



Potomac and Rappahannock  
Transportation Commission

November 6, 2008

TO: Chairman Jones 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: October System Performance and Ridership Report

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OmniRide Express and Metro Direct Service

OmniRide patronage has risen significantly every month since December (largely due to dramatic fuel price increases), though we saw a slight drop relative to goal in October. Despite the fact that fuel prices have dropped significantly, OmniRide ridership levels remain decidedly higher than the goal -- in fact, for the first time in PRTC history, total monthly OmniRide usage topped 200,000.

OmniLink Local Bus Service

Local bus average daily ridership has also eclipsed monthly goals for months. The slight drop in ridership, comparing October to December (98 daily trips) is as expected, since October local bus ridership is typically lower than September. As with OmniRide, total OmniLink monthly ridership crossed a new threshold, for the first time exceeding 100,000 monthly trips (including Saturday). It's also noteworthy that Saturday ridership continued exceeded the monthly budget goal, the first month this has happened this year.

OmniMatch Service

The number of New PRTC Applications Processed for ridesharing requests decreased during the month of October while the Other Applications Processed rose. The number of maxi vanpools in PRTC's database remained consistent with a total of 93 maxi vans while the number of mini vans increased by one, for a total of 34. The total number of passengers transported (to and from) in vanpools during the month of October was approximately 63,434.

### Customer Service Statistics

Both the actual and daily average calls answered decreased slightly for the month of October. Customer Service Agents (CSAs) answered a total of 11,512 calls in October and maintained an average waiting time of just over three and a half minutes for answered calls. Management fully expects the waiting times to diminish significantly next month since two of the vacant positions have recently been filled and the third vacancy expected to be occupied within the next week.

The volume of calls handled by the Interactive Voice Response (IVR) system remained steady at approximately 25 percent for the month of October. Staff continues to expect the number of callers who are able to conduct their business solely with the use of the IVR will increase once the IVR is fully functional (allowing customers to schedule their own local off-route trips), which is anticipated by year's end. Currently customers are able to confirm and cancel their off-route local trips by using the IVR, which is available to customers 24/7.

The actual number and percentage of OmniLink trips turned down decreased for the second month in a row.

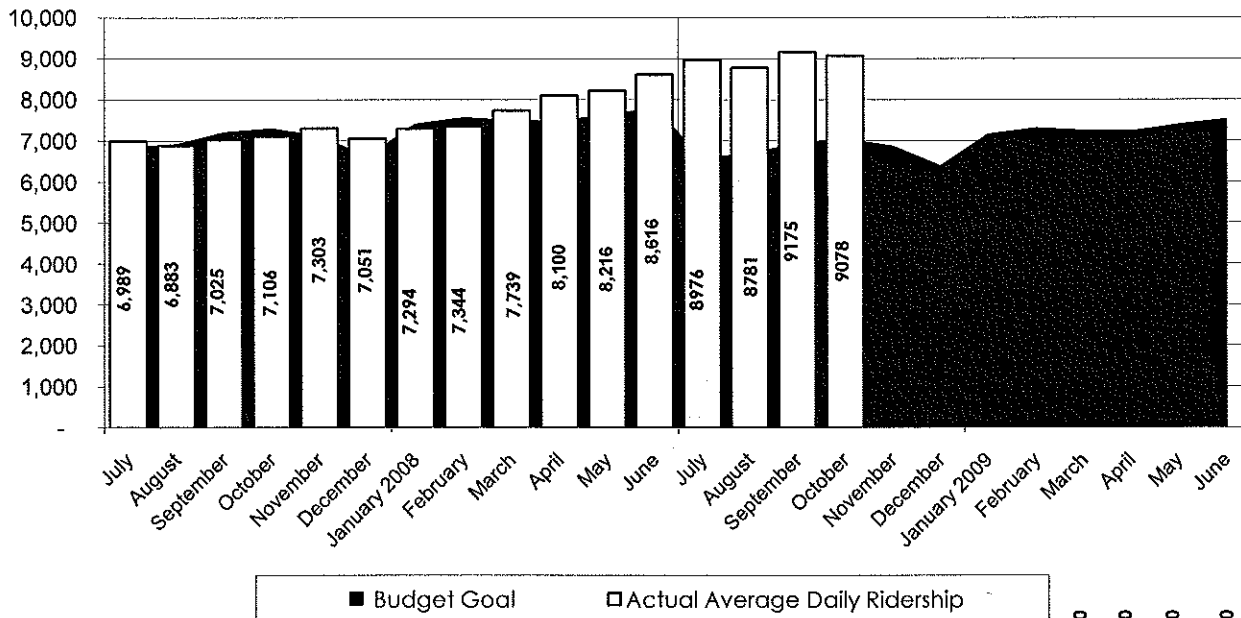
### Passenger Complaints

Both the rate per 10,000 trips and actual number of OmniRide and OmniLink complaints decreased in October. The rates per 10,000 trips are back to July and August levels on OmniRide and OmniLink, respectively. Please see the attached charts for complaint comparisons.

# 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	200,520	7,106	9,078	27.8%	7,037	2,041
November							
December							
January							
February							
March							
April							
May							
June							
<b>Year to Date</b>	<b>592,020</b>	<b>766,613</b>	<b>7,001</b>	<b>9,003</b>	<b>28.6%</b>	<b>6,808</b>	<b>2,195</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).

