



Potomac and Rappahannock
Transportation Commission

May 1, 2008

TO: Chairman Jones and PRTC Commissioners

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

Doris Lookabill-Chism *EM for DC*
Director of Customer Service and Dispatch

THROUGH: Alfred H. Harf *AH*
Executive Director

SUBJECT: April System Performance and Ridership Report

OmniRide Express and Metro Direct Service

OmniRide patronage continued to increase significantly in April topping, for the first time, 8,000 daily trips – total monthly ridership also set a new high besting the prior record total by over 16,000 trips (a 10% jump). While ridership jumped 5.4 percent between February and March, it grew an additional 4.1 percent this past month. Compared to April 2007, figures are more than 13 percent higher. The rapid rise in patronage, which exactly corresponds to the fuel price spike, has triggered an increase in the number of very crowded and overcrowded buses; staff will add service as resources are available to do so.

OmniLink Local Bus Service

Local bus ridership average daily ridership in April increased almost three percent from March's figures, which followed an almost nine percent jump from February. April trips were the highest in six months. As with OmniRide patronage growth, the rise can largely be attributed to the increase in fuel costs.

OmniMatch Service

The number of New PRTC Applications Processed for ridesharing decreased marginally during the month of April, however, we experienced a significant drop with the Other Applications Processed (these are the applications that consist mainly of members who are already registered with the rideshare program and need their information updated.) During the month of April COG introduced a new rideshare software program; a fallout was that during the transition COG was not able to process the paperwork necessary for us to process the "Other Applications." We're hopeful this will be corrected soon, though they are in the process of addressing a number of issues

with the new software program. The number of vanpools in PRTC's database decreased this month, reducing maxi vanpools from 93 to 91 while mini vanpools remained steady at 33. The total number of passengers transported (to and from) in vanpools was approximately 59,312.

Customer Service Statistics

Both the total calls answered and the daily average number of calls answered increased slightly for the month of April. Customer Service Agents answered an average of 437 calls per day while averaging just over a minute and a half wait time for answered calls.

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. The next functionality to be introduced is for the system to place reminder calls to passengers who have booked off-route trips on the local OmniLink service. Testing for this functionality is almost completed and we expect to start placing reminder calls within the next several days.

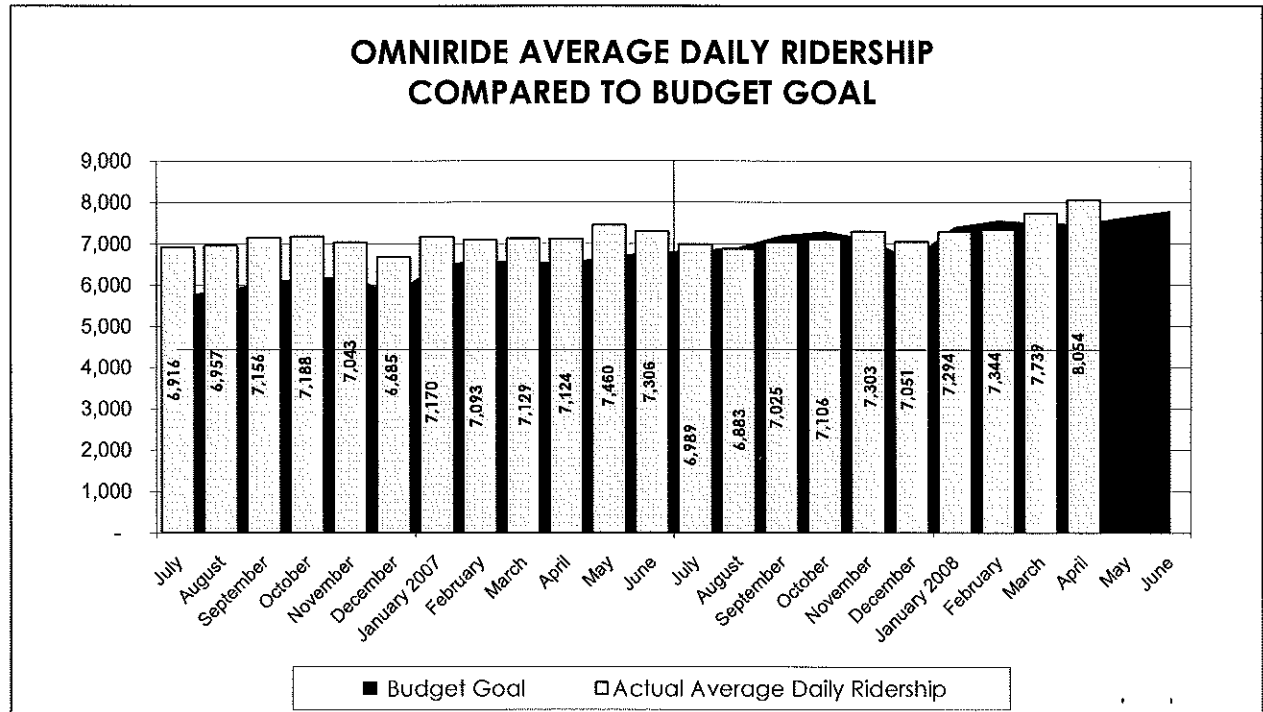
The actual number and percentage of OmniLink trips turned down increased slightly for the month of April.

