



# ESP

## EMERGENCY SERVICE PLAN

Sometimes OmniRide is unable to operate regular service due to weather, disruptive events, or other emergencies. During those times, this Emergency Service Plan (ESP) will be implemented to provide passengers with the safest and most efficient transportation possible during challenging conditions. Under extreme situations, OmniRide may need to delay, further reduce, or temporarily suspend bus services.

- Sign up at [OmniRide.com](https://www.OmniRide.com) to receive Rider Express emails and text message notifications about the ESP.
- The ESP may be independently activated for OmniRide Express, OmniRide Metro Express,

OmniRide Local, and OmniRide East-West Express buses based on emergency conditions.

- If the ESP is activated in the morning, regular service may resume in the afternoon based on the status of the emergency; or the ESP may be activated in the afternoon even if buses operated on the regular schedule in the morning.
- The OmniRide app will not accurately track real-time information when buses are operating on the ESP.
- Road and traffic conditions may cause delays.

### HOW WILL YOU KNOW THE ESP IS IN EFFECT?

No news is good news! OmniRide announces a change in its operating status **only when it is NOT operating as regularly scheduled**. If you don't see or hear alerts as listed below, OmniRide buses are operating regular service.

When bad weather is expected, customers should check for the following notifications starting at 4 a.m. for morning service and at 11 a.m. for afternoon service.

- A Rider Express email or text message (register at **OmniRide.com**)
- An alert at **OmniRide.com**
- Announcements on local television stations and on WTOP radio (103.5 FM) if time and circumstances warrant

During unanticipated events, notifications via these same methods will be made as soon as possible.

### WHEN WILL THE ESP BE ACTIVATED?

The ESP will be activated when weather causes unsafe conditions, or when events that would severely disrupt our ability to serve passengers are taking place. When bad weather is expected, OmniRide will check weather service forecasts by 3 a.m. to determine if the ESP will be activated that morning. Another check will be made at 10 a.m. to determine the level of afternoon/evening service.

The ESP will be activated if forecasts predict the Washington, D.C. metro area will receive:

- Four or more inches of snow; or
- Accumulations of freezing rain or ice; or
- Sustained winds of at least 40 miles per hour



Register for Rider Express email and text alerts at **OMNIRIDE.com**

Whatever the situation, OmniRide will make the decision to implement the Emergency Service Plan with your needs in mind.

Our goal, as always, is to provide customers with safe, consistent transportation at maximum service levels.

**We're available to answer your questions**

**Monday – Friday**  
**5:30 a.m. to 7:00 p.m.**

**Saturday**  
**8:30 a.m. to 5 p.m.**

**(703) 730-6664**

**Omni@OmniRide.com**

**OMNIRIDE.com**



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## Emergency Service Plan

### Passenger Guide for Snow and Other Emergency Conditions




**OMNIRIDE**  
GET THERE SMARTER

**Revised November 2021**



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## WHICH STOPS WILL NOT BE SERVED?

- Prince William area bus stop signs with a snowflake sticker WILL NOT BE SERVED when the ESP is in effect. 
- Roads that are unsafe for bus travel will not be served.
- South Route 1 OmniRide Express buses will only serve stops along Route 1; No service to stops along River Heritage Boulevard, Kirby Drive, River Ridge Boulevard or Wayside Drive.

## HOW MUCH WILL IT COST?

When the ESP is in effect because of weather conditions or unanticipated events, rides on the affected bus services are FREE ON THE FIRST DAY THE PLAN IS ACTIVATED.

When the ESP is activated for SCHEDULED EVENTS OR FOR MULTIPLE CONSECUTIVE DAYS, passengers will pay the current OmniRide Metro Express fare (for service to/from Metrorail stations) or the current OmniRide Local fare (for service beginning and ending in Prince William, Manassas and Manassas Park.)

## HOW WILL METRO EXPRESS ROUTES OPERATE?

- The Prince William Metro Express route will operate according to its published schedule. Road conditions may cause delays.
- The Manassas Metro Express (60) and Linton Hall Metro Express (61) routes will operate according to published schedules. Buses will still serve the Tysons Corner Metro Station. Road conditions may cause delays.

