



Potomac and Rappahannock
Transportation Commission

14700 Potomac Mills Road
Woodbridge, VA 22192

April 1, 2010

TO: Chairman May and PRTC Commissioners

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

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

THROUGH: Alfred H. Harf *AH*
Executive Director

SUBJECT: March System Performance and Ridership Report

OmniRide Express and Metro Direct Service

March average daily ridership was slightly lower than February's figure but still significantly higher than both the prior year and ridership goal. A primary factor leading to this month's slip is that spring break occurred during the last week of March, whereas in 2009 spring break was in April, leading to a drop last April compared to March.

OmniLink Local Bus Service

Local bus average weekday ridership grew slightly in March compared to both prior year and prior month figures; however, it continues to be just under the projected goal. Average Saturday patronage was up significantly compared to prior month and year and also exceeded the ridership goal.

OmniMatch Service

PRTC's Rideshare Coordinator left the agency this month and Metropolitan Washington Council of Governments' staff were kind enough to handle ride-matching functions until a replacement is hired. Unfortunately, figures for March are not yet available but will be reported at the May Board meeting.

Customer Service Statistics

While the total number of calls answered remained relatively constant in March compared to February, the average daily figure was significantly higher last month, due in large part to service-related questions concerning the two snow storms. Customer Service wait times remained steady at two-and-a-half minutes.

The number of calls handled by the IVR decreased significantly for the month of March, back to a more normal 30 percent. This can be attributed to not having any weather events in March that disrupted service.

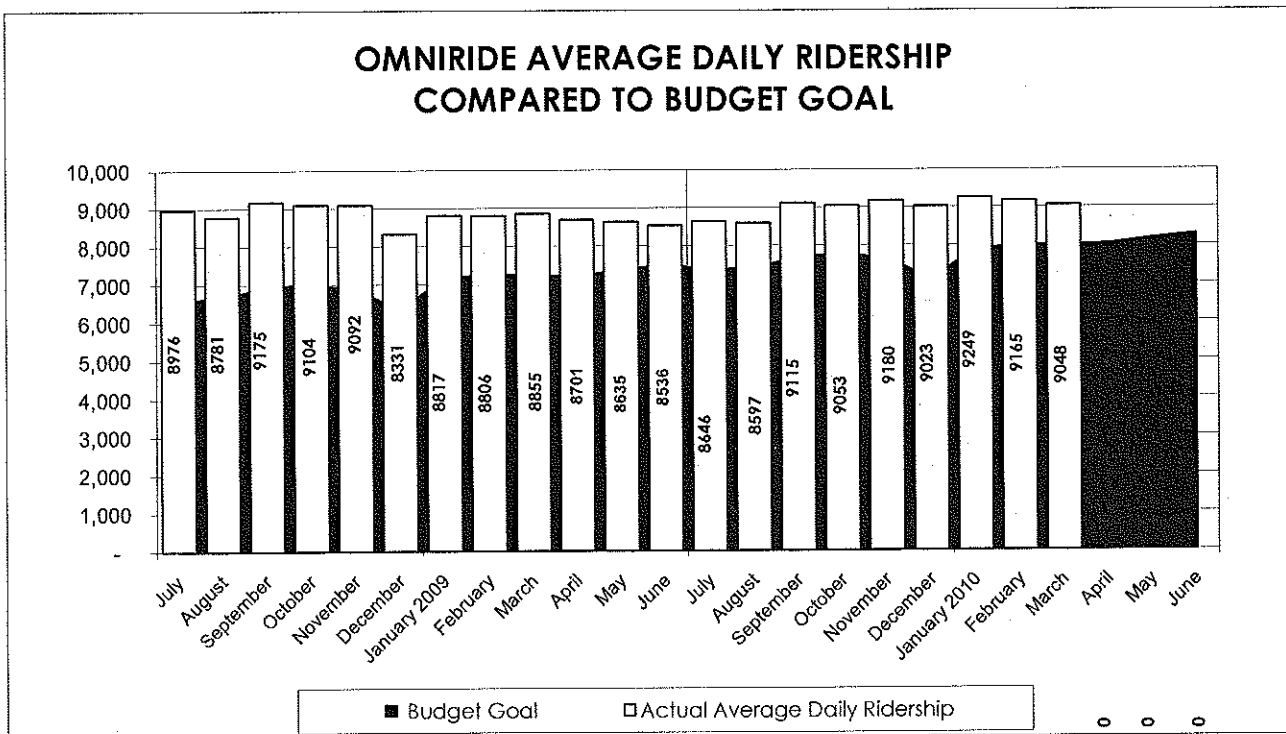
Passenger Complaints

Both OmniRide and OmniLink complaints per 10,000 trips dropped significantly this month, which is typical for the month following an operator assignment change (pick). Total complaints for both services rose, as expected, given the differences in monthly patronage. Year-to-date, for both services the total number and rate of complaints are just under last year's figures.

