

**APPENDIX A**

**DETAILED DESCRIPTION OF PRTC TRANSIT SERVICE**

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## Detailed Description of PRTC Transit Service

The following describes the major streets on the route alignment, general span of service, and average frequency for each of the PRTC routes.

### OMNIRIDE ROUTES

#### Dale City

**Dale City/Lake Ridge-Capitol Hill AM:** From Dale City Commuter Lot on Gemini the route then travels north on Dale Blvd, the route then travels east on Hillendale, to north on Prince William Parkway, then northeast onto Old Bridge where it does a jog onto Harbor, Tacketts Mill Dr and Minneville back to northeast on Old Bridge. From Old Bridge R1 turns southeast onto Route 123, it then takes exit 160 on I-95/I-395 north where it travels over the 14th Street Bridge and non-stop to C Street and 14th Street. From C Street, R1 turns northwest onto 12th Street, then northeast onto Constitution and then east onto Pennsylvania. From Pennsylvania R1 makes a loop by heading northwest on 3rd St, northeast on E St., southeast on N Capitol and south on Louisiana back to 3rd St. R1 takes 3rd St southeast to south on Maryland and then southwest on Independence. The route ends at 7th St and Independence.

- Hours of Service: Weekdays, 6:13 a.m. – 7:39 a.m.
- Frequency: 1 trip

**Dale City/Lake Ridge-Capitol Hill PM:** From 12th St and Independence R1 travels northwest on 12th St, northeast on Constitution, east on Pennsylvania, northwest on 3rd St, northeast E St, southeast on N Capitol, south on Louisiana back to 3rd St. R1 then travels southeast on 3rd St, south on Maryland and southwest on Independence to 14th St. At 14th St R1 travels southeast to I-395/14th St and then travels non-stop on I-95/I-395 to Exit 160 at Rte 123. From the exit, R1 travels northwest on Route 123 and then southwest on Old Bridge. R1 then makes a square along Harbor, Tacketts Mill Dr and Minnieville back to Old Bridge. R1 then travels southwest on Old Bridge, south on Prince William Parkway, west on Hillendale, south on Dale Blvd and then west on Gemini where R1 ends at the Dale City Commuter Lot.

- Hours of Service: Weekdays, 5:10 p.m. – 6:36 p.m.
- Frequency: 1 trip

**Dale City- Pentagon & Crystal City AM:** Four trips start from the Lindendale Commuter Lot on Dale Blvd, the route travels southeast and then southwest on Gemini to the Dale City Commuter Lot (where three trip originate). From the Dale City Commuter Lot, the route continues northeast on Gemini and then east on Dale Blvd. The route then travels north on Gideon to southeast on Town Center to the PRTC Transit Center (one trip originates from here). From the PRTC Transit Center the route continues northwest on Town Center to northeast on Potomac Mills Rd and Dr. The route then does a quick northeast jog onto Biddeford, then northwest on Telegraph to east on Prince William Parkway. Once on Prince William parkway the route takes Exit 158 to get on I-95/I-395 for non-stop travel. The route then gets off at Eads and travels west to the Pentagon. From the Pentagon the route heads back east on Eads, then north on 12th, east on Clark, north on 26th, west in Crystal and then south on 12th to end at Old Jeff Davis. There is also an LX route that has two trips in the morning. This section of the route travels

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through Lake Ridge. The LX route begins at the Dale City Commuter Lot and travels northeast on Gemini, northwest on Dale Blvd, northeast on Hillendale, north on Prince William Pkwy, northeast on Old Bridge, southeast on Harbor, northeast on Tacketts Mill, northwest on Minneville and then northeast back onto Old Bridge where it gets onto I-95 via Exit 160.

- Hours of Service: Weekdays, 4:25 a.m. – 9:32 a.m.
- Frequency: From Lindendale Commuter Lot: approximately 35 min.  
From Dale City Commuter Lot: approximately 45 min.  
From PRTC Transit Center: 1 trip

LX from Dale City Commuter Lot: 45 min.

**Dale City- Pentagon & Crystal City PM:** From Clark and 20th, the route travels east on Clark, north on 26th, west on Crystal, south on 12th and west on Eads to the Pentagon. From the Pentagon the route travels east on Eads to I-395/I-95 where it travels nonstop to exit 158. The route travels west off the exit, south on Telegraph, northwest on Biddeford, west on Potomac Mills Circle, southeast on Fall River, south on Gideon, southeast on Town Center/ Potomac Mills Rd to the PRTC Transit Center. From the PRTC Transit Center, the route travels northwest on Potomac Mills Rd/Town Center, south on Gideon, west on Dale Blvd, then southwest on Gemini to the Dale City Commuter Lot. From the Dale City Commuter Lot, the route travels northeast on Gemini then northwest on Dale Blvd to end at the Lindendale Commuter Lot. The DL-X route begins at the I-95 & Rte 123 Commuter Lot and travels west on Rte 123 to Old Bridge where it travels southeast on Harbor, northeast on Tacketts Mill and northwest on Minneville back to Old Bridge. At Old Bridge the route continues southwest, then south on Prince William Parkway, southwest on Hillendale, southeast on Dale to end at Dale and Birchdale.

- Hours of Service: Weekdays, 12:16 p.m. – 8:53 p.m.
- Frequency: approximately 30 min.  
DL-X trips: approximately 22 min.

**Dale City- Washington Navy Yard AM:** Three trips start from the Lindendale Commuter Lot on Dale Blvd, the route travels southeast and then southwest on Gemini to the Dale City Commuter Lot (where one trip originates). From the Dale City Commuter Lot, the route continues northeast on Gemini and then southeast on Dale Blvd. The route then travels northeast on Gideon to south on Town Center to the PRTC Transit Center (one trip originates from here). From the PRTC Transit Center the route continues north on Potomac Mills Rd/Town Center to east on Potomac Mills Rd and Cir. The route then does a quick east jog onto Biddeford, then north on Telegraph to southeast on Prince William Parkway. Once on Prince William parkway the route takes Exit 158 to get on I-95/I-395 for non-stop travel. The route then gets off at Eads and travels northwest to the Pentagon. From the Pentagon the route heads back southeast on Eads, then northeast back onto I-395/14th St, then east on C St, south on 12th, southeast on Maine, east on M St, then south on 11th, east on O St and finally north on 12st where the route ends at the Maritime Plaza. The LX route begins at the Dale City Commuter Lot and travels east on Gemini, north on Dale Blvd, east on Hillendale, northeast on Prince William Pkwy, east on Old Bridge, south on Harbor, east on Tacketts Mill, north on Minneville and then east back onto Old Bridge where it gets onto I-95 via Exit 160. The route continues north on I-95/I-395 and ends at the Pentagon.

- Hours of Service: Weekdays, 4:43 a.m. – 9:32 a.m.
- Frequency: From Lindendale Commuter Lot: approximately 60 min.  
From Dale City Commuter Lot: 1 AM trip  
From PRTC Transit Center: 1 trip  
LX from Dale City Commuter Lot: 45 min.

**Dale City- Washington Navy Yard PM:** From the Maritime Plaza at 11 St and N St, the route travels south on 11th, east on O St, north on 12th, west on M St, northwest on Maine, north on 12th, west on Independence, south on 14th, and southwest on I-395/14th St to the Pentagon. From the Pentagon the route travels southeast to I-395/I-95 where it travels southwest nonstop to exit 158. The route travels west off the exit, south on Telegraph, northwest on Biddeford, west on Potomac Mills Circle, southeast on Fall River, south on Gideon, southeast on Town Center/ Potomac Mills Rd to the PRTC Transit Center. From the PRTC Transit Center, the route travels northwest on Potomac Mills Rd/Town Center, south on Gideon, west on Dale Blvd, then southwest on Gemini to the Dale City Commuter Lot. From the Dale City Commuter Lot, the route travels northeast on Gemini then northwest on Dale Blvd to end at the Lindendale Commuter Lot. The DL-X route begins at the I-95 & Rte 123 Commuter Lot and travels west on Rte 123 to Old Bridge where it travels southeast on Harbor, southeast on Tacketts Mill and northwest on Minneville back to Old Bridge. At Old Bridge the route continues west, then southwest on Prince William Parkway, west on Hillendale, southeast on Dale to end at Dale and Birchdale.

- Hours of Service: Weekdays, 12:11 p.m. – 8:53 p.m.
- Frequency: approximately 25 min.  
DL-X trips: approximately 22 min.

**Dale City- Washington AM:** Nine trips start from the Lindendale Commuter Lot on Dale Blvd, the route travels south and then west on Gemini to the Dale City Commuter Lot (where eight trips originate). From the Dale City Commuter Lot, the route continues east on Gemini and then southeast on Dale Blvd. The route then travels northeast on Gideon to south on Town Center to the PRTC Transit Center (four trips originate from here). From the PRTC Transit Center the route continues north on Potomac Mills Rd/Town Center to east on Potomac Mills Rd and Cir. The route then does a quick east jog onto Biddeford, then north on Telegraph to east on Prince William Parkway. Once on Prince William Parkway the route takes Exit 158 to get on I-95/I-395 for non-stop travel to I-395/14th St. The route continues north on 14th St, west on Eye St, south on 19th St and then northwest on Virginia to end at the State Department. The LX route begins at the Dale City Commuter Lot and travels east on Gemini, north on Dale Blvd, east on Hillendale, northeast on Prince William Pkwy, east on Old Bridge, south on Harbor, east on Tacketts Mill, north on Minneville and then east back onto Old Bridge where it gets onto I-95 via Exit 160. The route continues north on I-95/I-395 to the Pentagon. From the Pentagon, the route follows I-395/14th St north to continue the same routing to the State Department.

- Hours of Service: Weekdays, 4:20 a.m. – 12:07 p.m.
- Frequency: From Lindendale Commuter Lot: approximately 20 min.  
From Dale City Commuter Lot: approximately 30 min.  
From PRTC Transit Center: approximately 50 min.  
LX from Dale City Commuter Lot: 45 min.

**Dale City- Washington PM:** From the State Department at Virginia and 21st St, the route travels southeast on Virginia, north on 20th, east on E St, north on 18th, east on H St, south on 14th St to 14th/I-395 to the Pentagon. From the Pentagon the route travels east to get back on I-395/I-95 where it travels nonstop to Exit 158. The route travels west off the exit, southwest on Telegraph, north on Biddeford, northwest on Potomac Mills Circle, south on Fall River, southwest on Gideon, south on Town Center/ Potomac Mills Rd to the PRTC Transit Center. From the PRTC Transit Center, the route travels back north on Potomac Mills Rd/Town Center, southwest on Gideon, northwest on Dale Blvd, then west on Gemini to the Dale City Commuter Lot. From the Dale City Commuter Lot, the route travels east on Gemini then north on Dale Blvd to end at the Lindendale Commuter Lot. The DL-X route begins at the I-95 & Rte 123 Commuter Lot and travels west on Rte 123 to Old Bridge where it travels south on Harbor, east on Tacketts Mill and north on Minneville back to Old Bridge. At Old Bridge the route continues west, then southwest on Prince William Parkway, west on Hillendale, southeast on Dale to end at Dale and Birchdale.

- Hours of Service: Weekdays, 12:20 p.m. – 8:53 p.m.
- Frequency: approximately 15 min.  
DL-X trips: approximately 25 min.

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## **Lake Ridge**

**Lake Ridge- Pentagon & Crystal City AM:** From Festival at Old Bridge (Dollar Tree) the route travels east on Old Bridge, north on Griffith, east on Cottonmill, south on Mohican, east on Seminole, north on Antietam, east on Deepford, south on Oakwood, east on Old Bridge, and then south on Harbor to the Tacketts Mill Commuter Lot. From the commuter lot the route continues east on Tacketts Mill, north on Minneville, east on Old Bridge, south on Rt 123 to Exit 160 and then the route travels northeast nonstop along I-95/I-395. The route then heads northwest on Eads to the Pentagon. From the Pentagon the route heads back southeast on Eads, northeast on 12th, southeast on Clark, northeast on 26th, northwest on Crystal and finally southwest on 12th where it ends at Old Jefferson Davis. The LX route begins at the Dale City Commuter Lot and travels north on Dale, east on Hillendale, northeast on Prince William Pkwy and then east on Old Bridge. From the Oakwood and Old Bridge stop the route the route continues the same as the trunk route. Once at the Pentagon the LX routes continue to the State Department.

- Hours of Service: Weekdays, 5:20 a.m. – 9:32 a.m.
- Frequency: approximately 20 min.  
DL-X trips: approximately 45 min.

**Lake Ridge- Pentagon & Crystal City PM:** From Clark and 20th, the route travels southeast, then northeast on 26th, northwest on Crystal, southwest on 12th, and northwest on Eads to the Pentagon. The route then travels back southeast on Eads and then southwest on I-95/I-395 nonstop to Exit 160. From the Exit, the route travels north on Rte 123, west in Old Bridge, south on Minnieville, west on Tacketts Mill Dr, north on Harbor, west on Old Bridge, north on Oakwood, west on Deepford, south on Antietam, west on Seminole, north on Mohican, west on Cottonmill, south on Griffith, and west on Old Bridge to end at Touchstone.

- Hours of Service: Weekdays, 12:16 p.m. – 8:49 p.m.
- Frequency: approximately 20 min.

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**Lake Ridge- Washington AM:** From Festival at Old Bridge (Dollar Tree) the route travels east on Old Bridge, north on Griffith, east on Cottonmill, south on Mohican, east on Seminole, north on Antietam, east on Deepford, south on Oakwood, east on Old Bridge, and then south on Harbor to the Tacketts Mill Commuter Lot. From the commuter lot the route continues east on Tacketts Mill, north on Minneville, east on Old Bridge, south on Rt 123 to Exit 160 and then the route travels northeast nonstop along I-95/I-395 to the 14th St Bridge. From the Bridge the route continues north on 14th St, west on Eye St, south on 19th St and northwest on Virginia where the route ends at the State Department. The LX route begins at the Dale City Commuter Lot and travels north on Dale, east on Hillendale, northeast on Prince William Pkwy and then east on Old Bridge. From the Oakwood and Old Bridge stop the route the route continues the same as the trunk route to the Pentagon. The route then heads northwest on Eads to the Pentagon. From the Pentagon the LX route travels southeast on Eads and then northeast on I-395 where it continues the same pattern as the trunk route.

- Hours of Service: Weekdays, 5:15 a.m. – 12:07 p.m.
- Frequency: approximately 20 min.  
DL-X trips: approximately 45 min.

**Lake Ridge- Washington PM:** From Virginia and 21st St, the route travels southeast on Virginia, then north on 20th, east on E St, north on 18th St, east on H St, south on 14th St, and northwest on Eads to the Pentagon. The route then travels back southeast on Eads and then southwest on I-95/I-395 nonstop to Exit 160. From the Exit, the route travels north on Rte 123, west in Old Bridge, south on Harbor, east on Tacketts Mill Dr, north on Minnieville, west on Old Bridge, north on Oakwood, west on Deepford, south on Antietam, west on Seminole, north on Mohican, west on Cottonmill, south on Griffith, and west on Old Bridge to end at Touchstone.

- Hours of Service: Weekdays, 12:07 p.m. – 8:27 p.m.
- Frequency: approximately 10 min.

## **Manassas**

**Manassas AM:** The route starts at Sears at the Manassas Mall. From there, the route travels northeast to Sudley, northwest on Sudley and northeast on Portsmouth to end at the Portsmouth Commuter Lot. From the Commuter Lot at Portsmouth, the route travels south west on Portsmouth, northwest on Sudley, north on Sudley, east on Sudley Manor, north on Williamson, west on Williamson, north on Sudley and then east at Exit 47 onto I-66 where the route travels non-stop and then takes Exit 75 southeast onto Rt 110. The route continues along Rt 110, then southwest on Army-Navy, and north on Eads to the Pentagon. From the Pentagon the route travels south on Eads, northeast on I-395 to I-395/14th St to north on 14th St. The route then travels west on Eye St, south on 19th St, northwest on Virginia and ends at Virginia and 21st. The MR routes serve the destinations in reverse. The MR routes start the same as the regular routes but differ along I-66. These trips do not exit at Exit 75, instead they continue east along I-66, north on E St Expressway, north on 21st St to Virginia and 21st. The route then travels east on E St, north on 18th St, east on H St, south on 14th St to southwest on I-395/14th St to southwest on I-395 and end at the Pentagon.

- Hours of Service: Weekdays, 4:45 a.m. - 8:58 a.m.
- Frequency: approximately 15 min.

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**Manassas PM:** The route starts at the State Department at Virginia and 21st St. From there the route travels southeast on Virginia, north on 20th, east on E St, north on 18th St, east on H St, south on 14th St to southwest on I-395/14th St to southwest on I-395 and stops at the Pentagon. From the Pentagon, the route travels northwest on Rt 110, takes Exit 75 to continue north on I-66. The route then travels along I-66 on the westbound direction until Exit 47. At Exit 47 the route travels south on Sudley, east on Williamson, south on Williamson, west on Sudley Manor, south on Sudley, southeast on Sudley and then makes a stop at the Sears at the Manassas Mall. From Sears the route travels northeast and then northwest on Sudley to northeast on Portsmouth to end at the Portsmouth Commuter Lot.

- Hours of Service: Weekdays, 12:07 p.m. – 9:10 p.m.
- Frequency: approximately 25 min.

### **Montclair**

**Montclair AM:** The route starts in the morning at the Dale City Commuter Lot. From there, the route travels south on Gemini, west on Minnieville, south on Cardinal, west on Waterway, south on Waterway, southwest on Waterway, northwest on Waterway, southwest on Waterway to southeast on Dumfries Rd/Rt 234 where the route makes a stop at the Rt 234 & Rt 1 Commuter Lot. From the Rt 234 & Rt 1 Commuter Lot, the route travels northeast on Dumfries Rd/Rt 234, northeast on I-95 and travels non-stop along I-95 and I-395 to the Pentagon. From the Pentagon, the route travels northeast on I-395/14th St, north on 14th St, east on H St, south on 11th ST, southeast on Pennsylvania, south on 4th St, west on Independence, south on 7th St and west on D St and ends at the intersection of D St and 9th St.

- Hours of Service: Weekdays, 4:26 a.m. – 9:05 a.m.
- Frequency: approximately 15 min.

**Montclair PM:** The route starts in the afternoon at D St and 7th St SW, the route travels north on 7th St, east on Independence, north on 4th St, northwest on Pennsylvania, north on 11th St, west on G St, south on 14th St, southwest on I-395/14th St, southwest on I-395 to stop at the Pentagon. From the Pentagon the route travels southwest on I-395/I-95 and travels non-stop to Exit 152 where the route travels southeast on Dumfries/Rt 234 to the Rt 234 & Rt 1 Commuter Lot. From the Commuter Lot, the route travels back northwest on Dumfries/Rt 234, northeast on Waterway, southeast on Waterway, northeast on Waterway, north on Waterway, east on Waterway, north on Cardinal, east on Minnieville and northwest on Dale to end at the Dale City Commuter Lot.

- Hours of Service: Weekdays, 12:04 p.m. – 9:02 p.m.
- Frequency: approximately 15 min.

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## **Route 1/South Route 1**

**South Route 1 AM:** The route starts in the morning in the Southbridge area at Rt 1 and Fox Lair. From there, the route travels southwest on Rt 1, southeast on River Heritage, southwest on Kirby, southeast on Clancy, southwest on Riverside, northwest on Wayside, southwest on Rt 1, and northwest on Rt 234 to serve the Rt 234 and Rt 1 Commuter Lot. From the Rt 234 and Rt 1 Commuter Lot, the route travels northwest on Rt 234 and northeast on I-95 and I-395 non-stop to the Pentagon. It continues non-stop northeast on I-395, I-395/14th St., and north on 14th St to Independence. In Washington D.C., the route continues north on 14th St., east on H St, south on 11th St., southeast on Pennsylvania Ave., south on 4th St., west on Independence, south on 7th St., and west on D St. to end at D St. and 9th St.

- Hours of Service: Weekdays, 5:13 a.m. – 8:41 a.m.
- Frequency: approximately 45 min.

**Route 1 AM:** This route starts in the morning at the Wendy's in Triangle and travels northeast on Rt 1, southeast on River Ridge, east and northwest on Powell's Creek, northeast on Rt 1, southeast on Rippon, northeast on Blackburn, northwest on Reddy, northeast on Rt 1 and northwest on Rt 123, making a stop at the Rt 123/I-95 Commuter Lot. From the Rt 123/I-95 Commuter Lot the route operates northeast non-stop on I-95 to the Pentagon. From the Pentagon stop, the route follows the South Route 1 alignment until reaching 14<sup>th</sup> St. at H St. It then continues north on 14<sup>th</sup> St., and travels west on Eye St., south on 19<sup>th</sup> St., and northwest on Virginia to end at the State Department at Virginia and 21<sup>st</sup> St.

- Hours of Service: Weekdays, 5:49 a.m. – 7:37 a.m.
- Frequency: 1 trip

**South Route 1 PM:** The route starts in the afternoon at D St and 7th St SW, and travels north on 7th St, east on Independence, north on 4th St, northwest on Pennsylvania, north on 11th St, west on G St, south on 14th St to Independence. It then continues non-stop on 14<sup>th</sup> St., southwest on I-395/14th St, and southwest on I-395 to stop at the Pentagon. From the Pentagon stop, the route continues non-stop southwest on I-395 and I-95 to the Rt 234 exit, stopping at the Rt 234 and Rt 1 Commuter Lot. From the Rt 234 and Rt 1 Commuter Lot, the route continues southeast on Rt 234, northeast on Rt 1, southeast on Wayside, north east on River Edge, northwest on Clancy, northeast on Kirby, northwest on River Heritage, and northeast on Rt 1 to end at Rt 1 and River Ridge. The midday MX-5X and RS-X trips meet the Montclair route (trips MX-5 and MC-1) at the Rt 234 and Rt 1 Commuter Lot; they begin at the Commuter Lot and continue to the end of the South Route 1 line. Similarly, the DL-2X trip meets the Dale City route (trip DL-2) at the I-95 and Rt 123 Commuter Lot; this trip follows the Dale City alignment to the PRTC Transit Center and then continues southwest on I-95 to complete the South Route 1 alignment beginning at the RT 234 and Rt 1 Commuter Lot.

- Hours of Service: Weekdays, 1:09 p.m. – 8:48 p.m.
- Frequency: approximately 45 min.  
From Rt 234 and RT 1 Commuter Lot: 1 hour 45 min.  
From I-95 and Rt 123 Commuter Lot: 1 trip

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**Route 1 PM:** The route starts at the State Department at Virginia and 21st St. From there the route travels southeast on Virginia, north on 20th, east on E St, north on 18th St, east on H St, south on 14th St to southwest on I-395/14th St to southwest on I-395 and stops at the Pentagon. From there, it travels non-stop southwest on I-395 and I-95, exiting I-95 to travel southeast on Joplin to the Wendy's in Triangle. From the Wendy's in Triangle, this route operates the AM Route 1 alignment northeast to the Rt 123/I-95 Commuter Lot.

- Hours of Service: Weekdays, 5:08 p.m. – 6:57 p.m.
- Frequency: 1 trip

### **Rosslyn/Ballston**

**Rosslyn/Ballston AM:** In the morning, the route starts in the Dale City area at the Lindendale Commuter Lot. From there, the route travels southwest on Lindendale, southeast on Dale Blvd, and southwest on Gemini to the Dale City Commuter Lot. After stopping at the Dale City Commuter Lot, the route returns to Dale Blvd traveling southeast, then northeast on Minnieville, southeast on Prince William Pkwy, and northeast on Telegraph to the Horner Rd/I-95 Commuter Lot. After the stop at the Horner Rd/I-95 Commuter Lot, the route travels non-stop northeast on I-95 and I-395 to the Pentagon. After the Pentagon stop, the route travels non-stop northwest on Rt 110 and west on Wilson Blvd to N. Kent (Rosslyn). From Rosslyn, the route continues west on Wilson Blvd, northwest on N 10th, and west on Fairfax to end at Fairfax and N. Taylor (Ballston).