Passenger Complaints

Both the rate per 10,000 trips and actual number of OmniRide and OmniLink complaints increased during the month of April. Preliminary reports suggest transitioning from the heating system to the air conditioning system resulted in customers not being comfortable with the temperature on the bus and the operators' pick, which was effective toward the end of the month, being part of the reason for the increase. Management is working with First Transit to isolate the causes and set remedies in place. Please see the attached charts for complaint comparisons.

OMNIRIDE EXPRESS SERVICE

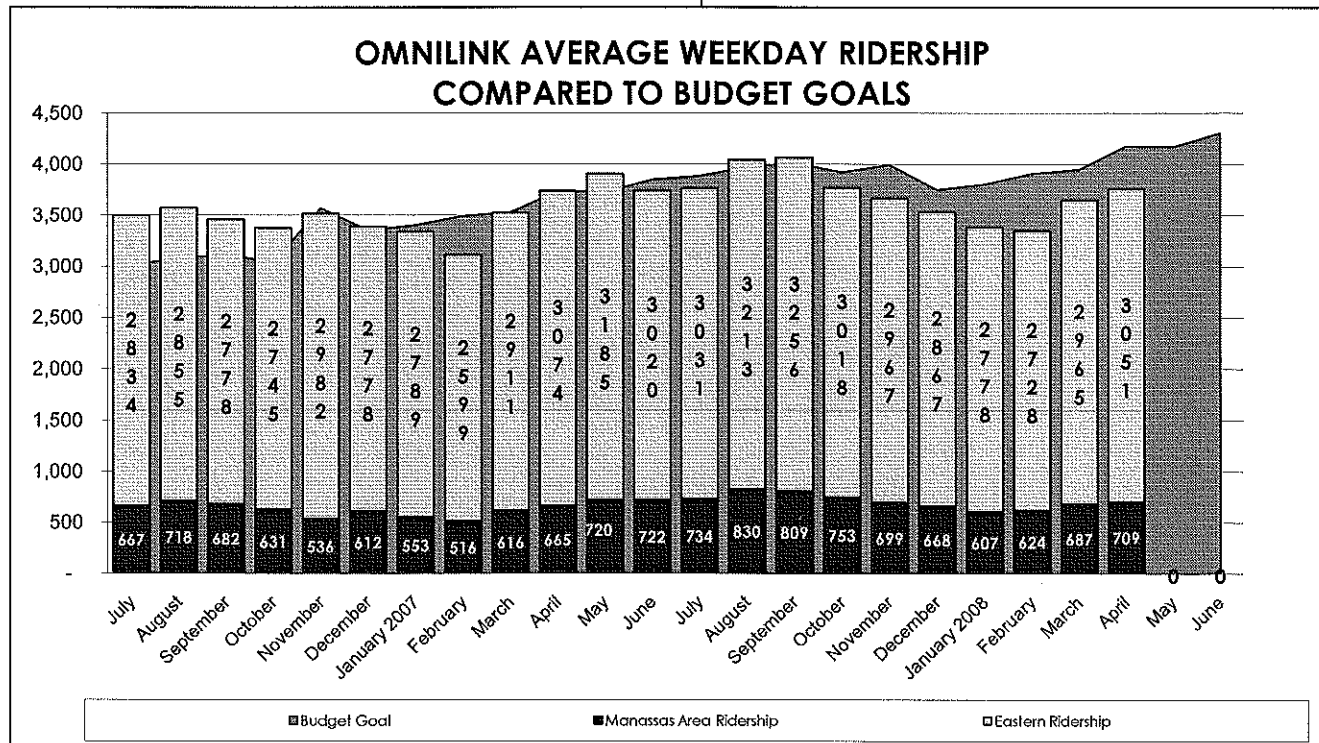
Month	Monthly Ridership		Average Daily Ridership			FY08 Budget Goal	Change from Goal
	FY07	FY08	FY07	FY08	% Change		
July	135,111	144,242	6,916	6,989	1.1%	6,819	170
August	160,007	156,823	6,957	6,883	-1.1%	6,900	(17)
September	141,582	133,478	7,156	7,025	-1.8%	7,188	(163)
October	152,707	157,477	7,188	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	160,942	7,129	7,739	8.6%	7,481	258
April	148,083	177,118	7,124	8,054	13.1%	7,472	582
May							
June							
Year to Date	1,423,300	1,489,992	7,046	7,279	3.3%	7,179	100



- 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).
- 4/08 - Avg. Daily Ridership excludes day of Papal Mass (17).

