



Potomac and Rappahannock  
Transportation Commission

May 7, 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 *AH*  
Executive Director

SUBJECT: April System Performance and Ridership Report

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OmniRide Express and Metro Direct Service

Commuter bus average daily ridership fell slightly in April and while it is still solidly above the budget goal, from the perspective of comparing this month to the same month last year, it is clear that the rate of growth has tapered. Some of the "April to April" comparison can be attributed to the fact that spring break occurred in April this year and in March the year before, but the rate decline is also reflective of reduced fuel prices and recessionary conditions.

OmniLink Local Bus Service

Local bus ridership increased in April for the third month in a row. However, ridership continues to lag the monthly totals from a year ago when spiking fuel prices resulted in rapidly rising ridership. Average Saturday ridership increased as well.

OmniMatch Service

The number of "New PRTC Applications Processed for Ridesharing" increased slightly again this month. The "Other Applications Processed" decreased during the month however, they are significantly higher compared to the prior year. The number of maxi and mini vanpools remained steady this month with 92 and 34, respectively. The total number of passengers transported (to and from) in vanpools during the month of April was approximately 60,104.

Customer Service Statistics

Both the actual and daily average number of calls answered decreased for the month of April. Customer Service Agents (CSAs) answered a total of 10,177 calls in April and

maintained an average waiting time of just over one and a half minutes for answered calls.

Approximately 30 percent of the inbound calls in April were handled by the Interactive Voice Response (IVR) system, on par with last month.

Both the actual number and percentage of OmniLink trips turned down increased this month.

### Passenger Complaints

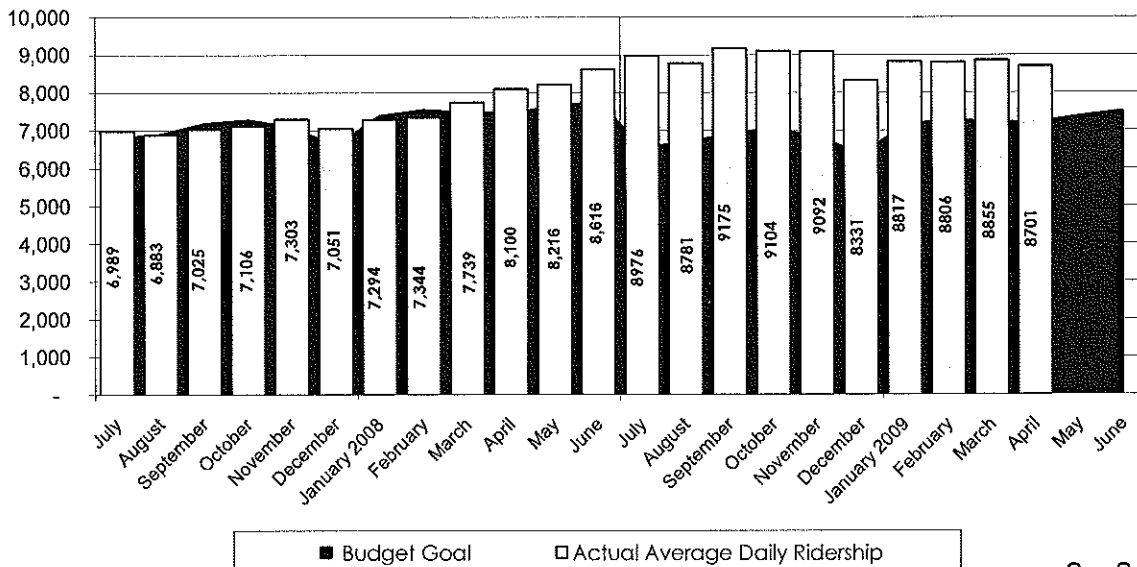
Both the actual number and rate per 10,000 trips of OmniRide complaints decreased slightly in the month of April. As compared to last year, both the rate and rate per 10,000 trips are significantly lower. OmniLink actual and rate per 10,000 trips decreased during April, putting the year-to-date average on par with last year.

