



Potomac and Rappahannock
Transportation Commission

September 4, 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: July and August System Performance and Ridership Report

OmniRide Express and Metro Direct Service

July average daily ridership continued to increase significantly setting yet another new high and boasting a gain in excess of 28 percent compared to 2007. August ridership basically returned to June levels, likely the result of the large number of customers taking vacations and falling fuel prices.

OmniLink Local Bus Service

Local bus average daily ridership also reached a new high in July and leveled off in August.

OmniMatch Service

The number of New PRTC Applications Processed for ridesharing requests decreased in the month of July while the number of Other Applications Processed increased in July and again in August; New Applications Processed rebounded in August. The number of maxi vanpools in PRTC's database remained consistent both months with a total of 93 maxi vans and 33 mini vans. The total number of passengers transported (to and from) in vanpools during the months of July and August were approximately 60,456 and 54,960, respectively.

Customer Service Statistics

Daily average calls answered increased significantly for the month of July then returned to near June levels in August. Customer Service Agents answered a total of 15,819 in July and 12,361 in August, an increase of 23% over last summer. Customer Service Agents were able to maintain an average waiting time of just over one and a half

minutes for answered calls in the months of July and August. The percent of OmniLink trips turned down decreased in July and again in August.

Passenger Complaints

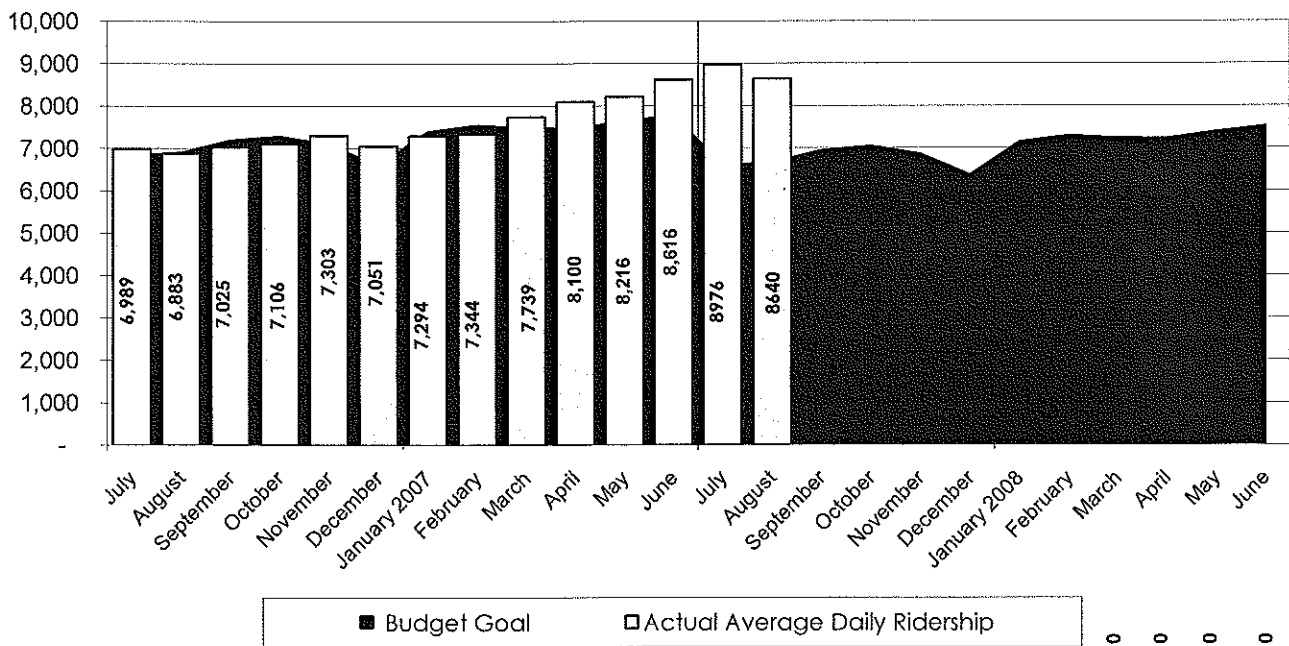
Both the rate per 10,000 trips and actual number of OmniRide complaints increased just slightly in July but fell significantly in August with the rate dropping to the lowest level ever recorded. While the actual number of OmniLink complaints remained the same in July, they decreased in August. The rate per 10,000 trips of OmniLink complaints decreased in both July and August. Please see the attached charts for complaint comparisons

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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	179,348	6,883	8,640	25.5%	6,666	1,974
September							
October							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	301,065	372,409	6,936	8,808	27.0%	6,625	2,183

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.

