



Potomac and Rappahannock
Transportation Commission

ITEM 129C.1

14700 Potomac Mills Road
Woodbridge, VA 22192

March 4, 2010

TO: Chairman May 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: February System Performance and Ridership Report

OmniRide Express and Metro Direct Service

February snow totals pushed the DC area into record-breaking territory. During the same week that the federal government closed an unprecedented four days straight, PRTC operated only two days, providing skeletal service. The big dig (out) continued throughout the following week, which began with a federal holiday (President's Day), delayed federal opening the next day, and local schools remaining closed every day. In all, only 12 of 17 service days could be considered "normal." For those "normal" days, however, average daily ridership was down by less than one percent compared to January and remained solidly ahead of February 2009.

OmniLink Local Bus Service

Only 11 of 17 OmniLink weekdays were considered "normal" yet average daily ridership remained steady at January's level and was slightly higher than the prior year February level. Average Saturday ridership also remained stable.

OmniMatch Service

The number of "New PRTC Applications Processed" for ridesharing requests decreased significantly during the month of February. The number "Other Applications Processed" also decreased, though to a lesser degree. Both continue to be significantly higher than prior year figures.

The number of vanpools in PRTC's database continues to remain steady with a total of 92 maxi vans and 34 mini vans in our database. The total number of passengers

OmniRide • Metro Direct • OmniLink • Cross County Connector • OmniMatch • VRE

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transported (to and from) in vanpools during the month of February was approximately 51,908.

Customer Service Statistics

Both the total number of calls answered and daily average increased for the month of February, due in large part to the two snow storms. Customer Service Agents maintained an average wait time of just under two minutes and a half minutes this month.

The number of calls handled by the IVR increased significantly for the month of February to 50 percent. Again, this can be attributed to the weather, that disrupted service for several days in February.

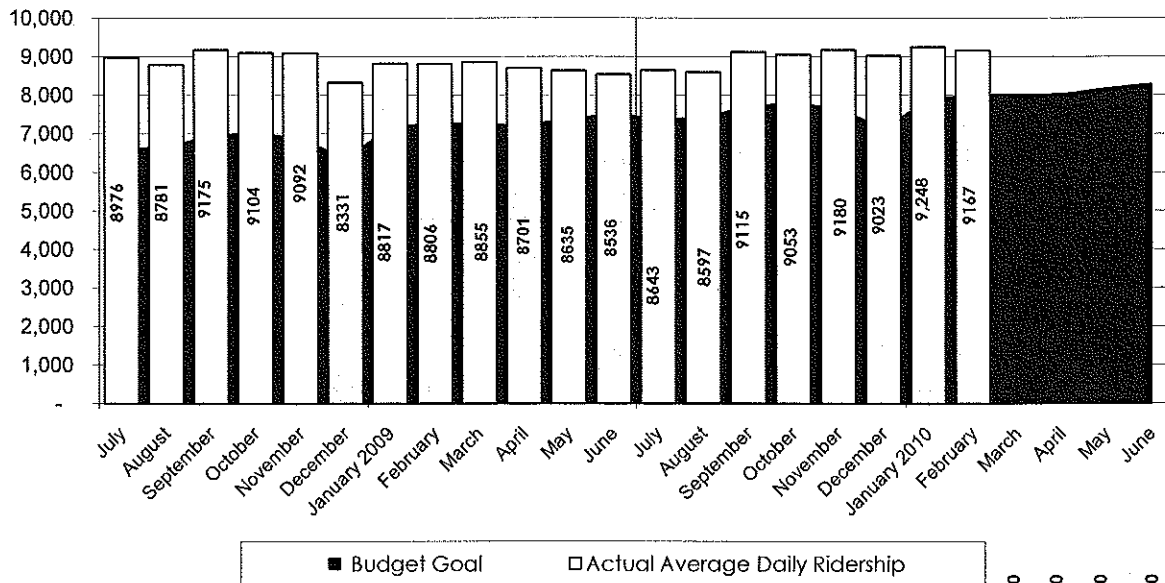
Passenger Complaints

Both the actual number and rate per 10,000 trips of OmniRide and OmniLink complaints increased significantly for the month of February, approximately 40 percent of which were received after the "Operators' Pick" went into effect on February 22. As you may know, complaints tend to spike just after a pick while the operators become acclimated to their new assignments. We also received several complaints regarding our service level decision on February 12th (first day the federal government was open after the snow storms, when we operated Metro Direct and local service only) and we continue to receive numerous complaints regarding the overcrowded conditions on the OmniRide service. Please see accompanying spreadsheets for details.

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	177,051	8,817	9,248	4.9%	7,879	1,369
February	168,699	122,698	8,806	9,167	4.1%	8,010	1,157
March							
April							
May							
June							
Year to Date	1,416,251	1,385,074	8,885	9,003	1.3%	7,622	1,381

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 before inaug/long w/e (16), MLK (19), Inaug (20), day after 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).