I:\Planning & Operations\Operations\Board Report\FY10 Ridership Board Reports\April Board Report - March Data.docx

OMNIRIDE EXPRESS SERVICE

| Month | Monthly Ridership | | Average Daily Ridership | | | FY10 Budget Goal | Change from Goal |
|---------------------|-------------------|------------------|-------------------------|--------------|-------------|------------------|------------------|
| | FY09 | FY10 | FY09 | FY10 | % Change | | |
| July | 193,061 | 191,448 | 8,976 | 8,646 | -3.7% | 7,378 | 1,268 |
| August | 182,189 | 180,531 | 8,781 | 8,597 | -2.1% | 7,414 | 1,183 |
| September | 190,843 | 189,069 | 9,175 | 9,115 | -0.7% | 7,709 | 1,406 |
| October | 201,075 | 192,217 | 9,104 | 9,053 | -0.6% | 7,792 | 1,261 |
| November | 155,491 | 167,518 | 9,092 | 9,180 | 1.0% | 7,658 | 1,522 |
| December | 163,588 | 164,689 | 8,331 | 9,023 | 8.3% | 7,136 | 1,887 |
| January | 161,305 | 177,058 | 8,817 | 9,249 | 4.9% | 7,879 | 1,370 |
| February | 168,699 | 122,681 | 8,806 | 9,165 | 4.1% | 8,010 | 1,155 |
| March | 187,511 | 206,755 | 8,855 | 9,048 | 2.2% | 8,005 | 1,043 |
| April | | | | | | | |
| May | | | | | | | |
| June | | | | | | | |
| Year to Date | 1,603,762 | 1,591,966 | 8,882 | 9,008 | 1.4% | 7,664 | 1,344 |



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

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).

6/09 - Avg. Daily Ridership excludes ESP due to Holocaust shooting (10) and PRTC shooting (15).

7/09 - Avg. Daily Ridership excludes MH day before Independence Day (3).

9/09 - Avg. Daily Ridership excludes day before Labor Day weekend (4).

10/09 - Avg. Daily Ridership excludes Columbus Day MH day (12).

11/09 - Avg. Daily Ridership excludes Veterans Day (11), and days before and after Thanksgiving (25, 27).

12/09 - Avg. Daily Ridership excludes Xmas tree lighting (3), ESP (21), days after snow (22-23), Xmas Eve (24), & wk btn Xmas & New Years (28-31).

1/10 - Avg. Daily Ridership excludes MLK (18)

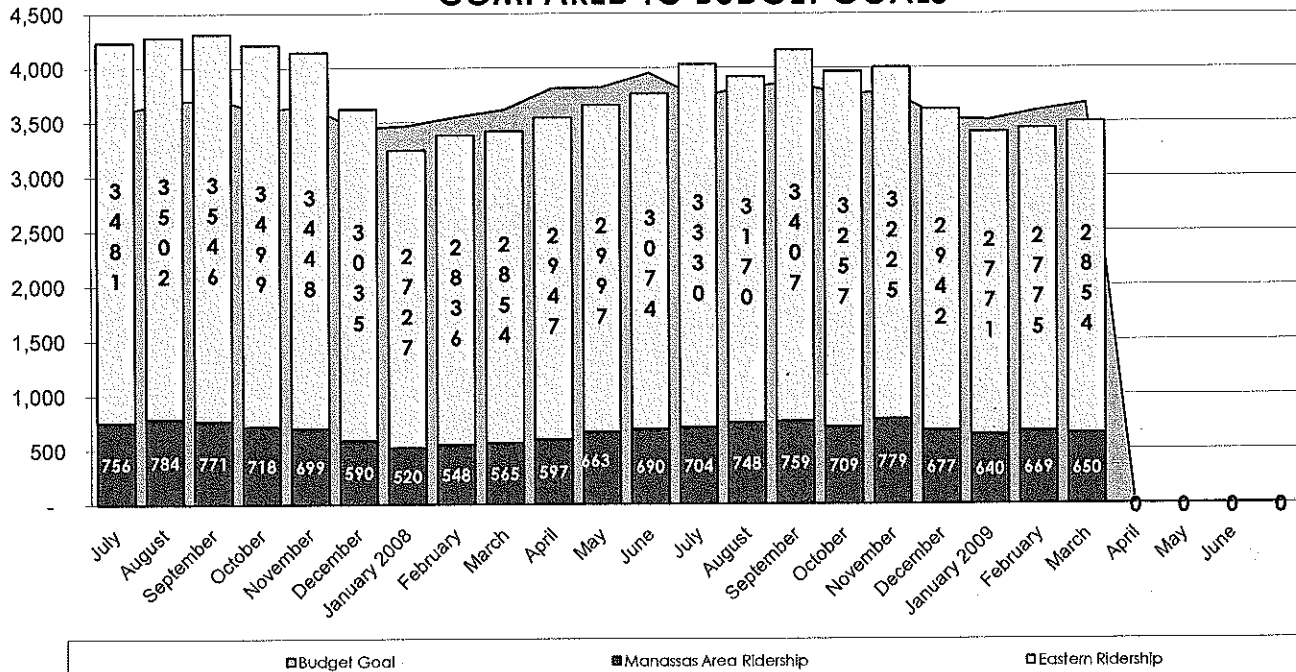
2/10 - Avg Daily Ridership excludes AM snow routing (3), PM ESP/early end of svc. (5), severely curtailed svc. (9 & 12), President's Day MH (15).