## HOW WILL OMNIRIDE EXPRESS ROUTES OPERATE?

**When the ESP is in effect, there is no service to or from Washington, D.C., the Pentagon, Crystal City, Mark Center, and Rosslyn/Ballston.**

**OmniRide Express buses that travel along the I-95 corridor will transport passengers to and from the Franconia-Springfield Metrorail Station only.**

**In the AM,** buses will start service at their regular times, but will drop off passengers only at the Franconia-Springfield Metro Station prior to the Greyhound Station. Buses will serve all Prince William area stops (except those designated with a snowflake sticker and those listed in the Which Stops Will Not Be Served section).

**In the PM,** service from the Franconia-Springfield Metro Station will begin at 1 p.m., with buses leaving approximately every 20 minutes. Passengers will find OmniRide Express buses to the left of station exit, past the Greyhound Station.

**For PM service departing from the Franconia-Springfield Metro:**

- Dale City passengers should board a Dale City bus. Riders bound for stops along Minnieville

Road will be dropped off after the bus passes the Dale City Commuter Lot.

- Lake Ridge passengers should board a Lake Ridge bus.
- Montclair passengers should board a Montclair bus.
- South Route 1 passengers should board a Montclair bus and transfer to a waiting shuttle at the Route 234 Commuter Lot. No service to stops along River Heritage Boulevard, River Ridge Boulevard or Wayside Drive.
- Stafford passengers should board a Stafford bus.
- Woodbridge VRE passengers should board a Prince William Metro Express bus.

**OmniRide Express buses that travel along the I-66 corridor will transport passengers to and from the West Falls Church Metrorail Station only.**

**In the AM,** buses will start service at their regular times, but will drop off passengers only at the West Falls Church Metro Station. Buses will serve all Prince William area stops (except those listed in the Which Stops Will Not Be Served section).


**In the PM,** service from the West Falls Church Metro Station will begin at 1 p.m., with buses leaving approximately every 20 minutes. Passengers will find OmniRide Express buses by exiting the Metro station (south side), going to the upper level to the OmniRide bus stops at Bays E and F.

**For PM service departing from the West Falls Church Metro:**

- Gainesville (611 and 612) passengers should board a combined Gainesville (611) Express bus, that will serve both Cushing Road and University Blvd lots.
- Haymarket (622) passengers should board a Gainesville (611) Express bus and transfer to a waiting shuttle at the University Blvd Commuter Lot.
- Manassas passengers should board a Manassas (601) Express bus.

## HOW WILL OMNIRIDE LOCAL AND EAST-WEST EXPRESS ROUTES OPERATE?

When the ESP is activated for OmniRide Local and OmniRide East-West Express (96) services:

- On eastern routes, all previously booked OmniRide Local off-route trips are cancelled for that day.
- Eastern OmniRide Local on-demand stops WILL NOT BE SERVED.
- OmniRide Local buses will stop at all signed bus stops where it is safe to do so except:
  - Bus stops with a snowflake sticker ARE NOT SERVED. 
  - **Dale City:** No service along Darbydale Avenue or to the stop at Dale Boulevard/Gideon Drive.
  - **Dumfries:** No service along Potomac Center Boulevard, Neabsco Mills Road, Fuller Heights Road or Old Triangle Road.
  - **Route 1:** No service on River Ridge and Powells Creek (except for the stop at Powells Creek and Woodmark).
  - **Manassas (65):** No service along Irongate Way.
  - **Manassas Park (68):** No service to the Manassas Park Community Center.
- If road conditions improve, OmniRide Local buses may resume operating regular service in the afternoon, may return to regular routing, and will consider booking new same-day off-route trips. Road conditions may cause delays.
- The OmniRide East-West Express (96) will operate according to published schedules as road conditions allow.

## HOW WILL OMNIRIDE ACCESS PARATRANSIT SERVICES OPERATE?

- When the ESP is activated for OmniRide Local services, OmniRide Access Paratransit services are CANCELLED for the day.
- If the ESP is activated after transportation services have already started that day, all scheduled trips from a person's point of origin to a destination are cancelled. However, passengers who are already at their destination will be picked up to complete their trip. Regular OmniRide Access fares will apply for all completed trips.