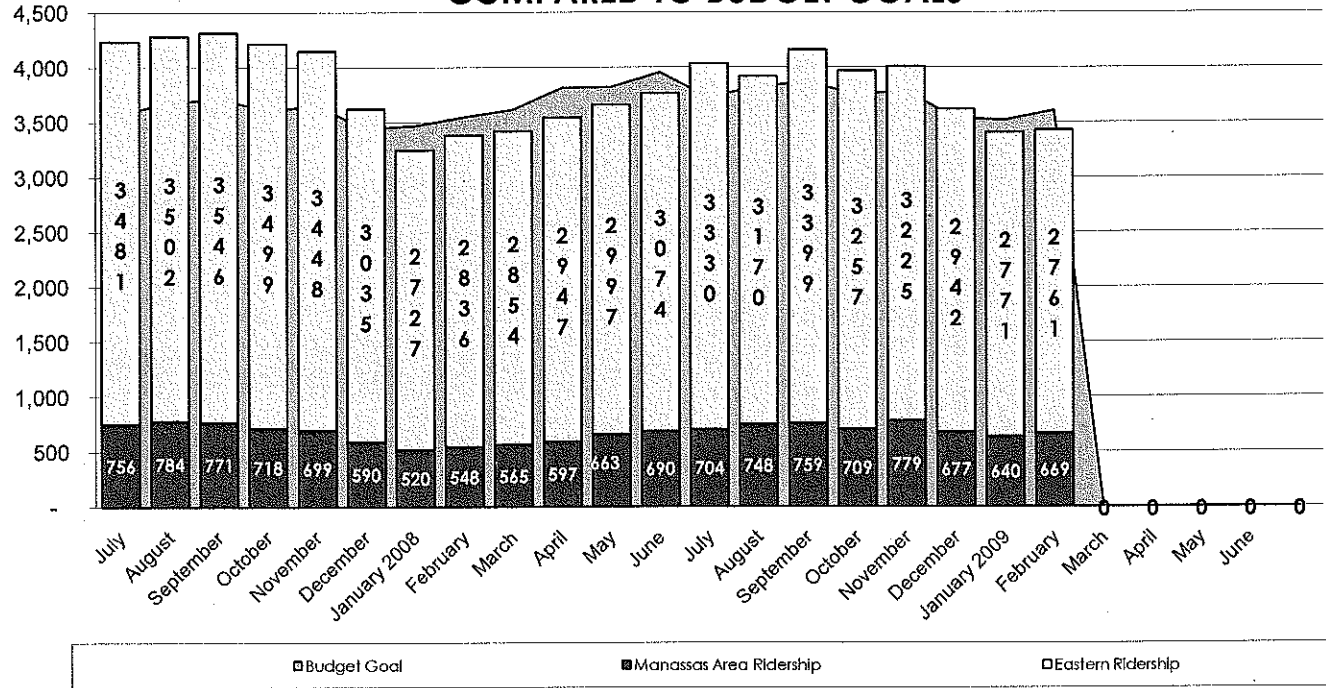
2/10 - Avg Daily Ridership excludes AM snow routing (3), PM ESP/early end of svc. (5), severely curtailed svc. (9 & 12), President's Day MH (15).

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	67,216	3,247	3,411	5.0%	3,519	(108)
February	66,824	48,870	3,384	3,430	1.4%	3,607	(177)
March							
April							
May							
June							
Year to Date	653,417	612,751	3,933	3,817	-2.9%	3,702	115

OMNILINK AVERAGE WEEKDAY RIDERSHIP COMPARED TO BUDGET GOALS



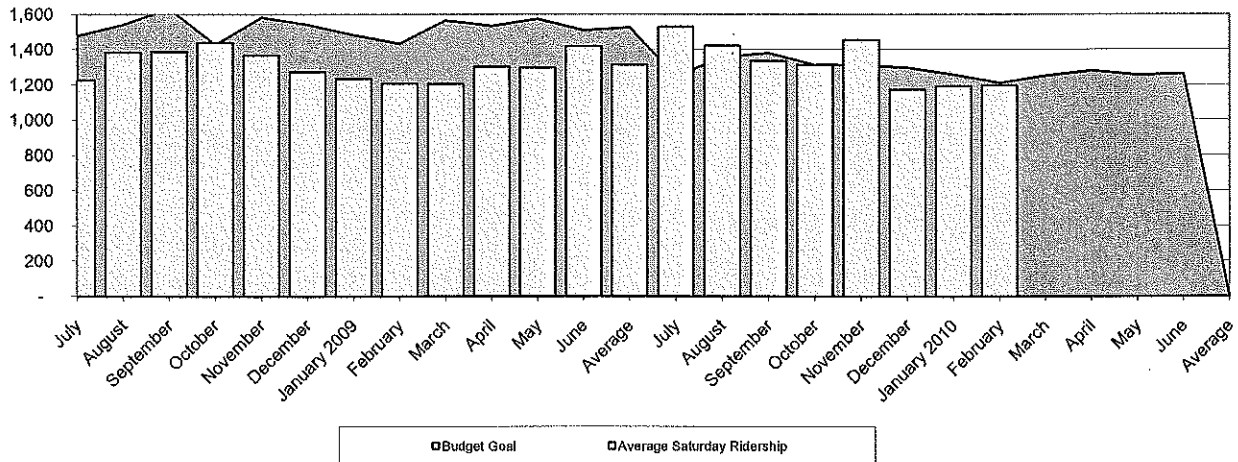
Note: Due to lag in ridership reporting, initial monthly ridership is preliminary and is finalized the following month.

