

**MOTION:**

**SECOND:**

**RE:               APPROVAL OF POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION /  
VIRGINIA RAILWAY EXPRESS TITLE VI PROGRAM UPDATE 2021-2024 AND SUBMITTAL  
TO THE FEDERAL TRANSIT ADMINISTRATION**

**ACTION:**

**WHEREAS**, Title VI of the Civil Rights Act of 1964 provides that no person on the grounds of race, color or national origin, be excluded from participating in, being denied the benefits of or be subjected to discrimination under any program or activity receiving federal financial assistance; and

**WHEREAS**, the Potomac and Rappahannock Transportation Commission ("PRTC" or "Commission") receives federal financial assistance from the Federal Transit Administration (FTA) to improve regional mobility; and

**WHEREAS**, in the Title VI guidance (Circular 4702.1B, effective October 1, 2012), the FTA requires recipients like PRTC to prepare and submit a Title VI program update every three years that demonstrates compliance with its Title VI obligations; and

**WHEREAS**, the 2021-2024 Title VI Program Update has no major programmatic changes, but includes updates to two (2) program components, Title VI complaints received and investigated, and monitoring of service standards; and

**WHEREAS**, Title VI compliance includes monitoring transit system performance relative to service standards and service policies, not less than every three years; and

**WHEREAS**, PRTC monitored services in compliance with requirements set forth in Circular 4702.1B, which confirm that PRTC's services are provided equitably and that there is no disparate impact; and

**WHEREAS**, Circular 4702.1B requires documentation demonstrating the review and approval of the Title VI Program Update and monitoring results by the Commission before submitting to FTA; and

**WHEREAS**, the existing Title VI Program will expire on May 31, 2021 and an update must be submitted to the FTA at the beginning of April 2021.

**NOW, THEREFORE, BE IT RESOLVED** that the Potomac and Rappahannock Transportation Commission does hereby approve the 2021 -2024 PRTC/VRE Title VI Program Update, including the Title VI System-Wide Service Standards Monitoring Results.

**Votes:**

**Ayes:**

**Nays:**

**Abstain:**

**Absent from Vote:**

**Alternate Present Not Voting:**

**Absent from Meeting:**



March 25, 2021

TO: Chair Franklin and PRTC Commissioners

FROM: Betsy Massie *Betsy Massie*  
Director, Grants and Project Management

THROUGH: Robert A. Schneider, PhD *AS*  
Executive Director

SUBJECT: Approval of the Potomac and Rappahannock Transportation Commission /  
Virginia Railway Express Title VI Program Update 2021 – 2024 and Submittal to  
the Federal Transit Administration

---

Recommendation:

Approval of the Potomac and Rappahannock Transportation Commission (PRTC) / Virginia Railway Express (VRE) Title VI Program Update 2021-2024 and submittal to the Federal Transit Administration (FTA) in compliance with applicable federal requirements (Title VI of the Civil Rights Act of 1964, 49 CFR Section 21, Executive Order 12898, and Federal Transit Administration Circular 4702.1B).

Background:

The FTA requires that recipients of federal financial assistance document their compliance with the Department of Transportation's (DOT) Title VI regulations by submitting a Title VI Program update once every three (3) years. The Title VI Program must meet the requirements outlined in FTA Circular 4702.1B, effective October 1, 2012. PRTC's current Title VI Program expires May 31, 2021 and must be approved by the Commission prior to submission to FTA by April 1, 2021.

Per FTA's guidance, PRTC/VRE's Title VI Program should include the following:

- A signed Title VI assurance and governing body approval of the overall Title VI Program
- A copy of the Title VI Notice to the public and where the notice was posted
- Instructions on how to file a Title VI complaint and Complaint Form
- List of any transit related Title VI complaints, investigations, and lawsuits

- Public Participation Plan, including information about outreach efforts to engage minorities and limited-English proficient populations
- Language Assistance Plan for providing language assistance
- System-wide service standards and policies, including monitoring of such standards and policies and governing body approval of the results
- Demographic and service profiles, maps, and charts
- Demographic ridership and travel patterns
- Description of the public engagement process for “major service change policy,” “disparate impact policy”, and “disproportionate burden policy”
- Results of service and/or fare equity analyses conducted since last Title VI Program submission

The 2021 Title VI Program Update reports on PRTC and VRE’s activities since the last Title VI Program submittal in April 2018 and lays out actions it will take in the future.

In addition, in order to ensure compliance with DOT’s Title VI regulations, FTA requires transit providers, such as PRTC, to monitor the performance of their transit system relative to their system-wide service standards and service policies (i.e., vehicle load, on-time performance, vehicle assignment) not less than every three years.

PRTC has completed monitoring in compliance with the methodology prescribed in Title VI Circular 4702.1B and they are included in Chapter III of the Title VI Program update document. The monitoring effort and the results confirm that services are provided equitably and without disparate impact. FTA requires the Commission’s consideration, awareness and approval of the monitoring results as part of the Title VI Program.

Management recommends Commission approval of the Title VI Program Update including the System-Wide Service Standards Monitoring Results for submittal to FTA.

Fiscal Impact:

Not applicable.

Attachments: As stated



Revised: March 2021

# PRTC/VRE TITLE VI PROGRAM UPDATE 2021-2024



**2021-2024 Title VI Program Update**  
Potomac and Rappahannock Transportation Commission  
Virginia Railway Express



# Table of Contents

---

<b>I. Introduction.....</b>	<b>1</b>
Title VI of the Civil Rights Act of 1964.....	1
Grantee Description.....	1
Potomac and Rappahannock Transportation Commission (PRTC).....	2
Virginia Railway Express (VRE).....	4
<b>II. General Requirements.....</b>	<b>5</b>
Annual Title VI Certifications and Assurances.....	5
Title VI Notices to the Public.....	5
Title VI Complaint Procedures and Forms (PRTC and VRE) .....	7
Title VI Investigations, Complaints and Lawsuits.....	13
Public Participation Policies (PRTC and VRE).....	14
Membership of Non-Elected Committees and Councils.....	23
Monitoring of Subrecipients.....	23
Equity Analysis of Construction Projects.....	23
Language Assistance and Public Outreach Plan.....	24
<b>III. Requirements for Fixed Route Transit Providers.....</b>	<b>50</b>
System-Wide Service Standards and Policies & Monitoring Results.....	51
Demographic and Service Profile Maps.....	82
Demographic Ridership and Travel Patterns.....	86
Public Engagement Process for Setting Major Service Change, Disparate Impact and Disproportionate Burden Policy.....	97
Equity Analyses for Major Service and Fare Changes.....	121
Requirement to Provide Additional Information.....	139
Board of Commissioners Approval of Title VI Program.....	139

# I. Introduction

---

## 1.1 TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

Title VI of the Civil Rights Act of 1964 states that “No person in the United States 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 any program or activity receiving Federal financial assistance.”

As recipients of public transportation funding from the Federal Transit Administration (FTA), the Potomac and Rappahannock Transportation Commission (PRTC) and the Virginia Railway Express (VRE), are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory.

The primary goal of PRTC and VRE’s Title VI Program is to ensure all management, staff, contractors, and service beneficiaries are aware of the provisions of Title VI and the responsibilities associated with Title VI of the Civil Rights Act of 1964. This document details how PRTC and VRE incorporate nondiscrimination policies and practices in providing services to the public. This update conforms to the FTA’s Title VI Circular 4702.1B, effective October 2012 and covers the period from 2021-2024.

## 1.2 GRANTEE DESCRIPTION

The Potomac and Rappahannock Transportation Commission (PRTC) is a regional transit district created under Virginia enabling legislation (Transportation District Act, Virginia Code Section 15.2-4500 et.seq.). The district encompasses Prince William County, Stafford County, Spotsylvania County, and the Cities of Manassas, Manassas Park, and Fredericksburg. The PRTC Board of Commissioners is comprised of seventeen (17) members, including two from the Virginia General Assembly, one from the Senate, thirteen from the member jurisdictions, and one ex-officio representative from the Virginia Department of Rail and Public Transportation (VDRPT).

In 1989, PRTC and NVTC, through a joint powers agreement with founding member jurisdictions, formed Virginia Railway Express (VRE) for the purpose of providing commuter rail service in the two transit districts. Current member jurisdictions include Arlington, Fairfax, Prince William, Stafford, and Spotsylvania counties and the Cities of Alexandria, Fredericksburg, Manassas, and

Manassas Park. VRE is overseen by an operations board consisting of 14 members, 13 of whom are recommended for appointment by the member jurisdictions with the concurrence of the pertinent commission. The 14<sup>th</sup> member is an appointee of the Commonwealth Transportation Board.

VRE is not a legal entity under Virginia law and, therefore, is not an FTA grantee. PRTC is the permanent designee of NVTC and the VRE Operations Board for the receipt and management of Federal funds for VRE projects. PRTC and NVTC have delegated to the VRE Operations Board full spending authority provided the amount is included in the annual budget and six-year financial plan (with the exception of 1) CSX, Norfolk Southern, and Amtrak or other operating agreements, 2) insurance agreements, and 3) purchase of real property or equipment in the Commissions' name), the authority for approval of fare changes (tariffs) provided they are consistent with annual budgets and six-year financial plans (provided further that the requirement for a public hearing is fulfilled), the authority to determine the spending authority of VRE's chief executive officer (CEO), and the authority to determine the level of compensation for the CEO. All other decisions must be approved by PRTC and NVTC. VRE coordinates its operations with the numerous agencies and jurisdictions by means of a planning task force, which meets monthly. The task force consists of staff members of VRE, PRTC, NVTC, and representatives of the local jurisdictions and the Commonwealth.

### **1.3 POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION (PRTC)**

PRTC is a multi-jurisdictional agency representing Prince William, Stafford and Spotsylvania Counties and the Cities of Manassas, Manassas Park and Fredericksburg. OmniRide is the operating name for the mobility services offered by the Potomac and Rappahannock Transportation Commission (PRTC). OmniRide's goal is to provide safe, reliable and flexible transportation options while helping to reduce congestion and pollution in one of the region's fastest growing areas. OmniRide's headquarters are in Woodbridge, Virginia, about 25 miles southwest of Washington, D.C.

PRTC's service area is diverse and dynamic and offers a comprehensive network of commuter and local bus services in Prince William County and the Cities of Manassas and Manassas Park, as well as a free ridematching service, OmniMatch and vanpool program, Vanpool Alliance. Prior to the COVID-19 Pandemic, PRTC had more than 160 buses in its active fleet carrying nearly 2.8 million passengers, and another 1.3 million people ride in PRTC-affiliated carpools and vanpools.

In 2020, OmniRide completed its Transit Strategic Plan. This plan concentrates on the community's future need for transit and transportation demand management (TDM) services. Importantly, it also identifies financial resources to ensure the transportation system's sustainability and growth. The Transit Strategic Plan covers OmniRide services through the year 2030. PRTC anticipates bigger and better changes and a move towards additional mobility solutions for the future to meet the needs of our growing community.

In September of 2020, OmniRide completed construction of its Western Maintenance Facility, which is located on the Western side of Prince William County. The facility provides space for 92 buses and provides office space to OmniRide staff. A ribbon cutting event will be held early in 2021 to celebrate the official opening of the new facility.

*PRTC offers the following services:*

- OmniRide operates Express and Local bus services in neighborhoods surrounded by the busy I-95 and I-66 corridors;
- OmniRide offers OmniRide Access, a paratransit service for people with disabilities. Vans operate within  $\frac{3}{4}$  mile of the OmniRide Local bus routes that serve Manassas and Manassas Park;
- OmniRide provides some on-demand bus stops and the ability to schedule an off-route trip on the eastern side of Prince William County.
- OmniRide promotes carpools and vanpools throughout Northern Virginia;
- OmniRide encourages Transportation Demand Management strategies to reduce the number of vehicles on the roads;
- OmniRide works with employers to create and expand commuter benefits programs for their employees;
- OmniRide offers travel training for those who need in-depth assistance to become confident transit riders;
- OmniRide co-sponsors the Virginia Railway Express commuter rail service in partnership with the Northern Virginia Transportation Commission, NVTC; and
- OmniRide partners with other agencies on transportation planning and operating initiatives, ridesharing strategies, transportation planning studies, capital project management, policy analysis, and regional coordination.

A copy of the PRTC Transit System Map can be found at: <https://omniride.com/service/map/>.

## **1.4 VIRGINIA RAILWAY EXPRESS (VRE)**

The Virginia Railway Express (VRE) is a transportation partnership of the Northern Virginia Transportation Commission (NVTC) and the Potomac and Rappahannock Transportation Commission (PRTC).

VRE provides commuter rail service from the Northern Virginia suburbs to Alexandria, Crystal City and downtown Washington, D.C., along the I-66 and I-95 corridors. Services began in 1992, operating 16 trains from 16 stations and carried, on average, 5,800 passengers daily. Prior to COVID-19 Pandemic, VRE operated 30 trains from 18 stations and carried, on average, 20,000 passengers daily. VRE offers train service to six commuter rail stations in the Prince William and Manassas areas. Both the Manassas and the Fredericksburg rail lines provide connections to other transit at all stations in the District and at many Virginia stations.

VRE is overseen by an Operations Board, consisting of members from each of the jurisdictions that support VRE, which supervises all operating aspects of the Virginia Railway Express. The VRE Staff handles the daily operations of VRE and reports to the Board.

VRE's driving force is to be the safest and most secure passenger commuting option. At VRE safety is paramount, which is why it was among the first commuter rail systems in the nation to implement positive train control (PTC). PTC is designed to automatically slow or stop a train should an engineer not take suitable action for a given situation. Having achieved this safety milestone in April 2019, VRE shared its experiences and lessons learned with other rail systems to ensure the smoothest implementation possible throughout the country.

Over the next decade, due primarily to infrastructure improvements that will separate freight and passenger trains, VRE will be able to run longer and more frequent trains and explore the possibility of weekend service. A major component of the commonwealth's \$3.7 billion Transforming Rail in Virginia program is a second bridge, primarily dedicated to passenger trains, over the Potomac River. The new bridge, expected to be operational in 2030, will reduce train congestion in the region, improving VRE's on-time performance.

A copy of the VRE System Map can be found at <https://www.vre.org/service/map/>.

## II. General Requirements

---

FTA requires recipients to report certain general information to determine compliance with Title VI. To ensure compliance with 49 CFR Section 21.9(b), FTA requires that all recipients document their compliance by submitting a Title VI Program to FTA's regional civil rights officer once every three years. This report documents the activities undertaken by the Potomac and Rappahannock Transportation Commission (PRTC) and the Virginia Railway Express (VRE) to ensure compliance with Title VI.

### **2.1 REQUIREMENT TO PROVIDE ANNUAL TITLE VI CERTIFICATIONS AND ASSURANCES**

PRTC submits its annual Certification and Assurances to the FTA each year in accordance with the requirement. PRTC electronically filed its FFY 2021 Annual Title VI Certificates and Assurances with the FTA on February 16, 2021.

### **2.2 TITLE VI NOTICE TO THE PUBLIC**

In compliance with Title 49 CFR part 21, PRTC and VRE provide the public with information about the protections against discrimination afforded by Title VI. The methods that PRTC has used for notifying the public includes posting Title VI information on PRTC's and VRE's websites, displaying posters at the PRTC Transit Center and placing flyers at stations and in transit vehicles.

Title VI Notifications are posted in the following locations:

- PRTC Website: [www.omniride.com](http://www.omniride.com) (Notice is provided in English and Spanish)
- VRE Website: [www.vre.org](http://www.vre.org)
- Bus Schedules
- VRE's Rider Guide
- PRTC Transit Center in Woodbridge, VA.
- OmniRide Buses (Flyers are posted in English and Spanish)
- PRTC Administration Building in Woodbridge, VA. (Large Conference Room)



## NOTICE TO BENEFICIARIES OF PROTECTION UNDER TITLE VI

This notice is provided in compliance with 49 CFR Section 21.9 (d).

OmniRide operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act of 1964.

Any person who believes he or she has been subjected to unlawful discrimination may file a complaint with OmniRide. A complaint form is available from the Title VI Officer or from the OmniRide website, [www.omniride.com](http://www.omniride.com). A written complaint must be filed within 180 days after the date of the alleged discrimination. A complaint may also be filed directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Avenue., SE, Washington, DC 20590.

For more information on OmniRide's non-discrimination obligations, please contact:

**Title VI Officer**

**Potomac and Rappahannock Transportation Commission**

**14700 Potomac Mills Road**

**Woodbridge, VA. 22192**

**703-580-6147**

If information is needed in another language, contact 703-580-6147.

Spanish - Si necesita información en otro idioma, comuníquese al 703-580-6147.

Korean - 다른 언어로 된 정보가 필요하면 703-580-6147 로 문의하십시오.

Swahili - Ikiwa habari inahitajika kwa lugha nyingine, wasiliana na 703-580-6147.

Urdu - اگر آپ کو ضرورت ہے کہ معلومات دوسری زبان میں دیے جائیں تو 703-580-6147 پر رابطہ کریں۔

Hindi - यदि किसी अन्य भाषा में जानकारी की आवश्यकता है, तो 703-580-6147 पर संपर्क करें।

Chinese - 如果需要其他語言的信息，請聯繫 703-580-6147。

## **2.3 Title VI Complaint and Investigation Procedures and Forms (PRTC/VRE)**

### **PRTC Title VI Complaint and Investigation Procedures**

These procedures cover all complaints under Title VI of the Civil Rights Act of 1964, Executive Order 12898 “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations” (1994), and Executive Order 13166 “Improving Access to Services for Person with Limited English Proficiency” (2000), for alleged discrimination in any program or activity administered by the Potomac and Rappahannock Transportation Commission (PRTC).

Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI and the related statutes may file a complaint, completing the attached complaint form to the following address:

**Title VI Coordinator  
Potomac and Rappahannock Transportation Commission  
14700 Potomac Mills Road  
Woodbridge, VA 22192  
703-580-6147**

The following measures will be taken to resolve Title VI complaints:

1. A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative and will include the complainant’s name, address and telephone number; name of alleged discriminating person, basis of complaint (race, color, national origin) and the date of the alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany each complaint.
2. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the PRTC Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the PRTC Title VI Coordinator will assist the Complainant in converting the verbal complaint into a written complaint.
3. When a complaint is received, the Title VI Coordinator will provide written acknowledgement to the Complainant.
4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided thirty (30) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

5. Within fifteen (15) business days from receipt of a complete complaint, PRTC will determine whether the complaint has sufficient merit to warrant investigation as a Title VI complaint and will notify the Complainant. If the decision is not to investigate as a Title VI complaint, the notification shall specifically state the reason for the decision.
6. If the complaint has investigative merit, a complete investigation will be conducted, and an investigative report will be completed within sixty (60) days from the receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, a finding with recommendations for remedial steps as appropriate and necessary. The remedial steps, if any, will be implemented as soon as practicable. The Complainant will receive a copy of the final report together with any remedial steps.
7. If no violation is found and the Complainant wishes to appeal the decision, he or she may appeal directly to the Executive Director of PRTC, 14700 Potomac Mills Road, Woodbridge, VA 22192.
8. Complaints may also be filed with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC 20590.
9. The Title VI Coordinator shall maintain a log of Title VI complaints received from this process. The log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by PRTC in response to the complaint. Should PRTC receive a Title VI complaint in the form of a formal charge or lawsuit, the General Counsel shall be responsible for the investigation and maintaining a log as described above.
10. If information is needed in another language, contact 703-580-6147.

Spanish - Si necesita información en otro idioma, comuníquese al 703-580-6147.

Korean - 다른 언어로 된 정보가 필요하면 703-580-6147 로 문의하십시오.

Swahili - Ikiwa habari inahitajika kwa lugha nyingine, wasiliana na 703-580-6147.

Urdu - 703-580-6147 پر ، وہ ضروری کاموں میں نابز یرسود یرسک رگا یرک مطبار

Hindi - यदि किसी अन्य भाषा में जानकारी की आवश्यकता है, तो 703-580-6147 पर संपर्क करें।

Chinese - 如果需要其他語言的信息, 請聯繫 703-580-6147。



## Title VI Complaint Form

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Home Phone No: \_\_\_\_\_ Cell Phone No: \_\_\_\_\_

I believe that I have been (or someone else has been) discriminated against on the basis of:

☐ Race

☐ Color

☐ National Origin

Date of Alleged Incident: \_\_\_\_\_

Explain as clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include the names and contact information of any witnesses. If more space is needed please use the back of the form.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

The complaint form should be downloaded and emailed to [TitleVICoordinator@OmniRide.com](mailto:TitleVICoordinator@OmniRide.com) with "Title VI complaint form" included in the subject line.

Alternatively, complaints may be mailed to:

Title VI Coordinator  
Potomac and Rappahannock Transportation Commission  
14700 Potomac Mills Road  
Woodbridge, VA 22192

## **VRE Title VI Complaint and Investigation Procedures**

All complaints will be sent to VRE's Manager of Operations and Customer Communications, logged into the Title VI database, and forwarded to PRTC Title VI staff for investigation. The responsibility for day-to-day operations of this program, including the investigation of Title VI complaints, has been assigned to the Title VI staff of the Potomac and Rappahannock Transportation Commission (PRTC), a co-owner of the VRE. However, all VRE employees share in the responsibility for making VRE's program a success.

For more information on VRE's non-discrimination obligations, please contact the Title VI coordinator using the information below:

### **Manager of Operations and Customer Communications/Title VI Coordinator**

Virginia Railway Express  
1500 King Street, Suite 202  
Alexandria, VA 22314  
Phone: 703-684-1001  
TTY: 703-684-0551 Fax: 703-684-1313

These procedures cover all complaints under Title VI of the Civil Rights Act of 1964, Executive Order 12898 "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations" (1994), and Executive Order 13166 "Improving Access to Services for Person with Limited English Proficiency" (2000), for alleged discrimination in any program or activity administered by the Virginia Railway Express (VRE). The complaint and investigation procedures are co-administered by the VRE and the Potomac and Rappahannock Transportation Commission (PRTC), one of VRE's owners.

Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI and the related statutes may file a complaint using the complaint form.

Please note that if you have a general complaint or concern, please fill out one of our Feedback Forms or email us. The Title VI Complaint is for complaints based on the grounds of discrimination as outlined above only.

The following measures will be taken to resolve Title VI complaints:

1. A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative and will include the complainant's name, address and telephone number; name of alleged discriminating person, basis of complaint (race, color, and national origin) and the date of the alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany each complaint.
2. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the VRE Manager of Operations and

Customer Communications. Under these circumstances, the complainant will be interviewed, and the VRE Manager of Operations and Customer Communications will assist the Complainant in converting the verbal complaint into a written complaint.

3. When a complaint is received, the VRE Manager of Operations and Customer Communications will they will input the complaint in the Title VI database and submit the complaint to the PRTC Title VI Coordinator who will then provide written acknowledgement to the Complainant.
4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided thirty (30) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
5. Within fifteen (15) business days from receipt of a complete complaint, PRTC will determine whether the complaint has sufficient merit to warrant investigation as a Title VI complaint and will notify the Complainant. If the decision is not to investigate as a Title VI complaint, the notification shall specifically state the reason for the decision.
6. If the complaint has investigative merit, a complete investigation will be conducted, and an investigative report will be completed within sixty (60) days from the receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, a finding with recommendations for remedial steps as appropriate and necessary. The remedial steps, if any, will be implemented as soon as practicable. The Complainant will receive a copy of the final report together with any remedial steps.
7. If no violation is found and the Complainant wishes to appeal the decision, he or she may appeal directly to the Chief Executive Officer of VRE, 1500 King Street, Suite 202, Alexandria, Virginia, 22314.
8. Complaints may also be filed with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC 20590.
9. The Title VI Coordinator shall maintain a log of Title VI complaints received from this process. The log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by PRTC in response to the complaint. Should PRTC receive a Title VI complaint in the form of a formal charge or lawsuit, the General Counsel shall be responsible for the investigation and maintaining a log as described above.





## VIRGINIA RAILWAY EXPRESS TITLE VI COMPLAINT FORM

Name of Complainant	Home Telephone
Home Address (Street, City, State, Zip Code)	Work Telephone
Race/Ethnic Group	Email Address
Person discriminated against (if other than Complainant)	Home Telephone

SPECIFIC BASIS OF DISCRIMINATION (Check appropriate box (es):

☐ Race

☐ Color

☐ National Origin

Date of Alleged Incident: \_\_\_\_\_

Explain as clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include the names and contact information of any witnesses. If more space is needed please use the back of the form. Sign below and attach any supporting documents.

---

---

---

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Did you file this complaint with another agency?

☐ Yes ☐ No

Please mail this form to:

Manager of Operations and Customer Communications  
Title VI Coordinator  
Virginia Railway Express  
1500 King Street, Suite 202  
Alexandria, VA 22314  
703-684-1001

## 2.4 TITLE VI INVESTIGATIONS, COMPLAINTS AND LAWSUITS

Since the last Title VI submission in 2018, PRTC has received five (5) Title VI Complaints and VRE received one (1) Title VI complaint. After reviews and preliminary investigations were completed, the Title VI Coordinator determined that there were no violations of Title VI and in some cases, the complaints were not made on the basis of race, color and national origin. The PRTC/VRE Title VI Investigation, Complaints and Lawsuits Log is provided below:

### **PRTC and VRE** **TITLE VI INVESTIGATION, COMPLAINT AND LAWSUIT LOG**

<b>2018-2020</b>					
<b>Date of Complaint</b>	<b>Summary of Allegations (Basis)</b>	<b>Agency</b>	<b>Summary of Response</b>	<b>Findings</b>	<b>Status</b>
<b>4/12/2018</b>	Discrimination (Music on Bus)	<b>PRTC</b>	There was no evidence of discrimination on the basis of race, color or national origin.	Complaint was not Title VI Related.	<b>Closed</b>
<b>10/11/2018</b>	Discrimination (Harrassment by other passengers)	<b>PRTC</b>	There is no evidence of discrimination on the basis of race, color or national origin.	Complaint was not Title VI Related.	<b>Closed</b>
<b>8/7/2019</b>	Discrimination (Customer asked to move to back of bus because of Race/National Origin)	<b>PRTC</b>	Reviewed bus video. There was no evidence of discrimination on the basis of race, color or national origin.	No violation of Title VI.	<b>Closed</b>
<b>8/30/2019</b>	Disrimination (Train conductor rude to passenger because of his race)	<b>VRE</b>	Conducted interviews and investigation.	No violation of Title VI.	<b>Closed</b>

<b>12/11/2019</b>	Discrimination (Timing of Bus)	<b>PRTC</b>	There was no evidence of discrimination on the basis of race, color or national origin.	Complaint was not Title VI Related.	<b>Closed</b>
<b>5/6/2020</b>	Discrimination (Operator non responsive because of passenger's race)	<b>PRTC</b>	There was no evidence of discrimination on the basis of race, color or national origin.	No violation of Title VI.	<b>Closed</b>

## **2.5 PUBLIC PARTICIPATION POLICIES (PRTC/VRE)**

It is the policy of PRTC and VRE to actively solicit the involvement of citizens in the public decision-making process, through public notification, media exposure, and public hearings. PRTC's and VRE's adopted Public Participation Policy is outlined below:

### ***PRTC Public Participation Policy***

#### ***Introduction***

The Potomac and Rappahannock Transportation Commission (PRTC) is strongly committed to seeking and encouraging public participation in the overall regional transportation planning process and in the planning process for its individual issues, initiatives, proposed plans, proposed budgets, capital and/or operating projects. Public meetings, newsletters, fact sheets, email messages, and websites are just a few examples of the types of strategies that will be used in its effort to solicit participation from the public.

#### ***Purpose of Public Participation Policy***

The purpose of this policy is to establish formal procedures that allow for and encourage public participation within the PRTC service area and provide opportunities for the public to present its views so they can be taken into account by the PRTC Board prior to final action. This includes seeking out and considering viewpoints of minority individuals, persons with Limited English Proficiency (LEP), and low-income populations.

#### ***Proposed Actions Requiring A Public Review Including Public Hearing Before Being Adopted***

A Public Review including a Public Hearing is mandatory for actions listed below. Public notification for mandatory public hearings shall be advertised at least 30 days in advance of when

the hearing would be held. Public hearings will be held on workdays, either during the mid-day or evening depending on the expected ability for affected citizens to attend.

A. Fare Increases

B. Major Service Changes

A major service change was defined in PRTC’s previously adopted “Major Service Change and Service Equity Policy as any change in service on any individual route that would add or eliminate more than:

Twenty-five percent (25%) of the route revenue miles; or  
Twenty-five percent (25%) of the route revenue hours.

Based on further deliberation in the course of amending the subject public participation policy, the “major service change” definition is being broadened to include, in addition to the route-specific thresholds referenced above, a system-wide change in service amounting to ten percent (10%) or more of revenue hours of service. This broadened definition of a “major service change” necessitates a companion amendment to the previously adopted “Major Service Change and Service Equity” Policy, since that is where this definition is memorialized.

C. Adoption of a Proposed Annual Budget

D. Adoption of a Proposed Transportation Plan

***Proposed Actions Requiring A Public Review in Which the Public is Afforded the Opportunity to Request a Public Hearing***

In addition to the proposed actions discussed in the previous section which require a prior public review including a mandatory public hearing, proposed actions that constitute a significant change/modification to the PRTC standards of service also require a prior public review but not a public hearing unless one is requested by a member of the public. Public notification to inform the public of such a proposed action and the opportunity the public has to request a public hearing shall follow the procedures outlined below for advertising. The public will have a minimum of 14 days from the date of first advertisement to notify PRTC of a desire for a public hearing. Should no one request a public hearing in situations where a public hearing is not mandatory, none will be held.

***Public Comment for Federal Program of Projects***

The National Capital Region Transportation Planning Board’s (TPB) public participation process for the CLRP and TIP will be used to satisfy the public participation requirements for the development of FTA’s Section 5307 program of projects.

***Advertisement of a Public Review, be it A Public Review with A Mandatory Public Hearing or a Public Review in Which There is the Opportunity to Request a Public Hearing***

Public notification of both types of public reviews shall be advertised at least 30 days in advance of when the hearing would be held. If multiple hearings on one subject are contemplated, the schedule shall ensure that the last public hearing is at least 30 days after the first advertisement. At a minimum, advertisement of a public hearing or the opportunity for a public hearing will include the items below:

A. Advertisements published once a week for two successive weeks in general circulation newspapers within the transportation district; the 30 days notice period shall begin to run on the first day the notice appears in any such newspaper;

B. Ad should include language that individuals who require special assistance to participate at the Public Hearing(s) (such as a sign language interpreter, foreign language interpreter, or the presentation in an alternate format such as Braille) should contact PRTC no later than ten (10) business days prior to the first of the Public Hearings to make the necessary arrangements.

C. Announcement in PRTC Board Meetings (as information item) and on PRTC's website;

D. Post notices on the transit vehicles.

In addition, all public hearing notifications will be placed in a Hispanic newspaper and, depending on the affected population, may also be placed in libraries, senior centers, community centers, human services organizations, and schools.

### ***Public Hearing Format***

The PRTC Executive Director or his designee will chair the public hearing ("the hearing officer").

A. The PRTC will describe the public review process, the proposal that is the impetus for the public hearing, and the reasons for making the proposal.

B. Pertinent subject information will be available from the time of the advertised notice soliciting public comment at the PRTC offices and if requested, the information will be mailed, emailed or faxed depending upon what is desired and what is possible. Additionally, this will be available at the "Public Hearing" meeting.

C. All citizens will be given the opportunity to comment.

- Comments can be provided orally or in writing.
- Oral comments must be delivered at time of the public hearing; the PRTC reserves the right to limit speakers to three minutes, to afford all citizens the opportunity to speak.

- Written comments can be received as late as seven (7) days after the public hearing.

