



14700 Potomac Mills Road
Woodbridge, VA 22192

Potomac and Rappahannock
Transportation Commission

June 3, 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: May System Performance and Ridership Report

OmniRide Express and Metro Direct Service

OmniRide patronage this month was just slightly higher than April and continues to outpace 2009 ridership by a good bit. Compared to goal, actual ridership maintains a very comfortable margin. On May 25, OmniRide set a new all-time daily high with 9,995, eclipsing the prior record of 9,994 set on October 7, 2008.

OmniLink Local Bus Service

May weekday ridership fell a little compared to April, though taking two particularly cold and rainy days out of the average brings the month to almost the April level. While the weekday average compared to the same month last year continues in the black, it remains slightly under the budgeted figure. Average Saturday patronage has increased each of the past six months and, for the third straight month is higher than the comparable month in 2009 and exceeds budget.

OmniMatch Service

PRTC has filled the vacant Rideshare Specialist position. Metropolitan Washington Council of Governments' staff will continue to handle ride-matching functions while the new Specialist is being trained.

The number of vanpools in PRTC's database remains steady at 92 maxi vans and 34 mini vans. The total number of passengers transported (to and from) in vanpools during the month of May was approximately 54,640.

Customer Service Statistics

Both the total number of calls answered and daily average decreased for the month of May. Customer Service Agents maintained an average wait time of just under two and a half minutes this month.

The number of calls handled by the IVR remains steady at approximately 30 percent. Staff expects the vendor to finalize the simplified call menu during the month of June. This will make it easier for customers to conduct their transactions without speaking to a Customer Service Agent.

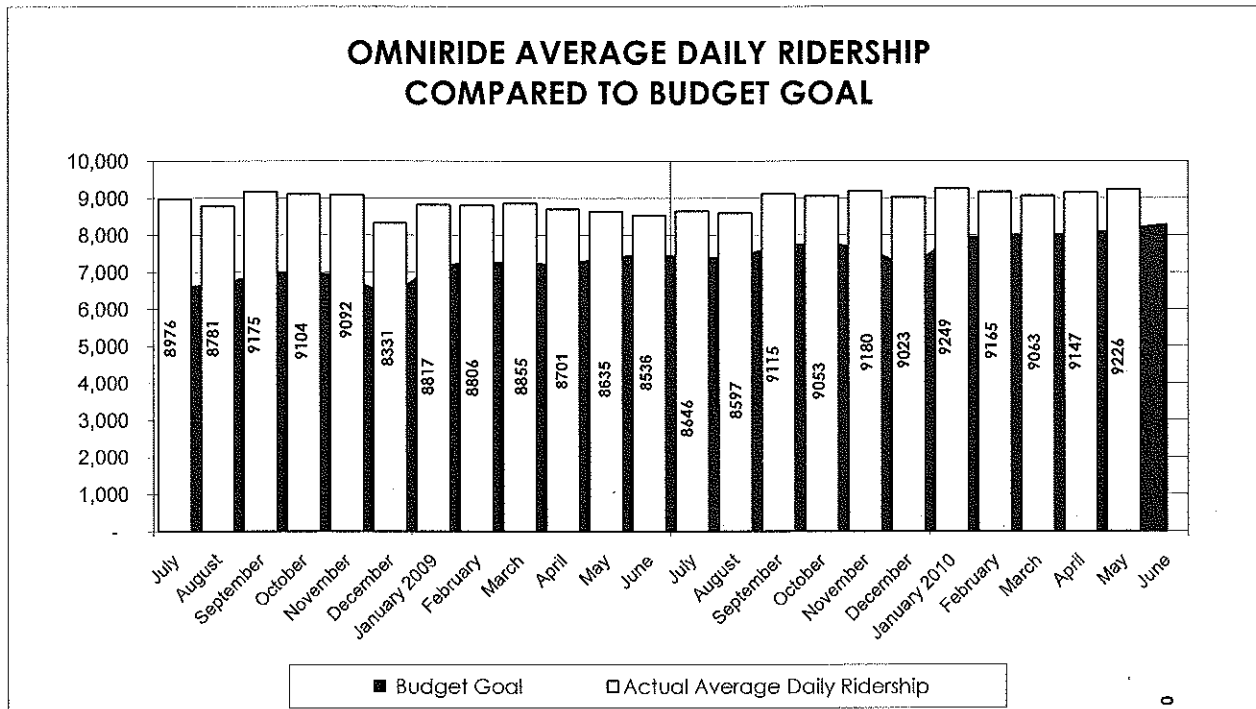
Passenger Complaints

Both the actual number and rate of complaints rose for OmniRide and OmniLink in May; however, the increase is expected whenever operator assignments change, as happened on the 9th of this month. While there was an increase, the rate for both services was still well below those for recent months preceding April and below rates for May of 2009. Additionally, the rise was lower than any service change in recent history.

