

Zoom: OmniRide Hispanic Council meeting: FUEC-2881 – jstainsby@omniride.com

Participant: wordly [W] English (US)

Holly

All right, I've got us at 902 that's enough time for those folks that are still coming in and we'll obviously be letting folks in as they join. But good morning everyone and thanks. So much for joining us this morning for me, writing student council meeting. My name is Holly Morello and I'm the TDM program manager at Omni ride. And I have just a few housekeeping items before I turn the meeting over to my boss to say a few words, the first thing you already heard is the call is being recorded. Turn the meeting over to my boss to say a few words. the first thing you already heard is the call is being recorded. S wanted to mention that, we're going to wait till the end of all the presentations this morning before we ask any questions. So write things down along the way. way. So you'll remember what you wanted to ask and certainly or last but certainly not least. I wanted to thank and at the same time introduce our speakers for this morning we have Paulo balita. He is the planning manager for Prince William. Any government we go fleshman, the executive director for key principle, young beautiful parent, Palace, Grant, director of planning. And operations at Omni ride and Joe stains be the chief development officer at Omni ride. Joe also happens to be my boss so I'm turning it over to him to say a few words.

Joe

All right?  
right. Thank you very, very much Holly. So, good morning everybody. Yep. I'm Joe stains Beyond this video. I'm near I'd just want to welcome everybody to the call this morning and just to kind of give a very, very brief view of Mobility councils. This is one leg of our three-legged stool for Mobility councils. We also have an employer Council which is meeting tomorrow for a plug for that. So contact Holly if you don't already have the link to that and our vample Council which met earlier this spring, we typically have two meetings a year for each of the three councils. And these are things that came out of our strategic plan to further increase our community engagement, which is a big thing that we're trying to do. As you'll see in my presentation It's or service that we subscribe to called. Wordly the link is in the chat. It is available in Spanish and also nine additional languages. If anyone needs to access that for for today's meeting they can certainly do that. So, without further Ado, we can jump right into the schedule. I want to be respectful of everybody's time and I'm going to hand it over Leave to Paolo Belita who is joining us from Prince, William County Department of Transit Sao Paulo. It's over to you.

Paolo

Thank you Jim. All right, let me share my screen here. Give me one second.

All right, looks like we're good to go.

Good morning everyone. Very excited to be here again. My name is Paulo, Belita with Prince William County Department of Transportation.

And my goal today is to give a brief update on many projects going on here in Prince, William County. I wish we had the time we have about 50 active projects

But today I'll focus on swim two major projects, so you'll see a lot of roadways and major interchanges. But I did want to highlight we of other multimodal projects that do we implement.

We have sidewalks we have Trails we have General projects improve access to Transit.

Making sure we have adequate sites for bus shelters for example. So, just a quick background on Prince. William County, Department of Transportation. We plan and Implement multimodal projects in the state of Virginia to include Prince William County, V, Dot V Virginia.

In Department, transportation maintains and owns most, if not all of our roadways and what the county does is we Implement mobility of projects on behalf of the board of County Supervisors and the community, to really ensure that we are constructing projects that matters most to

Community to really ensure that we are constructing projects that matters. Most to the county

citizens in the community. That being said, I'll jump into the first couple projects. The first couple projects are actually very project, but we did want to highlight

When I highlight some of their projects, the Quantico station improvements project is ongoing.

This includes a station improvements, the statue would be completed. Sometime 2023.

The other very project in the West End, is the broad ruined station and yard improvements project.

Very is constructing a new parking Facility. North of the tracks which will be accessed through a new tunnel.

This is a major project.

It's a federal project, it's currently ongoing, this is into Syria to be completed in 2027.

Conan two projects that the Prince William County transportation department is implementing. The first is the University at two thirty four, quadrant intersection improvements project.

This is cross from Innovation and across from the FBI building, these are intersection improvements. Currently, we wrapped up design, we're going to begin construction, sometime this

fall and did 10 of this. Is to really improve throughput at Prince, William Parkway, at

Or so we're very excited for this project. The other project is to Route 28 phase 3 project.

This is the widening from four to six Lanes between Linton Hall and Pennsylvania Avenue.

We have substantially completed the project. Roadway work is completed. We have some trail work.

That needs to be completed.

This will be completed fall of this year.

Another exciting project we have is, you know, University Boulevard, extension project between Edmundston and suddenly Manor Drive disconnects. The missing section of University East of Devlin Road. This is under design will be completed construction.

By 2024 project too far from that.

Location is the Dublin Road widening. North, this is a federal project or a widening from two to four lanes project is ongoing.

It's a fairly funded project it's in the space to be completed in 2025.

We do want to have this project of ties into the next project. If you're out on Route 234 by balls for row, you'll see The Interchange under construction one of our larger projects about a hundred million dollars. So we're very excited to get this going.

Going, this is ongoing and it's going to be completed summer of twenty.

Twenty three B will be open to traffic, hopefully early 2023.

So we're very excited for this project to go in. It does improve access to ball sword Road and Purity sees Western maintenance facility and I'll talk about that a little bit later.

