



Potomac and Rappahannock
Transportation Commission

14700 Potomac Mills Road
Woodbridge, VA 22192

February 4, 2010

TO: Chairman May and Commissioners

FROM: Eric Marx *make thank for Eric Marx*
Director of Planning and Operations

Doris Chism *DChism*
Director of Customer Service and Dispatch

THROUGH: Alfred H. Harf *AH Harf*
Executive Director

SUBJECT: January System Performance and Ridership Report

OmniRide Express and Metro Direct Service

OmniRide average daily ridership is near an all-time high and continues to be solidly in excess of the budget goal. OmniRide experienced the second and third highest ridership days ever on January 20th – 9,910 and 21st – 9,973. Along with the high ridership comes chronic overcrowding with several routes experiencing nearly daily overcrowding on multiple trips.

OmniLink Local Bus Service

OmniLink average daily patronage fell compared to December, this is a seasonal phenomenon. Ridership was up from January 2009 but – for the first time this year - below the budget goal.

OmniMatch Service

The number of “New PRTC Applications Processed” for ridesharing requests increased during the month of December. The number “Other Applications Processed” also increased this month. Both are significantly higher than January 2009.

The number of vanpools in PRTC’s database has remained steady for the last eight months with a total of 92 maxi vans and 34 mini vans in our database; therefore, the average daily number of vanpool passengers has not changed.

Customer Service Statistics

Both the total number of calls answered and daily average decreased for the month of January. The decrease was expected since the call volume jumped significantly in December due to the snow storm we had on the 19th. The Customer Service Agents were able to maintain an average wait time of two minutes this month, an improvement over last month's two and a half minutes wait time.

The number of calls handled by the IVR increased for the second month in a row to 44 percent for the month of January.

Passenger Complaints

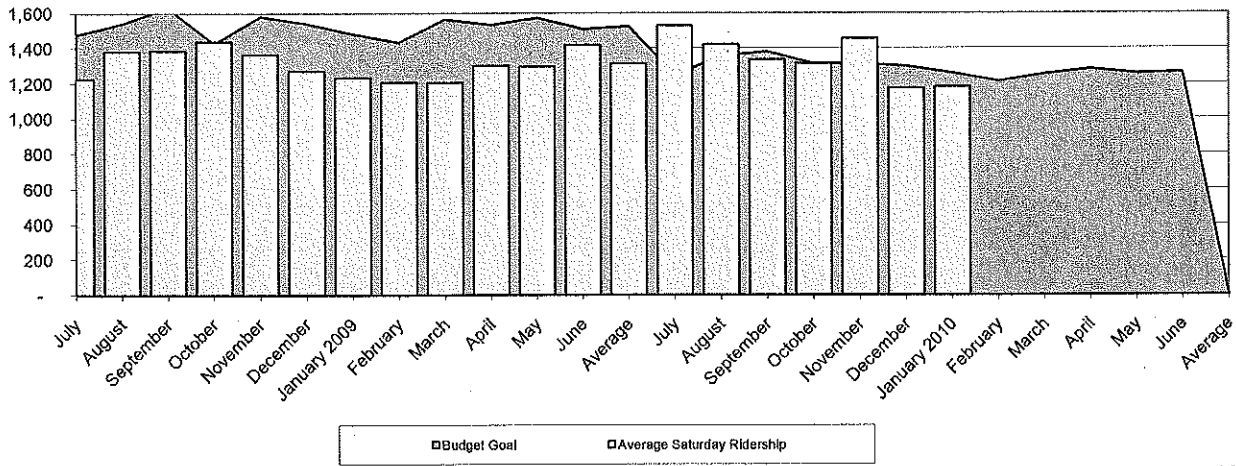
Both the actual number and rate per 10,000 trips of OmniRide complaints decreased for the second month in a row. January 2010's rate of 6.04 complaints per 10,000 trips was significantly lower than for the prior year's rate of 10.48 per 10,000 trips.