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# 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							
June							
<b>Year to Date</b>	<b>1,490,611</b>	<b>1,793,077</b>	<b>7,283</b>	<b>8,864</b>	<b>21.7%</b>	<b>6,934</b>	<b>1,930</b>

### OMNIRIDE AVERAGE DAILY RIDERSHIP COMPARED TO BUDGET GOAL

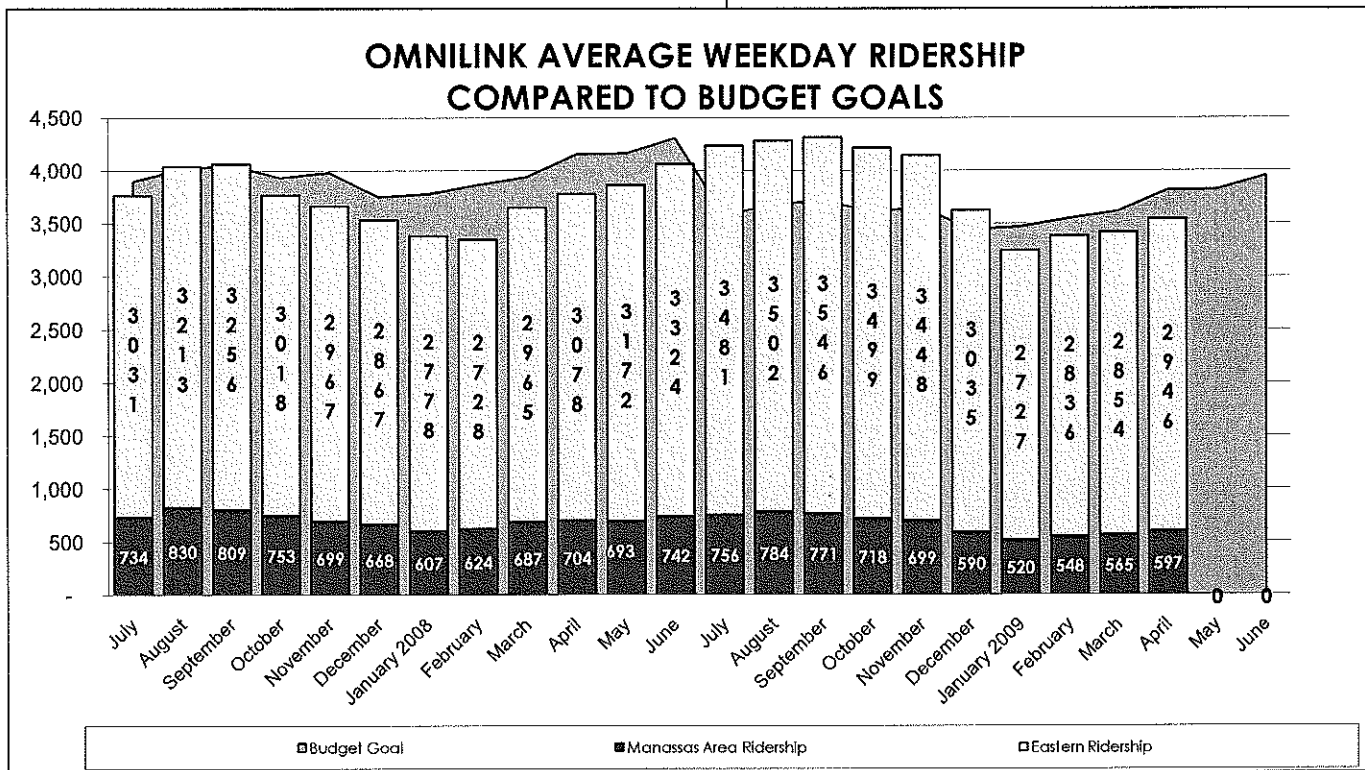


**Note: Due to lag in ridership reporting, initial monthly ridership is preliminary and is finalized the following month.**

- 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 off New Years MH (2), day before inaug/long w/e (16), MLK (19), inaug (20), day off 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).

# 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	3,543	-6.3%	3,815	(272)
May							
June							
<b>Year to Date</b>	<b>773,676</b>	<b>803,522</b>	<b>3,702</b>	<b>3,842</b>	<b>3.8%</b>	<b>3,613</b>	<b>229</b>