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	207,081	8,855	9,063	2.3%	8,005	1,058
April	189,315	197,372	8,701	9,147	5.1%	8,023	1,124
May	170,743	181,784	8,635	9,226	6.8%	8,169	1,057
June							
Year to Date	1,963,820	1,971,448	8,843	9,042	2.3%	7,743	1,299

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.

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 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 b/n 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)

4/10 - Avg Daily Ridership excludes Good Friday (2), Easter Monday (5), and the Nuclear Summit (12,13).

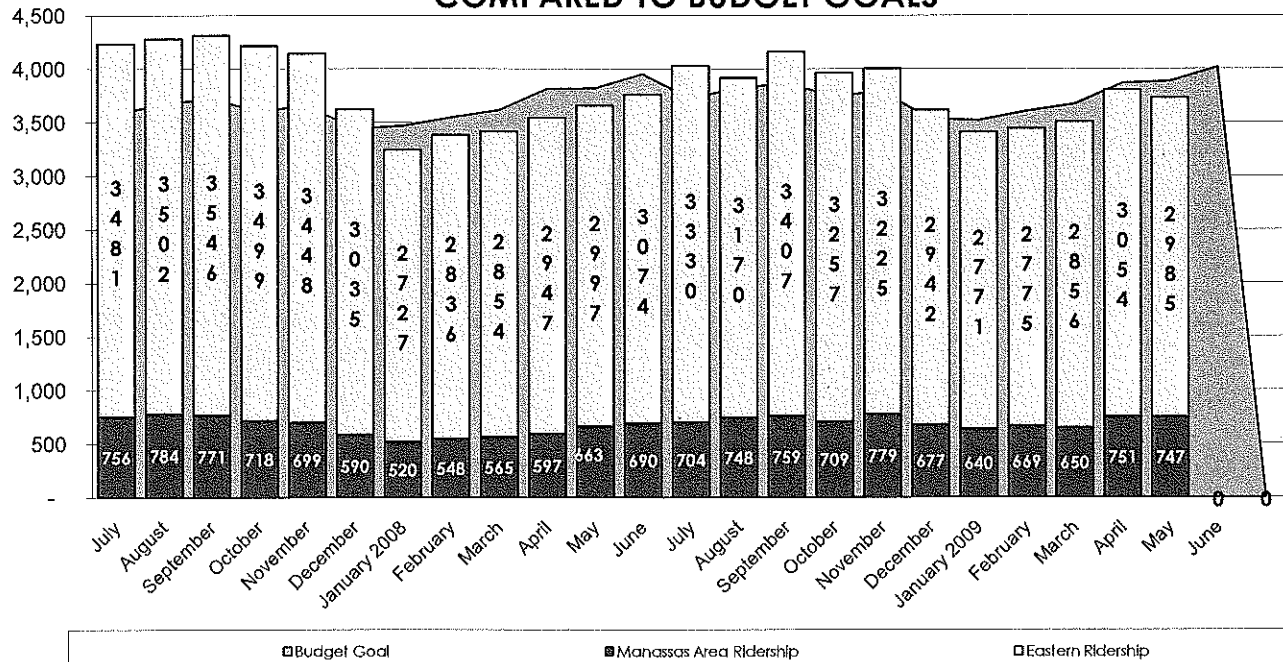
5/10 - Avg. Daily Ridership Friday before Memorial Day (28) and farebox data issue (20).

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	80,213	3,419	3,506	2.5%	3,672	(167)
April	77,578	83,719	3,544	3,805	7.4%	3,867	(62)
May	72,627	74,038	3,660	3,732	2.0%	3,885	(153)
June							
Year to Date	876,149	851,043	3,826	3,782	-1.1%	3,731	51

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 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).