D. Citizens will be given the right to comment and to ask the hearing officer questions on the topic of public hearing.

E. After the close of public comment, the PRTC will close the Public Hearing.

F. A Public Hearing will be taped and transcribed so the transcript becomes part of the record. PRTC staff will have all speakers and attendees of the meeting sign in. This information also will become part of the record and will be on file at the PRTC offices.

### ***Public Comments for Non Mandatory or Not Requested Public Hearing***

Public comments regarding proposed actions: (1) that don't trigger a mandatory public hearing or; (2) for which the opportunity to request a public hearing was provided without a request being made will be considered up until 30 days following the date of the notice soliciting public comment or invitation to request a public hearing. Public comments can be in written or e-mail form.

### ***Public Comments for Disadvantaged Business Enterprise (DBE) Overall Goal***

The Federal Transit Administration (FTA) requires all agencies with a DBE program to advertise their proposed goal for the upcoming fiscal years through various media (e.g. local newspapers and industry publications) to provide for public inspection for a period of thirty (30) days and public comment for forty-five (45) days from the date of publication. The goal, once adopted, is posted on the PRTC website and included in relevant procurement documents involving DOT-assisted contracting opportunities.

### ***Evaluation of Public Comments and Implementaion of Proposed Changes or Projects***

- Following the public hearing(s) and the written comment period, PRTC staff will summarize the public comments received and present this summary to the Commission prior to its decision along with the transcript of the Public Hearing.
- The Commission will account for the public comment as one factor in the decision-making process.
- Staff will implement changes, modifications or projects as approved by the Commission

### ***Outreach to Minority and Limited English Proficient Populations***

Further, it is the policy of PRTC and VRE to offer early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation and transit decisions. This includes seeking out and considering the viewpoints of minority, low-income and limited English proficiency (LEP) populations in the course of conducting public outreach activities, consistent with Federal Transit Administration (FTA) Circular 4702.1B as addressed in the Language Assistance Plan.



## **PRTC’s Outreach efforts made since the last Triennial:**

### **PRTC Public Hearings:**

April 16 and April 18, 2018	Public hearings on FY19 budget and federally participating Projects
October 17, 18, and 24, 2018	Proposed Prince William County Western Service Area Plan and New Haymarket Express Bus Service
April 24 and 25, 2019	Public hearings on FY20 budget and federally participating projects
August 6, 2019	Public hearing on proposed routing changes to Dale City – Mark Center and Lake Ridge – Mark Center routes
September 5, 2019	Joint open house and public hearing with Northern Virginia Transportation Commission (NVTC) regarding Proposed Projects that may be funded by the I-395 /95 Commuter Choice Program
May 20, 2020	Public hearing (live and virtual options) Proposed FY 2021 Budget and Proposed FY 2021 Applications for Federally Participating Projects
October 7 and 14, 2020	Public hearings on Proposed Transportation Demand Management Plan (TDMP) and Transit Strategic Plan (TSP) (Live and Virtual Options)

VRE’s Public Participation Policy was approved on February 20, 2015. This policy sets the parameters by which VRE will hold public hearings and invite public comment, which is outlined below:

### ***Virginia Railway Express Public Participation Policy***

Virginia Railway Express (VRE) is committed to providing opportunities for meaningful public participation throughout planning processes undertaken for VRE projects, programs, and policies including fare increases, tariff changes, and facilities improvements. Public input makes a valuable contribution in the development and implementation of the final project, program, or policy. Public input also contributes to how these are evaluated and how decisions are made.

The VRE Public Participation Policy establishes processes and procedures for communicating with and obtaining input from the public during decision-making processes described above. The

purpose of this policy is to set public involvement goals, and define when public hearings are required. The strategies and tactics outlined in the policy were updated in February 2015 to comply with the Federal Transit Administration (FTA) Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients” which became effective October 1, 2012. The updated policy includes the outreach efforts VRE will undertake to solicit public comment for the major service changes policy, disparate impact policy, disproportionate burden policy, and disparate impact threshold. It identifies specific efforts VRE will make to encourage engagement by minority and limited English proficient populations.

### ***Goals and Objectives for Public Participation***

*Goal 1: Educate and inform the public, and provide opportunities for the public to present its views on proposed programs, projects, and policies, including fare increases, tariff changes, and facilities improvements, as required by federal and state statutes, regulations, and guidance so that these views can be taken into account by the VRE Operations Board prior to final action.*

VRE will strive to:

- Provide the public with balanced and objective information to assist them with understanding the problem, alternatives, opportunities and/or solutions.
- Provide adequate and timely notice of public participation activities, use visualization techniques if appropriate, make information available in electronically accessible formats when possible, and hold public meetings at convenient and accessible locations and times.
- Coordinate as appropriate with state and local agencies on public involvement efforts.

*Goal 2: Actively engage those traditionally underserved by existing public participation efforts.*

VRE will strive to:

- Encourage active and representative public involvement from the community. Currently, a range of community members participate in the regional planning process by attending or serving on committees and contributing input to regional plans and studies.
- Identify where low-income, minority, and limited English proficiency populations are located using several data sources, including the U.S. Census, the American Community Survey, and VRE customer surveys.

- Provide mailings and/or announcements in appropriate languages, and develop outreach efforts that actively seek to engage minority and limited English proficient populations.
- Use the help of community organizations, including but not limited to non-profits, civic associations, faith-based organizations, and local boards and commissions, to assist with outreach efforts and to communicate with specific groups that may be under-represented in the process.

*Goal 3: Facilitate continuous, collaborative, and comprehensive public participation during the planning or decision-making process.*

VRE will strive to:

- Employ a range of traditional and innovative public outreach techniques, including mailings, public meetings/hearings, and social media, to achieve broad engagement with the public.
- Develop a forum for dialogue and collaboration as warranted by the outreach effort, including stakeholder groups, project websites, and social media discussions.
- Demonstrate consideration of public input received, provide responses as necessary, and provide additional opportunity for public comment when significant revisions are made to the originally published versions of plans or policies.
- Evaluate the appropriateness and effectiveness of the public participation procedures and strategies contained in the policy for use in specific projects or decision-making processes, and develop a plan that ensures a full and open participation process.

### ***Scope of VRE Public Participation Policy***

When VRE initiates development or updates to a project, program or policy that could be anticipated to have identifiable impacts on one or more populations in the VRE service area, public involvement will be carefully and systematically included as part of the decision-making process.

### ***Targeted Public Outreach to Minority and Limited English Proficient (LEP) Populations***

The public participation plan will comply with all applicable federal and state policies, as well as the VRE Public Participation Policy. The plan will incorporate strategies intended to promote involvement of minority and LEP individuals in public participation activities, as appropriate for the plan, project, or policy in question, and be consistent with federal Title VI regulations, Executive Order 13166 on Limited English Proficiency, and the U.S. Department of

Transportation LEP Guidance. At a minimum, the strategies will include holding public meetings in locations that are accessible to transit riders and people with disabilities, scheduling meetings at times that are convenient for members of the public, advertising meetings and hearings in English and Spanish, and providing notice of the availability of language assistance.

### ***Tariff Amendments or Major Service & Fare/Service Changes***

Any proposed amendment to the VRE Passenger Tariff involving an increase in fares or major change in service, as defined in the Major Service & Fare/Service Equity Policy, shall be open to public comment at a public hearing. Formal public notice of the public hearing shall be issued no less than 30 days prior to the scheduled date of the VRE Operations Board meeting at which the amendment will be voted on. Information collected at the public meetings will be collated and provided to the VRE Operations Board prior to the vote. Information regarding the proposed change will be posted on VRE's website and comment will be received via email, public hearings, letters and faxes. At least one meeting will be held at a location on each Line.

In limited circumstances, such as changing market conditions, rapidly deteriorating service quality, significant disruptions due to construction or seasonal events, etc., VRE may implement temporary service modifications exceeding the thresholds described in the Major Service & Fare/Service Equity Policy without providing an opportunity for the public to seek a public hearing. Affected patrons will be given advance notification and VRE will advertise the temporary service modification. If VRE determines the need to make a temporary change permanent, VRE will advertise 30 days in advance, and then hold a public hearing, if requested, no later than six months after the temporary service modification was implemented.

### ***Advertisement of public hearing or the opportunity for public hearing***

- a. Advertisements will be published at least once in general circulation newspapers within the VRE's service area. The 30 days' notice period shall begin to run on the first day the notice appears in any such newspaper.
- b. Announcements will be made in VRE Operations Board Meetings (as information item) and on VRE's web-site.
- c. All affected VRE jurisdiction members will be informed.
- d. Elected officials and pertinent state agencies/personnel will be informed.
- e. A notice will be distributed on VRE rail cars, its monthly magazine, or via text or email messaging to VRE riders.

- f. Private operators within the transportation district will be notified.

### ***Requesting Public Hearings***

A Public Hearing is mandatory for adoption of any proposed fare increase or a tariff change that increases costs. However, the public may seek a public hearing for those subjects where a hearing is not mandatory.

Public hearings will be held on weekdays (excluding State and Federal holidays), either during the mid-day or evening depending on the expected ability for affected citizens to attend. VRE will provide a minimum of 14 days from the date of first advertisement, for citizens to notify VRE of their desire for a public hearing. If no one requests a public hearing in situations where a public hearing is not mandatory, none will be held.

### ***Public Comment in the Event a Public Hearing is not Mandatory or Requested***

Public comments will be considered in written or emailed form when a public hearing is not mandatory or requested until as late as 30 days following the date that the advertised notice soliciting public comment appears in the general circulation newspapers as specified earlier.

### ***Evaluation of Public Comments***

- a. Public comments received through various channels will be summarized and presented to the VRE Operations Board prior to its decision.
- b. The VRE Operations Board and its parent Commissions will account for the public comment as one factor in the decision making process.
- c. Staff will implement changes and modifications to projects, programs, or policies that have been successfully approved by the VRE Operations Board or the parent Commissions.

### **VRE's Outreach efforts made since the last Triennial:**

Oct. – Nov. 2018

Public hearings on Proposed FY2020 Fare Increase

In 2018, Virginia Railway Express (VRE) held a series of public hearings to solicit comments on a proposed fare increase for FY2020 averaging approximately 3%. The VRE Operations Board acted on the FY2020 Budget, including the fare increase, on **December 14, 2018**.

## **2.6 MEMBERSHIP OF NON-ELECTED COMMITTEES AND COUNCILS**

PRTC and VRE do not have memberships of non-elected committees and/or councils.

## **2.7 MONITORING OF SUBRECIPIENTS**

Currently, PRTC and VRE do not have any subrecipients, however, Fredericksburg Regional Transit (FRED) will become a subrecipient in the near future.

## **2.8 EQUITY ANALYSIS OF CONSTRUCTION PROJECTS**

Construction of the Western Bus Maintenance Facility began in November 2018, but had been delayed due to unforeseen funding issues. The equity analysis was done during preliminary design and NEPA which were completed in 2012.

VRE is currently constructing the Lifecycle Overhaul and Upgrade Facility. An Environmental Justice analysis was done during the NEPA process and is available for review.

## **2.9 LANGUAGE ASSISTANCE AND PUBLIC OUTREACH PLAN**

PRTC and VRE takes steps to ensure access to the benefits, services, information, and other important PRTC programs and activities for individuals who are Limited English Proficient (LEP). PRTC/VRE's Language Assistance Plan is included below:





**POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION  
AND  
VIRGINIA RAILWAY EXPRESS**

---

# Language Assistance and Public Outreach Plan



**Revised March 2021**

**Potomac and Rappahannock Transportation Commission (OMNIRIDE) and  
Virginia Railway Express (VRE)  
Language Assistance and Public Outreach Plan**

## **I. INTRODUCTION**

The Potomac and Rappahannock Transportation Commission (PRTC) and the Virginia Railway Express (VRE) have prepared the Language Assistance Plan (LAP) to address PRTC and VRE’s responsibilities as recipients of federal financial assistance as they relate to the needs of individuals with limited English proficiency. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964; Federal Transit Administration Circular 4702.1B, dated October 2, 2012, which states that the level and quality of transportation service is to be provided without regard to race, color, or national origin.

Under Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, OmniRide and VRE are federally mandated to take reasonable steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities to individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English “less than very well”. The FTA refers to these persons as Limited English Proficient (LEP) persons.

In order to prepare this plan, PRTC and VRE undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis, which considers the following factors:

- Factor 1:** The number or proportion of LEP persons eligible to be served or likely to be encountered by a transit program, activity or service
- Factor 2:** The frequency with which LEP individuals come in contact with the program, service or activity
- Factor 3:** The nature or importance of services, programs, or activities provided to LEP individuals by PRTC and VRE;
- Factor 4:** The resources available for LEP outreach as well as the costs associated with that outreach.

To address the four factors, PRTC and VRE utilized the following information and data:

- 2017 OmniRide On-Board Survey
- 2018/2019 VRE Customer Opinion Surveys
- Call Center Translation Services
- U.S. Census American Community Survey Data, 2011-2015
- Feedback from Bus Operators/Train Conductors/Dispatch/Customer Service

## **II. SERVICE AREA BOUNDARIES**

### OmniRide Bus Services

OmniRide is the operating name for the mobility services offered by the Potomac and Rappahannock Transportation Commission (PRTC). OmniRide's goal is to provide safe, reliable and flexible transportation options while helping to reduce congestion and pollution in one of the region's fastest growing areas. OmniRide's headquarters are in Woodbridge, Virginia, about 25 miles southwest of Washington, D.C.

OmniRide operates Express and Local bus services in neighborhoods of Prince William County and the Cities of Manassas and Manassas Park surrounded by the busy I-95 and I-66 corridors. OmniRide Express commuter buses provide comfortable seating for weekday trips between Prince William County and major employment centers in Northern Virginia and Washington, D.C. In eastern Prince William County, OmniRide Local buses travel up to ¾ mile from the standard route to accommodate people who have difficulty using traditional bus stops. In western Prince William County, Manassas and Manassas Park, OmniRide Local buses operate along fixed routes. OmniRide Access, a pilot paratransit program serves disabled riders who require off-route pick-up and drop-off service.

In November 2019, OmniRide extended its service area offering two Express bus routes from Stafford County's Staffordboro Commuter Lot to L'Enfant Plaza and the Pentagon. The two routes offer four morning trips and four evening trips as part of the Commuter Choice program on the I-395/95 corridor.

Although OmniRide has an extensive service area (City of Alexandria, Arlington County, Cities of Manassas and Manassas Park, Fairfax County, Prince William County, Stafford County and the District of Columbia), its passengers are mainly residents of Stafford County, Prince William County and the Cities of Manassas and Manassas Park. Even those who commute to points north and into the District of Columbia live within Stafford County or the Prince William County boundaries. During the morning rush hours, OmniRide's Express commuter buses transports residents from Stafford and Prince William Counties and the Cities of Manassas and Manassas Park to Metrorail Stations located in Fairfax County, Arlington County and to destinations within the District of Columbia. In the evenings, these same passengers are picked up from locations in the District of Columbia and at Metrorail stations and transported back to Stafford and Prince William Counties and the Cities of Manassas and Manassas Park. For the purposes of this Language Assistance Plan, OmniRide's immediate service area will be considered Prince William County and the Cities of Manassas and Manassas Park, Va.

The OmniRide Transit System Map shows the boundaries, origins and destinations of the OmniRide service area. A copy of the OmniRide Transit System Map can be found at: <https://OmniRide.com/service/map/>.

### VRE Rail Service

VRE provides commuter-oriented rail service on the Manassas and Fredericksburg Lines from the Northern Virginia suburbs to Alexandria, Crystal City and downtown Washington, D.C., along the I-66 and I-95 corridors. VRE operates 30 trains from 19 stations. VRE's nineteen (19) stations are located in the counties of Arlington, Fairfax, Prince William, Stafford and Spotsylvania and in the cities of Alexandria, Fredericksburg, Manassas and Manassas Park and the District of Columbia.

Data compiled from Annual VRE Master Agreement Surveys show that on a typical weekday, VRE draws ridership from 39 Virginia Jurisdictions. For the purposes of this plan, the VRE service area will consist of counties of Arlington, Fairfax, Prince William, Stafford and Spotsylvania and in the cities of Alexandria, Fredericksburg, Manassas and Manassas Park and the District of Columbia. Except for the District of Columbia, these are jurisdictions where VRE picks up passengers and where they generally reside with the exception of those who may live outside the nine jurisdictions and/or out of state.

A copy of VRE's System Map can be found at: <https://www.vre.org/service/map/>.

### **III. FOUR-FACTOR ANALYSIS**

#### **FACTOR 1: Identifying Eligible Service Population**

For Factor One, OmniRide and VRE analyzed data from the U.S. Census Bureau, American Community Survey (ACS) in order to determine the number for proportion of LEP persons eligible to be served or likely to be encountered by programs, activities or services provided by OmniRide and VRE. Specifically, data was taken from the American Community Survey, 5-Year Estimates (2011-2015), Table B16001 "Language Spoken at Home by Ability to Speak English for the Population 5 years and Over."

The ACS classifies persons speaking a language other than English in their homes and if they speak English "very well" or "less than very well." Those individuals that speak English "less than very well" are classified as Limited English Proficient persons. Because OmniRide and VRE provide different services and have different service areas, this data is provided separately for each agency.

#### **OmniRide Bus Services**

The American Community Survey (ACS) shows that the OmniRide service areas of Prince William County and the Cities of Manassas and Manassas Park have a combined population of approximately 454,538. The ACS census data estimates that of the total population in the immediate OmniRide service area, 56,627 individuals speak English less than very well, which is 12.5% of the total OmniRide service area population as shown in **Table 1**.

#### ***LEP Population for OMNIRIDE Service Area***

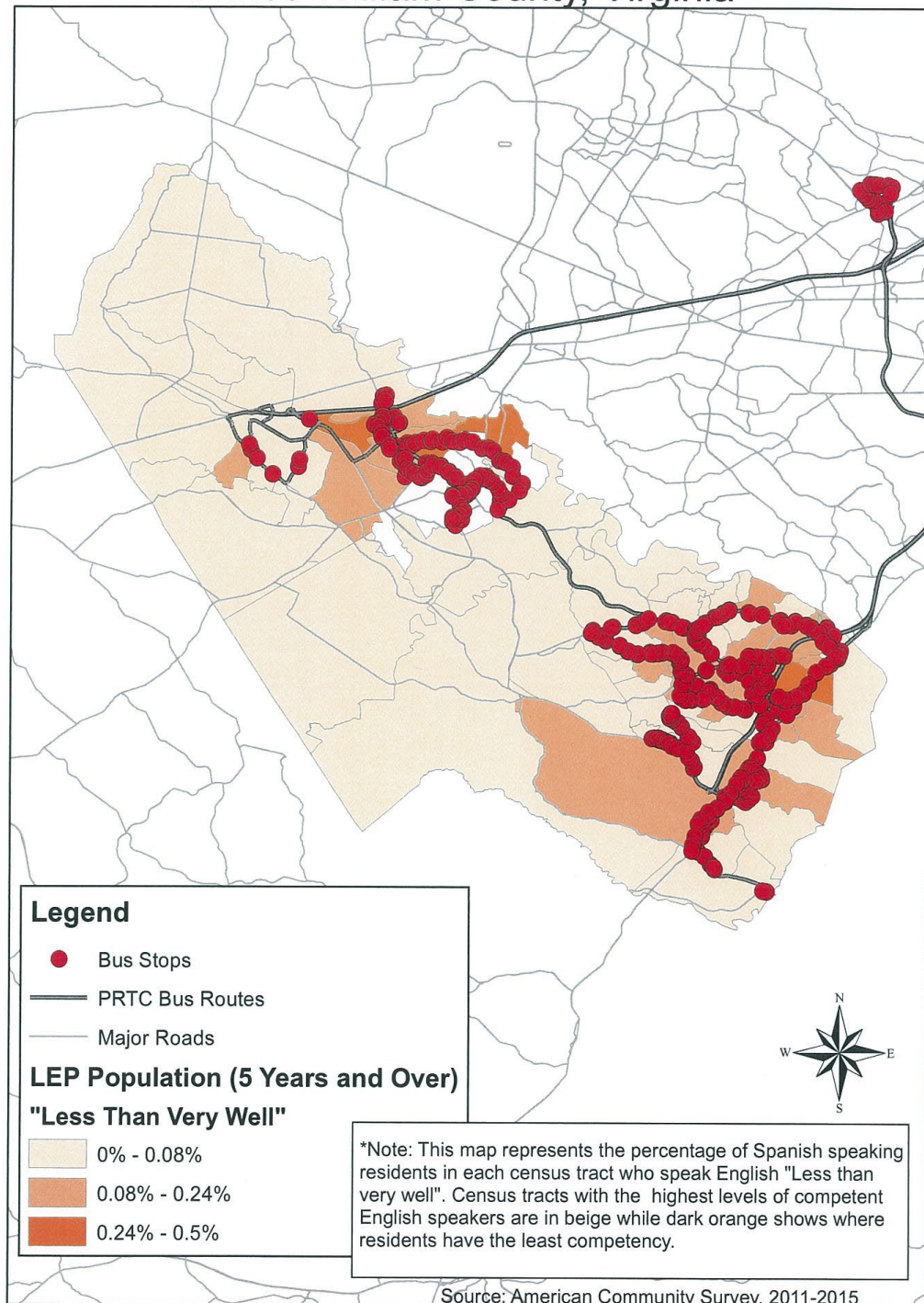
**Table 1: LEP Population (5 Years and Over) - OMNIRIDE Immediate Service Area**

OMNIRIDE Service Area: Prince William County and Cities of Manassas and Manassas Park		LEP Population (speaks English less than very well)	% of Total Population	% of Total LEP Population
<b>Total Population ACS 2011-2015</b>	<b>454,538</b>	<b>56,627</b>	<b>12.46%</b>	
<b>Spanish or Spanish Creole:</b>		38,377	8.44%	67.77%
<b>Vietnamese:</b>		2,566	0.56%	4.53%
<b>Korean:</b>		2,348	0.52%	4.15%
<b>African languages:</b>		2,225	0.49%	3.93%
<b>Urdu:</b>		1,486	0.33%	2.62%
<b>Other Indic languages:</b>		1,468	0.32%	2.59%
<b>Chinese:</b>		1,094	0.24%	1.93%
Persian:		945	0.21%	1.67%
Arabic:		932	0.21%	1.65%
Tagalog:		893	0.20%	1.58%
Other Indo-European languages:		611	0.13%	1.08%
French (incl. Patois, Cajun):		376	0.08%	0.66%
Russian:		348	0.08%	0.61%
Thai:		331	0.07%	0.58%
Mon-Khmer, Cambodian:		330	0.07%	0.58%
Other Slavic languages:		253	0.06%	0.45%
Portuguese or Portuguese Creole:		229	0.05%	0.40%
Other Pacific Island languages:		212	0.05%	0.37%
Other Asian languages:		203	0.04%	0.36%
Laotian:		199	0.04%	0.35%
Hindi:		191	0.04%	0.34%
Gujarati:		183	0.04%	0.32%
German:		160	0.04%	0.28%
Japanese:		144	0.03%	0.25%
French Creole:		100	0.02%	0.18%
Other Native North American languages:		94	0.02%	0.17%
Italian:		72	0.02%	0.13%
Serbo-Croatian:		67	0.01%	0.12%
Other and unspecified languages:		63	0.01%	0.11%
Greek:		52	0.01%	0.09%
Polish:		39	0.01%	0.07%
Scandinavian languages:		36	0.01%	0.06%
<b>Total LEP</b>		<b>56,627</b>	<b>12.46%</b>	<b>100.00%</b>

Source: U.S. Census Bureau, 2011-2015 American Community Survey, 5-Year Estimates

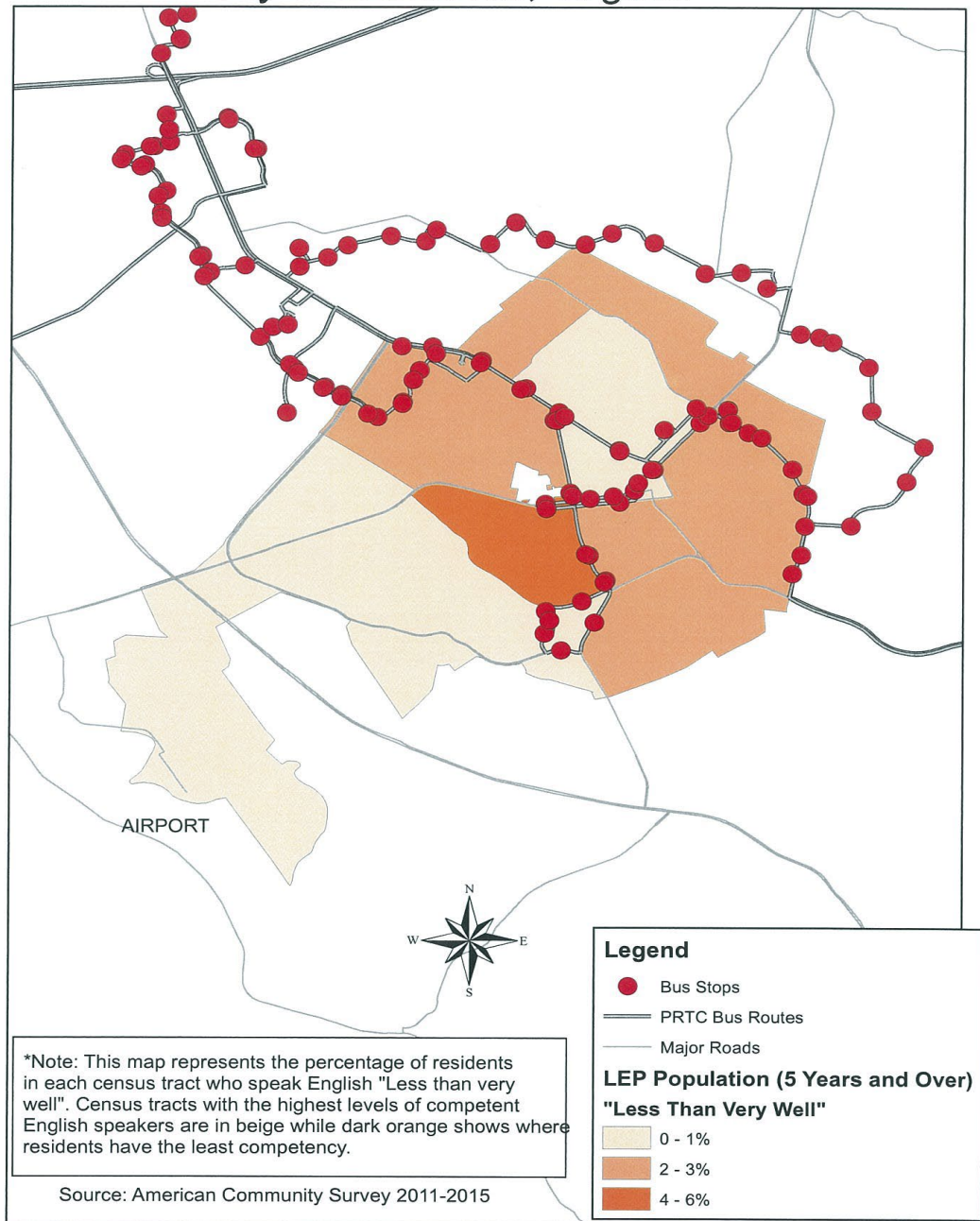
The most prevalent non-English language spoken in the OmniRide service area is Spanish (38,377 LEP persons), which account for 8.4% of the total population within the service area of Prince William County and the Cities of Manassas and Manassas Park. Limited English Proficient Maps show where the LEP Population of Spanish Speakers reside in Prince William County and the Cities of Manassas and Manassas Park in relation to PRTC bus routes and bus stops.

## Limited English Proficient - Spanish Speakers Prince William County, Virginia



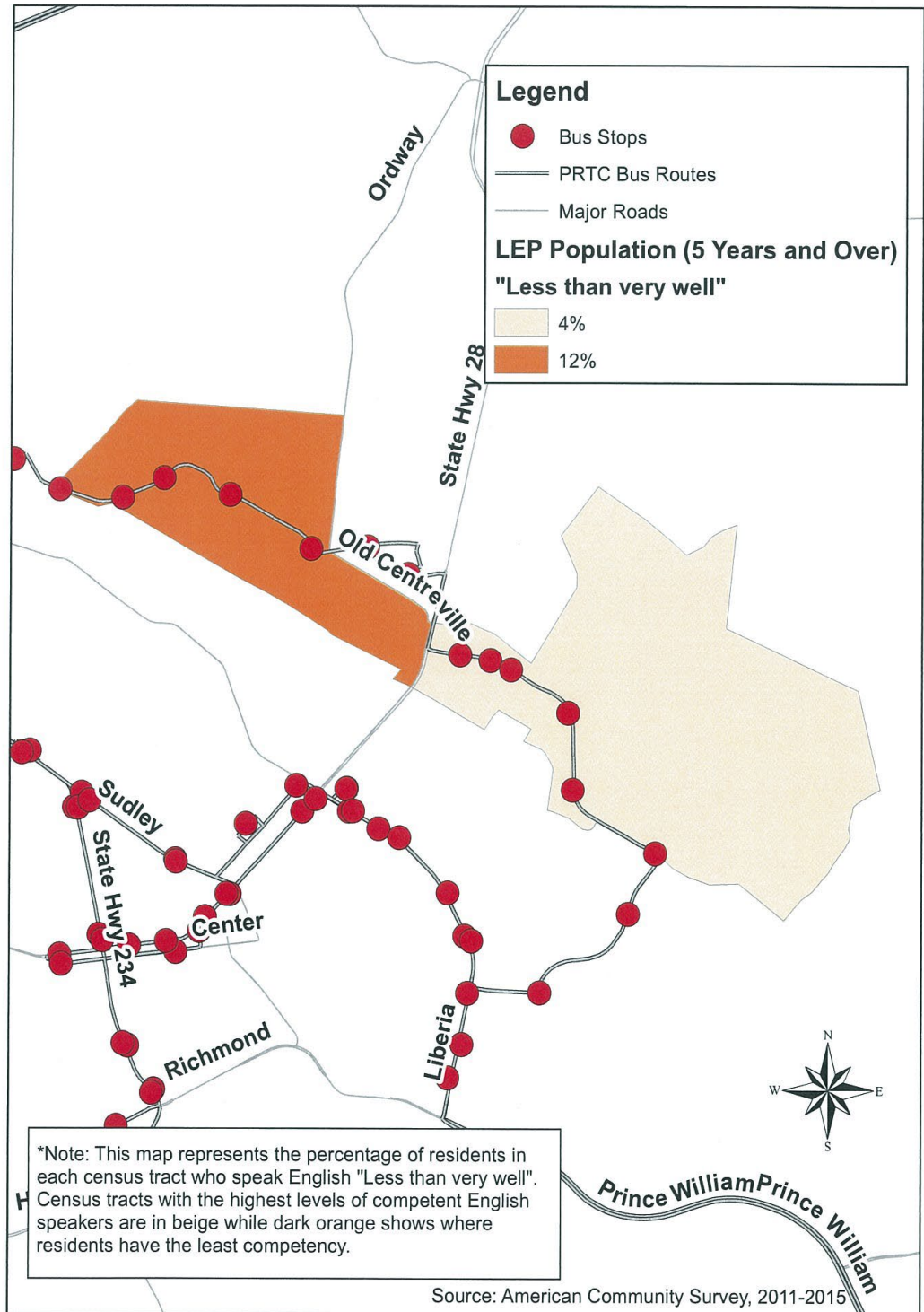


## Limited English Proficient - Spanish Speakers City of Manassas, Virginia





# Limited English Proficient - Spanish Speakers City of Manassas Park, Virginia



## VRE Rail Service

A review of the ACS data revealed that the total population for the VRE service area (Arlington, Fairfax, Prince William, Stafford and Spotsylvania counties; Cities of Alexandria, Fredericksburg, Manassas and Manassas Park) is approximately 2,736,105. The total number of LEP persons in the VRE service area is 285,431, which is 10.4% of the total eligible service population. Of the 285,431 residents that would be considered LEP, (speak English “less than very well”), 141,461 or 49.5% are Spanish speakers. In addition to Spanish speakers, Korean, Vietnamese, African languages, and Chinese are among the most prevalent LEP speakers in the VRE service area as shown in **Table 2**).