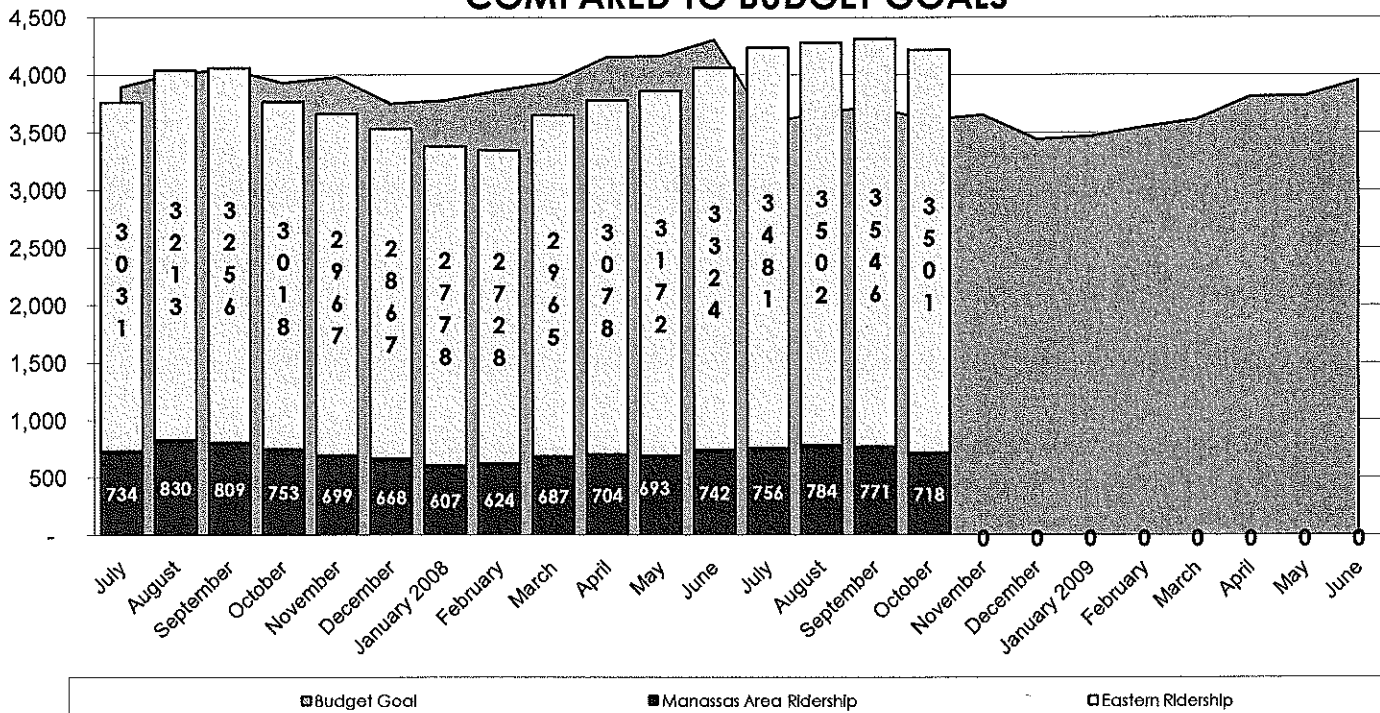
9/08 - Avg. Daily Ridership excludes ESP day for Pentagon memorial dedication (11).

10/08 - Avg. Daily Ridership excludes (10) World Bank/IMF detours and (13) Columbus Day holiday.

# 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	96,123	3,771	4,219	11.9%	3,610	609
November							
December							
January							
February							
March							
April							
May							
June							
<b>Year to Date</b>	<b>335,172</b>	<b>368,691</b>	<b>3,911</b>	<b>4,265</b>	<b>9.0%</b>	<b>3,647</b>	<b>618</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).

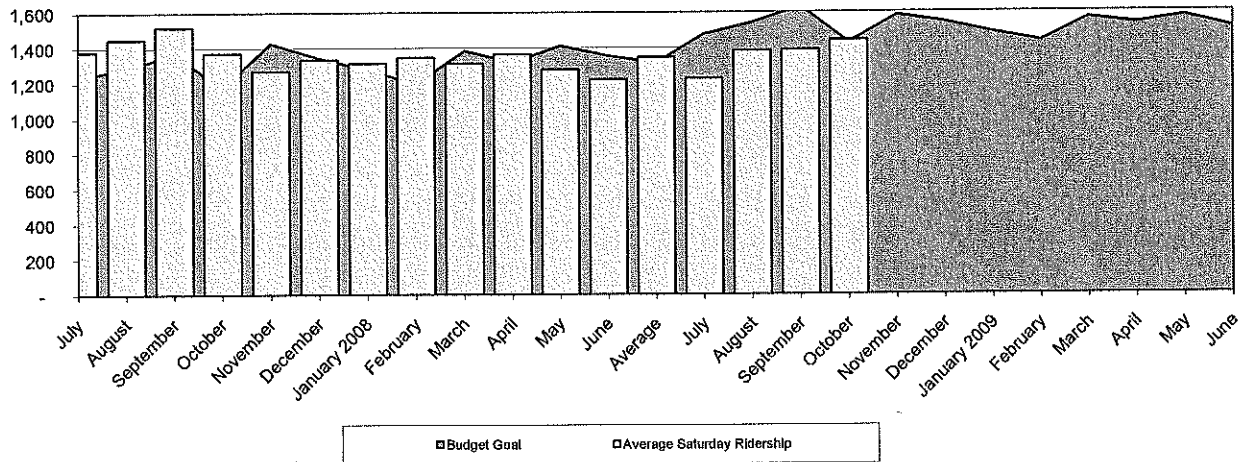
9/08 - Route-level data not available at time of meeting -- will be provided at November meeting.

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

# OMNILINK LOCAL SERVICE

SATURDAY							
Month	Monthly Ridership		Average Saturday Ridership			Average Saturday FY08 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						-	
December						-	
January						-	
February						-	
March						-	
April						-	
May						-	
June						-	
<b>Year to Date</b>	<b>24,400</b>	<b>22,367</b>	<b>1,430</b>	<b>1,359</b>	<b>-5.0%</b>	<b>507</b>	<b>852</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 - Ozone Action Days (4, 25)

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

# 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	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	60,456	22	
August	104	125	81	34	93	33	2,748	54,960	54,960	20	
September	61	205	37	38	93	33	2,748	57,708	57,708	21	
October	98	137	62	46	93	34	2,758	63,434	63,434	23	
November	88		51				0	0	0	19	
December	51		57				0	0	0	22	
January	97		59				0	0	0	21	
February	81		46				0	0	0	20	
March	99		22				0	0	0	22	
April	77		3				0	0	0	22	
May	103		31				0	0	0	20	
June	208		22				0	0	0	22	
Annual Totals	1,148	546	533	139	NA	NA	11,002	236,558	236,558	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.