3/10 - Avg Daily Ridership excludes implementation of strike contingency plan due to late-ending labor negotiations (3)

OMNILINK LOCAL SERVICE

| WEEKDAY | | | | | | | |
|---------------------|-------------------|----------------|-------------------------|--------------|--------------|------------------|------------------|
| Month | Monthly Ridership | | Average Daily Ridership | | | FY10 Budget Goal | Change from Goal |
| | FY09 | FY10 | FY09 | FY10 | % Change | | |
| July | 92,487 | 91,795 | 4,237 | 4,034 | -4.8% | 3,726 | 308 |
| August | 89,420 | 82,277 | 4,286 | 3,918 | -8.6% | 3,827 | 91 |
| September | 90,661 | 87,482 | 4,317 | 4,166 | -3.5% | 3,863 | 303 |
| October | 96,172 | 86,205 | 4,217 | 3,966 | -6.0% | 3,753 | 213 |
| November | 76,123 | 76,387 | 4,147 | 4,004 | -3.4% | 3,787 | 217 |
| December | 78,633 | 72,691 | 3,625 | 3,619 | -0.2% | 3,537 | 82 |
| January | 63,097 | 67,216 | 3,247 | 3,411 | 5.0% | 3,519 | (108) |
| February | 66,824 | 49,020 | 3,384 | 3,444 | 1.8% | 3,607 | (163) |
| March | 72,527 | 80,162 | 3,419 | 3,504 | 2.5% | 3,672 | (169) |
| April | | | | | | | |
| May | | | | | | | |
| June | | | | | | | |
| | | | | | | | |
| Year to Date | 725,944 | 693,235 | 3,875 | 3,785 | -2.3% | 3,699 | 86 |

OMNILINK AVERAGE WEEKDAY RIDERSHIP COMPARED TO BUDGET GOALS



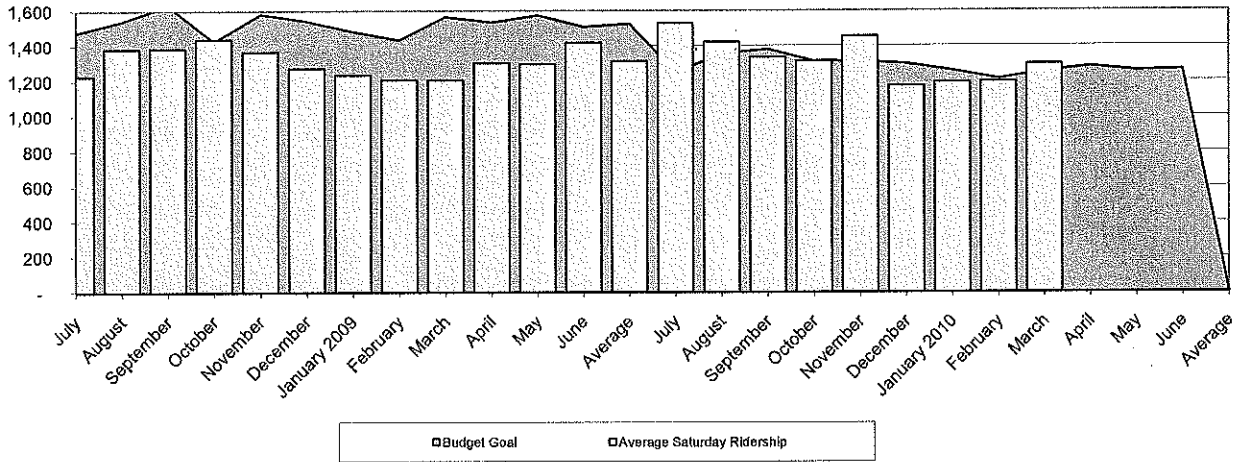
Note: Due to lag in ridership reporting, initial monthly ridership is preliminary and is finalized the following month.