### ***LEP Population for VRE Service Area***

***Table 2: LEP Population (5 Years and Over) - VRE Service Area***

<b>VRE Service Area:</b> Arlington, Fairfax, Prince William, Stafford, Spotsylvania Counties - Cities of Alexandria, Fredericksburg, Manassas, and Manassas Park		<b>LEP Population (speaks English less than very well)</b>	<b>% of Total Population</b>	<b>% of Total LEP Population</b>
<b>Total Population ACS 2011-2015</b>	<b>2,129,054</b>	<b>252,795</b>	<b>11.87%</b>	
Spanish or Spanish Creole:		121,845	5.72%	48.20%
Korean:		23,217	1.09%	9.18%
Vietnamese:		18,210	0.86%	7.20%
African languages:		12,797	0.60%	5.06%
Chinese:		12,700	0.60%	5.02%
Arabic:		9,365	0.44%	3.70%
Other Indic languages:		7,656	0.36%	3.03%
Persian:		6,905	0.32%	2.73%
Urdu:		6,873	0.32%	2.72%
Tagalog:		4,863	0.23%	1.92%
Other Asian languages:		4,544	0.21%	1.80%
French (incl. Patois, Cajun):		3,169	0.15%	1.25%
Other Indo-European languages:		2,505	0.12%	0.99%
Russian:		2,483	0.12%	0.98%
Thai:		2,430	0.11%	0.96%
Hindi:		2,236	0.11%	0.88%
Japanese:		1,826	0.09%	0.72%
Mon-Khmer, Cambodian:		1,236	0.06%	0.49%
Portuguese or Portuguese Creole:		1,067	0.05%	0.42%
German:		865	0.04%	0.34%
Other Pacific Island languages:		762	0.04%	0.30%
Other Slavic languages:		713	0.03%	0.28%
Gujarati:		666	0.03%	0.26%
Italian:		652	0.03%	0.26%

Laotian:	633	0.03%	0.25%
French Creole:	578	0.03%	0.23%
Greek:	575	0.03%	0.23%
Serbo-Croatian:	372	0.02%	0.15%
Armenian:	266	0.01%	0.11%
Other and unspecified languages:	172	0.01%	0.07%
Scandinavian languages:	113	0.01%	0.04%
Polish:	109	0.01%	0.04%
Other Native North American languages:	109	0.01%	0.04%
Hungarian:	92	0.00%	0.04%
Other West Germanic languages:	86	0.00%	0.03%
Hebrew:	85	0.00%	0.03%
Hmong:	20	0.00%	0.01%
Yiddish:	0	0.00%	0.00%
Navajo:	0	0.00%	0.00%
<b>Total LEP</b>	<b>252,795</b>	<b>11.87%</b>	<b>100.00%</b>

Source: U.S. Census Bureau, 2011-2015 American Community Survey, 5-Year Estimates

### Safe Harbor Provision

The Safe Harbor provision of FTA Circular 4702.1B stipulates that, “if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be affected or encountered, then such action will be considered strong evidence of compliance with the recipient’s written translation obligations.

As shown in **Table 1**, OmniRide identified seven (7) LEP populations of 1,000 or more individuals who speak English “less than very well” and for whom notice of language assistance and written translation of vital documents is required: Spanish, Vietnamese, Korean, African languages, Urdu, Other Indic languages and Chinese.

Spanish speakers exceed the Safe Harbor thresholds and are 67% of the LEP speakers in the OmniRide service area. While the speakers of Vietnamese, Korean, African languages, Urdu, Other Indic languages and Chinese, do not meet the 5% threshold, they each have more than 1,000 persons who are not proficient in speaking English. Although the speakers of these languages may trigger an LEP responsibility, the populations are still small in number. In light of the economic situation and attendant financial limitations, OmniRide is not able to translate all vital documents into the many languages, however, OmniRide will translate vital documents upon request. Also, OmniRide is able to provide language assistance to speakers of these languages in other ways and will continue to monitor the growth of these language groups.

### ***Translation of Vital Documents***

Vital documents are defined as those documents without which a person would be unable to access services. Currently, all of OmniRide's vital documents are translated into Spanish and printed in both English and Spanish as identified below:

- Bus schedules
- Emergency Service Plan
- Major Service Changes
- Onboard surveys
- Paratransit Application
- Public Hearing documents
- Reduced Fare Application
- Title VI Protection Notifications

Also public hearings are advertised in area newspapers and aboard OmniRide buses (all in English and Spanish). In addition, OmniRide advertises on a local Hispanic radio station and also in Hispanic newspapers. Finally, individuals who require special assistance to participate at the Public Hearing (such as a sign language or foreign language interpreter) can contact OmniRide no later than ten (10) days prior to the Public Hearing to make the necessary arrangements. OmniRide will continue to offer these services to the Spanish speaking and other LEPs.

### **VRE Rail Service**

Over 18 LEP populations in the VRE service area exceed the thresholds provided by Safe Harbor with Spanish being the most prevalent with 121,845 speakers. In addition to Spanish, speakers of Korean, Vietnamese, African languages, Chinese and Arabic were among the top languages. It would cause an undue burden for VRE to translate vital documents into so many languages. However, VRE's safety brochure, "Passenger Safety and Security, A Commuter Guide to Safe Travel" has been translated into Spanish. VRE also has a language line, accessible by both VRE Customer Service staff and the train Conductors, and Google translate on their website which can be used to assist LEPs who speak languages other than Spanish.

OmniRide and VRE are strongly committed to seeking and encouraging public participation in the overall regional transportation planning process and in the planning process for its individual issues, initiatives, proposed plans, proposed budgets, capital and/or operating projects. This includes seeking out and considering viewpoints of minority individuals and persons with Limited English Proficiency (LEP). Examples of the types of strategies that will be used in its effort to solicit participation from the public is provided in OmniRide/VRE Public Outreach to Minorities and Limited English Proficient Speakers as provided herein.

## **OmniRide/VRE Public Outreach to Minorities and Limited English Proficient Speakers**

During planning for public engagement in general, PRTC and VRE have incorporated strategies to promote involvement of minority, LEP, and low-income populations in public participation activities as appropriate for the plan, project, or service change in question consistent with Federal Transit Administration Circular 4702.1B (“Title VI Requirements and Guidelines for Federal Transit Administration Recipients”), Executive Order 13166 on Limited English Proficiency and the U.S. Department of Transportation LEP Guidance.

### **Goals and Guiding Principles**

The overall goal of PRTC/VRE public outreach is to establish a framework for achieving mutual understanding of project issues among all concerned stakeholders involved and impacted by the relevant project or service change. PRTC engages in public outreach to ensure that its stakeholders- federal, state, and local officials, residential and business owners, citizens and other interested parties, and neighborhood and interest groups- receive information regarding the status of the relevant project and/or fare and service changes and participate in the decision making and planning process.

PRTC will continue to promote and enhance the use of its ongoing public participation methods to reach out to low income, minority and LEP populations. PRTC will conduct proactive outreach to expand the reach, inclusivity and effectiveness of these ongoing methods.

### **Public Participation Strategies**

PRTC will employ multiple strategies to encourage participation by stakeholders, individuals, groups and organizations, which can include on-line forums, public hearings, posting information on PRTC’s Website, sending email alerts and Rider Express messages, posting flyers aboard PRTC buses (all in English and Spanish), advertising on a local Hispanic radio station (Radio Festiva Hispanic), distributing flyers to social service agencies and public schools in Prince William County and the Cities of Manassas and Manassas Park with a high incidence of ESL students, or informing Community and faith based organizations that PRTC has relationships with. Other effective practices include:

- a. OmniRide has created a Hispanic Council in an effort to provide a Transportation Education/Awareness campaign geared towards the Hispanic Community within Prince William County. A few meetings have been held to garner feedback and learn about the transportation needs, challenges and how best to engage with the Hispanic Community.
- b. Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities. VRE schedules meetings in all seven (7) jurisdictions and the meeting locations are transit accessible.

- c. Coordinating with community- and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- d. Employing different meeting sizes and formats. For example, instead of a formal meeting, information may be provided in an open format with boards and other visual communication.
- e. Advertising via radio, television, or newspaper ads on stations and in publications that serve LEP populations.

Members of Limited English Proficiency (LEP) populations in particular are served through the use of translated documents, translation services through the PRTC and VRE websites, through interpreters available by calling PRTC at 404-463-4782 and by the availability of interpreters at public meetings when requested.

Once plans have taken shape (for service change, fare increase, new project), printed information is created that explains the proposed changes. These informational materials (available in English and Spanish) are placed on the buses and used as handouts at public informational meetings and hearings. Flyers and posters that direct interested individuals to these materials are also posted on the buses, at the PRTC Transit Center, and are provided to facilities (libraries, senior communities, human service organizations, schools, etc.) which are likely to be impacted by the service changes.

Any interested individual is invited to make comments. Comments may be submitted in person at the public informational meetings and public hearings. In addition, comments may be submitted over the phone to Customer Service staff, or via email, and online via the PRTC'S website.

Information about scheduled public meetings is available via:

- 1. Bus posters
- 2. Bus stop posters
- 3. PRTC meeting agenda
- 4. Posters in Transit Center offices and transfer stations
- 5. PRTC's website
- 6. Appropriate venues, such as senior communities, human service organizations, and schools
- 7. Email notification and social media

All comments received are reviewed by staff and provided to the PRTC Board of Commissioners for consideration in the final decisions. The goal of the PRTC is to always provide the best possible service to the riding public.

## **Public Participation Outcomes**

PRTC is committed to reviewing its Public Outreach Plan and the effectiveness of the strategies contained herein. However, given PRTC's and VRE's limited staff and financial resources, public participation outreach must focus primarily on obtaining high quality public input rather than merely large quantities of public input. Accordingly, PRTC and VRE will work to provide the public and other interested parties with information and perspective necessary to provide thoughtful and considered comments that will assist the PRTC and VRE in setting policies and procedures that will ensure that it delivers high quality services to its customers and constituents.

## **FACTOR 2 - Frequency of Contact by LEP Population**

The second step in developing a language assistance plan is to determine the frequency of contact with OmniRide and VRE services, programs, and activities by LEP populations. For purposes of this assessment, OmniRide and VRE consulted the following data sources to determine the frequency of encounters by LEP residents with OmniRide services. These sources include:

- OmniRide Bus Operators and Customer Service Staff
- OmniRide Call Center Usage of Translation Services
- OmniRide Website Translation Services
- OmniRide Spring 2017 On-Board Bus Survey
- VRE Train Conductors and Customer Service Staff
- VRE 2018/2019 Customer Opinion Surveys

### **OmniRide Bus Services**

#### ***OMNIRIDE Bus Operators and Customer Service Staff***

OmniRide serves a diverse community and has experienced a growing Hispanic and Latino population in the last decade. OmniRide transit operators and customer service staff report daily interactions with LEP persons, particularly persons speaking Spanish as their primary language. In most cases, the information needed from OMNIRIDE specifically relates to the use of transit services including fares, bus route and schedule information. In some cases, some LEP persons are calling to schedule deviations on OMNIRIDE's Local services. English-speaking family members are often able to assist, however, OMNIRIDE provides help with translation when needed.

#### ***OMNIRIDE Call Center Usage of Translation Services***

OmniRide's Customer Service Center employs seven (7) customer services agents, two of which are bilingual in English and Spanish to handle incoming calls from customers; however

on any given day there may be only six (6) agents taking calls. On average, the customer service center handles about 5,260 calls a month. For calls that require translation services above what is provided by bilingual customer service agents, Language Line Services is used. Language Line is a company that provides over the phone translation in about 170 languages including, Spanish, Vietnamese, Chinese, French, Japanese, Korean, Russian, Somali, and Tagalog.

During Fiscal Year 2020, the OmniRide Customer service center received approximately 63,116 calls, out of which 170 calls required a third party Spanish speaking interpreter. This means that the frequency of encounter by the OmniRide customer advocate agents of person that require language assistance is less than one percent of all calls. According to Customer Service, no other language interpreters were requested as shown below in **Table 3**.

**Table 3: Translation Assistance Usage (FY 20)**

Month	# of Calls Taken	# of Calls Interpreted	Language	Avg. Length of Interpreted Call
Jul 2019	5718	13	Spanish	7 min. 0 sec.
Aug 2019	7658	26	Spanish	5 min. 0 sec.
Sep 2019	5976	17	Spanish	5 min. 2 sec.
Oct 2019	6764	17	Spanish	5 min. 0 sec.
Nov 2019	6083	19	Spanish	7 min. 9 sec.
Dec 2019	6039	22	Spanish	6 min. 9 sec.
Jan 2020	6586	21	Spanish	11 min. 0 sec.
Feb 2020	5184	7	Spanish	6 min. 6 sec.
Mar 2020	4720	17	Spanish	6 min. 5 sec.
Apr 2020	2664	1	Spanish	6 min. 0 sec.
May 2020	2419	4	Spanish	9 min. 0 sec.
Jun 2020	3305	6	Spanish	15 min. 3 sec.
<b>FY20 TOTALS</b>	<b>63,116</b>	<b>170</b>		

**Source: OmniRide Customer Service**

OmniRide passengers who may need assistance with language translations while visiting the OmniRide Transit Center are able to point to their language provided on a poster board located in the lobby and at the front desk. The poster board has over (20) twenty languages (Spanish, Arabic, Burmese, Cantonese, Farsi, French, Haitian Creole, Hindi, Hmong, Italian, Japanese, Korean, Mandarin, Polish, Portuguese, Punjabi, Russian, Somali, Tagalog, and Vietnamese); which are among the top ten languages spoken in the OmniRide Service area. The passenger is assisted by a customer service staff member who calls an interpreter and works with the customer to identify their need. The interpreter is provided at no cost to the passenger.



### ***OMNIRIDE Website Translation Services***

OmniRide's website, [www.omniride.com](http://www.omniride.com) provides service updates, OmniRide news and information pertaining to all of OmniRide's services (Commuter and Local Bus, Ride Matching Services and OmniRide's Vanpool Alliance Program). Also for those who subscribe, OmniRide provides Rider Express email and text message notifications to keep riders informed about events that could affect their daily commutes such as inclement weather, detours and missed bus stops. The OmniRide website can be a one-stop shop for passengers who currently use our services and also for new riders who may be interested in planning a trip to work, to a medical appointment or for social recreational purposes. Passengers can review a system map and also find out about upcoming public hearings.

The OmniRide website also provides bus information on Google Transit. With Google Transit, riders can plan a trip that includes transfers to the Washington Metropolitan Area Transit Authority's (WMATA) Metrorail system or other regional transportation partners. It integrates transit stop, route, schedule, and fare information to make trip planning quick and easy for everyone.

OMNIRIDE's website is also integrated with Google Translate, which is a multilingual service that translates written text from one language into another. Those who speak languages other than English are able to have OmniRide web pages translated into more than 90 languages. Unfortunately, the current version of the OmniRide website does not have the necessary tags embedded to track use of the translator. However, OmniRide is adding this capability so that this data can be provided in the near future.

### ***OMNIRIDE Spring 2017 On-Board Survey***

In 2017, OMNIRIDE conducted an on-board survey to collect key data from passengers of its four systems: Cross Country Connector, Metro Direct, OmniLink and OmniRide. On-board surveys were collected from November 16 through December 20, 2017. Surveys were conducted on weekdays (Tuesdays through Thursdays) and also on Saturdays for routes with Saturday service. All surveys were conducted on afternoon and early evening trips. Separate survey instruments were developed for each of the four systems. Surveys were available in both English and Spanish. In total, 1,167 riders completed the survey. Omniride was due to conduct a ridership survey in calendar year 2020, but because of the pandemic Express ridership is down 80% and Local service is down 45% and didn't feel that a survey at this time would capture the true demographics of the our ridership.

OMNIRIDE examined the ethnic breakdown and English proficiency of riders by service to assess how frequently minority populations use our services and to understand the most common trip purposes among this segment of the population. As shown in **Table 4**, on average, approximately 20% of the OmniLink, Cross County and Metro Direct riders classify themselves as Hispanic or Latino as opposed to 7.2% on OmniRide.

**Table 4: Race/Ethnicity of OMNIRIDE Bus Passengers**

Race/Ethnicity	OmniLink	Cross County	OmniRide	Metro Direct
White	19.8%	13.9%	38.5%	20.6%
Black or African American	54.9%	49.1%	37.2%	42.0%
American Indian or Alaska Native	5.1%	0%	1.6%	4.6%
Asian	5.3%	0%	7.7%	10.2%
Native Hawaiian or other Pacific Islander	1.1%	5.6%	1.5%	1.0%
Hispanic or Latino	19.5%	22.2%	7.2%	19.6%
Other	2.5%	5.5%	3.8%	3.3%

Source: Spring 2017 On-Board Passenger Survey

Note: Percentages may total more than 100% because some respondents gave multiple responses, i.e., they consider themselves more than one race/ethnicity.

OMNIRIDE's local bus services (OmniLink, Cross County and Metro Direct) have the highest incidence of riders who speak a language other than English at home as provided in **Table 5**. Some of these same individuals, particularly OmniLink and Cross County riders, do not speak English well or Not at All as shown in **Table 6** and are referred to as Limited English Proficient speakers.

**Table 5: Language Spoken at Home**

Speak Language Other than English at Home	OmniLink	Cross County	OmniRide	Metro Direct
Yes	22.8%	35.2%	15.4%	26.7%
No	70.7%	59.2%	81.7%	72.2%
Missing*	6.5%	5.6%	2.9%	1.1%

Source: Spring 2017 On-Board Passenger Survey

**Table 6: English Proficiency**

How Well Do You Speak English	OmniLink	Cross County	OmniRide	Metro Direct
Very Well	38.5%	31.8%	64.8%	72.0%
Well	10.5%	4.5%	12.5%	13.7%
Not Well	13.1%	31.8%	2.0%	1.3%
Not at All	3.6%	18.2%	0%	0%
Missing*	50.5%	57.2%	20.7%	13%

Source: Spring 2017 On-Board Passenger Survey

Because we know that most of our LEP speakers are riders of OmniLink, Cross County and Metro Direct, we reviewed the frequency of use for these bus services. Among OmniLink and Metro Direct bus riders, over 50% report using the service at 5 days or more a week. While 43.5% Cross County users ride the bus at least 4-5 days a week.

**Table 7: Frequency of Using Bus Service (Weekly)**

Frequency of using Bus Services (Weekly)	OmniLink	Cross County	Metro Direct
5+ days	58.3%	30.5%	57.1%
4 days	11.7%	13.0%	11.3%
3 days	11.5%	13.0%	11.6 %
2 days	9.4%	19.5%	1.9%
1 day	1.1%	1.8%	2.3%
Less than 1 day per month	1.5%	7.4%	1.7%
First time using	1.3%	1.8%	6.8%

Source: Spring 2017 On-Board Passenger Survey

A closer inspection of the survey data revealed that passengers use OmniLink and Cross County bus services to access a variety of activities such as shopping, school, social services, and medical appointments as compared to OmniRide and Metro Direct services (see **Table 9**).

**Table 8: Trip Purpose**

Main Trip Purpose/Activity	OmniLink	Cross County	OmniRide	Metro Direct
Work	77.2%	74.1%	98.4%	67.9%
Shopping	40.7%	38.9%	0%	2.3%
School (K-12)	6.4%	3.7%	0%	0%
School (College/Technical)	18.8%	3.7%	0.1%	4.9%
Home	0%	0%	0.5%	9.6%
Social Services	11.9%	5.6%	0.2%	0.6%
Social/Recreational Visit	20.1%	18.5%	0%	1.1%
Doctor/Medical Visit	25.5%	20.4%	0%	1.1%
*Missing	4.9%	9.2%	0.3%	10.2%

Source: Spring 2017 On-Board Passenger Survey

## VRE – RAIL SERVICE

### **2018/2019 VRE Customer Service Opinion Survey**

VRE has many ways to interact and communicate with passengers. However, train conductors, customer service, operations and communications staff report no contact with LEP persons. The results of VRE's 2018 and 2019 Customer Opinion Surveys provide explanation as to why there is no frequency with which LEP individuals come in contact with the programs and service provided by VRE.

The results of VRE's 2018 Customer Opinion Survey indicate that 86.1% of VRE riders do not speak a language other than English at home (**Table 9**). In addition, 99.9% of its riders speak English well and very well, while less than .1% do not speak English well or not at all (**Table 10**).

**Table 9: Language Spoken at Home (VRE)**

Speak Language Other than English at Home	Responses	% of Total
Yes	586	13.9%
No	3617	86.1%

*Source: VRE 2018 Customer Opinion Survey*

**Table 10: English Proficiency (VRE)**

How Wells Do You Speak English	Responses	% of Total
Very Well	4176	96.3%
Well	155	3.6%
Not Well	4	0.1%
Not at all	2	0.0%

*Source: VRE 2018 Customer Opinion Survey*

At this time, VRE has not received any requests for translation assistance through the language line, nor have they been notified that any LEP person was unable to access VRE services, programs or activities because of a need for language assistance.

A closer inspection of the VRE 2019 survey data revealed that passengers of VRE are frequent riders as over half of the respondents (56%) ride the VRE five times a week, which means these are regular riders (**Table 11**). Twenty-seven percent (27%) of survey respondents have been riding the VRE for at least 1 -3 years, while 10% of passengers have been riding the VRE for 20 years and more (**Table 12**).

**Table 11: Frequency of Riding VRE**

Frequency of Riding VRE	Responses	% of Total
Once a week	84	1%
Twice a week	209	4%
Three times a week	765	13%
Four times a week	1462	25%
Five times a week	3284	56%
Less than weekly	52	1%

Source: VRE 2019 Customer Opinion Survey

**Table 12: Length of time riding VRE**

Length of Time Riding VRE	Responses	% of Total
Less than a year	927	16%
1 – 3 years	1594	27%
4 – 6 years	1190	20%
7 – 9 years	667	11%
10 -15 years	840	14%
16 -20 years	330	6%
20+ years	237	4%

Source: VRE 2019 Customer Opinion Survey

We know that LEPs tend to be transit dependent and therefore use local bus services for several different purposes: transportation to work and to access a variety of activities such as doctor visits, shopping, school and social services. However, the main purpose riders use the VRE is to travel to work. VRE's commuter rail services operates Monday through Friday during morning and evening rush hours, and only in the peak direction. VRE does not operate service on weekends or Federal holidays. VRE survey results do not provide trip purpose, but it does provide type of employers of VRE riders (**Table 13**).

**Table 13: Employers of VRE Riders**

Employers of VRE Riders	Responses	% of Total
Military/Active Duty	212	4%
Federal Government	3954	67%
Private Company/Self Employed	939	16%
Not for Profit Organization (i.e. Association)	390	7%
Local or State Government	130	2%
Other	139	2%

Source: VRE 2019 Customer Opinion Survey

While OMNIRIDE and VRE used external census data to determine the number or proportion of LEP persons eligible or likely to be served in the provision of transit services, both external and internal resources were used to determine how frequently LEP individuals use OMNIRIDE and VRE services and how often OMNIRIDE and VRE staff comes in contact with or assists persons with limited English proficiency. However, all data sources confirmed that OMNIRIDE staff most often come in contact with and assist Spanish-speaking LEP individuals.

As a result, OMNIRIDE will continue to translate all vital documents into Spanish and provide translations for other LEP speakers upon request.

### **FACTOR 3: The Importance of OMNIRIDE’s Program to LEP Persons**

The third factor to consider in developing the Language Assistance Plan is to determine the importance of OMNIRIDE and VRE’s programs, services, and activities to LEP populations. Our experience in transit tells us that LEP speakers tend to be among the low-income populations and are more likely to use public transit and to be transit dependent.

From the OMNIRIDE On-board Survey of 2017, we know that incomes are lower for OmniLink, Cross County riders and higher for riders of OmniRide and Metro Direct. More than one-third (36.4%) of Cross County riders have annual incomes less than \$15,000. In contrast, 45.1% of OmniRide users have incomes of \$125,000 and higher.

**Table 14: Annual Income of OMNIRIDE Riders**

Income	OmniLink	Cross County	OmniRide	Metro Direct
< \$15,000	27.3%	36.4%	0.5%	15.6%
\$15,000 - \$24,999	21.8%	15.9%	0.2%	12.1%
\$25,000 - \$34,999	12.6%	15.9%	0.9%	15.3%
\$35,000 - \$49,999	18.9%	18.2%	2%	19.2%
\$50,000 - \$74,999	9.2%	6.8%	13.3%	13.4%
\$75,000 - \$99,999	1.7%	0%	15.6%	11.2%
\$100,000 - \$124,999	5.6%	6.8%	22.3%	2.3%
\$125,000+	2.9%	0%	45.1%	10.9%

*Source: Spring 2017 On-Board Passenger Survey*

Some of the same transit dependent passengers are also unlikely to have driver’s licenses. **Table 15** highlights that nearly all (96.6%) OmniRide Users have a valid driver’s license. In contrast, only 35.9% of OmniLink and 37.3% Cross County users have driver’s licenses and if Cross County services had not been available, 23.2% of Cross County riders would have had to catch a ride with someone else, while 46.3% would not have been able to make the trip as shown in **Table 16**. Being able to ride the bus and having access to OmniRide’s services is important, especially to the LEP population.

**Table 15: Driver's License Status**

License status	OmniLink	Cross County	OmniRide	Metro Direct
Licensed driver	35.9%	37.3%	96.9%	52.9%
No License	64.1%	62.7%	3.1%	47.1%

Source: Spring 2017 On-Board Passenger Survey

**Table 16: Mode if Bus Not Available**

Mode if bus not available	OmniLink	Cross County	Metro Direct
Drive alone	4.0%	7.4%	8.1%
Taxi	20.5%	7.4%	11.2%
Walked or biked	15.9%	0%	4%
Ridden with someone else	22.2%	23.2%	16.1%
VRE/Metro	0%	0%	7.4%
Could not have made the trip	16.8%	46.3%	34.4%
Other	16.3%	10.2%	14.6%

Source: Spring 2017 On-Board Passenger Survey

### VRE – RAIL SERVICE

VRE considers its commuter services to be an important and essential service for many people living in and beyond the service area. VRE operates 30 trains from 19 stations. Although VRE provides a very important and much needed transit service option to the Northern Virginia and Washington DC Region, a limited number of LEPs use the service. Because LEP speakers tend to be among the low-income populations, it is possible that VRE is too expensive to ride, especially on a daily basis. VRE's services are premium priced. Depending on where passengers are traveling to and from, a single-ride ticket can cost anywhere between \$3.40 to \$11.90 and monthly tickets can cost upward to \$327.00. The ticket costs are generally not an issue for most VRE riders as 78% of its riders have annual household incomes of \$50,000 or greater as shown in **Table 17**.

**Table 17: Income of VRE Passengers**

Household Income	Responses	% of Total
Under \$25,000	19	0%
\$25,000 – 49,999	98	2%
\$50,000 – 75,999	268	5%
\$76,000 – 99,999	490	8%

\$100,000 – 124,999	794	13%
\$125,000 – 149,999	802	14%
\$150,000 – 174,999	722	12%
\$175,000 +	1556	26%

Source: VRE 2019 Customer Opinion Survey

Because VRE riders tend to have higher incomes, they also tend to have at least two cars per household, which is generally not the case for LEPs.

**Table 19: Number of Vehicles in Household**

Number of Cars in Household	Responses	% of Total
0 Cars	16	0%
1 Car	813	14%
2 Cars	2513	43%
More than 2 cars	1779	30%

Source: VRE 2019 Customer Opinion Survey

#### **FACTOR 4 – Resources Available for the Language Assistance Implementation Plan**

The fourth and final factor requires an analysis of resources available to the recipient of federal funds to assure meaningful access to the service by LEP persons. OmniRide and VRE are committed to assuring that resources are used to reduce the barriers that limit access to its information and services by LEP persons. OMNIRIDE and VRE has expended significant funds on training and language services, this includes: the telephone translation service, printing of bus schedules and service change announcements in Spanish, website translation software, and bilingual staff in the call center. OmniRide and VRE uses resources to ensure that all staff members as well as our contractors are also committed and have received appropriate training so they know how to provide assistance and assure meaningful access to the LEP population.


##### ***Training Staff***

OmniRide’s Fixed Route Bus, Paratransit Operations and Maintenance Services contractor, Keolis is new to OmniRide, but most of its bus operators and operations supervisors have experience working with OmniRide. However, regardless of years of service, employees receive refresher training of Title VI Requirements and their responsibility to assist LEP customers in obtaining language assistance. Customer service representatives receive training on accessing language assistance through Language Line Solutions as part of their new employee training. Refresher training on this service is provided as needed.



Outside of customer service, OmniRide management have been provided with a card and quick reference guide that has their own personal access code (See below) in the event language assistance is needed. The personal access code allows OmniRide to know which staff member assisted with placing the call.

## OMNIRIDE Quick Reference Guide – Language Line Solutions



**Language Line Services**

**QUICK REFERENCE GUIDE**

*When receiving a call:*

- 1 **Use Conference Hold** to place the Limited-English speaker on hold.
- 2 Dial 1 866 874 3972
- 3 Press 1 for Spanish  
Press 2 for all other languages *(Speak the name of the language at the prompt)*  
You may press 0 or stay on the line for assistance.
- 4 Enter on your telephone keypad or provide the representative:
  - 6-digit Client ID: 5 2 2 2 0 0
  - Organization Name: Potomac & Rappshannock Trans Comm
  - Personal Code: Access Code 113

An interpreter will be connected to the call.
- 5 **Brief the Interpreter.** Summarize what you wish to accomplish and give any special instructions.
- 6 **Add the Limited-English speaker to the line.**

*When placing a call to a Limited-English speaker, begin at Step 2.*

If you need assistance when placing a call to a Limited-English speaker, you may press 0 to transfer to a representative at the beginning of the call.

At VRE, conductors (employees of VRE's contractor Keolis Rail Services) as well as Customer service staff received training on how to use and access Language Line Personal Interpreter Service as part of the Railroad Rules and Customer Service training. Conductors and customer service staff have been provided with wallet cards (see below) to keep at their phones and have been instructed on how to use them.

## VRE Wallet Card – Language Line Personal Interpreter

**LanguageLine Personal Interpreter Service**

- To connect to an interpreter, dial 1 888 808-9008 or +1 831 242-8841 if calling from outside of North America.
- At the prompt, enter your 8-digit PIN number: 12831735.
- Speak the name of the desired language. (e.g. Spanish)
- If the language you requested is correct, press 1.
- An interpreter will be connected. Tell them what you want to accomplish and give them any special instructions.
- Provide the number if you need to have the interpreter place an international or domestic call.

OmniRide and VRE will continue to track the number of language assistance calls placed to its language interpretation service.

In FY2020, OmniRide spent close to \$3,000 on translation and interpretation services. OmniRide and VRE will continue to expend a reasonable portion of the budgetary dollars to meet compliance goals in all areas of operations.

OmniRide and VRE will continue to provide oversight and monitoring of our respective contractors, Keolis to ensure that they accept OmniRide/VRE's Title VI program, including requirements for public notice, and implementation of the Language Assistance Plan.

### ***Monitoring and Updating the Plan***

Based on the four factor analysis, OmniRide and VRE have identified the language needs and services required to provide meaningful access to information for the LEP residents of Prince William County and the Cities of the Manassas and Manassas Park, Virginia. The Language Assistance Plan is designed to be flexible and to be reviewed. OmniRide and VRE will consider whether new documents and services need to be made accessible for LEP persons and will also monitor changes in demographics and the service that is provided in those demographics. When changes occur, the LEP plan will be updated as appropriate.