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)

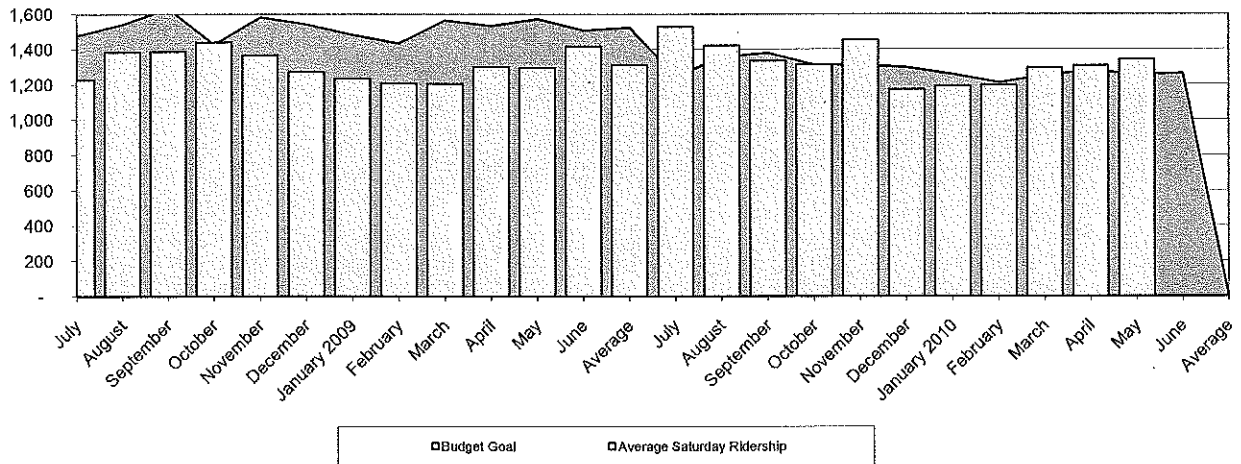
3/10 - Avg Daily Ridership excludes implementation of strike contingency plan due to late-ending labor negotiations (3)

5/10 - Avg. Daily Ridership Friday before Memorial Day (28) and farebox data issue (20).

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	4,951	5,226	1,301	1,307	0.5%	1,281	26
May	6,475	6,698	1,295	1,340	3.5%	1,255	85
June							
Year to Date	61,251	58,481	1,301	1,322	1.6%	1,287	35

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	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	76	86	76	110	92	34	2,732	51,908		19			
March	72	*	81	*	92	34	2,732	62,836		23			
April	79	*	60	*	92	34	2,732	60,104		22			
May	86	*	76	*	92	34	2,732	54,640		20			
June	70		94				0	0		22			
Annual Totals	1,212	965	732	884	NA	NA	30,052	620,164		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.
 * - Due to position vacancy COG is processing "New" and "Other" applications.

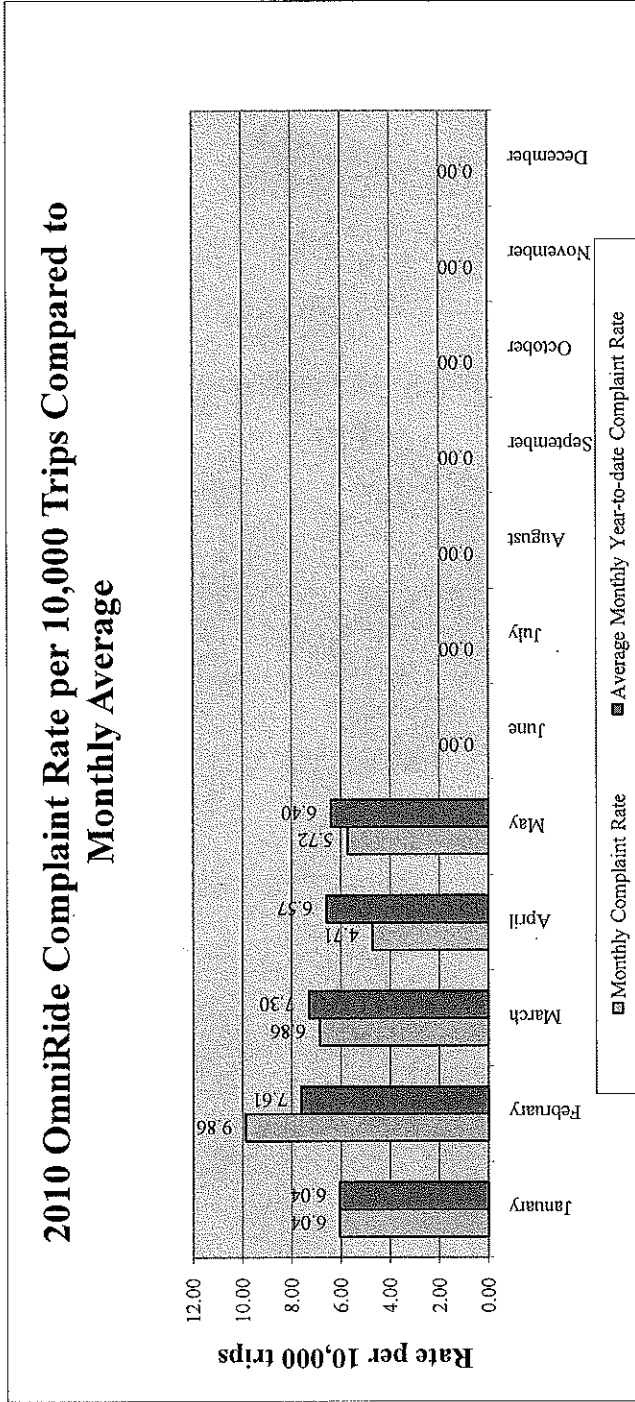
FY10 Customer Service Department Monthly Service Totals

