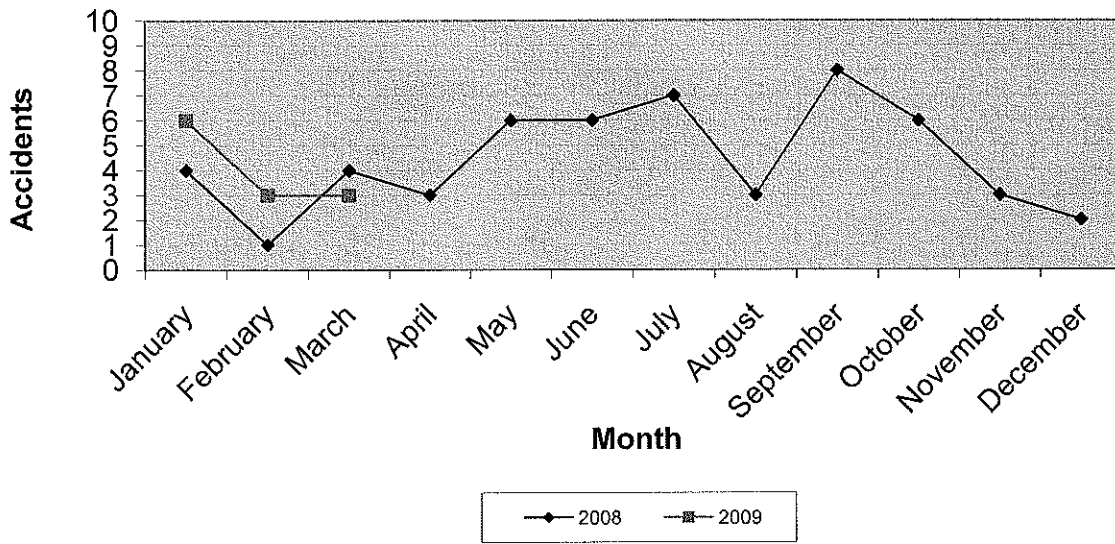
Complaint rates for OmniLink service showing the rates for the current month and for the year-to-date in contrast to the calendar year 2008 overall rate which is the benchmark for evaluating contractor performance for calendar year 2009.







### Monthly Preventable Accidents



### Quarterly Preventable Accidents