- 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 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).
- 1/10 - Avg. Daily Ridership excludes MLK (18)
- 2/10 - Avg. Daily Ridership excludes ESP (3,5,9,12), Presidents Day MH service (15), and high wind/cold day (26)

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							
April							
May							
June							
Year to Date	45,009	41,373	1,314	1,326	0.8%	1,296	29

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	2,732	60,104	22	21	21	21
August	125	137	34	89	92	34	2,732	57,372	21	21	21	21
September	205	170	38	106	92	34	2,732	57,372	21	21	21	21
October	137	117	46	130	92	34	2,732	57,372	21	21	21	21
November	106	91	52	114	92	34	2,732	49,176	18	18	18	18
December	83	93	70	118	92	34	2,732	57,372	21	21	21	21
January	94	116	84	136	92	34	2,732	51,908	19	19	19	19
February	76	86	76	110	92	34	2,732	51,908	19	19	19	19
March	72		81				0	0	23	23	23	23
April	79		60				0	0	22	22	22	22
May	86		76				0	0	20	20	20	20
June	70		94				0	0	22	22	22	22
Annual Totals	1,212	965	732	884	NA	NA	21,856	442,584	NA	NA	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

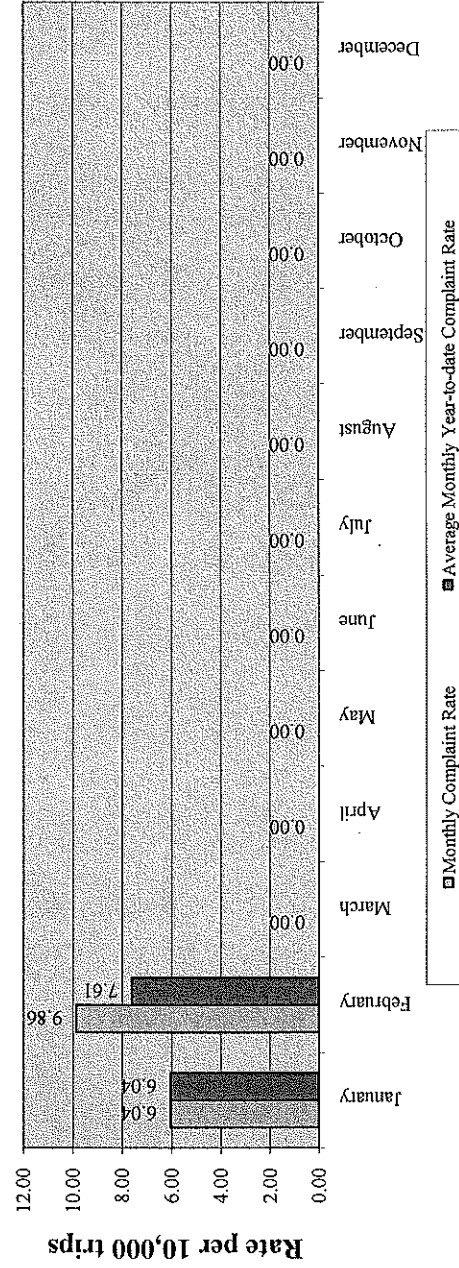
	<u>February</u>	<u>January</u>	<u>Change</u>	<u>% Change</u>
CALL ACTIVITY				
General Information Calls	4,110	2,805	1,305	47
OmniLink Request Calls	7,065	7,454	-389	-5
Daily Average	466	410	55	13
Total Calls	<u>11,175</u>	<u>10,259</u>	<u>916</u>	<u>9</u>
RIDERSHIP				
Off-route trips Scheduled:				
One Time Trips	2,153	3,104	-951	-31
Standing Order Trips	1,352	1,973	-621	-31
Sub Total	<u>3,505</u>	<u>5,077</u>	<u>-1,572</u>	<u>-31</u>
Daily Average	146	203	-57	-28
Fixed Route:	<u>48,951</u>	<u>67,387</u>	<u>-18,436</u>	<u>-27</u>
Total Ridership*	<u>52,456</u>	<u>72,464</u>	<u>-20,008</u>	<u>-28</u>
RIDER ACCOMODATIONS				
Total Trip Turn Downs	<u>76</u>	<u>130</u>	<u>-54</u>	<u>-42</u>
% Of Trips Turned Down	<u>2.12%</u>	<u>2.50%</u>	<u>-0.37%</u>	<u>-15</u>

* - 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	191,374	106	5.54
August	180,531	75	4.15
September	189,069	94	4.97
October	192,144	118	6.14
November	167,518	141	8.42
December	164,689	116	7.04
Year-to-date totals	2,145,989	1,491	6.95

Calendar 2010 Year-to-date OmniRide Complaints			
	Ridership	Complaints	Per 10k Trips
January	177,051	107	6.04
February	122,698	121	9.86
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			
Year-to-date totals	299,749	228	7.61