	<u>May</u>	<u>April</u>	<u>Change</u>	<u>% Change</u>
CALL ACTIVITY				
General Information Calls	2,869	4,353	-1,484	-34
OmniLink Request Calls	6,435	6,183	252	4
Daily Average	372	405	-33	-8
Total Calls	<u>9,304</u>	<u>10,536</u>	<u>-1,232</u>	<u>-12</u>
RIDERSHIP				
Off-route trips Scheduled:				
One Time Trips	3,047	3,289	-242	-7
Standing Order Trips	1,937	1,891	46	2
Sub Total	<u>4,984</u>	<u>5,180</u>	<u>-196</u>	<u>-4</u>
Daily Average	199	207	-8	-4
Fixed Route:	<u>75,752</u>	<u>83,346</u>	<u>-7,594</u>	<u>-9</u>
Total Ridership*	<u>80,736</u>	<u>88,526</u>	<u>-7,790</u>	<u>-9</u>
RIDER ACCOMODATIONS				
Total Trip Turn Downs	78	120	-42	-35
% Of Trips Turned Down	1.54%	2.26%	-1%	-32

* - 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	189,315	106	5.60
May	170,743	197	11.54
June	183,091	152	8.30
July	191,448	106	5.54
August	180,531	75	4.15
September	189,069	94	4.97
October	192,217	118	6.14
November	167,518	141	8.42
December	164,689	116	7.04
Year-to-date totals	2,146,136	1,491	6.95

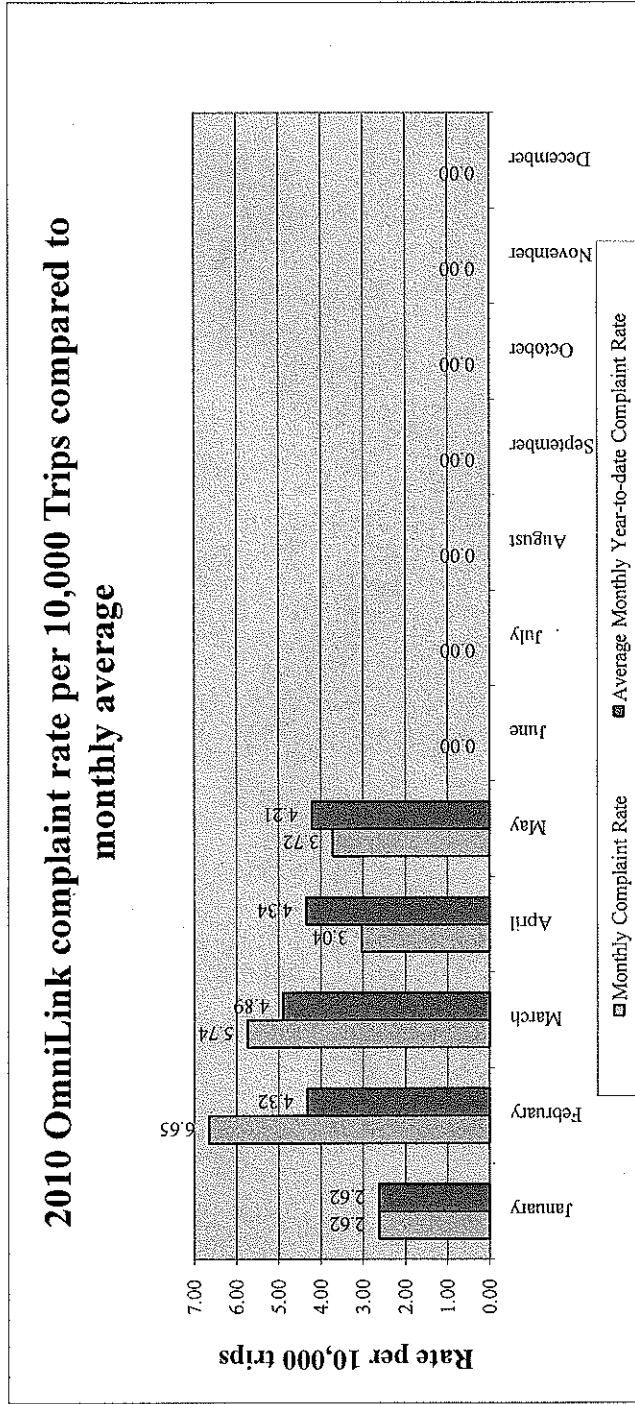
Calendar 2010 Year-to-date OmniRide Complaints			
	Ridership	Complaints	Per 10k Trips
January	177,058	107	6.04
February	122,681	121	9.86
March	207,081	142	6.86
April	197,372	93	4.71
May	181,784	104	5.72
June			
July			
August			
September			
October			
November			
December			
Year-to-date totals	885,976	567	6.40



