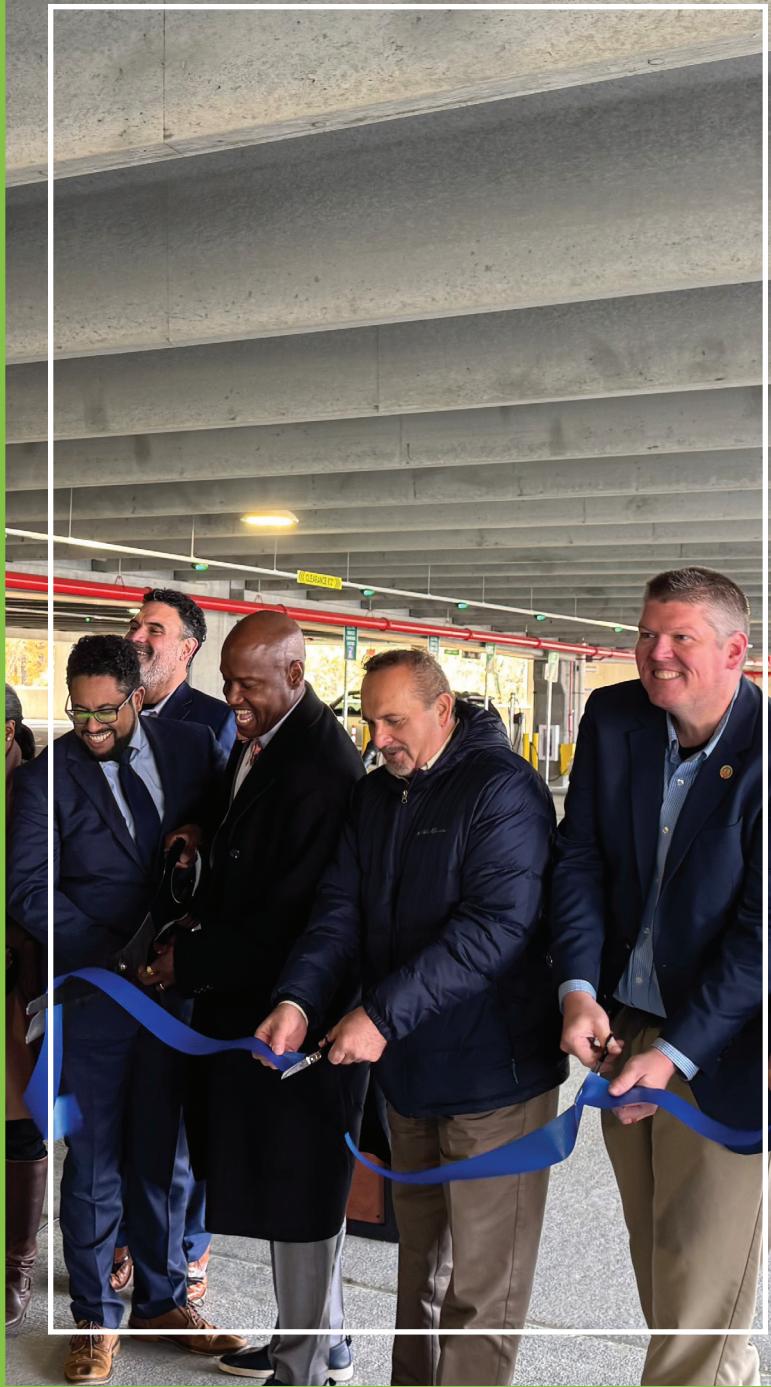




OMNIRIDE
GET THERE SMARTER

Annual Report

Fiscal Year 2025

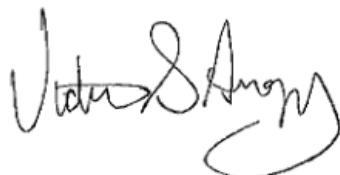


A Message from PRTC's Chairman and Executive Director

As more federal workers were required to return to in-person work in FY25, OmniRide was ready to help. Solo drivers returned to commuting via OmniRide rather than facing the stress of sitting in long delays on area roadways. The wave of new and returning riders brought many buses to maximum capacity. Suddenly, buses that had a handful of riders during the early months of the COVID pandemic were now standing-room-only. With limited resources at our disposal, we were able to make some minor adjustments, and ridership on most trips stabilized. One way we added capacity was by starting new routes serving Warrenton and Front Royal. These state-funded routes strategically included a stop in Gainesville to offer additional capacity for residents in the western Prince William County area.