**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 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).

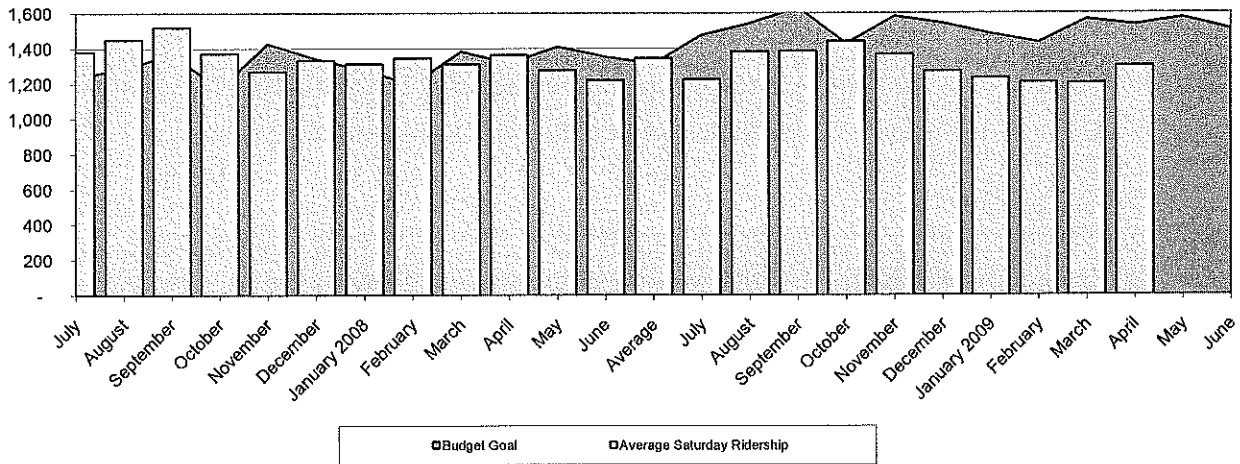
3/09 - Avg. Daily Ridership excludes ESP day (2) and day following snow (3).

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

# 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						-	
June						-	
<b>Year to Date</b>	<b>58,795</b>	<b>54,776</b>	<b>1,366</b>	<b>1,302</b>	<b>-4.7%</b>	<b>1,268</b>	<b>34</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
	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	Working Days Per Month	FY09
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		31				0	0	20		
June	208		22				0	0	22		
Annual Totals	1,148	1,056	533	562	NA	NA	27,550	583,988	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.

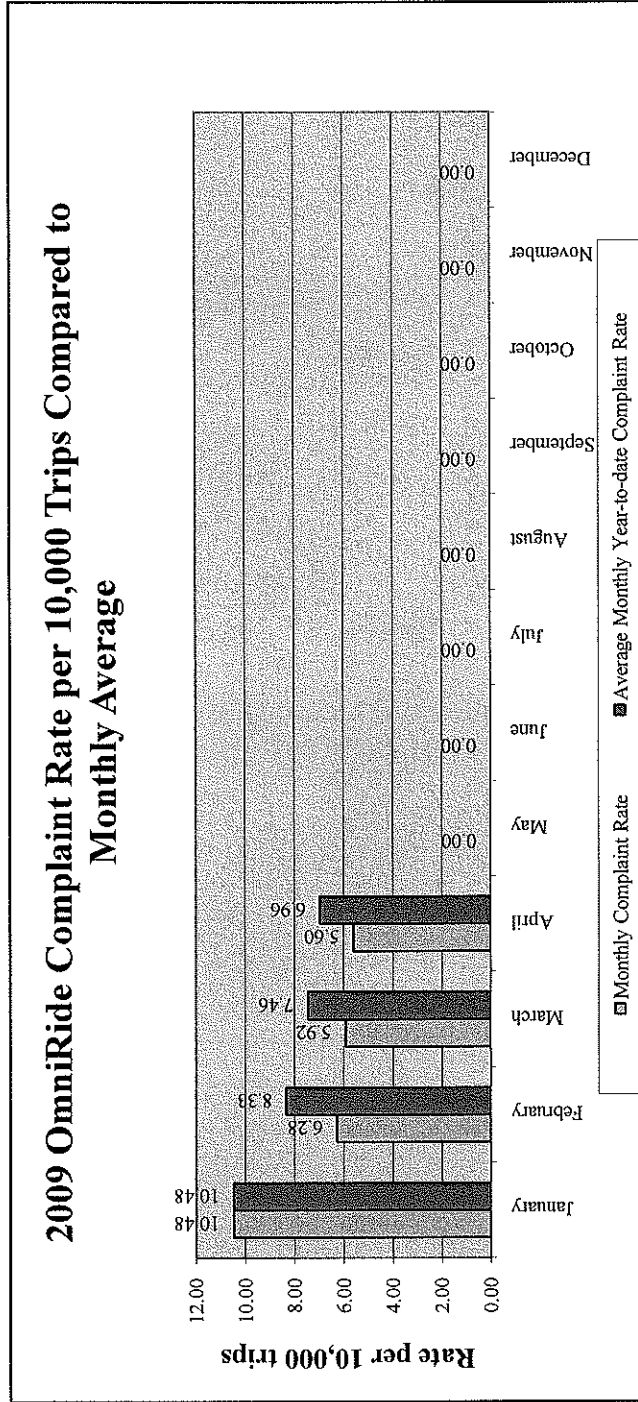
## Customer Service Department Monthly Service Totals