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.

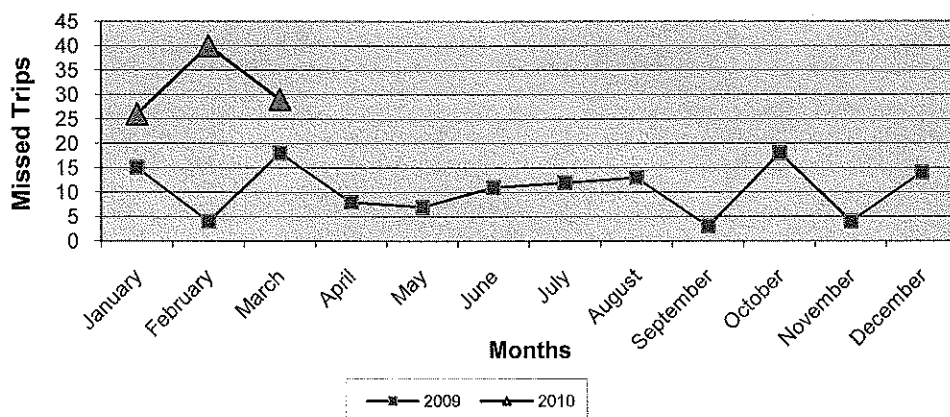
Calendar 2009 Year-to-date OmniLink Complaints			
	Ridership	Complaints	Per 10k Trips
January	68,991	44	6.38
February	71,651	32	4.47
March	77,343	37	4.78
April	82,529	31	3.76
May	79,102	32	4.05
June	88,477	46	5.20
July	96,379	49	5.08
August	89,382	41	4.59
September	92,813	40	4.31
October	92,765	35	3.77
November	82,199	32	3.89
December	75,838	44	5.80
Year-to-date totals	997,469	463	4.64

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	85,397	49	5.74
April	88,945	27	3.04
May	80,736	30	3.72
June			
July			
August			
September			
October			
November			
December			
Year-to-date totals	380,148	160	4.21