## Potomac and Rappahannock Transportation Commission

---

# Title VI System-Wide Service Standards Monitoring Results

February 2020

# Title VI System-Wide Service Standards Monitoring Results

## **TITLE VI REGULATORY BACKGROUND**

The Federal Transit Administration (FTA) requires transit providers that operate 50 or more fixed route vehicles in peak service and are located in urbanized areas (UZA) of 200,000 or more people to develop service standards and policies and to monitor the performance of service with respect to these standards and policies at least once every three years.

As a provider of fixed route service, PRTC is required to set service standards and policies and monitor its commuter bus services. Accordingly, PRTC's Service Standards and Policies were developed and approved for OmniRide commuter bus services only (OmniRide Express, Metro Express and OmniRide East-West Express) using the following indicators as required by the FTA:

### **Service Standards**

- A. Vehicle Load Factor
- B. Vehicle Headway
- C. On-Time Performance
- D. Service Availability

### **Service Policies**

- A. Vehicle Assignment
- B. Distribution of Transit Amenities

## **METHODOLOGY**

FTA Circular 4702.1B provides guidance on the approach to determining which routes fall into these categories: Minority Transit Route means a route that has at least 1/3 of its total route mileage in a census tract(s) or traffic analysis zone(s) with a percentage of minority population greater than the percentage of minority population in the transit service area.

PRTC completed the analysis to determine which routes should be monitored as non-minority and as minority. The analysis only considered the portion of revenue miles within Prince William County and the cities of Manassas and Manassas Park on each route that feature stops.

PRTC used data taken from U.S. Census Bureau, American Community Survey (ACS), 2015-2019, 5-Year Estimates to determine the Minority Population Average in the PRTC Service Area, which is 49%. The PRTC Service Area consist of: District of Columbia, Cities of Alexandria, Manassas and Manassas Park and the Counties of Arlington, Fairfax, Prince William and Stafford. Minority Persons include: Black or African American, Asian, American Indian and Alaska Native, Hispanic or Latino and Native Hawaiian or Other Pacific Islander.

The census tracts within Prince William County and the Cities of Manassas served by each route were reviewed to determine if they exceeded the Minority Population Average of 49%. The census tracts 49% or greater are considered a Minority Census Tract. After careful review of the minority census tract data, PRTC determined that the following routes would be monitored as minority and non-minority routes, as provided below:

### **Minority Routes**

1. **Dale City-Washington Express (D-100)** – all route revenue miles within Prince William County were determined to be in minority census tracts.
2. **Prince William Metro Express (PWMD)** - all route revenue miles within Prince William County were determined to be in minority census tracts.
3. **South Route 1 Express (RS)** – 95% of the route revenue miles within Prince William County were determined to be in minority census tracts.

### **Non-Minority Routes**

1. **Gainesville-Pentagon Express (612)** – although 39.4% of the route revenue miles within Prince William County were determined to be in non-minority census tracts, the only bus stop served by the route is a park-and-ride lot located in an industrial area within a non-minority census tract.
2. **Haymarket-Rosslyn/Ballston Express (622)** – 53.5% of the route revenue miles within Prince William County were determined to be non-minority census tracts. All residential bus stops are located within non-minority census tracts.
3. **Linton Hall Metro Express (61)** – although 46.3% of the route revenue miles within Prince William County were determined to be non-minority census tracts, six of the seven bus stops served by this route are located in non-minority census tracts. The only bus stop located within a minority census tract is at a park-and-ride lot in an industrial area.

For the purposes of this analysis, three commuter routes were defined as minority routes (Dale City-Washington Express, Prince William Metro Express, and South Route 1 Express) and three commuter routes were defined as “non-minority routes” (Gainesville-Pentagon Express, Haymarket-Rosslyn/Ballston Express, and Linton Hall Metro Express). Transit providers have the option of defining a minority route based on the above definition or using local demographics and/or ridership characteristics. Using this guidance, the demographic makeup of each route was determined. For each route type, the route makeup was determined based on weekday route configurations.

All further data presented in this report was gathered on Wednesday, February 12, 2020.

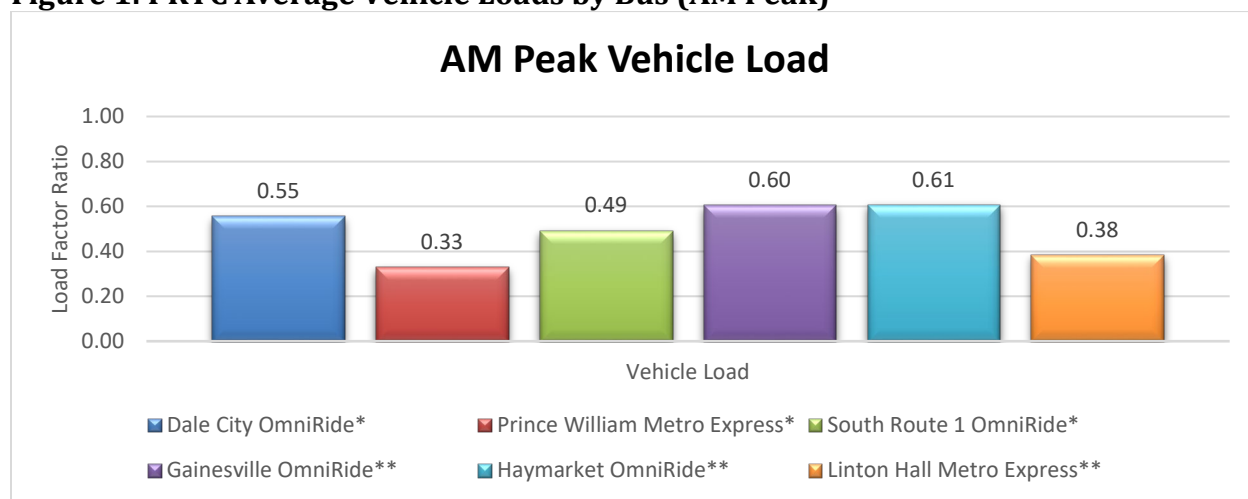
## **SERVICE STANDARDS**

### **A. Vehicle Load Factor**

**Vehicle load is expressed as the ratio of passengers to the total number of seats on a vehicle.**

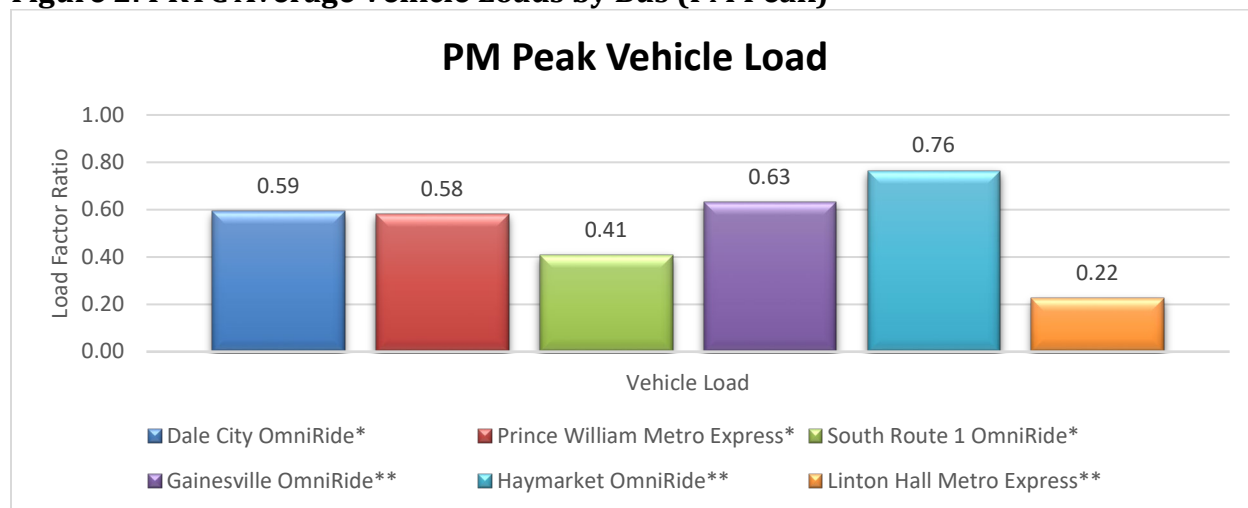
PRTC's vehicle load standard is 1.0. On February 12, 2020, when the selected routes were monitored, none of OmniRide's Express or Metro Express routes exceeded this standard. The longer travel times at highway speeds inherent in commuter bus operation are the primary driver of PRTC's desire to minimize the number of standees on our Express and Metro Express services. The results of monitoring is reflected in the two charts below (Figures 1 and 2). As shown in the charts, vehicle loads are relatively consistent across the monitored trips and there is little difference between the minority and non-minority routes.

**Figure 1: PRTC Average Vehicle Loads by Bus (AM Peak)**



**\*Minority Routes \*\*Non-Minority Routes**

**Figure 2: PRTC Average Vehicle Loads by Bus (PM Peak)**



**\*Minority Routes \*\*Non-Minority Routes**

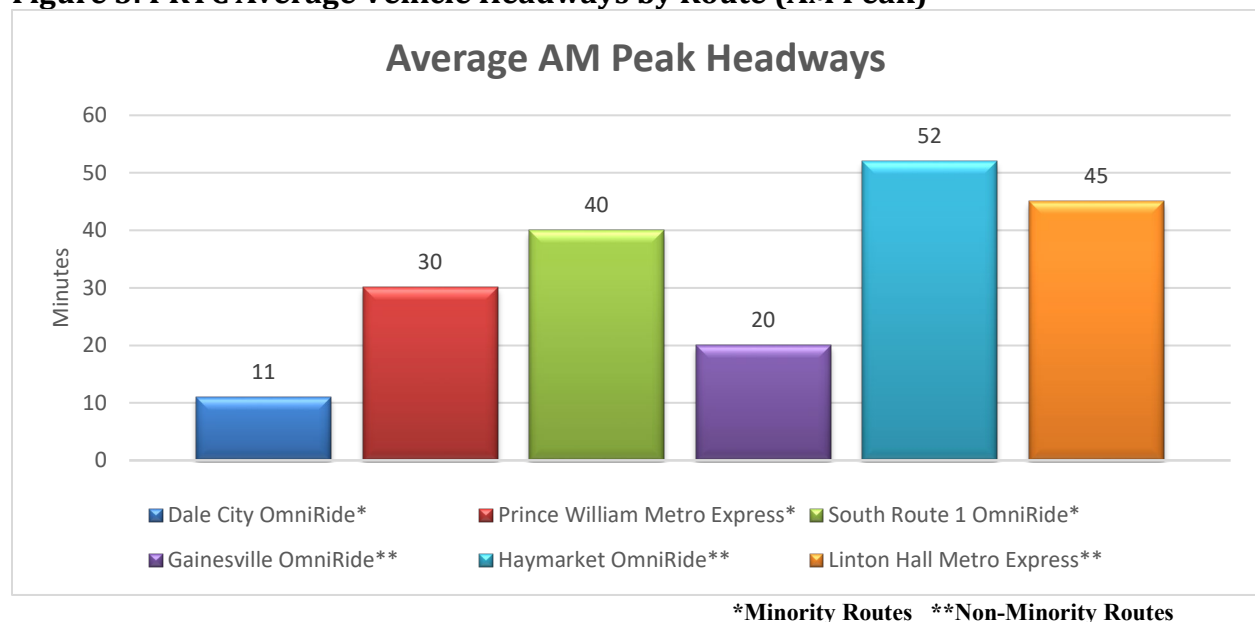
## B. Vehicle Headway

**Vehicle Headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines.**

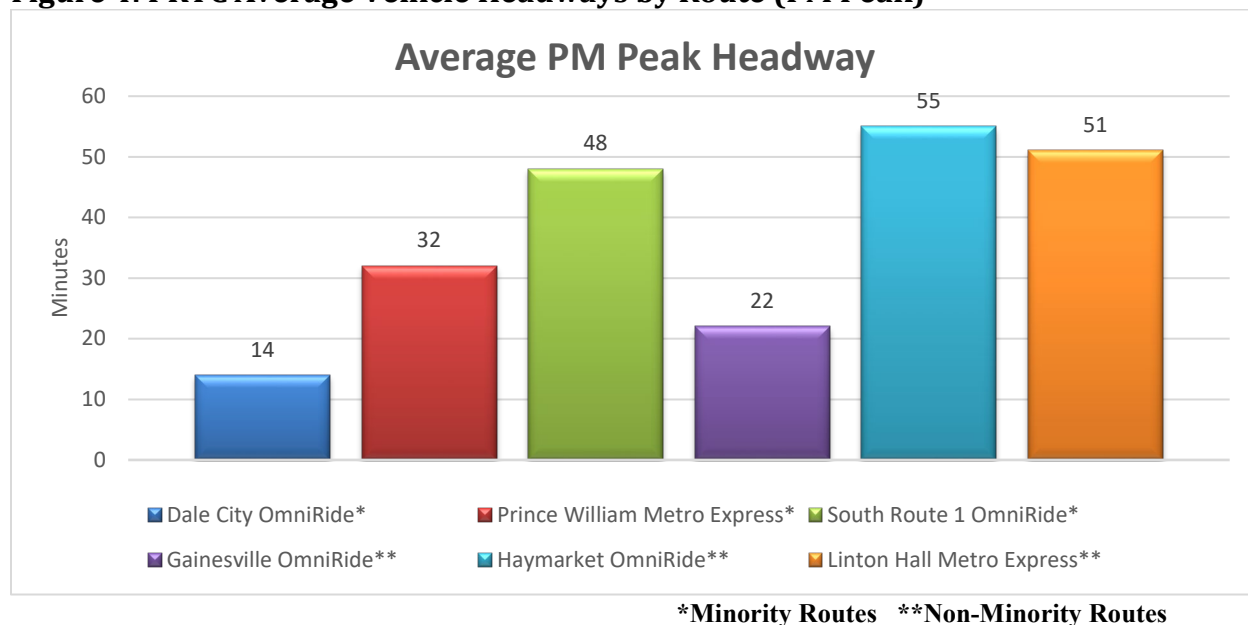
Development of headways on PRTC's bus services is largely demand based as opposed to policy based. For Express services this demand is often driven by parking capacity and availability at park-and-ride lots. For example, the D-100 Dale City-Washington Express route serves approximately 4,000 commuter parking spaces at five different park-and-ride lots and this is reflected in the high peak frequencies at which the route operates. On the other hand, Route 612 Gainesville-Pentagon Express serves a single park-and-ride lot with 960 spaces. This, too, is reflected in the route's frequencies. Although higher frequency services are concentrated within routes designated as minority routes this is largely a reflection of available infrastructure and logical route patterns, which is depicted below.

On February 12, 2020, PRTC monitored the three minority and three non-minority routes during the AM and PM Peak. Route 622 Haymarket-Rosslyn/Ballston Express, had the longest AM and PM peak headway, followed by Route 61 Linton Hall Metro Express. Both are considered non-minority routes.

**Figure 3: PRTC Average Vehicle Headways by Route (AM Peak)**



**Figure 4: PRTC Average Vehicle Headways by Route (PM Peak)**



### C. On-Time Performance

**On-time performance is the measure of runs completed as scheduled.**

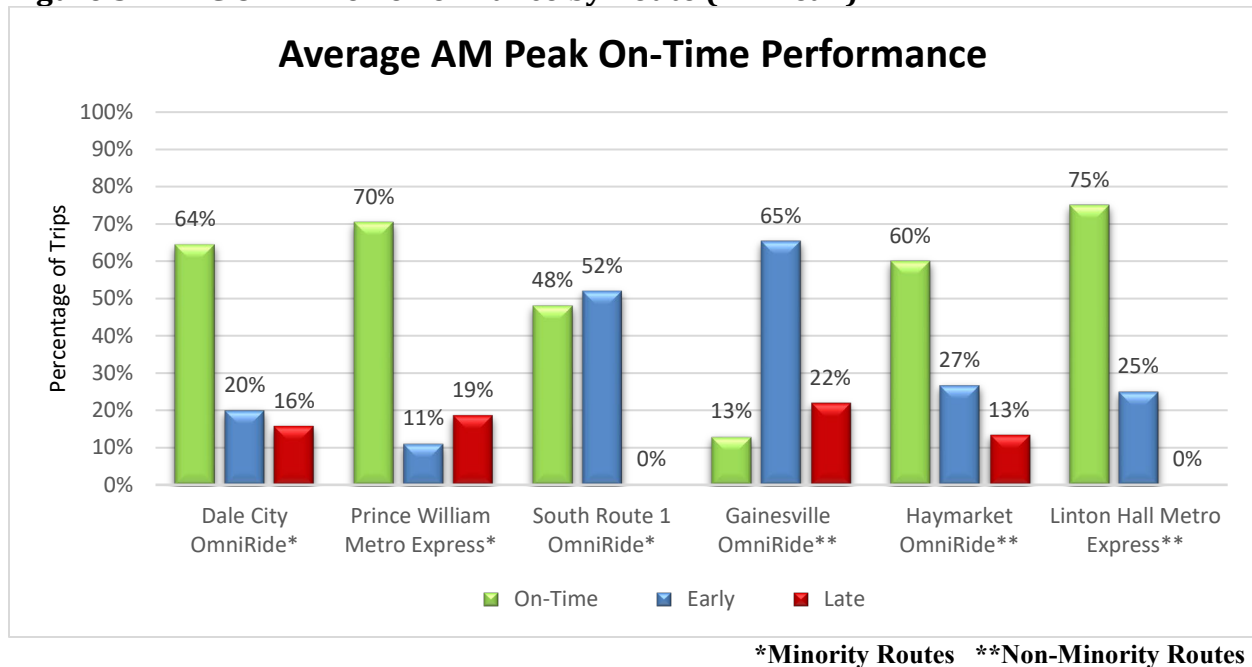
PRTC fully implemented its CAD/AVL System in CY 2016, allowing PRTC to report on-time performance metrics. Trips are considered to be on-time if they reach their destination within 5 minutes of the published scheduled.

As it can be seen on Figure 5 and 6, there appear to be little variations on the on-time performance of the minority and non-minority routes. As a whole, the available data does not appear to indicate that non-minority routes are favored with a better or more consistent arrival times. Instead, the on-time performance appears to be influenced by two factors. First, PRTC operating procedures. As a policy, Express routes operate on drop-off only mode once they reach their destinations. Since routes do not hold for their published departure times, a number of them show a fairly large percentage of early trips.

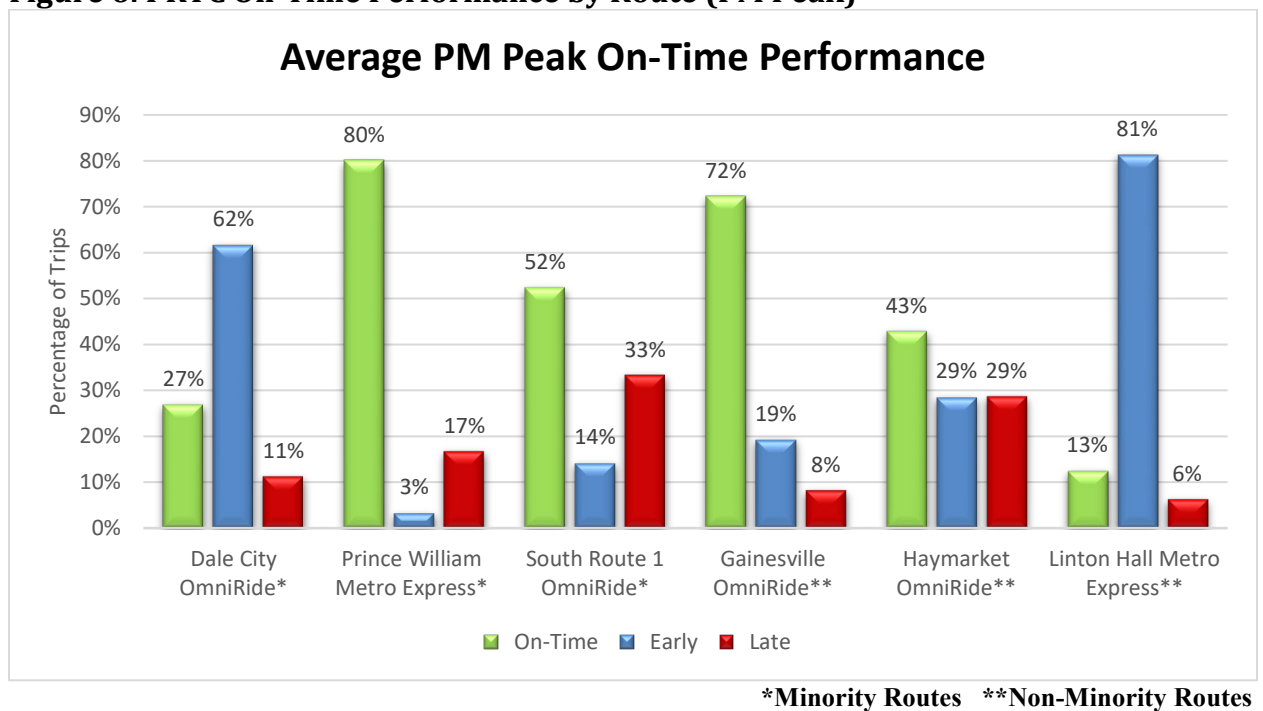
Second, on-time performance is impacted by the operating environment. Some of the routes under review begin or end in Washington, D.C. a city with limited locations where our commuter vehicles can pull out of traffic and wait for its scheduled departure time. This is compounded by the unpredictability of traffic, which is often influenced by activities related to the city's unique role as the seat of the federal government. For routes operating within the I-66 corridor (Gainesville-Pentagon, Haymarket-Rosslyn/Ballston, and Linton Hall Metro Express), construction of the HOT lanes appears to have played a role in the on-time performance.



**Figure 5: PRTC On-Time Performance by Route (AM Peak)**



**Figure 6: PRTC On-Time Performance by Route (PM Peak)**



## D. Service Availability

**Service availability is a general measure of the distribution of routes within a transit provider's service area.**

PRTC's Express and Metro Express routings are largely concentrated in neighborhoods or along arteries in the area's two interstate highway corridors. These are the areas with the greatest population density and are home to the county's significant network of park-and-ride lots. The park-and-ride lots act as activity centers that generate the vast majority of boardings for Express and Metro Express services and support a wide range of travel activities - carpooling, vanpooling, transit, and slugging (casual carpooling). These service and use patterns combined with a lack of park-and-ride capacity and travel options in areas beyond Prince William County create a very large potential catchment area making it difficult to describe service availability in strict geographic terms.

As can be seen in Figure 7 below, riders boarding at stops accessible to residential areas by walking make up a relatively small number of total boardings on most of the routes under monitoring. The exceptions are South Route 1 Express and Linton Hall Metro Express, both of which partially serve corridors with residential developments. Placement of park-and-ride facilities combined with suburban development patterns and lack of consistent residential density can lead to large gaps in stop distances. Even in residential areas, density patterns can vary widely from one side of a primary artery to another.

**Figure 7: Average Boardings at Residential Stops**

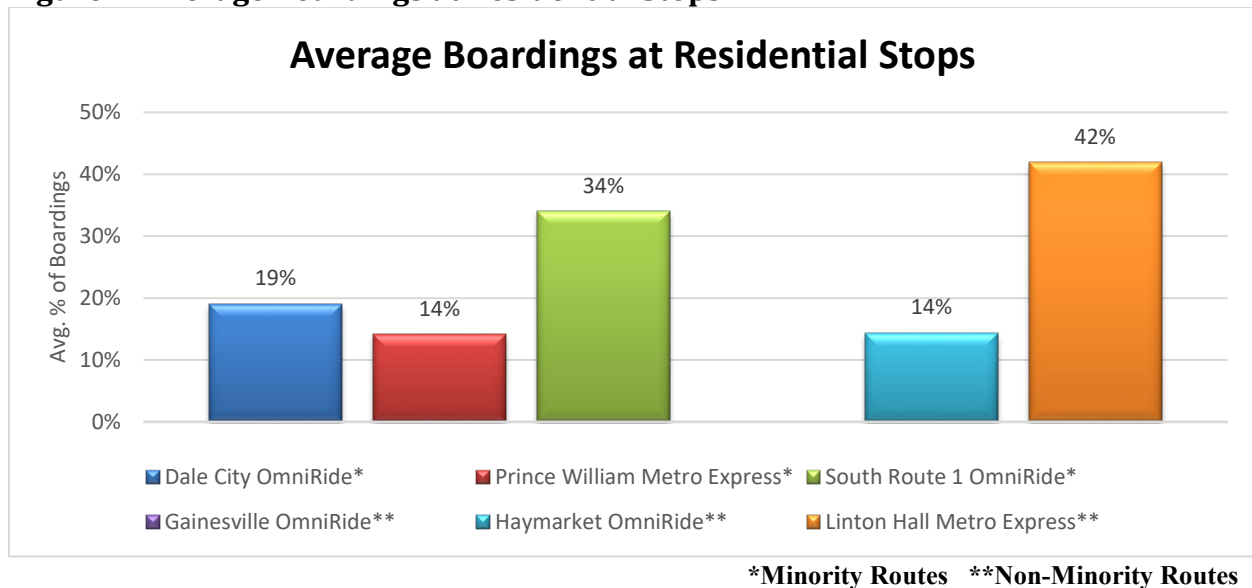
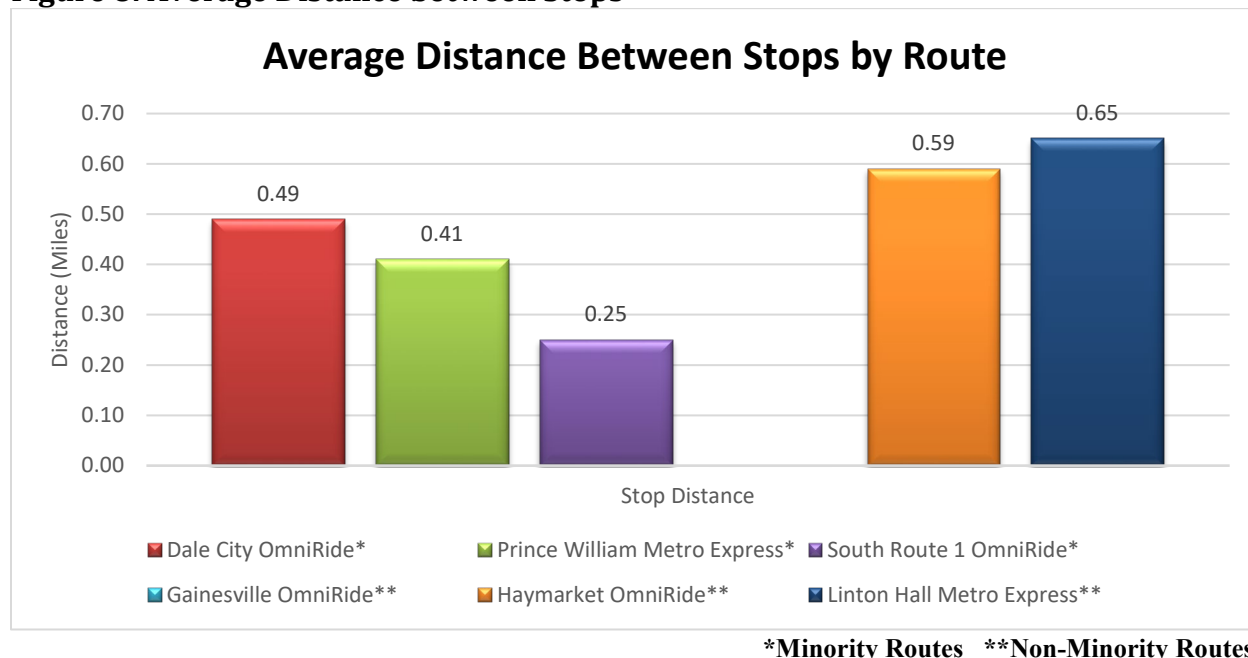


Figure 8 below shows the average distance between stops on the three routes designated as minority routes and the three routes designated as non-minority routes on the portions of routing that are directly accessible to residential areas by walking. These measures are heavily influenced by roadway design and development patterns. The three minority routes with average distances between approximately one fourth and one-half of a mile are reflective of the service in the more

dense eastern areas of the county. On the western part of the county, residential bus stops tend to be spaced at longer distances due to the more sparse development. For these routes, service tends to be concentrated on serving bus stops at park-and-ride locations. Such is the case of Route 612 Gainesville-Pentagon Express, which does not serve any residential bus stops.

**Figure 8: Average Distance between Stops**



## **SERVICE POLICIES**

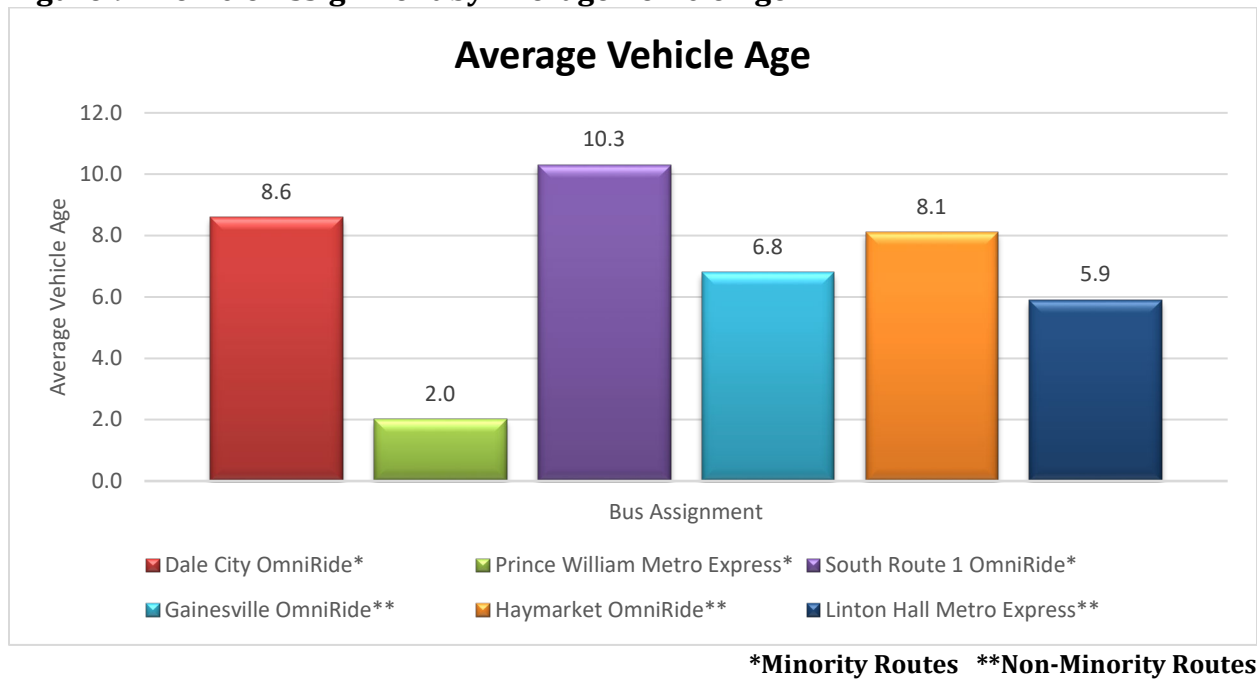
### **A. Vehicle Assignment**

**Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider’s system.**

PRTC’s policy is to assign 45 foot vehicles to Express services (commuter trips to core employment areas) and 40 foot vehicles to East-West Express and Metro Express routes. However, there are exceptions allowed for demand/capacity (in keeping with PRTC’s vehicle load policy) or for operational reasons (due to route characteristics Linton Hall Metro Express trips are often interlined with Express routes that require a 45 foot vehicle).