Of course, there wouldn't be bus routes without the dedicated men and women who work long hours to serve the public. Some of these workers you see often, like your bus operator or the supervisor who makes sure everything is running smoothly at the commuter lot. But there are many others behind the scenes dispatching buses, repairing and servicing vehicles, and answering rider questions. We thank the entire OmniRide/Keolis team for all they do to help people get where they need to go.

If federal workers returning to their offices drove express ridership gains, what's the explanation for OmniRide local routes experiencing booming ridership in FY25? A route restructuring in eastern Prince William County shortened long trips and opened up new communities to transit. The results have shown that local bus services are an important part of our community. Perhaps in FY26, a funding mechanism will be put into place that will allow for resources to enhance the local bus services. That would be a community benefit worth celebrating.

A handwritten signature in black ink that reads "Victor Angry".

Victor Angry
Chairman, Board of Commissioners

A handwritten signature in black ink that reads "Bob Schneider".

Bob Schneider
Executive Director

Ridership Growth and Service Expansion



As the region continued its post-pandemic recovery and more employees returned to the office, ridership on OmniRide Express routes grew rapidly. The growth was also bolstered by the introduction of new routes. In December 2024, Express routes were launched to serve Front Royal and Warrenton. Both routes, funded by the Department of Rail and Public Transportation, were designed to also stop at the University Commuter Lot in Gainesville as a hub, providing transfer opportunities for I-66 commuters. The ribbon cutting was attended by local and state dignitaries who lauded this service expansion as an excellent commute option for western Prince William, Fauquier and Warren County residents. Ridership continues to grow on both those routes, exceeding 1,000 passengers per month on the Front Royal route and over 2,300 per month on the Warrenton route.

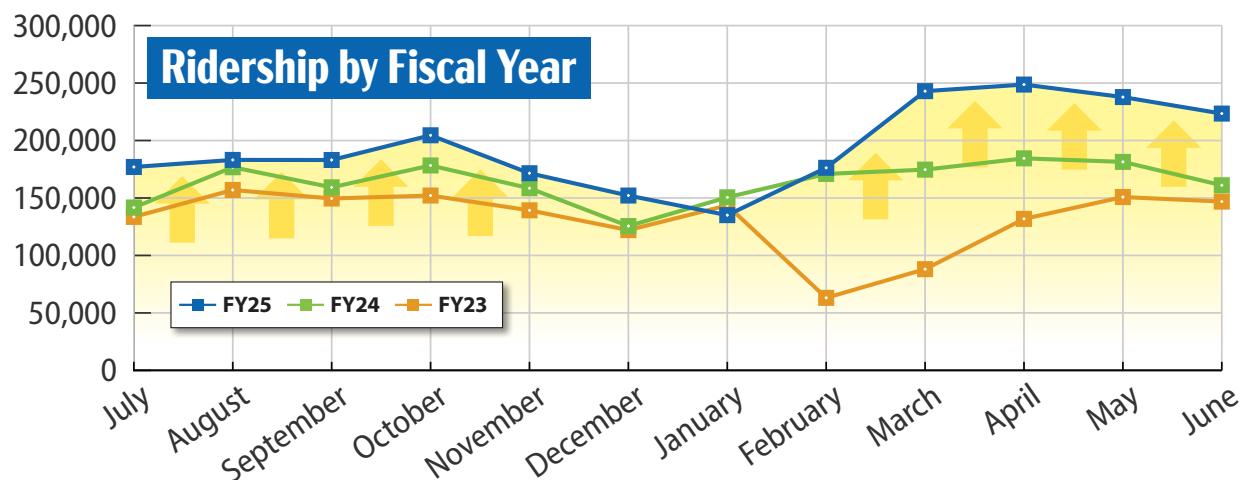
Beyond service expansion along the I-66 corridor, Express routes that serve eastern Prince William, Stafford and Spotsylvania also experienced a boost in ridership.