The OmniLink service also saw a significant decrease in both the actual number of complaints and rate per 10,000 trips. This month's rate of 2.63 complaints per 10,000 trips is the lowest in OmniLink history.

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	5,198	1,234	1,178	-4.5%	1,257	(79)
February							
March							
April							
May							
June							
Year to Date	40,182	37,737	1,330	1,342	0.9%	1,308	34

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.

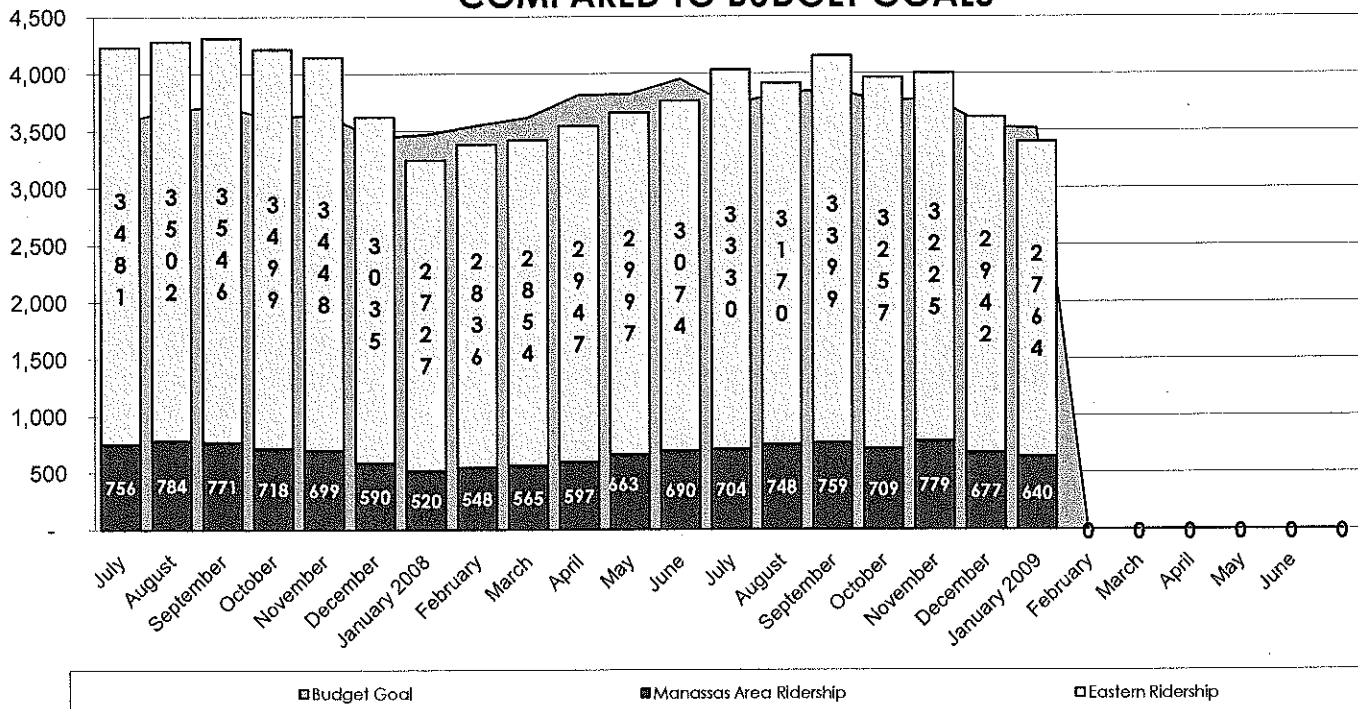
4/09 - Avg. Saturday Ridership excludes day between Good Friday and Easter Sunday (11).