OMNILINK LOCAL SERVICE

WEEKDAY							
Month	Monthly Ridership		Average Daily Ridership			FY08 Budget Goal	Change from Goal
	FY07	FY08	FY07	FY08	% Change		
July	69,193	79,048	3,501	3,765	7.6%	3,883	(118)
August	82,180	92,999	3,573	4,043	13.2%	3,972	71
September	66,569	77,239	3,460	4,065	17.5%	4,013	52
October	69,561	85,886	3,376	3,771	11.7%	3,923	(152)
November	70,875	74,760	3,518	3,666	4.2%	3,995	(329)
December	67,296	65,966	3,390	3,535	4.3%	3,751	(216)
January	71,628	72,084	3,342	3,385	1.3%	3,807	(422)
February	54,260	66,713	3,115	3,352	7.6%	3,910	(558)
March	76,904	76,691	3,527	3,652	3.5%	3,949	(297)
April	77,255	76,692	3,739	3,760	0.6%	4,177	(417)
May							
June							
Year to Date	705,721	768,078	3,454	3,699	7.1%	3,938	(239)



7/06 - Avg. Daily Ridership excludes day before July 4 holiday (3), computer system down for upgrade (20).

Also note that Code Red Day (18) ridership 0.7% lower than prior 3 Tuesdays.

8/06 - Code Red Day (2) ridership 3.2% higher than prior 3 Wednesdays.

9/06 - Avg. Daily Ridership excludes high wind/rain day (1), MDT problems (5 & 6).

10/06 - Avg. Daily Ridership excludes (9) - Columbus Day Holiday and days with MDT problems (30 & 31).

11/06 - Avg. Daily Ridership excludes heavy rain/MDT probs (8), Vet's Day celebrated (10), heavy rain/wind/tornado warning (16) & T-giving Friday (24).

12/06 - Avg. Daily Ridership excludes day after Christmas (26).

1/07 - Avg. Daily Ridership excludes MDT problems (8, 18), MLK Day (15), and weather (22).

2/07 - Avg. Daily Ridership excludes winter weather days (7, 13, 15, 16, 26) and President's Day holiday (19).

3/07 - Avg. Daily Ridership excludes winter weather day (7).

4/07 - Avg. Daily Ridership excludes Good Friday (6), MDT problems (16).

5/07 - Ozone Action Day (31) ridership was 5.3% higher than other May Thursdays.

6/07 - Ozone Action Days (1, 18, 19, 27, 28). Electronic fareboxes began 6/11.

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).

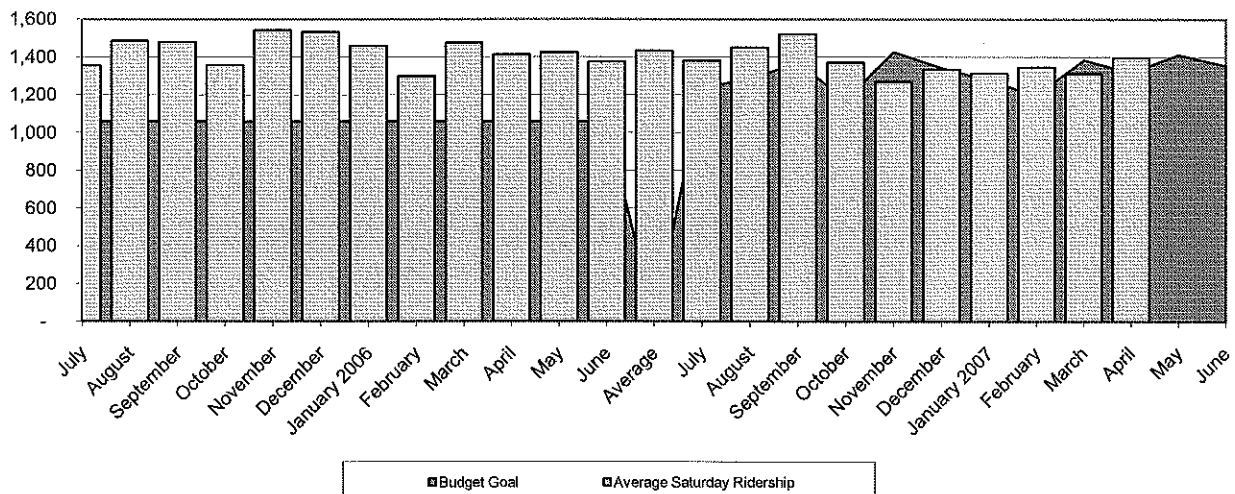
2/08 - Avg. Daily Ridership excludes ice day (12), day after (13), President's Day (18), winter weather PM (20), snow/ice - ESP all day (22).

4/08 - Avg. Daily Ridership excludes farebox problem days for bus 257 (28, 29, 30).