Some trips went from carrying a handful of passengers

to standing room only. As funding and manpower permitted, new trips were added to schedules to alleviate overcrowding along with standby buses that could be pulled into service, as necessary.

Prince William County opened its first commuter parking garage at the Stonebridge Shopping Center in Woodbridge in December 2024. The eastern transfer hub for Local buses was relocated from the Transit Center to the new Neabsco Garage which has eight bus bays. Four Local bus routes, the East-West and Prince William Metro Express routes and an Express commuter route to the Navy Yard were reconfigured to serve the garage.

Ridership growth was not limited to commuter routes. Local service continued to settle down after the major restructuring of the eastern routes that took place in June 2024. All Local routes experienced year over year ridership increases, even as everyone adjusted to moving the transfer hub to the Neabsco Garage. Riders continue to express deep appreciation for fare-free rides. For the first time since 2019, ridership surpassed the 2 million mark, with all services having year over year increases from FY24. Staff are closely monitoring ridership going into FY26.



One Perfect Route

In the continuing quest for sustained excellence, the Executive Director introduced the concept of "One Perfect Route". Staff were directed to select one route where every aspect and component would be reviewed to optimize and make perfect. Route 91 (Dale City Local) was selected for the project – due to its high ridership and demand.

Route timing was evaluated, staff rode many times at different times of the day. Bus operators and passengers were interviewed. Bus shelters were evaluated for cleanliness and bus stop signs were checked to see if poles and signage were straight and legible. All observations were documented and analyzed extensively. Even locations for operator bathroom breaks were identified and permissions secured for their comfort and safety.

The route was recorded from end-to-end, to use as a training tool. A simple, graphic forward version of the schedule was produced as a rack card and distributed to businesses along the route. Lessons learned will be applied to other routes, starting with the Route 92 (Lake Ridge–Woodbridge VRE Local) in FY 2026.



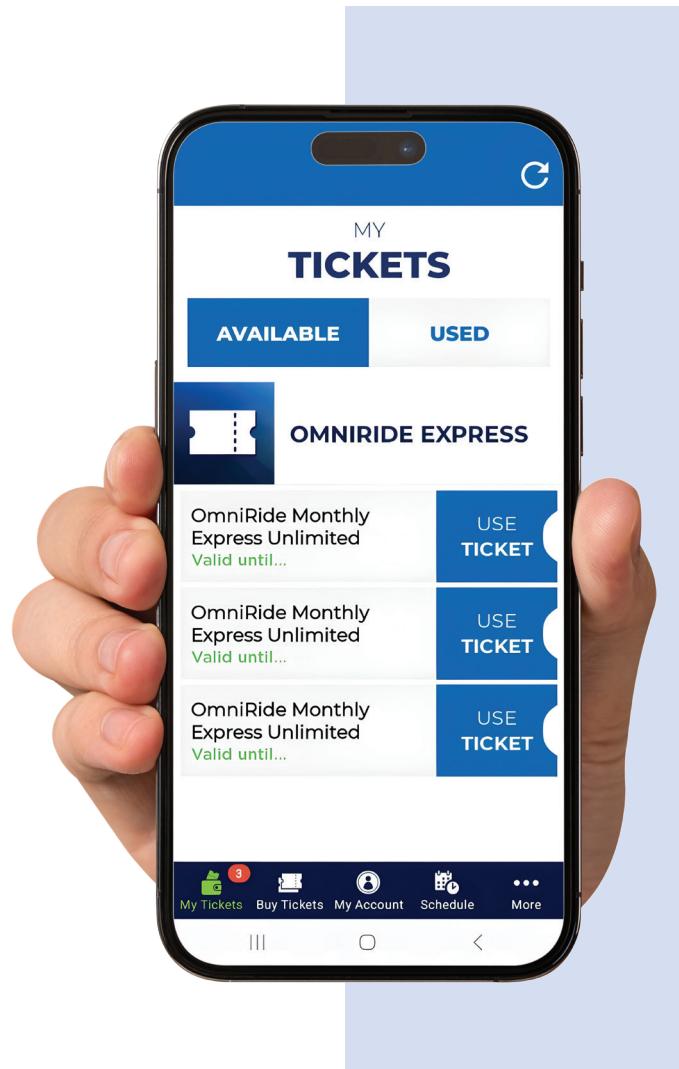
An advertisement for OmniRide featuring a blue and white bus with the word "OMNIRIDE" on its side. The bus is parked in a parking lot under a clear blue sky. A large green starburst graphic contains the text "Ride FREE! ¡Viaja gratis!". Below the bus, a sign reads "Destinations include: POTOMAC MILLS". Logos for Harris Teeter, Food Lion, Giant, Wegmans, and Alamo Drafthouse Cinema are shown. A QR code is in the bottom left, and text in the bottom right says "Follow this link to see all bus stops and information." and "Map and Timetable on Back Effective August 2025".