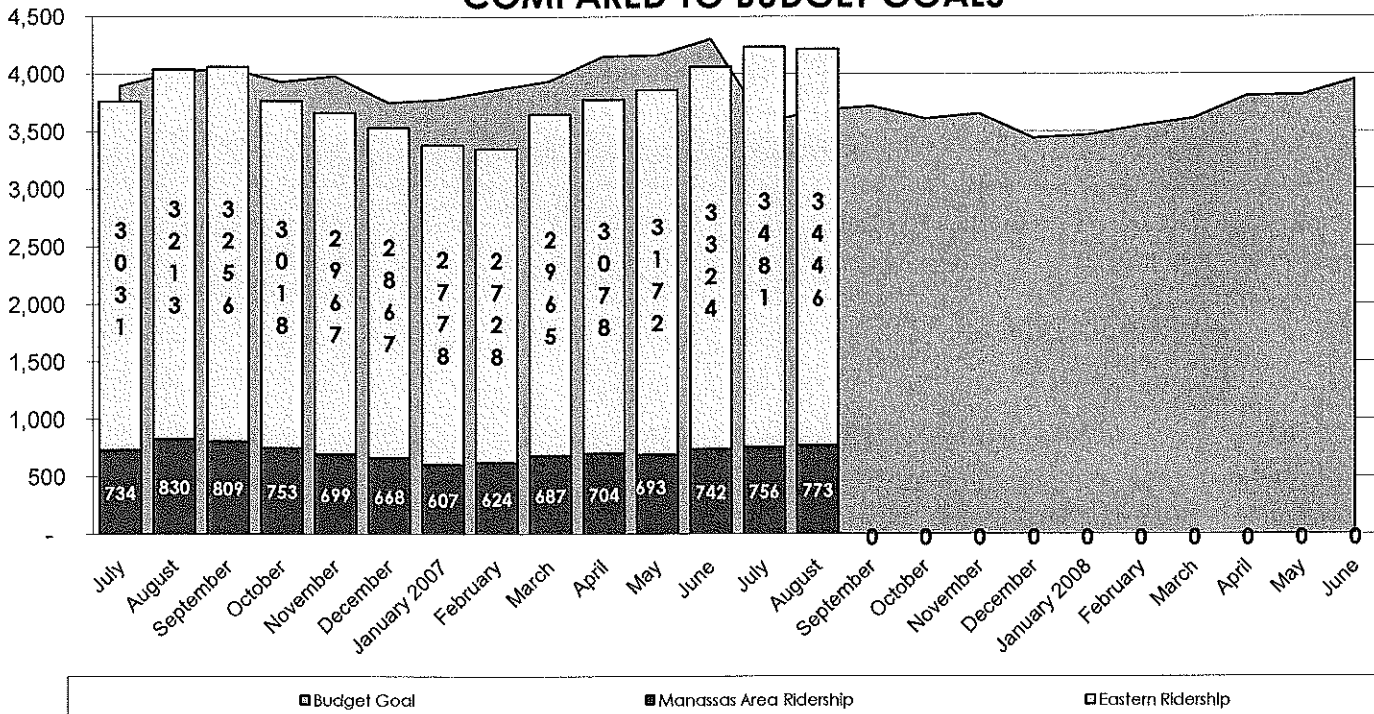
- 7/07 - Avg. Daily Ridership excludes days after July 4 holiday (5, 6). Ozone Action Days (9, 10).
- 8/07 - Avg. Daily Ridership excludes Friday before Labor Day (31). Ozone Action Days (2, 3, 7, 8, 30).
- 10/07 - Avg. Daily Ridership excludes (8) - Columbus Day Holiday and World Bank/IMF detours (22).
- 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).
- 6/09 - Avg. Daily Ridership excludes downed tree cut off svc. past East Falls Metro (4), Air Quality Action day (9).
- 8/09 - Avg. Daily Ridership excludes day before Labor Day weekend (29).

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	88,087	4,043	4,219	4.4%	3,682	537
September							
October							
November							
December							
January							
February							
March							
April							
May							
June							
Year to Date	172,047	180,574	3,904	4,228	8.3%	3,630	598

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).