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	6,556	1,475	1,311	-11.1%	1,384	(73)
April	5,351	5,232	1,413	1,395	-1.3%	1,318	77
May							
June							
Year to Date	62,886	58,571	1,439	1,369	-4.9%	1,301	67

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)

4/08 - Avg. Saturday Ridership excludes farebox problem with bus 257 day (26).

OMNIMATCH RIDESHARING PROGRAM

	FY07	FY08	FY07	FY08	FY08	FY08	FY08	FY08	FY08	FY08	FY08	FY08
	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	Working Days Per Month
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	77	64	3	91	33	2,696	59,312	22			
May	78		42				0	0	21			
June	113		50				0	0	21			
Annual Totals	859	837	567	480	NA	NA	28,350	589,596	NA	589,596	NA	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.

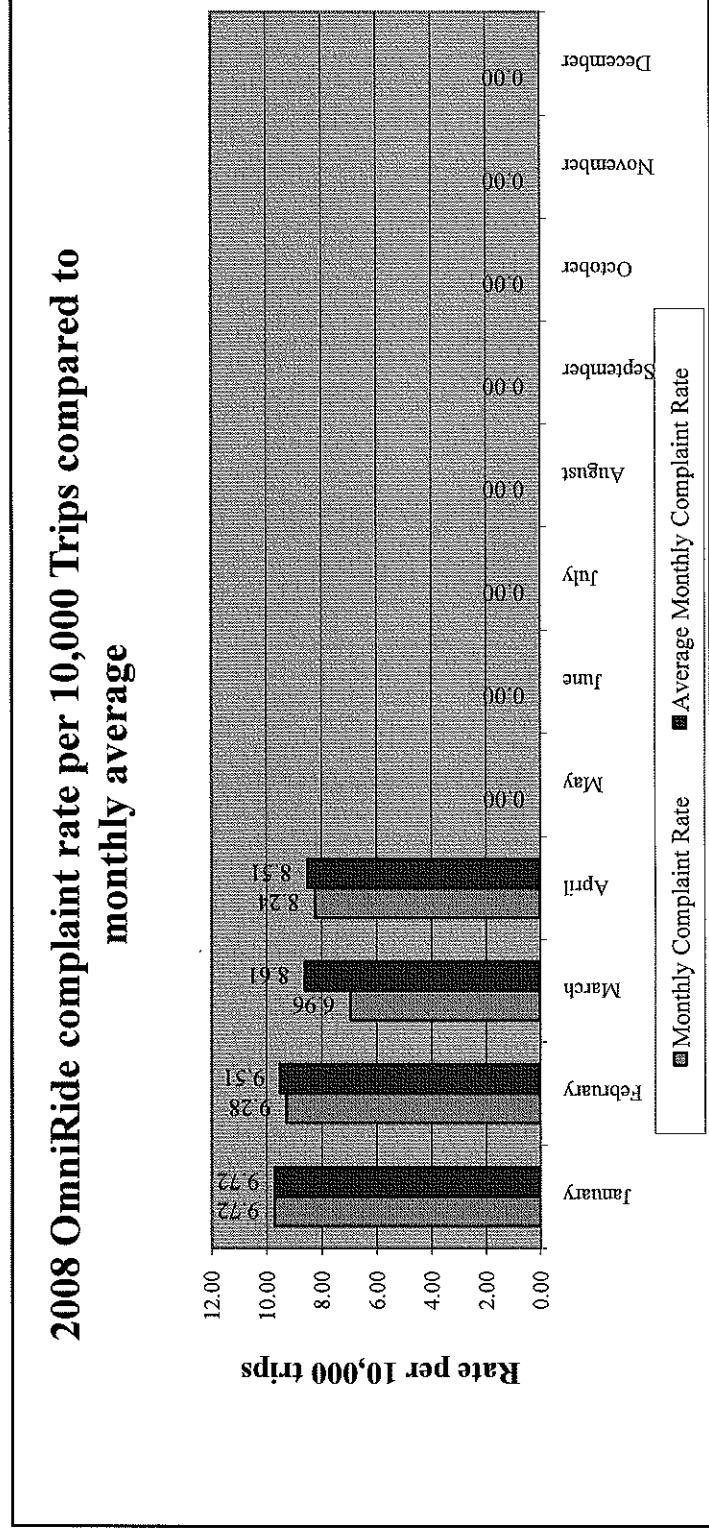
Customer Service Department Monthly Service Totals