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

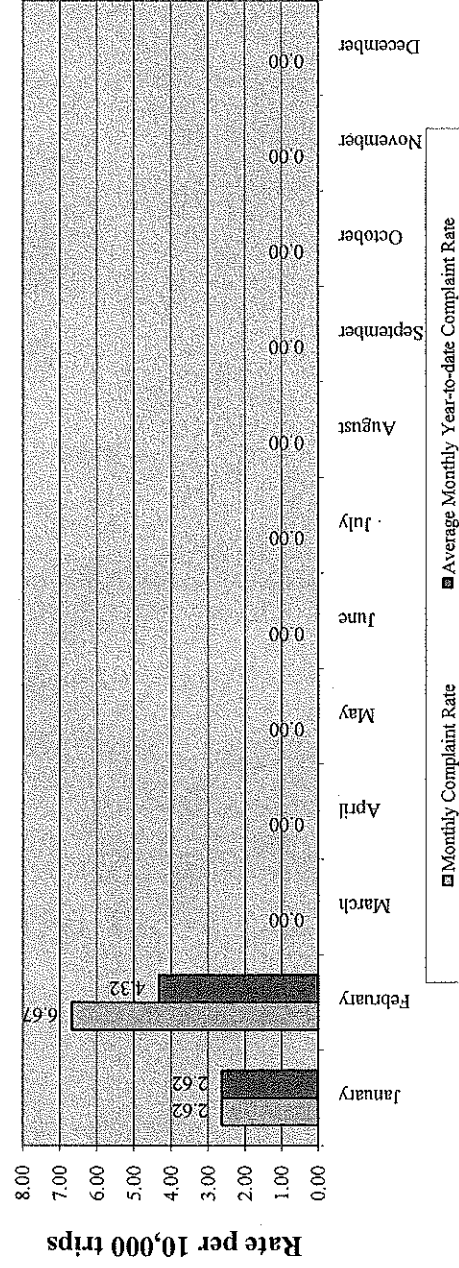


Complaint rates for OmniRide service showing the rates for the current month and for the year-to-date in contrast to the calendar year 2009 overall rate which is the benchmark for evaluating contractor performance for calendar year 2010.

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

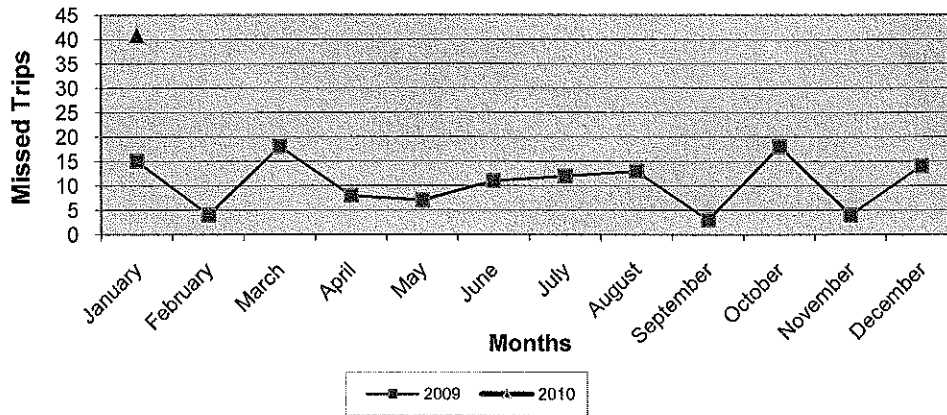
Calendar 2010 Year-to-date OmniLink Complaints			
	Ridership	Complaints	Per 10k Trips
January	72,464	19	2.62
February	52,456	35	6.67
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			
Year-to-date totals	124,920	54	4.32

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

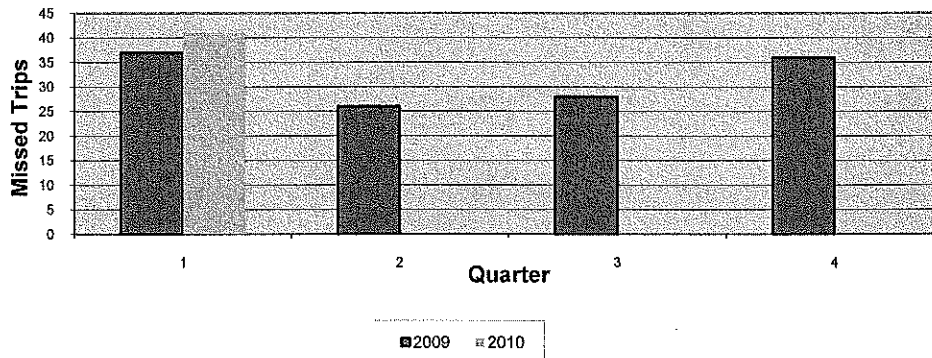


Complaint rates for OmniLink service showing the rates for the current month and for the year-to-date in contrast to the calendar year 2009 overall rate which is the benchmark for evaluating contractor performance for calendar year 2010.