It does connect to the other widening project we have.

where provides improvements direct access to the Western medicine maintenance facility. This is

the bolts for Road winding from two to four lanes between doin.

In Esten Avenue.

This project will also be completed in summer 2023.

Next couple slides.

I'll focus on vdot's project on the 66 Corridor.

This is the transform 66 outside. The Beltway project has been going on for many years since 2017.

Express Lanes in each Direction on 66 but also includes new commuter.

Lots along the 66 Corridor including two major commuter Lots here in Prince William County. The express lanes will be open in December 2020. To is what we were informed by V Dot.

One of those improvements at mention is the ball forward park-and-ride lot.

This is connected through balls for road. So once completed commuter lot will have direct access to the express lanes on 66 and this will be completed along with express lanes.

Over 20 22 the other commuter lot that's already been construction and partially, open is the Route 29 at University Boulevard.

commuter I'd lat currently. There's 1,000 spaces open but by the end of the year, 2000 additional spaces will be completed. So this is a future additional capacity increasing commuter lot here, that's going to be opening shortly.

Going back to County projects.

We have the Bristol Road interchange of Prince. William Parkway project is still under Design. This will be completed in May 20 24.

All right, now, you're not seeing much work out there.

There's been some great work done, but this is where Dumfries fruit intersects with 234 and Prince William Parkways there. So there's two signals closely spaced to each other.

This will remove those signals and create a grade separated interchange.

Facility west of existing Route. 28 just west of Yorkshire and Tyson to Fairfax, County project is cylinder design to be in design for next several years, but the anticipation construction will be completed in October of 2028.

It's going to the East End is the Napster Mills Road widening project from two to four lanes.

This is in front of Freedom, High School and the Northern Virginia Community College, Woodbridge campus, we're going to begin construction.

This fall and will be completed early 2020 for another major project and this end is the Old Bridge Road in Oakland Road intersection improvements project.

you're familiar with this location, it's a sharp curve on Old route route. As you go west this project realize that roadway. And this project will be

In early 2026.

Another project we have is actually juicing to dehorn arute. Commuter lot is the sum of the School Road widening and Telegraph Road Project.

This project creates a new four-lane facility and widens a portion of telegraph fruit. This project is underway and will be completed in early 2024.

For do Heights wrote. This is a project we have at the Quantico Marine Base entrance.

We're creating round about improving access at that location, right?

On Route 1. This project will begin construction this fall and we completed in early 2024,

Philly blur whining.

This is the widening of Route One in the town of Dumfries major project we were working with the town.

Don't freeze.

Son Duane will be completed and winter 2026.

One of our most exciting projects working very closely with AMI. Ride is the Potomac, the apps Camille's commuter garage project. This is our first commuter garage project and clean your garage in the county.

This is a very exciting project working closely with honor and making sure we have the adequate bus facilities on there.

They'll be a future hub for Army. Right project is ongoing it'll be completed in summer of 2024. Another what we project we have is in North border bridge, it is extension of Annapolis, way in connects to missing sections, there to the east to the West project is ongoing and we completed in 2024 if you travel Route 1, you see a

Look, this is the widening Route. 14 to 6 Lanes between Frederick Stone Road and Mary's Way project is ongoing. You'll see some construction work, a lot of the issues we doing now, it's with utilities, we anticipate this project will be completed in summer 2023

Don't hand it over to the next presenter.

Thank you so much. Paulo will give Rico a second to get his slides up.

just for a second, I will interject there and to say for those folks who joined us maybe a little bit after the top of the hour, if you need to access the live translation services, there is a link right at the very, very top of the chat, which you can click on the will provide live translation

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Nine other languages as well.

We did have a slide at the beginning, but the other people's presentations, necessitated us taking that down. So if you joined off the top of the hour and you need to Avail yourself of that, the link is in the chat.

Rico

Morning, everyone. And can everyone hear me, okay?

See my slides.

Okay, great.

so like how they said and thank you, Father for the introduction, I'm Rico fleshman, executive director of pink but Sir William beautiful.

if you're not familiar with the principle you beautiful we are Grant funded organization through Prince, William County, Virginia, DEQ responsible for recycling, education litter, education and Community programs,

Environmental sustainability, education and advocacy across the county. So we're very excited to be in a partnership group with Omni ride to do bus shelter, beautification program

Well, maybe it's the first of its kind in this County and as far as I'm aware of the first in the state possibly, but we are partnered with me ride it. Skip Grissom, a beautiful Prince, William County Department of Neighborhood Services.

Prince, William County Department of parks and recreations, Amazon, web, services, and communities. And Apple Federal Credit Union.

So this program, if you've never heard of anything like this, it is meant to foster a place of community in olive oil in all of our communities, right?

If it serves to, you know, create this very aesthetic, appealing beautiful artwork on the bus shelters across the county and to that end, we put out an RFQ selected artists and given them the theme of Ability.

and I'll talk to a little bit later that they will then create this artwork and they have created the artwork.

We've seen the beautiful artwork that they submitted to us, that will go directly on the bus shelters.