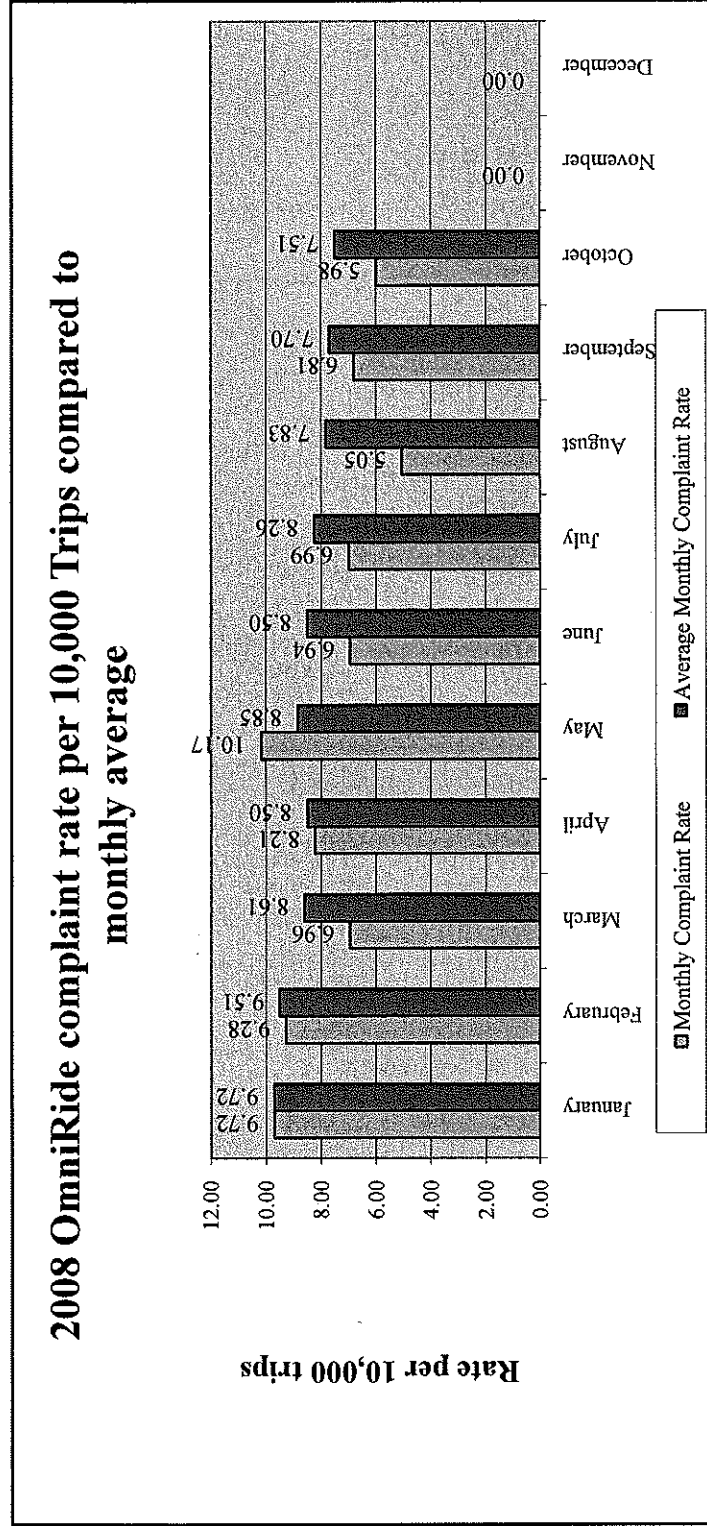
## Customer Service Department Monthly Service Totals

	<u>October</u>	<u>September</u>	<u>Change</u>	<u>% Change</u>
<b>CALL ACTIVITY</b>				
General Information Calls	<u>4,119</u>	<u>5,388</u>	<u>-1,269</u>	<u>-24</u>
OmniLink Request Calls	<u>7,393</u>	<u>6,944</u>	<u>449</u>	<u>6</u>
Daily Average	<u>426</u>	<u>493</u>	<u>-67</u>	<u>-14</u>
<b>Total Calls</b>	<b><u>11,512</u></b>	<b><u>12,332</u></b>	<b><u>-820</u></b>	<b><u>-7</u></b>
<b>RIDERSHIP</b>				
Off-route trips Scheduled:				
One Time Trips	<u>4,856</u>	<u>4,386</u>	<u>470</u>	<u>11</u>
Standing Order Trips	<u>2,722</u>	<u>2,422</u>	<u>300</u>	<u>12</u>
Sub Total	<u>7,578</u>	<u>6,808</u>	<u>770</u>	<u>11</u>
Daily Average	<u>291</u>	<u>272</u>	<u>19</u>	<u>7</u>
Fixed Route:	<u>94,303</u>	<u>88,643</u>	<u>13,238</u>	<u>15</u>
<b>Total Ridership*</b>	<b><u>101,881</u></b>	<b><u>95,451</u></b>	<b><u>6,430</u></b>	<b><u>7</u></b>
<b>RIDER ACCOMODATIONS</b>				
Total Trip Turn Downs	<u>21</u>	<u>25</u>	<u>-4</u>	<u>-16</u>
% Of Trips Turned Down	<u>0.28%</u>	<u>0.37%</u>	<u>0%</u>	<u>-24</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	162,623	115	7.07
June	152,633	112	7.34
July	144,242	152	10.54
August	156,823	136	8.67
September	133,478	95	7.12
October	157,477	181	11.49
November			
December			
<b>Year-to-date totals</b>	<b>1,483,180</b>	<b>1,236</b>	<b>8.33</b>