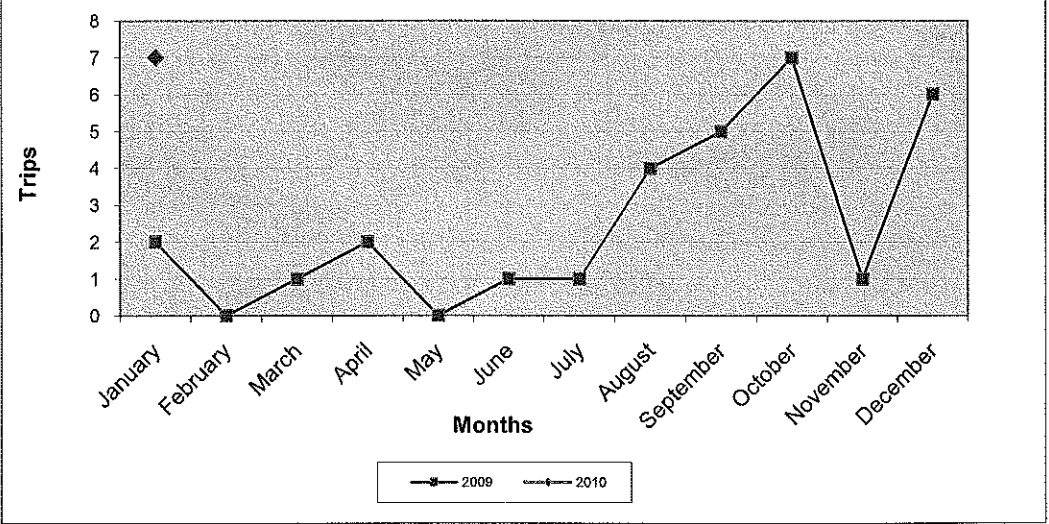
Monthly Missed Trips



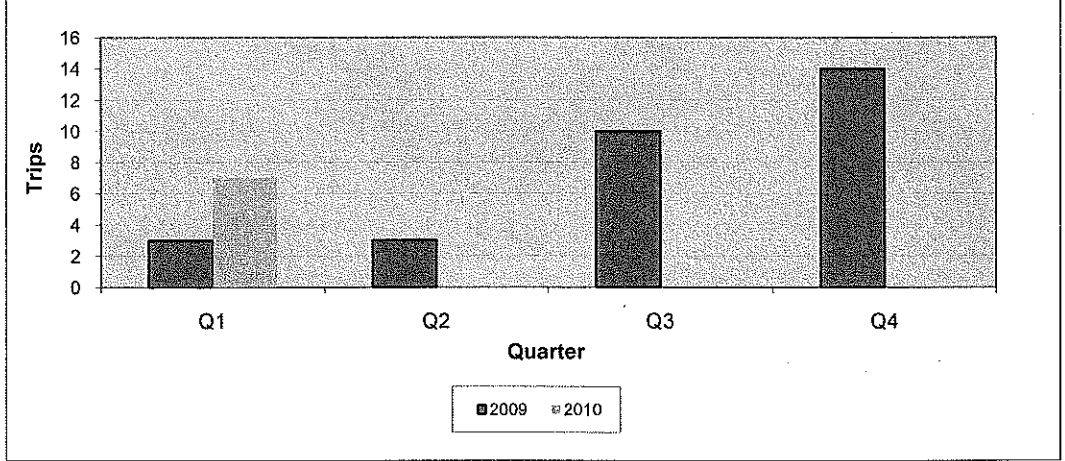
Quarterly Total Missed Trips

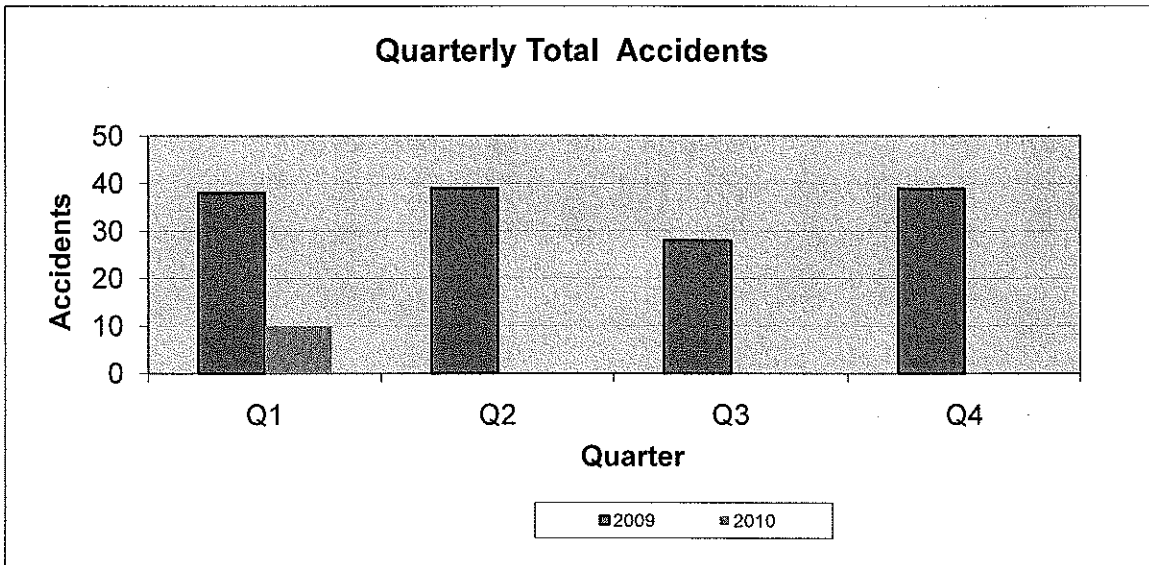
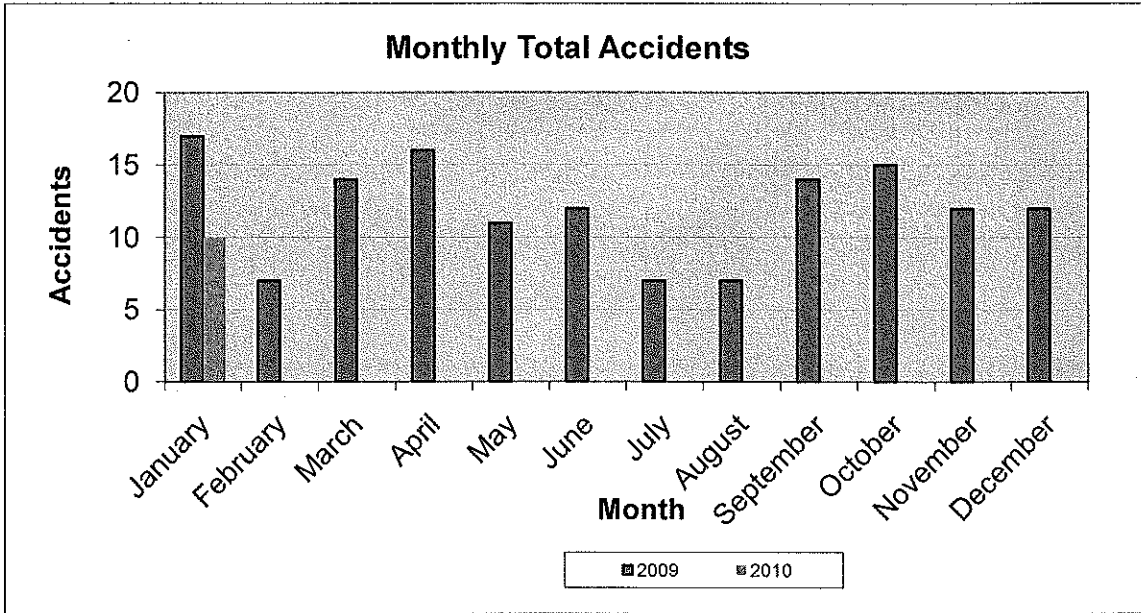