- 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 bef inaug/long w/e (16), MLK (19), Inaug (20), day aft 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 exc.udes Good Friday (10).
- 5/09 - Avg. Daily Ridership excludes Tuesday after Memorial Day (26).
- 7/09 - Avg. Daily Ridership excludes MH day before Independence Day (3).
- 10/09 - Avg. Daily Ridership Excludes Columbus Day MH day (12).
- 11/09 - Avg. Daily Ridership excludes Veterans Day (11), and days before and after Thanksgiving (25, 27).
- 12/09 - Avg. Daily Ridership excludes ESP and days after snow (21 - 23), Xmas Eve (24), and New Year's Eve (31).
- 1/10 - Avg. Daily Ridership exludes MLK (18)
- 2/10 - Avg. Daily Ridership excludes ESP (3,5,9,12), Presidents Day MH service (15), and high wind/cold day (26)
- 3/10 - Avg Daily Ridership excludes implementation of strike contingency plan due to late-ending labor negotiations (3)

OMNILINK LOCAL SERVICE

| SATURDAY | | | | | | | |
|---------------------|-------------------|---------------|----------------------------|--------------|-------------|-----------------------------------|------------------|
| Month | Monthly Ridership | | Average Saturday Ridership | | | Average Saturday FY10 Budget Goal | Change from Goal |
| | FY09 | FY10 | FY09 | FY10 | % Change | | |
| July | 4,905 | 4,584 | 1,226 | 1,528 | 24.6% | 1,244 | 284 |
| August | 6,914 | 7,105 | 1,383 | 1,421 | 2.7% | 1,357 | 64 |
| September | 4,790 | 5,331 | 1,386 | 1,333 | -3.8% | 1,379 | (46) |
| October | 5,758 | 6,560 | 1,440 | 1,312 | -8.9% | 1,313 | (1) |
| November | 6,833 | 5,812 | 1,367 | 1,453 | 6.3% | 1,311 | 142 |
| December | 5,088 | 3,147 | 1,272 | 1,171 | -7.9% | 1,298 | (127) |
| January | 5,894 | 5,248 | 1,234 | 1,191 | -3.5% | 1,257 | (66) |
| February | 4,827 | 3,586 | 1,207 | 1,195 | -1.0% | 1,211 | (16) |
| March | 4,816 | 5,184 | 1,204 | 1,296 | 7.6% | 1,251 | 45 |
| April | | | | | | | |
| May | | | | | | | |
| June | | | | | | | |
| | | | | | | | |
| Year to Date | 49,825 | 46,557 | 1,302 | 1,322 | 1.5% | 1,291 | 31 |

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.

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).

12/09 - Avg. Saturday Ridership excludes snowy day (5).

1/10 - Avg. Saturday Ridership excludes snow day/ESP (30).

OMNIMATCH RIDESHARING PROGRAM

| | FY09 | FY10 | FY09 | FY10 | FY10 | FY10 | FY10 | FY10 | FY10 | FY10 | FY10 | FY10 |
|---------------|---------------------------------|---------------------------------|------------------------------|------------------------------|------------------------------|---------------|---------------|--------------------|----------------------|----------------------|------------------------|------------------------|
| | 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 | 79 | 155 | 21 | 81 | 92 | 34 | 34 | 2,732 | 60,104 | 60,104 | 22 | 22 |
| August | 125 | 137 | 34 | 89 | 92 | 34 | 34 | 2,732 | 57,372 | 57,372 | 21 | 21 |
| September | 205 | 170 | 38 | 106 | 92 | 34 | 34 | 2,732 | 57,372 | 57,372 | 21 | 21 |
| October | 137 | 117 | 46 | 130 | 92 | 34 | 34 | 2,732 | 57,372 | 57,372 | 21 | 21 |
| November | 106 | 91 | 52 | 114 | 92 | 34 | 34 | 2,732 | 49,176 | 49,176 | 18 | 18 |
| December | 83 | 93 | 70 | 118 | 92 | 34 | 34 | 2,732 | 57,372 | 57,372 | 21 | 21 |
| January | 94 | 116 | 84 | 136 | 92 | 34 | 34 | 2,732 | 51,908 | 51,908 | 19 | 19 |
| February | 76 | 86 | 76 | 110 | 92 | 34 | 34 | 2,732 | 51,908 | 51,908 | 19 | 19 |
| March | 72 | | 81 | | 92 | 34 | 34 | 2,732 | 62,836 | 62,836 | 23 | 23 |
| April | 79 | | 60 | | | | | 0 | 0 | 0 | 22 | 22 |
| May | 86 | | 76 | | | | | 0 | 0 | 0 | 20 | 20 |
| June | 70 | | 94 | | | | | 0 | 0 | 0 | 22 | 22 |
| Annual Totals | 1,212 | 965 | 732 | 884 | NA | NA | NA | 24,588 | 505,420 | 505,420 | 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.