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

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	87,310	4,317	4,158	-3.7%	3,863	295
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	67,087	3,247	3,404	4.8%	3,519	(115)
February							
March							
April							
May							
June							
Year to Date	586,593	563,752	4,011	3,872	-3.5%	3,716	156

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 (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 Tuesday after Memorial Day (26).

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

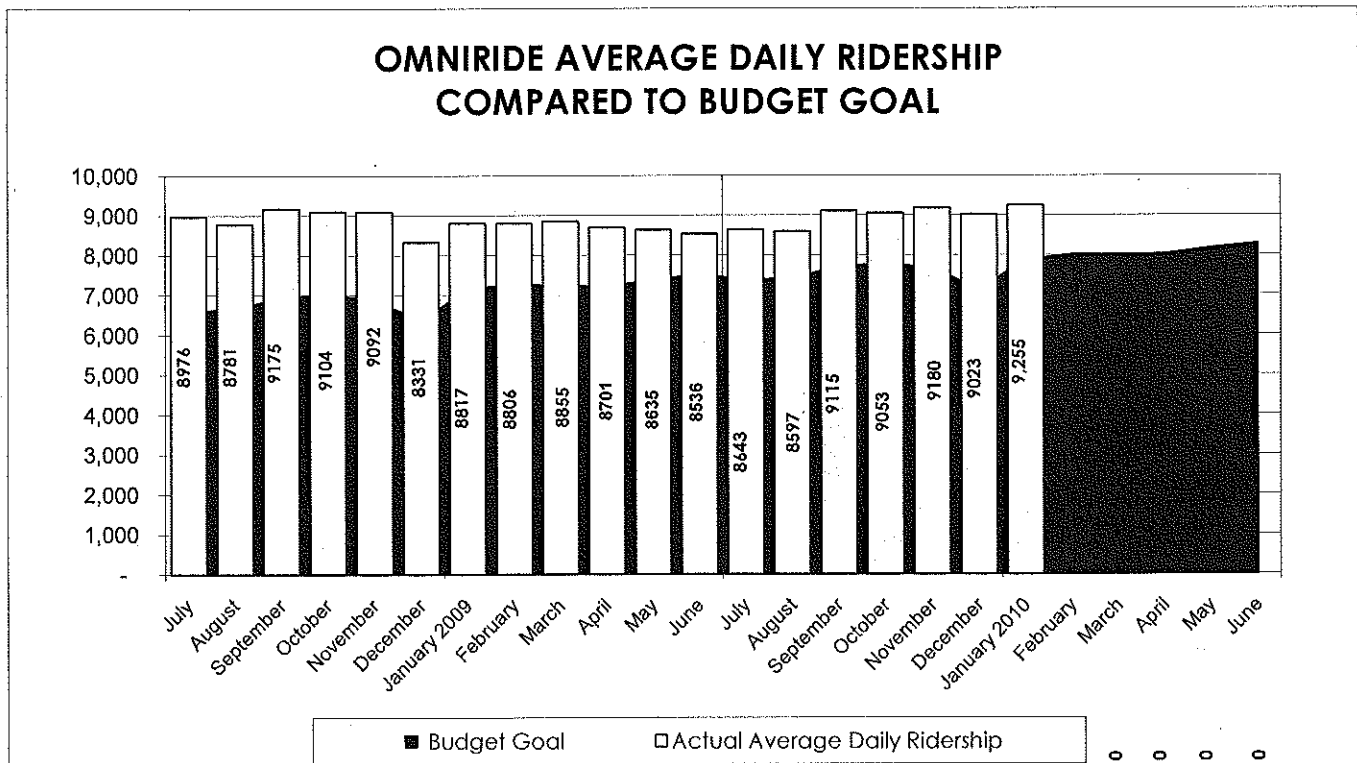
10/09 - Avg. Daily Ridership Excludes Columbus Day MH day (12).

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).