Part of the program also, was not just to, you know, put a coat of paint on a bus shelter, and call it good.

good. But we're also making sure that we provide these consistent, looter clean up around the bus

shelters returning cards to shopping centers, those things,

To really make this a unique and valuable project.

So taking that into consideration when we approach the the public about doing this, we wanted to make sure that we were being inclusive of all groups, regardless of race or ethnicity disability, sexual orientation, gender, identity, any of

That would maybe preclude someone from wanting to participate in this.

I mean, we want this to really be representative of everyone in the county and every one, and every one of the communities in the counties. And so, going forward to program, will themes, will vary depending on the different shelters so that we can incorporate all of

Ainsworth, diversity into the artwork that goes on show.

So the artwork itself, like I said, we gave the artist the theme of environmental sustainability, I won't want to come out of the gate strong with something that, you know, but we are charged with doing an account. So you see the copy of the shelter

Um that is those five back panels are the ones that the artists have given us their designs that they will paint on and they and all of the five were four artists have actually taken off.

And we'll pay what essentially becomes a mural across the back of the bus show.

Just back a second we selected.

So initially we selected for shelters around the county to start with those will be those are strategically placed around the county so that we get I think the best visibility and a good snapshot of the locations where they are. So

The locations where they are. So people can really get an idea that this is rolling out that it's happening. That it's going to make a difference in what they see in their neighborhoods.

So as far as the design, we really didn't want to limit the artist in any way or hamstringing them in any way.

We really wanted to see what they could come back with with this theme of environmental sustainability.

The only thing that we really encourage them to do is to actually go to the shelters that they selected that amongst the ones that we provided them, so that they could be immersed in the neighborhood, they could see the surrounding geography and

The leg bones of their natural landmarks.

that would play into. We designed the victory eight.

And they did again we provided a small Grant or this for all of the artists as kind of recompense for their supplies and and then actually to show our appreciation for them. Build

It's going to be displayed on the shelters for one year from the date of installation.

And at that time, we're going to auction off the artwork and provide half of those funds. Those funds to the artists themselves and then half will go to keep Prince William beautiful. To be RTC they help continue to maintain the program and

During the display period that the artwork is going to be up.

We're actually going to have a small plaque on each one of the the artist work that is a QR code that can go directly to their website so that anyone passing by can just scan that code and see who the artist is and kind of see the body of their

The artist is and kind of see the body of their work, you know so that they also get some more additional exposure.

So in as far as this is concerned, one of the things that we're doing is actually now working on with the artist to get that QR code established and the website that they want to link to so that they can we can get that up on the site as far as where we are.

So we have all of the panel's now and they are putting painted panels so we are very excited that you know all of the partners involved by in that initial slide that I showed you all of the partners, we're all extremely excited that this is actually happening.

And then Ike, I'm glad to say that there have been no major Milestones or obstacles that we had to face and doing this, but it's really been a really good process.

And everyone involved is really excited to see it go, so you can see kind of the timeline that we work.

With their, it's not I mean there's more than happened behind the scenes in the in all of that timeline, but actually make this work. But we are, like I said, we're we're already at the last bullet down there, which is would be installation,

Line back to they make this work, but we are, like I said, we're, we're already at the last bullet down there, which is would be installation, which if everything goes according to the schedule will be by the end of

Will be by the end of next month. And a day will be the end of next month.

like I said, the artists are putting paint two panels now, and I can't wait for everyone in the public to see kind of the designs that they've come up with and see this girl,

so the question is that the engine

Yeah, at the end. Would be great.

Thank you.

And I will now bring up parents presentation.

And can you see that?

Because I cannot find my screen.

No. Okay let's try this again.

There we go.

Yep.

Is there except for it's still not in slideshow mode, right?

Try the F5 key that's try that again.

There we go.

Perrin

All right.

Good morning everybody.

I'm parent.

Palace strand on the director of operations, operations, planning, an omni ride. I'm just doing a short presentation on where we are with several of our projects that we've been working on next slide.

Please.

The city Dumfries Woodbridge Lake Ridge.

Route, 1, local buses, and a prince with Metro, Express that connects Woodbridge to Franconia Springfield. We just had a robust outreach program where we were conducting surveys on board.

The buses, we had a big Outreach event

we had a big Outreach event and our Transit Center and a public hearing very well attended for all and we'll be going back to our commission at the July 7th meeting to recommend that we go

forward with

Eastern local service.

This would be the exact same type of service that we operate on Saturday. So same frequency same span of services.

So be in essence a weekend service that we would operate. And if it's approved in July, then we would implement it August 28, next slide.

And this is just an overall view of our timeline.

We started this in the early spring with putting everything together. We got the approval to go to public Hearing in May and we had the hearing itself in June in the public comment, period.

And then, all the other Outreach events that we had going taking place up till now, and in July, we go to the commission meeting and then August 28th. Hopefully we go ahead and we begin our

service.

Exile.

Another big project that we're starting to work on is a restructure of our Eastern local bus service in December 2019.

We restructured our entire Western local bus service and we learned a lot from that.