	<u>April</u>	<u>March</u>	<u>Change</u>	<u>% Change</u>
CALL ACTIVITY				
General Information Calls	<u>1,555</u>	<u>3,361</u>	<u>-1,806</u>	<u>-54</u>
OmniLink Request Calls	<u>9,795</u>	<u>7,789</u>	<u>2,006</u>	<u>26</u>
Daily Average	<u>437</u>	<u>429</u>	<u>8</u>	<u>2</u>
Total Calls	<u><u>11,350</u></u>	<u><u>11,150</u></u>	<u><u>200</u></u>	<u><u>2</u></u>
RIDERSHIP				
Off-route trips Scheduled:				
One Time Trips	<u>4,297</u>	<u>4,027</u>	<u>270</u>	<u>7</u>
Standing Order Trips	<u>1,901</u>	<u>1,819</u>	<u>82</u>	<u>5</u>
Sub Total	<u><u>6,198</u></u>	<u><u>5,846</u></u>	<u><u>352</u></u>	<u><u>6</u></u>
Fixed Route:	<u><u>75,726</u></u>	<u><u>77,401</u></u>	<u><u>-1,675</u></u>	<u><u>-2</u></u>
Total Ridership*	<u><u>81,924</u></u>	<u><u>83,247</u></u>	<u><u>-1,323</u></u>	<u><u>-2</u></u>
RIDER ACCOMODATIONS				
Total Trip Turn Downs	<u>30</u>	<u>20</u>	<u>10</u>	<u>50</u>
% Of Trips Turned Down	<u>0.48%</u>	<u>0.34%</u>	<u>0.14%</u>	<u>41</u>

* - 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	148,083	147	9.93
May			
June			
July			
August			
September			
October			
November			
December			
Year-to-date totals	575,904	445	7.73

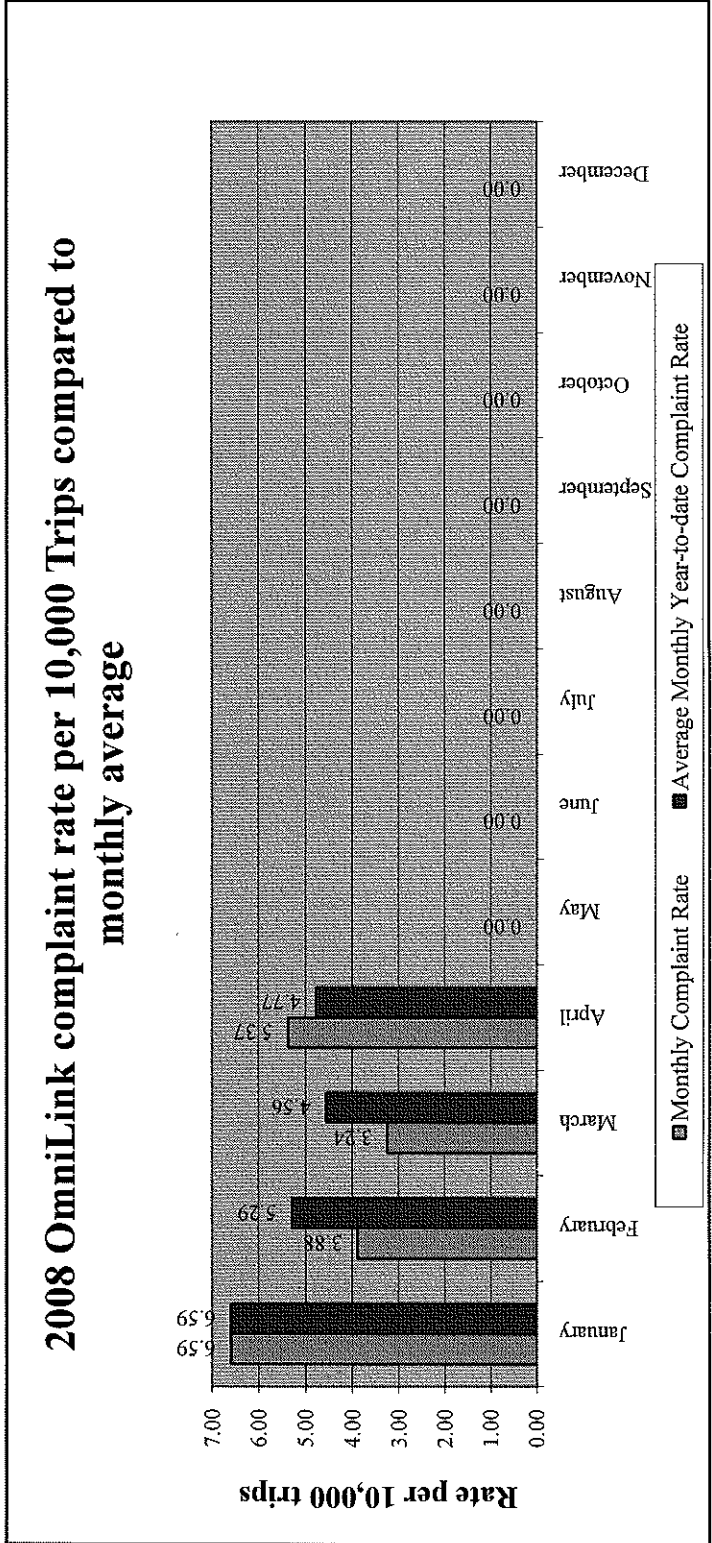
Calendar 2008 Year-to-date OmniRide Complaints			
	Ridership	Complaints	Per 10k Trips
January	154,360	150	9.72
February	142,223	132	9.28
March	160,942	112	6.96
April	177,118	146	8.24
May			
June			
July			
August			
September			
October			
November			
December			
Year-to-date totals	634,643	540	8.51