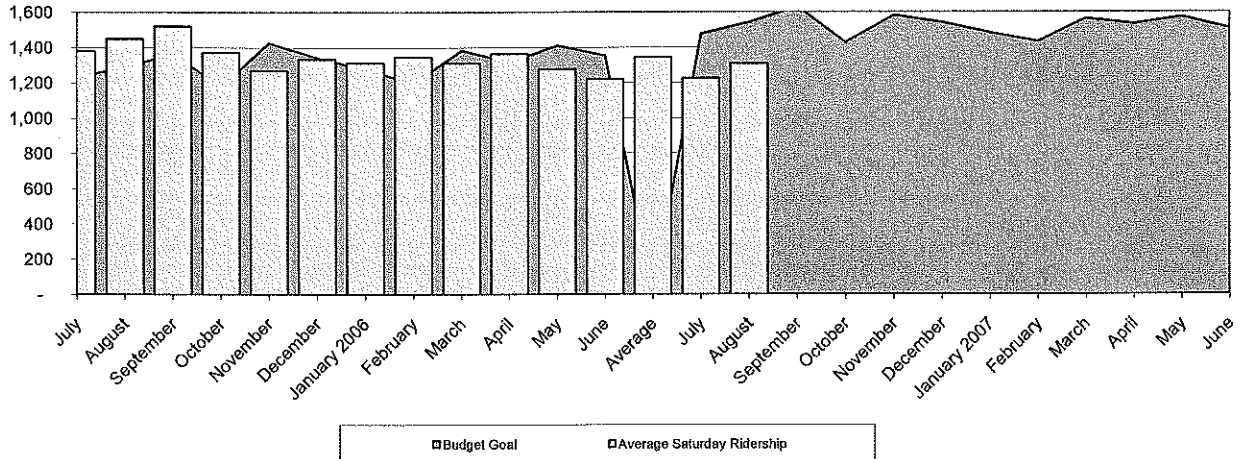
6/09 - Avg. Daily Ridership excludes Air Quality Action day (9).

8/09 - Avg. Daily Ridership excludes day before Labor Day weekend (29).

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	6,539	1,449	1,308	-9.7%	1,542	(234)
September						-	
October						-	
November						-	
December						-	
January						-	
February						-	
March						-	
April						-	
May						-	
June						-	
Year to Date	11,314	11,444	1,415	1,267	-10.4%	252	1,015

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)

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	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		37				0	0	21		
October	98		62				0	0	22		
November	88		51				0	0	18		
December	51		57				0	0	22		
January	97		59				0	0	20		
February	81		46				0	0	19		
March	99		22				0	0	22		
April	77		3				0	0	22		
May	103		31				0	0	20		
June	208		22				0	0	22		
Annual Totals	1,148	204	533	55	NA	NA	5,496	115,416	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>July</u>	<u>June</u>	<u>Change</u>	<u>% Change</u>
CALL ACTIVITY				
General Information Calls	<u>7,240</u>	<u>4,374</u>	<u>2,866</u>	<u>66</u>
OmniLink Request Calls	<u>8,579</u>	<u>8,032</u>	<u>547</u>	<u>7</u>
Daily Average	<u>633</u>	<u>496</u>	<u>137</u>	<u>28</u>
Total Calls	<u><u>15,819</u></u>	<u><u>12,406</u></u>	<u><u>3,413</u></u>	<u><u>28</u></u>
RIDERSHIP				
Off-route trips Scheduled:				
One Time Trips	<u>4,175</u>	<u>4,005</u>	<u>170</u>	<u>4</u>
Standing Order Trips	<u>2,609</u>	<u>2,557</u>	<u>52</u>	<u>2</u>
Sub Total	<u><u>6,784</u></u>	<u><u>6,562</u></u>	<u><u>222</u></u>	<u><u>3</u></u>
Daily Average	<u>271</u>	<u>262</u>		
Fixed Route:	<u><u>90,608</u></u>	<u><u>83,122</u></u>	<u><u>7,486</u></u>	<u><u>9</u></u>
Total Ridership*	<u><u>97,392</u></u>	<u><u>89,684</u></u>	<u><u>7,708</u></u>	<u><u>9</u></u>
RIDER ACCOMODATIONS				
Total Trip Turn Downs	<u><u>18</u></u>	<u><u>21</u></u>	<u><u>-3</u></u>	<u><u>-14</u></u>
% Of Trips Turned Down	<u><u>0.26%</u></u>	<u><u>0.32%</u></u>	<u><u>-0.05%</u></u>	<u><u>-17</u></u>