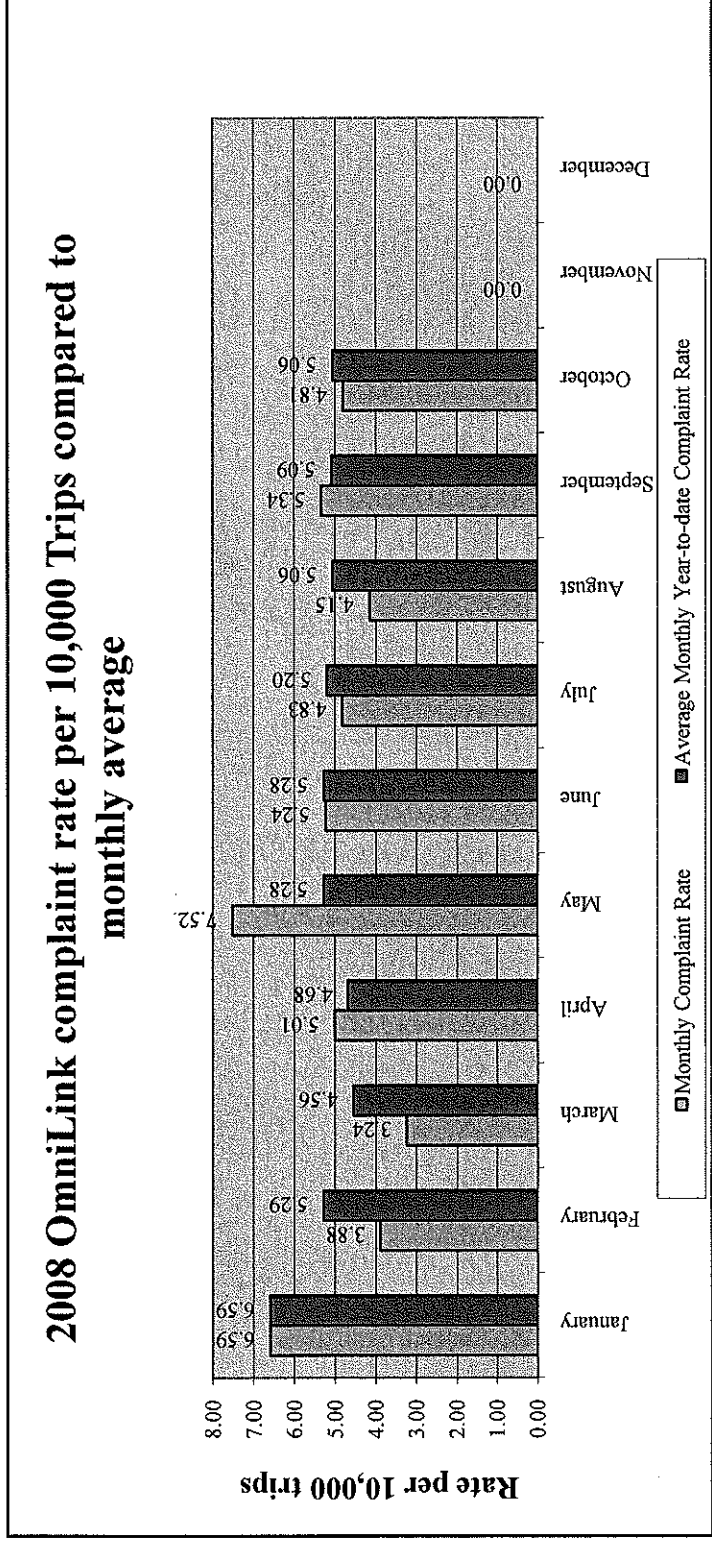
Calendar 2008 Year-to-date OmniRide Complaints			
	Ridership	Complaints	Per 10k Trips
January	154,360	150	9.72
February	142,223	132	9.28
March	160,942	112	6.96
April	177,737	146	8.21
May	170,109	173	10.17
June	180,002	125	6.94
July	193,061	135	6.99
August	182,189	92	5.05
September	190,843	130	6.81
October	200,520	120	5.98
November			
December			
<b>Year-to-date totals</b>	<b>1,751,986</b>	<b>1,315</b>	<b>7.51</b>



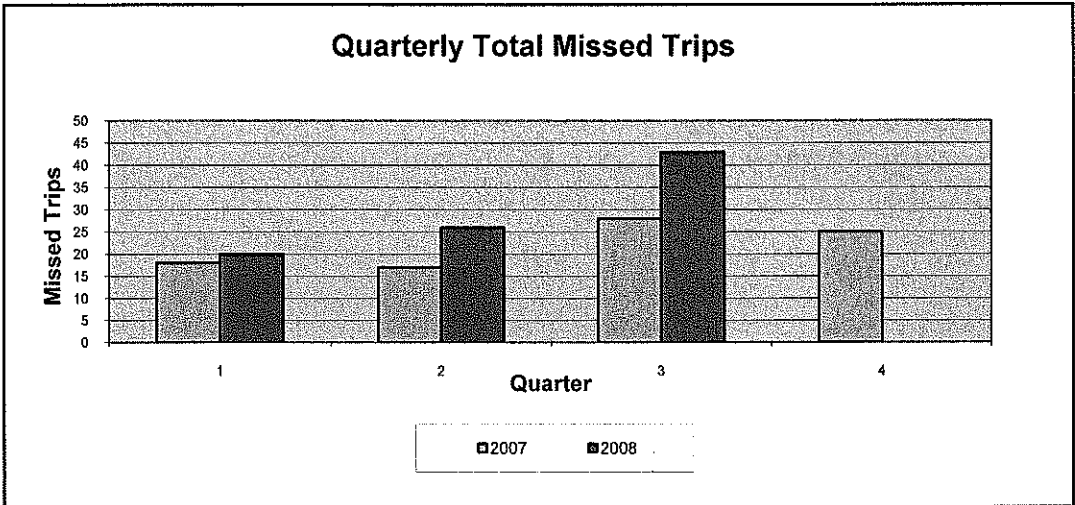
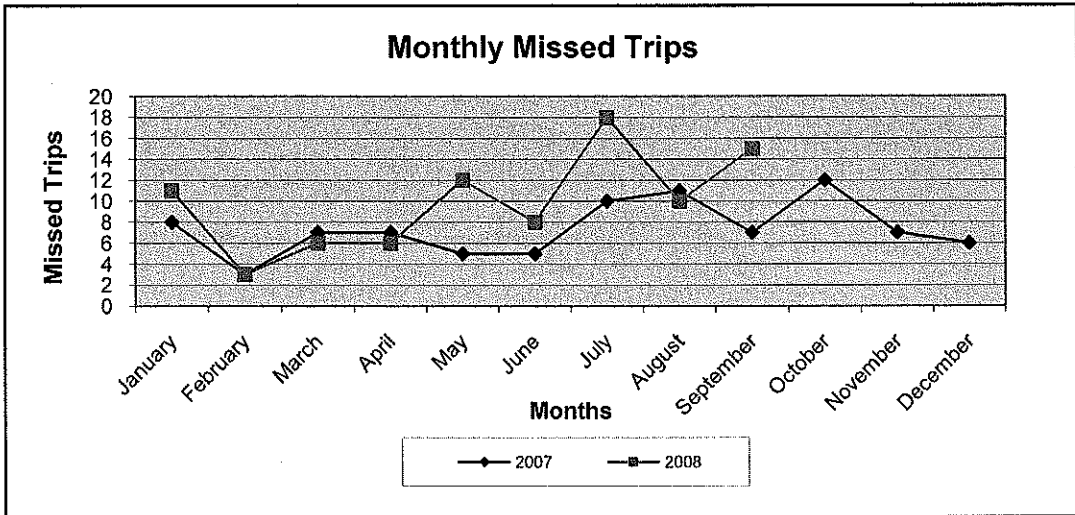
Complaint rates for OmniRide service showing the rates for the current month and for the year-to-date in contrast to the calendar year 2007 overall rate which is the benchmark for evaluating contractor performance for calendar year 2008.