Monthly Pass— a New Payment Option

In July 2024, OmniRide launched a new monthly pass payment option for commuters. For the first time, riders could pay just once for a month of unlimited rides on any OmniRide Express commuter route for just \$285 — a 41% discount off the \$484 in one-way fares it would cost someone who normally rides daily for a month. The electronic pass is available using the OmniPay mobile payment app and can be purchased with a credit/debit card or a rider can use their SmartBenefits (transit benefit) allotment.

86 passes were sold in the first month and one year later, in June 2025, riders purchased 1,175 passes. Clearly riders can spot a good deal.

Month	Number Sold	Amount Collected
Jul-24	86	\$22,879.00
Aug-24	130	\$35,372.00
Sep-24	200	\$55,901.00
Oct-24	258	\$72,431.00
Nov-24	270	\$76,333.00
Dec-24	306	\$86,200.00
Jan-25	332	\$94,196.00
Feb-25	359	\$101,840.00
Mar-25	594	\$168,183.00
Apr-25	793	\$225,100.00
May-25	933	\$264,938.00
Jun-25	1175	\$331,668.00



OmniRide is a Winner!



FY 2025 was a winning year for OmniRide. Starting in Fall 2024, OmniRide became the first organization in Prince William County to be recognized with a Best Workplace for Commuters (BWC) award for promoting economically and environmentally friendly transportation options and benefits that help employees to manage their work-life balance. The designation highlights our commitment to providing valuable transportation benefits for the community while permitting our employees to thrive personally and professionally.

In March 2025, the Prince William County Green Council honored OmniRide with the Innovative Project Award for introducing electric vehicles into OmniRide's fleet. This award recognizes organizations dedicated to environmental sustainability at both the organizational and community levels. In 2024, OmniRide added seven Nissan Leaf vehicles and Ford E-Transit vans as part of a transition away from fossil fuels.

As the fiscal year came to a close in June, Prince William Living Magazine bestowed OmniRide its Best Places to Work in the Prince William County award. This award reflects OmniRide's commitment to providing excellent benefits, fostering employee growth, promoting work-life balance, engaging in community outreach, and more.

FY2025 Operating Budget & Funding Sources

Operating Budget

Description	FY 2026	FY 2025
Revenues		
Passenger Revenue	8,449,600	9,722,200
Federal Grants	13,535,000	10,018,100
State Grants	20,011,800	29,241,000
Jurisdictional Subsidies	30,247,900	31,606,600
Other	288,000	284,900
Total Revenues	72,532,300	80,872,800
Operating Expenses		
Personnel Cost	8,805,000	8,503,100
Services	6,067,900	5,732,300
Facility, Shelter, Equipment Maintenance	1,705,300	1,693,400
Bus Service Contract/Incentives	40,631,400	43,540,300
Utilities and Communications	886,500	875,400
VanPool	1,516,000	1,516,000
Fuel	5,030,800	4,656,900
Subtotal Operating Expenses	64,642,900	66,517,400
Capital Expenses		
Bus/Van/Rehab	7,300,000	11,993,800
Hardware, Software, Equipment	394,000	1,333,600
Facility Improvements	195,400	1,028,000
Subtotal Capital Expenses	7,889,400	14,355,400
Total Expenses	72,532,300	80,872,800