* - Includes Saturday ridership

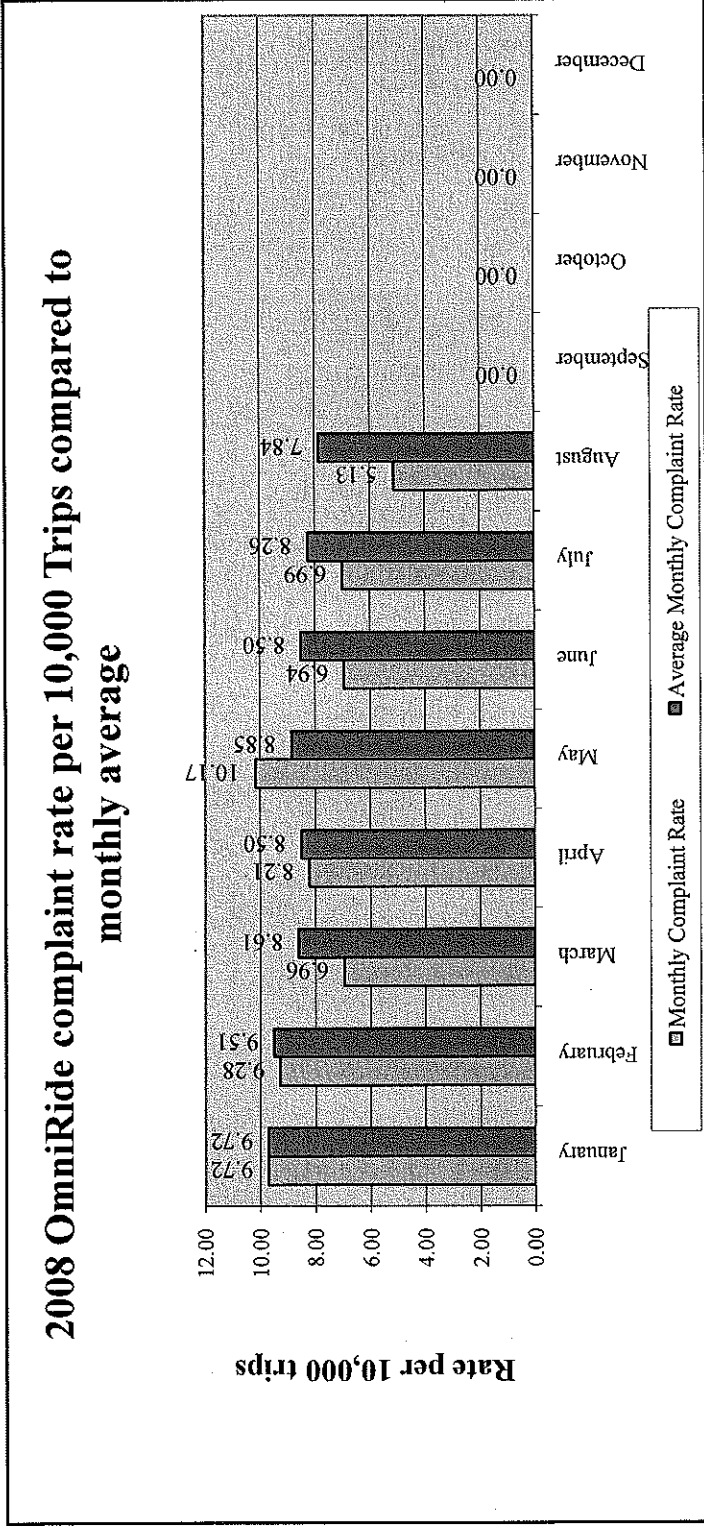
Customer Service Department Monthly Service Totals

	<u>August</u>	<u>July</u>	<u>Change</u>	<u>% Change</u>
CALL ACTIVITY				
General Information Calls	4,663	7,240	-2,577	-36
OmniLink Request Calls	7,698	8,579	-881	-10
Daily Average	475	633	-157	-25
Total Calls	<u>12,361</u>	<u>15,819</u>	<u>-3,458</u>	<u>-22</u>
RIDERSHIP				
Off-route trips Scheduled:				
One Time Trips	3,864	4,175	-311	-7
Standing Order Trips	2,429	2,609	-180	-7
Sub Total	<u>6,293</u>	<u>6,784</u>	<u>-491</u>	<u>-7</u>
Daily Average	242	271		
Fixed Route:	<u>88,333</u>	<u>90,608</u>	<u>4,018</u>	<u>4</u>
Total Ridership*	<u>94,626</u>	<u>97,392</u>	<u>-2,766</u>	<u>-3</u>
RIDER ACCOMODATIONS				
Total Trip Turn Downs	14	18	-4	-22
% Of Trips Turned Down	0.22%	0.26%	0%	-16