	<u>April</u>	<u>March</u>	<u>Change</u>	<u>% Change</u>
<b>CALL ACTIVITY</b>				
General Information Calls	2,478	3,238	-760	-23
OmniLink Request Calls	7,699	7,626	73	1
Daily Average	391	418	-26	-6
Total Calls	<u>10,177</u>	<u>10,864</u>	<u>-687</u>	<u>-6</u>
<b>RIDERSHIP</b>				
Off-route trips Scheduled:				
One Time Trips	3,673	3,836	-163	-4
Standing Order Trips	2,510	2,501	9	0
Sub Total	<u>6,183</u>	<u>6,337</u>	<u>-154</u>	<u>-2</u>
Daily Average	238	244	-6	-2
Fixed Route:	<u>76,346</u>	<u>71,006</u>	<u>5,340</u>	<u>8</u>
Total Ridership*	<u>82,529</u>	<u>77,343</u>	<u>5,186</u>	<u>7</u>
<b>RIDER ACCOMODATIONS</b>				
Total Trip Turn Downs	<u>241</u>	<u>177</u>	<u>64</u>	<u>36</u>
% Of Trips Turned Down	<u>3.75%</u>	<u>2.72%</u>	<u>1.03%</u>	<u>38</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			
June			
July			
August			
September			
October			
November			
December			
<b>Year-to-date totals</b>	<b>635,262</b>	<b>540</b>	<b>8.50</b>

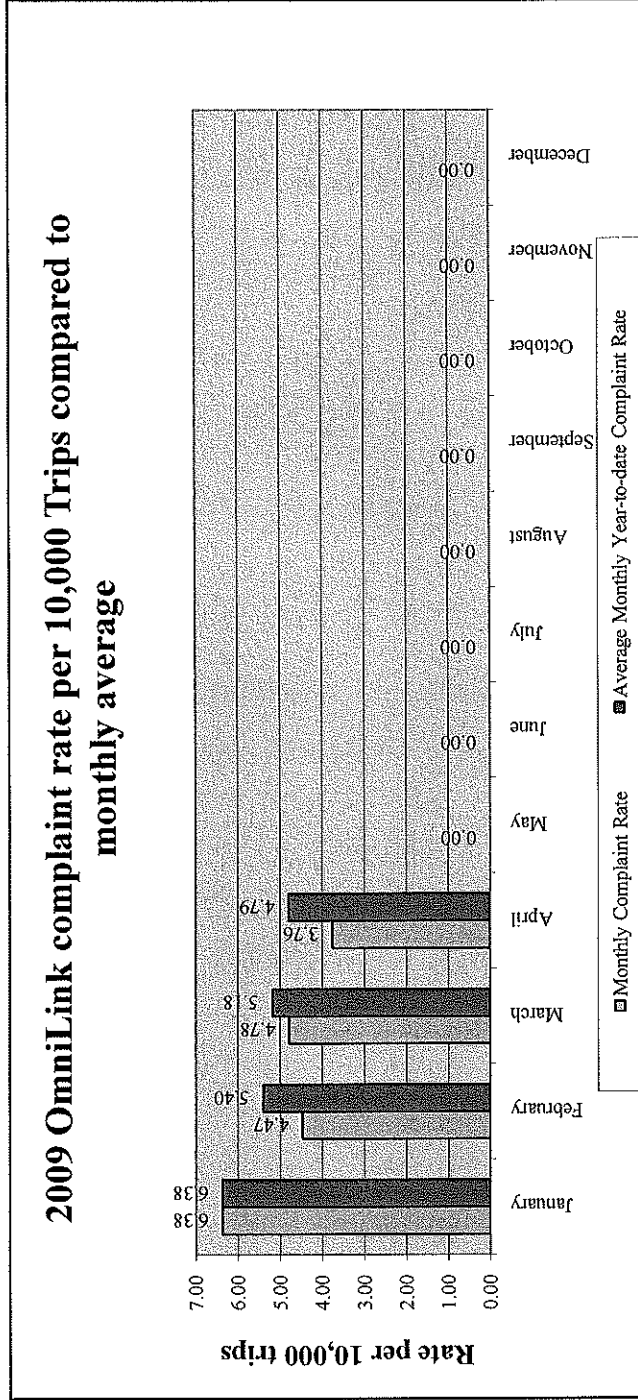
Calendar 2009 Year-to-date OmniRide Complaints			
	Ridership	Complaints	Per 10k Trips
January	161,305	169	10.48
February	168,699	106	6.28
March	187,511	111	5.92
April	189,315	106	5.60
May			
June			
July			
August			
September			
October			
November			
December			
<b>Year-to-date totals</b>	<b>706,830</b>	<b>492</b>	<b>6.96</b>