Sources of Funds

	FY 2026	FY 2025
Passenger Revenue	11.65%	12.02%
Federal Grants	18.66%	12.39%
State Grants	27.59%	36.16%
Jurisdictional Subsidies	41.70%	39.08%
Other	0.40%	0.35%
Total Revenues	100%	100%

Jurisdictional Subsidy Fuel Tax

FY25 Actuals*	FY24 Actuals*	Change
34,362,030	33,735,063	626,967 ▲ [1.86]

*Totals include spending from Prince William, Stafford, and Spotsylvania Counties and the Cities of Fredericksburg, Manassas, and Manassas Park.

Budgetary Considerations

Budgeting for Express routes held the greatest challenge. Predicting when the mix of public and private employees return to the office in Northern Virginia impacts how much service OmniRide must provide but also how much fare revenue will be earned to offset those routes. Our ability to respond to shifting ridership patterns allows OmniRide to manage resources in more creative ways.

Enhanced Financial System

At OmniRide, innovation is not limited to forward-facing customer projects. In FY 2025, OmniRide introduced internal financial tools that improved how the agency tracked expenditures and budgeted and streamlined financial processes.

OmniRide in the Community

From local libraries to schools and day care centers, to community resource and employment fairs, to apartment community events, to employer sponsored transit fairs, OmniRide was there. Over the course of FY2025, OmniRide increased its outreach efforts to meet the community where they were.

At almost 70 events, we provided valuable transportation information to attendees at events across our broad service area. During the summer months, our award-winning youth presentation featuring our original story book and learning activities visited schools, daycares and libraries, where children also go to board and check out a bus. Visits to senior communities introduced residents to local bus routes and the OmniRide Access paratransit service. At transit fairs in northern Virginia and D.C. commuters learned about OmniRide Express commuter bus routes and our ridesharing program. Outreach has been instrumental in nurturing established relationships and building new connections with local community representatives, media outlets, and regional partners.



8 Chamber Events

1 Rotary Event

9 Apartment Outreach Events

2 D.C. Federal Government Events

1 City of Fredericksburg Event

2 Warren County Events

15 PWC Events

9 School Events

4 Northern VA Events including: Pentagon, NGA, and Arlington Transportation Partners

5 PWC Government Events

3 Spotsylvania County Events

2 Library Events

2 Stafford County Events

4 City of Manassas Events

Transit & Treats & Senior Summit

In October 2024, OmniRide organized its second Transit and Treats Halloween Bus event at two locations along the Route 1 corridor in Woodbridge. The event featured face painting, giveaways, candy and snacks, games, and an opportunity for attendees to learn more about OmniRide's Family of Transit Services. The event was free and open to the public, allowing OmniRide to give back to the community in a fun way. Due to its continued success, Transit & Treats has become an annual event.



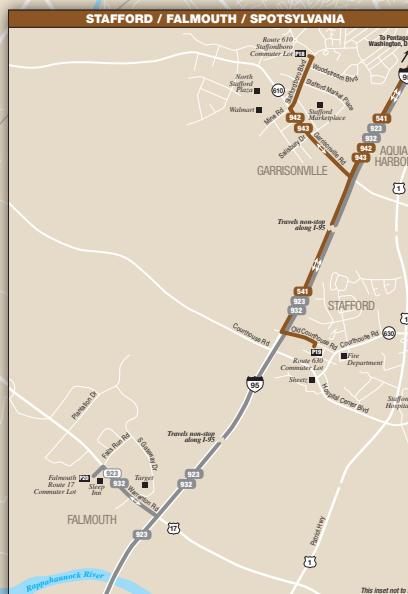


OmniRide hosted its second biennial Senior Summit in June 2025 at the Ferlazzo Building in Woodbridge. Thirty community partners showcased their services and shared resources with over 300 older adults, their families, and caregivers. The event included presentations on transportation services from Prince William County Transportation and OmniRide, as well as safety and security information from the Prince William County Police Department.