And we've been doing some tweaks with that and learning taking lessons learned with what we want to do with the Eastern local service.

It's a very large surface area that we have to do.

So instead of doing it all in one, like we did with the Western service area, we would break it up into phases.

This is and do it sections.

And operators get used to with the service changes are. And then we learned from each one of those until the entire Eastern local service is restructured.

It will also be in phases, in terms of how we actually get everything going at some point, when they're all done, the main Eastern Hub will still be the transit center here in Woodbridge, but the goal is to move

At the stone bridge lot once that's opened up in mid 2024 as Paulo had mentioned and our initial implementation, we're looking at proposing for spring of twenty twenty-three.

timeframe we'd like to get a part of this going and there will be a lot of Outreach behind that as we do that next slide, please.

another area that we've been focusing on is our Transit amenities, as Rico mentioned, we're doing the artwork program on the shelters, but we're also doing a lot of other things as far as safety enhancements and just the overall rebranding of our bus stops,

And just the overall rebranding of our bus stops.

We have one particular stop at the McCourt billion Prince. William Parkway, that sort of become our demo stop just because it's in where it is.

Located centrally located in the county. We have a lot of service through there and there's a lot of eyes on it.

We have some solar lighting that we're testing on it.

that's activated by the passenger. So to illuminate the area right above the bus stop. So we're looking at that as an option, we're also looking into moving stops around.

So there are more focused underneath the existing, streetlight infrastructure and some other options as well. The new bus stop signage that we have, we introduced that on the western local side will be looking at replicating, something similar on the Eastern side.

Side will be looking at replicating, something similar on the Eastern side.

And we also have a lot of regional coordination taking place too many riders part, A of a group that will modify form where it gets all the transit systems together in the area.

and we discuss what our stop issues are. Whether it's from location, issue.

a consistency issue. We want to have some uniform look, so when you ride from one system to the next, you can tell what's a bus stop?

And who serves it?

We're also working together with VDOT in the various entities that approve our bus stop locations to see what we can do to expedite the process and to locate us in safe location to have sidewalks crosswalks traffic lights, Etc.

Next slide, please.

Also on the western service area in June we were approved to implement micro Transit service.

This would be in Manassas Park and would take over existing Route 68 that operates through their the route itself is a very

Footprint in Manassas and Manassas Park. But this green zone on the screen shows the, the entire area that the micro Transit would be available and this would be either an app based service or

somebody could use it on the web to schedule

Or call into our customer service and the the rice can be scheduled the same day in a ride with them.

Be book based on the most convenient time that can come to get the person and take them within that zone.

This will allow people to just stay within the area themselves or connecting with our local Transit service in and go elsewhere in Western County or are East–West Express that comes to Woodbridge next slide.

Please.

We have some other exciting proposals on the table as well.

We doing a lot of Outreach in the summer, we're going to our board in July to seek authorization to go to public hearing public comment on a series of changes related to the I-66 express lanes.

opening will be doing some restructuring of our bus services, to serve the new commuter, lots.

And then also, we have this new proposed service. It's a state funded service that operate from the balls Ford commuter lot to the rest in area.

This would start in December in conjunction with the opening of the express lanes and the public hearings and Outreach will be in the summer and the fall excite. This is a map of what the preliminary route looks

It would be taking 66 to Route 28 and then once into the rest and area, it will be following a lot of what's in that area from Fairfax Connector. And other providers that are there.

It would connect in with the Innovation station on the silver line. So people could take the metro to the airport for example, or other areas in Loudoun County. Within also cross over the Dulles Toll Road and serve the rest in town center area and allowed the

Areas.

and that section and then come back over. And then terminate at the US Geological Survey, which is a big loop on the end. It would just go around the building but there that's a big, employment area in a big destination for Prince. William County residents as well

The process of completing our zero missions bus study. We started this in Fall of 2021.

It's a we have a state Grant to do this and we've been learning a lot about it.

it. There's a lot of different aspects to the zero missions bus electric is the big thing right now.

And that's what a lot of agencies are doing.

We're taking a wait-and-see approach and starting off small. And we just want to learn about this before we go ahead and make these significant investments into converting away from diesel fuel into

To something else.

There's electric bus there is hydrogen fuel cells. So there's a lot of things that we need to understand. And we're working collaboratively with the northern Virginia Transportation

Commission with the regional transit systems and with app that the American public

Station. They have a zero emissions bus working group that we've been part of as well. And in fact later this afternoon ever presentation with them as well.

So we're doing a lot of information sharing.

We have some agencies in the area that have started that transition over.

So they're kind of on the bleeding edge of things at the moment and we're learning from that as well and taking a that slow approach and ensuring that we are ready to make that leap away from the fossil fuels that were using. Now, next slide, please,

and this is just a timeline we're in the middle of the just towards the end of the, the study. So in

the late later this month, I've more next month, our August, we'll start seeing our draft memos

Where we're at just some of the different aspects that we're looking at reconfigurations that we would need to our facilities to be able to incorporate it. And then putting together a timeline of Fleet transition

Reasonable for us to be able to do excited.