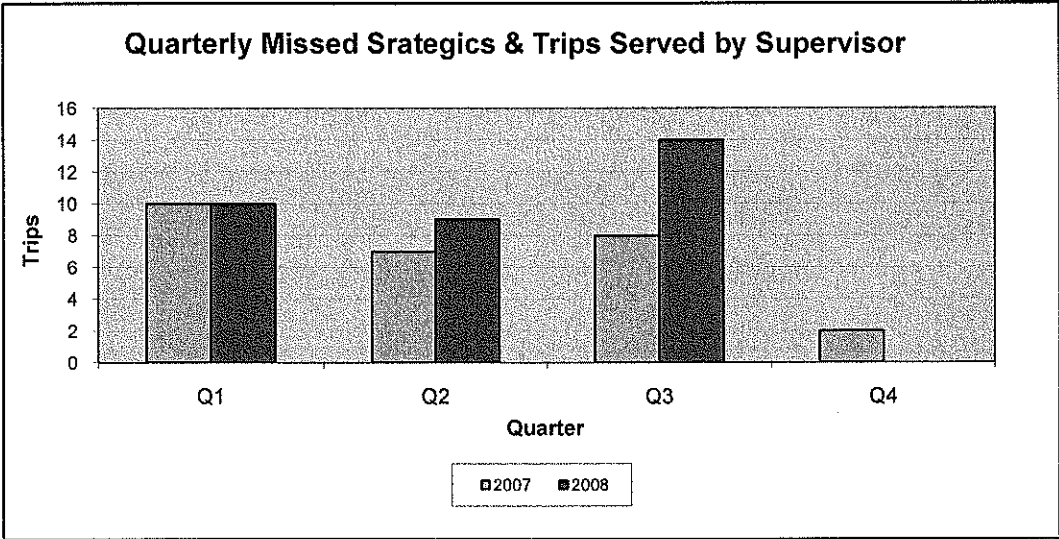
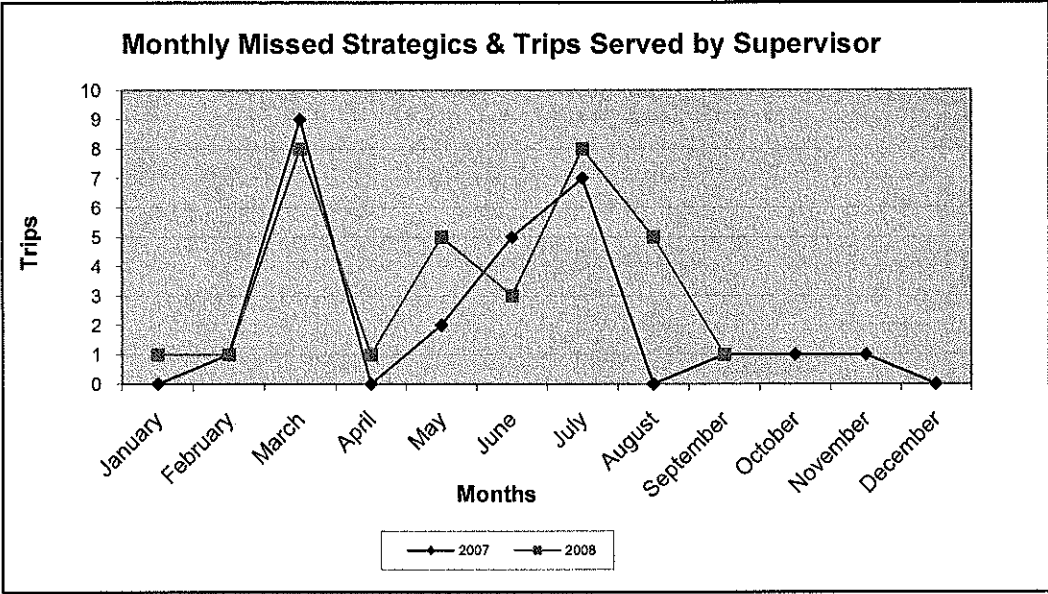
Calendar 2007 Year-to-date OmniLink Complaints			
	Ridership	Complaints	Per 10k Trips
January	77,464	25	3.23
February	59,233	37	6.25
March	84,278	36	4.27
April	82,606	36	4.36
May	90,871	41	4.51
June	85,439	40	4.68
July	84,567	38	4.49
August	98,794	57	5.77
September	84,842	28	3.30
October	91,369	42	4.60
November			
December			
<b>Year-to-date totals</b>	<b>839,463</b>	<b>380</b>	<b>4.53</b>