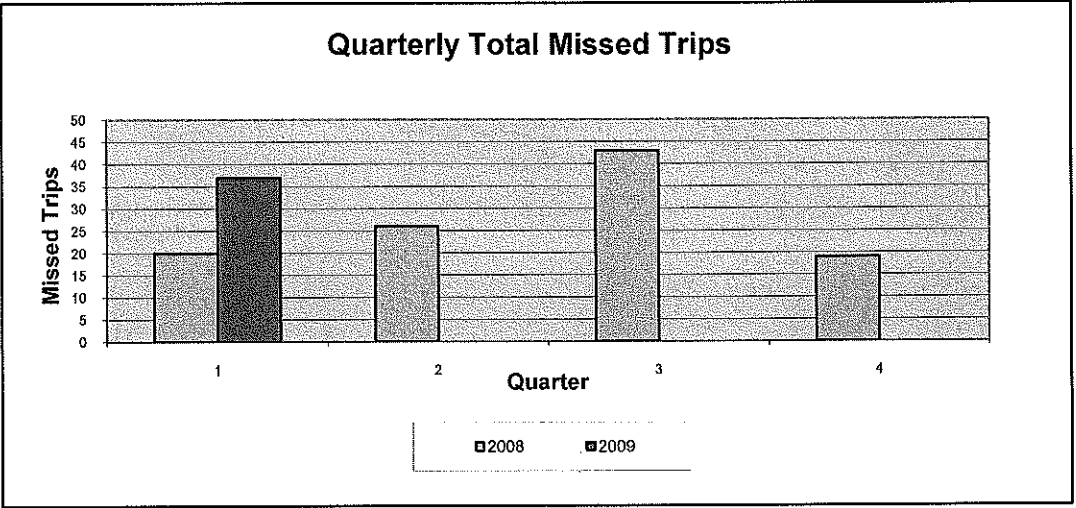
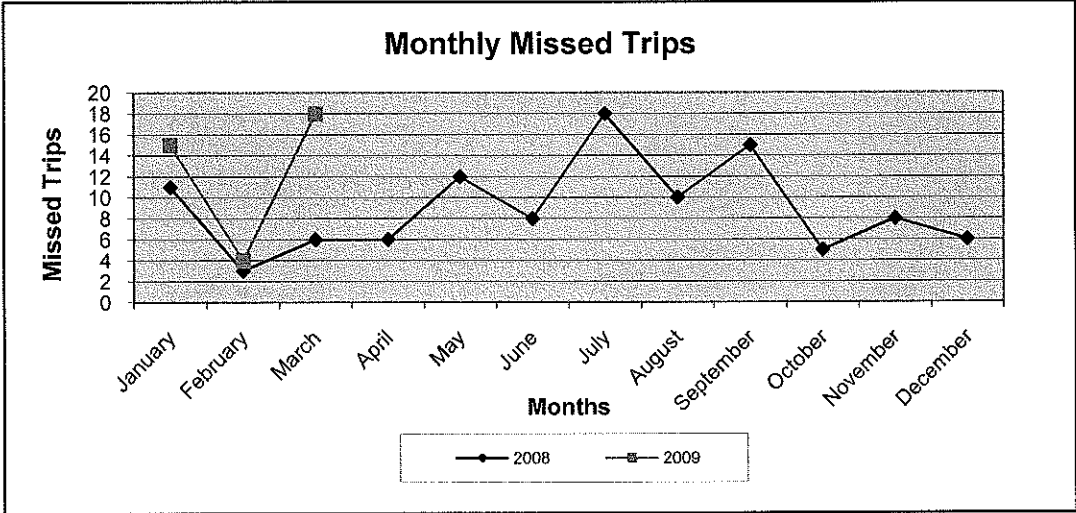
Complaint rates for OmniRide service showing the rates for the current month and for the year-to-date in contrast to the calendar year 2008 overall rate which is the benchmark for evaluating contractor performance for calendar year 2009.