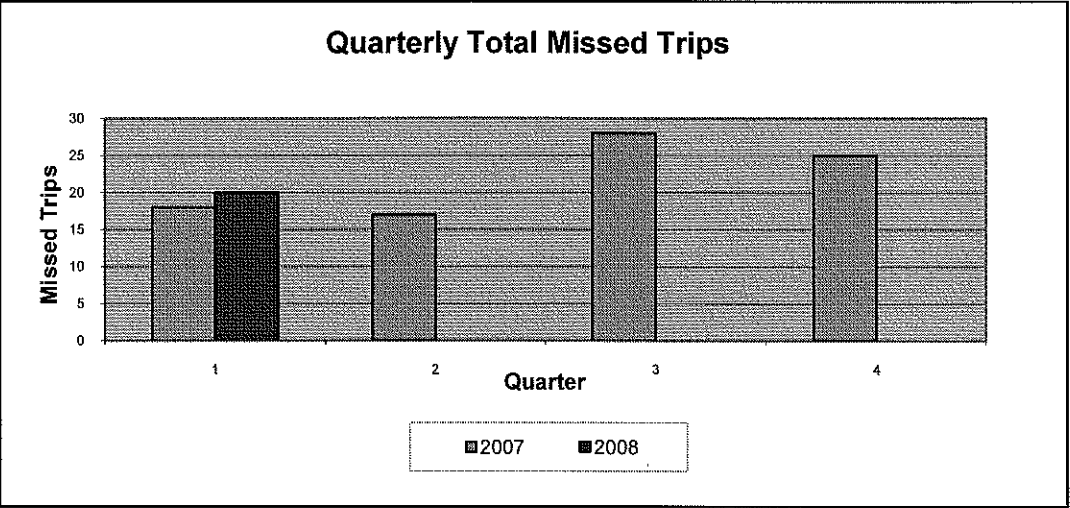
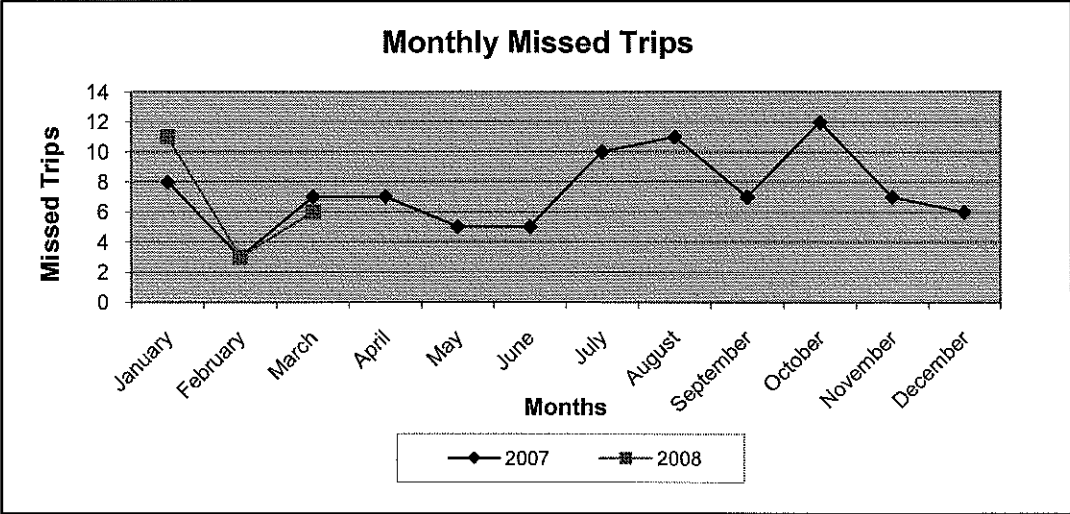
Complaint rates for OmniRide service showing the rates for the current month and for the year-to-date in contrast to the calendar year 2007 overall rate which is the benchmark for evaluating contractor performance for calendar year 2008.