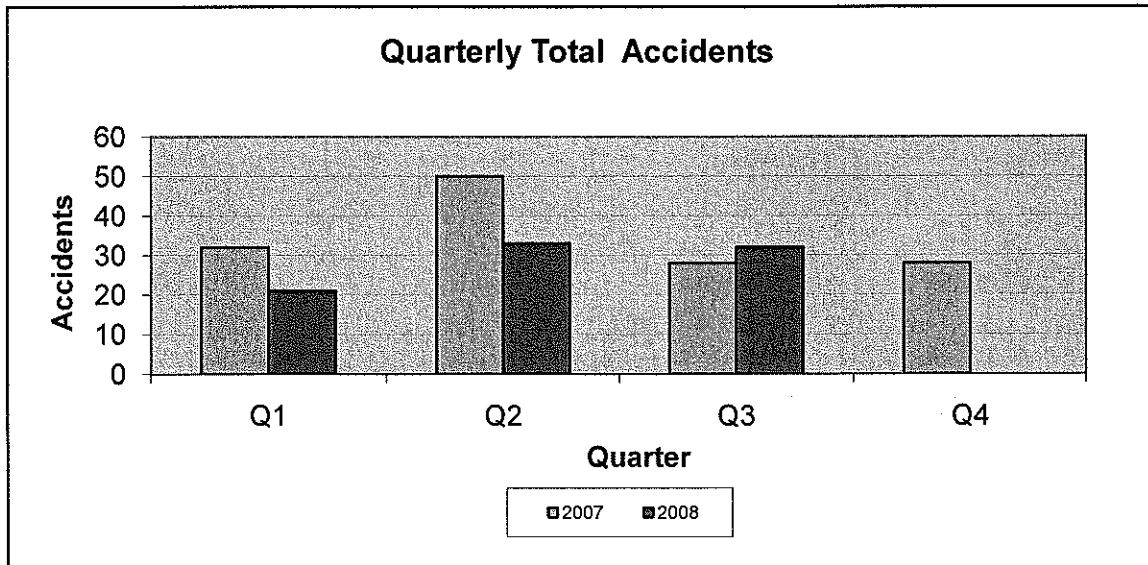
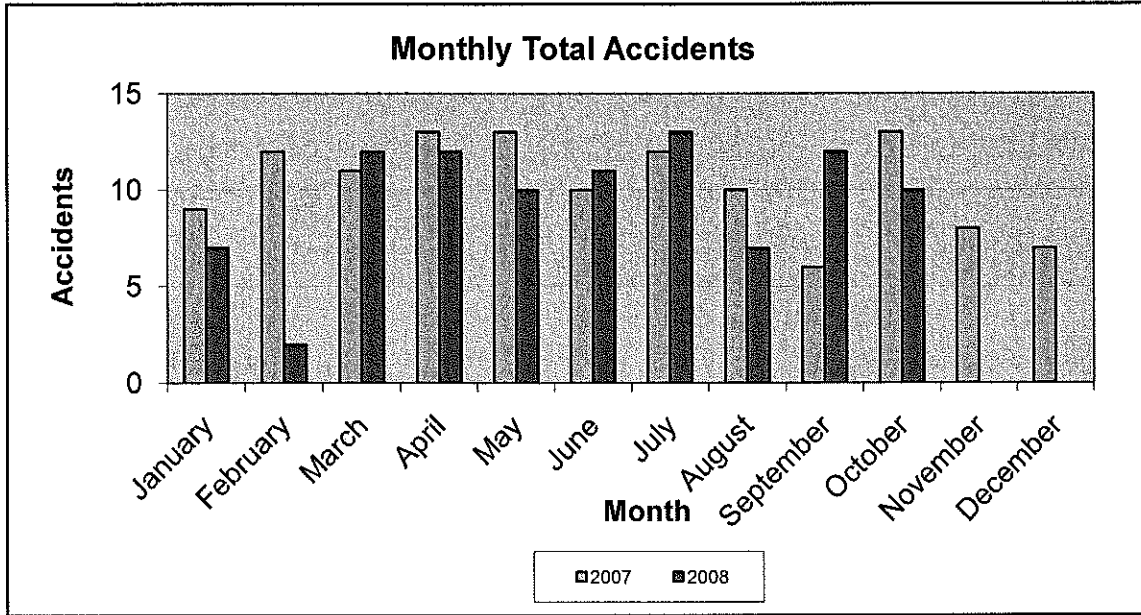
Calendar 2008 Year-to-date OmniLink Complaints			
	Ridership	Complaints	Per 10k Trips
January	77,337	51	6.59
February	72,097	28	3.88
March	83,247	27	3.24
April	87,746	44	5.01
May	86,471	65	7.52
June	89,684	47	5.24
July	97,392	47	4.83
August	96,334	40	4.15
September	95,451	51	5.34
October	101,881	49	4.81
November			
December			
<b>Year-to-date totals</b>	<b>887,640</b>	<b>449</b>	<b>5.06</b>