* - 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			
October			
November			
December			
Year-to-date totals	1,192,225	960	8.05

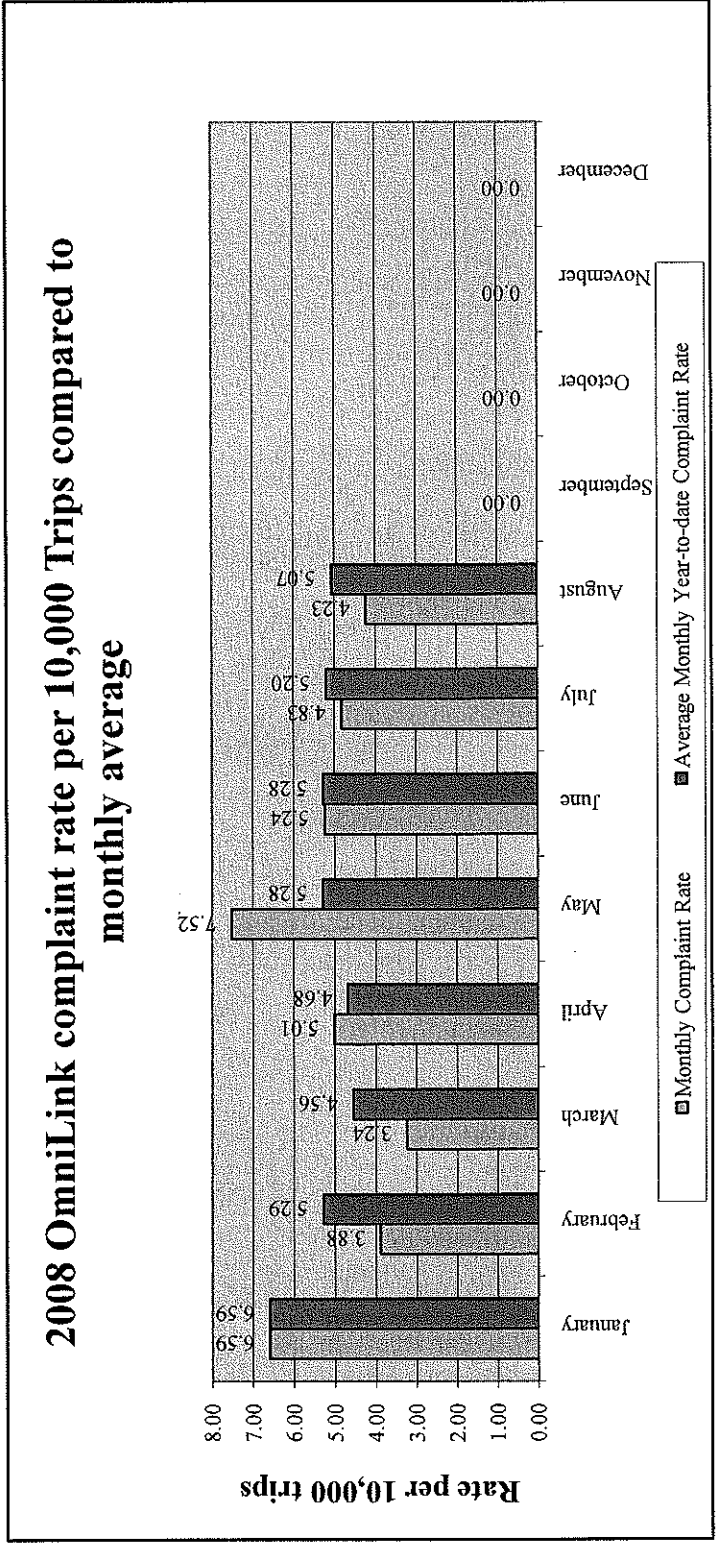
Calendar 2008 Year-to-date OmniRide Complaints			
	Ridership	Complaints	Per 10k Trips
January	154,360	150	9.72
February	142,223	132	9.28
March	160,942	112	6.96
April	177,737	146	8.21
May	170,109	173	10.17
June	180,002	125	6.94
July	193,061	135	6.99
August	179,348	92	5.13
September			
October			
November			
December			
Year-to-date totals	1,357,782	1,065	7.84



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			
October			
November			
December			
Year-to-date totals	663,252	310	4.67

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	94,626	40	4.23
September			
October			
November			
December			
Year-to-date totals	688,600	349	5.07



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.