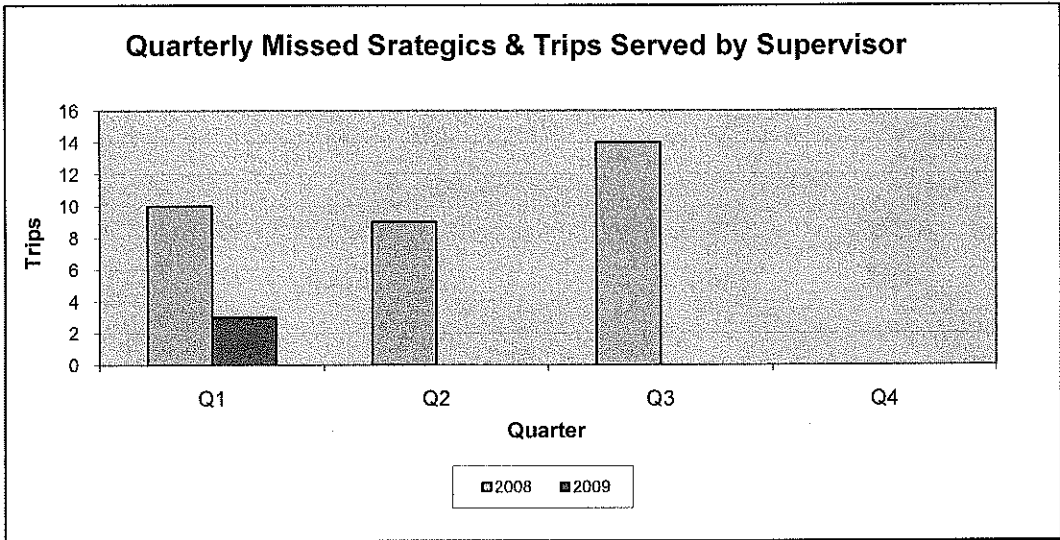
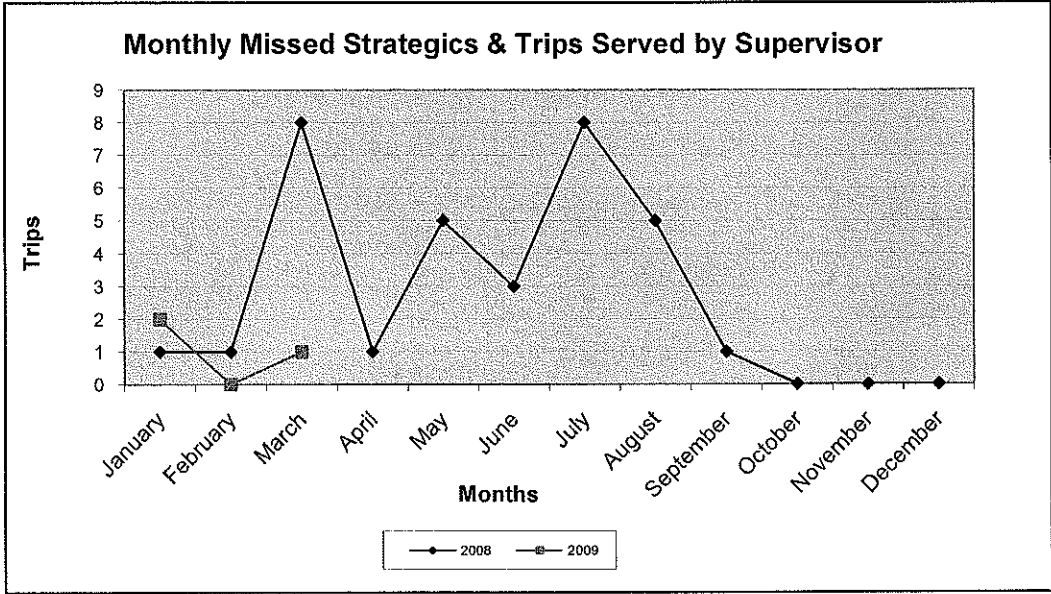
Calendar 2008 Year-to-date OmniLink Complaints			
	Ridership	Complaints	Per 10k Trips
January	77,337	51	6.59
February	72,097	28	3.88
March	83,247	27	3.24
April	87,746	44	5.01
May			
June			
July			
August			
September			
October			
November			
December			
<b>Year-to-date totals</b>	<b>320,427</b>	<b>150</b>	<b>4.68</b>