OMNIRIDE EXPRESS SERVICE

Month	Monthly Ridership		Average Daily Ridership			FY10 Budget Goal	Change from Goal
	FY09	FY10	FY09	FY10	% Change		
July	193,061	191,374	8,976	8,643	-3.7%	7,378	1,265
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	192,144	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	177,180	8,817	9,255	5.0%	7,879	1,376
February							
March							
April							
May							
June							
Year to Date	1,247,552	1,262,505	8,897	8,981	0.9%	7,566	1,414



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).

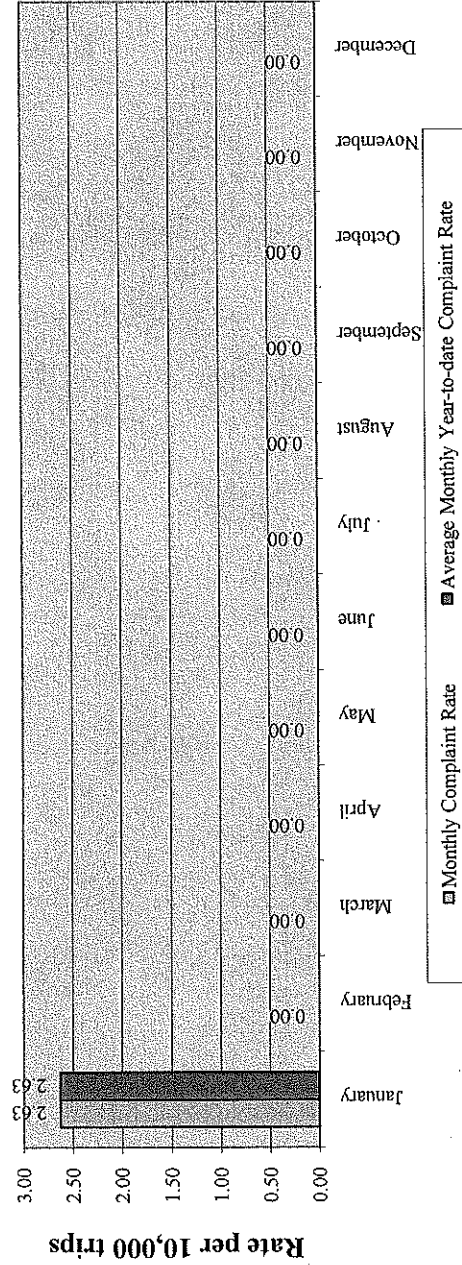
11/09 - Avg. Daily Ridership excludes Veterans Day (11), and days before and after Thanksgiving (25, 27).

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

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	79,102	32	4.05
June	88,477	46	5.20
July	96,379	49	5.08
August	89,382	41	4.59
September	92,641	40	4.32
October	92,765	35	3.77
November	82,199	32	3.89
December	75,838	44	5.80
Year-to-date totals	997,297	463	4.64

Calendar 2010 Year-to-date OmniLink Complaints			
	Ridership	Complaints	Per 10k Trips
January	72,285	19	2.63
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			
Year-to-date totals	72,285	19	2.63