Average vehicle age largely results from this policy as PRTC’s current sub-fleet of 40 foot vehicles features a greater number of newer vehicles than our sub-fleet of 45 foot vehicles. As shown in Figure 9, there is little discernable difference between the average age of vehicles assigned to minority routes and those assigned to non-minority routes. A minority route had both the highest and lowest average vehicle age (South Route 1 Express, 10.3 years; Prince William Metro Express, 2 years). When averaged, the vehicle age of the minority and non-minority routes under monitoring is almost identical (6.96 years minority routes, 6.9 years non-minority routes).

**Figure 9: Vehicle Assignment by Average Vehicle Age**



## B. Transit Amenities

**Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed route transit operators must set a policy to ensure equitable distribution of transit amenities across the system.**

PRTC transit amenities include bus shelters, trash cans, lighting, benches, etc., which are distributed on a system-wide basis. The approved PRTC Bus Shelter Siting and Lighting Policy whereby shelters are warranted at stops where a minimum of 15 riders per day board or where a specified land use is proximate to the stop (e.g., health clinics, schools, elderly housing, government buildings, Senior Centers, hospitals, all of which are termed “neighboring uses” in the policy.

## **VRE SYSTEM-WIDE SERVICE STANDARDS AND POLICIES**

The Virginia Railway Express (VRE) System-Wide Service Standards and Policies address how service is distributed across the system and ensures services provided are fairly accessible to users. Service policies also ensure that service design and operations practices do not result in discrimination on the basis of race, color, or national origin.

These standards and policies are required by Federal law, as described in Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients", which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service located in urbanized areas (UZA) of 200,000 or more people to develop service standards and policies that monitor performance of service every three years. The service standards and policies, as well as evidence of service monitoring, will become a portion of the Title VI Plan which is submitted to FTA every three years.

Required quantitative standards are compiled for vehicle load, vehicle headway, on-time performance, and service availability. Required service policies are composed for distribution of transit amenities and vehicle assignments. Additional standards or policies may be developed as appropriate.

### **SERVICE STANDARDS**

#### **A. Vehicle Load**

Vehicle load or load factor is expressed as the ratio of passengers per vehicle or the ratio of passengers to the number of seats on a vehicle at the vehicle's maximum load point. It is used to determine the extent of likely overcrowding, to assign equipment (e.g., number/type of rail cars), and to make subsequent adjustments by lengthening or shortening trains.

VRE's goal is to not exceed the total number of seats available, plus allow no more than 15 standees per coach for the midweek average on any single train traveling through the maximum load point in the peak direction and hour. A maximum capacity factor of 1.11 per train has been designated to allow for up to 15 standees per passenger coach on VRE trains based on typical train sets currently being operated (Table 1).

Table 1: VRE Passenger Capacity by Train as of July 2020 (reduced service due to pandemic)

#### **Fredericksburg Line**

##### **Train Pair Total # of Seats**

<b>300 / 305</b>	1045
<b>302 / 309</b>	910
<b>306 / 307</b>	1045
<b>310 / 313</b>	780
<b>314 / 301</b>	780

#### **Manassas Line**

##### **Train Pair Total # of Seats**

<b>324/331</b>	780
<b>328/327</b>	1040
<b>330/325</b>	1040
<b>332/335</b>	780

Usually, VRE operates its trains in sets of four to eight cars to accommodate the level of ridership on each train. An eight-car train is the largest train set that VRE currently utilizes due to storage limitations in VRE storage yards. Train sets typically include a cab car and three to seven trailer coaches and at least one coach includes a bathroom. During the pandemic VRE reduced service to our “S” schedule, and later to the “S” schedule plus an additional train on each line with sets of six to eight cars allowing for better social distancing. This new schedule is known as “S” Plus.

Reviews and adjustment of train sizes are considered when passenger capacity exceeds or falls below established volume points. Adjustments are also made to train length when a typical ridership is expected prior to a holiday, impending weather event or other special circumstance. Capacity guidelines may be relaxed during temporary surges in demand or for special event trains.

## **B. Vehicle Headway**

Vehicle headway measures the amount of time between two successive vehicles traveling in the same direction on a given line or combination of lines. It is a general indicator of the level of service provided along a line or route. A shorter headway corresponds to more frequent service.

VRE peak headways are generally about 30 minutes for each line. VRE schedules peak service and determines vehicle headway based upon an analysis of ridership, commuter demand, the operating windows and slots allowed in the operating contract with its host railroads (i.e. Norfolk Southern for the Manassas Line, CSX Transportation (CSXT) for the Fredericksburg Line, the shared line between Alexandria and Washington, D.C. Union Station, and Amtrak for access to D.C. Union Station). Since VRE operates within a mixed traffic environment and shares the tracks with freight and Amtrak trains, the amount of time between any two trains is based on how those trains fit into the overall schedule. Train schedules also consider the merging of the Fredericksburg and Manassas Line trains, as well as other trains on the railroad, into one line at Alexandria.

VRE’s operating agreements also limit the ability of VRE to add service at will and/or expand its operating territory. The host railroad must approve any service additions or changes in schedule before they can be implemented. Currently, VRE trains operate primarily during the morning and evening peak travel periods in the peak direction of travel. The Manassas Line has some limited reverse-flow service that primarily serves to position equipment for subsequent peak service. Each line has one mid-day train departing the Washington, D.C. central business district.

## **C. On-Time Performance**

On-time performance (OTP) is the measure of trips completed as scheduled. VRE’s OTP standard is that trains shall arrive at their final destination at or within five minutes of their scheduled arrival time and no revenue train is allowed to leave an intermediate station before it is scheduled to depart, unless noted otherwise on passenger timetables.

VRE’s fiscal year (FY) 2020 target for OTP is greater than 90%. VRE sets an annual target for OTP as part of its budget process. Factors considered in setting the target include operational safety, preventive maintenance scheduled for the right of way provided by the host railroad, ability to meet the current schedule factoring in VRE rolling stock reliability and efficiency testing, and projected impact on service because of weather or other variables.

VRE calculates OTP for each line and for the system as a whole. OTP is calculated as a percentage of on-time trains divided by the total scheduled revenue trains. Trains cancelled or annulled due to force majeure events (e.g., flooded right-of-way, government shutdown, etc.) are excluded from the calculation of OTP.

## D. Service Availability

Service availability is a general measure of the distribution of routes within a transit provider's service area. For a commuter rail agency, service availability can be defined as the number or density of residents who are potential riders within a certain driving distance of the stations.

VRE's service area encompasses the nine Virginia jurisdictions that are served under the VRE Master Agreement: Arlington County, City of Alexandria, Fairfax County, Prince William County, City of Manassas, City of Manassas Park, Stafford County, City of Fredericksburg, and Spotsylvania County.

VRE operates trains along two lines that run within existing railroad rights-of-way. Currently, there are six origin stations along the Manassas line and nine origin stations along the Fredericksburg line. Origin stations are located two to 11 miles apart. The population of the catchment areas for the origin stations varies from 100,000 – 150,000 on the Manassas Line, and 50,000 – 125,000 on the Fredericksburg Line. System-wide, there are five destination stations. The destination stations are co-located with Metrorail stations providing VRE riders with access to the greater Washington, D.C. metro area.

VRE's operating agreements with the host railroads, CSXT and Norfolk Southern, affect VRE's ability to add service at will and/or expand its operating territory, including adding stations to a line or extending a Line. New stations or extensions are undertaken in cooperation and coordination with the local jurisdiction where the station or extension will be located. New stations or service extensions must be approved by the host railroad before they can be implemented.

Factors considered in determining service availability of new infill stations or service extensions include:

- Transit Demand/Ridership Potential
- Proximity to existing stations, both VRE and other regional transit hubs
- Operational Feasibility Passenger Transit Access
- Parking Availability
- Capital Funding Availability Community Impact Environmental Impact

## SERVICE POLICIES

### A. Vehicle Assignment

Vehicle assignment refers to the process by which transit vehicles are assigned to either line on the VRE system.

VRE's locomotive fleet consists solely of standard four-axle diesel-electric locomotives with similar horsepower ratings, tractive effort, and appearance. As none of VRE's territory is electrified using overhead catenary wire, there is no difference in propulsion power requirements throughout the system. All VRE locomotives were put into service in 2011 and are uniformly compatible with VRE's passenger coach fleet. Locomotives are distributed based on need and positioning for service.

VRE's passenger coach fleet consists of two types of coaches as indicated in Table 2. None of the passenger coaches are self-propelled. Coaches are not assigned to trains or routes specifically but are assigned as needed to the Manassas or Fredericksburg lines depending on demand/required seating capacity, routine and non-routine maintenance needs, and inspection cycles. The typical September 2020 ('S' Plus schedule) vehicle assignment is shown in Tables 2 and 3.

Table 2: Typical Fredericksburg Line Consists (September 2020)

Train Pair	1	2	3	4	5	6	7	8
300 / 305	GC	G	G	G	G	G	G	G
302 / 309	GC	G	G	G	G	G	G	
306 / 307	GC	G	G	G	G	G	G	G
310 / 313	GC	G	G	G	G	G		
314 / 301	GC	G	G	G	G	G		

GC = Gallery Cab G = Gallery Coach

Table 3: Typical Manassas Line Consists (September 2020)

Train Pair	1	2	3	4	5	6	7	8
324 / 331	GC	G	G	G	G	G		
328/327	GC	G	G	G	G	G	G	G
330 / 325	GC	G	G	G	G	G	G	G
332/335	GC	G	G	G	G	G		

GC = Gallery Cab G = Gallery Coach

## B. Distribution of Transit Amenities

Transit amenities are items of comfort, convenience, and safety made available to VRE passengers making use of VRE trains and passenger stations.

All VRE coaches are equipped with onboard amenities such as heating and air conditioning; interior lighting; baggage racks; and public-address systems.

The U.S. Department of Transportation requires that transportation vehicles and transportation facilities be readily accessible and useable by individuals with disabilities consistent with the requirements of the Americans with Disabilities Act (ADA) and that access for individuals with disabilities is provided in the most integrated manner possible. That includes providing individuals who use wheelchairs access to all cars available in each train. All coaches purchased in the future will include onboard lifts.

All cab cars and approximately a third of the trailer coaches have bathrooms. Coaches are deployed among trains so that there is a minimum of one cab car and one trailer coach with a bathroom on each consist. Planned coach purchases to complete the fleet replacement program or expand the fleet will include bathrooms.

Amenities available at VRE stations include but are not limited to: benches; covered structures and/or platform canopies; informational amenities such as system maps, schedules/timetables, and public-address systems; intelligent transportation systems (e.g., electronic fare payment equipment and variable message/vehicle arrival information displays); elevators and escalators; waste containers; public telephones; and park-and-ride facilities.

There are two types of stations maintained by VRE: Autonomous VRE stations and Joint Use stations (see Table 4). Autonomous VRE stations were constructed by VRE for the primary purpose and use of accessing VRE train service. Generally, all autonomous VRE stations are provided the same set of amenities.

Joint-use stations also provide access to Amtrak service. Generally, joint-use stations existed prior to the formation of VRE and may contain amenities available to passengers that are not installed within



autonomous VRE stations. In many cases, VRE has added amenities to the joint-use stations for VRE passengers to use through separate agreements.

While all VRE stations are ADA-compliant, for the purposes of ADA, the following VRE stations are designated key stations:

Washington Union Station  
L'Enfant  
Crystal City  
Alexandria  
Woodbridge  
Fredericksburg  
Burke Centre  
Broad Run/Airport  
Spotsylvania

Table 4: VRE Station Amenities (as of September 2020)

Station	Line	Joint Use	Benches/Exterior Seating	Waiting Room	Rest room	Elevator	Ped. Under/overpass	Shelters	Platform Canopy	Signage/System Maps	Public Address System	Variable Messaging	Ticket Vending	Waste Receptacle	Public Phone	Parking Lots	Bike Racks	Bike Lockers
Spotsylvania	FBG		x	x	x				x	x	x	x	x	x		x	x	
Fredericksburg	FBG	J	x			x	x	x	x	x	x	x	x	x	x	x	x	
Leeland Road	FBG		x					x	x	x	x	x	x	x	x	x	x	
Brooke	FBG		x					x	x	x	x	x	x	x	x	x	x	
Quantico	FBG	J	x	x	x				x	x	x	x	x	x	x	x	x	
Rippon	FBG		x			x	x	x	x	x	x	x	x	x		x	x	
Woodbridge	FBG	J	x	x	x	x	x	x	x	x	x	x	x	x		x	x	
Lorton	FBG		x					x	x	x	x	x	x	x		x	x	
Franc/Springfield	FBG		x			x	x	x	x	x	x	x	x	x		x	x	
Broad Run	MSS		x					x	x	x	x	x	x	x	x	x	x	
Manassas	MSS	J	x	x	x	x			x	x	x	x	x	x		x	x	x
Manassas Park	MSS		x					x	x	x	x	x	x	x		x	x	
Burke Centre	MSS	J	x			x		x	x	x	x	x	x	x	x	x	x	x
Rolling Road	MSS		x					x	x	x	x	x	x	x		x	x	
Backlick Road	MSS		x					x	x	x	x	x	x	x		x	x	x
Alexandria	Both	J	x	x	x		x	x	x	x	x	x	x	x			x	
Crystal City	Both		x					x	x	x	x	x	x	x				
L'Enfant	Both	J	x					x	x	x	x	x	x	x				
Wash. Union Station	Both	J	x	x	x	x	x		x	x	x	x	x	x	x	x	x	

## RESULTS OF THE MONITORING PROGRAM

Per the Federal Transit Administration (FTA) Circular 4702.1B, VRE is required to monitor its performance using the quantitative Service Standards and qualitative Service Policies established for the VRE system. Monitoring and assessment of service is intended to compare service provided in areas with a percentage of minority population that exceeds the percentage of minority population in the service area, or “minority routes”, to service provided in areas with a percentage of minority populations that is below the percentage of minority population in the service area, or “non-minority routes”. However, since VRE only has two routes, i.e. the Fredericksburg Line and the Manassas Line, it is not possible to designate minority and non-minority routes. Monitoring was conducted for each route and for the system as a whole.

### SERVICE STANDARDS

#### A. Vehicle Load

The maximum capacity factor designated for VRE trains is 1.11 under normal circumstances. During the pandemic, VRE is following guidance that allows approximately 45 seats to be used per 130 seats (the per car avg.). The tables below show the capacity factors for the VRE trains on four mid-week days in September 2020 using the 45 seat guidance. These capacity factors indicated there were seats for all passengers onboard that train.

Table 5

Tuesday September 1, 2020									
Fredericksburg Line Train	Seats	Pandemic Guidance Seats	Ridership	Pandemic Load Factor	Manassas Line Train	Seats	Pandemic Guidance Seats	Ridership	Pandemic Load Factor
300	1045	360	101	0.28	324	780	270	88	0.33
301	780	270	40	0.15	325	1040	360	24	0.07
302	910	315	59	0.19	328	1040	360	78	0.22
305	1045	360	180	0.50	327	1040	360	72	0.20
306	1045	360	100	0.28	330	1040	360	38	0.11
307	1045	360	68	0.19	331	780	270	65	0.24
309	910	316	113	0.36	332	780	270	27	0.10
310	780	270	133	0.49	335	780	270	24	0.09
313	780	270	61	0.23					
314	780	270	44	0.16					

Table 6

Wednesday September 16, 2020									
Fredericksburg Line Train	Seats	Pandemic Guidance Seats	Ridership	Pandemic Load Factor	Manassas Line Train	Seats	Pandemic Guidance Seats	Ridership	Pandemic Load Factor
300	1045	360	119	0.33	324	780	270	90	0.33
301	780	270	43	0.16	325	1040	360	23	0.06
302	910	315	45	0.14	328	1040	360	97	0.27
305	1045	360	139	0.39	327	1040	360	110	0.31
306	1045	360	100	0.28	330	1040	360	51	0.14
307	1045	360	86	0.24	331	780	270	89	0.33
309	910	316	107	0.34	332	780	270	23	0.09
310	780	270	145	0.54	335	780	270	30	0.11
313	780	270	71	0.26					
314	780	270	53	0.20					

Table 7

Tuesday September 23, 2020									
Fredericksburg Line Train	Seats	Pandemic Guidance Seats	Ridership	Pandemic Load Factor	Manassas Line Train	Seats	Pandemic Guidance Seats	Ridership	Pandemic Load Factor
300	1045	360	121	0.34	324	780	270	90	0.33
301	780	270	45	0.17	325	1040	360	22	0.06
302	910	315	54	0.17	328	1040	360	96	0.27
305	1045	360	177	0.49	327	1040	360	94	0.26
306	1045	360	116	0.32	330	1040	360	43	0.12
307	1045	360	83	0.23	331	780	270	100	0.37
309	910	316	129	0.41	332	780	270	32	0.12
310	780	270	134	0.50	335	780	270	34	0.13
313	780	270	69	0.26					
314	780	270	55	0.20					



Table 8

Thursday September 24, 2020									
Fredericksburg Line Train	Seats	Pandemic Guidance Seats	Ridership	Pandemic Load Factor	Manassas Line Train	Seats	Pandemic Guidance Seats	Ridership	Pandemic Load Factor
300	1045	360	97	0.27	324	780	270	89	0.33
301	780	270	54	0.20	325	1040	360	33	0.09
302	910	315	54	0.17	328	1040	360	70	0.19
305	1045	360	160	0.44	327	1040	360	73	0.20
306	1045	360	103	0.29	330	1040	360	41	0.11
307	1045	360	71	0.20	331	780	270	88	0.33
309	910	316	110	0.35	332	780	270	20	0.07
310	780	270	140	0.52	335	780	270	32	0.12
313	780	270	66	0.24					
314	780	270	46	0.17					

## B. Vehicle Headways

VRE peak headways were about 30 minutes for each Line. The current schedules are shown below and are available online at [vre.org](http://vre.org).

Due to the COVID-19 pandemic, VRE is operating at a reduced service level. Effective July 2020 the "S" schedule level is supplemented with Train 300 for the northbound commute and Train 307 for the southbound commute.

NORTHBOUND									
FREDERICKSBURG LINE									
Train #	5	5	5	5	5	5	5	5	5
SPOTSYLVANIA	4:54a	5:04a	5:20a	5:34a	6:00a	6:20a	7:05a	7:33a	
FREDERICKSBURG	5:05	5:15	5:31	5:45	6:11	6:31	7:16	7:44	
LEEBOURNE ROAD	5:12	5:22	5:38	5:52	6:18	6:38	7:23	7:51	
BROOKFIELD	5:18	5:28	5:44	5:58	6:24	6:44	7:29	7:57	
QUANTICO	-	5:40	5:56	6:10	6:36	6:56	7:41	8:09	
RIPON	-	5:49	6:05	6:19	6:45	7:05	7:50	8:18	
WOODBRIDGE	5:40	5:56	6:12	6:26	6:52	7:12	7:57	8:25	
LORTON	6:02	6:19	6:32	6:59	7:19	8:04	8:32		
FRANCONIA SPRINGFIELD	6:11	6:27	6:41	7:07	7:27	8:12	8:40		
ALEXANDRIA	6:07	6:23	6:39	6:53	7:19	7:39	8:24	8:52	
CRYSTAL CITY (S)	6:16	6:32	6:48	7:02	7:28	7:48	8:33	9:01	
LENTANT (S)	6:24	6:40	6:56	7:10	7:36	7:56	8:41	9:09	
UNION STATION	6:22a	6:48a	7:04a	7:18a	7:44a	8:04a	8:49a	9:17a	
Amtrak Step-Up Program Temporarily Suspended									
MANASSAS LINE									
Train #	5	5	5	5	5	5	5	5	5
BROAD RUN	5:05a	5:25a	6:15a	6:35a	7:20a	7:48a	2:45p	5:10p	
MANASSAS	5:13	5:43	6:23	6:43	7:28	7:56	2:51	5:16	
MANASSAS PARK	5:19	5:49	6:29	6:49	7:34	8:02	2:56	-	
BURKE CENTRE	5:32	6:03	6:43	7:03	7:48	8:16	3:08	-	
ROLLING ROAD	5:38	6:08	6:48	7:08	7:53	8:21	-	-	
BACKLICK ROAD	5:46	6:16	6:56	7:16	8:01	8:29	-	-	
ALEXANDRIA	5:59	6:29	7:09	7:29	8:14	8:42	3:30	5:52	
CRYSTAL CITY (N)	6:08	6:38	7:18	7:38	8:23	8:51	-	-	
LENTANT (N)	6:16	6:46	7:26	7:46	8:31	8:59	-	-	
UNION STATION	6:24a	6:54a	7:34a	7:54a	8:39a	9:07a	3:55p	6:25p	
Note: If you are only traveling between Alexandria and Union Station, you may ride either the Fredericksburg or Manassas line.									
SOUTHBOUND									
FREDERICKSBURG LINE									
Train #	5	5	5	5	5	5	5	5	5
UNION STATION	12:55p	3:10p	3:25p	4:10p	4:40p	5:15p	6:00p	6:40p	
LENTANT	1:03	3:18	3:33	4:18	4:48	5:23	6:08	6:48	
CRYSTAL CITY	1:10	3:25	3:40	4:25	4:55	5:30	6:15	6:55	
ALEXANDRIA	1:18	3:33	3:48	4:33	5:03	5:38	6:23	7:03	
FRANCONIA SPRINGFIELD	1:29	3:44	3:59	4:44	5:14	5:49	6:34	7:14	
LORTON	1:36	3:51	4:06	4:51	5:21	5:56	6:41	7:21	
WOODBRIDGE	1:44	3:59	4:14	4:59	5:29	6:04	6:49	7:29	
RIPON	1:50	4:05	4:20	5:05	5:35	6:10	6:55	7:35	
QUANTICO	2:00	4:15	4:30	5:15	5:45	6:20	7:05	7:45	
BROOKFIELD	2:14	4:29	4:44	5:29	5:59	6:34	7:19	7:59	
LEEBOURNE ROAD	2:23	4:38	4:53	5:38	6:08	6:43	7:28	8:08	
FREDERICKSBURG (S)	2:31	4:46	5:01	5:46	6:16	6:51	7:36	8:16	
SPOTSYLVANIA	2:40p	4:55p	5:10p	5:55p	6:25p	7:00p	7:45p	8:25p	
Amtrak Step-Up Program Temporarily Suspended									
MANASSAS LINE									
Train #	5	5	5	5	5	5	5	5	5
UNION STATION	6:25a	1:15p	3:45p	4:25p	5:05p	5:30p	6:10p	6:50p	
LENTANT	-	1:23	3:53	4:33	5:13	5:38	6:18	6:58	
CRYSTAL CITY	-	1:30	4:00	4:40	5:20	5:45	6:25	7:05	
ALEXANDRIA	6:42	1:38	4:08	4:48	5:28	5:53	6:33	7:13	
BACKLICK ROAD	-	1:49	4:19	4:59	5:39	6:04	6:44	7:24	
ROLLING ROAD (S)	-	1:57	4:27	5:07	5:47	6:12	6:52	7:32	
BURKE CENTRE (S)	-	2:03	4:33	5:13	5:53	6:18	6:58	7:38	
MANASSAS PARK (S)	-	2:17	4:47	5:27	6:07	6:32	7:12	7:52	
MANASSAS (S)	7:32	2:24	4:54	5:34	6:14	6:39	7:19	7:59	
BROAD RUN	7:42a	2:34p	5:04p	5:44p	6:24p	6:49p	7:29p	8:09p	
Note: If you are only traveling between Alexandria and Union Station, you may ride either the Fredericksburg or Manassas line.									

**C. On-Time Performance**

VRE's OTP for FY 2020 is shown by each line and for the system as a whole in Table 9. The system's Fiscal Year 2020 OTP was 82.54%, which was below the VRE Budget Goal of greater than 90%.

Table 9: On-Time Performance for Fiscal Year 2020

<b>FY 2020 OTP</b>	<b>Fredericksburg Line</b>			<b>Manassas Line</b>			<b>Combined</b>			<b>Service Days</b>
<b>Month</b>	<b>Number of Trains Operated</b>	<b>Number of Trains Delayed</b>	<b>OTP</b>	<b>Number of Trains Operated</b>	<b>Number of Trains Delayed</b>	<b>OTP</b>	<b>Number of Trains Operated</b>	<b>Number of Trains Delayed</b>	<b>OTP</b>	
<b>Jul 2019</b>	352	166	52.84%	350	106	69.71%	702	272	61.25%	22
<b>Aug 2019</b>	352	85	75.85%	352	65	81.53%	704	150	78.69%	22
<b>Sep 2019</b>	320	62	80.63%	318	73	77.04%	638	135	78.84%	20
<b>Oct 2019</b>	352	66	81.25%	352	81	76.99%	704	147	79.12%	22
<b>Nov 2019</b>	296	51	82.77%	292	74	74.66%	588	125	78.74%	19
<b>Dec 2019</b>	296	29	90.20%	296	58	80.41%	592	87	85.30%	21
<b>Jan 2020</b>	336	42	87.50%	336	58	82.74%	672	100	85.12%	21
<b>Feb 2020</b>	304	27	91.12%	304	33	89.14%	608	60	90.13%	19
<b>Mar 2020</b>	264	21	92.05%	264	15	94.32%	528	36	93.18%	22
<b>Apr 2020</b>	176	12	93.18%	176	8	95.45%	352	20	94.32%	22
<b>May 2020</b>	160	10	93.75%	160	12	92.50%	320	22	93.13%	20
<b>Jun 2020</b>	176	7	96.02%	176	19	89.20%	352	26	92.61%	22
<b>YTD Average</b>	3384	578	82.92%	3376	602	82.17%	6760	1180	82.54%	252

## D. Service Availability

VRE has defined catchment areas for each origin station based on data collected through customer surveys on the home locations of riders. The populations of the catchment areas for VRE's origin stations, as well as the percentage of minority population, are shown in Table 10. Fredericksburg Line stations are shown in red and Manassas Line stations are shown in blue. While the overall population and minority percentage for each Line are similar, station catchment areas vary widely throughout the system.

Table 10: VRE Station Catchment Area Population Characteristics

Origin Station	Distance to Next Station (miles)	Catchment Area 2010 Population <sup>2</sup>	Catchment Area Minority % <sup>3</sup>	Difference from System Wide Average
Spotsylvania	Terminus			
Fredericksburg	7.0	121,643	32%	-14%
Leeland Road	3.8	67,626	32%	-14%
Brooke	4.8	72,573	35%	-12%
Quantico	10.7	80,766	48%	2%
Rippon	7.0	101,695	66%	20%
Woodbridge	3.2	104,861	61%	14%
Lorton	4.4	59,358	52%	6%
Broad Run	Terminus	132,107	42%	-5%
Manassas	3.1	149,312	51%	4%
Manassas Park	2.0	102,511	50%	4%
Burke Center	9.1	164,039	41%	-5%
Rolling Road	2.3	110,031	38%	-8%
Backlick Road	4.0	119,059	54%	7%
<b>Fredericksburg Line Origins</b>		<b>608,522</b>	<b>46.6%</b>	<b>0.3%</b>
<b>Manassas Line Origins</b>		<b>777,059</b>	<b>45.9%</b>	<b>-0.4%</b>
<b>System Wide</b>		<b>1,385,581</b>	<b>46.3%</b>	

<sup>2</sup> Based on Metropolitan Washington Council of Governments Round 8.2 Land Use Forecasts

<sup>3</sup> Based on U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates



## E. Vehicle Assignment

VRE does not assign locomotives or coaches to trains or routes specifically. Equipment is assigned as needed to the Manassas or Fredericksburg lines depending on demand/required seating capacity, routine and non-routine maintenance needs, and inspection cycles. Consists for three mid-week days in September 2020 are shown below.

Table 11: September 15, 2020

Broad Run									
Out - 1	In - 1	Out - 4	In - 4	Out - 5	In - 5	Out - 8	In - 8	Out - 5	In - 5
Trains		Trains		Trains		Trains		Trains	
2		3		18		4		19	
324		328		330		332		325	
331		327				335			
6		8		8		6		8	
V726 Cab-T		V719 Cab-T		V716 Cab-T		V715 Cab-T		V716 Cab-T	
V842 Psgr Car-T		V711 Cab-T		V813 Psgr Car-T		V858 Psgr Car		V813 Psgr Car-T	
V838 Psgr Car-T		V843 Psgr Car-T		V806 Psgr Car-T		V812 Psgr Car-T		V806 Psgr Car-T	
V856 Psgr Car		V804 Psgr Car-T		V862 Psgr Car		V811 Psgr Car-T		V862 Psgr Car	
V825 Psgr Car-T		V801 Psgr Car-T		V863 Psgr Car		V836 Psgr Car-T		V863 Psgr Car	
V852 Psgr Car		V850 Psgr Car		V832 Psgr Car-T		V865 Psgr Car		V832 Psgr Car-T	
V55 Engine		V829 Psgr Car-T		V818 Psgr Car-T		V67 Engine		V818 Psgr Car-T	
		V871 Psgr Car		V860 Psgr Car				V860 Psgr Car	
		V57 Engine		V69 Engine				V69 Engine	

Crossroads									
Out - 2	In - 8	Out - 7	In - 7	Out - 8	In - 0	Out - 6	In - 6	Out - 0	In - 2
Trains		Trains		Trains		Trains		Trains	
10		12		8		9		11	
300		302		306		310		314	
305		309		307		313			
8		7		8		6		6	
V728 Cab-T		V727 Cab-T		V722 Cab-T		V712 Cab-T		V729 Cab-T	
V846 Psgr Car-T		V810 Psgr Car-T		V814 Psgr Car-T		V816 Psgr Car-T		V854 Psgr Car	
V853 Psgr Car		V874 Psgr Car		V840 Psgr Car-T		V819 Psgr Car-T		V827 Psgr Car-T	
V837 Psgr Car-T		V866 Psgr Car		V824 Psgr Car-T		V835 Psgr Car-T		V847 Psgr Car-T	
V828 Psgr Car-T		V833 Psgr Car-T		V868 Psgr Car		V855 Psgr Car		V815 Psgr Car-T	
V803 Psgr Car-T		V830 Psgr Car-T		V873 Psgr Car		V869 Psgr Car		V870 Psgr Car	
V844 Psgr Car-T		V876 Psgr Car		V845 Psgr Car-T		V61 Engine		V54 Engine	
V879 Psgr Car		V50 Engine		V851 Psgr Car				V56 Engine	
V51 Engine				V60 Engine					
								V56 Engine	

Table 12: September 16, 2020

Broad Run							
Out - 1	In - 1	Out - 4	In - 4	Out - 5	In - 5	Out - 8	In - 8
Trains		Trains		Trains		Trains	
2		3		18		4	
324		328		330		332	
331		327		325		335	
6		8		8		6	
V726 Cab-T		V719 Cab-T		V716 Cab-T		V715 Cab-T	
V842 Psgr Car-T		V711 Cab-T		V813 Psgr Car-T		V858 Psgr Car	
V838 Psgr Car-T		V843 Psgr Car-T		V806 Psgr Car-T		V812 Psgr Car-T	
V856 Psgr Car		V804 Psgr Car-T		V862 Psgr Car		V811 Psgr Car-T	
V825 Psgr Car-T		V801 Psgr Car-T		V863 Psgr Car		V836 Psgr Car-T	
V852 Psgr Car		V850 Psgr Car		V832 Psgr Car-T		V865 Psgr Car	
V55 Engine		V829 Psgr Car-T		V818 Psgr Car-T		V67 Engine	
		V871 Psgr Car		V860 Psgr Car			
		V57 Engine		V69 Engine			
				Crossroads			
Out - 8		In - 8		Out - 2		In - 0	
Out - 0		In - 2		Out - 6		In - 6	
Out - 4		In - 4					
Trains		Trains		Trains		Trains	
10		11		8		9	
300		302		306		310	
305		309		307		313	
8		7		8		6	
V728 Cab-T		V727 Cab-T		V722 Cab-T		V712 Cab-T	
V846 Psgr Car-T		V720 Cab-T		V814 Psgr Car-T		V816 Psgr Car-T	
V853 Psgr Car		V854 Psgr Car		V840 Psgr Car-T		V819 Psgr Car-T	
V837 Psgr Car-T		V827 Psgr Car-T		V824 Psgr Car-T		V835 Psgr Car-T	
V828 Psgr Car-T		V847 Psgr Car-T		V868 Psgr Car		V855 Psgr Car	
V803 Psgr Car-T		V815 Psgr Car-T		V873 Psgr Car		V869 Psgr Car	
V844 Psgr Car-T		V870 Psgr Car		V845 Psgr Car-T		V61 Engine	
V879 Psgr Car		V54 Engine		V851 Psgr Car			
V51 Engine				V60 Engine		V63 Engine	



Table 13: September 17, 2020

Broad Run							
Out - 1	In - 1	Out - 4	In - 4	Out - 3	In - 3	Out - 8	In - 8
Trains		Trains		Trains		Trains	
2		3		18		4	
324		328		330		332	
331		327		325		335	
6		8		8		6	
V726 Cab-T		V719 Cab-T		V721 Cab-T		V715 Cab-T	
V842 Psgr Car-T		V711 Cab-T		V718 Cab-T		V858 Psgr Car	
V838 Psgr Car-T		V843 Psgr Car-T		V807 Psgr Car-T		V812 Psgr Car-T	
V856 Psgr Car		V804 Psgr Car-T		V822 Psgr Car-T		V811 Psgr Car-T	
V825 Psgr Car-T		V801 Psgr Car-T		V820 Psgr Car-T		V836 Psgr Car-T	
V852 Psgr Car		V850 Psgr Car		V802 Psgr Car-T		V865 Psgr Car	
V55 Engine		V829 Psgr Car-T		V817 Psgr Car-T		V67 Engine	
		V871 Psgr Car		V872 Psgr Car			
		V57 Engine		V65 Engine			
				Crossroads			
Out - 8	In - 3	Out - 0	In - 8	Out - 3	In - 0	Out - 6	In - 6
Trains		Trains		Trains		Trains	
10		11		8		9	
300		302		306		310	
305		309		307		313	
8		7		8		6	
V728 Cab-T		V727 Cab-T		V725 Cab-T		V712 Cab-T	
V846 Psgr Car-T		V720 Cab-T		V723 Cab-T		V816 Psgr Car-T	
V853 Psgr Car		V854 Psgr Car		V809 Psgr Car-T		V819 Psgr Car-T	
V837 Psgr Car-T		V827 Psgr Car-T		V808 Psgr Car-T		V835 Psgr Car-T	
V828 Psgr Car-T		V847 Psgr Car-T		V859 Psgr Car		V855 Psgr Car	
V803 Psgr Car-T		V815 Psgr Car-T		V821 Psgr Car-T		V869 Psgr Car	
V844 Psgr Car-T		V870 Psgr Car		V861 Psgr Car		V61 Engine	
V879 Psgr Car		V54 Engine		V877 Psgr Car		V63 Engine	
V51 Engine				V58 Engine			

**F. Distribution of Transit Amenities**

VRE makes transit amenities available to VRE passengers to the greatest extent feasible to support their comfort, convenience, and safety on VRE trains and passenger stations. VRE strives to maintain existing amenities in good repair and installs additional amenities as the need arises.