- Hours of Service: Weekdays, 5:19 a.m. – 8:44 a.m.
- Frequency: approximately 45 min.

**Rosslyn/Ballston PM:** In the afternoon, the route starts at Fairfax and N. Taylor (Ballston). From there, the route travels east on Fairfax, southeast on N. 10<sup>th</sup>, east on Clarendon, and east on Wilson Blvd to Wilson Blvd to N. Kent (Rosslyn). It then travels non-stop southeast on Rt 110 to the Pentagon. After the stop at the Pentagon, it travels non-stop southwest on I-395 and I-95 to Exit 158 and the Horner Rd/I-95 Commuter Lot. After the stop at the Horner Rd/I-95 Commuter Lot it travels northwest on Telegraph, southwest and northwest on Prince William Pkwy, southwest on Minnieville, northwest on Dalve Blvd, and southwest on Gemini to the Dale City Commuter Lot. After stopping at the Dale City Commuter Lot, the route returns to Dale Blvd traveling northwest and then northeast on Lindendale to end at the Lindendale Commuter Lot.

- Hours of Service: Weekdays, 3:28 p.m. – 7:22 p.m.
- Frequency: approximately 55 min.

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## **Tysons Corner**

**Tysons Corner AM:** From the Woodbridge VRE Station, the route travels southwest to Dawson Beach. From there the route travels northeast on Jeff Davis Hwy, northwest on Gordon/Rt 123, then north on I-95. From I-95, the route travels west on I-95/495 Capital Beltway to Exit 47. From Exit 47, the route travels northwest on Leesburg Pk/Rt 7, northeast on Tysons Corner to Tysons Corner Center. From there, the route again travels northwest on Leesburg Pk/Rt 7, north on International, northwest on Greensboro, northeast on Spring Hill, east on Jones Branch, south on Jones Branch to end at West Park.

- Hours of Service: Weekdays, 6:10 a.m. – 9:36 a.m.
- Frequency: approximately 40 minutes

**Tysons Corner PM:** From Tysons Corner Park, the route travels northwest on Leesburg Pk/Rt 7, it then travels north on International, northwest on Greensboro, northeast on Spring Hill, east on Jones Branch, south on Jones Branch and southeast on West Park. From West Park, the route the route travels south and then east on Rt 123 to Exit 46 where the route goes south on I-495/Capital Beltway. The route continues on the Capital Beltway and then goes south on I-95 to Exit 160. From Exit 160, the route travels southeast on Gordon/Rt 123, southwest on Jeff Davis Hwy, southeast on Dawson Beach and ends at the Woodbridge VRE Station.

- Hours of Service: Weekdays, 4:00 p.m. – 8:11 p.m.
- Frequency: approximately 40 minutes

## **METRO DIRECT ROUTES**

### **Linton Hall Metro Direct**

**Linton Hall Metro Direct AM:** From the Limestone Dr Commuter Lot, the route travels south on Limestone, southeast on Linton Hall, north on Devlin, northeast on Balls Ford, northwest on Prince William and finally east on I-66. The route travels non-stop on I-66 where it ends at West Falls Church Metro Station.

- Hours of Service: Weekdays, 4:40 a.m. – 8:36 a.m.
- Frequency: approximately 45 minutes

**Linton Hall Metro Direct PM:** From the West Falls Church Metro Station, the route travels non-stop along I-66. The route then travels northeast on Lee Hwy where it loops around in the northeast direction to Univ Blvd Connector. From there, the route travels northwest on Wellington, southwest on Wellington, south on Limestone, southeast on Linton Hall and north on Devlin to end at Pike Branch.

- Hours of Service: Weekdays, 4:00 p.m. – 7:26 p.m.
- Frequency: approximately 55 minutes

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## **Manassas Metro Direct**

**Manassas Metro Direct AM:** From Liberia and Centerville, the route travels southwest on Centerville, south on Grant and east on Prince William to the Manassas VRE Station. From the Manassas VRE Station the route travels west on Prince William, north on Grant, northwest on Sudley and southwest on Rixlew to the Manassas Mall. From the Manassas Mall, the route goes back onto Rixlew, northwest on Sudley and northeast on Portsmouth to stop at the Portsmouth Commuter Lot. From the Commuter Lot, the route travels back down Portsmouth, northwest on Sudley, north on Sudley, east on Sudley Manor, north on William son, west on Williamson, north on Sudley and travels east on I-66 at Exit47. The route then travels non-stop on I-66 making a stop at the Vienna Metro Station and the West Falls Church Metro Station. The route then travels west on I-66 non-stop to Exit 53 Centerville (Rte 28). The route travels south on Centerville (Rte 28), and then southwest on Centerville to end where the route started at Centerville and Liberia.

- Hours of Service: Weekdays, 4:10 a.m. – 1:02 p.m.
- Frequency: approximately 30 minutes

**Manassas Metro Direct PM:** The MMD PM routing is the same as the MMD AM routing except for some minor differences. The difference are, the route begins and ends at West Falls Church Metro Station instead of at Centerville and Liberia. Also there is not a stop at the Vienna Metro Station. The final difference is the route operates in a counterclockwise direction rather than clockwise.

- Hours of Service: Weekdays, 1:05 p.m. – 9:07 p.m.
- Frequency: approximately 30 minutes

## **Prince William Metro Direct**

**Prince William Metro Direct AM:** From the PRTC Transit Center, the route travels north on Telegraph, northwest on Potomac Mills Rd, north on Potomac Mills Rd, east on Biddeford and north on Telegraph (one trip travels east on Caton Hill) to the Horner Road Commuter Lot. From the Commuter Lot the route travels northeast on I-95 from exit 158. The route exits I-95 at Exit 169, from there the route travels southeast on Franconia-Springfield Pkwy and southwest on Frontier to the Franconia-Springfield Station. From here the route travels northeast on Frontier, northwest on Backlick and south on Exit 161. The route then travels southwest on Rt 1/ Jefferson Davis Hwy, west on Opitz, southeast on Potomac Mills Rd and south on Telegraph to end at the PRTC Transit Center.

- Hours of Service: Weekdays, 5:10 a.m. – 12:15 p.m.
- Frequency: approximately 35 minutes

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**Prince William Metro Direct PM:** The PMD PM routing is the same as the PMD AM routing except for some minor differences. The first difference is that the route starts and ends at the Franconia-Springfield Station rather than the PRTC Transit Center. The next difference is the route runs in a counterclockwise direction while the am routing is in a clockwise direction. Another difference is when the route is returning to the Franconia –Springfield Station; it travels down Spring Mall rather than Franconia-Springfield Pkwy. The last difference is that the route does not travel on Caton Hill for any trips.

- Hours of Service: Weekdays, 12:20 p.m. – 11:13 p.m.
- Frequency: approximately 45 minutes

### CROSS COUNTY CONNECTOR ROUTE

**CCC Westbound/Eastbound:** Westbound from the PRTC Transit Center, the route travels northwest on Potomac Mills Rd, north on Potomac Mills Rd, northwest on Opitz/Smoketown, northwest on Prince William Parkway, northeast on Liberia, north on Liberia, northwest on Liberia, southwest on Centerville (Rte 28), west on Church, northeast on Grant, northwest on Sudley and southwest on Rixlew to end at the Manassas Mall. In the Eastbound direction the route makes one additional stop at the Potomac Mills Mall before the last stop at the PRTC Transit Center

- Hours of Service: Weekdays, 5:30 a.m. – 9:53 p.m.
- Frequency: approximately 60 minutes

### OMNILINK ROUTES

#### Dale City

**Dale City:** From the Chinn Recreation Center, the route travels northwest on Prince William Pkwy, southwest on Hoadly Rd southeast on Dale Blvd, south on Dale Blvd, southwest on Minneville Rd, south on Darbydale Ave, northeast on Daarbydale Ave, southeast on Dale Blvd, northeast on Gideon Dr and southeast on Potomac Mills Rd to the PRTC Transit Center. From the PRTC Transit Center the route turns around and follows the previous route back to the Chinn Recreation Center.

- Hours of Service: Weekdays & Saturday, 5:38 a.m. – 10:37 p.m.
- Frequency: approximately 35 minutes

#### Dumfries

**Dumfries:** From the Quantico Terrace Apartments (select trips start just up the road at Fuller Heights and Old Triangle), the route travels northwest on Fuller Heights, north on Old Triangle, northwest on Williamstown Dr, northeast on Jefferson Davis, north on Neabsco Mills, west on Opitz Blvd, southwest on Potomac Mills Rd to the PRTC Transit Center. From the PRTC Transit Center, the route turns around

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to complete a return trip. On the return trip there are a few differences. The first is there is a on Cardinal off of Neabsco Mills. The next difference is that from travelling south on Jefferson Davis, the route travels southwest on Main, east on Curtis and then south on Old Triangle to complete the route at the Quantico Terrace Apartments.

- Hours of Service: Weekdays & Saturday, 5:31 a.m. – 10:33 p.m.
- Frequency: approximately 35 minutes

### **Manassas**

**Manassas:** From Oaks of Wellington, the route travels north on Hendley, east on Wellington Rd, north on Grant, east on Center St, north on Zebedee, northwest on Sudley, northeast on Portner to the Manassas Shopping Center. The route travels back southwest on Portner, northwest on Sudley, southwest on Rolling, northwest on Ashton Ave, northeast on Rixlew Ln to the Target at Manassas Mall. From Target, the route travels northwest on Sudley, southwest on Crestwood Dr, north on Ashton Ave, northeast on Coverstone, north on Sudley and east on Battleview to Northern Virginia Community College (NOVA). From NOVA, the route turns around and follows the same pattern back to Oaks of Wellington.

- Hours of Service: Weekdays, 5:30 a.m. – 8:49 p.m.
- Frequency: approximately 60 minutes

### **Manassas Park**

**Manassas Park:** The Loop A starts at the Manassas Shopping Center (Bowl America). From there, the route travels northeast on Mathis Ave, southeast on Liberia, northeast on Centerville, southeast on Liberia, northeast on Signal View, northeast on Roseberry Farm, northwest on Manassas Dr, north on Centerville Rd, west on Maplewood Dr, northwest on Manassas, southwest on Lomond, southeast on Sudley to the Manassas Mall (Target). From the Target the route travels southeast on Sudley and northeast on Mathis to end at the Manassas Shopping Center (Bowl America). The Loop B travels the same route, only in a clockwise direction.

- Hours of Service: Weekdays, 5:05 a.m. – 8:04 p.m.
- Frequency: approximately 55 minutes

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## **Woodbridge/Lake Ridge**

**Woodbridge/Lake Ridge:** The Loop A starts at the PRTC Transit Center and travels north on Telegraph, east on Opitz Blvd, northeast on Jefferson Davis Hwy, northwest on Occoquan, west on Old Bridge, southeast on Prince William Pkwy, east on Minnieville Rd, southeast on Elm Farm, southeast on Smoketown, east on Prince William Pkwy, south on Worth, southeast on Potomac Mills Circle and south on Potomac Mills to end at the PRTC Transit Center. The Loop B travels the same route, only in a clockwise direction. At the beginning of Loop B, the route does not travel on Telegraph, rather is travels northeast on Potomac Mills to Opitz Blvd.

- Hours of Service: Weekdays and Saturdays, 5:40 a.m. – 10:38 p.m.
- Frequency: approximately 45 minutes

## **Route 1**

**Route 1:** The route starts at Quantico Marine Base, from there the route travels northwest on Fuller Rd, northeast on Fraley Blvd, north on Jefferson Davis, east on River Ridge, northwest on Powell's Ck, northwest on Jefferson Davis Hwy and southeast on Occoquan Rd to the Woodbridge VRE Station. From the Woodbridge VRE Station the route travels back the way it came with one minor difference. That difference is when travelling southwest on Jefferson Davis the route travels on Main St rather than Fraley Blvd and then continues toward Quantico Marine Base where the route ends.

- Hours of Service: Weekdays, 5:30 a.m. – 11:06 p.m.
- Frequency: approximately 50 minutes
- Hours of Service: Saturdays, 7:10 a.m. – 10:46 p.m.
- Frequency: approximately 110 minutes

**APPENDIX B**  
**PRTC PEER SYSTEM ANALYSIS**

This appendix presents the methodology and results of a peer analysis of PRTC services completed for the service evaluation process of the TDP. A transit peer analysis provides one way of evaluating various performance characteristics of a service provider to public transit systems with a similar operating environment. It can be informative for planning purposes for a transit agency to know how its service provision and financial characteristics compare with other agencies.

A few caveats are noteworthy here. While a peer analysis provides operational and financial information, other aspects of service quality that are not included in this information, such as passenger satisfaction, vehicle cleanliness and comfort, and schedule adherence. Such information is typically available from an on-board survey effort, such as the one for PRTC documented in Appendix C.

Additionally, a transit agency may also have unique operating and financial characteristics that are not evident in the peer review. These factors make it difficult to find true peer systems for the analysis. Every effort is made to find peers that share similar service areas and transit environments, but no comparison can be perfect.

This appendix contains the following sections:

- Section 1 discusses the data sources used for the peer analysis.
- Section 2 describes the process used to select the peer transit systems.
- Section 3 provides an overview of the peer systems' operating and capital budgets, ridership, service area and passenger fare characteristics compared with PRTC.
- Section 4 contains a detailed comparison of specific service productivity measures. These productivity measures focus on vehicle utilization, service supply, service productivity, cost efficiency, and vehicle maintenance performance.
- Section 5 summarizes financial information, highlighting the revenue sources used by PRTC and its peers to fund operating and maintenance (O&M) and capital requirements.
- Section 6 summarizes the key findings of the Peer Analysis.
- Section 7 contains a supplementary peer review that compares the OmniLink system to other demand-response systems on selected performance measures.

## 1.0 PEER ANALYSIS DATA SOURCES

A peer analysis provides the means to compare various performance characteristics of a transit agency to similar transit systems. Transit agencies report such information to the Federal Transit Administration (FTA), which records the information annually in the National Transit Database (NTD). Agencies have strict requirements regarding the manner in which cost and service characteristics are reported to the NTD. Thus, the NTD provides a consistent set of measurable data that can be used in a peer systems analysis.

While a peer analysis based on NTD data provides operational and financial information, it is important to keep in mind other aspects of service quality that are not reported in the NTD, such as passenger satisfaction, vehicle cleanliness and comfort, schedule adherence and route connectivity. It is also

worth noting that there may be unique operating and financial characteristics associated with a particular transit agency.

## National Transit Database

The National Transit Database (NTD) is the only comprehensive source of validated operating and financial information reported by transit systems nationwide. This database is updated annually by submissions from each transit system. The FTA reviews and confirms the accuracy of the information received and publishes a final report after all reporting transit systems successfully respond to comments and inquiries. The NTD is used by the FTA and other federal, state, and local agencies as a resource to help guide public investment decisions, shape public policy, and develop planning initiatives. The NTD reports various standard measures of performance that allow decision makers and other stakeholders to determine the efficiency and effectiveness of transit services on a local, regional and national basis. It is important to note that smaller systems (i.e., operating with fewer than nine peak vehicles) have the option of taking an exemption from NTD reporting.

## 2.0 PEER SELECTION PROCESS

Select criteria were used to determine transit systems that have similar service area characteristics. As shown in Table 2-1, criteria included service area size, population density, the number of peak vehicles in operation on a typical weekday, and connection to a rail system.

**Table 2-1: Criteria for Selecting Peer Transit Systems**

Criteria	Importance
Location in a Major Metropolitan Area	Primary
Total No. of Fixed Routes	Primary
No. of Express/Commuter Routes	Primary
Transit Agency Also Responsible for Meeting ADA Requirements	Primary
No. of Express/Commuter Routes Directly Serving the Central City	Secondary
Service Area Size	Secondary
Population density	Secondary

The following seven transit systems were identified as peers based on the application of the selection criteria:

- Transit Authority of Northern Kentucky
- Cobb County DOT, GA
- Gwinnett Co. Board of Commissioners, GA
- Laketransit, OH
- Johnson County Transit, KS
- San Joaquin Regional Transit District, CA
- Golden Gate Bridge, Highway & Transportation, CA

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**Transit Authority of Northern Kentucky – TANK (Fort Wright, KY)** – is located in the Cincinnati, OH-KY, metropolitan area. TANK provides a fixed route “Downtown Connection” to the Central Business District of Cincinnati, OH, and a “reverse-commute” bus service to work sites in the southern areas of Northern Kentucky region. In Boone, Campbell, and Kenton counties, TANK provides local fixed route transit services, the Regional Area Mobility Program (RAMP), a service for disabled citizens, and the DayTripper program for seniors over age 60.

**Cobb County DOT (Marietta, GA)** – is located in the Atlanta, GA, metropolitan area. Cobb Community Transit (CCT) provides transit service throughout Cobb County and to downtown Atlanta, GA, via local fixed-route, express, and paratransit services. The system connects to the Metropolitan Atlanta Rapid Transit Authority (MARTA) system.

**Gwinnett County Board of Commissioners (Lawrenceville, GA)** – is located in the Atlanta, GA, metropolitan area. Gwinnett County Transit (GCT) provides express, local and paratransit services in Gwinnett County and to downtown Atlanta, GA. The system connects to MARTA.

**Laketran (Grand River, OH)** – is located in the Cleveland, OH, metropolitan area. Laketran provides local fixed routes, commuter express routes and demand response in Lake County, OH, and offers service to downtown Cleveland, OH. The system connects to RTA Rapid Transit (or the “Rapid”) system.

**Johnson County Transit, KS – the JO (Olathe, KS)** – is located in the Kansas City, MO-KS, metropolitan area. Laketran provides local fixed-route and express service in Johnson County, and to downtown Kansas City, MO, and Kansas City, KS. Curb-to-curb service for the disabled, elderly and low income residents of Johnson County is provided through The JO Special Edition.

**San Joaquin Regional Transit District, CA – RTD (Stockton, CA)** – is located in the Sacramento, CA, metropolitan area. San Joaquin Commuter Service Subscription bus service connects San Joaquin County to Sacramento, the Bay Area, and the Bay Area Rapid Transit (BART) system. Stockton Metro Routes are fixed routes operating in the Stockton metropolitan area, including Bus Rapid Transit. Intercity fixed routes connect Stockton with Lodi, Tracy, Tracy Depot, Manteca, Ripon, and Lathrop. A fixed route also connects Escalon with Modesto. A downtown trolley serves fixed routes connecting restaurants, businesses, and entertainment venues. A deviated fixed-route bus service called Hopper Routes connects Ripon, Escalon, Manteca, Lathrop, Thornton, Woodbridge, French Camp, Morada, and Linden to Stockton, Tracy, and Lodi. Dial-A-Ride Service is the paratransit curb-to-curb service for disabled persons who are unable to use RTD's fixed route service.

**Golden Gate Bridge, Highway & Transportation, CA** – is located in the San Francisco, CA, metropolitan area. The system connects to BART. Inter-county bus service includes basic and commute bus routes. Basic service bus routes provide daily service throughout the day and evening between San Francisco, Marin, Sonoma and Contra Costa counties. Commute bus routes connect San Francisco, Marin, and Sonoma counties. Local bus service within San Francisco on Golden Gate Transit is permitted to or from the Golden Gate Bridge and The Presidio only at bus stops located at the Golden Gate Bridge Toll Plaza

and on Richardson Ave at Francisco St. Marin County local bus service is provided under contract with Marin Transit. Paratransit service is operated by a contractor and complements GGT's regular inter-county non-commute, off-peak bus service. The system also operates ferry boat service, which has been excluded from the peer analysis wherever possible.

Figures 2-1 and 2-2 compare the number of fixed routes and express/commuter routes operated by the peer systems. At 21 fixed routes, PRTC operates 20% fewer fixed routes than the peer average of 26. But PRTC (at 15) operates 36% more express/commuter routes than the peer average of 11.

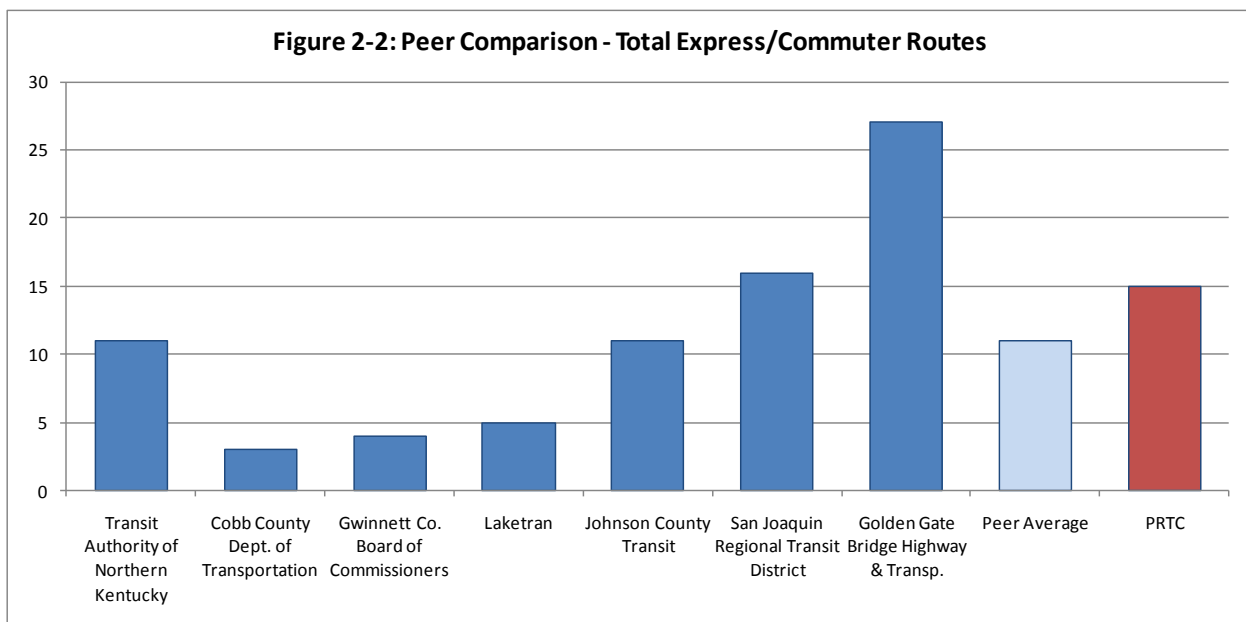
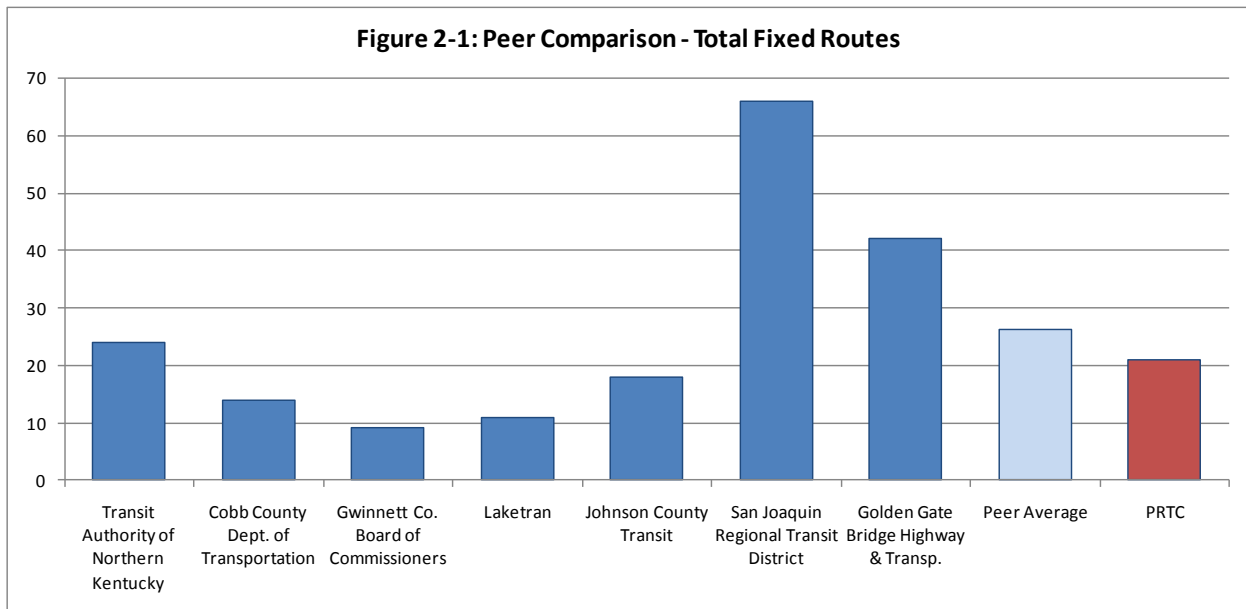


Table 2-2 displays the population density, number of peak buses, service area population and square miles, as reported in the 2008 NTD (the most recent NTD information that is available).