AARP provided tips on avoiding fraud and scams. Additionally, representatives from Prince William County Adult Protective Services and Action in Community Through Service (ACTS) discussed local programs and resources. Participants also enjoyed presentations on recreational activities by the Hylton Performing Arts Center and a live chair yoga session led by the Dale City Recreation Center.



Our Footprint

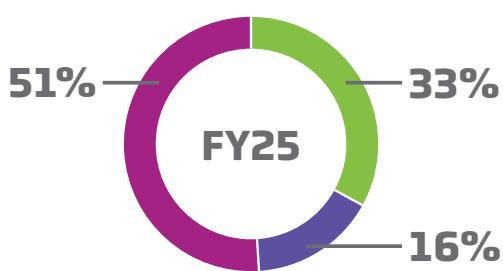


Our Ridership

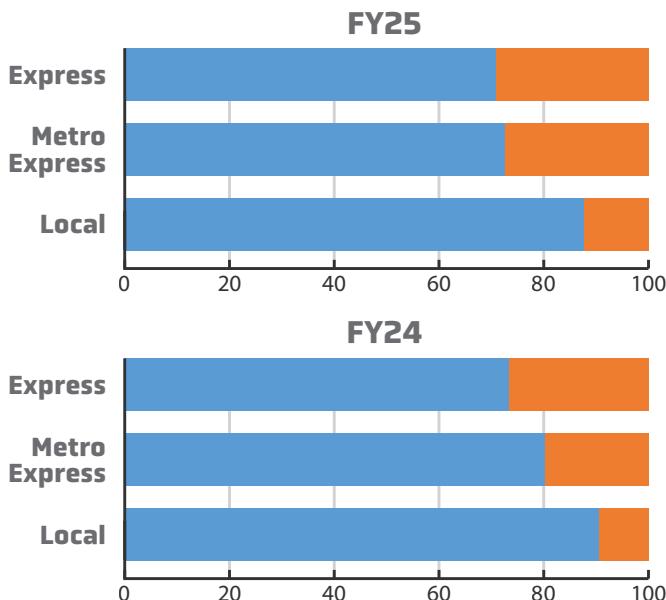
Service	Total		Weekday Avg.		Passengers Per Hour	
	FY25	FY24	FY25	FY24	FY25	FY24
Totals	2,342,487	1,972,474	8,909	7,458	12.5	12.5
► OmniRide Express	1,166,936	916,222	4,884	3,803	14.7	14.7
► OmniRide Metro Express	357,274	246,111	1,291	863	10.0	10.0
► OmniRide Local	768,631	787,838	2,569	2,704	11.6	11.6
► OmniRide Connect	25,090	15,676	86	63	1.9	1.9
► OmniRide Access	24,556	6,627	79	25	2.0	2.0
Express	1,166,936	916,222	4,884	3,803	14.7	14.7
► East	827,116	672,924	3,461	2,795	15.0	15.0
► West	339,820	243,298	1,423	1,007	14.0	14.0
Metro Express	357,274	246,111	1,291	863	10.0	10.0
► East	259,475	197,659	904	653	12.5	12.5
► West	97,799	48,452	387	209	4.9	4.9
Local	768,631	787,838	2,569	2,704	11.6	11.6
► East	673,818	713,534	2,227	2,404	12.3	12.3
► West	94,813	74,304	342	300	8.2	8.2

Percentage of Ridership:

BY SERVICE



BY SERVICE CORRIDOR



LEGEND

OmniRide Express OmniRide Local
OmniRide Metro Express

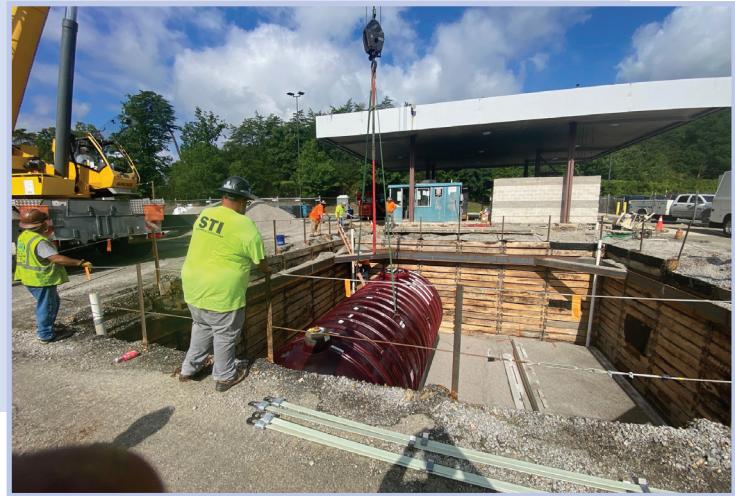
East West

Transit Facility Upgrades

The OmniRide Transit Center in Woodbridge opened in 1997 and was the agency's headquarters and service hub. For several years, our entire fleet of more than 120 buses and support vehicles were crammed into a space originally designed to house 100 buses. When the Western Facility opened in 2021, a portion of the fleet was moved to that location.

Time has caught up with the Transit Center, and its systems and infrastructure have reached or are near the end of their useful lifespan. During this fiscal year three underground fuel storage tanks and four fuel dispensers were replaced, the entire ceiling tile grid was replaced, and circulator pumps were rebuilt, and new controllers were installed. The metal roll-down doors in the passenger waiting area were refurbished and the metal supports were replaced. Safety and aesthetics projects included the replacement of eye wash stations in maintenance and replacement of 28-year-old window coverings.

The goal is to provide a safe and comfortable facility that operates at maximum efficiency.



Employee Resource Group

The Employee Resource Group continues to strive to achieve our Organizational Culture Strategic Plan goals of Workforce, Workplace and Community. This year we held a Superbowl Tailgate at both facilities in February, celebrated National Transit Employee Appreciation Day with thank you cards and a commemorative pin to all employees in March, hosted an ice cream social in September and cleaned up roadways in Manassas and Woodbridge for the Green Team's Adopt a Spot initiative.

We recently added additional workstations at the Woodbridge facility and updated our professional development program by removing the mandatory 37.5-hour annual training requirement.

We were awarded Prince William Living's Best Places to Work for 2025. This award reflects OmniRide's commitment to offering great benefits, fostering employee growth, promoting a work-life balance, and engaging in community outreach.



Leadership Team

OmniRide

Robert Schneider

Executive Director, OmniRide

Becky Merriner

Chief Administrative Officer

Joe Stainsby

Chief Development Officer

Phil Parella, Jr.

Chief Financial Officer

Joyce Embrey

Director of Finance & Administration

Althea Evans

Director of Marketing & Communications

Bhupendra Kantha

Director of Financial Planning & Analysis

Byren Lloyd

Director of Safety & Security

Doris Lookabill

Director of Facilities

Perrin Palistrant

Director of Planning & Service Delivery

Carl Roeser

Manager of Information Technology

Christine Rodrigo

Executive Assistant/Clerk to the Board

Keolis

Billy Wingfield

General Manager

Nick Bauer

IT Manager

David Brown

Maintenance Manager

Russell Carter

Operations Director

John Coburn

Assistant Maintenance Manager

Inise Graden

HR Manager

Stephanie Hartgrove

Safety Manager

Mayra Rivas

Operations Manager

Rayshawn Goodman

Driver Manager

Gary Shivers

Finance Manager

Donicia Thornton

Driver Manager



With special thanks
to our partners...



Our Commissioners*

Tinesha Allen

At Large

Vice Chair, Stafford Board of County Supervisors

Victor Angry

Chairman

Prince William Board of County Supervisors, Neabsco Magisterial District

Andrea Bailey

Commissioner

Vice Chair, Prince William Board of County Supervisors, Potomac Magisterial District

Kenny Boddye

Commissioner

Prince William Board of County Supervisors, Occoquan Magisterial District

Meg Bohmke

Alt. Commissioner

Stafford County Board of Supervisors, Falmouth District

Darrell English

Alt. Commissioner

Stafford County Board of Supervisors, Hartwood District

Margaret Franklin

Immediate Past Chair

Prince William Board of County Supervisors, Woodbridge Magisterial District

Dr. Deborah Frazier

Treasurer

Spotsylvania Board of County Supervisors, Salem District

Tom Gordy

Commissioner

Prince William Board of County Supervisors, Brentsville District

Lori Hayes

Commissioner

Vice Chair, Spotsylvania County Board of Supervisors, Lee Hill District

Rozia A. Henson, Jr.