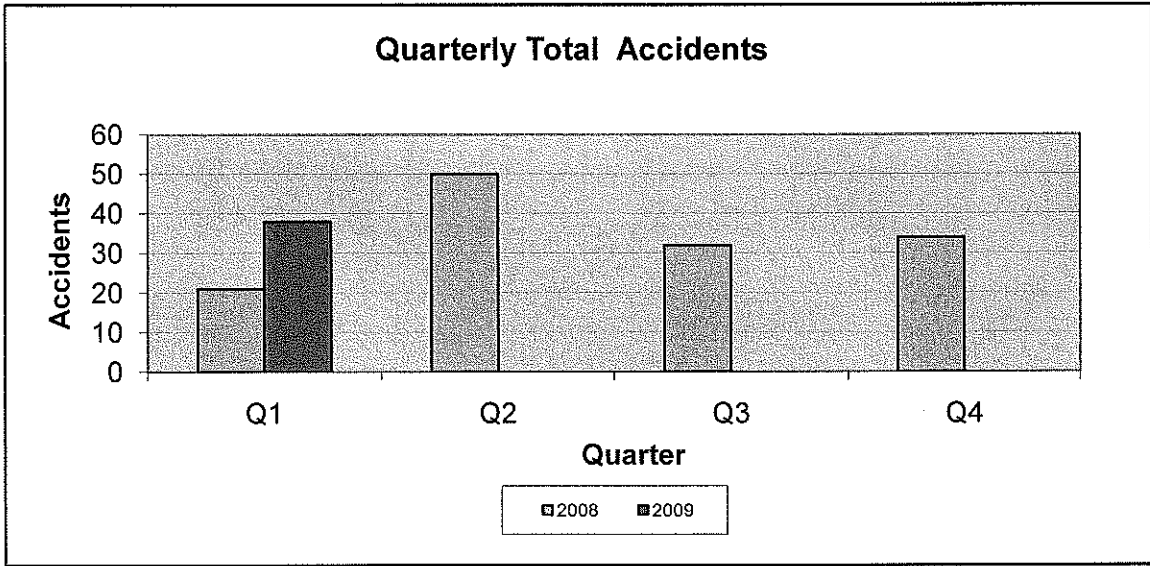
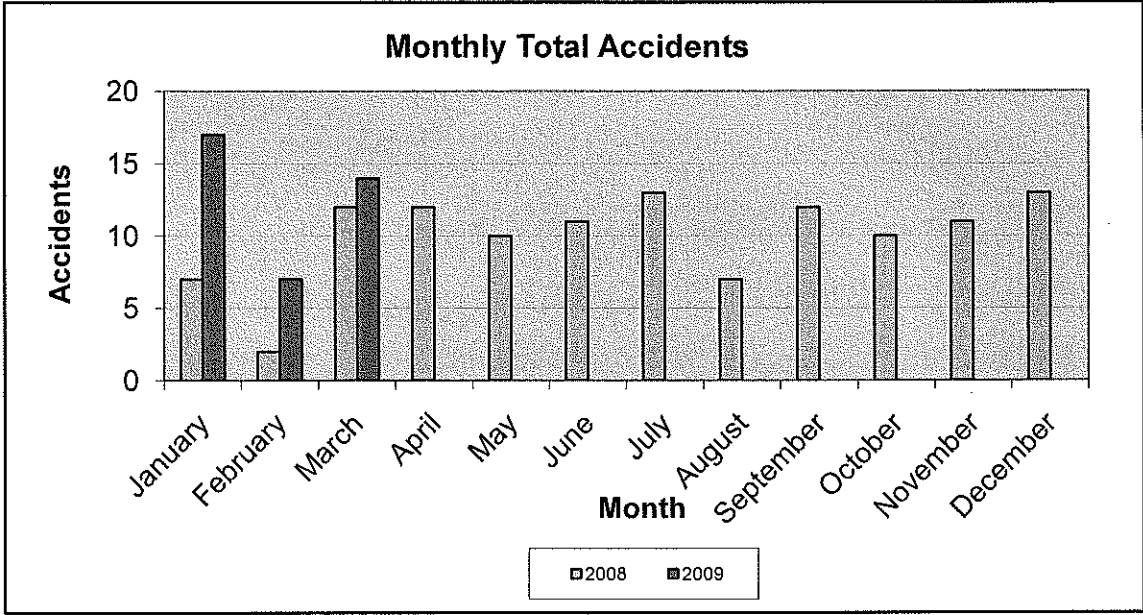
Calendar 2009 Year-to-date OmniLink Complaints			
	Ridership	Complaints	Per 10k Trips
January	68,991	44	6.38
February	71,651	32	4.47
March	77,343	37	4.78
April	82,529	31	3.76
May			
June			
July			
August			
September			
October			
November			
December			
<b>Year-to-date totals</b>	<b>300,514</b>	<b>144</b>	<b>4.79</b>