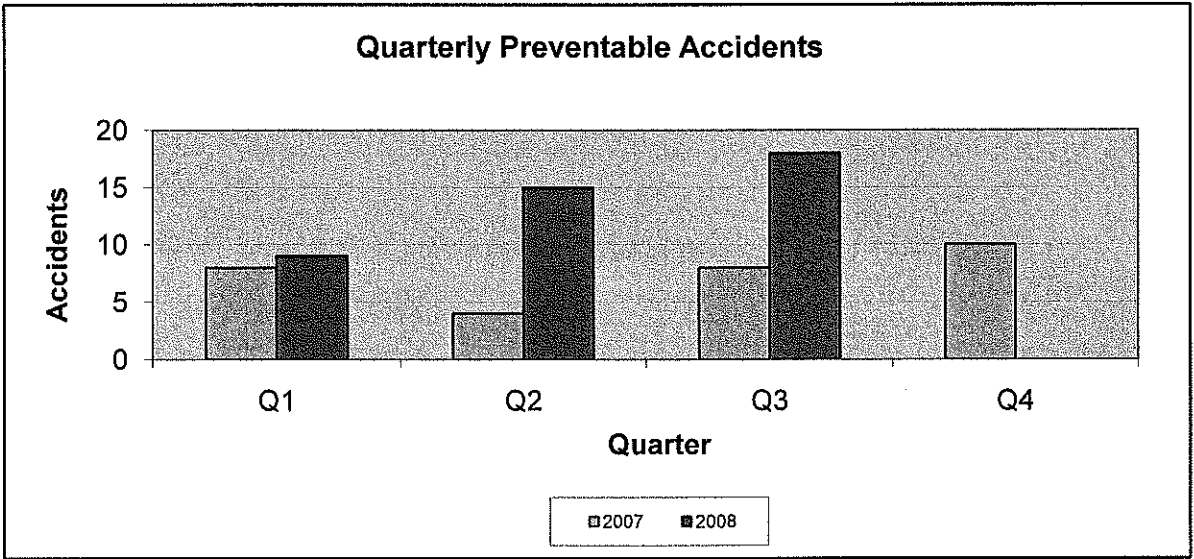
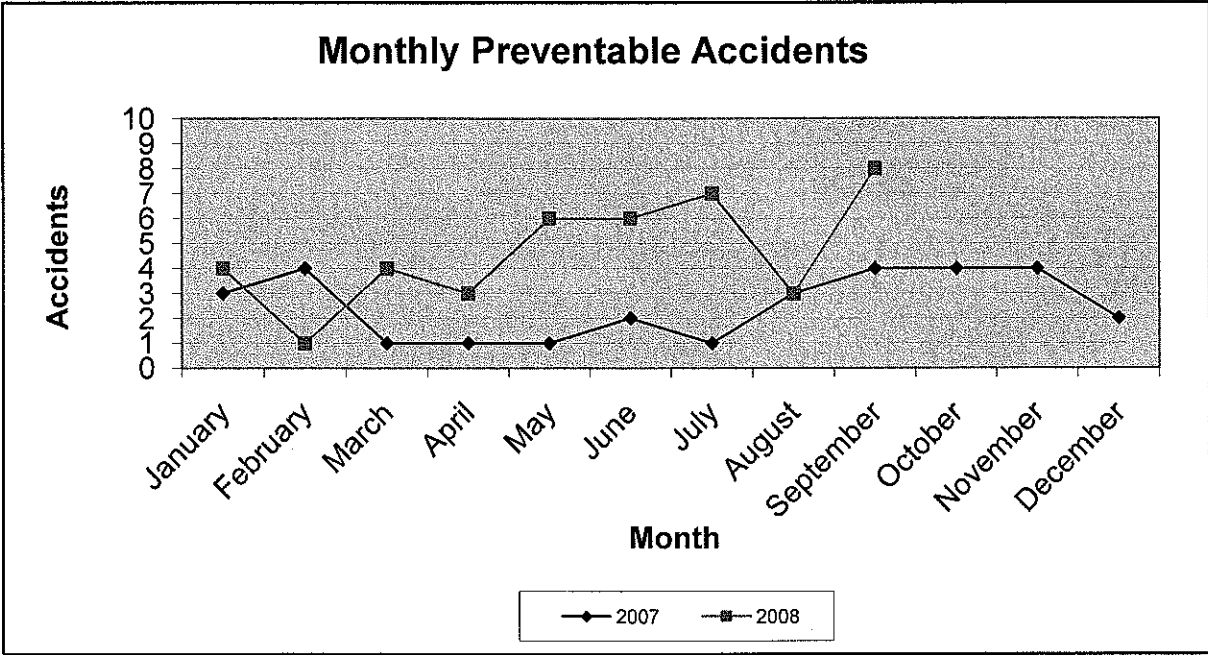


Complaint rates for OmniLink service showing the rates for the current month and for the year-to-date in contrast to the calendar year 2007 overall rate which is the benchmark for evaluating contractor performance for calendar year 2008.