And what we have been learning are is a lot about what is available out there? You have the the battery electric buses hydrogen fuel cell. Those are the two that are the main 02. very low emissions from the tail pipe itself and it but it doesn't account for what needs to be done to actually create the electricity or create the hydrogen. And that's what we're all learning about. Is how is that being done to make sure that's also Solution.

So, not just with the tail pipe, which is important, but also in producing it as well, there's other technologies that are out there.

They're not zero missions, but a lot of agencies are using them.

There's electric hybrid, there's plug-in electric hybrid, there's clean, diesel, which we use on our vehicles now. They're all clean diesel and then there's compressed natural gas.

But even though it's cleaner than what's out there, it's not zero emissions excited please.

So what we've learned is one fuel type. Does not fit all everybody service areas different.

everybody's service that they provide is different.

We have a lot of Long Haul commuter service.

So right now the battery electric technology, doesn't lend itself. So well for that type of service, it works better in more of your stop-and-go local bus service. So this will come in phases for us and it may be that we have multiple solutions for it.

It could be, we have a mix of hydrogen fuel cell or battery electric so

Not closing the door to any particular technology but we want to make sure whatever it is works.

Well, because if we can't get a one-for-one replacement, then that means more resources that were utilizing, we need more buses, more operators,

Close to one to one as possible, and as the different manufacturers, learn there are there.

Batteries are becoming stronger. So they have longer ranges right now. What happens is, if you want more range on it, they just put more batteries.

And that makes the bus heavier. And after a while you lose the added benefit of the battery. If you have to keep putting more batteries on there, you don't get 100% of the return on it. But having a battery that gets a longer range on it, then that, that might be doable.

That we're hearing as well as that.

Eventually, these batteries become lighter, you'll need less of them and they'll have a longer range.

So it would be more similar to what we have with a diesel bus, where you can probably just use one bus to do your entire duty cycle. That's required.

We're also talking with each other.

we don't want to settle, we want the manufacturers to listen to us instead of us having to listen to what they have out there and a large part that's happening.

They see that with the shortcomings are and what are the things that they have to keep tweaking but it's an evolution in at least we're making the transition over to it.

There is a commitment by all the transit systems to do conversion.

It's just that each agency is a little bit different with how it can do it and the utility Partnerships and then the caught the overall cost to be able to

Should over to that next slide, please.

Our future purchasing start small but think big, you have to start somewhere what we have done is we put in a low know, Grant application to the FDA at the end of May.

And what we want to do is begin the conversion over with our small pool, small cars, the pool Fleet, and then our Paratransit vans, that would be the easiest way for us to make that conversion.

It's a more readily accessible technology that's out there.

It's proven, there's a lot of electric cars out there.

Tired.

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It's proven, there's a lot of electric cars out there.  
The infrastructure that we need for, those is no different that what you see at a grocery store or a shopping mall where you can plug in your car or truck, there will be the same thing, the same type of Technology. We would just have multiple ones, throughout our bus yards. We're also looking at Just have multiple ones, throughout our bus yards, we're also looking at expanding it. So it would be for visitors that come to our facility, and they have electric car. n\*\*\*\* plugged our car in there, or maybe even opening it up to the public and to some degree.  
So they could plug their car in. Let's say it would Bridge. You can plug your car in here at the transit center, and then take a bus from there and go across the street to the mall or go be a commuter and go to d.c. by giving you those options to be able to be completely clean.  
Not only with your own personal vehicle.  
But then hopping aboard, our Transit service to, and being cleaned with your commute.  
But so we're just continuing the partnership learning and seeing what we can do with the different cities and counties that we serve and exploring all different types of Technology out there next.  
Slide, please.  
And that's it for my presentation.  
Thank you, Perrin.  
I'll go ahead and stop Joe so that you can start.

Joe

Wonderful.

I did also just put the the link to the live translation in the chat. Again, I'd had it communicated to me that maybe some folks weren't able to see it at the beginning of the top of the chat.

So I just put it in there again.

So bear with me.

One second here, I'm juggling a myriad of windows.

How's that looking Holly?

Looks good. All right.

Good morning everyone.

I'm Joe, I'm with Tommy ride. Obviously, I'm the chief development officer and you know what is the chief development officer do?

Good question. One of the main things that I that I do is I have been doing is following our strategic plan to set up things like this Council call like that, you're on right now.

where we go from telling to listening, that's the title of my presentation. Whether we're trying to overhaul some of the stuff that we do.

Do so we can go on a more Community feedback so that we can really figure out what it is that you guys want. And so, critically participation is key your participation in calls like today.

Thank you so much for joining and whether that's, you know, asking questions in the Q&A, Q&A

and discussion afterwards, or that's pinging myself, the whole your parent or whoever at any time with your suggestions. So I'm going to take some time here a little bit to go through, Holding a little bit of our Outreach and how that came about and I won't go too much into the project that it was actually about.

Give me one second here, so hopefully this moves on.

All right.