Regarding differences between the peers:

- **Service Area** – One of the peer service areas is larger than the PRTC system, four are smaller and two are approximately the same.
- **Population Density** – Five peers have higher population concentrations, and two are less densely populated.
- **Peak Buses** – Three peer systems had similar peak fleets to PRTC’s peak fleet, two had larger peak fleets and two had a smaller peak fleet.

**Table 2-2: Peer Transit Agency Comparisons for Bus and Demand Response Service (FY 2008)**

Transit Agency	Service Area (in Sq. Mi.)	Service Area Population	Population Density	Peak Vehicles	Annual Revenue Miles	Annual Revenue Hours
Transit Authority of Northern Kentucky	267	269,680	1,010	105	3,823,919	264,941
Cobb County Dept. of Transportation	210	406,069	1,934	98	3,933,842	223,071
Gwinnett Co. Board of Commissioners	351	583,048	1,661	78	2,765,045	140,127
Laketran	295	227,511	771	95	3,330,527	182,637
Johnson County Transit	135	262,455	1,944	81	1,725,531	92,733
San Joaquin Regional Transit District	1,489	564,539	379	116	4,350,674	300,153
Golden Gate Bridge Highway & Transp.	325	590,000	1,815	210	6,347,929	401,151
<b>Peer Average</b>	<b>439</b>	<b>414,757</b>	<b>1,359</b>	<b>112</b>	<b>3,753,924</b>	<b>229,259</b>
<b>PRTC</b>	<b>361</b>	<b>326,238</b>	<b>904</b>	<b>101</b>	<b>3,000,589</b>	<b>156,865</b>

Sources: 2008 National Transit Database; 2010 transit agency websites

### 3.0 PEER SYSTEM OVERVIEW

A general overview of peer systems’ operating and capital expenses, ridership, service area and passenger fare characteristics was completed prior to conducting a detailed assessment of specific financial, ridership and service characteristics.

#### Annual Operating and Capital Expenses

Table 3-1 summarizes the annual operating and capital expenses for the peer systems for FY 2008 (the most recent NTD information that is available). A breakdown of the level of funding by source is also provided. Note that Table 3-1 combines costs for operating all types of service provided by the agencies, including ferryboat service for the Golden Gate Bridge, Highway & Transportation, CA. This is the only format in which the online NTD provides funding sources.

**Table 3-1: Comparison of FY 2008 Operating and Capital Budgets (dollars in 000s)**

	Transit Authority of Northern Kentucky	Cobb County Dept. of Transportation	Gwinnett Co. Board of Commissioners	Laketran	Johnson County Transit	San Joaquin Regional Transit District	Golden Gate Bridge Highway & Transp.	Peer Average	PRTC
Fares	\$3,699.1	\$4,970.6	\$4,336.8	\$1,544.4	\$1,196.0	\$4,764.6	\$25,228.6	\$6,534.3	\$6,434.0
Local Assistance	\$15,612.0	\$8,993.2	\$3,524.5	\$8,231.1	\$3,242.8	\$20,665.8	\$6,151.6	\$9,488.7	\$8,993.0
State Assistance	\$95.6	\$313.9	\$130.9	\$664.4	\$1,567.5	\$3,756.6	\$20,470.0	\$3,857.0	\$3,650.0
Federal Assistance	\$49.8	\$3,325.5	\$3,633.6	\$1,607.1	\$2,152.1	\$5,459.0	\$838.8	\$2,438.0	\$2,523.0
Other Funds	\$601.0	\$1,131.6	\$1,838.4	\$760.6	\$226.4	\$201.5	\$43,612.0	\$6,910.2	\$1,291.6
<b>Total Operating Budget</b>	<b>\$20,057.5</b>	<b>\$18,734.8</b>	<b>\$13,464.2</b>	<b>\$12,807.6</b>	<b>\$8,384.8</b>	<b>\$34,847.5</b>	<b>\$96,301.0</b>	<b>\$29,228.2</b>	<b>\$22,891.6</b>
Local Assistance	\$204.4	\$1,224.8	\$732.2	\$0.0	\$502.9	\$932.5	\$292.7	\$555.6	\$1,096.9
State Assistance	\$346.4	\$415.0	\$501.7	\$0.0	\$0.0	\$3,495.5	\$1,309.2	\$866.8	\$1,610.8
Federal Assistance	\$4,305.4	\$3,574.6	\$4,013.5	\$1,868.7	\$1,766.0	\$1,231.7	\$5,882.4	\$3,234.6	\$4,271.9
Other Funds	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$3,090.7	\$441.5	\$1,521.3
<b>Total Capital Budget</b>	<b>\$4,856.2</b>	<b>\$5,214.4</b>	<b>\$5,247.4</b>	<b>\$1,868.7</b>	<b>\$2,268.9</b>	<b>\$5,659.7</b>	<b>\$10,575.0</b>	<b>\$5,098.6</b>	<b>\$8,500.9</b>

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Key characteristics are as follows:

### **Operating Expenses**

- PRTC's FY 2008 operating budget of \$22.9 million was 21.7% less than the total peer average of \$29.2 million. Subtracting out the ferryboat service lowers the peer average to \$24.9 million. Johnson County Transit had the smallest operating budget of \$8.4 million. Golden Gate Bridge, Highway & Transportation had the largest at \$96.3 million (\$66.3 million without ferryboat service).
- PRTC derived a significant share of its operating revenue from fares and local assistance (28% and 39%, respectively), in line with the average of peer systems.
- State operating assistance for PRTC (16% of the total operating budget) was twice the peer average (8%).

### **Capital Expenses**

- PRTC's capital budget (\$8.5 million) was 67% higher than the total peer average of \$5.1 million. Subtracting out the ferryboat service lowers the peer average to \$4.4 million.
- The peer systems relied more heavily on federal assistance. 70% of the total capital budget of the peer average was supported by federal funds. However, only 50% of PRTC's capital budget was supported by federal funds.

A more detailed analysis of the operating and capital expenses is provided in Section 4 of this report.

### **Annual Ridership**

Annual ridership, as measured in passenger trips, reflects is the total number of boardings made by users of the transit system. A passenger trip is recorded every time a person boards a transit vehicle, including multiple transfers that may occur between the trip origin and the final destination. As shown in Table 3-2:

- PRTC's bus and demand response ridership (2,849,342) was 20% lower than the peer average (3,542,087). Passenger trips for individual peer systems ranged between 625,986 (Johnson County) and 7,529,282. The closest peer ridership to PRTC was Gwinnett County (2,125,155) which was about 25% less than PRTC's annual passenger trips.

**Table 3-2: Comparison of 2008 Annual Bus and Demand Response Ridership**

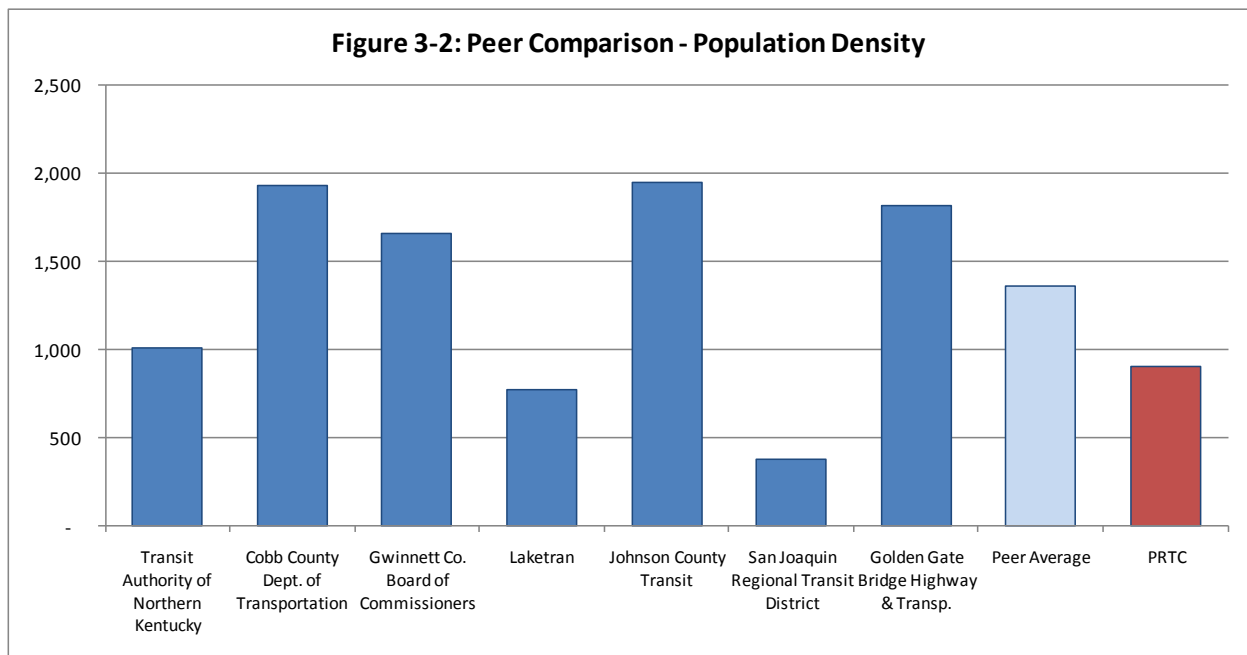
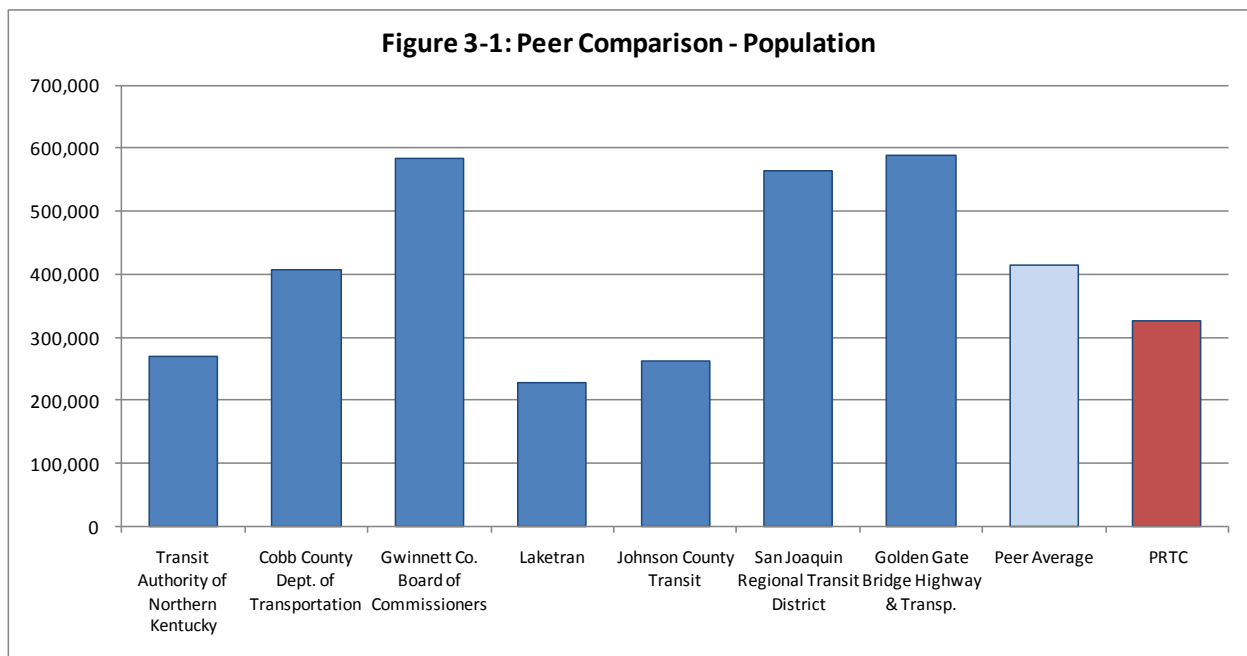
Transit Agency	Annual Passenger Trips
Transit Authority of Northern Kentucky	3,804,210
Cobb County Dept. of Transportation	4,954,403
Gwinnett Co. Board of Commissioners	2,125,155
Laketran	985,467
Johnson County Transit	625,986
San Joaquin Regional Transit District	4,770,104
Golden Gate Bridge Highway & Transp.	7,529,282
<b>Peer Average</b>	<b>3,542,087</b>
<b>PRTC</b>	<b>2,849,342</b>

Section 4.0 compares costs and ridership on a service level basis.

### Service Area Characteristics

The peer bus systems reported service areas that ranged in size from 135 to 1489 square miles, with an average of 439 square miles (Table 2-2). At 361 square miles, PRTC’s service area is 18% less than the peer average.

Figures 3-1 and 3-2 summarize and compare the service area population and population density for PRTC and the peer systems. Although the NTD data is the best available source for this information, caution should be used when interpreting service area population and population-based measures. There are sometimes variations with regard to the way agencies report this information.



Source of the service area data: 2008 National Transit Database.

As shown in Figure 3-1:

- The peer average service area population (414,757 persons per square mile) is 27% higher than PRTC’s service area population (326,238).
- The population density of PRTC’s service area (904) was about 33% less than the peer average (1,359).

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## Services Provided

All peer systems provide three types of service: local fixed-route, commuter or express fixed-route, and paratransit or demand response services. PRTC provides fixed-route service from approximately 3:45 a.m. to 11:30 p.m. on weekdays and 6:40 a.m. to 11:10 p.m. on Saturdays.

In FY 2008, the fixed-route spans of service for the peer systems were:

### Transit Authority of Northern Kentucky:

- 3:55 a.m. to 1:20 a.m., Monday through Friday
- 4:30 a.m. to 1:00 a.m., Saturday and Sunday

### Cobb County DOT, GA:

- 5:00 a.m. to 12:50 a.m., Monday through Friday
- 5:00 a.m. to 11:45 p.m., Saturday

### Gwinnett Co. Board of Commissioners, GA:

- 5:00 a.m. to 11:00 p.m., Monday through Friday
- 6:00 a.m. to 9:00 p.m., Saturday

### Laketran, OH:

- 5:10 a.m. to 11:00 p.m., Monday through Friday
- 8:50 a.m. to 10:50 p.m., Saturday

### Johnson County Transit, KS:

- 5:00 a.m. to 11:35 p.m., Monday through Friday
- 6:10 a.m. to 4:00 p.m., Saturday and Sunday

### San Joaquin Regional Transit District, CA:

- 3:20 a.m. to 11:35 p.m., Monday through Friday
- 6:00 a.m. to 11:45 p.m., Saturday
- 6:00 a.m. to 10:35 p.m., Sunday

### Golden Gate Bridge, Highway & Transportation, CA:

- 4:00 a.m. to 3:00 a.m., Monday through Sunday

## Fare Structure

Fare structures also have been compared for the peer transit agencies, as presented in Table 3-3. Fare information was obtained in March 2010 from websites of transit agencies.

**Table 3-3: Comparison of Fare Structure**

Transit Agency	Regular Fare	Discounted	Discounted	Transfers
	Express/Local	Seniors/Disabled	Student	
Transit Authority of Northern Kentucky	\$1.75 / \$1.50	\$0.85 / \$0.75	\$1.00 / \$1.00	Free
Cobb County Dept. of Transportation	\$3.00 / \$1.50	\$3.00 / \$0.75	\$3.00 / \$1.00	Free
Gwinnett Co. Board of Commissioners	\$3.00-\$4.00 / \$2.00	\$3.00-\$4.00 / \$1.00	\$3.00-\$4.00 / \$2.00	Free
Laketran	\$3.75 / \$1.75	\$3.75 / \$0.75	\$3.75 / \$0.75	Free
Johnson County Transit	\$2.00-\$3.00 / \$1.00	\$1.50 / \$1.00	\$1.50 / \$1.00	Free
San Joaquin Regional Transit District	\$2.00 / \$1.50	\$2.00 / \$0.75	\$2.00 / \$1.25	\$0.50
Golden Gate Bridge, Highway & Transp.	\$3.45-\$9.25 / \$2.00	\$1.50-\$3.25 / \$0.55	\$1.50-\$3.25 / \$0.55	Free
Peer Average*	\$3.67 / \$1.60	\$2.62 / \$0.79	\$2.62 / \$1.08	Free
Peer High	\$9.25 / \$2.00	\$4.00 / \$1.00	\$4.00 / \$2.00	\$0.50
Peer Low	\$1.75 / \$1.50	\$0.85 / \$0.55	\$1.00 / \$0.55	Free
<b>PRTC</b>	<b>\$3.00-\$6.50 / \$1.10</b>	<b>\$1.50-\$3.25 / \$0.55</b>	<b>\$3.00-\$6.50 / \$1.10</b>	<b>Free</b>

*Note: Peer Average is based on highest fares*

As shown in Table 3-3:

- Transit Authority of Northern Kentucky (TANK) charged the lowest fares and Golden Gate Bridge, Highway & Transportation, CA, charged the highest fares on both local and express routes. PRTC fares were generally lower than the peer average.
- All agencies except Johnson County Transit provide discounted elderly/disabled fares on local routes, but only three systems offer discounted elderly/disabled fares on commuter or express routes. PRTC offers discounted rates to seniors and disabled patrons on both express and local routes.
- About half the systems offer discounted fares for student on commuter or express routes, but most systems offer students discounted fares on local routes. PRTC does not offer student discounts.
- Only the San Joaquin Regional Transit District charges for in-system transfers. PRTC does not charge for transfers.

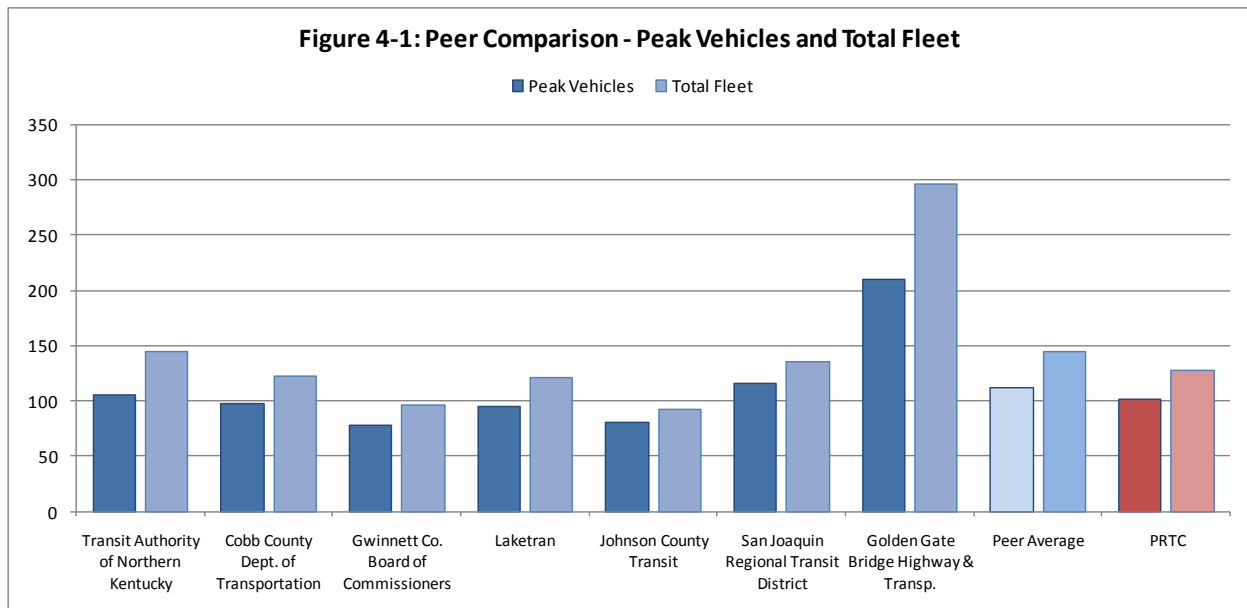
## 4.0 SERVICE PRODUCTIVITY COMPARISONS

This section presents a detailed comparison of specific service productivity measures for the peer systems' bus and demand response services. These productivity measures focus on: vehicle utilization, service supplied, ridership productivity, cost efficiency, and revenue vehicle maintenance performance. Unless stated otherwise, the data were obtained from the 2008 NTD for all systems.

## Vehicle Utilization

The peer systems were compared on several indicators of vehicle utilization including size of the bus fleet available for revenue service, maximum number of buses in simultaneous scheduled service, and hours and miles of revenue service per peak bus.

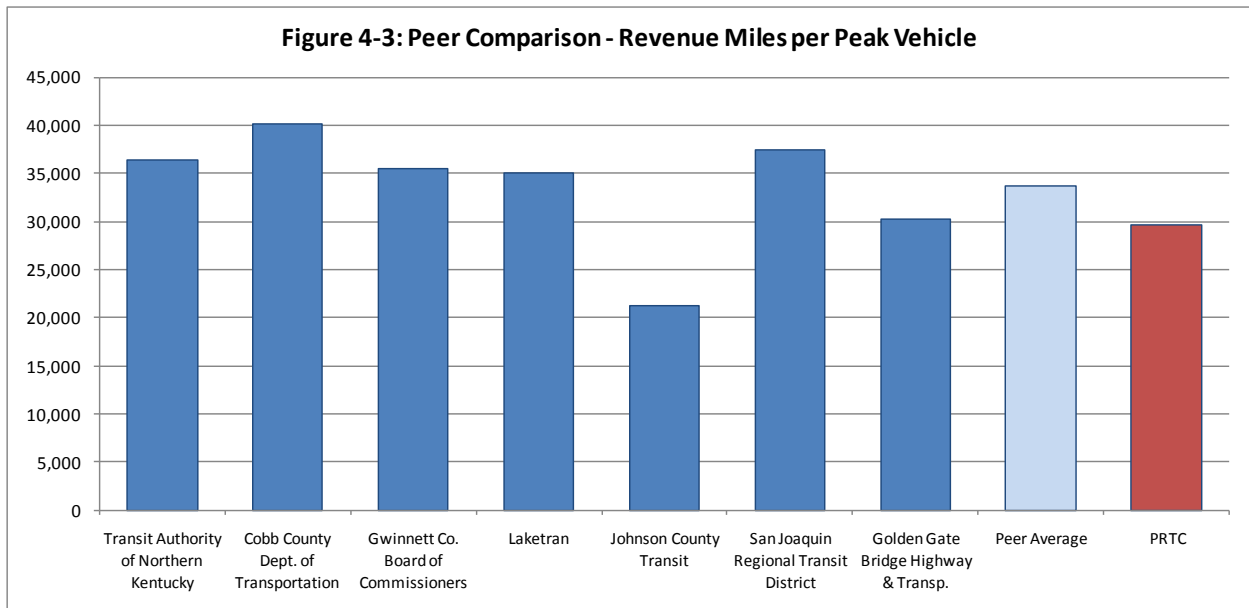
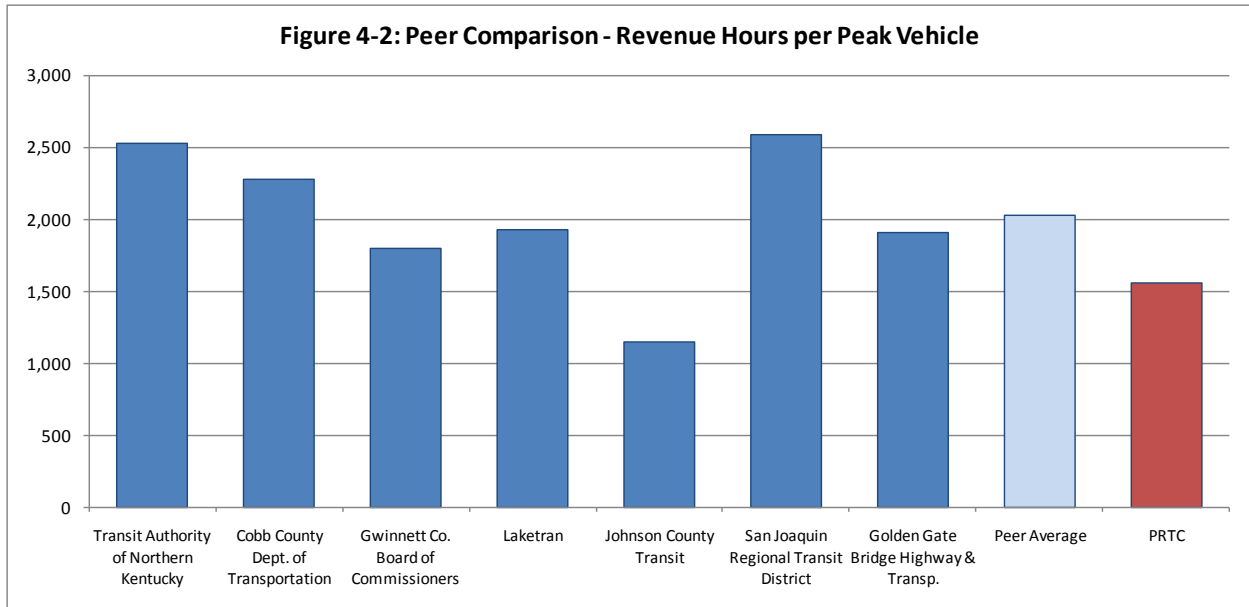
**Vehicles Available:** As shown on Figure 4-1, the peer systems' active bus fleets ranged between 92 (Johnson County Transit) to 296 (Golden Gate Bridge, Highway & Transportation). At 127, PRTC's 2008 bus fleet was 12 percent smaller than the peer average of 144.