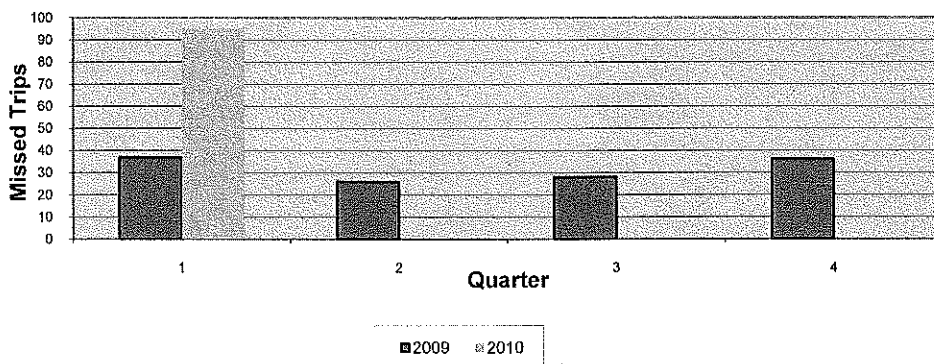


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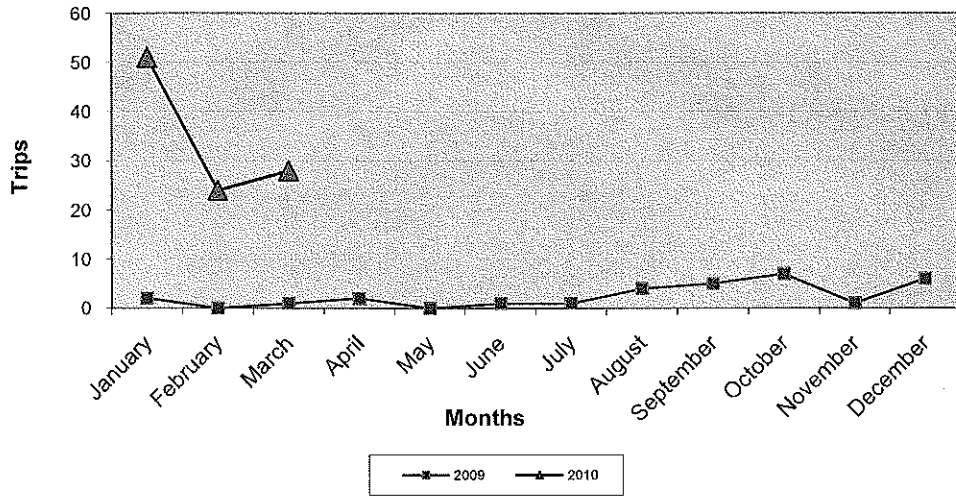
Monthly Missed Trips