2010 OmniLink complaint rate per 10,000 Trips compared to monthly average

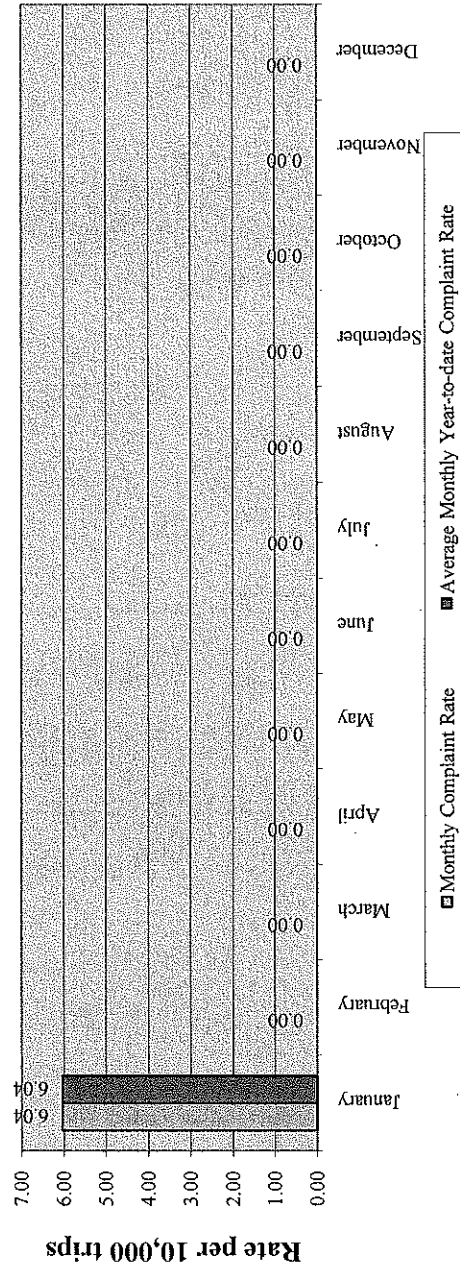


Complaint rates for OmniLink service showing the rates for the current month and for the year-to-date in contrast to the calendar year 2009 overall rate which is the benchmark for evaluating contractor performance for calendar year 2010.

Calendar 2009 Year-to-date OmniRide Complaints		
	Ridership	Complaints Per 10k Trips
January	161,305	169
February	168,699	106
March	187,511	111
April	189,315	106
May	170,743	197
June	183,091	152
July	191,374	106
August	180,531	75
September	189,069	94
October	192,144	118
November	167,518	141
December	164,689	116
Year-to-date totals	2,145,989	1,491
		6.95

Calendar 2010 Year-to-date OmniRide Complaints		
	Ridership	Complaints Per 10k Trips
January	177,180	107
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
Year-to-date totals	177,180	107
		6.04

2010 OmniRide Complaint Rate per 10,000 Trips Compared to Monthly Average



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.

FY10 Customer Service Department Monthly Service Totals

	<u>January</u>	<u>December</u>	<u>Change</u>	<u>% Change</u>
CALL ACTIVITY				
General Information Calls	2,805	4,295	-1,490	-35
OmniLink Request Calls	7,454	7,968	-514	-6
Daily Average	410	472	-61	-13
Total Calls	<u>10,259</u>	<u>12,263</u>	<u>-2,004</u>	<u>-16</u>
RIDERSHIP				
Off-route trips Scheduled:				
One Time Trips	3,104	2,859	245	9
Standing Order Trips	1,973	2,444	-471	-19
Sub Total	<u>5,077</u>	<u>5,303</u>	<u>-226</u>	<u>-4</u>
Daily Average	203	231	-27	-12
Fixed Route:	<u>67,208</u>	<u>70,535</u>	<u>-3,327</u>	<u>-5</u>
Total Ridership*	<u>72,285</u>	<u>75,838</u>	<u>-3,553</u>	<u>-5</u>
RIDER ACCOMODATIONS				
Total Trip Turn Downs	<u>130</u>	<u>155</u>	<u>-25</u>	<u>-16</u>
% Of Trips Turned Down	<u>2.50%</u>	<u>2.84%</u>	<u>0%</u>	<u>-12</u>

* - Includes Saturday ridership

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	
July	79	155	21	81	92	34	2,732	60,104	22			
August	125	137	34	89	92	34	2,732	57,372	21			
September	205	170	38	106	92	34	2,732	57,372	21			
October	137	117	46	130	92	34	2,732	57,372	21			
November	106	91	52	114	92	34	2,732	49,176	18			
December	83	93	70	118	92	34	2,732	57,372	21			
January	94	116	84	136	92	34	2,732	51,908	19			
February												
March												
April												
May												
June												
Annual Totals	829	879	345	774	NA	NA	19,124	390,676	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.