**Revenue-Hours per Peak Vehicle:** Figure 4-2 shows that the peer systems operated between 1,145 (Johnson County Transit) and 2,588 (San Joaquin Regional Transit District) revenue-hours per peak bus. At 1,553, PRTC operated 23 percent lower than the peer average of 2,023. **Peak Vehicles:** The number of vehicles operated in maximum service is shown Figure 4-1. Peer systems operated between 81 (Johnson County Transit) and 210 (Golden Gate Bridge, Highway & Transportation) vehicles during peak periods. With a 101 peak requirement, PRTC operates nearly as many peak vehicles as the peer average of 112.

**Spare Ratio:** Spare ratio is an indication of how a transit agency meets its need to balance the provision of sufficient vehicles to operate scheduled revenue service with the requirements of vehicle maintenance and overhaul programs. FTA's formula to calculate a spare ratio is:  $(\text{Total Active Fleet} - \text{Peak Vehicle Requirement}) / \text{Peak Vehicle Requirement}$ . Accordingly, peer spare ratios range from 14 percent (Johnson County Transit) to 41 percent (Golden Gate Bridge, Highway & Transp.). At 26 percent, PRTC's spare ratio is similar to the peer average of 29 percent. Spare ratio's typically run higher during times of vehicle replacement or prior to the implementation of large service initiatives. Generally, FTA prefers spare ratios near 20 percent.

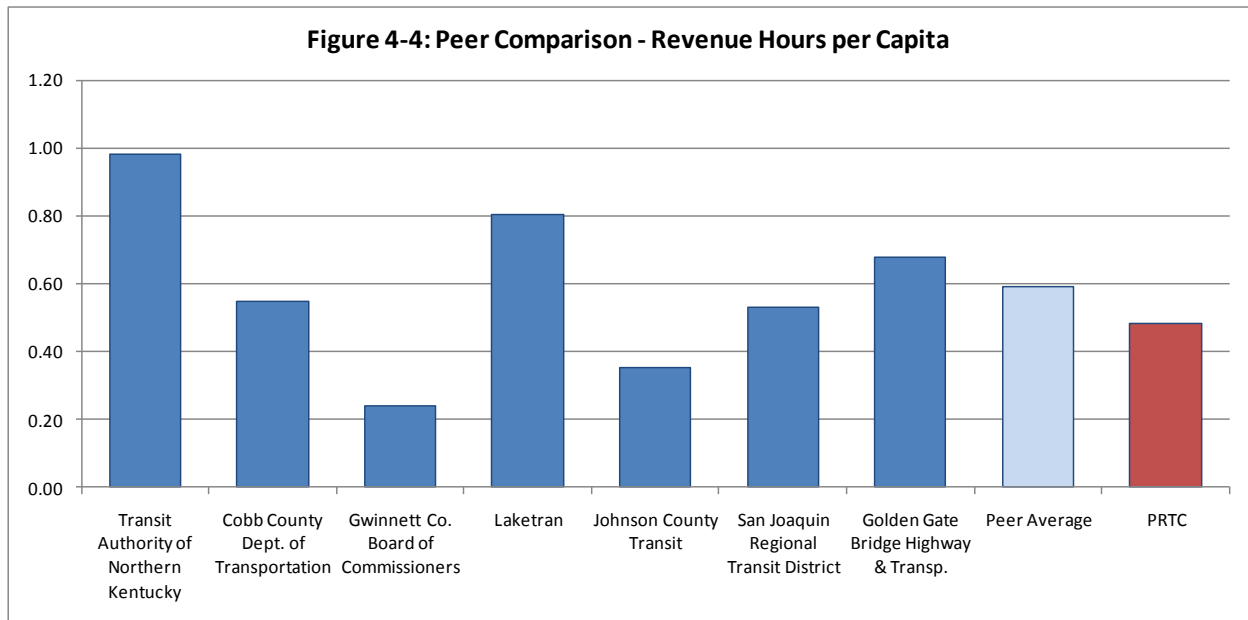
**Revenue-Miles per Peak Vehicle:** Figure 4-3 shows that the peer systems operated between 21,303 (Johnson County Transit) and 37,506 (San Joaquin Regional Transit District) revenue-miles per peak bus. At 29,708, PRTC operated the second lowest miles of service per peak vehicle and 12 percent less than the peer average of 33,729.



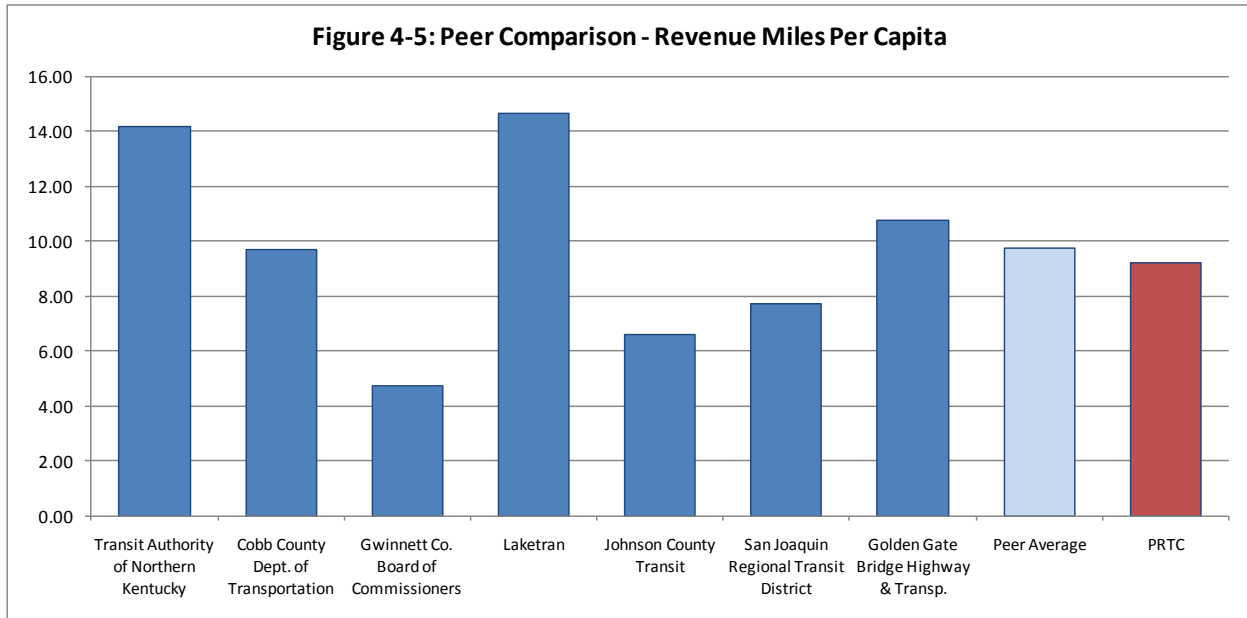
## Service Supplied

Service supplied compares the hours and miles of bus and demand response operation compared to the peers' service area populations as well as the geographic extent of service provision.

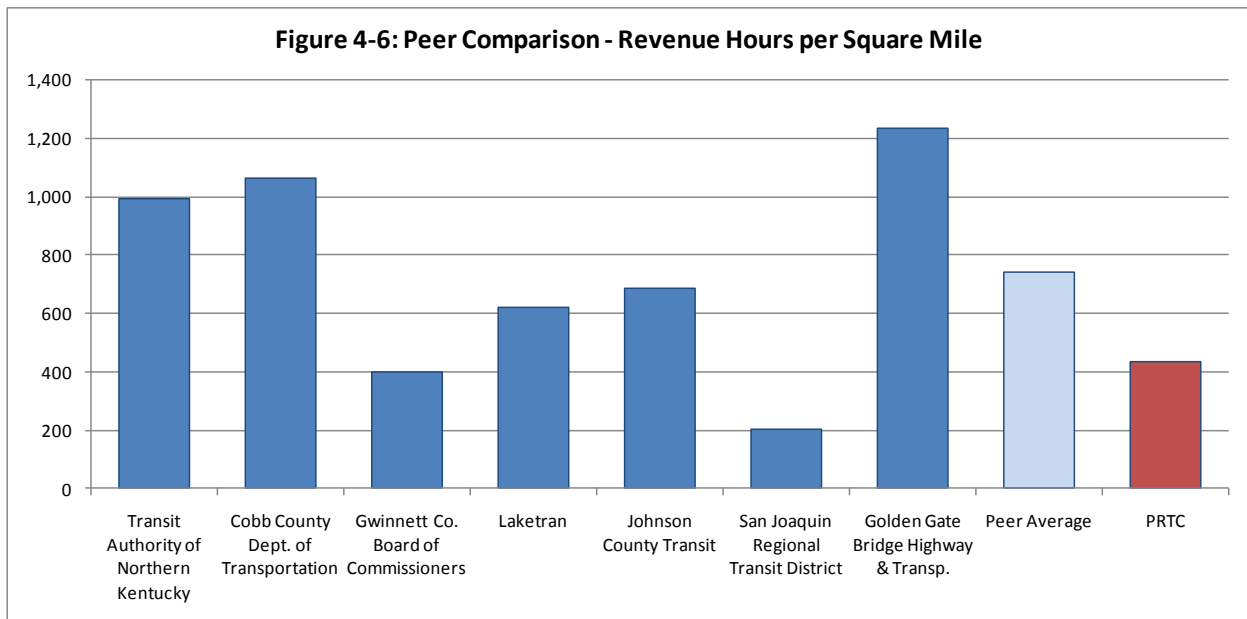
**Transit Service per Capita:** This analysis looks at two measures of the amount of bus service provided to the service area population – revenue-hours and revenue-miles per capita. Figure 4-4 shows that the revenue-hours per capita provided by peer systems range between 0.24 (Gwinnett County) and 0.98 (Transit Authority of Northern Kentucky). PRTC provides 0.48 service hours per capita which is 19 percent lower than the peer average (0.59).



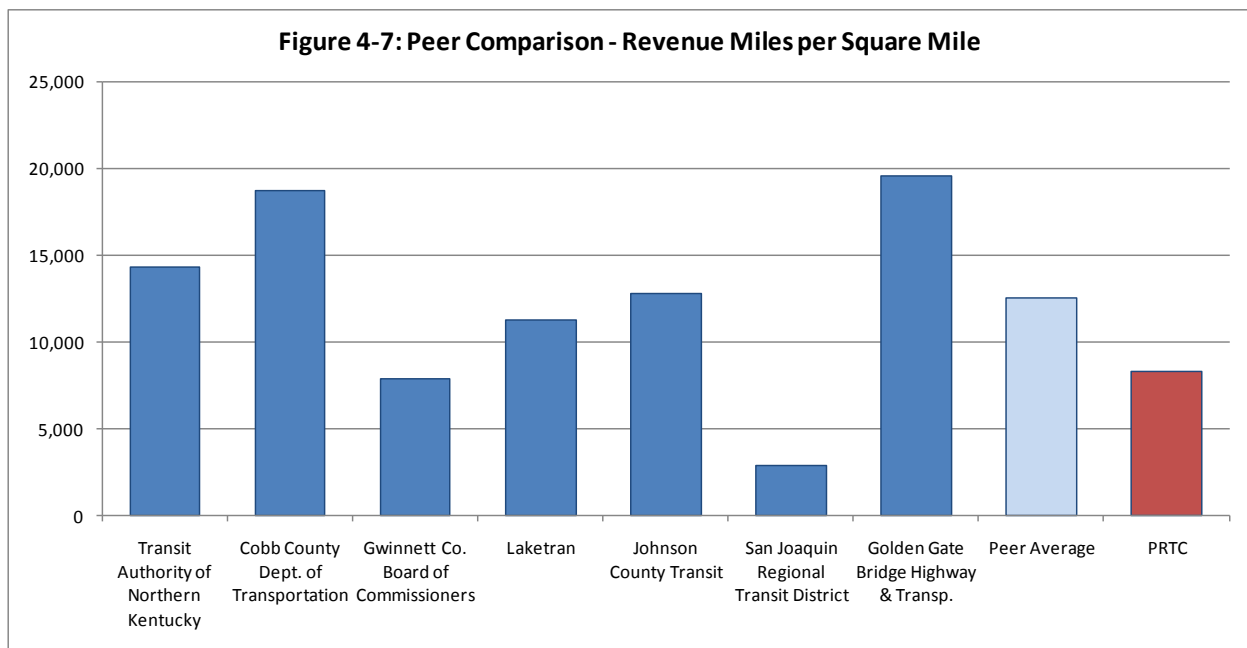
**Revenue Miles per Capita** - Figure 4-5 shows that PRTC operates 9.2 revenue-miles per capita while the peer systems range between 4.74 (Gwinnett County) and 14.64 (Laketran). PRTC's revenue-miles per capita are 6 percent lower than the peer average (9.76).



**Service Area:** In Figure 4-6, the peer systems operated between 202 (San Joaquin Regional Transit District) and 1,234 (Golden Gate Bridge, Highway & Transp.) revenue-hours per square mile. At 435 revenue-hours per square mile, PRTC supplies 59 percent of the peer average (742).



**Revenue Miles per Square Mile** - Figure 4-7 shows that PRTC operated 8,312 revenue-miles of service per square mile which is about 67 percent of the peer average (12,494). The peer systems that supplied the lowest and highest revenue-miles of service per square mile were San Joaquin Regional Transit District (2,922) and Golden Gate Bridge, Highway & Transp. (19,532).



### Ridership Productivity (Effectiveness)

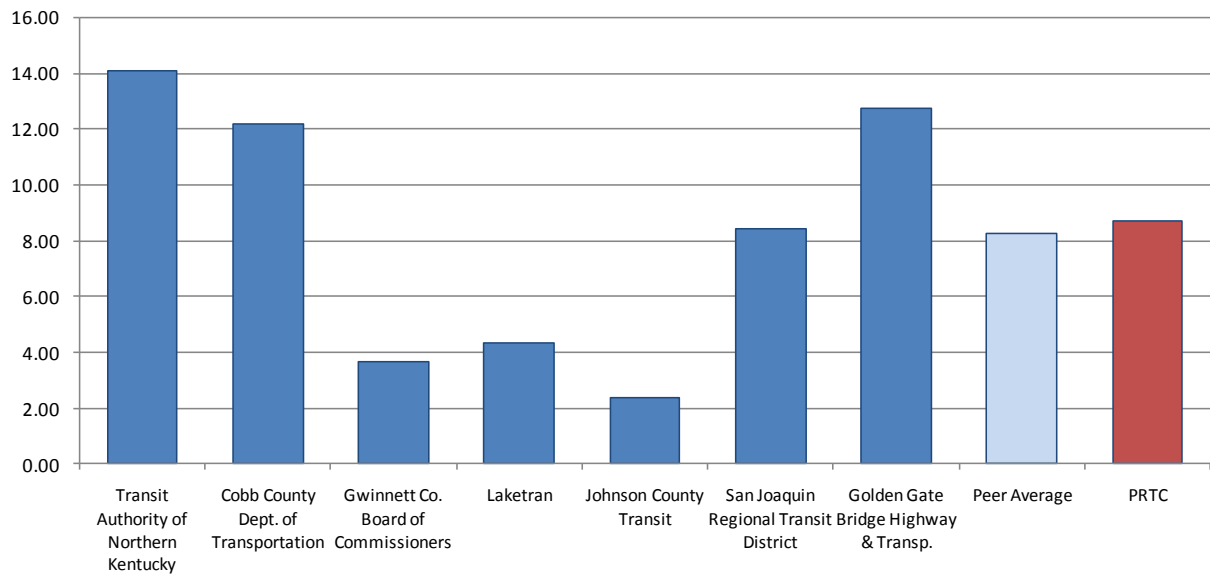
Ridership productivity or effectiveness provides a way to evaluate how well a transit agency is able to attract passengers relative to the level of service operated. Three measures that reveal productivity are bus and demand response passenger trips per capita, per revenue-hour, and per revenue-mile.

**Passenger Trips per Capita:** As shown in Figure 4-8, the passenger trips per capita for PRTC (8.73) are slightly higher than the peer average of 8.27. The maximum passenger trips per capita on a peer system are 14.11 (Transit Authority of Northern Kentucky) and the fewest are 2.39 (Johnson County Transit).

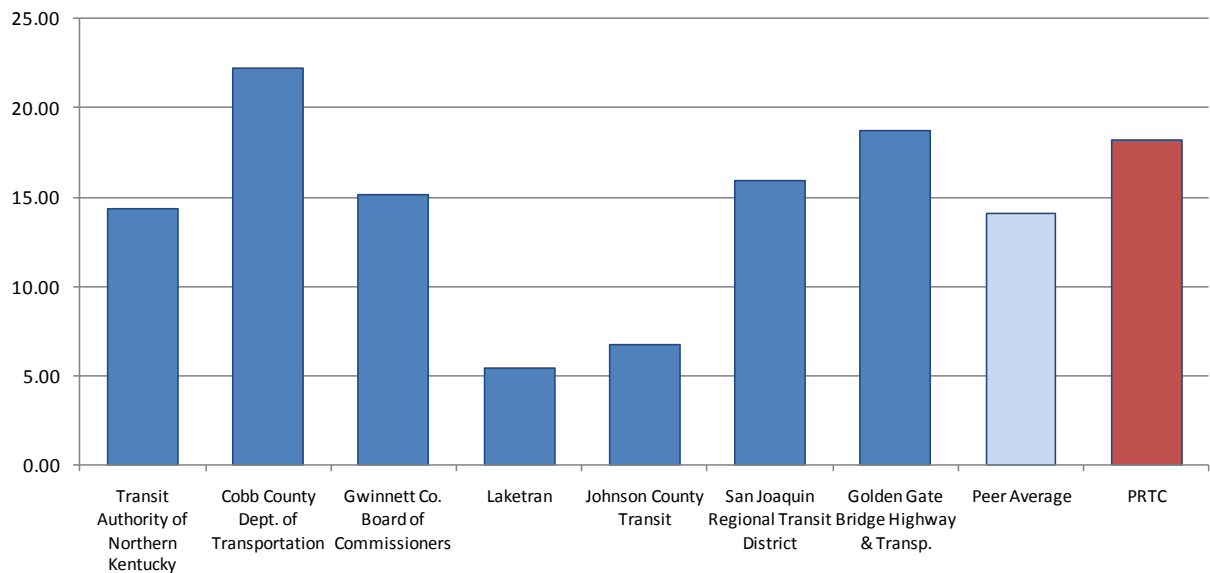
**Passenger Trips per Revenue-Hour:** Figure 4-9 shows that the peer systems generate between 5.4 (Laketran) and 22.21 (Cobb County Dept. of Transportation) passenger trips for every revenue-hour of bus service. PRTC's productivity of 18.16 passengers per revenue-hour is 29 percent higher than the peer average of 14.08.

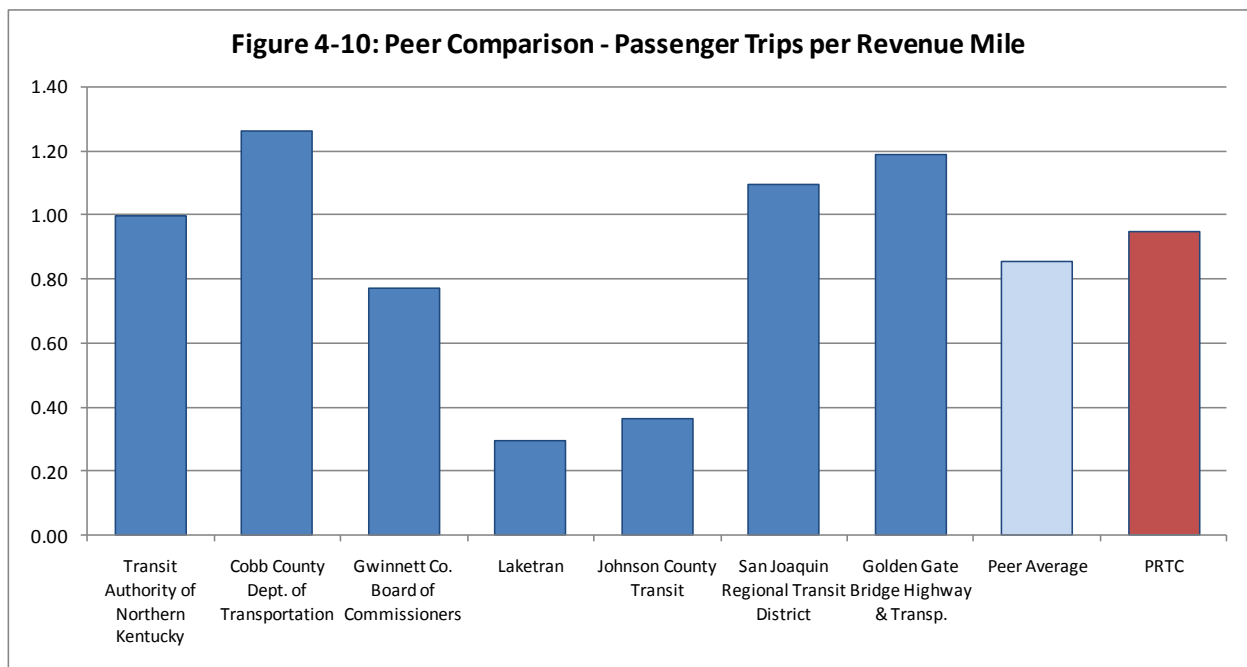
**Passenger Trips per Revenue-Mile:** Figure 4-10 shows the peer systems generate between 0.3 (Laketran) and 1.26 (Cobb County Dept. of Transportation) passenger trips per revenue-mile of service. PRTC serves 0.95 passengers per revenue-mile, which is 12 percent more than its peers at 0.85.