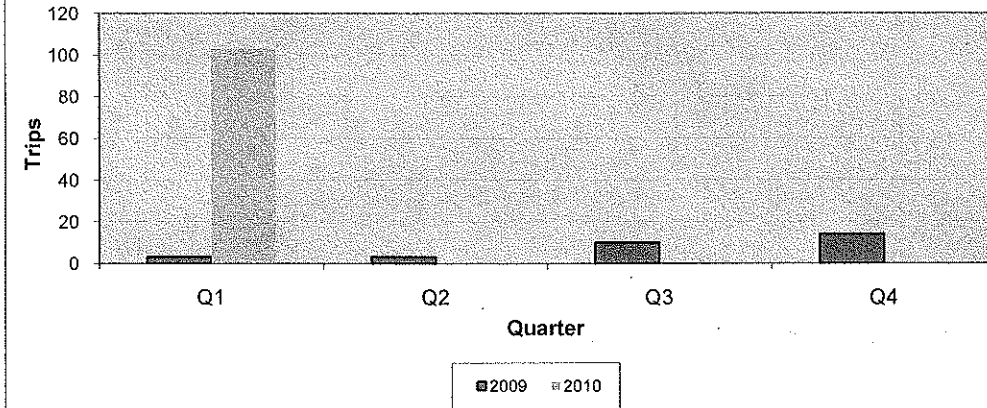
Quarterly Total Missed Trips

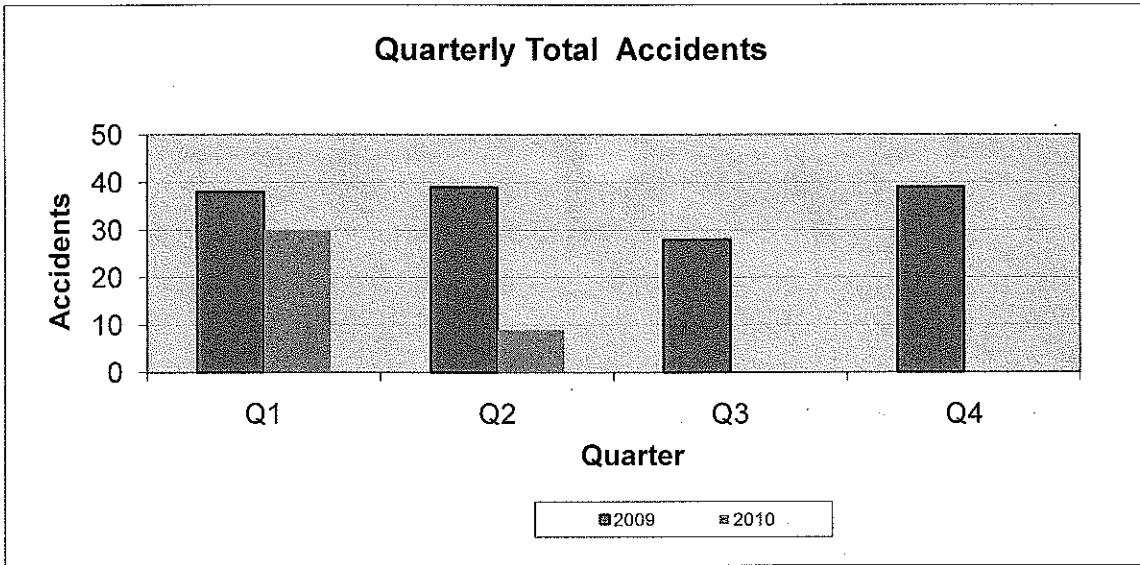
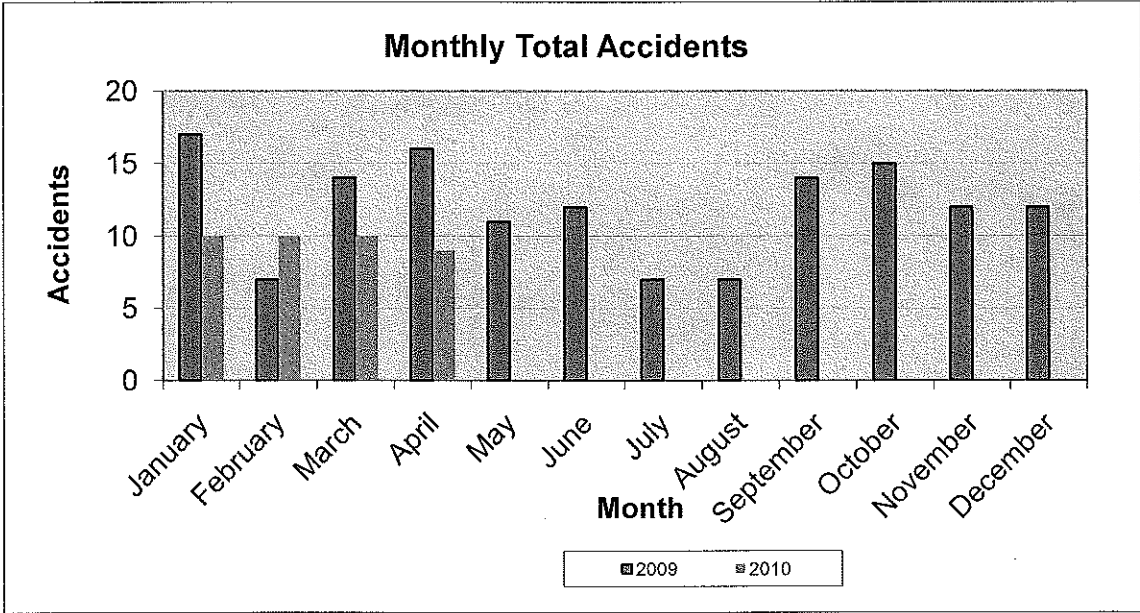