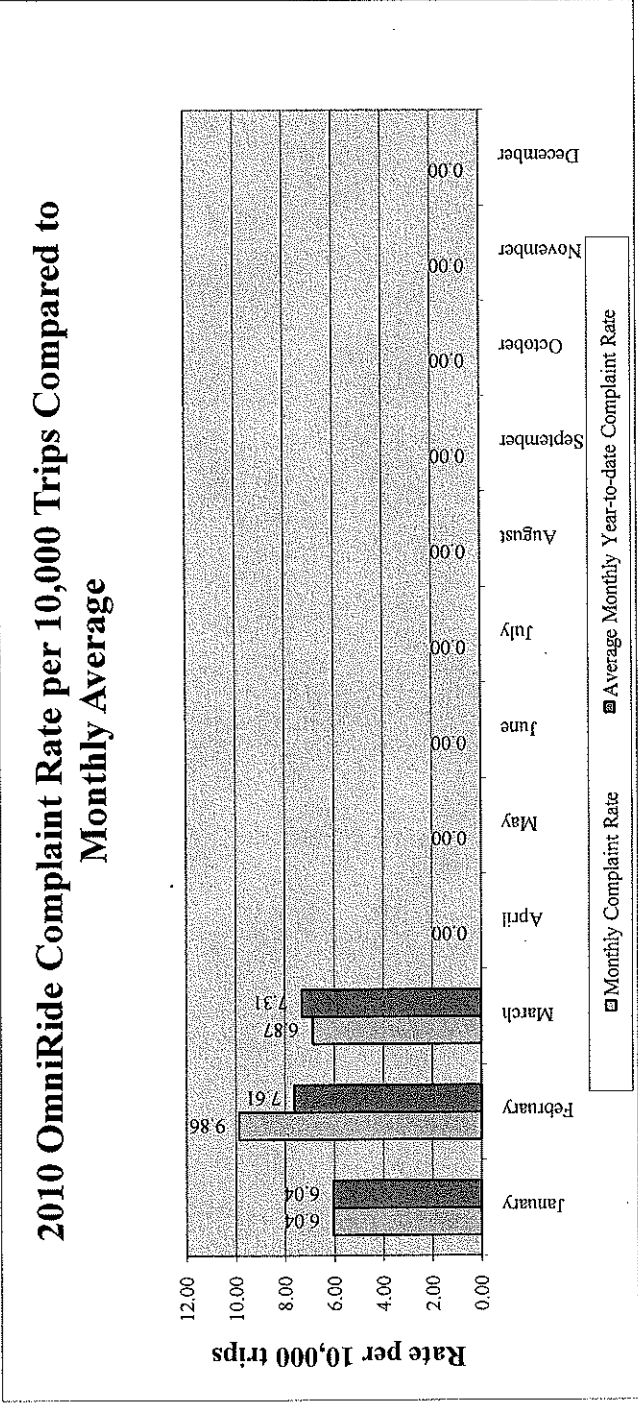
FY10 Customer Service Department Monthly Service Totals

| | <u>March</u> | <u>February</u> | <u>Change</u> | <u>% Change</u> |
|----------------------------|---------------|-----------------|---------------|-----------------|
| CALL ACTIVITY | | | | |
| General Information Calls | 3,898 | 4,110 | -212 | -5 |
| OmniLink Request Calls | 7,865 | 7,065 | 800 | 11 |
| Daily Average | 436 | 532 | -96 | -18 |
| Total Calls | <u>11,763</u> | <u>11,175</u> | <u>588</u> | <u>5</u> |
| RIDERSHIP | | | | |
| Off-route trips Scheduled: | | | | |
| One Time Trips | 3,400 | 2,153 | 1,247 | 58 |
| Standing Order Trips | 2,527 | 1,352 | 1,175 | 87 |
| Sub Total | <u>5,927</u> | <u>3,505</u> | <u>2,422</u> | <u>69</u> |
| Daily Average | 220 | 146 | 73 | 50 |
| Fixed Route: | <u>79,419</u> | <u>49,101</u> | <u>30,318</u> | <u>62</u> |
| Total Ridership* | <u>85,346</u> | <u>52,606</u> | <u>32,740</u> | <u>62</u> |
| RIDER ACCOMODATIONS | | | | |
| Total Trip Turn Downs | 132 | 76 | 56 | 74 |
| % Of Trips Turned Down | 2.18% | 2.12% | 0.06% | 3 |

