



PRTC updates Strategic Plan

PRTC is planning for the future by developing a strategic plan that could lead to additional transportation options for area residents.

The strategic plan will be guided by a five-person steering committee and overseen by the PRTC Board of Commissioners. It also will include outreach to customers, stakeholders, and the general public.

“With this plan, we are working to expand transit options in the region and better meet the needs of our ridership,” said PRTC Chairman Frank J. Principi, who is also a member of the Prince William Board of County Supervisors, representing the Woodbridge District.

“We have an opportunity to plan for a range of new concepts, services and technologies, like bike and car sharing, on-demand ride-sharing, bus rapid transit...”

—PRTC Chairman Frank J. Principi

Recognizing PRTC’s role in both the regional and local transportation networks, this effort will consider significant trends and planned changes within Prince William and throughout the region and is expected to be completed in October 2017.

During Phase I, PRTC’s goal is to develop recommendations for establishing alternative funding mechanisms. To accomplish that goal, the effort will:

- Document current transit funding



practices in the United States;

- Identify potential funding opportunities not currently used by PRTC; and
- Recommend funding strategies based on the information gathered.

Phase I, which is nearly complete, will identify short-term funding sources necessary to reduce and/or eliminate the agency’s projected average annual \$2.2 million shortfall, as well as sources and strategies to ensure PRTC’s long-term sustainability and growth.

Simultaneously, PRTC is laying the groundwork for Phase II of the strategic planning effort, which will focus on the need for transit and Transportation Demand Management (TDM) services for the next decade. Among the items to be addressed in Phase II are:

- Ensuring the sustainability of PRTC’s current services;
- Determining existing and anticipated service gaps;
- Examining alternative methods of service provision and assessing applicability to current and future services; and

Continued on page 2

Inside this issue

PRTC Spotlight 2

Outstanding Staff..... 3

Volunteer Recognized 4



PRTC Spotlight

Customer Service Department

Behind the scenes, PRTC staff members are dedicated to improving the lives of area citizens by providing and promoting safe and reliable mobility services. Here's a quick look at our Customer Service Department.

Regardless of the weather, PRTC's Customer Service office is ready to answer the phone on weekdays from 5:30 a.m. to 8:30 p.m., and help members of our community get where they need to go.



Our Customer Service Agents have heard it all—from questions about the location of the nearest bus stop and how to plan a trip, to helping folks get to Richmond, which is just a bit outside PRTC's service area.

Each Customer Service Agent has a thorough knowledge of our bus routes and timetables and uses computer software to track current bus locations to help answer what is easily the most popular question: What time will my bus arrive?

Those who prefer to communicate via email may send messages to Omni@OmniRide.com. This email account is monitored from 7 a.m. to 5 p.m.

Of course, when the Customer Service office is closed—whether overnight, on a weekend or a holiday—bus schedule information is availa-

ble by calling (703) 730-6664 and following the menu prompts on the phone system. Other basic information—including fares, schedules and maps—is easily found at PRTCtransit.org. And with our online TripPlanner, which uses Google Transit, you can easily plan your trip!

With a customer-first attitude, PRTC's Customer Service Agents are working to help you have a good commute—today and every day.



Upcoming Events

PRTC Board Meeting

September 8, 2016 at 7 p.m.
PRTC Transit Center
14700 Potomac Mills Road,
Woodbridge



Try Transit Week September 19 to September 23

Details soon at PRTCtransit.org

Strategic Plan

Continued from page 1

- Developing a framework for future growth.

“Transportation systems are changing rapidly, and traveler options are increasing,” Supervisor Principi said.

“We have an opportunity to plan for a range of new concepts, services and technologies, like bike and car sharing, on-demand ridesharing, bus rapid transit, mobile applications and expanded coordination with area businesses to meet the changing needs of our community,” he added.

Kimley-Horn is leading the consulting team assisting in both phases of the strategic planning effort, which is funded primarily by the Virginia Department of Rail and Public Transportation.

Outstanding Employees

First Transit, the contract provider for PRTC's services, recognizes one outstanding operator each month and one outstanding technician each quarter. Additionally, an Operator of the Year is named annually. If you have a compliment about First Transit personnel, please tell us!