VIRGINIA RAILWAY EXPRESS  
OPERATIONS BOARD

**Agenda Item 7-A**  
**Action Item**

**To:** Chair Bennett-Parker and the VRE Operations Board

**From:** Rich Dalton

**Date:** March 19, 2021

**Re:** Acceptance of Title VI Service Standards and Policies Monitoring Results

---

**Recommendation:**

The VRE Operations Board is asked to accept the results of the Title VI Service Standards and Policies Monitoring and forward them to the Potomac and Rappahannock Transportation Commission (PRTC) for inclusion in PRTC's Title VI submittal.

**Summary:**

To safeguard against service design and operations that discriminate on the basis of race, color, or national origin, the Federal Transit Administration (FTA) requires transit systems to monitor and analyze the performance of their systems every three years relative to their system-wide service standards. **VRE service meets or exceeds its standards for vehicle load, vehicle headway, service availability, and distribution of transit amenities and vehicle assignments. VRE did not meet its on-time performance goal on either line for the period monitored (FY20), but because the standard was not met on both lines there was no disparate impact on any particular protected class.**

**Background:**

As prescribed in FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," FTA requires transit providers to monitor the performance of their transit system relative to their system-wide service standards and service policies (e.g. vehicle load, vehicle assignment, transit amenities, etc.) every three years.



Northern Virginia  
Transportation Commission  
2300 Wilson Blvd., Suite 230  
Arlington, VA 22201  
703-524-3322



Virginia Railway Express  
1500 King Street, Suite 202  
Alexandria, VA 22314  
703-684-1001  
VRE.org



Potomac and Rappahannock  
Transportation Commission  
14700 Potomac Mills Road  
Woodbridge, VA 22192  
703-580-6121

The results of VRE's Service Standards and Policies Monitoring must be submitted as part of PRTC's Title VI submittal to the FTA that is due in April 2021.

VRE staff has conducted the required monitoring, the results of which are attached along with the VRE Title VI Service Standards and Policies.

**Fiscal Impact:**

There is no fiscal impact to this action.

**Virginia Railway Express  
Operations Board Resolution**

**7A-03-2021**

**Acceptance of Title VI Service Standards and Policies Monitoring Results**

**WHEREAS**, the Federal Transit Administration requires transit providers to monitor the performance of their transit system relative to their system-wide service standards and service policies; and,

**WHEREAS**, VRE must submit results of the monitoring of its system-wide service standards and service policies to the Potomac and Rappahannock Transportation Commission (PRTC) for inclusion in PRTC's Title VI submittal to the FTA;

**NOW, THEREFORE, BE IT RESOLVED THAT**, the VRE Operations Board does hereby accept the results of the system-wide service standards and service policies monitoring; and,

**BE IT FURTHER RESOLVED THAT**, the results of the system-wide service standards and service policies monitoring shall be forwarded to the Potomac and Rappahannock Transportation Commission for inclusion in their Title VI submittal.

Approved this 19<sup>th</sup> day of March 2021

*James R. Walkinshaw*  
James R. Walkinshaw (Mar 19, 2021 14:15 EDT)

James Walkinshaw  
Secretary

*Elizabeth Bennett-Parker*

Elizabeth Bennett-Parker  
Chair

## 3.2 DEMOGRAPHIC AND SERVICE PROFILE MAPS

The FTA requires transit providers that operate 50 or more fixed route vehicles in peak services and are located in a UZA of 200,000 or more in population to prepare data regarding demographic and service profile maps and charts as well as customer demographic ridership and travel patterns. In order to comply with these requirements, PRTC and VRE are required to collect and analyze racial and ethnic data and prepare demographic and service profile maps and charts in order to determine the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance.

### ***Demographic and Service Profile Maps***

#### ***Minority Population***

PRTC provides commuter bus service (OmniRide) along the busy I-95 and I-66 corridors to points north, and local bus services in Prince William County and the cities of Manassas and Manassas Park (Cross County Connector). Although PRTC has an extensive service area (Counties of Arlington, Fairfax, Prince William and Stafford; Cities of Alexandria, Manassas, Manassas Park and the District of Columbia), its passengers are mainly residents of Prince William County and the Cities of Manassas and Manassas Park.

The VRE service area comprises of the eight PRTC jurisdictions and extends to the County of Spotsylvania and the City of Fredericksburg. VRE provides commuter rail service that operates Monday through Friday, from the Northern Virginia suburbs to Washington, D.C. VRE travels northbound in the morning, towards Washington, and southbound during the evening, towards Manassas (along I-66) on the Manassas Line, and Spotsylvania (along I-95) on the Fredericksburg Line.

The American Community Survey (ACS) of the U.S. Census (Table: B03002, Hispanic or Latino Origin by Race, 5-Year Estimates, 2015-2019) identified over 2.8 million and 3 million residents in the census tracts within the PRTC and VRE service areas, respectively. In the PRTC service area, 49% of the residents identify themselves as minorities whereas 48% of residents in the VRE service area are minorities as shown in Tables 1 and 2. The minority populations include, Black or African American, American Indians and Alaskan Natives, Asians, Native Hawaiian and Other Pacific Islanders, and Hispanic or Latino.

**Table 1: PRTC OmniRide Service Area (Minority Population)**

PRTC OmniRide Service Area		
Total Population	Minority Population	
2,895,978	1,412,386	48.8% or 49%

U.S. Census, American Community Survey, 2015-2019

**Table 2: VRE Service Area (Minority Population)**

VRE Service Area		
Total Population	Minority Population	
3,057,433	1,459,538	47.7% or 48%

U.S. Census, American Community Survey, 2015-2019

The Demographic and Service Profile Maps identify census tracts where the minority population exceeds that of the PRTC (49%) and VRE (48%) service areas as a whole. The PRTC and VRE Demographic and Service Profile Maps depicting the Minority Population including bus routes/stops and rail stations are provided respectively as **Maps 1 and 2**.

### ***Low-Income Population***

For the purposes of the Demographic and Service Profile Maps, annual household incomes less than \$25,000 are considered low-income. American Community Survey data of the U.S. Census (Table: B19001, Household Income, 5-Year Estimates, 2015-2019) data shows that 11% of the households in the PRTC service area are low-income while 10.5 of households in the VRE Service area. Low-Income Demographic and Service Profile **Maps 3 and 4** identify census tracts where the low-income population exceeds that of the PRTC (11%) and VRE (11%) service areas as a whole.

**Table 3: PRTC OmniRide Service Area (Low-Income Population)**

PRTC OmniRide Service Area		
Total Households	Low-Income Population	
1,065,131	112,955	10.6% or 11%

U.S. Census, American Community Survey, 2015-2019

**Table 4: VRE Service Area (Low-Income Population)**

VRE Service Area		
Total Households	Low-Income Population	
1,120,329	119,196	10.64% or 11%

U.S. Census, American Community Survey, 2015-2019

## **3.3 DEMOGRAPHIC RIDERSHIP AND TRAVEL PATTERNS**



The FTA Circular 4702.1B requires transit providers to collect information on the race, color and national origin, English proficiency, language spoken at home, household income and travel patterns of riders using customer surveys. The Potomac and Rappahannock Transportation Commission (PRTC) and Virginia Railway Express (VRE) have collected this data from recent on-board passenger surveys in order to provide a demographic profile of its riders and the minority population as required.

In 2017, PRTC conducted an on-board survey to collect key data from passengers of its OmniRide, OmniLink, Metro Direct and Cross County Connector services. On-board surveys were collected from November 16, 2017 through December 20, 2017. Surveys were conducted on weekdays and also on Saturday for routes with Saturday service (ie.,OmniLink). All surveys were conducted on afternoon and early evening trips. Separate survey instruments were developed for each of the four types of service. Surveys were available in both English and Spanish. In total, 1,167 riders completed the survey. Omniride was due to conduct a ridership survey in calendar year 2020, but because of the pandemic Express ridership is down 80% and Local service is down 45% and didn't feel that a survey at this time would capture the true demographics of the our ridership.

VRE's Annual Customer Opinion Surveys for 2018 and 2019 were used to provide the demographic profile for VRE's passengers. The 2018 Customer Opinion Survey was conducted onboard all morning northbound VRE and Amtrak cross-honor trains the morning of May 2, 2018. The survey was completed by 4,653 riders. The 2019 Customer Opinion Survey was conducted on the morning of May 1, 2019 and completed by 6,296 passengers or 64% of those riding the VRE and Amtrak trains that morning.

### ***Ethnicity Characteristics***

PRTC and VRE examined the ethnic breakdown of riders by service to assess the percentage of minority populations that use our services. Minority populations include Black or African American, American Indian and Alaska Native, Asian, Native Hawaiian or other Pacific Islander and Hispanic or Latino.

In terms of race and ethnicity, PRTC's service area is diverse and dynamic as minorities represent over half of PRTC's total ridership. As shown in **Table 1**, Blacks or African American riders tend to be users of all PRTC services more than other minority populations. Hispanics or Latinos are the next largest minority group followed by Asians, American Indian and Native Hawaiian or other Pacific races. There are fewer white riders on Cross County (PRTC local bus services), and only 42.5% of OmniRide riders (PRTC's commuter bus services) identify themselves as White.



**Table 1: Race/Ethnicity of PRTC Bus Passengers**

Race/Ethnicity	OmniRide	Metro Direct	Cross County
White (Caucasian)	42.5%	22.2%	14.7%
Black or African American	41%	45.3%	51.9%
American Indian or Alaska Native	1.8%	4.9%	0%
Asian	8.5%	11%	0%
Native Hawaiian or other Pacific	1.6%	1.1%	0%
Hispanic or Latino	7.9%	21.1%	23.5%
Other	4.2%	3.6%	5.8%

*PRTC On-Board Survey, 2017*

**Table 2** shows the race and ethnicity of VRE rail passengers with the majority of passengers identifying as Caucasian (52%) while 31% of VRE riders identify themselves as minorities and other. Blacks or African Americans are the largest racial minority, amounting to 15% of VRE riders.

**Table 2: Race/Ethnicity of VRE Rail Passengers**

Race/Ethnicity	VRE
Caucasian	52%
Black or African American	15%
American Indian or Alaska Native	1%
Asian/Pacific Islander	6%
Native Hawaiian	0%
Hispanic or Latino	6%
Multi-Ethnic	3%
Other	3%

*VRE Customer Opinion Survey, 2019*

### ***Income Characteristics***

From the PRTC On-board Survey of 2017, we know that incomes are lower for Cross County riders and higher for OmniRide and Metro Direct. 36.4% of Cross County riders have annual household incomes less than \$15,000. In contrast, 45.1% of OmniRide users have incomes of \$125,000 and higher. Passengers who have an annual household income less than \$25,000 are considered low-income.

**Table 3: Annual Income of PRTC Bus Passengers**

Annual Household Income	OmniRide	Metro Direct	Cross County
<\$15,000	0.5%	15.6%	36.4%
\$15,000 - \$24,999	0.2%	12.1%	15.9%
\$25,000 - \$34,999	0.9%	15.3%	15.9%
\$35,000 - \$49,999	2%	19.2%	18.2%
\$50,000 - \$74,999	13.3%	13.4%	6.8%
\$75,000 - \$99,999	15.6%	11.2%	0%
\$100,000 - \$124,999	22.3%	2.3%	6.8%
\$125,000 +	45.1%	10.9%	0%

*PRTC On-Board Survey, 2017*

**Table 4** shows annual household incomes for VRE passengers tend to be higher with only 2% reporting annual incomes less than \$50,000 while the majority of VRE passengers have annual household incomes of \$100,000 or greater.

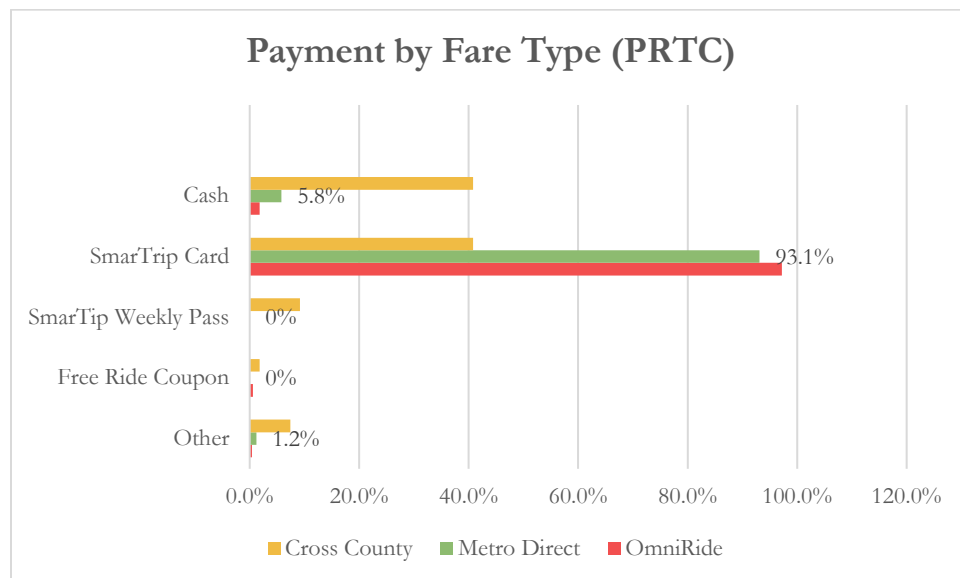
**Table 4: Annual Household Income (VRE)**

Annual Household Income	VRE
<\$25,000	0%
\$25,000 - \$49,999	2%
\$50,000 - \$75,999	7%
\$76,000 - \$99,999	12%
\$100,000 - \$124,999	17%
\$125,000 - \$149,999	19%
\$150,000 - \$174,999	16%
\$175,000 +	27%

*VRE Customer Opinion Survey, 2019*

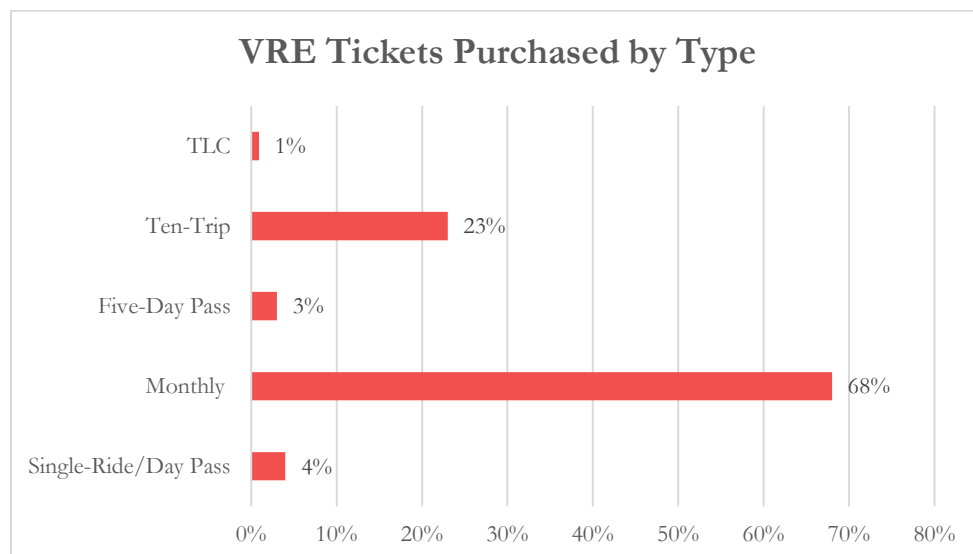
From past surveys, we know that income generally has an impact on what type of tickets passengers purchase and how they pay for them. We also know that low-income passengers who lack access to alternative payment options tend to pay with cash. **Figure 1** shows that the majority of PRTC riders across all systems use the SmarTrip Card to pay for their fare. However, 40.8% of Cross County riders use cash to pay for their fare. Cross County riders tend to be low-income passengers who are also transit dependent.

**Figure 1: Form of Payment by Fare Type (PRTC)**



VRE's passengers pay a premium to ride the commuter train and because they have high incomes, they can afford the higher prices. In order to determine the price of their ticket, riders must identify the zones in which their origin and destination stations are located. VRE has several ticket options as shown in **Figure 2**. According to VRE's 2019 Customer Opinion Survey results, when passengers were asked what type of ticket they normally use, 68% responded that they use the monthly ticket. The monthly ticket can cost upward to \$336.00, while a single-ride tickets can cost anywhere between \$3.50 to \$12.15 depending on the origin and destination.

**Figure 2: Types of Tickets Purchased (VRE)**



## English Proficiency

According to the Federal Transit Administration (FTA), public transit is a key means of achieving mobility for many people with Limited English Proficiency (LEP). FTA's Office of Civil Rights defines LEP populations as: "Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English “less than well”, can be limited English proficient.”

PRTC and VRE passengers surveyed were asked if they speak a language other than English at home. As shown in **Table 5**, the majority of OmniRide passengers responded no with 84.1% of riders indicating that they do not speak any languages other than English at home. However, Metro Direct and Cross County passengers have the highest incidence of riders who speak a language other than English at home. Most of riders indicating that the language mostly spoken at home is Spanish.

**Table 5: Language Spoken at Home (PRTC)**

Speak Language Other than English at Home	OmniRide	Metro Direct	Cross County
Yes	15.9%	27%	37.3%
No	84.1%	73%	62.7%

*PRTC On-Board Survey, 2017*

For VRE passengers, only 14% indicate that they speak a language other than English at home, while the majority of riders only speak English.

**Table 6: Language Spoken at Home (VRE)**

Speak Language Other than English at Home	VRE
Yes	14%
No	86%

*VRE Customer Opinion Survey, 2018*

PRTC passengers were asked how well they speak English. Over 95% of OmniRide and Metro Direct passengers indicate that they speak English very well. However, over half (57.9%) of Cross County passengers indicate that they do not speak English well or not at all, identifying themselves as Limited English Proficient (LEPs) speakers.

**Table 7: Ability to Speak English (PRTC)**

How Well Do You Speak English?	OmniRide	Metro Direct	Cross County
Very Well	81.6%	82.8%	36.9%
Well	15.8%	15.7%	5.2%
Not Well	2.6%	1.5%	36.9%
Not at all	0%	0%	21.0%

*PRTC On-Board Survey, 2017*

Unlike PRTC, VRE does not have any riders who are Limited English Proficient (LEPs) as shown in **Table 8**. Out of 4,337 respondents, 100% of VRE passengers indicate that they speak English well or very well.

**Table 8: Ability to Speak English (VRE)**

How Well Do You Speak English?	VRE
Very Well	96%
Well	4%
Not Well	0%
Not at all	0%

*VRE Customer Opinion Survey, 2018*

## ***Travel Patterns***

In order to develop and implement strategies for retaining riders, it is necessary to understand their travel patterns. The surveys conducted by PRTC and VRE provide a snapshot of travel characteristics and patterns of their riders. A closer inspection of the survey data revealed that passengers use Cross County bus services to access a variety of activities such as shopping, school, social/recreation visits, and medical appointments as compared to OmniRide and Metro Direct services. (See **Table 9**).

**Table 9: Main Trip Purpose (PRTC)**

Main Trip Purpose/Activity	OmniRide	Metro Direct	Cross County
Work	98.7%	69.4%	74.1%
Shopping	0%	2.3%	38.9%
School (K-12/College/Technical)	0.1%	5.0%	7.4%
Home	0.5%	9.8%	0%

Social Services	0.2%	0.6%	5.6%
Social/Recreational Visit	0%	1.2%	18.5%
Doctor/Medical Visit	0%	1.2%	20.4%
Other	0.4%	10.5%	9.2%

*PRTC On-Board Survey, 2017*

For VRE passengers, we know that the main trip purpose is for employment as passengers use commuter rail services to travel from Northern Virginia suburbs to employment centers in Alexandria, Crystal City and downtown Washington, D.C. While VRE's on-board survey did not inquire about trip purpose, it did ask riders who they work for. The responses of passengers provided in **Table 10** shows that most of VRE riders are employed by the federal government.

**Table 10: Employers/Profession (VRE)**

For Whom Do you Work	VRE
Military/Active Duty	4%
Federal Government	67%
Private Company/Self Employed	16%
Not for Profit Organization	7%
Local or State Government	2%
Other	2%

*VRE Customer Opinion Survey, 2019*

For the most part, PRTC passengers are regular riders (**Table 11**). Among OmniRide passengers, 66.3% of riders report using the service 5 days a week. Similarly, 68.8% of Metro Direct users and 43.5% of Cross County users ride the bus at least 4 days a week.

**Table 11: Frequency of Using PRTC Bus Service (Weekly)**

Frequency of using PRTC/Week	OmniRide	Metro Direct	Cross County
5 days	66.3%	57.4%	30.5%
4 days	15.6%	11.4%	13.0%
3 days	10.8%	11.7%	13.0%
2 days	3.3%	1.9%	19.5%
1 day	1.5%	2.3%	1.8%
1 – 3 days per month	1.9%	6.9%	13.0%
Less than 1 day per month	0.4%	1.7%	7.4%
First time using	0.2%	6.9%	1.8%

*PRTC On-Board Survey, 2017*

**Table 12** indicates that VRE rail passengers are frequent riders as 56% reported using the service 5 times a week. In addition, almost 25% of passengers indicate that they have been riding VRE for 10 years or longer as shown in **Table 13**.

**Table 12: Frequency of Using VRE Rail Service**

How Often Do you Normally ride VRE?	Percentage
Once a week	1%
Twice a week	4%
Three Times a week	13%
Four times a week	25%
Five times a week	56%
Less than weekly	1%

*VRE Customer Opinion Survey, 2019*

**Table 13: Length of Time Riding VRE**

Length of Time Riding VRE?	Percentage
Less than a year	16%
1 - 3 Years	27%
4 - 6 Years	20%
7 - 9 Years	11%
10 - 15 Years	14%
16 - 20 Years	6%
20 + Years	4%

*VRE Customer Opinion Survey, 2019*

PRTC considers its transit services important and essential for many people living in and beyond the service area. In particular, our experience in transit tells us that those among the low-income populations are more likely to use public transit and to be transit dependent. PRTC passengers were asked how they would make their trip if bus service were not available. Most of OmniRide passengers indicate that they would drive alone or slug. However, if Cross County had not been available, 49% would not have been able to make the trip or 24.5% would have had to catch a ride with someone else. Similarly, 35.9% of Metro Direct users would not have been able to make their trip if the bus had not been available as shown in **Table 14**. This tells us that the inability to access PRTC's services would have a severe impact on the quality of life for some of our passengers.

**Table 14: If Bus Service Were Not Available**

How would you make the trip if Bus service were not available?	OmniRide	Metro Direct	Cross County
Driven Alone	42.7%	8.4%	7.8%
Taxi	0%	11.7%	7.8%
Another PRTC Service	12.4%	0%	0%
VRE/Metro	4.6%	7.7%	0%
Ridden with Someone else (Carpool/vanpool)	8%	16.8%	24.5%
Walked or Biked	0%	4.2%	4.2%
Telework	17.4%	0%	0%
Slug (Instant Carpool)	37.8%	0%	0%
Could not have made this trip	0%	35.9%	49%
Other (Uber/Lyft)	11.1%	15.2%	10.8%

*PRTC On-Board Survey, 2017*

Some of the passengers who are transit dependent passengers are also unlikely to have driver's licenses. Table 15 highlights that nearly all 96.9% of OmniRide users and over half (52.9%) of Metro Direct users have valid driver's license. In contrast, only 37.3% of Cross County riders have driver's licenses.

**Table 15: Driver's License Status**

Do you have a Valid Driver's License?	OmniRide	Metro Direct	Cross County
Yes	96.9%	52.9%	37.3%
No	3.1%	47.1%	62.7%

*PRTC On-Board Survey, 2017*

In the VRE Customer Opinion Survey, passengers were asked how they traveled to the VRE station on the morning of the survey. **Table 16** shows an overwhelming 82% of passengers indicated that they drove alone and parked at the station while only 5% of passengers carpooled or rode with others. Also, when passengers were asked how they get to work on the days they choose not to ride VRE, 2,095 passengers indicated that they drove alone while only 328 passengers rode in a carpool and used HOV lanes (See **Table 17**). In both cases, the data shows that most of VRE passengers tend to be single-occupancy drivers and if VRE was not available, these riders would add to the level of congestion on the roadway network. However, with VRE, Virginia's only



commuter railroad, roughly 20,000 trips are provided on an average weekday, passengers are able to get to work, and congestion is relieved on roadways.

**Table 16: Mode for Travel to VRE Station**

How Did you travel to the VRE Station?	Percentage
Drove alone/Parked	82%
Drove / Rode with others and parked	5%
Dropped off by car	7%
Walked	5%
Bike	0%
Bus	0%
Other	0%

*VRE Customer Opinion Survey, 2019*

**Table 17: Mode When Chose Not to Ride VRE**

How Do You Get to Work if you Chose Not to Ride VRE?	Responses
Hot Lanes	384
Drove Alone	2095
Carpool/HOV	328
Vanpool	249
Car and Metrorail	1317
Bus Only	12
Car and Bus	98
Bus and Metrorail	389
Metrorail Only	119
"Slug"	206
Other	332

*VRE Customer Opinion Survey, 2019*

### **3.4 PUBLIC ENGAGEMENT PROCESS FOR SETTING THE MAJOR SERVICE CHANGE, DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICY**

In establishing the Major Service Change, Disparate Impact and Disproportionate Burden Policies, PRTC combined all of these policies into one document (Title VI Major Service Change and Fare/Service Equity Policy) to guide the analysis of fare changes and major service changes. At the April 4, 2013 Commission meeting, PRTC Board of Commissioners authorized the Executive Director to invite public comment on the proposed Title VI Major Service Change and Fare/Service Equity Policy. With the approval of the PRTC Board of Commissioners, PRTC posted and advertised the proposed Title VI Major Service Change and Fare/Service Equity Policy in a publication to provide for public inspection for a period of 30 days and public comment for 45 days from the date of publication. A PowerPoint presentation was prepared to summarize the reasons for the proposed policies and the policies themselves, which was also posted and used at the public hearings. Public Hearings on the policy were held on April 24<sup>th</sup> and April 25, 2015 in conjunction with PRTC's FY 2014 Budget and PRTC's proposed FY 2014 Fare Increase. No comments were received on the Major Service Change and Fare/Service Equity Policy.

At the February 12, 2015 Commission meeting, the PRTC Board of Commissioners approved an amendment to the Major Service Change and Service Equity Policy that broadened the definition of "Major Service Change" to include a system-wide service change amounting to ten percent (10%) or more of the system-wide revenue hours of service in addition to the route-specific changes that were already part of that definition. A copy of the resolutions are provided.

At the December 19, 2014 VRE Operation Board meeting, the VRE Operations Board provisionally adopted the VRE Title VI Major Service Change and Fare/Service Equity Policy and authorized the CEO to seek public comment. The policy was available for review at the front desk of VRE's offices in Alexandria during normal business hours and was also available on the VRE website, as well as PRTC's and the NVTC's websites. The VRE Title VI Major Service Change and Fare/Service Equity Policy was posted publicly and notice was advertised in publications to provide for public inspection for a period of more than 30 days and VRE accepted public comments for 45 days from the date of publication. The notice was published in the following publications: the Washington Post, the Washington Hispanic, El Comercio, and the Fredericksburg Free Lance-Star. Only one comment was received requesting basic clarification.

As no substantive comments were received from the public, the VRE Title VI Major Service Change and Fare/Service Equity Policy was approved as written. A copy of the board resolution is provided.



Potomac and Rappahannock  
Transportation Commission

14700 Potomac Mills Road  
Woodbridge, VA 22192

## RESOLUTION

**MOTION: JONES**

**RESOLUTION NO. 13-04-10**

**SECOND: WAY**

**OFFICIAL COMMISSION MEETING**

**APRIL 4, 2013**

**RE: PROPOSED MAJOR SERVICE CHANGE AND SERVICE EQUITY POLICY –  
AUTHORIZATION TO ISSUE AS PROPOSED POLICY FOR PUBLIC REVIEW  
AND COMMENT**

**WHEREAS**, Title VI of the Civil rights Act 1964, 49 CFR Section 21 and FTA Circular 4702.1B) requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact; and

**WHEREAS**, the Regulations prescribe that the public be invited to review and comment on the Major Service Change, Disparate Impact and Disproportionate Burden Policies as proposed; and

**WHEREAS**, the Potomac and Rappahannock Transportation Commission (“PRTC” or the “Commission”) has proposed to increase fares effective FY 2014; and

**WHEREAS**, the Major Service Change, Disparate Impact and Disproportionate Burden Policies must be in place to conduct the fare equity analysis as required by the FTA; and

**WHEREAS**, as recommended by the Commission’s Title VI Coordinator, the Executive Director, is recommending the establishment of the Major Service Change, Disparate Impact and Disproportionate Burden Policies in accordance with the methodology set forth in the FTA Circular 4702.1B; and

**WHEREAS**, both the proposed FY 2014 fare increase and the proposed Title VI policies warrant an opportunity for public review and comment before action is taken.

**POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION  
OFFICIAL COMMISSION MEETING  
RESOLUTION NO. 13-04-10  
PAGE 2**

**NOW, THEREFORE, BE IT RESOLVED** that the Potomac and Rappahannock Transportation Commission does hereby authorize the Executive Director to invite public comment on the Major Service Change, Disparate Impact and Disproportionate Burden Policies.

**BE IT FURTHER RESOLVED** that the Potomac and Rappahannock Transportation Commission does hereby direct the Executive Director to return to the Commission following the public review process, accounting for and disclosing comments received and advising whether said public comments warrant a change to the policies as proposed.

**POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION  
OFFICIAL COMMISSION MEETING  
RESOLUTION NO. 13-04-10  
PAGE 3**

**VOTES:**

**AYES:**

**ANDERSON, DURANY, COVINGTON, JENKINS,  
JONES, KELLY, MAY, MILDE, MILLER, NOHE,  
PITTARD, WAY**

**NAYS:**

**NONE**

**ABSTAIN:**

**NONE**

**ABSENT DURING VOTE:**

**NONE**

**MEMBERS PRESENT:**

**ANDERSON, COVINGTON, JENKINS, JONES,**

**KELLY, MAY, MILDE, MILLER, NOHE, WAY**

**MEMBERS ABSENT:**

**CADDIGAN, DRAKE, PITTS, PRINCIPI, PULLER,**

**SKINNER, THOMAS**

**ALTERNATES PRESENT:**

**DURANY, PITTARD**

**ALTERNATES ABSENT:**

**BARG, BUDESKY, HOWE, LASCH, NADDONI,  
PAGE, PARRISH, ROSS, SCHIEBER, STEWART,  
STIMPSON, WREN**

**\*\*CERTIFIED COPY\*\***

**APRIL 4, 2013**

  
\_\_\_\_\_  
**ALFRED H. HARF**  
**EXECUTIVE DIRECTOR**




Potomac and Rappahannock  
Transportation Commission

14700 Potomac Mills Road  
Woodbridge, VA 22192

April 4, 2013

TO: Chairman May and Commissioners

FROM: Alfred H. Harf   
Executive Director

RE: Proposed Major Service Change and Service Equity Policy – Authorization to Issue as Proposed Policy for Public Review and Comment

---

Recommendation

Authorize the Executive Director to seek public comment to establish the Major Service Change, Disparate Impact and Disproportionate Burden Policies in compliance with applicable federal requirements (Title VI of the Civil Rights Act 1964, 49 CFR Section 21, Executive Order 12898, and FTA Circular 4702.1B).

Background

The requirement for these policies comes from Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. In FTA Circular 4702.1B, the FTA now requires recipients to adopt and utilize three Title VI policies to serve as the guiding principles of an analysis of equity in major service and fare changes. As PRTC has proposed to increase fares effective FY 2014, these policies need to be in place in order to conduct the required fare equity analysis.

An equity analysis examines fare changes and major service changes for disparate impacts of adverse effects to minority populations and for disproportionate burden of adverse impacts to low-income populations. One of the new requirements related to equity analysis is the requirement that PRTC adopt the following three (3) policies: Major Service Change Policy, Disparate Impact Policy and the Disproportionate Burden Policy. PRTC has combined all of these policies in the Title VI Major Service Change and Fare/Service Equity Policy to guide the analysis of fare changes and major service changes. A copy of PRTC's Title VI Major Service Change and Fare/Service Equity Policy as proposed is provided as Attachment 1.

The objective of each policy is as follows:

1. The Major Service Change Policy defines a major service change and determines a threshold that qualifies as such for major service changes. In so doing, it identifies which service changes are subject to an equity analysis and it defines an adverse effect.
2. The Disparate Impact Policy is a policy for measuring disparate impacts on minority populations. It establishes a threshold for determining when adverse effects of fare and major service changes are borne disproportionately by minority populations.
3. The Disproportionate Burden Policy is a policy for measuring disproportionate burdens on low-income populations. It establishes a threshold for determining when adverse effects of fare and major service changes are borne disproportionately by low-income populations.

The Circular also requires that the public participate in the formation of these policies. To this end, management is seeking the Commission's authorization to invite public comment on the PRTC's Title VI Major Service Change and Fare/Service Equity Policy as proposed, which contains these policies, doing so as part of the public review process envisioned for the proposed FY 2014 budget (and its attendant fare increase). Consolidating the public review in this fashion is sensible since the policies bear directly on analysis that the Commission needs to do before the budget and its attendant fare increase proposal can be considered in final form. Comment will be solicited through various channels of communication, including: a pair of public hearings, via U.S. mail, and via email. By using all these mediums, PRTC is doing as much as practicable to invite public review and participation.

With the Commission's approval, the subject proposed Title VI policies mandated by the FTA -- Major Service Change Policy, Disparate Impact Policy and the Disproportionate Burden Policy -- will be posted publicly and advertised in a publication to provide for public inspection for a period of 30 days and public comment for 45 days from the date of publication. A PowerPoint presentation has also been prepared (Attachment 2) to summarize the reasons for the proposed policies and the policies themselves, which will also be posted and used at the public hearings.

Chairman May and Commissioners  
April 4, 2013  
Page 3

Management is also recommending that the Commission provisionally adopt the policies, subject to a finding that the public review process does not result in any public comments that necessitate reconsideration/possible modification of the policies as proposed. If reconsideration is needed, the Executive Director will return to the Board with the final policies at the June 2013 meeting.

Fiscal Impact:

Not applicable.

Attachments: As stated





Potomac and Rappahannock  
Transportation Commission

## Title VI: Proposed Major Service Change & Fare/Service Equity Policy

---

March 2013



OmniRide • Metro Direct • OmniLink • Cross County Connector

# PROPOSED MAJOR SERVICE CHANGE & FARE/SERVICE EQUITY POLICY

---

## Purpose of the Policy

The purpose of the Major Service Change and Fare/Service Equity Policy is to define thresholds for determining major service changes and for determining whether potential fare and major service changes will have: a disparate impact based on race, color, or national origin; or a disproportionate burden on low-income populations.

These thresholds and determinations are required by Federal law, as described in Federal Transit Administration (FTA) Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients”, which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. For changes to existing transit fares, the FTA requires PRTC to prepare and submit fare equity analyses for all potential transit fare adjustments. PRTC is required to have established guidelines or thresholds for what it considers a “major” service change to be. For major service changes only, the FTA requires PRTC to prepare and submit an equity analysis which includes an analysis of adverse affects.

## Definitions (As provided in the FTA Circular 4702.1B)

Adverse Effect is defined as a geographical or time-based reduction in service which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.

Disparate Impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where PRTC’s policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disparate treatment refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e., less favorably) than others because of their race, color, or national origin.

Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

Low-income person means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.

Low-income population refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

Minority Persons include those persons who self-identify as being one more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and Other Pacific Islander, as defined in the FTA Title VI Circular.

Minority Populations means any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

Service Area – the entire area in which PRTC is authorized to provide public transportation service under appropriate local, state, and Federal law.

Service Level – Refers to the span of service (hours of operation), days of operation, trips and headways (service frequencies) for a transit route or the regional transit service.

Service Span – The span of hours over which service is operated (e.g., 6 a.m. to 10 p.m.). The service span may vary by weekday, or Saturday, or Sunday.

## **Proposed Policies:**

### **A. Major Service Change Policy**

The following is considered a major service change (unless otherwise noted under Exemptions), and will be evaluated in accordance with the regulatory requirements set forth in FTA Circular 4702.1B:

A major service change is defined as any change in service on any individual route that would add or eliminate more than:

1. Twenty-five percent (25%) of the route revenue miles; or
2. Twenty-five percent (25%) of the route revenue hours.

All major service changes will be subject to an equity analysis which includes an analysis of adverse effects.

## ***Exemptions***

The major service change thresholds exclude any changes to service that are caused by the following:

- Initiation/Discontinuance of Temporary or Demonstration Services – The initiation or discontinuance of a temporary transit service or demonstration service that will be/has been in effect for less than one year.
- Headway Adjustments – Headways for transit routes may be adjusted up to 5 minutes during the peak hour periods, and 15 minutes during non-peak hour periods. “Headways” is the term used to describe the interval of time between two successive scheduled bus arrivals on a particular route.
- New Transit Service “Break-In” Period – An adjustment to service frequencies and/or span of service for new transit routes that have been in revenue service for less than 180 days. “Frequency” is the term used to describe how many scheduled bus trips per hour are present on a particular route, while “span of service” is the term used to describe the number of hours during a day that bus service is present on a particular route.
- Natural or Catastrophic Disasters – Forces of nature such as earthquakes, wildfires, or other natural disasters, or human-caused catastrophic disasters that may force the suspension of transit service for public safety or technical events.
- Auxiliary Transportation Infrastructure Failures – Failures of auxiliary transportation infrastructure such as vehicular bridges, highway bridge overpasses, tunnels, or elevated highways that force the suspension transit service.
- Seasonal Service and Special Events – Changes to bus service levels on routes which occur because of seasonal ridership changes and event activities served by dedicated temporary bus routes or increase service frequencies.
- Temporary Route Detours – A short-term change to a route caused by road construction, routine road maintenance, road closures, emergency road conditions, fiscal crisis, civil demonstrations, or any uncontrollable circumstance.

### **B. Disparate Impact Policy**

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations. For the purpose of this policy, minority population means any readily identifiable group of minority persons who live in geographic proximity and in residential land use areas within Census tracts where the percentage of minority persons is higher than the PRTC service area average. As defined in the FTA Title VI Circular, Minority persons include those persons who self-identify as being one or more of the following ethnic groups: American Indian and Alaska

Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander.

A disparate impact occurs if a proposed fare or major service change requires a minority population to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the non-minority population.

If PRTC finds a potential disparate impact, the agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were avoided, minimized or mitigated. If PRTC chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are not alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

### **C. Disproportionate Burden Policy**

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by low-income populations. For the purpose of this policy, low-income population refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

A disproportionate burden occurs if a proposed fare or major service change requires a low-income population to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the non-low income population.

If PRTC finds a potential disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were avoided, minimized or mitigated. If PRTC chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no practical alternatives that would have less of an impact on the low-income population and would still accomplish the agency's legitimate program goals.

## Equity Analysis Data Methodology

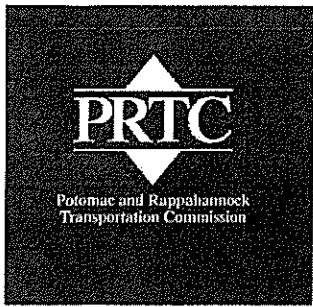
Category	Action	Evaluation Method
Fare	Adjustment	*On-board Survey profile data of affected fare category and/or Census Data
Service Span	Reduction	On-board Survey profile data of affected route
	Expansion	
Service Headway	Reduction	On-board Survey profile data of affected route
	Expansion	
Route Length	Reduction	On-board Survey Data
	Expansion	Census Data
Route Alignment	Reduced Alignment	On-board Survey Data
	Expanded Alignment	Census Data
	Modified Alignment, Eliminated Segments, and Segments to New Areas	On-board Survey Data
		Census Data
New Route	New Route	Census Data

## Equity Analysis Data Sources

Data Source	Data Provider	Collection Methodology	Evaluation Method
American Community Survey, 2011	U.S. Census Bureau	Sample of general population	Identify minority and low-income population by Census tracts .
*PRTC On-Board Survey, 2013	PRTC	Sample of passengers riding OmniRide, OmniLink, Cross County Connector and Metro Direct at various times of the day and days of the week	Identify origin-destination patterns, ethnicity, household income and fare type usage among riders.

\*On-Board Survey data refers to the survey conducted by PRTC at least once every three (3) years.





14700 Potomac Mills Road  
Woodbridge, VA 22192

## RESOLUTION

**MOTION: WAY**

**RESOLUTION NO. 15-02-11**

**SECOND: CADDGIAN**

**OFFICIAL COMMISSION MEETING**

**FEBRUARY 12, 2015**

**RE: AMENDMENT TO PRTC'S PUBLIC PARTICIPATION POLICY AND MAJOR SERVICE CHANGE AND SERVICE EQUITY POLICY**

**WHEREAS**, the Potomac and Rappahannock Transportation Commission ("PRTC" or the "Commission") is required by law to have an adopted public participation policy; and

**WHEREAS**, the adopted PRTC public participation policy was last amended in September 2006; and

**WHEREAS**, a review of the adopted policy in relation to applicable statutes, regulations and federal guidance confirms that amendments are required for conforming reasons; and

**WHEREAS**, PRTC management has proposed amendments to the Policy as required; and

**WHEREAS**, in the course of assessing the Policy for needed amendments, PRTC management has also reexamined the definition of "major service change" as adopted in a previous policy (i.e., Major Service Change and Service Equity Policy, adopted by PRTC in June 2013), concluding that the definition needs to be broadened to include a system-wide service change amounting to ten percent or more of the system-wide revenue hours of service in addition to the route-specific changes that are already part of that definition; and

**WHEREAS**, the PRTC has reviewed the proposed amendments and is in accord.

**NOW, THEREFORE, BE IT RESOLVED** that the Potomac and Rappahannock Transportation Commission does hereby adopt the amended public participation policy as proposed.

**POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION  
OFFICIAL COMMISSION MEETING  
RESOLUTION NO. 15-02-11  
PAGE 2**

**BE IT FURTHER RESOLVED** that the Potomac and Rappahannock Transportation Commission also adopts an amendment to the Major Service Change and Service Equity Policy to incorporate the same broadened definition of a major service change.

**BE IT FURTHER RESOLVED** that the Potomac and Rappahannock Transportation Commission also authorizes the Executive Director to make further amendments to the Public Participation Policy as may be required in the future for conformance reasons, without the need for further Commission approval.



POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION  
OFFICIAL COMMISSION MEETING  
RESOLUTION NO. 15-02-11  
PAGE 3

**VOTES:**

**AYES:**

CADDIGAN, DURANY, JONES, KELLY, LAWSON,  
MAY, MITCHELL, NOHE, SKINNER, THOMAS,  
TRAMPE, WAY

**NAYS:**

NONE

**ABSTAIN:**

NONE

**ABSENT DURING VOTE:**

NONE

**MEMBERS PRESENT:**

CADDIGAN, JONES, KELLY, LAWSON, MAY,  
MITCHELL, NOHE, SKINNER, TRAMPE,  
THOMAS, WAY

**MEMBERS ABSENT:**

ANDERSON, JENKINS, MILDE, MILLER,  
PRINCIPI, PULLER

**ALTERNATES PRESENT:**

DURANY, LOVEJOY

**ALTERNATES ABSENT:**

BARG, BOHMKE, LASCH, McLAUGHLIN,  
NADDONI, PARRISH, PAGE, PATE, PITTARD,  
ROSS, SELLERS, STEWART, WITHERS, WREN

**\*\*CERTIFIED COPY\*\***

**FEBRUARY 12, 2015**

  
\_\_\_\_\_  
ALFRED H. HARF  
EXECUTIVE DIRECTOR

**Virginia Railway Express  
Operations Board**

**Resolution  
9E-12-2014**

**Adoption of Proposed VRE Title VI Major Service Change and  
Fare/Service Equity Policy and Authorization to  
Seek Public Review and Comment**

**WHEREAS**, VRE's Title VI Major Service Change and Fare/Service Equity Policy will be incorporated into PRTC's Title VI Program and submitted to the Federal Transit Administration (FTA); and,

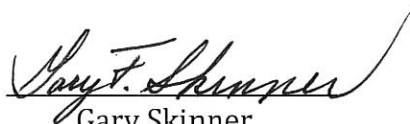
**WHEREAS**, Title VI of the Civil Rights Act of 1964, 49 CFR Section 21 and FTA Circular 4702.1B requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact; and,


**WHEREAS**, the Regulations prescribe that the public be invited to review and comment on the Major Service Change, Disparate Impact and Disproportionate Burden Policies as proposed;

**NOW, THEREFORE, BE IT RESOLVED THAT**, the VRE Operations Board does hereby provisionally adopt the VRE Title VI Major Service Change and Fare/Service Equity Policy.

**BE IT FURTHER RESOLVED THAT**, the VRE Operations Board does hereby authorize the CEO to invite public comment on the VRE Title VI Major Service Change and Fare/Service Equity Policy and does direct him to return to the Operations Board following the public review process and advise whether said public comments warrant any changes to the policies as provisionally adopted.

Approved this 19<sup>th</sup> day of December 2014

  
Gary Skinner  
Secretary

  
Paul Milde  
Chairman



VIRGINIA RAILWAY EXPRESS  
OPERATIONS BOARD

**Agenda Item 9-E**  
**Action Item**

**To: Chairman Milde and the VRE Operations Board**

**From: Doug Allen**

**Date: December 19, 2014**

**Re: Adoption of Proposed VRE Title VI Major Service Change and Fare/Service Equity Policy and Authorization to Seek Public Review and Comment**

---

**Recommendation:**

The VRE Operations Board is asked to provisionally adopt the proposed VRE Title VI Major Service Change and Fare/Service Equity Policy and authorize the CEO to seek public comment. The purpose of this policy is to determine whether potential fare and major service changes will have a disparate impact based on race, color, or national origin; or disproportionate burden on low-income populations.

**Background:**

The VRE Title VI Major Service Change and Fare/Service Equity Policy will be incorporated into the PRTC Title VI Program. PRTC is required to submit their Title VI Program to the Federal Transit Administration (FTA) every three years with the next submittal due by March 31, 2015. The requirement for these policies became effective October 1, 2012, after PRTC's last submittal, so this is the first time PRTC and VRE have been required to have these policies in place.

The requirement for these policies comes from FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." The FTA now



Northern Virginia  
Transportation Commission  
2300 Wilson Blvd. #620  
Arlington, VA 22201  
703.524.3322



Virginia Railway Express  
1500 King Street, Suite 202  
Alexandria, VA 22314  
703.684.1001  
VRE.org



Potomac and Rappahannock  
Transportation Commission  
14700 Potomac Mills Road  
Woodbridge, VA 22192  
703.580.6121

requires recipients to adopt and utilize three Title VI policies to serve as the guiding principles of an analysis of equity in major service and fare changes.

The Objective of each policy is as follows:

1. The Major Service Change Policy defines a major service change, identifies which service changes are subject to an equity analysis, and defines an adverse effect.
2. The Disparate Impact Policy establishes a threshold for determining when adverse effects of fare and major service changes are borne disproportionately by minority populations.
3. The Disproportionate Burden Policy establishes a threshold for determining when adverse effects of fare and major service changes are borne disproportionately by low income populations.

A copy of the proposed VRE Title VI Major Service Change and Fare/Service Equity Policy is provided as Attachment 1.

The Circular also requires the public participate in the formation of these policies. With the Operations Board's approval, the proposed VRE Title VI Major Service Change and Fare/Service Equity Policy will be posted publicly and advertised in publications to provide for public inspection for a period of 30 days and VRE will accept public comments for 45 days from the date of publication.

Management is recommending the VRE Operations Board provisionally adopt the policies, subject to a finding that the public review process does not result in any public comments that necessitate reconsideration or modification of the policies as proposed. If reconsideration is needed, the CEO will return to the Board with a modified policy at a future Operations Board meeting.

**Fiscal Impact:**

None



**Virginia Railway Express**

## **Title VI: Major Service Change & Fare/Service Equity Policy**

---

**December 2014**



# **PROPOSED MAJOR SERVICE & FARE/SERVICE EQUITY POLICY**

---

## **Purpose of the Policy**

The purpose of the Major Service Change and Fare/Service Equity Policy is to a) define thresholds for determining major service changes, and b) determine whether potential fare and major service changes will have a disparate impact based on race, color, or national origin; or disproportionate burden on low-income populations.

These thresholds and determinations are required by Federal law, as described in Federal Transit Administration (FTA) Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients”, which became effective October 1, 2012. The Circular requires any FTA recipient that operated 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact. For changes to existing transit fares, the FTA requires VRE to prepare and submit fare equity analyses for all potential fare adjustments. VRE is required to have established guidelines or thresholds for what is considered a “major” service change. For “major” service changes, FTA requires VRE to prepare and submit an equity analysis, which includes an analysis of adverse effects.

## **Definitions (As provided in the FTA Circular 4702.1B)**

Adverse Effect is defined as a geographical or time-based reduction in service which includes but is not limited to span of service changes, frequency changes, route segment elimination, rerouting, or route elimination.

Disparate Impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where VRE’s policy or practice lacks a substantial legitimate justification and where there exist one or more alternatives that would serve the same legitimate objective but with less disproportionate effect on the basis of race, color, or national origin.

Disparate Treatment refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e., less favorably) than others because of race, color, or national origin.

Disproportionate Burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

Low-income Person means a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.

Low-income Population refers to any readily identifiable group of low-income persons who live in geographic proximity, and, if circumstances warrant, geographically dispersed/transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed FTA program, policy or activity.

Minority Persons include those persons who self-identify as being one or more of the following ethnic groups: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian and Other Pacific Islander, as defined in the FTA Title VI Circular.

Minority Populations means any readily identified group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

Service Area – the entire area in which VRE is authorized to provide public transportation service under appropriate local, state, and Federal law.

Service Level – Refers to the span of service (hours of operation), days of operation, trips and headways (service frequency) for a transit route or the regional transit service.

Service Span – The span of hours over which service is operated (e.g., 6 a.m. to 10 p.m.). The service span may vary by weekday, or Saturday, or Sunday.

## **Proposed Policies:**

### **A. Major Service Change Policy**

All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to VRE's Operations Board for its consideration and included in VRE's Title VI Program with a record of the action taken by the Board.

A major service change is defined as any change in service meeting at least one of the following criteria:

1. An adjustment of service that equates to a reduction or addition of 25 percent (25%) or greater total revenue train miles per day.
2. A 25 percent (25%) or greater reduction or increase in the number of stops at a station per day.

Any change that is a temporary or interim change due to construction, maintenance projects, natural or catastrophic disasters, or seasonal and special events is exempted from the definition and is not considered a “major service change.”

### **B. Disparate Impact Policy**

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations.

VRE will consider a proposed major service change to be disparate if the minority population affected is 20 percent (20%) greater than the service area average for minority populations.

VRE will consider a proposed fare change to be disparate if the difference between the average fare increase (as a percent change) for minority riders is greater than 5% of the average fare increase (as a percent change) for non-minority riders.

If VRE finds a potential disparate impact, the agency will take steps to avoid, minimize or mitigate impacts, and then reanalyze the modified service plan to determine whether the impacts were avoided, minimized, or mitigated. If VRE chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are not alternatives that would have less of an impact on the minority population and would still accomplish the agency’s legitimate program goals.

### **C. Disproportionate Burden Policy**

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by low-income populations.

VRE will consider a proposed major service change to be disproportionate if the low-income population affected is 20 percent (20%) greater than the service area average for low-income populations.

VRE will consider a proposed fare change to be disproportionate if the difference between the average fare increase (as a percent change) for low-income riders is greater than 5% of the average fare increase (as a percent change) for non-low-income riders.

If VRE finds a potential disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts, and then reanalyze the modified service plan to determine whether the impacts were avoided, minimized, or mitigated. If VRE chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are



no practical alternatives that would have less of an impact on the low-income population and would still accomplish the agency's legitimate program goals.

### **3.5 EQUITY ANALYSES FOR MAJOR SERVICE AND FARE CHANGES**

The FTA requires transit providers that operate 50 or more fixed route vehicles in peak services and are located in a UZA of 200,000 or more in population to prepare and submit service and fare equity analyses to ensure their service and fare changes do not result in disparate impacts on the basis of race, color or national origin.

Since the last Title VI submission in 2018, PRTC has completed the following Equity Analyses:

- New Haymarket to Rosslyn/Ballston Express Route – 622
- New Stafford Express Routes (543 & 622) – November 2019

VRE has completed the following Fare Equity Analyses:

Fare Equity Analysis on the Proposed FY 2018 Fare Increase

Copies of the Service and Fare Equity Analyses for PRTC and VRE and the board resolutions are provided below:



## Potomac and Rappahannock Transportation Commission

---

# Title VI Service Equity Analysis

(New Haymarket to Rosslyn/Ballston Express Route – 622)

# Table of Contents

---

<b>I. Introduction and Background.....</b>	<b>1</b>
1.1 Title VI Regulations.....	1
1.2 Title VI Policies .....	1
1.3 Reasons for Proposed New Service .....	2
<b>II. Public Participation .....</b>	<b>3</b>
2.1 Public Outreach.....	4
2.2 Public Hearing.....	4
<b>III. Methodology.....</b>	<b>5</b>
<b>IV. Analysis and Effects of Proposed New Route .....</b>	<b>6</b>
4.1 Disparate Impact Analysis.....	6
4.2 Disproportionate Burden Analysis.....	6
<b>V. Results of Analysis.....</b>	<b>7</b>

## List of Appendices

Appendix A	Title VI Major Service Change and Fare/Service Equity Policy
Appendix B	Board Approval of Title VI Major Service Change and Fare/Service Equity Policy
Appendix C	Board Approval of Amendment to Public Participation Policy and Title VI Major Service Change Policy
Appendix D	Amended Title VI Major Service Change and Fare/Service Equity Policy
Appendix E	Haymarket – Rosslyn/Ballston Bus Schedule
Appendix F	Board Authorization to Hold Public Hearing for Proposed Haymarket Express Bus Route
Appendix G	Board Acceptance of Public Participation Results

# Title VI Service Equity Analysis

## New Haymarket to Rosslyn/Ballston Express Route – 622

### I. Introduction and Background

#### 1.1 TITLE VI REGULATIONS

Title VI of the Civil Rights Act of 1964 ensures that “no person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” The Potomac and Rappahannock Transportation Commission (PRTC) has committed to the Federal Transit Administration (FTA) Title VI objectives set forth in Circular 4702.1B ensuring that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.

This document is an analysis of the addition of the new Haymarket to Rosslyn/Ballston Route (622) express bus service. The analysis was conducted in compliance with Federal Transit Administration (FTA) Circular 4702.1B which requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 persons or greater to evaluate any major service changes and any fare changes at the planning and programming stages to determine whether those changes have a discriminatory impact on Minority and Low Income populations. In its Title VI Plan submittal to FTA every three years, PRTC must provide a copy of the equity evaluation of any significant service changes and fare changes implemented since the last submission.

#### 1.2 TITLE VI POLICIES

The FTA requires three (3) Title VI policies (Major Service Change Policy, Disparate Impact Policy and the Disproportionate Burden Policy) to serve as the guiding principles of any analysis of equity in major service and fare changes. PRTC has combined all three policies into one document entitled, “Title VI: Major Service Change and Fare/Service Equity Policy” which was provisionally adopted by PRTC’s Board of Commissioners in April 2013, dependent on the outcome of the public hearing. The policy was released to the public in April 2013 and significant public outreach was conducted to solicit input regarding the policy. Public hearings were held on April 24 and 25, 2013. Hard copies of the public hearing materials were provided upon request and comments could be made in person at the public hearing, in writing, or via email. Following the two public hearings, no comments were received in regards to PRTC’s Title VI Major Service Change and Fare/Service Equity Policy and the policy went into effect as approved earlier by the Commission. A copy of the policy is provided as **Appendix A**. A copy of the board report and resolution

demonstrating the board’s official consideration and approval of the policy is attached as **Appendix B**.

On February 12, 2015, the PRTC Board of Commissioners approved an amendment to PRTC’s Public Participation Policy and the Major Service Change and Fare/Service Equity Policy. PRTC management reexamined the definition of “major service change” as adopted previously and concluded that the definition needed to be broadened to include a system-wide service change amounting to ten percent (10%) or more of the system-wide revenue hours of service in addition to the route-specific changes that are already part of that definition. A copy of the board report and resolution demonstrating the board’s official approval of the amendment to these policies is attached as **Appendix C**. The amended Title VI Major Service Change and Fare/Service Equity Policy dated February 2015 is provided as **Appendix D**.

### **1.3 REASONS FOR PROPOSED NEW SERVICE**

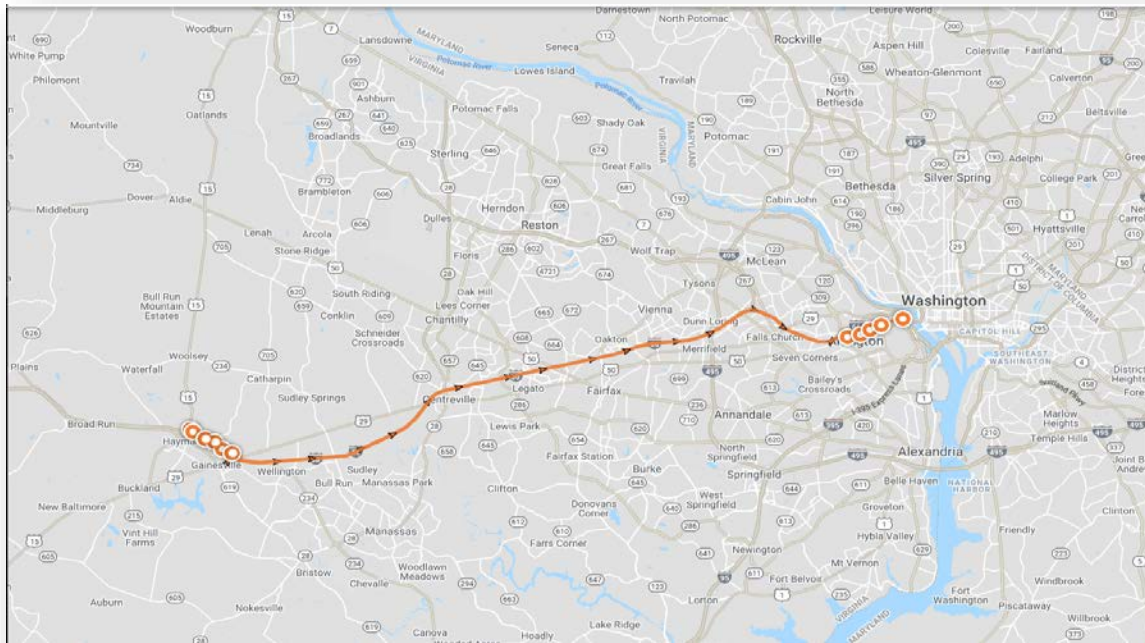
To enhance the express bus network, OmniRide is proposing a new express bus route from Haymarket to the Rosslyn-Ballston employment area. Currently, passengers in the western portion of the Prince William County have no direct transit options and must either transfer from bus to Metrorail or transfer between buses at the Pentagon to reach this corridor.

In addition, the Virginia Department of Transportation (VDOT) is constructing new commuter lots in the western portion of Prince William County to support the Transform 66 project and encourage alternate modes of transportation. The first new commuter lot will be built in Haymarket, near the intersections of I-66 and US 15, and is planned to open in late 2018. This 200 space facility adds much needed commuter parking capacity in the I-66 corridor and allows for the expansion of commuter bus services, as well as carpooling and other ridesharing options. If approved, OmniRide is proposing to begin the Haymarket bus service in conjunction with the opening of the Haymarket Commuter Lot.

The annual cost to provide this service is approximately \$340,000. Funding sources under consideration include the Transform 66 Transportation Management Plan (TMP), the I-66 Commuter Choice Program, and new fuel tax floor revenues.