**Figure 4-8: Peer Comparison - Passenger Trips per Capita**



**Figure 4-9: Peer Comparison - Passenger Trips per Revenue Hour**





## Cost Efficiency

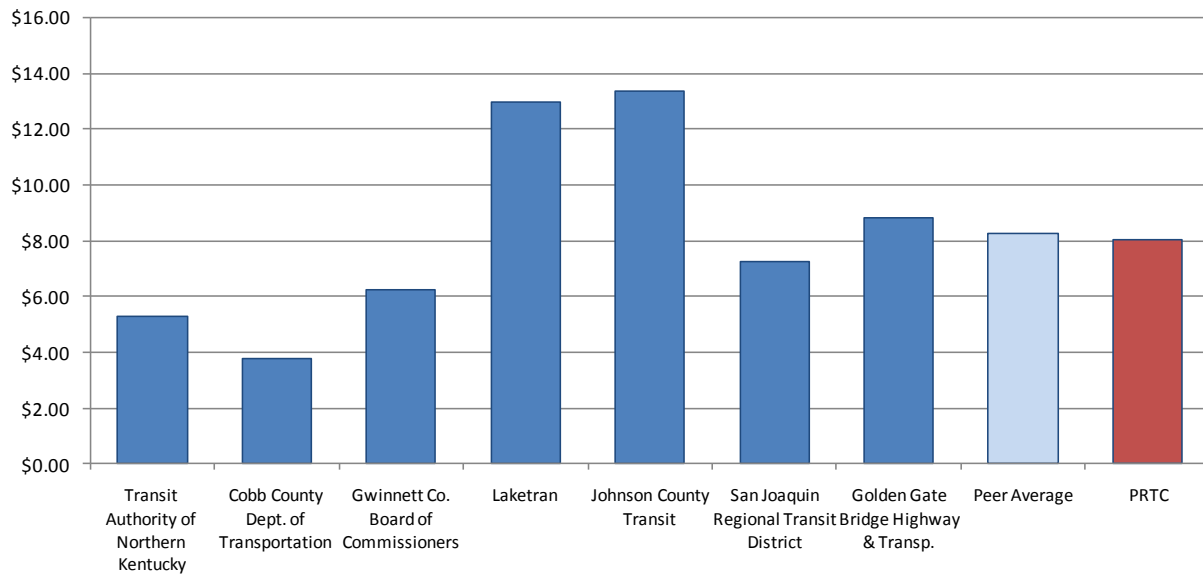
Transit systems typically must balance the level of service they provide with the budget required to do so. Cost efficiency performance can be measured in several ways, including operating cost per passenger trip, per revenue-hour, and per revenue-mile. In contrast to Section 3, peer operating costs include only bus and demand response modes (i.e., ferryboat for Golden Gate Bridge, Highway & Transp. is excluded).

**Operating Cost per Passenger Trip:** This performance measure provides an indication of how efficient a system is at balancing the cost of providing service with the number of patrons it serves. Peer system costs per passenger trip range from \$3.78 (Cobb County Dept. of Transportation) to \$13.39 (Johnson County Transit) with an average of \$8.26. PRTC's performance on this measure is slightly lower, or better than the peer average at \$8.02.

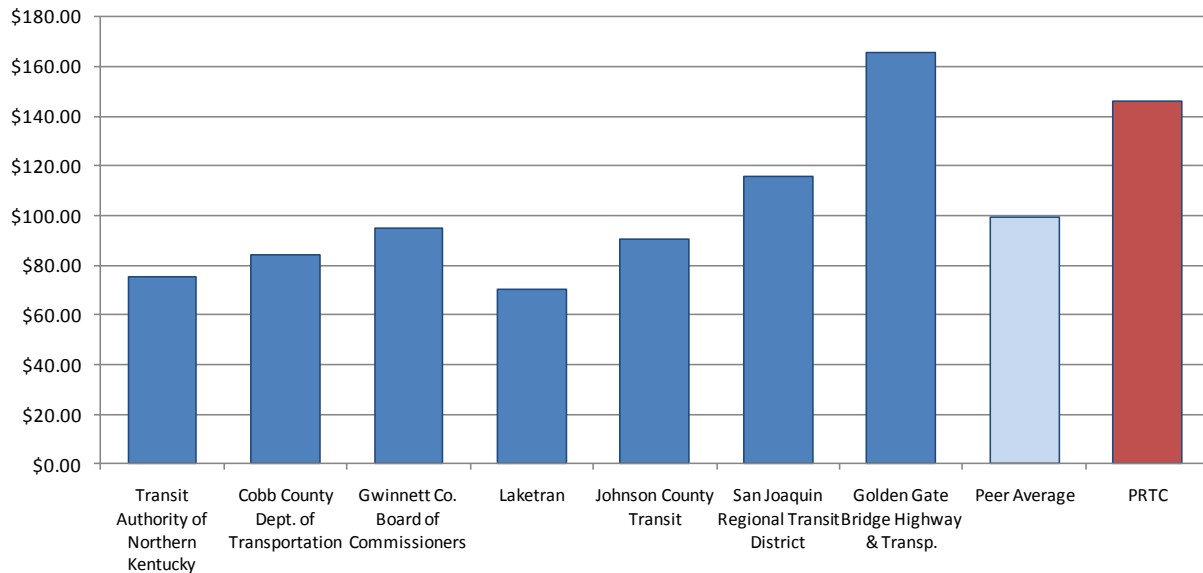
**Operating Cost per Revenue-Hour:** Figure 4-12 shows the peer systems' cost per revenue-hour range from \$70.13 (Laketran) to \$165.32 (Golden Gate Bridge, Highway & Transp.), averaging \$99.44. PRTC's operations cost of \$145.73 per revenue-hour is 47 percent higher than the peer average.

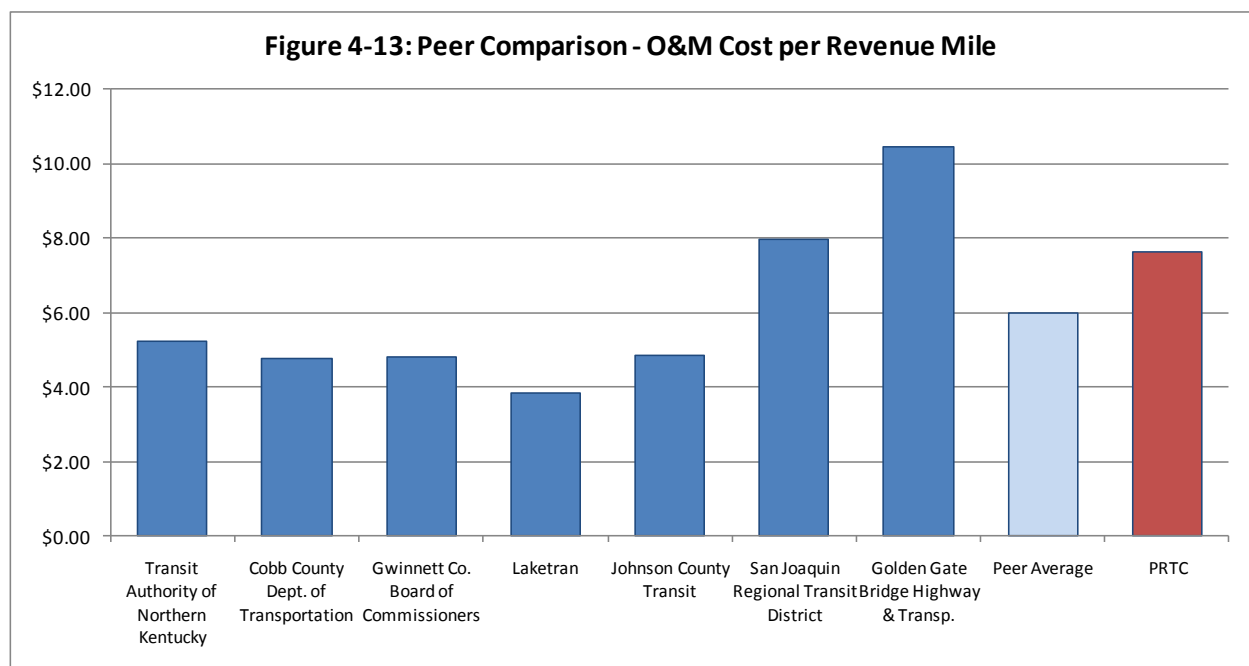
**Operating Cost per Revenue-Mile:** Figure 4-13 shows that on this measure of efficiency, the peers range between \$3.85 (Laketran) and \$10.45 (Golden Gate Bridge, Highway & Transp.), with a peer average of \$5.99. Again, PRTC is less efficient than the peer average, spending \$7.62 for each revenue-mile of service. This is 27 percent higher than the peer average.

**Figure 4-11: Peer Comparison - O&M Cost per Passenger Trip**



**Figure 4-12: Peer Comparison - O&M Cost per Revenue Hour**



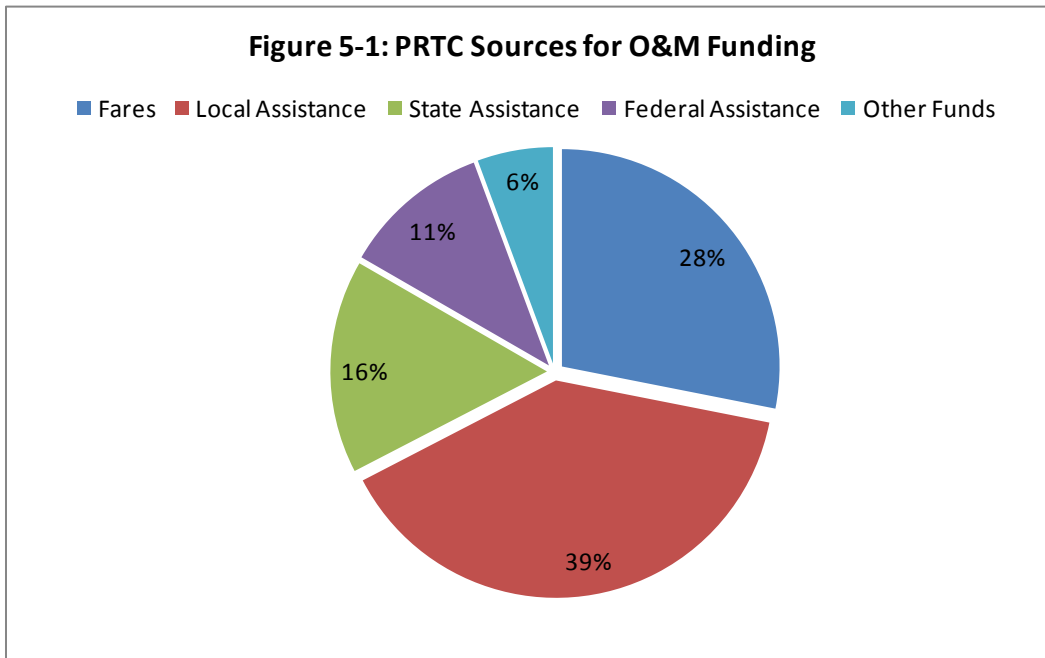


## 5.0 FINANCIAL ANALYSIS

The subsections below highlight the revenue sources used by PRTC and its peers to fund operating and maintenance (O&M) and capital requirements. Note that the data utilized for the following analyses includes funding source reported for the 2008 NTD report year for all modes (i.e., ferryboat is included for Golden Gate Bridge, Highway & Transp.). While levels and sources of funding used for O&M tend to be relatively consistent from year to year, annual capital funding levels and sources can vary significantly, depending on the projects programmed and grant sources occurring in a particular year.

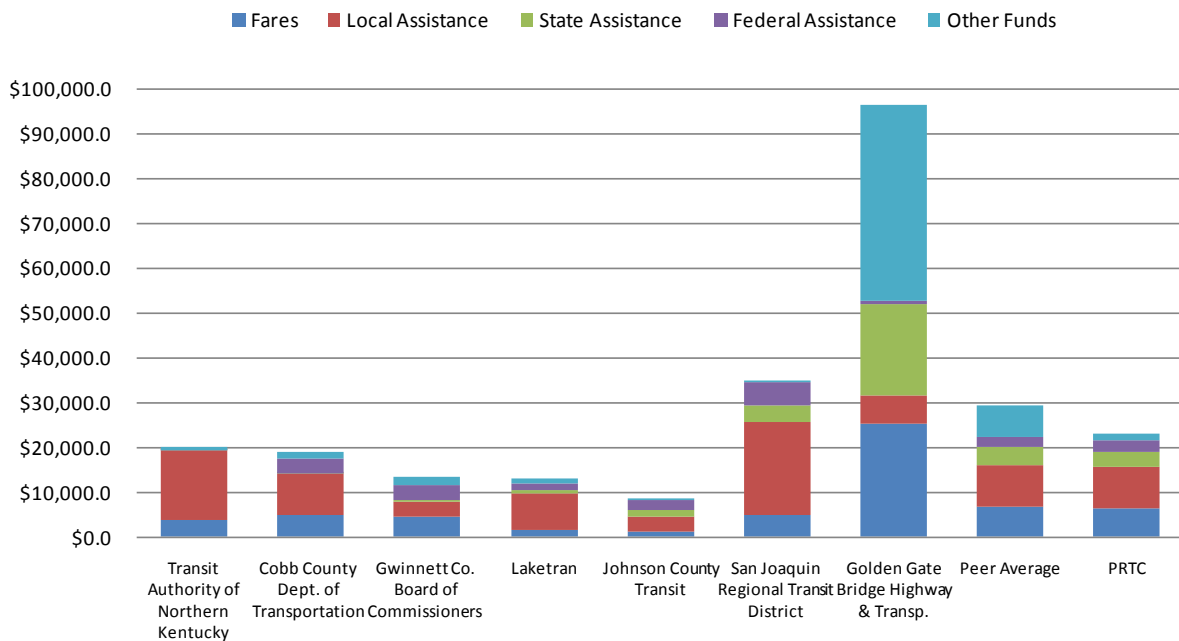
### Funding Sources Used for O&M

The NTD categorizes sources of O&M funds as passenger fares; local, state and federal assistance; and other. Figure 5-1 illustrates PRTC's key revenue sources for report year 2008. PRTC relied most heavily on local (39 percent) and fare revenues (28 percent). Other sources made up 33 percent of the operating budget.

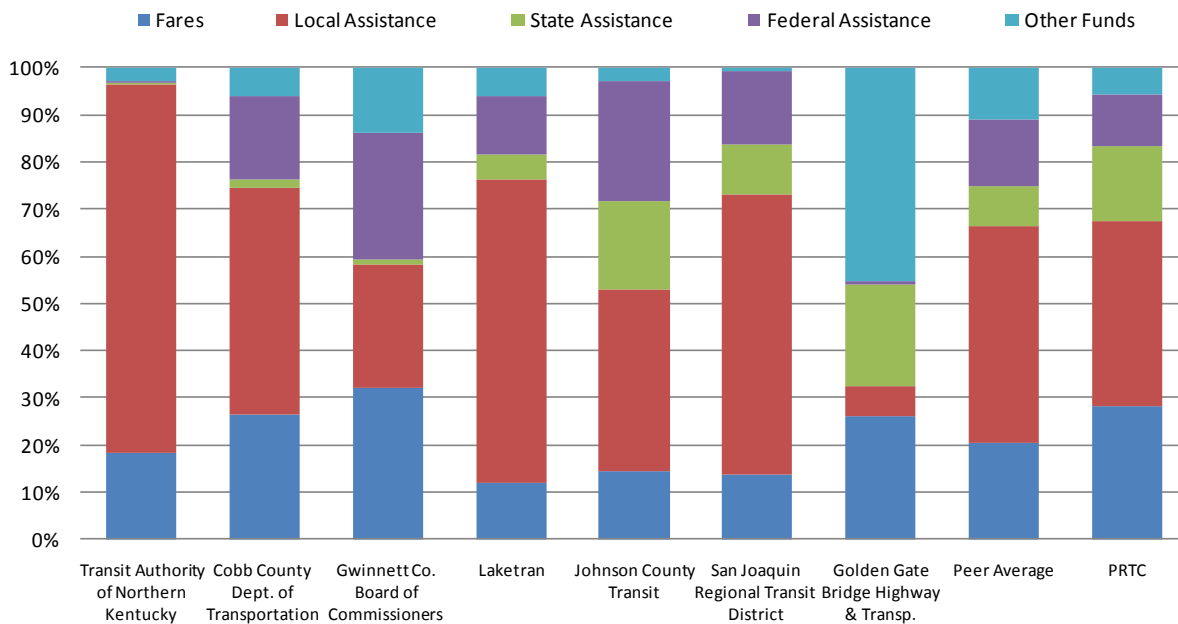


The next two figures compare sources of operating funds for the peer systems. The operating funds referred to finance all types of service provided by the peer systems, including ferry service by the Golden Gate Bridge, Highway & Transportation, CA. Figure 5-2 provides an overview of the total dollar level of O&M funding used by PRTC and its peer systems. Figure 5-3 uses percentages to show the relative reliance on each funding source of the peers.

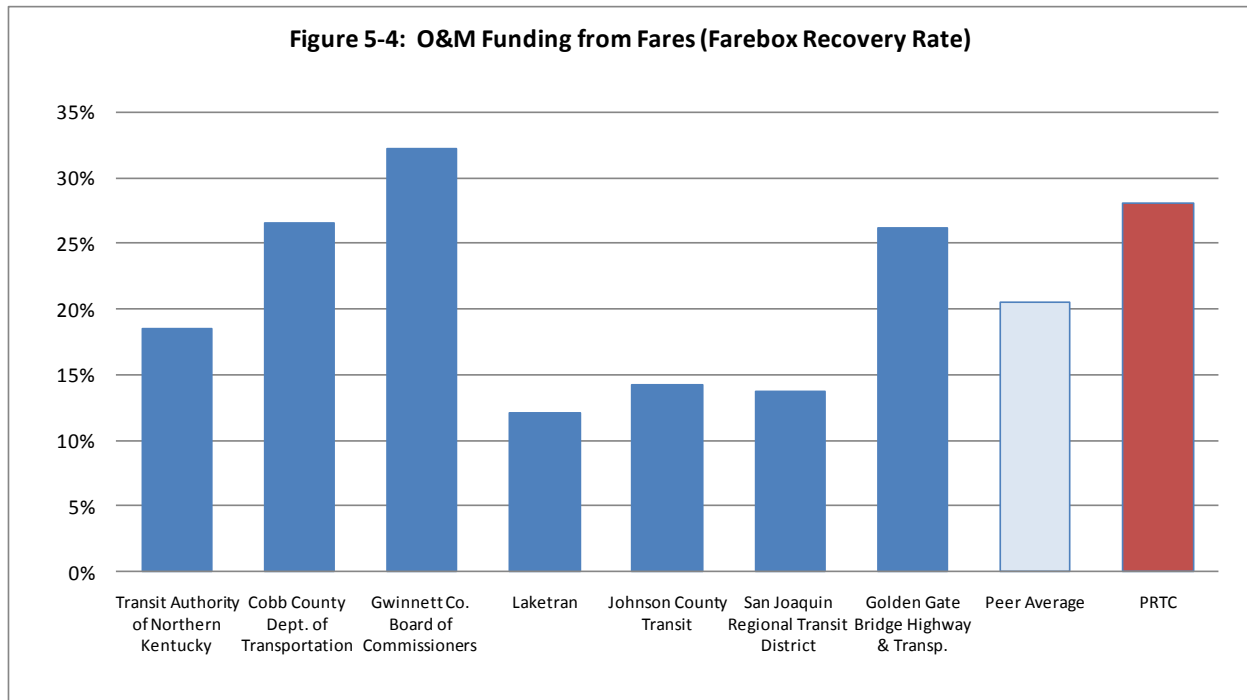
**Figure 5-2: Summary of Funding Used for O&M (in 2008 dollars)**



**Figure 5-3: Summary of Funding Used for O&M (in %)**

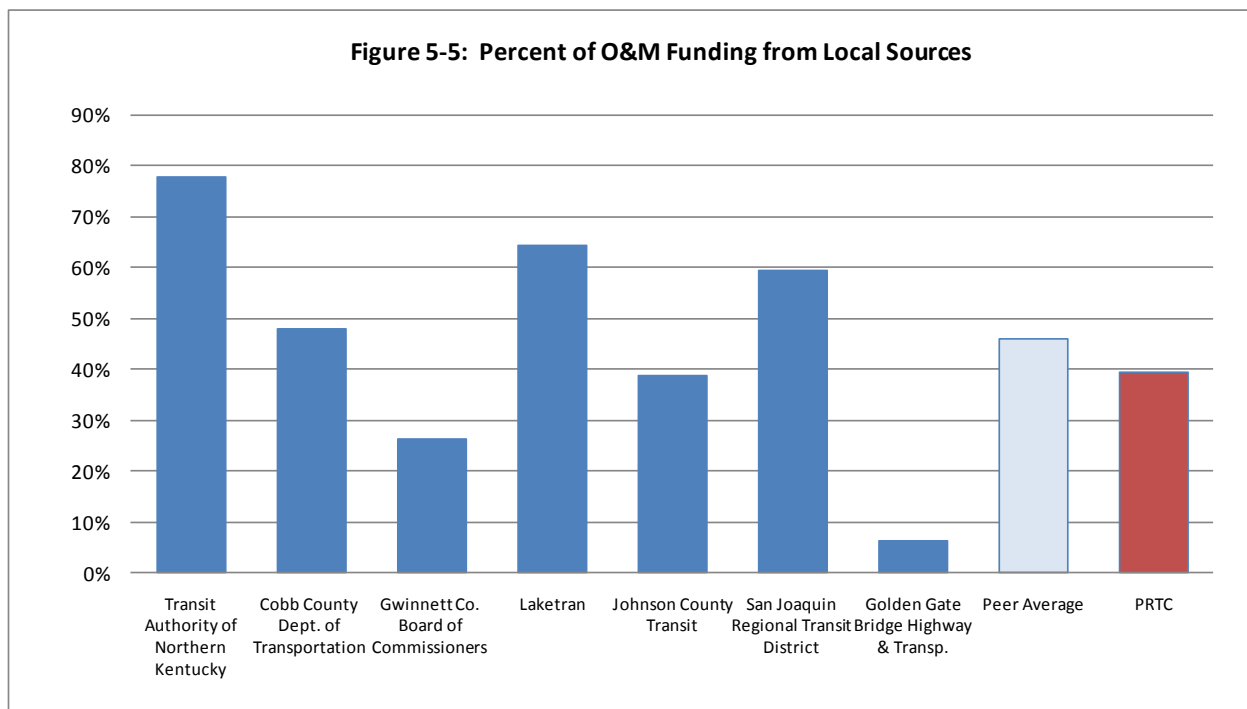


**Farebox Revenues for O&M:** Most transit agencies collect fares for the services they provide. The extent to which fares cover O&M costs is referred to as the farebox recovery rate. Figure 5-4 shows the recovery rate for the peer bus systems. Farebox recovery rates of peer systems ranged from 32 percent (Gwinnett County) to 12 percent (Laketran). PRTC’s farebox recovery rate (28 percent) was 40 percent more than the peer average of 20 percent.