Operator of the Year 2015-2016

Patrice Brown

Ms. Brown was selected as Operator of the Year for her outstanding performance after initially being recognized as Operator of the Month in December 2015. She has operated buses at PRTC since 2003 and currently is assigned to trips on the Dumfries OmniLink route. A Washington, D.C. native, she now lives in Prince William and says that "being on the move" is what she most enjoys about her job. Ms. Brown is a married mother of four, and in her spare time enjoys watching sports, which helped lead her to participate in a sports talk show on YouTube with a few fellow co-workers. She also enjoys listening to music and doing word puzzles.



Operator of the Month

Laddavanh Guss - March 2016

Ms. Guss has operated buses at PRTC since 2005 and is currently a Manassas-area strategic bus operator, which means she has to be prepared to fill-in on any Manassas-area route at a moment's notice. That variety is what she most enjoys about working at PRTC, she said. Originally from Laos, she has been in the region for 30 years and now lives in Prince William. In her spare time she enjoys sports, playing games and doing yard work.



Gabriel Mousieyiri - April 2016

A Dumfries resident and father of two, Mr. Mousieyiri is originally from Ghana and has been in the region for eight years. He has worked at PRTC since 2009 and is currently an extra board operator, which means he sub-



stitutes for other operators as needed. The best part of his job is meeting new people every day, he said. When not operating buses, he enjoys playing soccer, watching movies and listening to music.

Camilla Johnson - May 2016

Ms. Johnson takes pride in making sure that her customers are comfortable and safe. She has operated buses at PRTC since 2014, and was recently promoted to the job of auxiliary supervisor. Ms. Johnson lives in Prince William and has three children and two grandsons. Her hobbies include cooking, selling Pampered Chef products, and spending time with family and friends.



Ruth Boateng - June 2016

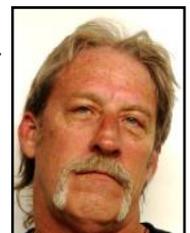
Ms. Boateng has operated buses at PRTC since 2013 and is currently an extra board operator, which means she substitutes for other operators as needed. The best thing about her work is meeting different people, she said. Originally from Ghana, she now calls Woodbridge home and is married with children. In her spare time she loves to read the Bible, newspapers and novels, and also enjoys watching videos, listening to music and spending time with her family.



Technician of the Quarter

William Nickins - April to June 2016

Mr. Nickins, who goes by "Nick" was recognized as Technician of the Quarter for the months of April to June. He has been with First Transit for 10 years and says the thing he most enjoys about his job is being able to teach new technicians. He lives in Stafford, has two children, and enjoys traveling on his bike and taking care of his house and yard.





Potomac and Rappahannock
Transportation Commission

PRTC
14700 Potomac Mills Road
Woodbridge, VA 22192
703-730-6664
PRTCtransit.org

PRTC volunteer recognized for helping to Keep Prince William Beautiful



In July, PRTC was pleased to recognize Prince William County resident Roland Selby, a volunteer who is working to keep Prince William beautiful by regularly helping

to collect trash at and near PRTC local bus stops.

Mr. Selby has a PRTC “Volunteer badge” and rides OmniLink buses for about four hours weekly, collecting trash at each stop. It’s a task he has undertaken for the past several years to help improve the appearance of our community.

With no trash receptacles on the bus, patrons often dispose of their trash at the bus stop, but it is fi-

nancially prohibitive for PRTC to outfit each of its bus stops with trash receptacles and contract for trash pick-up and disposal. Of PRTC’s more than 300 local bus stops, 26% are serviced by a PRTC contractor while 3% are maintained through community service, such as court-ordered programs and voluntary group projects.

In 2013, PRTC partnered with Keep Prince William Beautiful (KPWB) to implement an adopt-a-stop program, with the idea of partnering with civic associations, homeowner associations, and retail merchants. PRTC agreed to outfit bus stops with trash cans with the understanding that local residents/businesses would empty the trash cans on a regular basis. Unfortunately to date, only two bus stops have been adopted by a single local business.

KPWB is a non-profit organization that partners with residents, business and government to educate and inspire people to be environmental stewards and keep Prince William beautiful.

PRTC has met with KPWB to recruit more volunteers and has provided the organization with information about the task in the hope that others may step up and help.

In the future, we hope to have more volunteers to recognize.

If you’d like to assist PRTC on this project, contact our Customer Service office at (703) 730-6664 or Omni@OmniRide.com.