Monthly Missed Strategies & Trips Served by Supervisor

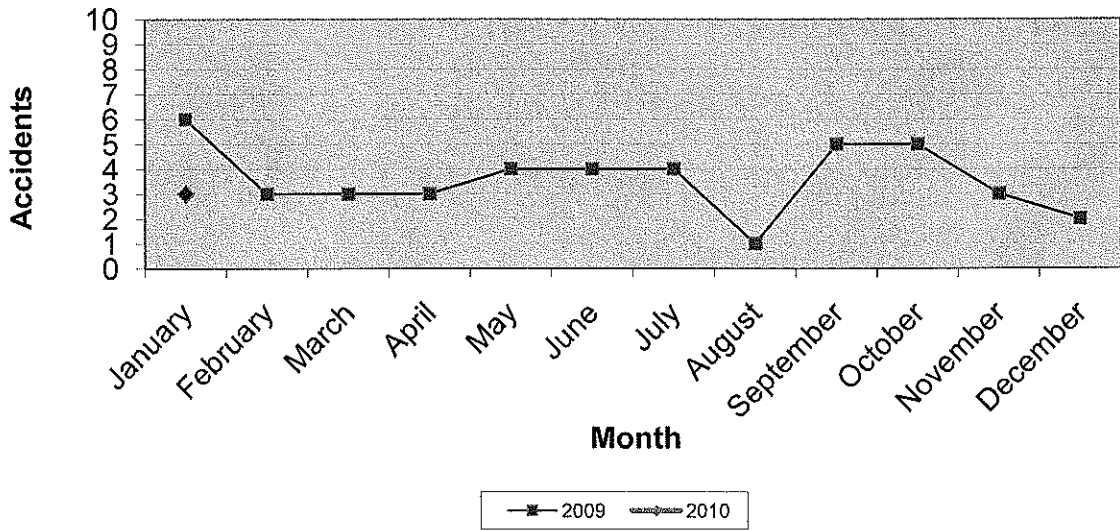


Quarterly Missed Strategies & Trips Served by Supervisor

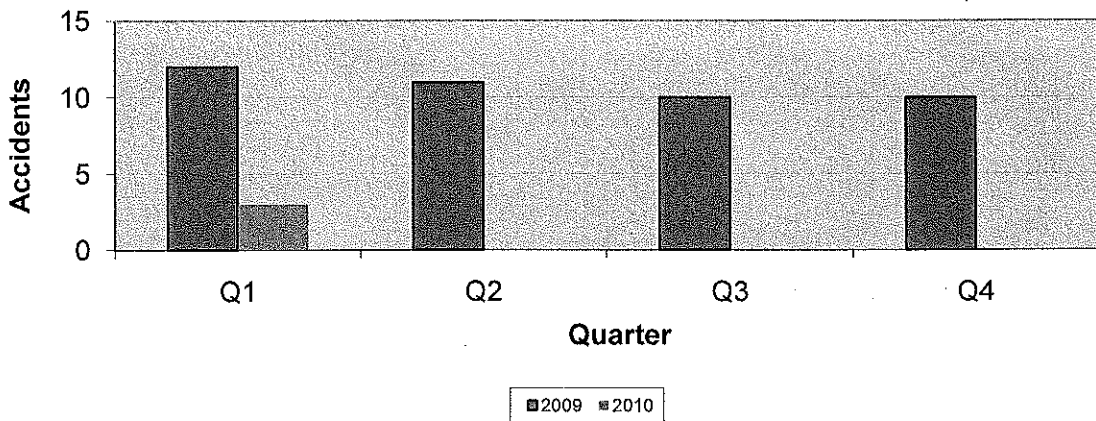