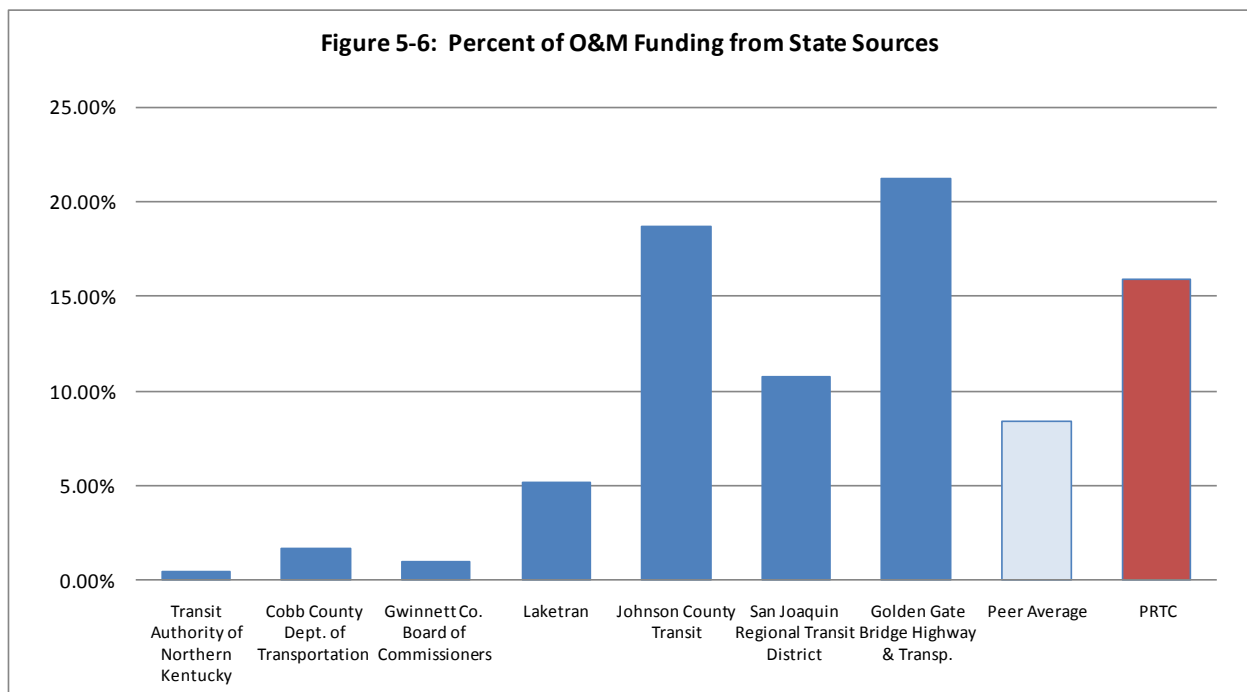


**Local Assistance for O&M:** For transit agencies that receive local operating assistance, these funds may be generated from various sources and provided to the agency by the local political jurisdiction (e.g., through local sales, property, and/or gasoline taxes) or be specifically designated for transit. Dedicated local funds are either received directly by the transit agency or collected by the local jurisdiction(s) in the service area and contributed to the transit agency in payment for service.

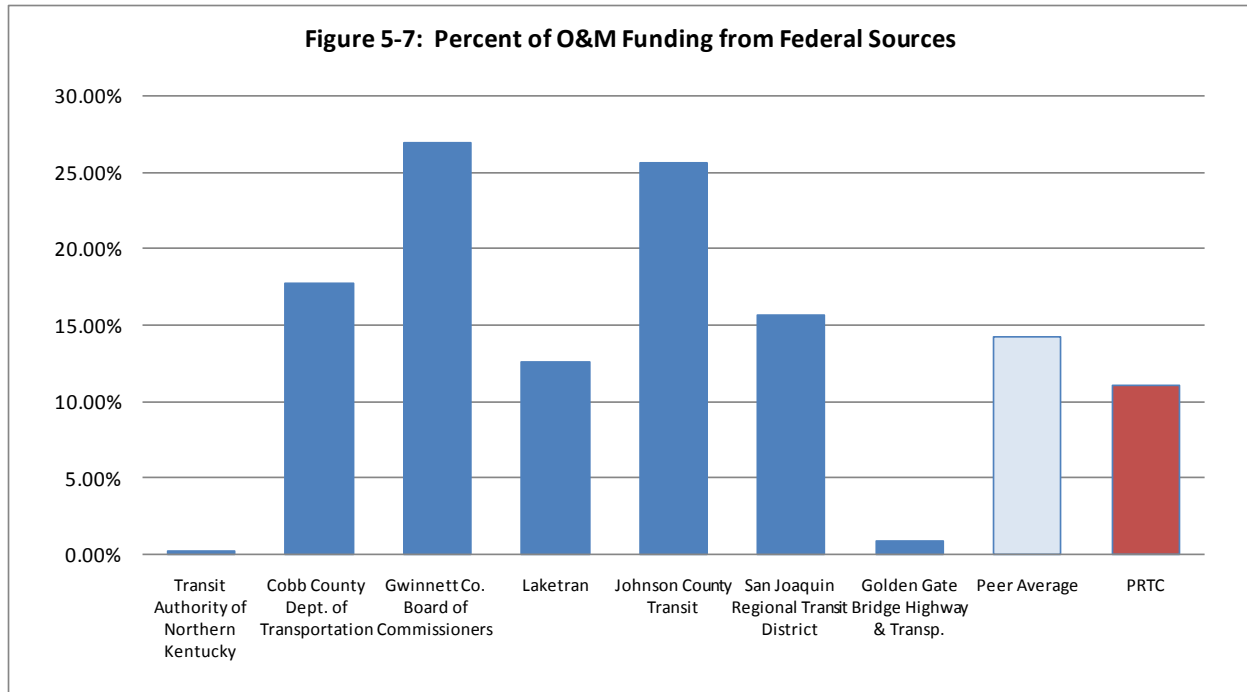
Figure 5-5 shows a wide variation among the peer systems with respect to reliance on local sources of operating funds. Local funds ranged between 6 percent (Golden Gate Bridge, Highway & Transportation) to 78 percent (Transit Authority of Northern Kentucky) of the operating budget. With 39 percent of its operating budget funded locally, PRTC is 85 percent of the peer average.



**State Sources for O&M:** States vary with respect to funding transit programs. As shown in Figure 5-6, peer system reliance on state funding sources varies from less than 1 percent (Transit Authority of Northern Kentucky) to 21 percent (Golden Gate Bridge, Highway & Transportation) with a peer average of 8 percent. With 16 percent of PRTC’s operating cost funded by the state, it is twice the peer average.



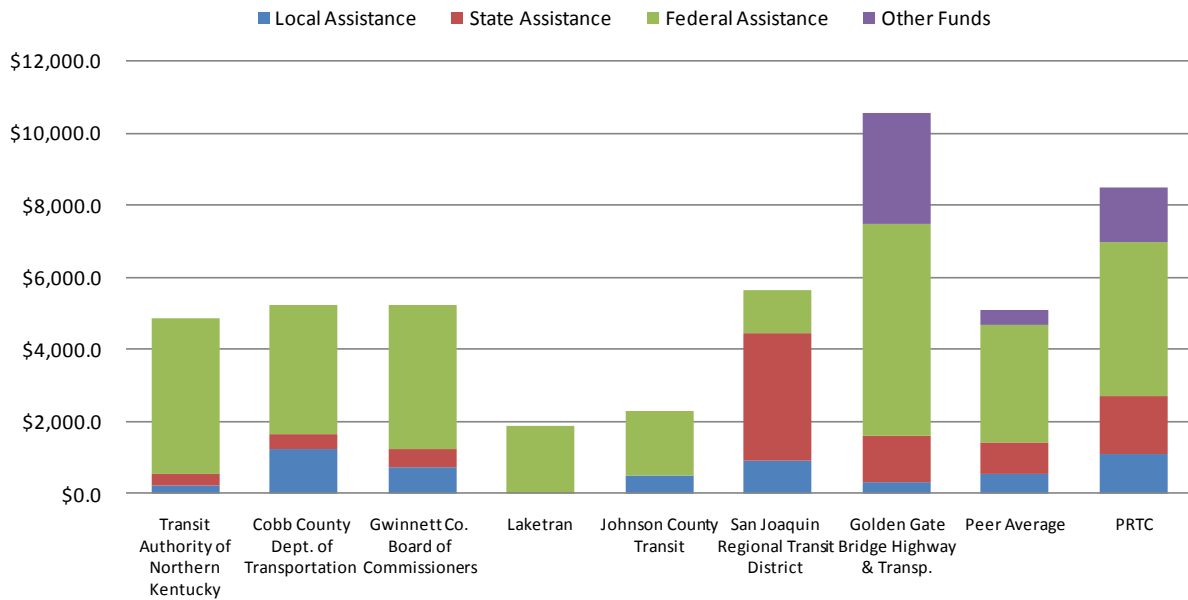
**Federal Sources for O&M:** As shown in Figure 5-7, peer system reliance on federal sources of O&M funds ranged from less than 1 percent (Transit Authority of Northern Kentucky) to 27 percent (Gwinnett County). With 11 percent of the operating budget supported by federal fund, PRTC is similar to the peer average of 14 percent.



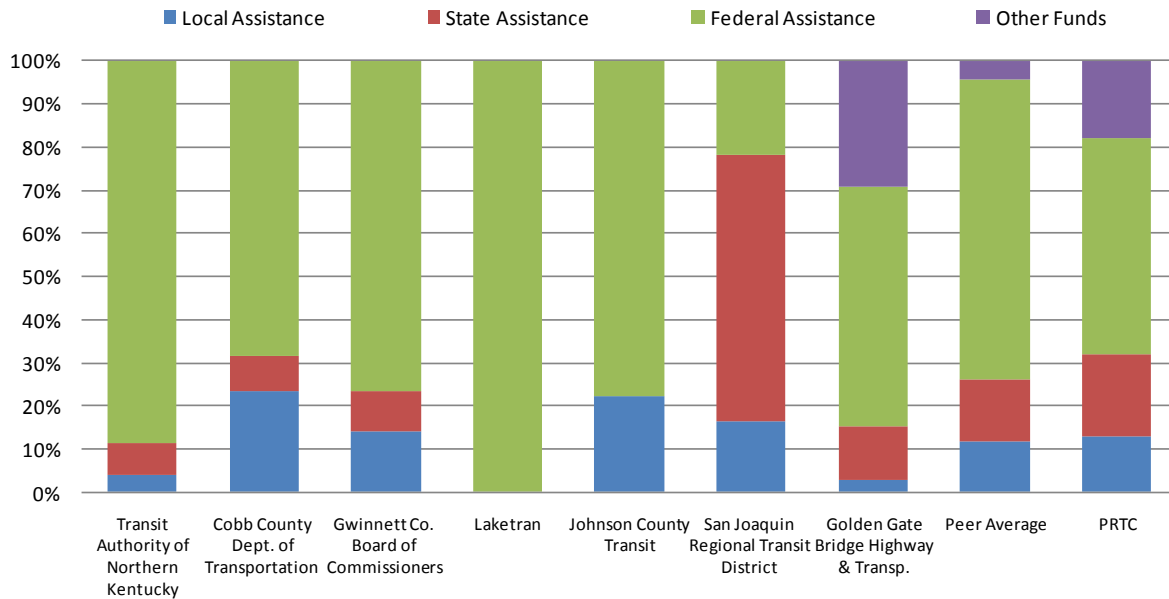
### Funding Sources Used for Capital Requirements

While funding sources and levels used for O&M remain relatively consistent from year to year, capital expenditure sources and levels can vary significantly from one year to the next, depending on the specific projects underway and the grants available. Thus, the information on capital funding described below reflects a snapshot for 2008, the most recent year for which data is available from the NTD. In 2008, PRTC reported \$8,500,900 in capital expenditures. Figures 5-8 and 5-9 summarize capital funding in dollars and percent reliance by source, respectively.

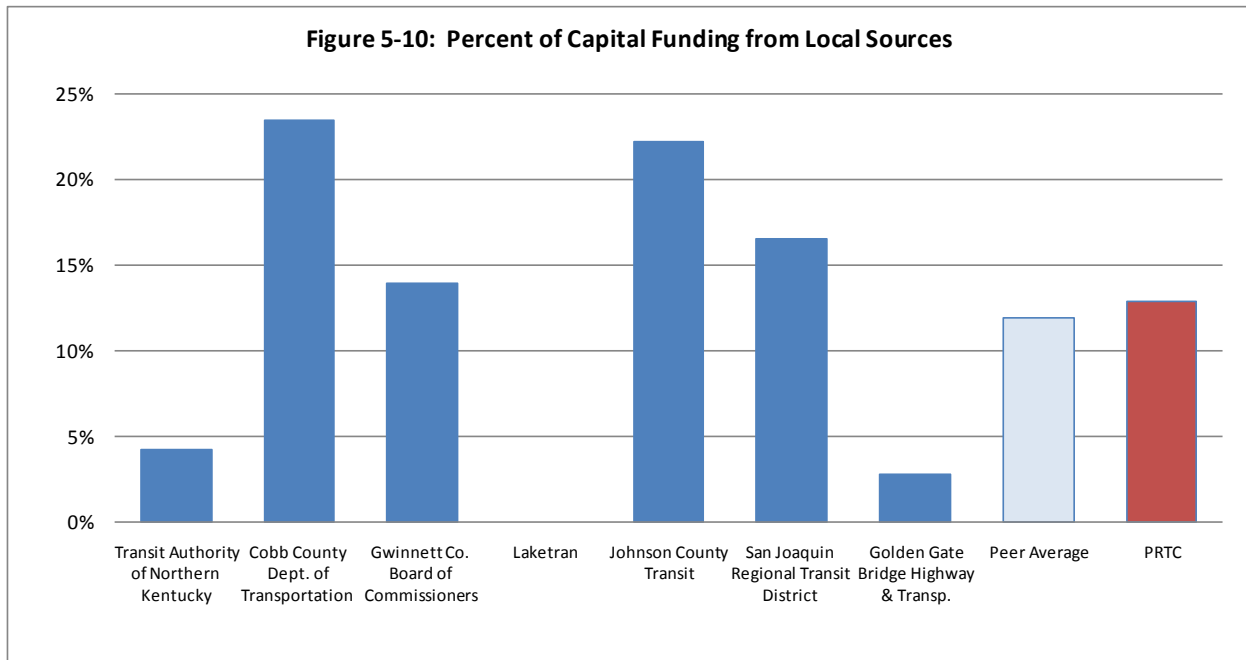
**Figure 5-8: Summary of Funding Used for Capital (in 2008 dollars)**



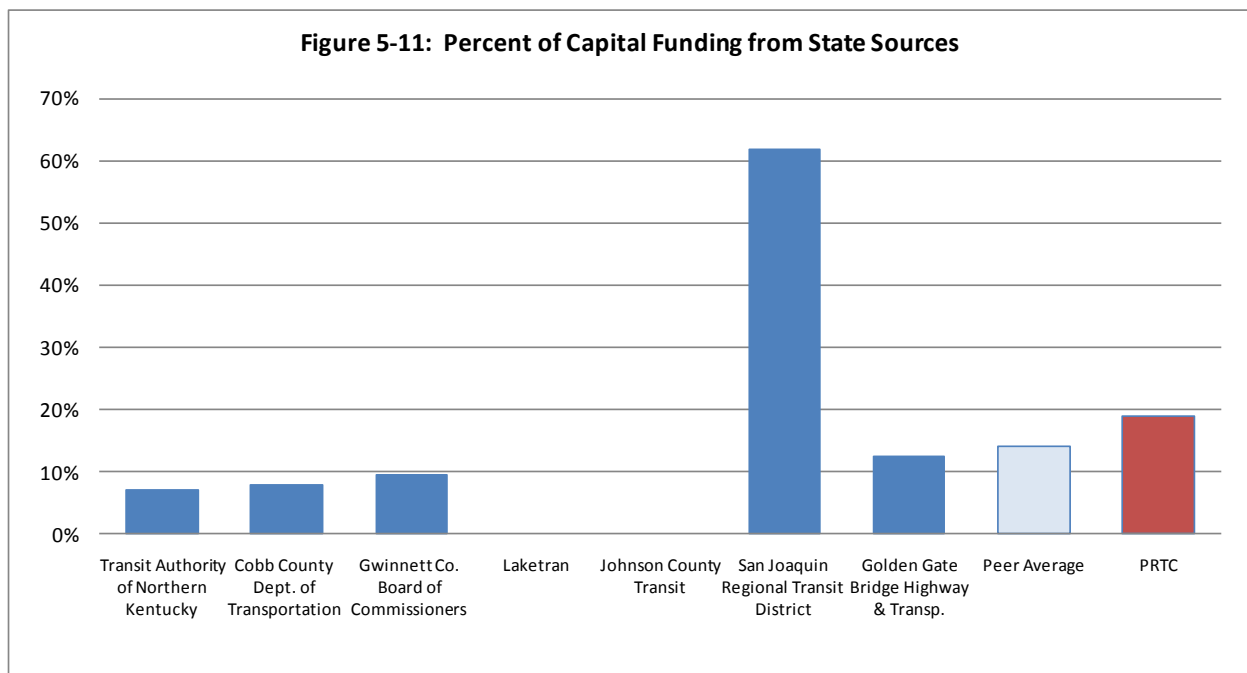
**Figure 5-9: Summary of Funding Used for Capital (%)**



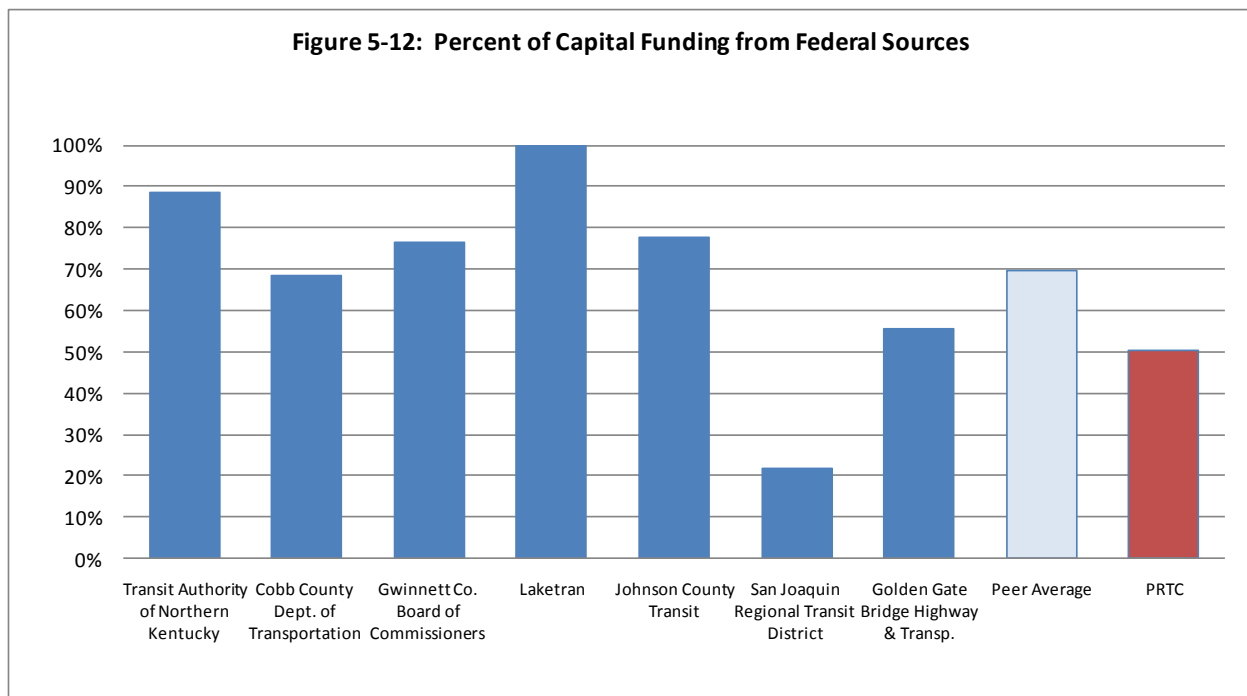
**Local Sources for Capital:** As with O&M, local jurisdictions that receive transit service may provide funding to pay a portion of capital costs for projects not paid through federal and state grants. As shown in Figure 5-10, Laketrans did not receive any capital funds from local sources but four peer systems (Cobb County, Gwinnett County, Johnson County, and San Joaquin Regional Transit) relied on local funds more than PRTC did. Local funds supported 13 percent of PRTC’s capital budget in 2008.



**State Sources for Capital:** States vary with respect to the existence of special state grant programs for transit capital projects. As shown in Figure 5-11, two peer systems (Laketrans and Johnson County) received no state funds for capital expenditures, while San Joaquin Regional Transit funded 62 percent of the capital budget with state funds. The peer average was 14 percent while PRTC was slightly higher at 19 percent.



**Federal Sources for Capital:** Transit agencies receive grants from various federal programs, notably the Federal Transit Administration’s formula and discretionary grant programs. As shown in Figure 5-12, all peer systems relied on federal funds for capital expenses. PRTC covered 50 percent of the capital budget using federal funds while the peer average was 70 percent.



## 6.0 KEY FINDINGS OF PRIMARY PEER REVIEW

This review has compared the PRTC bus system to seven peer transit systems with respect to operational and financial characteristics and performance. The Federal Transit Administration’s NTD was the primary source of data for these systems, with the most recently available data (2008) used in the analysis. While no two bus systems are alike, the mix of bus services provided by PRTC makes it even more unusual than most.

After much deliberation, the following transit systems were selected as peers to PRTC:

- Transit Authority of Northern Kentucky
- Cobb County DOT, GA
- Gwinnett Co. Board of Commissioners, GA
- Laketran, OH
- Johnson County Transit, KS
- San Joaquin Regional Transit District, CA
- Golden Gate Bridge, Highway & Transportation, CA

In general, PRTC’s service area, service, and financial characteristics were similar to the peer system averages, as summarized in Table 6-1.

**Table 6-1: PRTC and Peer Average Bus and Demand Response Characteristics**

Characteristic	Primary Peer Review	
	Peer Average	PRTC
<b>Service Area</b>		
Population	414,757	326,238
Square Miles	439	361
Population Density	1,359	904
<b>Service</b>		
Peak Buses	112	101
Passenger Trips	3,542,087	2,849,342
Revenue-Miles	3,753,924	3,000,589
Revenue-Hours	229,259	156,865
<b>Financial</b>		
Annual Operating Cost	\$24,901,087	\$22,859,782
Fare Revenue	\$6,534,300	\$6,434,000

Key findings were as follows:

- **Vehicle Utilization:** PRTC’s revenue-miles and revenue-hours per peak bus were 12% and 23% lower than the peer average, respectively. However, PRTC’s low vehicle utilization relative to its peers can be largely attributable to PRTC’s high proportion of express/commuter service

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compared to local service. All the peers exhibited high spare ratios in comparison to FTA guidelines of 20 percent spares.

- **Service Supplied:** PRTC operates 20% fewer fixed routes than the peer average, but 36% more express/commuter routes than the peer average. In comparison to its peers, PRTC operates fewer service hours and revenue-miles per capita and per square mile than the peer averages. This measure is impacted by local policy and budget decisions.
- **Ridership Productivity:** The passenger trips per capita for PRTC are slightly higher than the peer average. Despite the fact that PRTC has fewer revenue-hours per capita than most of its peers, the productivity of those revenue hours is better than the peer average. PRTC's productivity in terms of passenger trips per revenue-hour is 29% higher than the peer average. PRTC serves 0.95 passenger trips per revenue-mile which is 12% more than its peers. Extremely congested conditions on I-95 and I-66, a long-established model HOV system, and the high incidence of employer-sponsored commuting benefits in the DC region has a significant impact on these measures. A majority of PRTC's revenue-miles are accounted for by OmniRide express/commuter bus service, and seats are filled once by passengers riding from end to end rather than multiple riders in each seat as is characteristic of local bus systems. This reduces the number of passenger trips and impacts these measures. These measures are also dependent on the population density of the service area.
- **Cost Efficiency:** PRTC was more cost efficient than the peer average on a passenger trip basis but was less cost efficient per revenue-hour and revenue-mile. The high incidence of "dead-head miles" or miles when buses travel without people aboard impacts PRTC's cost efficiency.
- **Farebox Revenues:** PRTC's farebox recovery rate was 40% more than the peer average.
- **O&M Funds:** PRTC's FY 2008 operating budget was 21.7% less than the peer average. PRTC derived a significant share of its operating revenue from fares (28%) and local assistance (motor fuels tax; 39%), in line with the average of peer systems. State operating assistance for PRTC (16% of the total operating budget) was twice the peer average (8%).
- **Capital Funds:** PRTC's capital budget was 67 percent higher than the peer average. The peer systems relied most heavily on federal assistance. 70 percent of the total capital budget of the peer average was supported by federal funds. However, only 50 percent of PRTC's capital budget was supported by federal funds.

In conclusion, the primary peer review analysis determined that PRTC operated more express or commuter routes than peer systems (71% of PRTC's routes are express/commuter routes compared to a peer average of 42% express/commuter routes). However, PRTC provided less service per capita and revenue miles than peer systems. PRTC was more cost efficient than the peer average on a passenger-trip basis. Farebox recovery rate was 40 percent more than the peer average.