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	82,606	36	4.36
May			
June			
July			
August			
September			
October			
November			
December			
Year-to-date totals	303,581	134	4.41

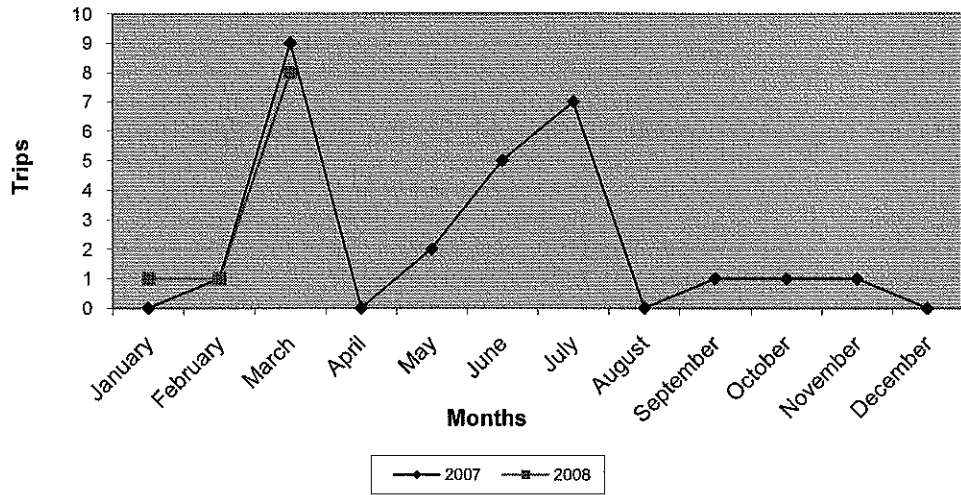
Calendar 2008 Year-to-date OmniLink Complaints			
	Ridership	Complaints	Per 10k Trips
January	77,337	51	6.59
February	72,097	28	3.88
March	83,247	27	3.24
April	81,924	44	5.37
May			
June			
July			
August			
September			
October			
November			
December			
Year-to-date totals	314,605	150	4.77



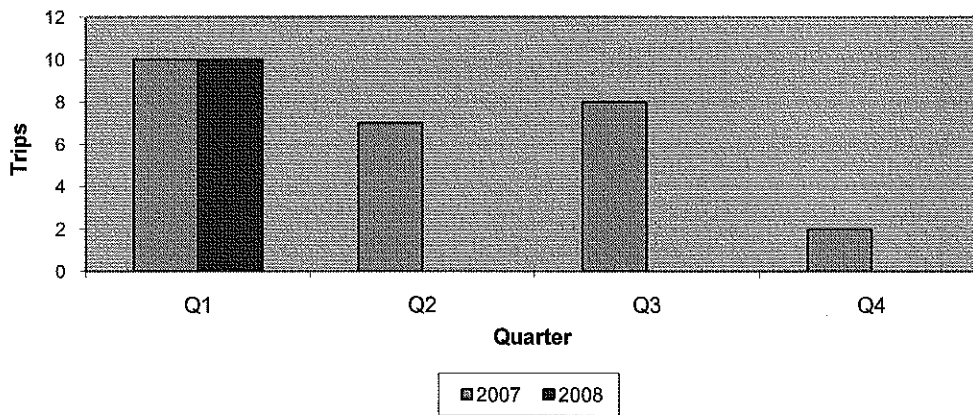
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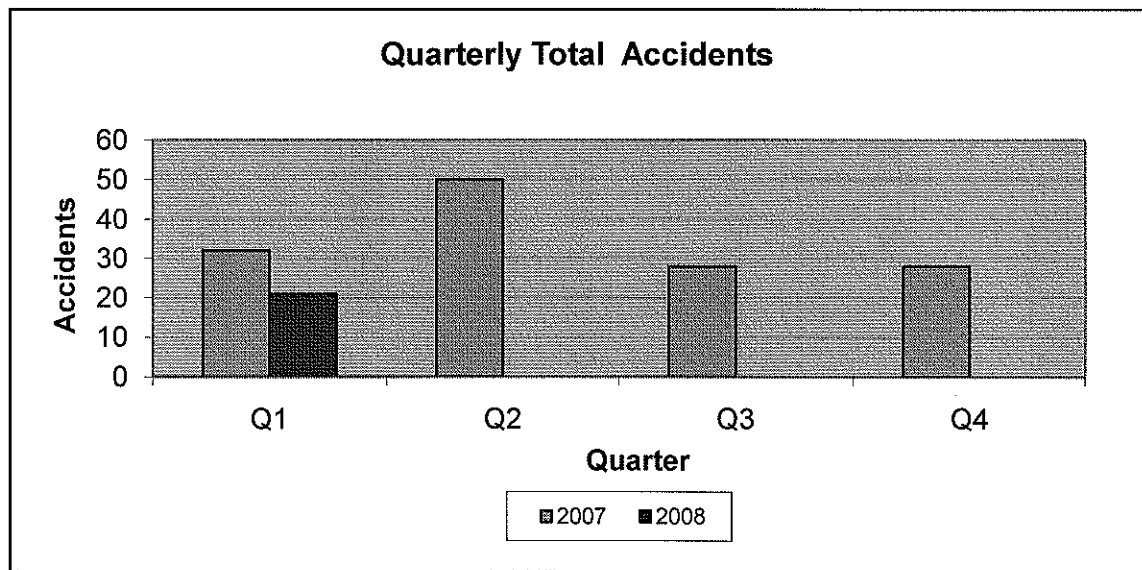
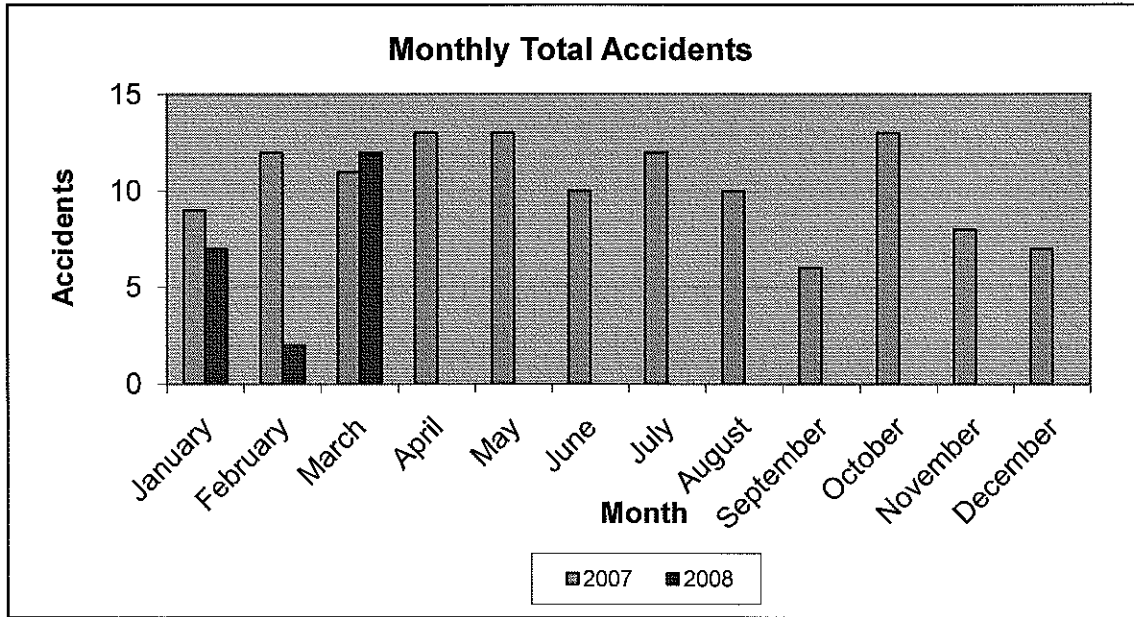


