



October 2017

# OmniNews

Passenger Newsletter

## PRTC wants to fund new real-time app

PRTC plans to search for an app developer to create a new, reliable mobile app for our passengers.



Real-time information for PRTC buses is currently available through a free mobile app,

Moovit. However, limitations with the way the app processes our schedule data have hindered Moovit's reliability. Real-time bus information also is available through Google Transit.

The new app developer must have a proven product with a successful track record. Ideally, a contract will be in place in spring 2018 for development of the new PRTC app.

## Farmer's Market



PRTC participated in the Manassas Farmer's Market on September 23, enabling patrons to get information about our transportation services while shopping for fresh produce and other goodies.

## Draft Strategic Plan offers 19 recommendations for PRTC

PRTC's Strategic Plan is a step closer to being finalized. In September, the public was invited to attend two public hearings and/or submit written comments about the proposal.

The draft Strategic Plan is designed to guide PRTC over the next 10 years and identify potential financial resources. The draft plan currently contains 19 recommendations in four categories: organizational, transit, Transportation Demand

Management, and future innovation.

All remarks received during the public hearing comment period will be shared with the PRTC Board of Commissioners in October. At that point, the Board may approve the plan as-is or identify changes it would like to see.

Current recommendations include:

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## PRTC Spotlight

# Grants and Project Management

*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 Department of Grants and Project Management.*

When a PRTC passenger stands under a bus shelter on a rainy day or boards a brand new bus, it's safe to assume they're not wondering what percentage of the cost was paid with federal and state funding versus local dollars.

Thankfully, PRTC has a team—the Department of Grants and Project Management—that secures federal and state funds as well as grants. Those funds, when combined with passenger fares and subsidies from local jurisdictions, enable PRTC to



operate its transportation services and add amenities such as GPS navigation, automated on-board announcements and security cameras.

The Grants and Project Management team also oversees a variety of other tasks including:

- Ensuring PRTC is in compliance with all federal and state policies;

- Analyzing proposed changes to routes and fares to verify they don't disproportionately harm groups;
- Applying for grants that are passed along to the Virginia Railway Express system;
- Planning for future infrastructure needs such as new buses, bus shelters and a planned new bus maintenance facility;
- Maintaining the PRTC Transit Center in Woodbridge; and
- Overseeing all PRTC procurements.

With a wide scope of responsibilities, the Grants and Project Management staff strives to ensure that serving our riders is PRTC's top priority.

## PRTC is committed to a policy of non-discrimination

*One of the many tasks overseen by the Department of Grants and Project Management is ensuring that PRTC is in compliance with all federal and state non-discrimination regulations.*

*We periodically share the following statement with our riders and staff to remind everyone of our commitment.*

PRTC is committed to a policy of non-discrimination in the con-

duct of its business, including its federal Title VI responsibilities — the delivery of equitable and accessible transportation services. PRTC recognizes its responsibilities to the communities in which it operates and to the society it services.

It is PRTC's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin, be excluded from participation

in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits.

To view the full Non-Discrimination policy, please visit [PRTCtransit.org](http://PRTCtransit.org), click the "About Us" button and then go to "Passenger Rights." There you'll also find instructions on how to file a Title VI complaint.

# Outstanding Employees

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

## Operator of the Month

### Elton Harrell - July 2017

Operating buses at PRTC provides Mr. Harrell an opportunity to interact with passengers, which he says is what he likes best about his job. Mr. Harrell has lived in the area for 20 years and has been operating PRTC buses for one year. He lives in Woodbridge and coaches basketball in his spare time. He currently operates trips on the Dale City, Gainesville and Montclair OmniRide routes.



### Milton Laing - August 2017

Originally from Jamaica, Mr. Laing has lived in the area for 25 years and currently resides in Woodbridge. He has been operating buses at PRTC for more than 13 years, and says that he really enjoys meeting and greeting his passengers. He currently operates trips on the Manassas, Tysons, Montclair and Dale City OmniRide routes. Mr. Laing is married and has two children. His hobbies are football and cooking.



### Eugene James - September 2017

Eugene James moved to Dumfries from Brooklyn in 2014 and started operating buses for PRTC. He said he really enjoys driving and getting to learn about Virginia and Washington, D.C. on his job. He currently operates trips on the Manassas Metro Direct and Dale City, Tysons and South Route 1 OmniRide routes. Mr. James is devoted to his two children and enjoys traveling to New York with them, taking them to parks and doing other outdoor activities.



## Hop On Board!



A PRTC bus was on display at the Prince William County Fairgrounds on September 23 for Discovery Junction's Touch-A-Truck event. The 40-foot Gillig bus garnered lots of attention, and kids who toured the bus got a free coloring book!

## Strategic Plan

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- PRTC becoming a multimodal leader to bring together public and private interests;
- Increasing ridership through better service quality and public-private partnerships;
- Working with the community to promote Transportation Demand Management options; and
- Pursuing transformational projects that will improve the quality of life for area residents and businesses.

Once PRTC has a final Strategic Plan, the focus will shift to implementing the recommendations, including making changes to our bus services.

PRTC will ask the public to help create plans for all our transportation services. We intend to survey riders and to participate in numerous outreach events to generate awareness and gather public opinions about the service plans. Look for opportunities to share your opinion beginning later this fall.



Potomac and Rappahannock  
Transportation Commission

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

# Courtesy is contagious

**W**hether you're a long-time PRTC rider or just recently started riding with us, we've put together some tips to help make everyone's commute more enjoyable.

- Form a single line to board the bus, and please do not use personal belongings to hold your place in line.
- Have your fare ready when boarding the bus.
- Carry your bags in your hands rather than over your shoulders so they don't hit seated passengers as you walk in the aisle.
- Place your personal belongings on your lap or in the overhead compartment so your fellow passengers can also ride safely in a seat.

- Consider the person sitting behind you when reclining your seat. A fully-reclined seat can intrude into their personal space and make it difficult for them to exit.
- Postpone phone conversations for after the bus ride when possible. If a call is necessary, keep the conversation brief and as quiet as possible.
- Use headphones with your electronic devices.
- Apply perfume and cologne sparingly.
- Dress in layers so you're prepared if the bus is warmer or colder than you'd prefer.
- Remember that smoking is not permitted, including e-cigarettes.

Sending Courtesy reminders is helpful but we know we can't reach every customer. So what

can you do to have a smoother commute? Please show courtesy to others!

If a fellow traveler is being discourteous, kindly point it out to them and ask them to stop. They may be new to public transportation, or they might be so caught up in their day that they don't realize the impact they are having on others. Kindly point it out to them.

And if the person is not receptive to your request, please don't continue trying to change their behavior. Tell the bus operator what happened, keeping in mind that the operator's primary duty is to safely transport customers.

Your cooperation is greatly appreciated and will allow everyone to have a more enjoyable commute.