## 7.0 SUPPLEMENTAL PEER REVIEW

A limited peer review was conducted to compare the OmniLink, PRTC’s demand-responsive flex bus system, to five similar bus services. This evaluation used the Federal Transit Administration’s 2008 NTD, the 2008 PRTC peer analysis and 2010 transit agency websites as sources for data.

The bus systems selected as peers to PRTC’s OmniLink service were:

- Annapolis Dept. of Transportation, Annapolis, MD
- Fredericksburg Regional Transit, Fredericksburg, VA
- St. Joseph Transit, St. Joseph, MO
- Mountain Line Transit Authority, Morgantown, WV
- Ottumwa Transit Authority, Ottumwa, IA

As seen in Table 7-1, OmniLink’s service area and population served is much larger than that of the supplemental peers. However, the systems are similar in population density, peak vehicles, extent of flex, and base fares charged.

**Table 7-1: OmniLink Peer Service Area, Routes, and Fare Characteristics**

Transit Agency	Service Area			# of Routes		Peak Vehicles	Extent of Flex	Fare Structure	
	Sq. Miles	Population	Density	Total	Flex			Base Fare	Flex Surcharge
Annapolis Dept. of Transportation	100	90,000	900	10	3	18	3/4 mile	\$1.00	\$1.00
Fredericksburg Regional Transit	242	113,716	470	24	24	22	3/4 mile	\$0.50	-
St. Joseph Transit	38	73,990	1,947	8	8	17	3/4 mile	\$1.00	\$0.50
Mountain Line Transit Authority	10	27,270	2,700	21	21	20	3/4 mile	\$0.75	\$0.50
Ottumwa Transit Authority	10	2,400	240	4	4	10	1/2 mile	\$1.25	-
<b>Peer Average</b>	<b>80</b>	<b>61,475</b>	<b>1,251</b>	<b>17</b>	<b>16</b>	<b>17</b>			
<b>PRTC/OmniLink</b>	<b>361</b>	<b>326,238</b>	<b>904</b>	<b>6</b>	<b>6</b>	<b>18</b>	<b>3/4 mile</b>	<b>\$1.10</b>	<b>\$1.00</b>

Sources: 2008 National Transit Database; 2008 PRTC peer analysis; 2010 transit agency websites

Table 7-2 shows that annual revenue-miles and revenue-hours of service for OmniLink are similar to the peer average. Passenger trips on PRTC’s OmniLink were 47 percent more than the peer average.

**Table 7-2: OmniLink Peer Flex Bus Service Characteristics**

Transit Agency	Annual Flex Bus Service (or all bus service where data separation not possible)		
	Revenue Miles	Revenue Hours	Passenger Trips
Annapolis Dept. of Transportation	806,664	65,058	1,486,633
Fredericksburg Regional Transit	986,916	65,531	427,394
St. Joseph Transit	771,112	69,752	361,978
Mountain Line Transit Authority	1,042,372	62,852	796,813
Ottumwa Transit Authority	280,000	25,000	353,000
<b>Peer Average</b>	<b>777,413</b>	<b>57,639</b>	<b>685,164</b>
<b>PRTC/OmniLink</b>	<b>827,104</b>	<b>63,225</b>	<b>1,008,626</b>

Sources: 2008 National Transit Database; 2008 PRTC peer analysis; 2010 transit agency websites

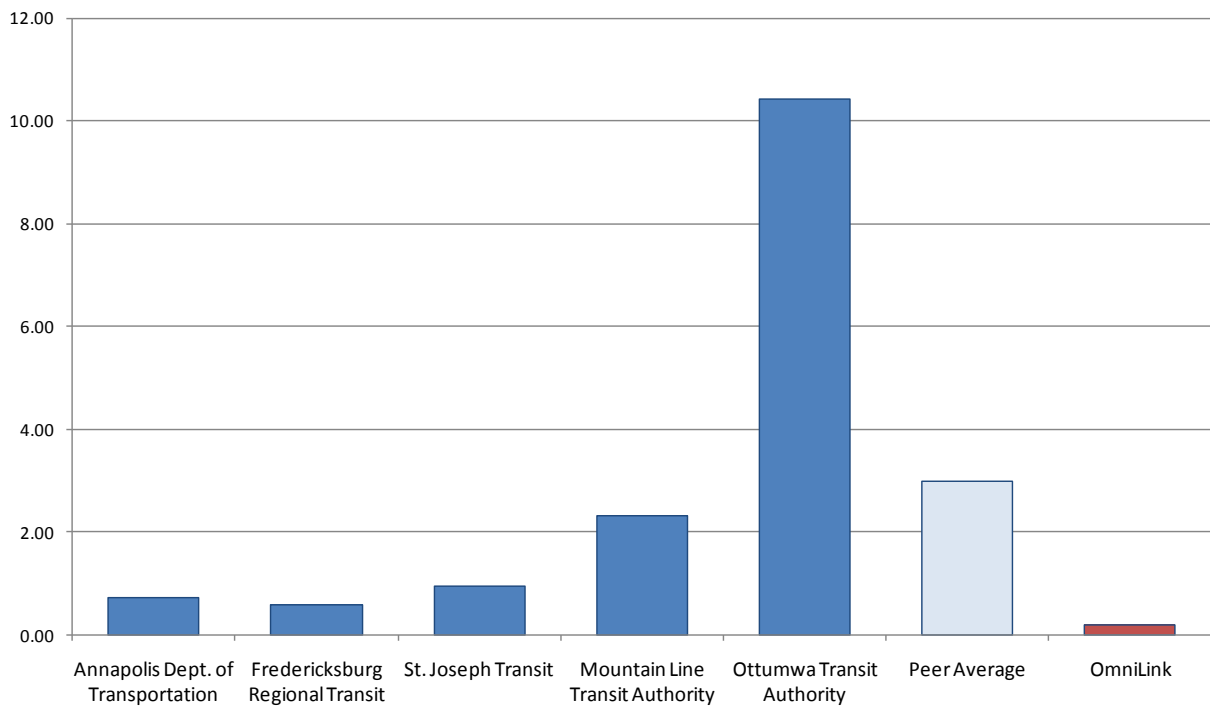
### Supplemental Peer Review Analysis

The following graphs compare PRTC’s OmniLink service with peer systems providing similar flex bus service on measures of service supplied, ridership productivity, and service efficiency.

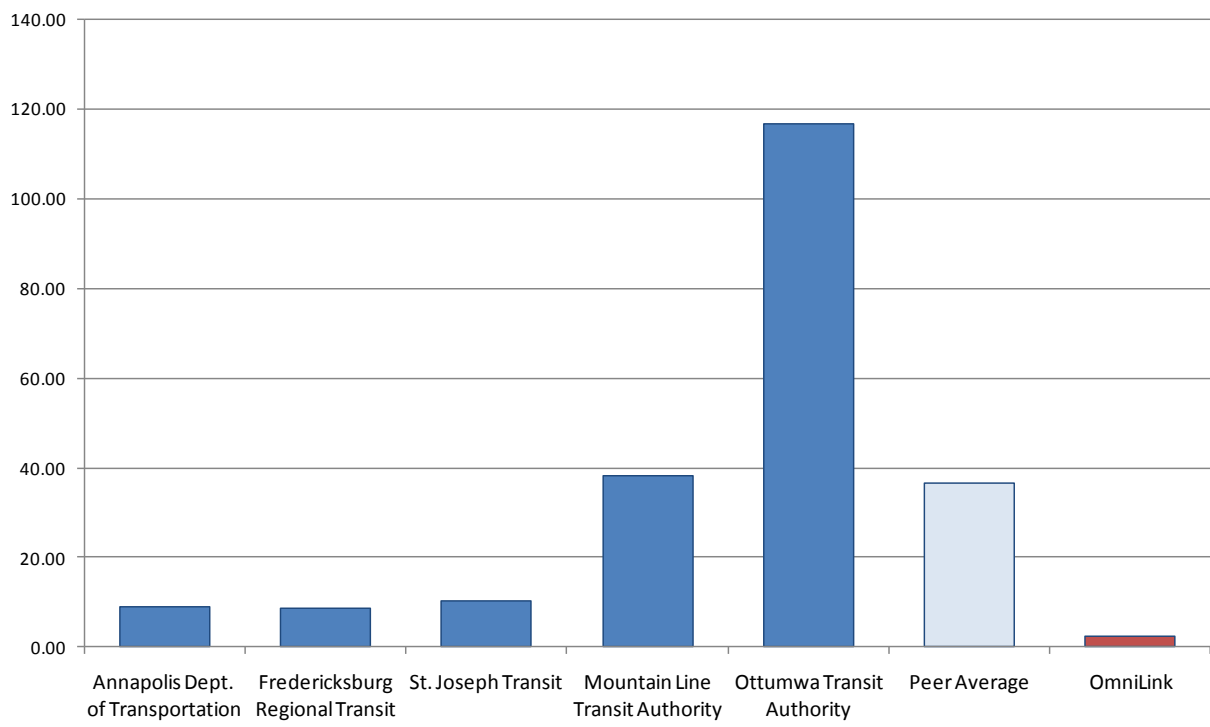
**Service Supplied:** Figure 7-1 shows that OmniLink provides significantly fewer revenue hours per capita (0.19) than any of the peer systems, which range between 0.58 (Fredericksburg Regional Transit) and 10.42 (Ottumwa Transit Authority). The number of revenue-hours per capita that OmniLink provides is approximately 6 percent of the peer average (2.99).

Figure 7-2 shows that PRTC’s OmniLink also operates fewer revenue bus-miles per capita (2.54) than any of the peer systems, which range between 8.68 (Fredericksburg Regional Transit) and 116.67 (Ottumwa Transit Authority). OmniLink’s revenue-miles per capita are approximately 7 percent of the peer average (36.59).

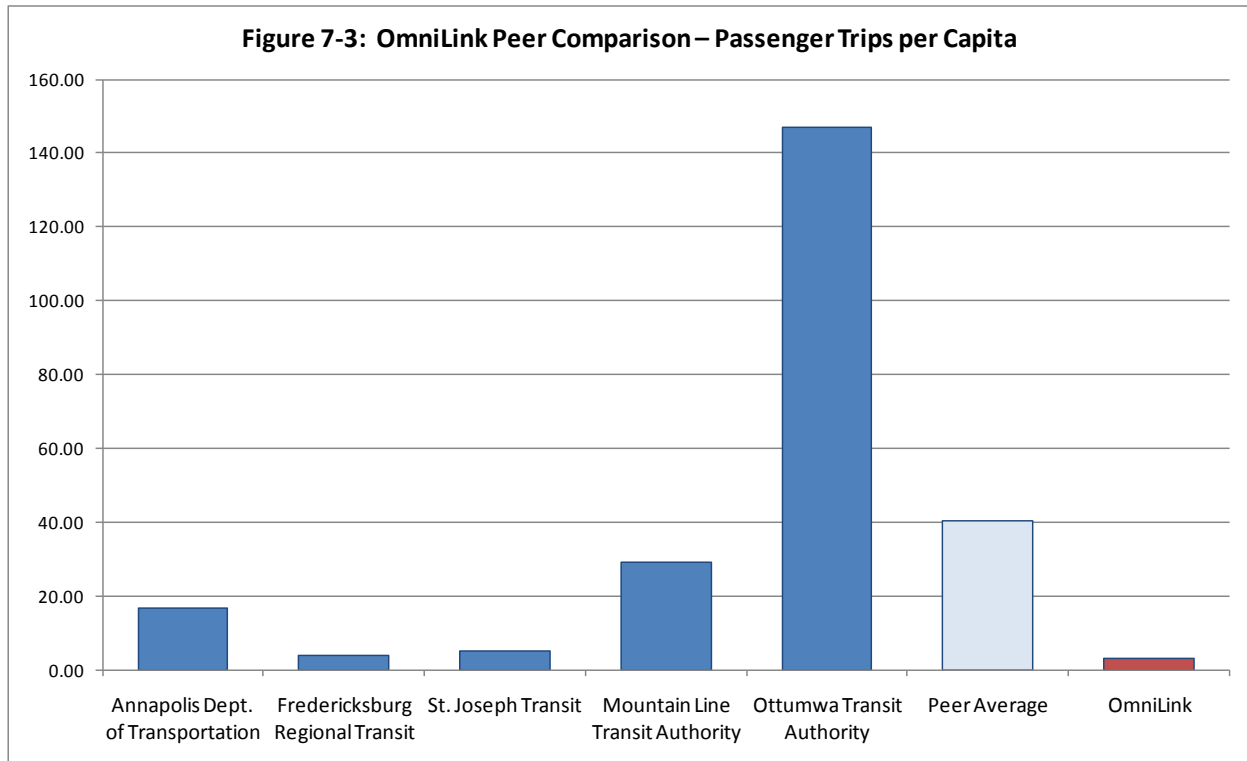
**Figure 7-1: OmniLink Peer Comparison – Revenue-Hours per Capita**



**Figure 7-2: OmniLink Peer Comparison – Revenue-Miles per Capita**



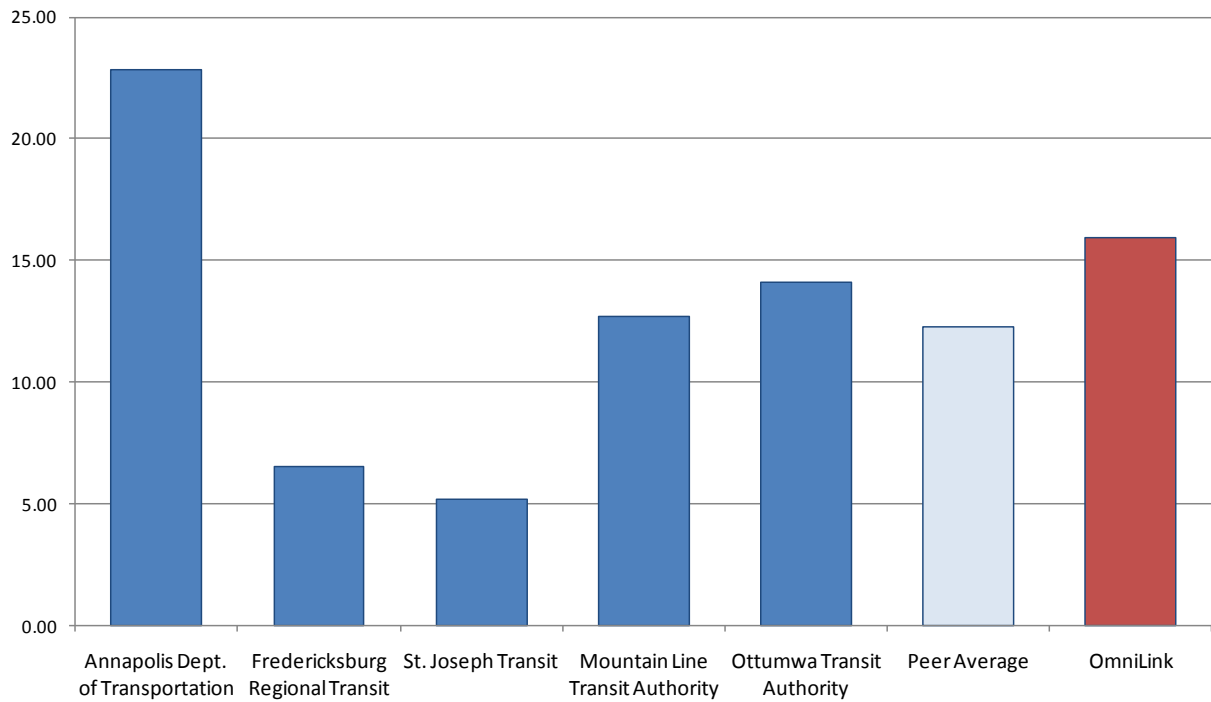
**Ridership Productivity:** As shown in Figure 7-3, PRTC’s OmniLink was less productive than the peer average in attracting ridership per capita. OmniLink’s passenger trips per capita (3.09) is 8 percent of the peer average (40.29).



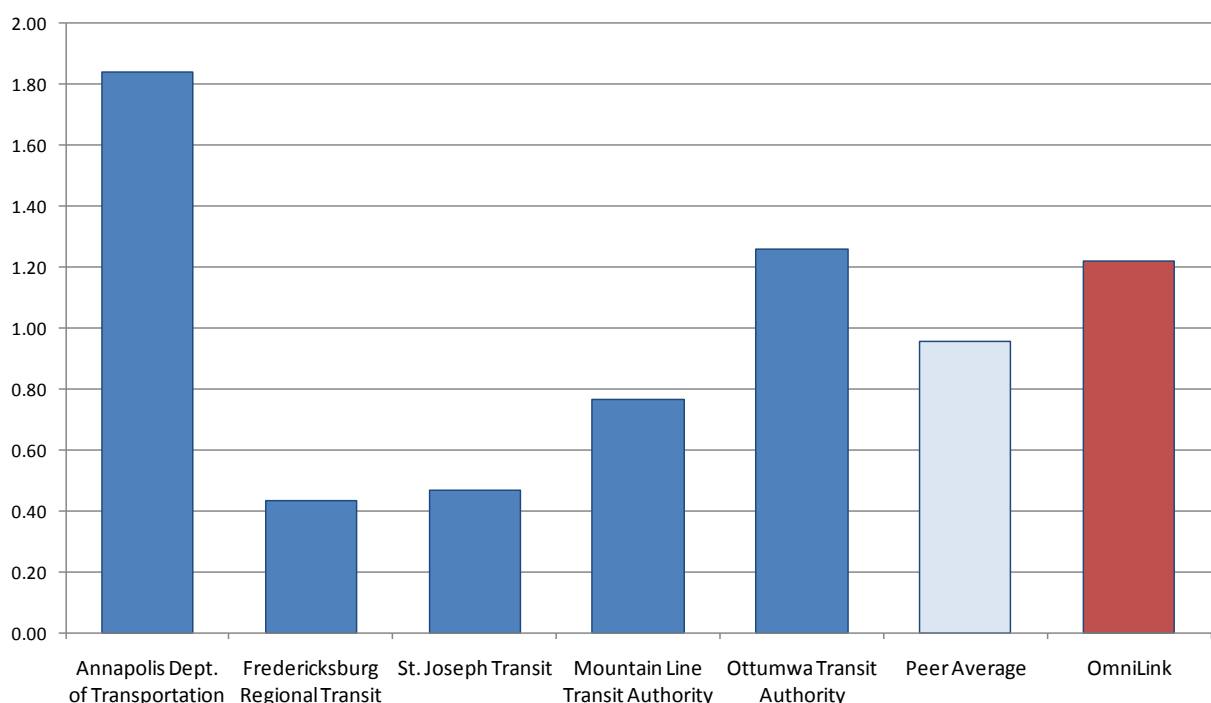
OmniLink was more productive in terms of passenger trips per revenue-hour and per revenue-mile than the peer averages. Figure 7-4 shows that the peer systems generate between 5.19 (St. Joseph Transit) and 22.85 (Annapolis Dept. of Transportation) passenger trips for every revenue-hour of bus service. OmniLink’s productivity of 15.95 passengers per revenue-hour is 30 percent higher than the peer average of 12.27.

Figure 7-5 shows the peer systems generate between 0.43 (Fredericksburg Regional Transit) and 1.84 (Annapolis Dept. of Transportation) passenger trips per revenue-mile of service. OmniLink serves 1.22 passengers per revenue-mile which is 28 percent higher than the peer average (0.95).

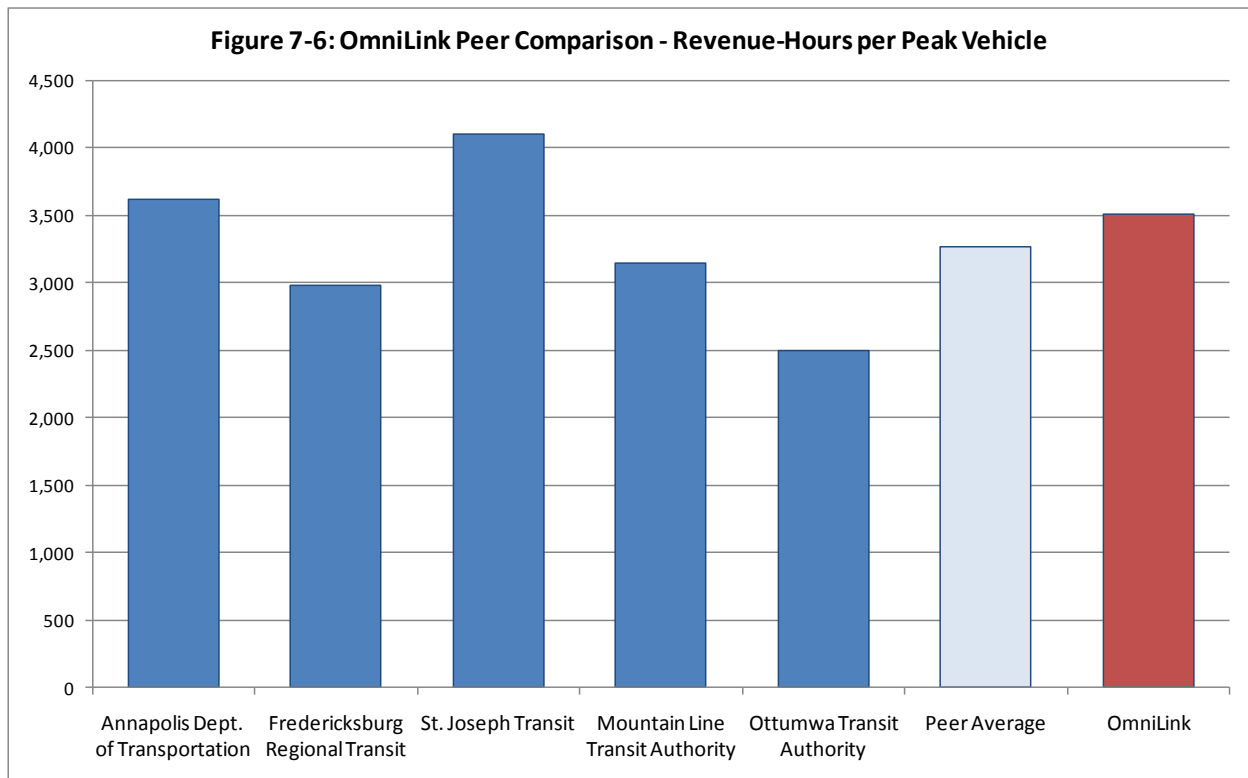
**Figure 7-4: OmniLink Peer Comparison – Passenger Trips per Revenue-Hour**



**Figure 7-5: OmniLink Peer Comparison – Passenger Trips per Revenue-Mile**



**Revenue-Hours per Peak Vehicle:** Figure 7-6 shows that the peer systems operated between 2,500 (Ottumwa Transit Authority) and 4,103 (St. Joseph Transit) revenue-hours per peak bus. At 3,513, OmniLink operated 7.5 percent more than the peer average of 3,268.



### Supplemental Peer Review Findings

The supplemental peer review shows that OmniLink provides much less service per capita than other peer systems, but exhibits high ridership productivity measures compared to the peer average. OmniLink serves a larger number of passengers compared to the peer average. However, since the service area and population served are larger than the peer averages, this reduces the impact of the service provided.

**APPENDIX C:**  
**PRTC TRANSIT RIDER SURVEY RESULTS**

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## 1.0 OVERVIEW OF TRANSIT RIDER SURVEY PROCESS

In the spring of 2008, NuStats conducted an extensive on-board transit rider survey on behalf of the National Capital Region Transportation Planning Board (TRB), which is the Metropolitan Planning Organization of the Metropolitan Washington Council of Governments (MWCOG). This survey effort included transit systems in and around the greater Washington D.C. metropolitan area, including systems in the District, Maryland, and Virginia. The survey instrument and method were developed based on previous MWCOG bus surveys. The purpose of this coordinated survey was to gain a comprehensive dataset that could be utilized for both local transit and regional travel planning and modeling in the greater Washington, D.C. regional area.