The proposed routing for the new Haymarket to Rosslyn/Ballston Route starts at Heathcote Blvd. and Heritage Hunt and then to the Heathcote Commuter Lot before traveling non-stop along I-66 to Ballston and then Rosslyn Destinations with stops along North Fairfax Drive, Clarendon Boulevard and Wilson Boulevard. A map of the New Haymarket to Rosslyn/Ballston Express Route (622) is provided below:

**Map 1: Haymarket to Rosslyn/Ballston (622)**



The proposed new route would provide four morning and four evening trips on 57-seat motor coach buses and serve five (5) bus stops in Arlington. The new Haymarket – Rosslyn/Ballston Schedule is provided as **Appendix E**.

If the proposed new service is approved, it will be implemented in December 2018 with free fares being offered through February 15, 2019 to celebrate the start of the new route. When the free ride promotion ends, Haymarket passengers will pay half of the fare. The half-fare promotion is funded by VDOT and the Virginia Department of Rail and Public Transportation to encourage commuters to use transit for approximately the next four years while Express Lanes construction is underway. The new Haymarket route will be funded in part by tolls collected on the I-66 Express Lanes.

## **II. Public Participation**

PRTC's Title VI and Public Participation Policies call for extensive public outreach to gather public feedback and input before a proposed major service change and/or fare increase is enacted. A mandatory element of that public review is a Public Hearing. On September 6, 2018, the PRTC Board Commissioners authorized the Executive Director to hold public hearings on the proposed Haymarket Express Bus Service. The board report and resolution related to that action is attached as **Appendix F**.

## 2.1 Public Outreach

To inform the public about the proposed new service from Haymarket to Rosslyn/Ballston and the public hearing, PRTC:

- Published legal notices in the newspaper
- Posted Service Updates on the homepage of PRTC's website
- Posted notices on the Public Hearing page of PRTC's website including public hearing documents and presentations;
- Sent Rider Express messages to everyone in PRTC's *Rider Express* database who is registered to receive alerts relating to OmniRide:
- Posted notices on PRTC's Facebook Page

Due to low concentrations of limited English speakers on OmniRide routes, notices to inform the public about the proposed new service and the public hearing notice were not provided in Spanish. As part of the PRTC 2017 On-Board Survey, OmniRide passengers were asked if they speak a language other than English at home and how well do they speak English. As shown in Tables 2-1 and 2-2, over 81% of passengers responded that they do not speak a language other than English at home. Also, more than 77% of the passengers indicated that they speak English well or very well.

**Table 2-1: Language Other Than English Spoken at Home**

OmniRide	
Yes	15.4%
No	81.7%
Missing	2.9%

**Table 2-2: Ability to Speak English**

OmniRide	
Very Well	64.8%
Well	12.5%
Not Well	2.0%
Missing	20.7%



## 2.2 Public Hearing

During the month of October 2018, PRTC held four (4) public hearings at the Manassas Park Community Center, Baldwin Elementary School, Haymarket Gainesville Community Public Library and the OmniRide Transit Center. In addition to the new Haymarket – Rosslyn/Ballston Service, the public was asked to provide comments on the proposed Western Service Area Local Restructuring Plan as well as the Transit Development and Transportation Demand Management Plan.

All four (4) of the public hearings began with management’s presentation followed by public comment. Fifteen (15) members of the public attended the public hearings and there were four (4) written comments specific to the new Haymarket bus service. Overall, all comments received supported the new service. Based upon the input received during the public participation process management concluded that no changes were needed to the proposed Haymarket/Rosslyn Express service.

Management compiled the public hearing presentation, sign-in-sheet, copy of the public hearing transcript and results of the public participation process, which was accepted by the Board of Commissioners at the November 1, 2018 meeting. A copy of the board report and resolution is provided as **Appendix G**.

## III. Methodology

While it is evident that the addition of a route qualifies as a major service change, PRTC has provided the proposed route revenue miles and route revenue hours as required by the FTA:

**Table 3-1: Proposed Addition in Route Revenue Miles/Hours**

<b>Haymarket – Rosslyn/Ballston (622)</b>	<b>Route Revenue Miles</b>	<b>Route Revenue Hours</b>
Current	0	0
Proposed	71,832	2,692
% Change	100%	100%

To do this analysis, PRTC management relied on census data since there is no ridership data for this direct route from Haymarket to Rosslyn/Ballston. The proposed route will originate at Heathcote Blvd. and Heritage Hunt and then travel to the Heathcote Commuter Lot before traveling non-stop along I-66 to Ballston and then Rosslyn Destinations.

PRTC staff identified the minority and low-income populations living in census tracts along the proposed new route in and around Haymarket in Prince William County. GIS mapping and U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates were used for minority

and low-income data. The population of each census tract adjacent to the route was calculated, then the percentages of minority and low-income populations for each census tract of the tracts were calculated.

## IV. Analysis and Effects of Proposed New Route

PRTC's Title VI: Major Service Change and Fare/Service Equity Policy states that if PRTC finds a potential disparate impact or disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were avoided, minimized or mitigated. The policy further states that if PRTC chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no practical alternatives that would have less of an impact of the minority and low-income populations and would still accomplish the agency's legitimate program goals.

### 4.1 Disparate Impact Analysis

PRTC's policy states that a disparate impact occurs when the minority population adversely affected by a fare or service change is 20% or more than the adverse effects by the non-minority population.

The minority population in the Prince William County census tracts along the proposed Haymarket to Rosslyn/Ballston route is 48%, which is lower than the non-minority population of 52%. As shown in **Table 4-1**, there is a percentage difference of -8.3%, which is a negative result. Based on the calculations of the percent change, if the Haymarket to Pentagon Route is implemented, the minority ridership would not bear an adverse effect that is greater than non-minority riders. There is no disparate impact associated with the implementation of this route as proposed for the minority population.

**Table 4-1: Effects of Proposed New Route on Minority Population**

DISPARATE IMPACT	Effects on the Minority Population		
	Census Tracts Along Route	Census Tracts Along Route	Percentage Change
Haymarket to Rosslyn/Ballston	Minority Population	Non-Minority Population	<b>-8.3%</b>
	48%	52%	

### 4.2 Disproportionate Burden Analysis

A disproportionate burden occurs if a proposed fare or major service change requires a low-income population to bear adverse effects by twenty percent (20%) or more than the adverse effects borne by the non-low income population.

**Table 4-2** shows that the low-income population living in census tracts along the proposed new route in and around Haymarket in Prince William County is 2%, which is significantly lower than the non-low income population (98%). The low-income are defined as those households where income is less than \$25,000 a year. The implementation of the proposed Haymarket to Rosslyn/Ballston route does not affect the low-income passengers more adversely than the non-low-income ridership as the percentage of low-income passengers is very low. Thus, there is no disproportionate burden associated with the proposed new service change as illustrated below in Table 4-2.

**Table 4-2: Effects of Proposed New Route on Low-Income**

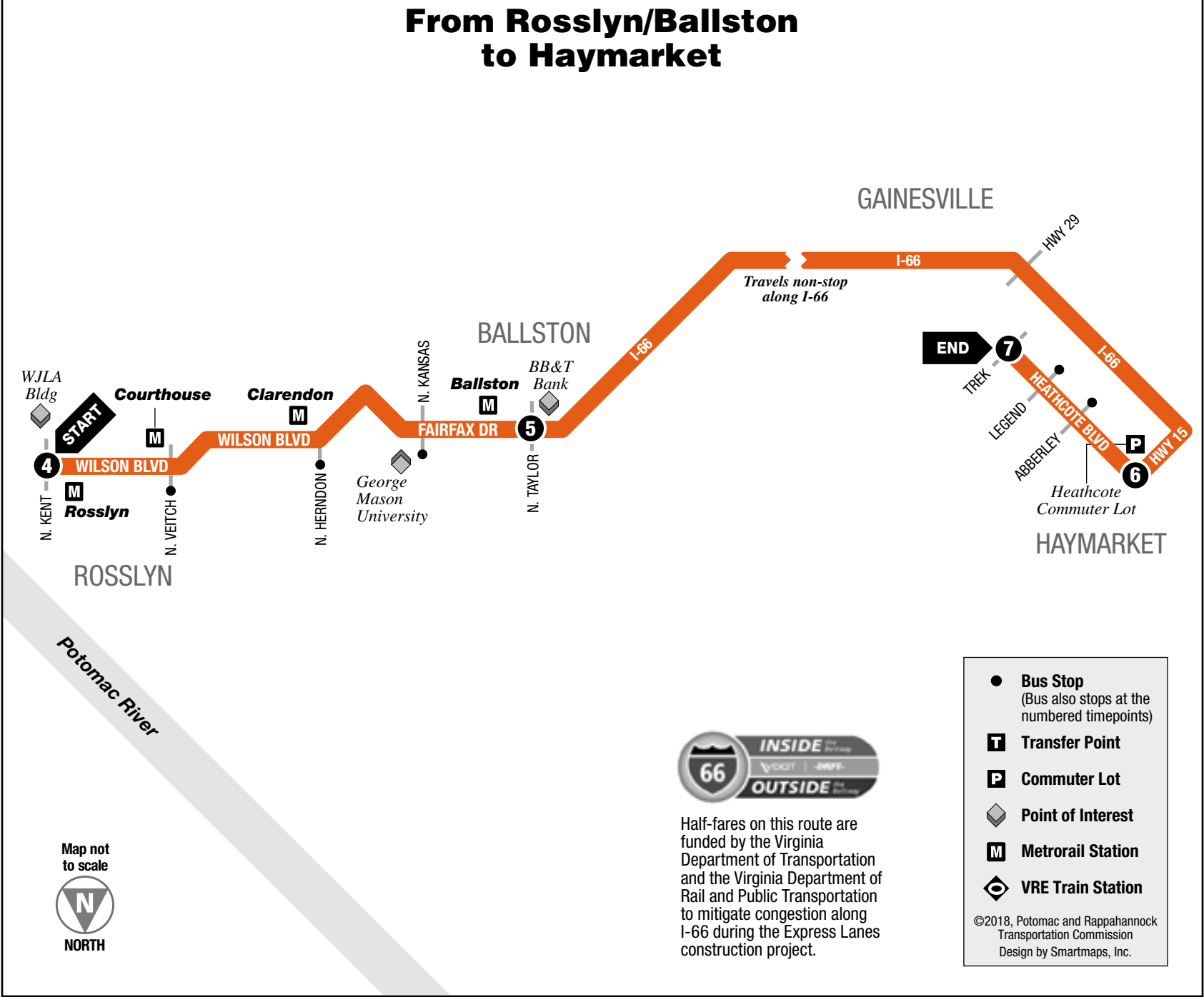
DISPROPORTIONATE BURDEN	Effects on the Low-Income Population		
Summary of Service Change	Census Tracts Along Route	Census Tracts Along Route	Percentage Change
Haymarket to Rosslyn/Ballston	Low-Income Population	Non-Low-Income Population	-45.5%
	2%	93%	

## V. RESULTS OF ANALYSIS

The results of this analysis demonstrates that if the proposed new service from Haymarket to Rosslyn/Ballston is implemented, there is no disparate impact for the minority rider. Neither is there a disproportionate burden for the low-income populations.

The overall impact of OmniRide's new Haymarket Express Route will be favorable for the minority population as well as the low-income population. Everyone benefits from having a new route that will take them directly from Haymarket to the Rosslyn/Ballston employment area.

HAYMARKET – ROSSLYN/BALLSTON EXPRESS



Trip Number	Days of Service	4	5	6	7
		Wilson Blvd. and N. Kent St.	Fairfax Dr. and N. Taylor	Heathcote Commuter Lot	Heathcote Blvd. and Trek Way
AFTERNOON & EVENING SERVICE TO HAYMARKET					
H-101	M-F	3:30	3:43	4:42	4:52
H-102	M-F	4:30	4:43	5:47	5:57
H-103	M-F	5:15	5:28	6:32	6:42
H-104	M-F	6:15	6:28	7:27	7:37

See other side for morning trips to Ballston/Rosslyn.

SmarTrip® Sales Locations

**OmniRide Transit Center**  
Administrative Office (7 AM – 7 PM)  
14700 Potomac Mills Road, Woodbridge, VA  
(703) 730-6664

- The Commuter Stores**
- Ballston  
4238 Wilson Blvd., Suite 1244  
Arlington, VA  
(703) 528-3541
  - Crystal City  
1615-B Crystal Square Arcade  
Arlington, VA  
(703) 413-4287
  - Rosslyn  
1700 N. Moore St., Suite 235  
Arlington, VA  
(703) 525-1995

Other Outlets

- SmarTrip cards may be purchased and value added at the OmniRide Transit Center, some Giant stores and online at SmarTrip.com. See the complete list of local outlets at OMNIRIDE.com.
- Vending machines located at Metro Stations and other Metro locations with large parking facilities.
- Online at SmarTrip.com and Commuterpage.com.

Other OmniRide Services

- OmniRide Metro Express** offers three routes to connect you with nearby Metrorail stations.
- The **Prince William route** connects eastern Prince William with the Franconia-Springfield Metro Station, with stops at the OmniRide Transit Center, Potomac Mills Mall and Route 1 in Woodbridge.
  - The **Manassas route** connects Manassas with the Tysons Corner Metro Station, with stops at Manassas Mall and Manassas VRE Station.
  - The **Linton Hall route** serves stops along the Linton Hall Corridor then travels express on I-66 to the Tysons Corner Metro Station.

**OmniRide Local** (demand responsive) buses serve six routes in Prince William and the Manassas area. With advance notice, buses can leave the route to serve locations up to 3/4 mile off the route.

**OmniRide Cross County Connector** connects Eastern Prince William and the Manassas area, with transfers to OmniRide Local buses and OmniRide Express buses.

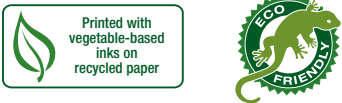
**OmniRide** also offers a **FREE** ridematching service that matches you with a carpool or vanpool that best suits your commute needs.

Connecting Service

- OmniRide Express buses connect to these other regional transit providers.
- **Metrorail and Metrobus** system provides service throughout the Washington Metropolitan area. (202) 637-7000
  - **Fairfax Connector** buses serve Northern Virginia. (703) 339-7200
  - **Virginia Railway Express** has six commuter rail stations in the Prince William and Manassas areas. (800) RIDE-VRE

Other Commuter Services

- OmniRide also participates in these regional commuter programs:
- **SmartBenefits®** is a tax-free, employer-sponsored transit benefit. It is electronically paid monthly and can be downloaded to SmarTrip cards. (202) 962-1326.
  - **Guaranteed Ride Home (GRH)**—This program relieves commuters of the fear of being stranded in the event of a personal emergency or unscheduled overtime by providing up to four free rides home per year. (800) 745-RIDE
- OmniRide is a service of the Potomac and Rappahannock Transportation Commission.



**Haymarket**

OMNIRIDE EXPRESS

Rider's Guide

**OMNIRIDE**  
GET THERE SMARTER

OMNIRIDE.com • 703-730-OMNI  
Virginia Relay Center—TDD, call 711  
Effective December 2018

PRTC/VRE Title VI Update  
2021-2024

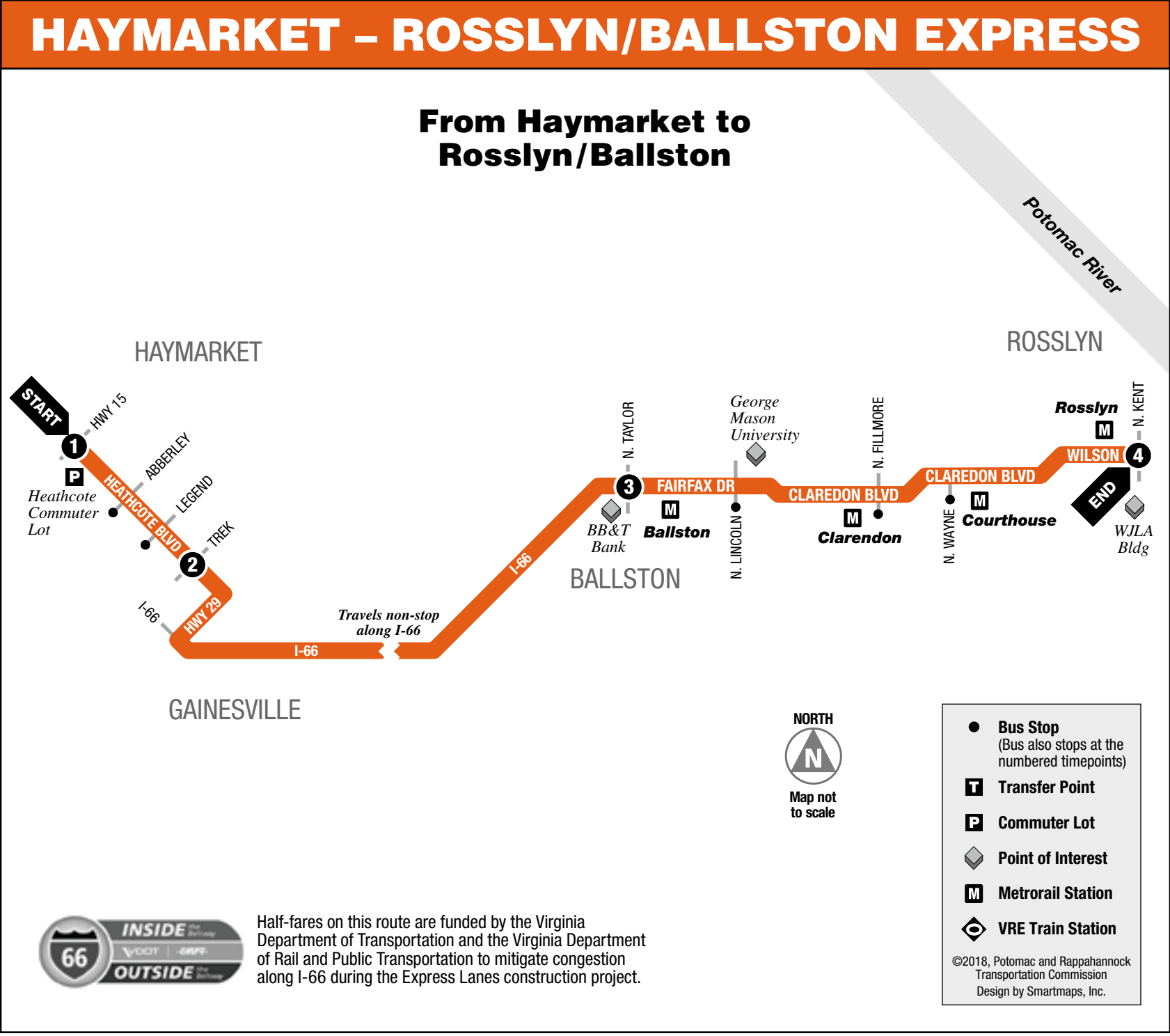
**EXPRESS BUS • H-100**

**HAYMARKET**

Half-Fares in Effect  
see inside

Connecting Service  
Between Haymarket and  
Rosslyn/Ballston

Revised: March 2021



Trip Number	Days of Service	1	2	3	4
		Heathcote Commuter Lot	Heathcote Blvd. and Trek Way	Fairfax Dr. and N. Taylor	Wilson Blvd. and N. Kent St.
MORNING SERVICE TO ROSSLYN/BALLSTON					
H-101	M-F	5:33	5:40	6:16	6:31
H-102	M-F	6:18	6:25	7:03	7:18
H-103	M-F	7:03	7:10	7:51	8:06
H-104	M-F	8:10	8:17	9:06	9:21

See other side for afternoon and evening trips to Haymarket.

### INSTRUCTIONS

The route always runs from left to right. The map and timetable also read from left to right.

The bus stops here at listed times. Look for the matching symbol below the map.

The bus travels here sometimes. See schedule for trips that travel this route variation.

**Transfer Center** is a location where many transfer options are available between OmniRide buses or other regional transit services. Transfers are also possible at other locations where routes intersect.

The bus stops at each of the times listed below the symbol.

The timetable shows WHEN the bus stops. Times are always approximate and depend upon traffic and weather conditions. Shaded trips operate Monday through Thursday only.

### Half-price Express Fares During I-66 Express Lanes Construction

#### FARES – CASH AND SMARTRIP®

Exact cash fare or SmarTrip is required; the driver does not carry cash.

**Regular Fares**

- ◆ Half-price one-way cash fare to/from Northern Virginia and Washington .. \$ 4.60
- ◆ Half-price one-way SmarTrip fare ..... \$ 3.45
- Local destinations within Prince William, Manassas and Manassas Park..... \$ 1.55
- Local Bus Day Pass – SmarTrip Only (see below) ..... \$ 3.60
- Local Bus Weekly Pass – SmarTrip Only (see below)..... \$14.35

**Reduced Fares**

(See below for eligibility) 9:30 AM to 3PM and after 7 PM

- ◆ Half-price one-way fare\* ..... \$ 2.30
- Local Bus Day Pass – SmarTrip Only (see below) ..... \$ 1.80
- Local Bus Weekly Pass – SmarTrip Only (see below)..... \$ 7.15

\*MUST BE PAID WITH CASH OR WMATA issued Senior SmarTrip or Metro Disability ID/ SmarTrip card.

**FREE Fares**

Children 5 & under (2 per paying adult, children 8 and under cannot ride unattended)

**Local Bus Day Passes and Weekly Passes** may be purchased on buses and at the OmniRide Transit Center. Passes are good for travel within Prince William, Manassas and Manassas Park. Day Passes are valid all day on the date issued. Weekly passes are valid for one week from first use. PASSES CAN ONLY BE PURCHASED WITH A SMARTRIP CARD.

**Reduced Fare Eligibility** is applicable to adults 60 years and older, persons with a disability or persons presenting a valid Medicare card. Senior citizen verification may be required. Riders eligible for reduced fares on OmniRide buses MUST PAY WITH CASH or a WMATA issued Senior SmarTrip Card or a Metro Disability ID/SmarTrip card. Passengers meeting reduced fare eligibility may apply for a Reduced Fare Eligibility Card by contacting OmniRide Customer Service.

#### TRANSFER OPTIONS

Transfers ARE ONLY AVAILABLE FOR FARES PAID WITH SMARTRIP. They are good for 3 hours on the day issued. There are no FREE transfers between OmniRide Local buses. Passengers should consider purchasing a day or weekly pass for OmniRide Local travel that requires the use of multiple bus routes.

**Using a SmarTrip card:**

The electronic farebox will calculate and automatically deduct the correct fare from your SmarTrip card.

**When paying in cash:**

**No transfers.** Must pay separate fares on each bus.

**Between OmniRide Buses and VRE Trains:**

- ◆ **VRE monthly pass holders**—boarding an OmniRide bus at a VRE Station or the bus stop nearest a VRE Station ride FREE. When riding an OmniRide bus to get to a VRE Station, the applicable bus fare is required.
- ◆ **ALL other VRE pass holders**—are required to pay applicable bus fare when traveling to and from VRE Stations.

## Welcome Aboard!

### What is OmniRide Express?

OmniRide Express offers commuters weekday rush hour service (excluding holidays) from locations throughout Prince William County, the Manassas area and Gainesville to destinations that include the Pentagon, Mark Center in Alexandria, Crystal City, Rosslyn/Ballson, Tysons Corner, downtown Washington, and the Washington Navy Yard.

### Holiday Service

**No service on:** New Year's Day, Martin Luther King, Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Thanksgiving Friday, Christmas Eve and Christmas Day.

### Customer Service

OmniRide Customer Service Office is open Monday-Friday, 5:30 AM to 8:30 PM (except some holidays). To contact us:

- Call (703) 730-6664 or (888) 730-6664
- Email [Omni@OMNIRIDE.com](mailto:Omni@OMNIRIDE.com)
- Write to 14700 Potomac Mills Road, Woodbridge, VA 22192

Schedules and other service related information are available on the web at [OMNIRIDE.com](http://OMNIRIDE.com). For the latest service updates by email, subscribe to our Rider Express email list at [OMNIRIDE.com](http://OMNIRIDE.com).

### Emergency Service Plan

Pick up a copy of the Emergency Service Plan brochure, which details procedures for snow and non-weather related emergencies. The plan is also available at [OMNIRIDE.com](http://OMNIRIDE.com) or call Customer Service to have a brochure mailed to you.

### Lost and Found

Items found on buses will be held at the OmniRide Transit Center at 14700 Potomac Mills Road, Woodbridge, VA for 30 days. To inquire about a lost item, please call (703) 730-6664 or email [Omni@OMNIRIDE.com](mailto:Omni@OMNIRIDE.com).

### Priority Seating and Special Needs

Front row "Priority Seating" has been designated on every bus. Please accommodate the special needs of mobility- impaired passengers by giving up those seats as needed. Applications for Priority Seating Passes may be downloaded online, or obtained by mail or by calling (703) 730-6664 or (888) 730-6664. All buses are wheelchair accessible. Each bus can accommodate two wheelchairs; passengers in wheelchairs who plan to board at a bus stop are encouraged to call Customer Service at (703) 730-6664 prior to their trip to ensure a wheelchair space is available. For Virginia Relay Center–TDD call 711.

### Passenger Conduct

OmniRide reserves the right to deny entry to, expel and/or temporarily or permanently ban any person from OmniRide property and/or vehicles, who in the judgement of the OmniRide management or its agent, is imperiling public safety or being a public nuisance. Actions that could imperil public safety or qualify as a public nuisance include, but are not limited to, 1) verbal or physical intimidation; 2) disrespecting the rights of other OmniRide patrons; 3) use of profanity; 4) lewd behavior; 5) refusal to pay a fare; and 6) defacing or otherwise damaging OmniRide-owned assets.

Smoking, including e-cigarettes, is NOT permitted on OmniRide buses.

Passengers must be fully clothed and must wear shoes on OmniRide buses.

### Title VI Policy

In compliance with Title VI of the Civil Rights Act of 1964, it is OmniRide's policy to use its best efforts to assure that no person shall be excluded from participation or denied the benefits of OmniRide's services, on the grounds of race, color or national origin. For more information on OmniRide's non-discrimination obligations or to file a complaint, contact the Title VI Coordinator at (703) 730-6664 or visit the "Passenger Rights" page at [OMNIRIDE.com](http://OMNIRIDE.com).



November 1, 2018  
PRTC Regular Meeting  
Res. No. 18-11-09

**MOTION: RISHELL**

**SECOND: KELLY**

**RE: ACCEPTANCE OF OMNIRIDE HAYMARKET/ROSSLYN PUBLIC PARTICIPATION  
PROCESS AND AUTHORIZATION TO IMPLEMENT EXPRESS BUS SERVICE AS  
PROPOSED**

**ACTION: APPROVED**

**WHEREAS**, a new 200 space commuter lot is being constructed in Haymarket and is expected to open in late 2018 or early 2019; and

**WHEREAS**, commuter bus service from the new lot would enhance the existing bus network in the western portion of the County and provide relief to other nearby commuter lots; and

**WHEREAS**, management is proposing a new route that would serve the Haymarket Commuter Lot; and

**WHEREAS**, the implementation of a new route qualifies as a Major Service Change under PRTC's Public Participation Policy; and

**WHEREAS**, at its September 6, 2018 regular meeting the Commission authorized the Executive Director to commence the public participation process for the proposed service; and

**WHEREAS**, a public review was held in accordance with PRTC's Public Participation Policy and the results of the public review have been provided to the Commission; and

**WHEREAS**, management has identified new regional fuel tax revenues as a funding source; and

**WHEREAS**, management will pursue additional funding sources to sustain the proposed service;

**NOW, THEREFORE, BE IT RESOLVED** that the Potomac and Rappahannock Transportation Commission hereby accepts the results of the Public Participation process and authorizes the Executive Director to implement planned bus service between the Haymarket Commuter Lot and Rosslyn.

**Votes:**

**Ayes:** Anderson, Kelly, Nohe, Principi, Dudenhefer, Rishell, Maurer, Skinner, Sebesky, Thomas, Franklin, Kandasamy, Catterton, Trampe

**Abstain:** None

**Nays:** None

**Absent from Vote:** None

**Alternate Present Not Voting:** None

**Absent from Meeting:** Barg, Candland, Cavalier, Cendejas, Horsley, Jordan, Wolfe, McLaughlin, Graham, Mitchell, Naddoni, Ross, Shuemaker, Lawson, Jenkins, Caddigan, Shelton, Pittard, Barker

**ATTEST:** \_\_\_\_\_

  
Robert A. Schneider, Executive Director

**MEMORANDUM****DATE:** December 5, 2018**TO:** FILE**FROM:** JOSEPH M. SWARTZ, Chief of Staff **RE:** PROPOSED FY2020 MODIFICATION OF VRE'S TARIFF (FARE INCREASE) TITLE VI ANALYSIS

As part of the budget process, the VRE Operations Board will be asked to recommend the Commissions increase all fares by approximately three percent beginning July 1, 2019, to coincide with the start of the FY2020 budget year.

As required by VRE's Major Service Change and Fare/Service Equity Policy, staff reviewed demographic data to determine if this fare increase would have disparate impact based on race, color, or national origin; or disproportionate burden on low-income populations.

The fare increase would apply to all passengers at all stations using all ticket types. Staff reviewed the demographic results of the 2018 customer survey and found that no protected groups were targeted as shown below. Most passengers affected by this proposed change are from non-protected groups.

Non-protected groups:

2018 Demographics Measure	Percentage of VRE Riders
Male	60.9%
Under 65	93%
Household income \$75,000 or more per year	91.7%
Caucasian	64.9%

Protected groups:

2018 Demographics Measure	Percentage of VRE Riders
Minorities	35.2%
Low income (under \$25,000)	0.4%
Moderate income (\$25,000 to 49,000)	2.1%



**DETERMINATION:**

Based on this information, VRE staff concluded this fare increase will not have a disparate impact based on race, color or national origin; nor will it have a disproportionate burden on low-income populations.

## Proposed FY2020 Fare Increase Public Comments

In September 2018 the Operations Board directed staff to solicit public comments on the fare increase proposed as part of the FY202 budget. The public comment period began on October 30, 2018 and ended on November 23, 2018. Comments were received via e-mail and at public hearings. Ten public hearing were held throughout VRE's operating area.

Location	Date/Time	Number of Attendees
Arlington, VA (Crystal City)	October 30 mid-day	2
Burke, VA	October 30 evening	2
L'Enfant (Washington, DC)	November 1 mid-day	4
Stafford, VA	November 1 evening	1
Spotsylvania, VA	November 7 evening	1
Union Station (Washington, DC)	November 8 mid-day	3
Manassas, VA	November 8 evening	0
Alexandria, VA	November 13 mid-day	0
Woodbridge, VA	November 13 evening	0
Fredericksburg, VA	November 15 evening	0

There was general acceptance at the public hearings of the need for the proposed fare increase as riders understood the need to balance the budget through a fare increase. However, some participants stated their opposition to the fare increase due to VRE's on time performance during the summer months. Public comments received via email were predominantly in opposition to the proposed fare increase.

A summary of the comments received is shown below:

Summary of Comments	Number of Comments
Agreed or are impartial about fare	8
Opposed proposed increased fare	31
Concerned about on time performance	15
Questioned the need for increase	11
Total number of comments received	39

Note: Summary of Comments here do not equate to the total number of people who attended the hearings and/or submitted e-mails. Not all citizens who attended hearings made comments and some who made comments by e-mail touched upon more than one topic.

Attached are all of the comments received.

### **3.6 REQUIREMENT TO PROVIDE ADDITIONAL INFORMATION**

PRTC and VRE will provide any additional information requested by the FTA for the purposes of determining whether PRTC or VRE is in compliance with the Title VI requirements.

### **3.7 BOARD OF COMMISSIONERS APPROVAL OF TITLE VI PROGRAM**

The 2021-2024 PRTC/VRE Title VI Program Update was approved by the PRTC Board of Commissioners on April 1, 2021. A copy of the board resolution is provided within.