Monthly Trips Covered by Strategic Bus or Supervisor

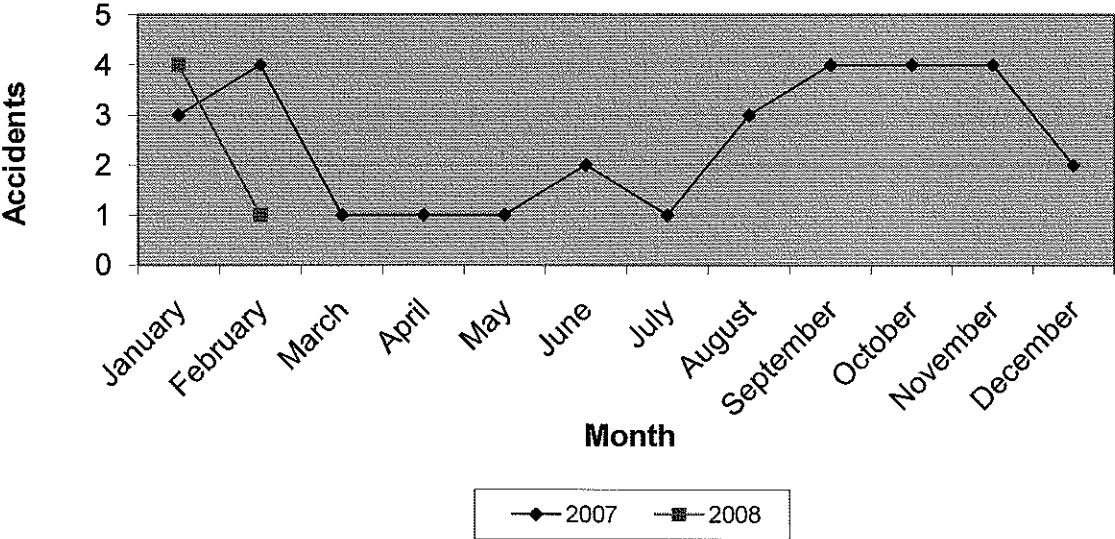


Quarterly Trips Covered by Strategic Bus or Supervisor





Monthly Preventable Accidents



Monthly Preventable Accidents per 100,000 Miles