* - Includes Saturday ridership

| 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 | | | |
| May | | | |
| June | | | |
| July | | | |
| August | | | |
| September | | | |
| October | | | |
| November | | | |
| December | | | |
| Year-to-date totals | 517,515 | 386 | 7.46 |

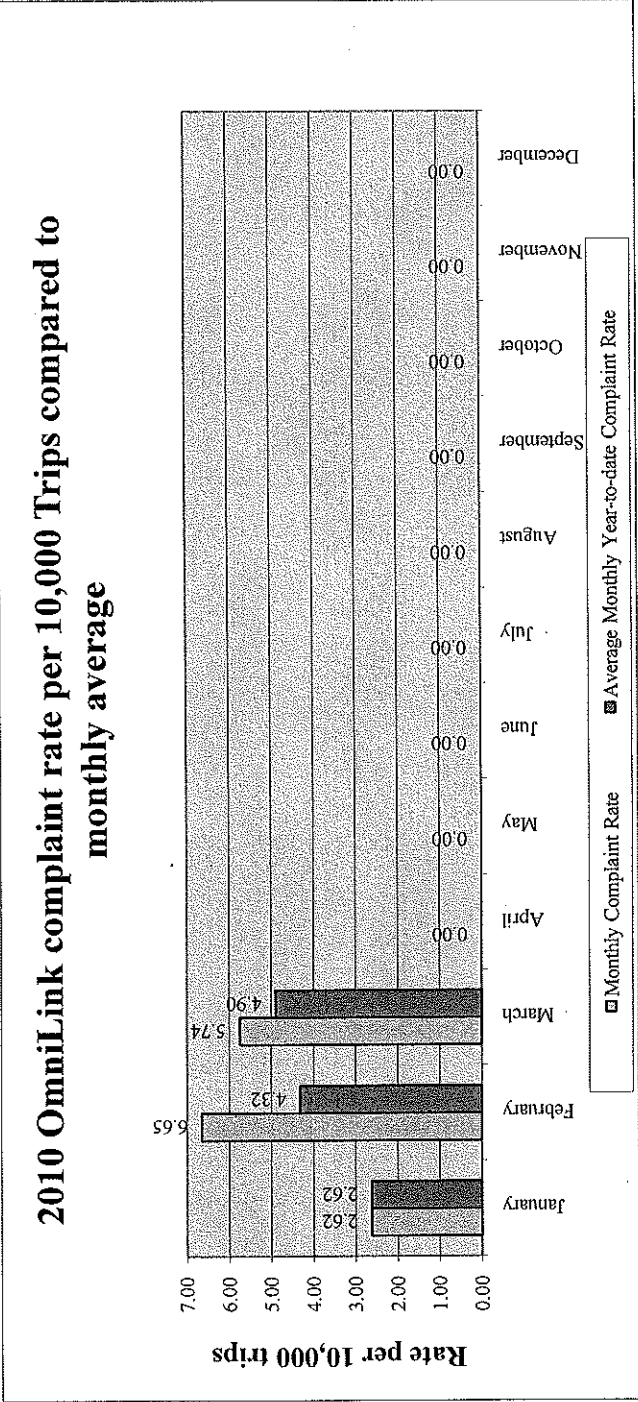
| Calendar 2010 Year-to-date OmniRide Complaints | | | |
|--|----------------|------------|---------------|
| | Ridership | Complaints | Per 10k Trips |
| January | 177,058 | 107 | 6.04 |
| February | 122,681 | 121 | 9.86 |
| March | 206,755 | 142 | 6.87 |
| April | | | |
| May | | | |
| June | | | |
| July | | | |
| August | | | |
| September | | | |
| October | | | |
| November | | | |
| December | | | |
| Year-to-date totals | 506,494 | 370 | 7.31 |



Complaint rates for OmniRide service showing the rates for the current month and for the year-to-date in contrast to the calendar year 2009 overall rate which is the benchmark for evaluating contractor performance for calendar year 2010.