Commissioner

Virginia Delegate, District 19

Jannan Holmes

Vice Chair

City of Fredericksburg, Council Member

Sarah Husain

Alt. Commissioner

Department of Rail & Public Transportation

Deshundra Jefferson

Alt. Commissioner

Chair, Prince William Board of County Supervisors

Jacob Lane

Alt. Commissioner

Spotsylvania Board of County Supervisors, Livingston District

Sonia Vasquez Luna

Alt. Commissioner

City of Manassas, Council Member

Will Mackintosh

Alt. Commissioner

City of Fredericksburg, Council Member

Kevin Marshall

Alt. Commissioner

Spotsylvania Board of County Supervisors, Berkely District

Jeremy McPike

Commissioner

Virginia Senate, District 29

Alanna Mensing

Alt. Commissioner

Mayor, City of Manassas Park

Karen Mills

Alt. Commissioner

Prince William County Alternate

Darryl Moore

Commissioner

Vice Mayor, City of Manassas Park

Idris O'Connor

Alt. Commissioner

Prince William County Alternate

Tiffany Robinson

Commissioner

Department of Rail and Public Transportation

Kimberlee Short

Alt. Commissioner

Prince William County Alternate

Ralph Smith

Commissioner

City of Manassas, Council Member

George Stewart

Alt. Commissioner

Prince William County Alternate

Josh Thomas

Commissioner

Virginia Delegate, District 21

Yesli Vega

Alt. Commissioner

Prince William Board of County Supervisors, Coles Magisterial District

Dr. Pamela Yeung

Commissioner

Stafford County Board of Supervisors, Garrisonville District

Arriving in 2026...

- Redesign of the OmniRide website.
- Rollout of upgraded version of the Transit app to permit riders to get schedule and bus tracking information.

The image displays two versions of the OmniRide website and mobile application, illustrating the changes coming in 2026.

Top Screenshot (Desktop Website):

- Header:** OMNIRIDE, GET THERE SMARTER, BUS SERVICE, RIDESHARING, NEWS, ABOUT OMNIRIDE, CONTACT US.
- Section:** OMNIRIDE EXPRESS MONTHLY PASS! (Unlimited rides using OmniPay Mobile Payment). Includes a "LEARN MORE" button and a large green hexagonal icon with a yellow calendar inside.
- Icons:** ROUTES & SCHEDULES (map icon), RIDER ALERTS (warning icon).
- Mobile App Mockup:** Shows a smartphone displaying the "MY TICKETS" screen with sections for AVAILABLE and USED tickets, including "OMNIRIDE EXPRESS" and "USE TICKET" buttons.

Bottom Screenshot (Mobile App and Website):

- Header:** OMNIRIDE, GET THERE SMARTER, Select Language (Powered by Google Translate), Listen.
- Navigation:** Bus Service, Ridesharing, News, About OmniRide.
- Section:** Get a OmniRide Monthly Pass! (Unlimited rides for just \$285). Includes a "Learn more" button, a hand holding a smartphone with the app, and a hand holding a card with the OmniRide logo.
- Icons:** SERVICE ALERTS IN EFFECT (yellow warning icon).
- Alerts:** Service Alert 01, Service Alert 02, Service Alert 03.
- Schedule:** Find a Schedule (dropdown for OmniRide Express, OmniRide Local).
- Transit Options:** Depart at (radio button), Arrive by (radio button). Options include OmniRide Metro Express, OmniRide Access Paratransit, OmniRide Connect Microtransit, OmniRide Ridesharing.
- Plan Your Trip:** Depart at (radio button), Arrive by (radio button). Fields for From..., To..., Date, Time, and a "SUBMIT" button.
- Text:** For my trip, give me trips with: The Best Route (dropdown).



OMNIRIDE
GET THERE SMARTER