Monthly Missed Strategies & Trips Served by Supervisor

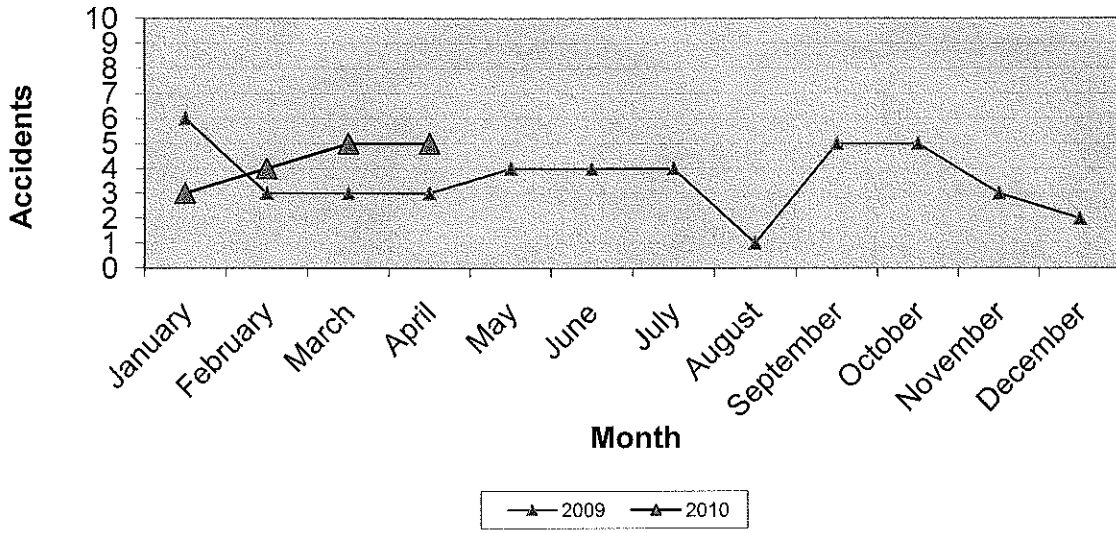


Quarterly Missed Strategies & Trips Served by Supervisor

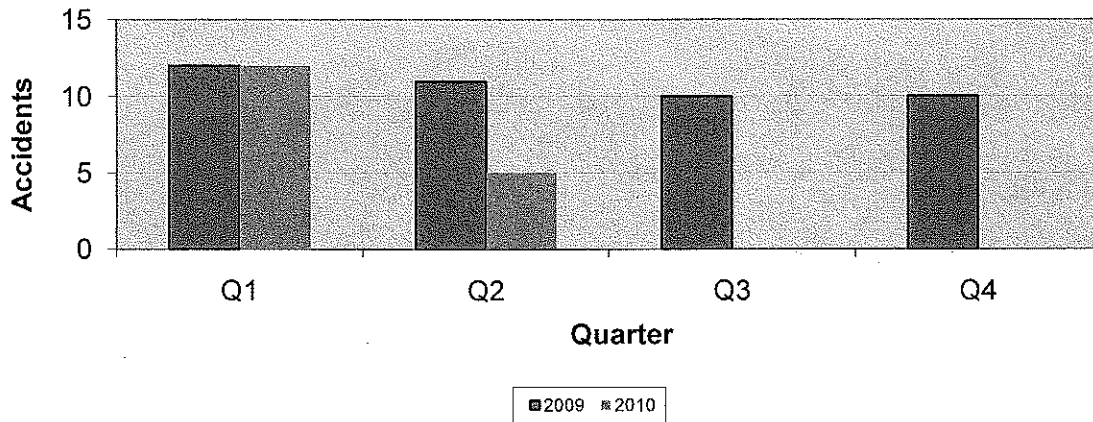




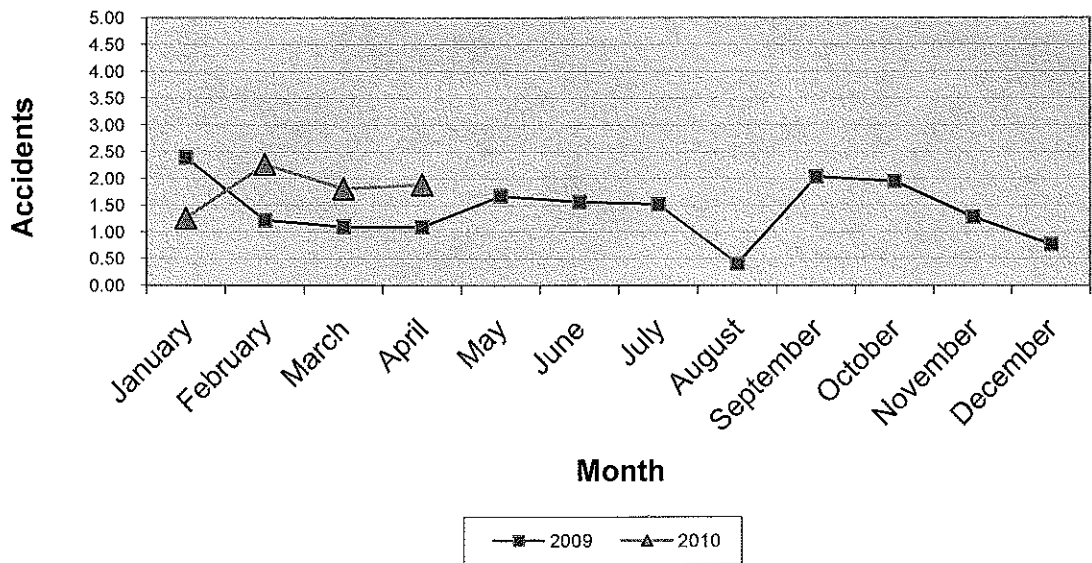
Monthly Preventable Accidents



Quarterly Preventable Accidents



Monthly Preventable Accidents per 100,000 Miles



Quarterly Average Preventable Accidents per 100,000 Miles