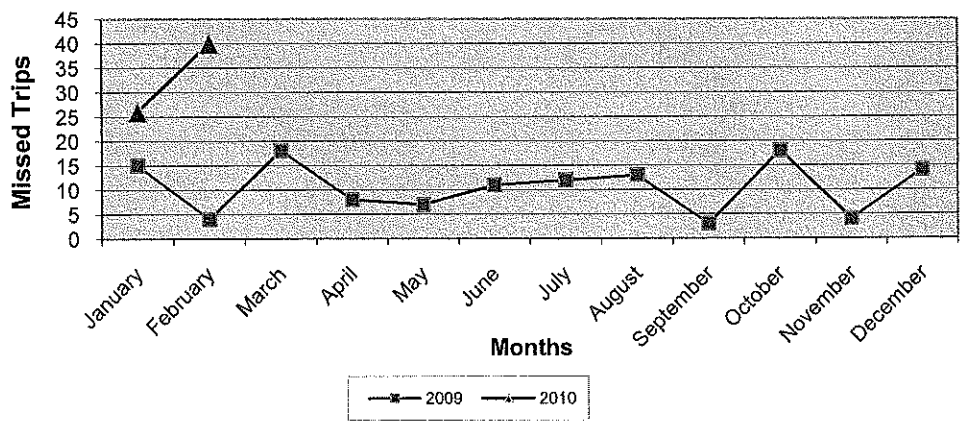
| Calendar 2009 Year-to-date OmniLink Complaints | | | |
|--|----------------|------------|---------------|
| | Ridership | Complaints | Per 10k Trips |
| January | 68,991 | 44 | 6.38 |
| February | 71,651 | 32 | 4.47 |
| March | 77,343 | 37 | 4.78 |
| April | | | |
| May | | | |
| June | | | |
| July | | | |
| August | | | |
| September | | | |
| October | | | |
| November | | | |
| December | | | |
| Year-to-date totals | 217,985 | 113 | 5.18 |

| Calendar 2010 Year-to-date OmniLink Complaints | | | |
|--|----------------|------------|---------------|
| | Ridership | Complaints | Per 10k Trips |
| January | 72,464 | 19 | 2.62 |
| February | 52,606 | 35 | 6.65 |
| March | 85,346 | 49 | 5.74 |
| April | | | |
| May | | | |
| June | | | |
| July | | | |
| August | | | |
| September | | | |
| October | | | |
| November | | | |
| December | | | |
| Year-to-date totals | 210,416 | 103 | 4.90 |