Good but comparing very briefly touched on it and that would be our change of the Route. 68 Manassas Park local over to a micro Transit Zone as opposed to a fixed route Transit.

We wanted to make sure this is our first time dipping our toe into the water with a new mode of service that we really were trying to get.

At information out there as possible. And my whole caveat to all of this is we know. We can do better.

What I'm about to talk about was good for us.

It was the best that we've done but it's not the best that can be done.

And so we want your guys's feedback on different places that we could put advertisements different ways that we could go. And meet people places frequencies, you know, all of these things that we can do our Outreach better.

You know, we just had a Sunday service thing the other week and we did.

Entire days worth of standing outside of the PRT, SC Transit Center here to actually really interact with people. As they came off the buses, and get them to come into the public hearing, or to register a comment that stuff that we haven't necessarily done, you know, in the past.

Off the buses, from get them to come into the public hearing or to register a comment that stuff that we haven't necessarily done, you know, in the past. And so we're really trying to do the best that we can but the the best that we can is going to involve, you know, ideas from everybody. So first

Public comment period for 30 days. So people can either show up and comment at the hearing or they are required to you know send an email or they can phone in and leave a voice message and that counts as a public comment, which all goes on the record which is then presented to our board

Presented to our board, and they use that to help formulate, the decisions that they make on the service that is operated. And then, as I mentioned there, it's it's presented to the board for final decision.

This specific process came about because of our changes to the Route 68.

I won't go too much into it on the left there.

You see the picture of the Route 68 it had some issues in terms of its ridership in terms of its service frequency and so we were looking at overhaul that route potentially into a micro Transit Zone which works a lot like you know, an Uber or Lyft except it

To right where you're standing. When you request a ride it comes to a very close point of aggregation, which is either going to be an existing bus stop or a street corner or something like that. That you know it's routing you to a specific point. So it's not a door-to-door service.

that's where Uber or Lyft come in and this is not that

Again, there's the proposed Zone parent, did show a picture of this and glad that this one is ever so slightly different. Because the I feel like it makes it really does make the point what you have there in the blue is the the Route 68 and what you have is the kind of you know, Avocado shaped blob is the the area of proposed coverage for the micro Transit zone.

So we really were trying to cover, you know, a lot more of the service area of Manasseh, Manasseh, spark with this kind of service, and it was the perfect time with the change in them in the mode. To also really, try and push out what the message and

Because we could micro trains it again.

These are some of the advantages of it which I want half on about but it's basically the flexibility it's a demand response service and it allows you with resources because you're not just running a

bus if no one's using it, right.

It's demand response.

That allows you to have better frequencies to cover a bigger area at shorter. Headways what you have here is the timeline of what we did.

you'll see a little logo there for a newly-formed Outreach group.

Called Ting 360 and this is kind of our own internal effort to really try and, you know, come up with innovative ways of marketing things, and to be putting ourselves out there in community. And I use of doing it but just the frequency with which we do it and so we have created an internal team, which the staff volunteers their time to, you know, to go out and really help get these get these get these things done. So we had a to phased approach that went

From August of 20, 21, 22, December, 20, 21. And then from January through June. Generally speaking you just go to the commission one time and they would they would approve it. That's not what happened. In this case, where you have, we did a whole bunch of stuff.

We had a public hearing a town hall, as you can see, in August, 20, 21, and the public comment period, we had ads in English and Spanish.

That's not uncommon.

We advertised in both of those languages in the press and also digitally as well. But the amount of time

I'm that we did.

that was much longer. We also received a petition from folks who are potentially concerned about the service change. We took the extra time to completely go through that petition contact.

All of those people, you know, two or three times and find out exactly what their where their opposition light and, and communicate that to the board, we did a ridership survey over there in February of 2022.

We did, you know, ride-alongs on the buses that I'll get to in a little bit. We also,

Upton additional listening session, which was actually much less structured than our typical public hearing.

We didn't formally present something.

It was much more of a dialogue with interested stakeholders and that's kind of a different way of doing things.

I think Transit agencies tend to very much lean on the, we're going to do our presentation and then we're going to take questions and then we're going to leave. And that's really not how we did this.

We wanted to have that extended dialogue for someone to have the opportunity to talk with myself.

They so chose to or even longer if they wanted to, we just made ourselves available and that was, you know, extremely well, attended and extremely positive. We also met with the Prince William

County Commission on Aging to actually talk to some individuals specifically about concerns Older folks might have about accessing the service because it is predominantly done through an app. But there is the ability to call in. There is the ability to do it online. You know, you're using the same fabulous, customer service agents that we have, for all of our regular Services, you know. So these are people that in many cases were already dealing with.

So we wanted to demystify and kind of, you know, D scarify the whole process for as many people as we possibly could and really go above and beyond. So what you see here is some the stuff that we did in our, in our Phase 1 and a lot of this stuff is kind of the standard stuff that we would typically do, which is laborious and it's, you know, it's great Outreach and it's just kind of comes very much from the standard tool kit.