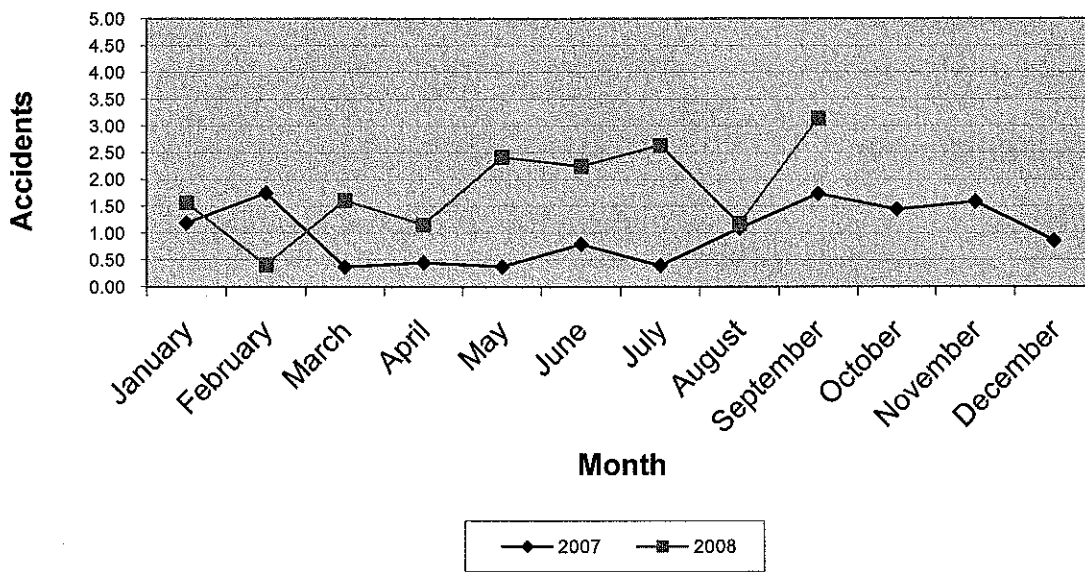




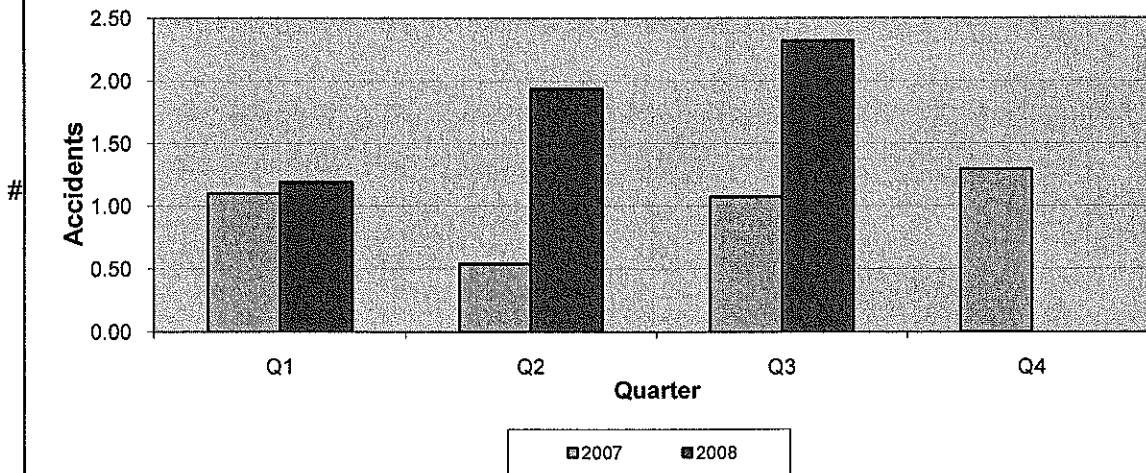




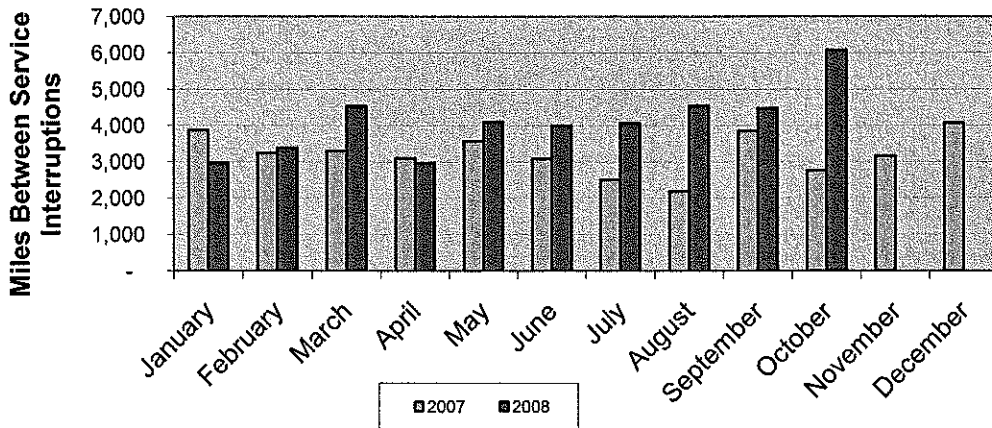
**Monthly Preventable Accidents per 100,000 Miles**



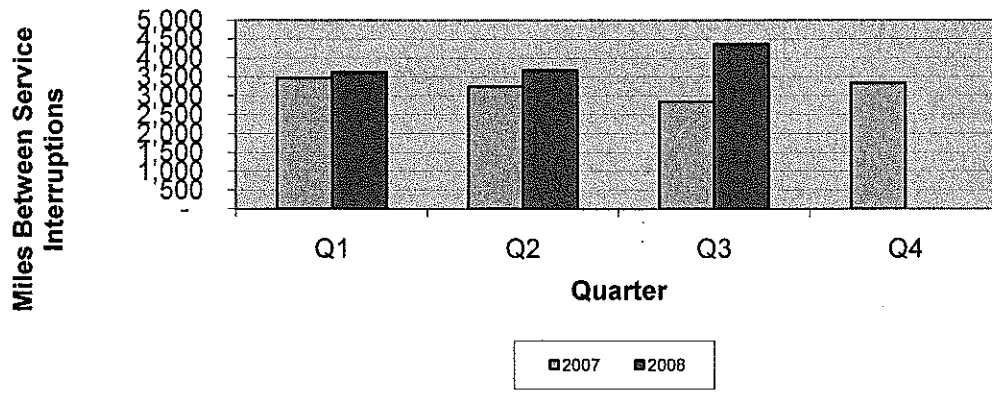
**Quarterly Average Preventable Accidents per 100,000 Miles**



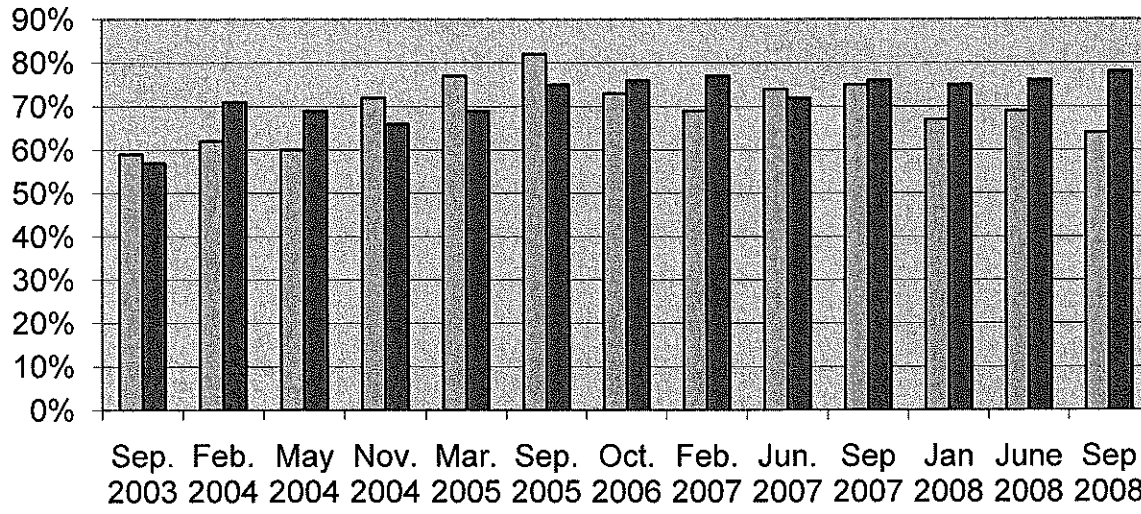
### Monthly Miles Between Service Interruptions



### Average Quarterly Miles Between Service Interruptions



### Percent of Riders Rating Overall Quality of Service "Excellent"



OmniLink
  OmniRide