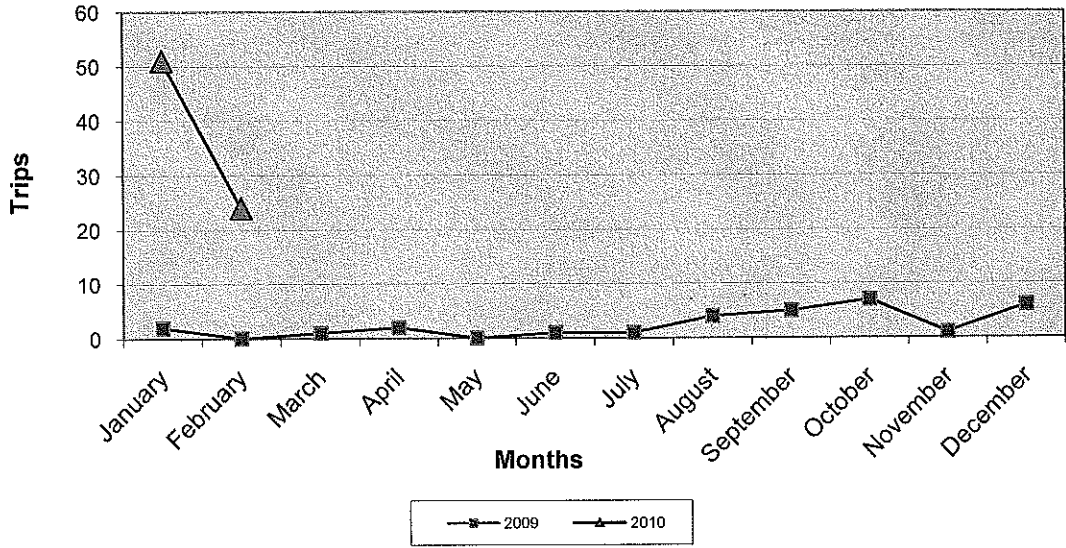


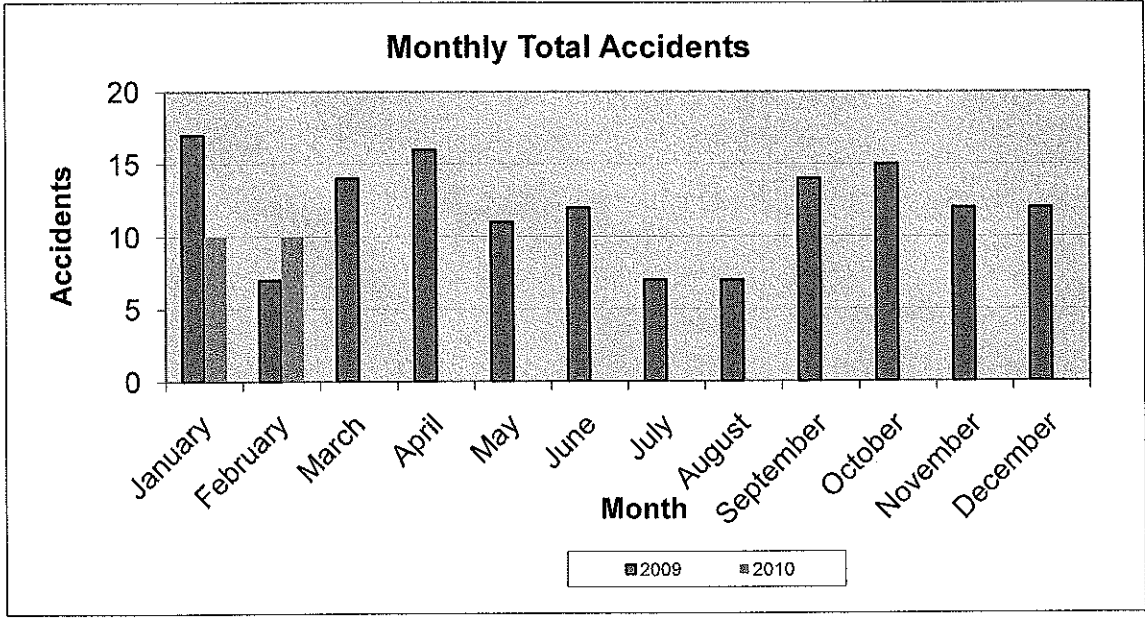
Complaint rates for OmniLink service showing the rates for the current month and for the year-to-date in contrast to the calendar year 2009 overall rate which is the benchmark for evaluating contractor performance for calendar year 2010.

Monthly Missed Trips

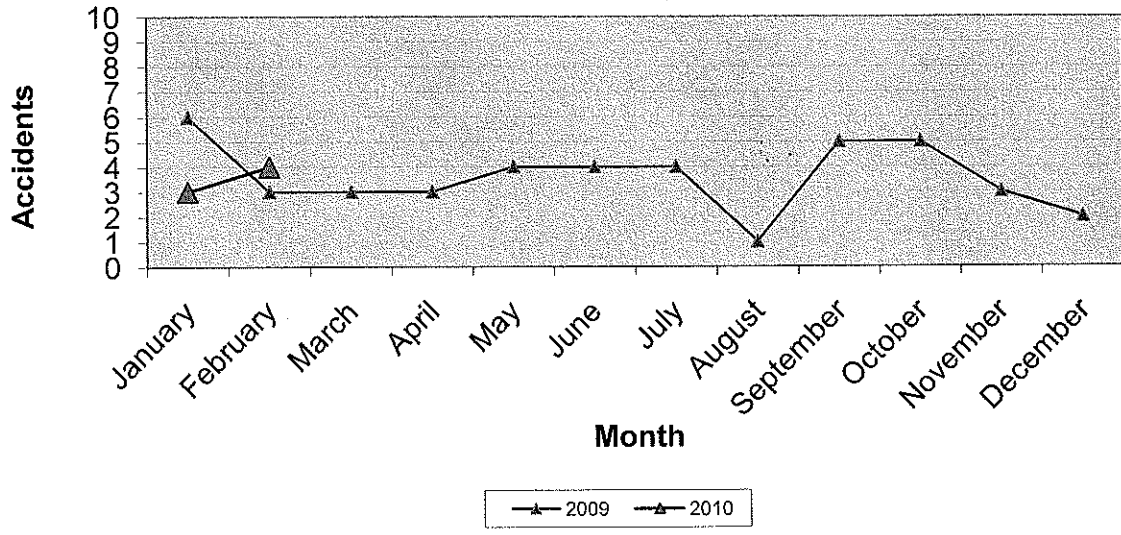


Monthly Missed Strategics & Trips Served by Supervisor





Monthly Preventable Accidents



Monthly Preventable Accidents per 100,000 Miles