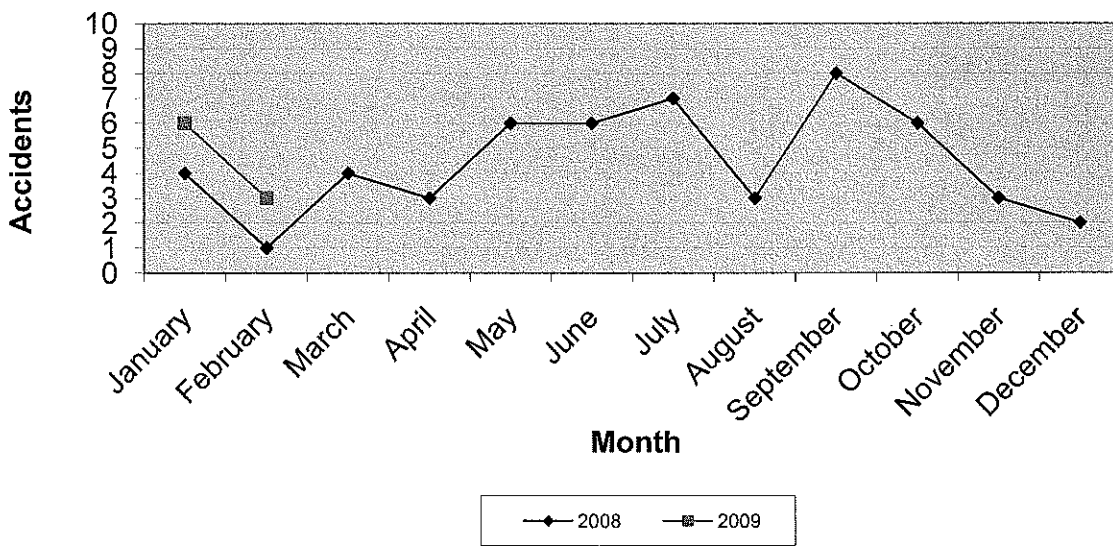
Complaint rates for OmniLink service showing the rates for the current month and for the year-to-date in contrast to the calendar year 2008 overall rate which is the benchmark for evaluating contractor performance for calendar year 2009.



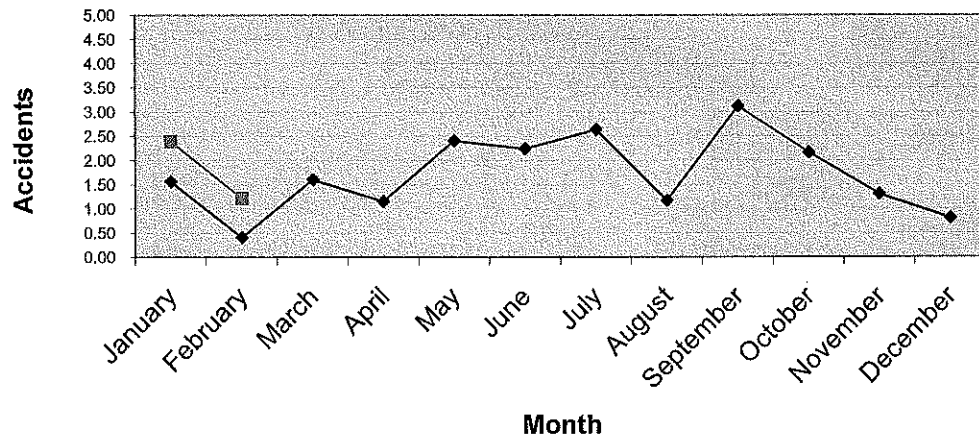




### Monthly Preventable Accidents

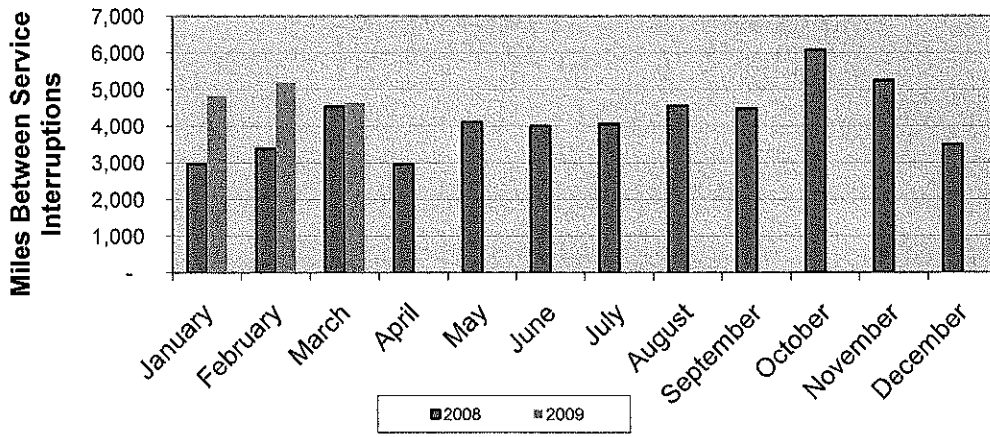


### Monthly Preventable Accidents per 100,000 Miles



—◆— 2008    -■- 2009

### Monthly Miles Between Service Interruptions



### Average Quarterly Miles Between Service Interruptions