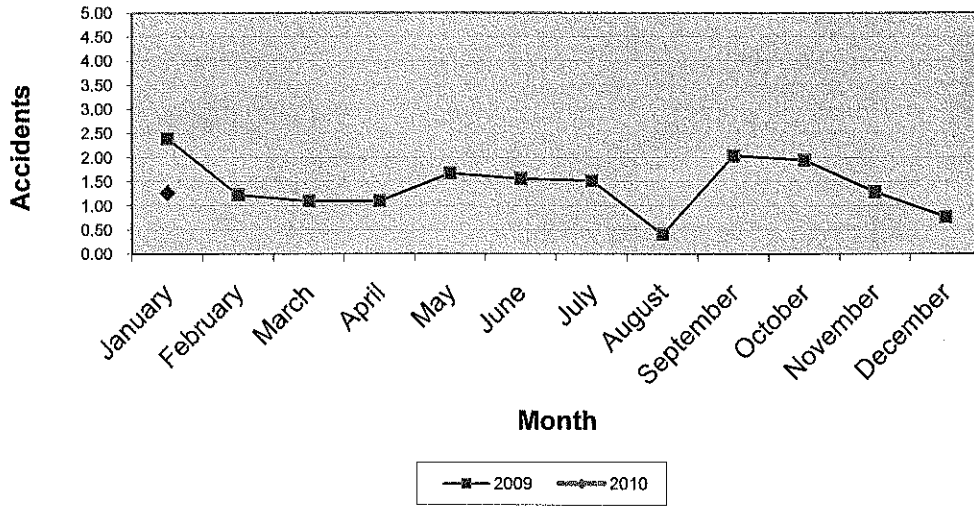
Monthly Preventable Accidents



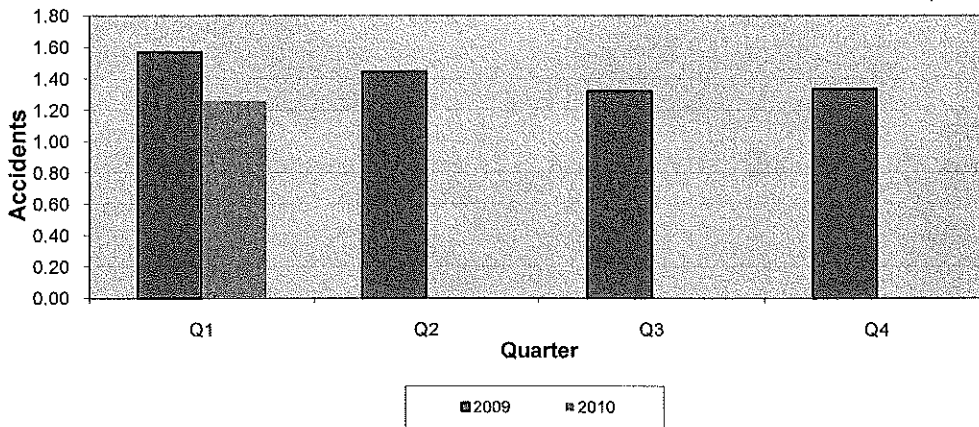
Quarterly Preventable Accidents



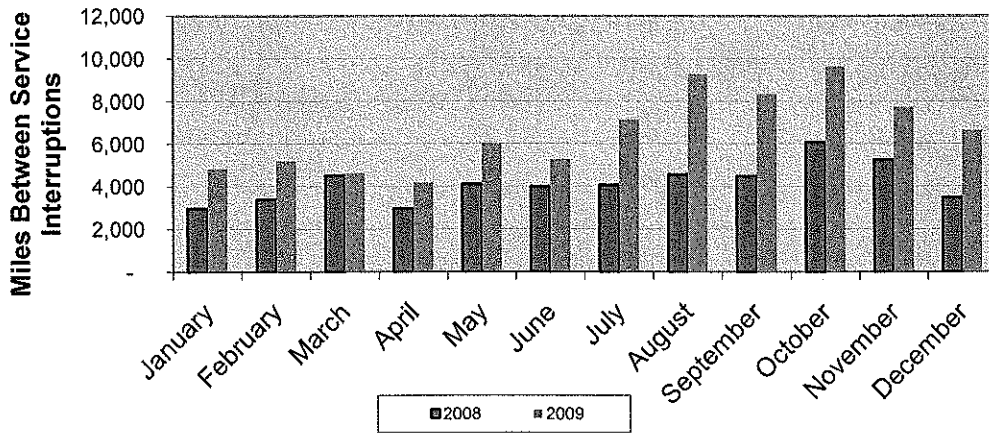
Monthly Preventable Accidents per 100,000 Miles