This is our Phase 2 approach with your more of our targeted, Facebook ads, Communications to HOA, s in the affected footprint, Bill inserts. We have a spectacular marketing team here inside on me ride and they were able to work with the

Which is laborious. And it's, you know, it's great Outreach and it's just kind of comes very much

from the standard tool kit. This is our Phase 2 approach with your more of our targeted Facebook ads Communications to HOA. S in the affected footprint Nations and also the Manassas Park, the city of Manassas Park, to get our information up on their website to get those utility bill insert, send out. And also to the to liaise with these different agencies so that we can add this, this listening session are Service type staff.

Took a not insignificant amount of time going through all the the petition signers contacting each one of them individually offering service and expertise and facts about the service and noting their concerns, and all of this, then having to get communicated back to the board.

a lot of extra stuff that was done. One of the main things in terms of visibility and also, you know, just generally the amount of time spent in the first week of March, the staff spent over 100 hours. Riding the Route, 68 and other routes on the western side of the county talking to them directly about the service, you know, asking them to take our ridership survey you know which is available both in English. And in Spanish there was a QR code that was available so they

On the bus using the electronic devices that we had on the bus. At the time, we did have native Spanish speakers, riding the bus as well.

So we really did as much as we could reasonably. Do in our minds, the time to be able to work with the community in that area, both the Spanish-speaking and the English-speaking community and really try and get as much of their feedback as humanly possible.

And really try and get as much of their feedback as humanly possible.

And as I said at the jump, we can do better.

We plan to do better. But this is an iterative process. And this was certainly a change for us because I think we've been somewhat comfortable with what we had been doing up until this point, and we discovered by doing so many of these, these ride-alongs and this, that, and the other The other, you know, it's a great way to connect with the operators.

It's a great way to really see how people use for service and we have instituted money more staff ride-alongs outside of service changes to be able to just kind of get greater feedback from the community that we serve about what is going on with our service.

These are some of the results of the survey. As I said, the survey is available in English and Spanish. We had 152 people that took the survey. Most of them didn't answer all the questions and he have just some of the feedback. And so this was available electronically and one of the main reasons to do it

What it does allow that instant use use of it in English and in Spanish, or frankly, any of the other languages because it's built into the actual survey and into your web browser to automatically translate. So it's just from an access

Type of stuff was extremely useful for us.

What you have here is also some of our Outreach, both physical and electronic that was available, both in English and Spanish, we ran this in banner ads.

We put this on Facebook, some of the stuff was physically printed out and put on the buses with the scannable QR codes, top left there. You see a posting on the Manassas Park website?

And so we were really trying to get this out in as many places as we humanly could and make sure that both English and Spanish will.

Well covered.

This is the contacting of the petition signers where we spoke? We called each one, a maximum of three times.

If we weren't able to get hold of your the first or second time, everyone got a third call. We explain to folks what was going on and this was, you know, something that I think our customer service department spent about 40 hours, actually going through this and really making sure that we had spoken to all these

He's in everybody's issues and concerns were very much heard and documented and then presented to our board.

So with the hearings, we had the public hall, the public hearing, which is required.

We did also have a town hall in a listening session.

A town hall is basically a public hearing just by a slightly different name, because it's slightly less, you know, legally required. And the listening session is that more amorphous back and forth discussion that we really wanted to have and mercifully it.

It went extremely well, the risk with doing it that way. Is if you don't have very good attendance, you know you're throwing it all against a wall for two hours, right? But that's not what happened. It was extremely well attended for that type of thing and so I don't need to get into virtually any other changes but those things work extremely well attended.

We also took in our email and phone comment, those are all common ways that people have of giving feedback but the the feedback period was much much longer than it would normally be because of the length.

Time that we were doing the Outreach in order to have. Give the board at the opportunity to make a decision which ended up being almost exactly a year.

So our conclusions again, we did well, but always could be better. We had Spanish speakers on buses, the survey in Spanish, all of our materials were available in Spanish and you know I know we're going into the kind of a Q&A here. We have about 11 minutes so I've

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We have about 11 minutes so I've overly yakked but not too much. What more can we do?

Who should we work with?

you know, we're always looking to try and work with different individual Community organizations. Whether it be, you know, our homeowners associations that have very high.

High Hispanic populations like Georgetown South for example or whether that's, you know, Holly going on, you know, local community radio stations through like to community dad or something like that.

which she has done in the past.

You know these are things that we want to add to our toolkit to be able to more effectively reach out to folks. The, the Wordly app that we're using in today's meeting to provide the life translation for folks that need it. You know, these are, it's everything is an iterative process but we

Too much.

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Who should we work with, you know, we're always looking to try and work with different individual Community organizations. Whether it be, you know, our homeowners associations that have very high, Hispanic populations like Georgetown South for example, or whether that's,

do in an Earnest and honest way the very best that we can and whether that's in your comments here after I finally shut up or whether that's you know afterwards with emails or comments to it to Holy or myself, you know, please give us your feedback

We can improve what we are doing because much as these councils are evolving over time for those folks have been in previous ones of these are our feedback is also evolving and the way we try to get more help on what we are doing is also evolving.

What your involvement?