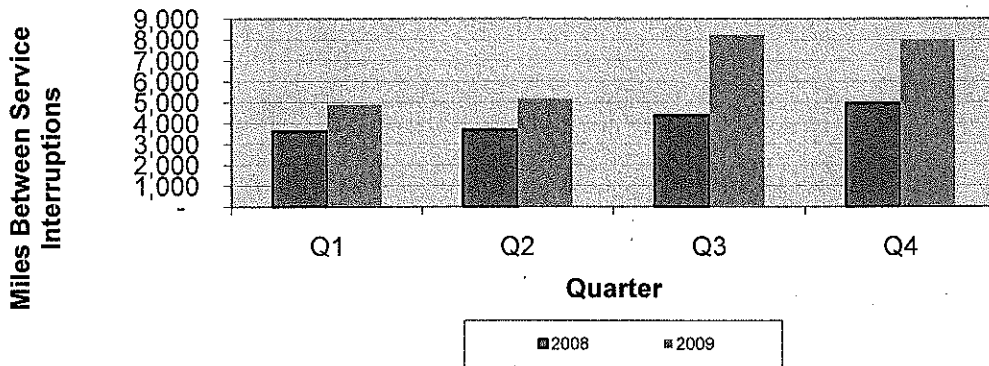
Quarterly Average Preventable Accidents per 100,000 Miles



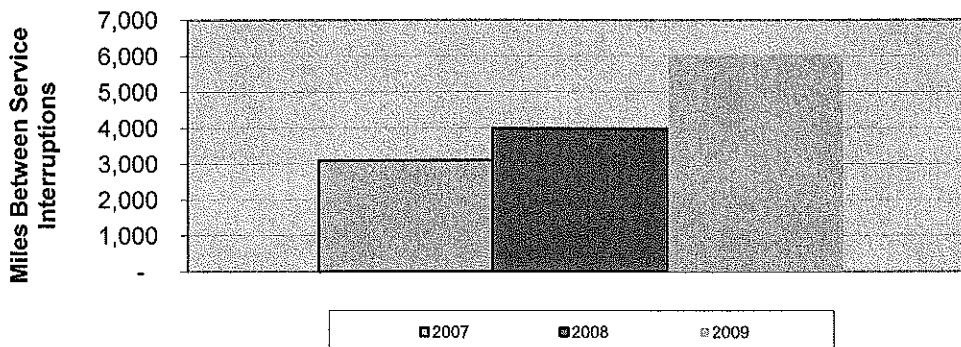
Monthly Miles Between Service Interruptions



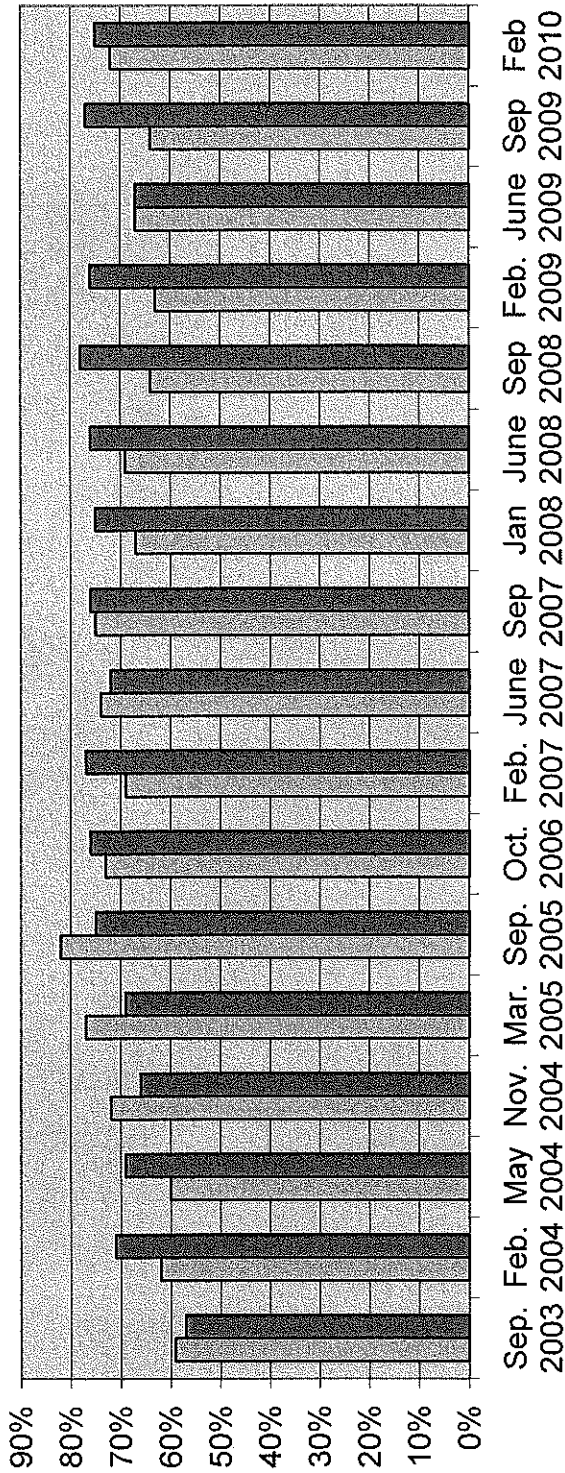
Average Quarterly Miles Between Service Interruptions



Average Annual Miles Between Service Interruptions



Percent of Riders Rating Overall Quality of Service "Excellent"



OmniLink
 OmniRide