That's my contact information there at the end and all of these presentations that we've had today, will certainly be available electronically and we will put a transcript to this up in a video of this. Also on our website on a Mobility councils page, but that's all I have. So You.

Holly

Thanks Jill.

Very much and thanks to all the other presenters.

As Joe said, the materials will all be put on our website, but I will send everyone from today's call a link to that page so that you can find it easily and all the presenters are still here.

So we've got time for questions, feel free to unmute and just ask or if you're shy, put it in the chat. The awkward silence.

I can harm me.

I can hum. The Jim.

So give me a chance, please.

All right, let's hear it. Raymond beverage with the Prince William Commission on Aging and again, Joe, thank you for coming out for those, not familiar with the Commission on Aging, the core 11 are the point in the county. The seven districts, the chair at large appoints

Two cities have reps.

so the whole purpose with Joe coming out and when I suggested him was so that particularly the county reps who have the ear of the Box, who sit on the commission works.

Well, I just have one question and parent on the weekend survey.

how many, what was the number of responses to that? We had almost 250 responses, to the survey and about

4% had said they are in favor of the service or they had used the service. So we had an overwhelming response to it. Thank you because that's another one that when I get this stuff from Holly I

All over the place to say participate, participate participate.

But that that's fantastic.

Thank you. That's a good follow-up.

I can take to the Commission on Aging and kind of beat them up a little.

Thank you, right?

And so, and so, and to raise point there, you know, we I want us to get to the point where an agency, where if something is presented to us as an Outreach opportunity, we don't say no to it you know you know. Fortunately way for folks who don't know

Fortunately, right folks who don't know mr.

Beverage, he's not backwards about coming forwards. So you know, he's obviously very inclined to have us volunteered to come to these things and we are very happy to participate. So if you have something that you would like us to participate in, don't think that.

Oh, they're not going to want to do that because it's beneath us or it's, you know, it's different than what we normally do.

That's fine.

That's totally fine, right. The only bad thing is to just is to not ask us.

ask us. We are here to, you know, to try and do Outreach in whatever.

Other different ways this we can and it's not just the frequency with what we normally do.

So if there are places that we typically don't go, you know that we don't know about this because, you know, it definitely does happen, please just reach out to us.

And one of the areas that we are looking at having our Outreach for the Western service changes is the Georgetown South Community Center as we're looking for places to have it. We're looking at the libraries and City Hall and those types of things. But

Was an option that has come up that we're looking at. Also having it, I'll give you a suggestion for another location and it's Mathis Avenue is the Islamic Center. The Iman has said more than They groups are more than welcome to come in the city held its Mathis Avenue redesign, their great audio-visual support by the the folks there. So that location would be a good Great. If you have a contact would yield to send that to us.

That's terrific.

Thank you.

I'll dig them out of the Rolodex.

Thanks, very much, okay. We've still got time. Does anyone else have a question?

Alicia

I think Alicia does.

Yeah, Workers United.

I'm very glad about about here all this meeting, but this is organization.

We work, especially with the ground, you know, with the people.

people. And then, I'm really glad to hear about all the paperwork. All the paperwork is in Spanish, and then we have a translation. This is really good because we added the

And we can, we can explain to the people and we can educate to our community, but if you see our Prince William county is getting more and more bigger Spanish community. And I think it's really good to know about that and we can tell

It in this end Spanish. You can read you can participate and you can see, thank you very much for this meeting.

I'm really glad I heard a lot about Spanish, two things, and I think the Prince William county is getting forward.

Thank you so much.

much. Thank you. Thank you very much.

All right, we still have time for a little bit more otherwise I'm giving people five whole minutes back into their morning. This a I love the bus beautification project. I think it's really great enhancement for everybody.

Of the road Works being done and different.

You're creating with that road. Work for people to have be able to use the bus more and I'll continue in whatever way I can. On behalf of the chamber to share your Council committees meetings. Since our Hispanic Council

Quarterly and in person and you all are always. Welcome to join us there and share whatever information you like going forward.

You know, be talking doing planning for the year. So I will get a hold of you Holly and see if you want to make sure you have a table there or do something to keep following up with this and now and I will always share your

You want to make sure you have the table. There, do something keep following up with this and now and I always share your your information each month. Is this a monthly meeting or did you start actually can I see

Your information each month.

Is this a monthly meeting or did you start actually can I see year sometime in? December?

Great. Okay.

That's good to know, but I will be at all of the Hispanic quarterly meeting so you can count on it.

Thank you.

All right, great.

Thanks Holly. Hey, Margo to could include me and that was well, main, we would love to be at



those, you know, and maybe set up a table and be there too.

Holly

Oh, of course, I will Rico.

you.

All right, then one more appeal.

Does anyone else have a question?

Feel free unmute. Go ahead.

All right, then someone the other day at a presentation said, the five-second rule so it's been five seconds. I was and I just want to say thanks again so much everyone for joining me much, appreciate it.

Keep your eyes peeled for a follow-up email from me and everyone have a great Thursday and see you next time.

Bye.

Thank you.

e.