NuStats' regional survey included riders on OmniLink and OmniRide routes, which are fixed-route services provided by Potomac and Rappahannock Transportation Commission (PRTC). A total of sixteen (16) PRTC routes were surveyed: seven (7) OmniLink routes and nine (9) OmniRide routes. Data for PRTC's Cross County Connector route is included as part of the OmniLink analyses, and data for the Metro-Direct routes is included as part of the OmniRide analyses. Surveys were distributed during all time periods of the day: AM peak, mid-day, PM peak, and evening hours.

Surveys were passed out in the form of paper questionnaires that could be completed and turned in on-board, or completed off-bus and mailed in (each questionnaire contained a business mail permit for free return). The short survey consisted of twelve (12) questions on a two-sided standard sheet of paper and was available in English and Spanish. A copy of the English version of the questionnaire is provided in *Section 4.0* of this Transit Rider Survey Results Appendix.

The raw data from NuStats' survey of PRTC OmniLink and OmniRide buses was used in the analysis in the next section.

## 2.0 RESPONSES TO SURVEY QUESTIONS

The survey of PRTC passengers consisted of twelve (12) questions that focused on demographic characteristics of the riders (e.g., gender, age, and income) and trip characteristics (e.g., trip origin, destination, and fare payment method). This section details the rider responses to each question:

- *Section 2.1* details the rider responses from the OmniLink routes.
- *Section 2.2* details the rider responses from the OmniRide routes.

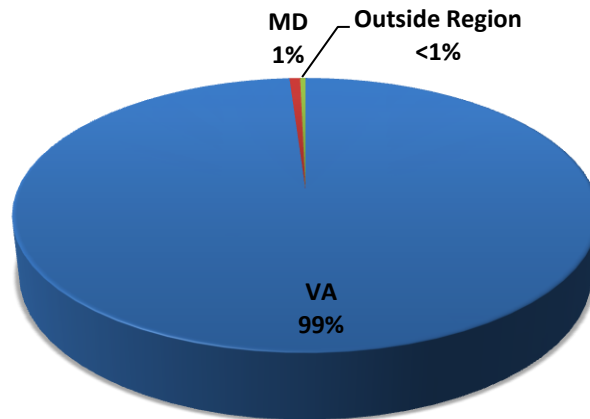
## 2.1 RESPONSES TO SURVEY QUESTIONS – OMNILINK

### Location of Residence

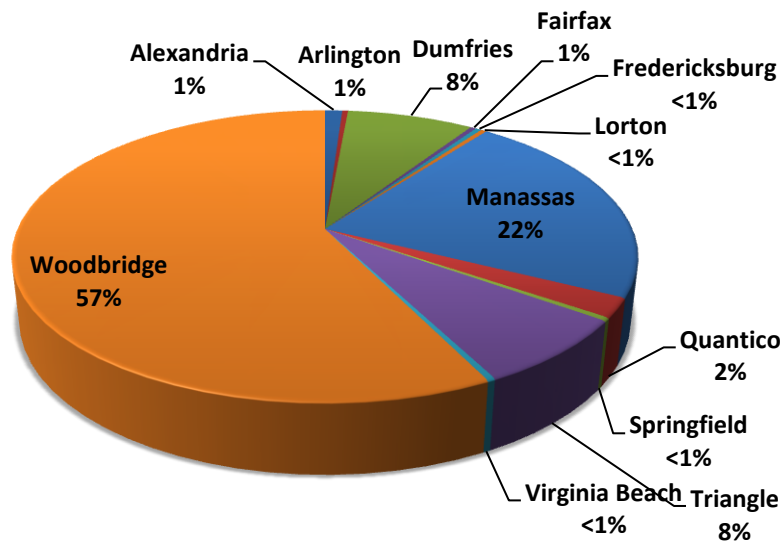
The first survey question asked OmniLink riders to report their home address (or, for visitors, the address where they are staying). Responses from the survey indicate that PRTC riders were predominantly Virginia residents (99%) with approximately 1% total living in Maryland or outside the region (as shown in *Figure 2.1-1A*). Within Virginia, survey responses indicate that the majority of riders were Woodbridge residents (57%), with 22% living in Manassas, 8% in Triangle, and the remaining 13% in other cities in Virginia (as shown in *Figure 2-1-1B*).

**Question 1. Location of Residence**

**Figure 2.1-1A All Responses**



**Figure 2.1-1B Responses Within Virginia**

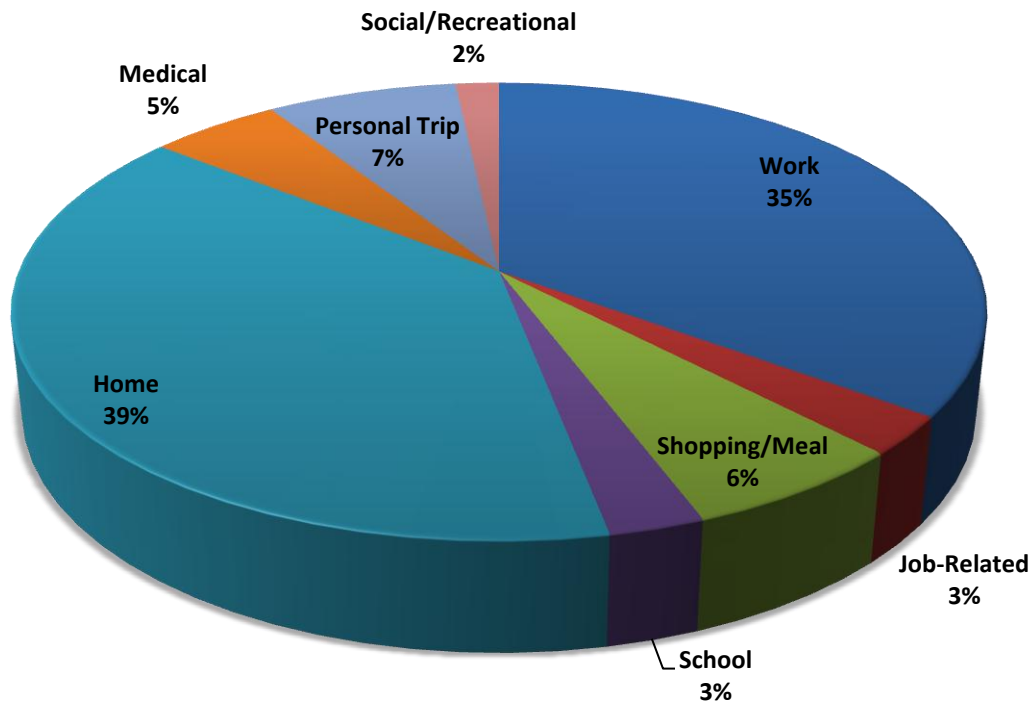


## Trip Origin

The second survey question asked OmniLink riders to identify their trip origin (i.e., their starting place before boarding that one-way bus ride). Responses to the survey question indicate that riders predominantly began their trips at either home or work; over one-third (39%) began their trip at home and just over one-third (35%) began their trip at work. The following origins each received 7% or less of responses (in decreasing order): personal trip; shopping/meal; medical; school; job-related; and social/recreational (as shown in *Figure 2.1-2*).

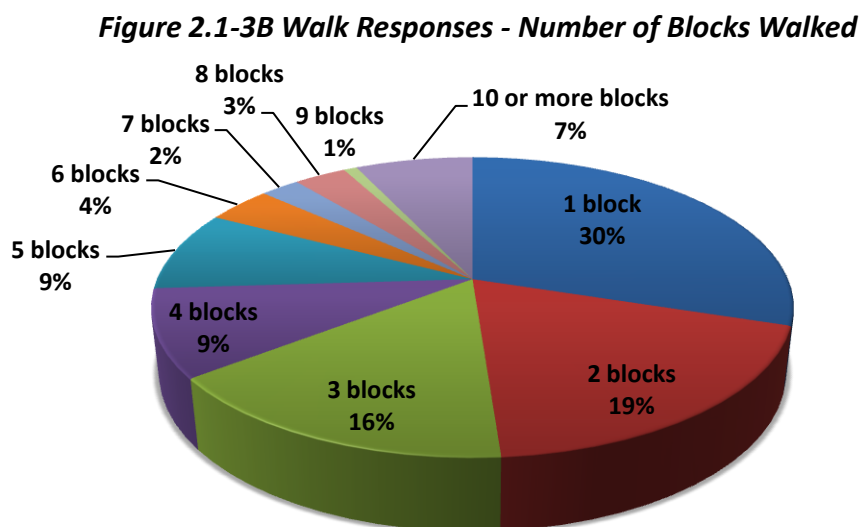
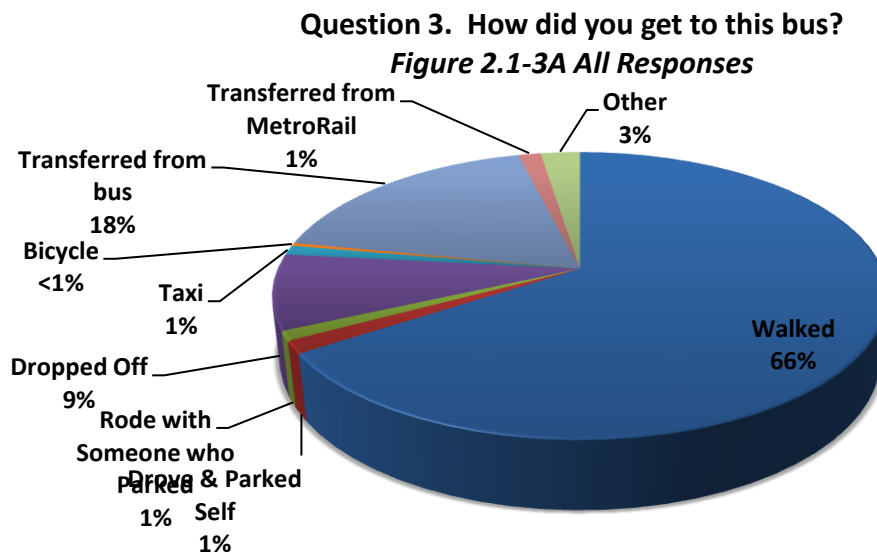
### Question 2. Where are you coming from?

*Figure 2.1-2*



## Getting to the Bus from Origin

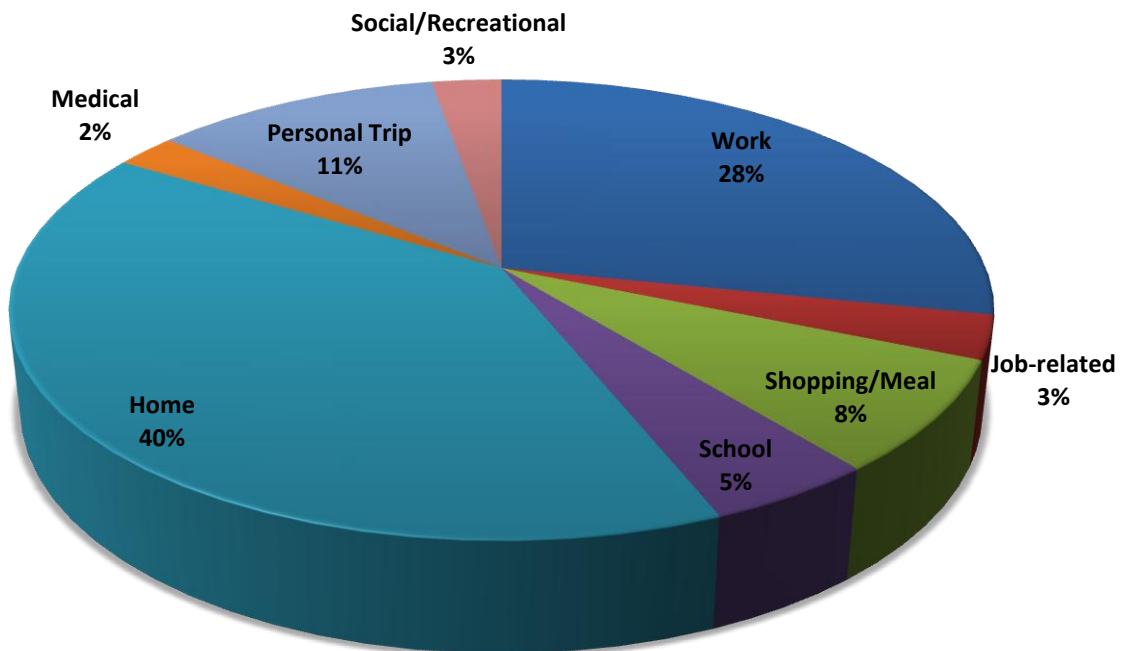
The third survey question asked OmniLink riders to identify their mode of travel getting to the bus (i.e., how did they get from their origin to the bus stop). Survey responses indicate that two-thirds of riders (66%) walked to the bus stop, 18% transferred from another bus, and 9% were dropped off (as shown in *Figure 2.1-3A*). One percent or less indicated each of the following: drove and parked; carpooled and parked; taxi; bicycle; and transferred from MetroRail. There were zero responses for riders transferring from MARC, VRE, and/or Amtrak. For those riders who walked to the stop, 30% indicated that they walked 1 block, 19% walked 2 blocks, 16% walked 3 blocks and approximately 10% each walked 4 or 5 blocks; the remaining 17% walked more than 5 blocks, with 7% walking over 10 blocks (as shown in *Figure 2.1-3B*).



## Trip Destination

The fourth survey question asked riders to identify their trip destination (i.e., their ending place after exiting that one-way bus ride). Responses to the survey question indicate that just under half (40%) were going to work and just over one-quarter (28%) were on their way home. The next two most indicated responses were personal trip (11%) and shopping/meal (8%). The following responses each received 5% or less of responses: school; job-related; social/recreational; medical (as shown in *Figure 2.1-4*).

**Question 4. What is the destination of your trip today?**  
**Figure 2.1-4**

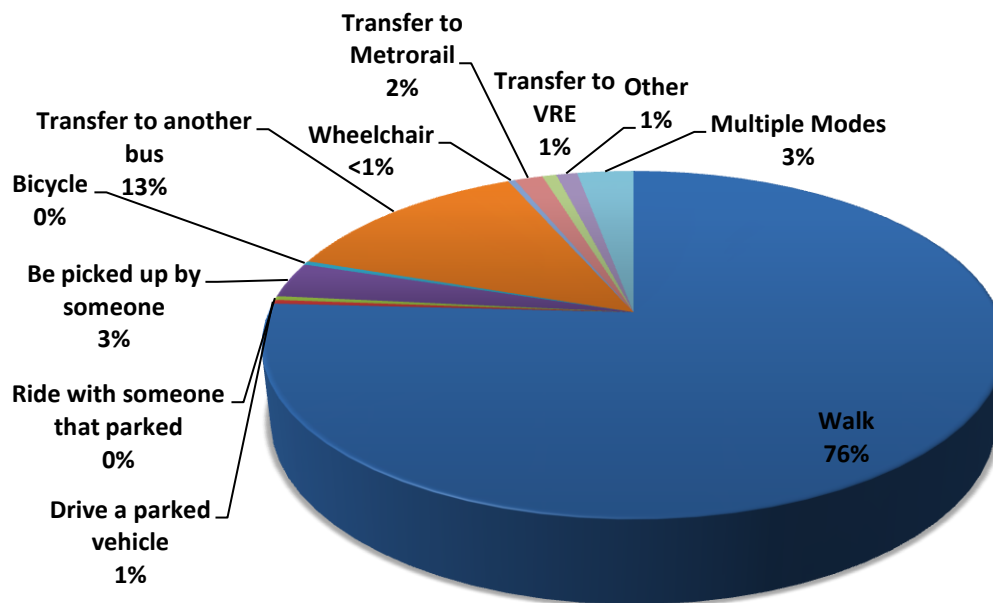


## Getting from the Bus to Trip Destination

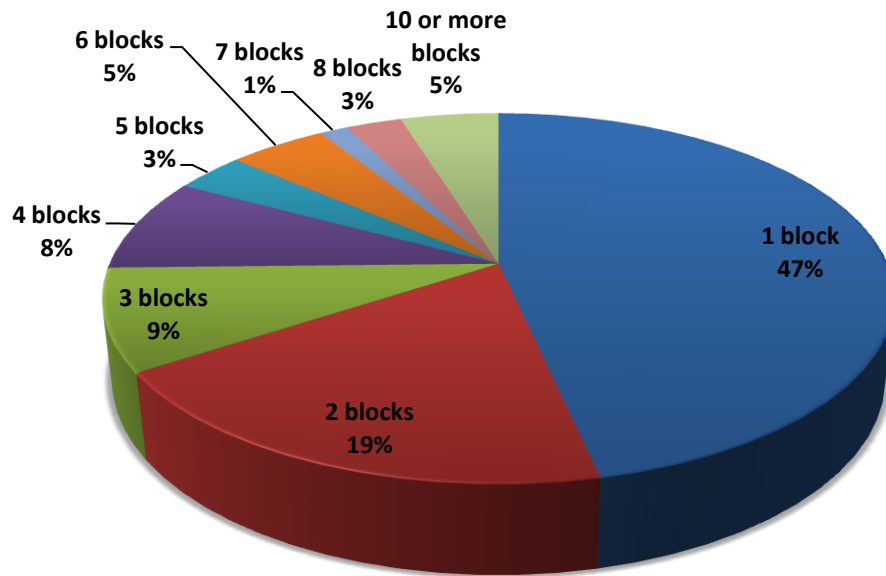
The fifth survey question asked OmniLink riders to identify their mode of travel after exiting the bus (i.e., how they are planning to get from the bus stop to their end destination). Survey responses indicate that the great majority of riders (76%) were walking and 14% were transferring to another bus (as shown in *Figure 2.1-5A*). Three percent or less of riders indicated each of the following: picked up by someone; transfer to MetroRail or VRE; drive or ride in a parked car; bicycle; wheelchair; and other. Survey responses also indicate that 3% of riders used multiple modes (at least two), and no riders transferred to Amtrak. For those riders who walked, approximately half (47%) walked 1 block, 19% walked two blocks, and approximately 10% each walked 3 blocks (9%) or 4 blocks (8%). The remaining 17% walked 5 blocks or more, with 5% walking 10 blocks or more (as shown in *Figure 2.1-5B*).

### Question 5. How will you get from the bus to your end destination?

*Figure 2.1-5A All Responses*



**Figure 2.1-5B Walk to End Destination Only - Number of Blocks Walked?**

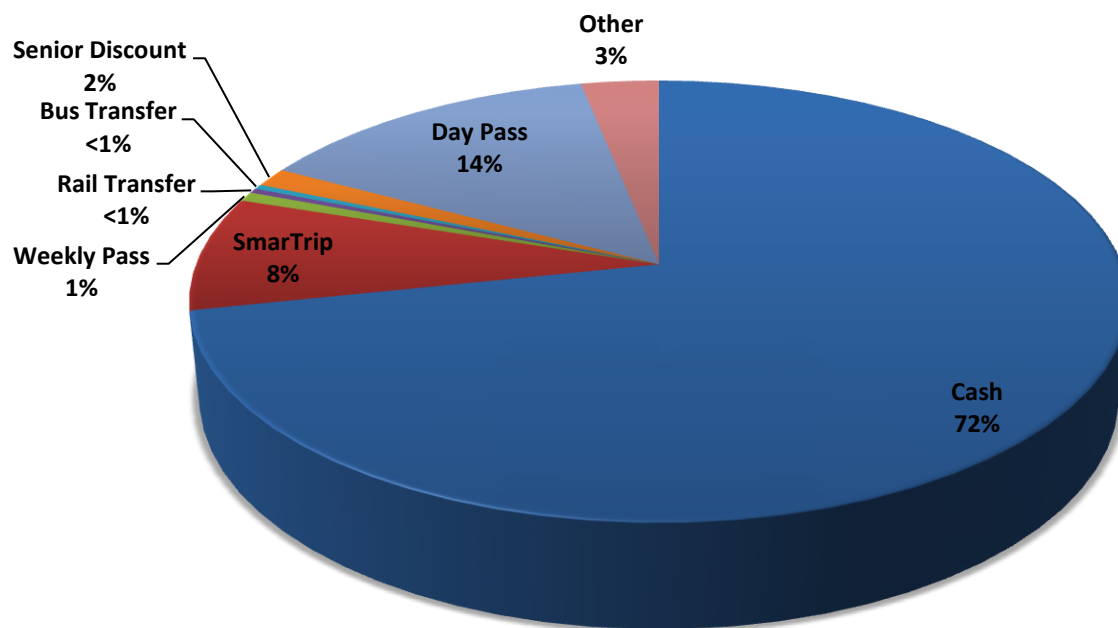


## Fare Payment Method

The sixth survey question asked OmniLink riders to identify their method of payment for the bus ride. Responses to the survey question indicate that the great majority pay with cash (72%) (as shown in *Figure 2.1-6*). The next two most utilized payment methods were using a day pass (14%) or using a SmarTrip card (8%). Approximately 2% utilized the senior discount that is offered by PRTC, 1% used a weekly pass, and less than 1% utilized a transfer pass from either bus or rail services. The remaining 3% indicated they used a different method of payment; the majority of these indicated they used a token.

### Question 6. How did you pay the fare for this bus ride?

*Figure 2.1-6*

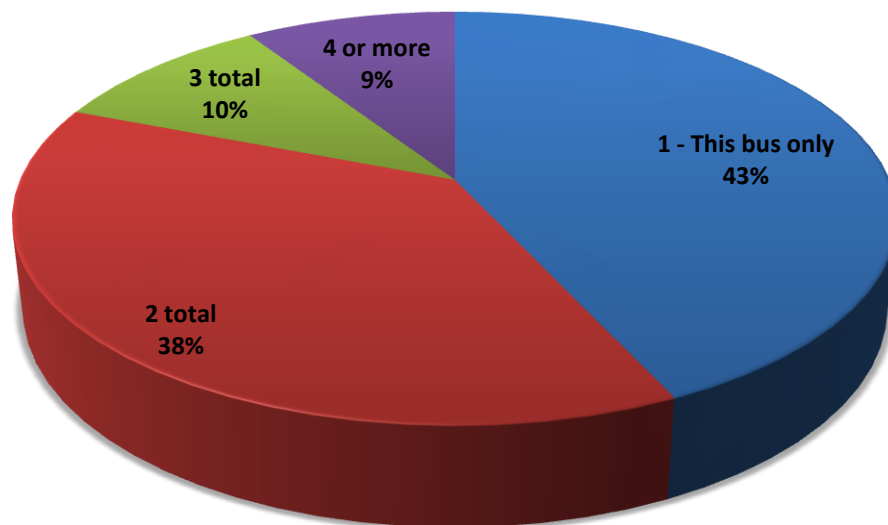


**TOTAL NUMBER OF TRANSIT MODES USED FOR TRIP**

The seventh survey question asked OmniLink riders to identify the total number of buses and trains they were using in making their one-way trip, including the bus on which they were being surveyed. Survey responses indicate that approximately 40% of riders were going to use the one bus on which they were surveyed (43%) and 38% were going to use two total buses. 10% were going to use 3 total, and 9% were going to use 4 or more buses and/or trains (as shown in *Figure 2.1-7*).

**Question 7. Including this bus, how many total buses and trains will you use in making this one-way trip?**

*Figure 2.1-7*



Note that the responses to this question (Question 7), taken directly from the raw data of the survey responses, seem inconsistent with the results of Questions 3 and 5 (getting to and from the bus stop). In those two questions, results indicated that two-thirds to three-quarters of riders walk directly from their trip origin to the bus stop and walk directly from the bus stop to their trip destination. Therefore, it is expected that a similar percentage of riders would indicate only one (1) bus for the total number of transit modes for their one-way trip. However, as is shown in the chart in *Figure 2.1-7*, only approximately 40% of riders indicated both one (1) and two (2) total buses and/or trains for their own-way trip. This discrepancy could simply be due to a misinterpretation or confusing wording of the question (“one-way” versus “round trip”).

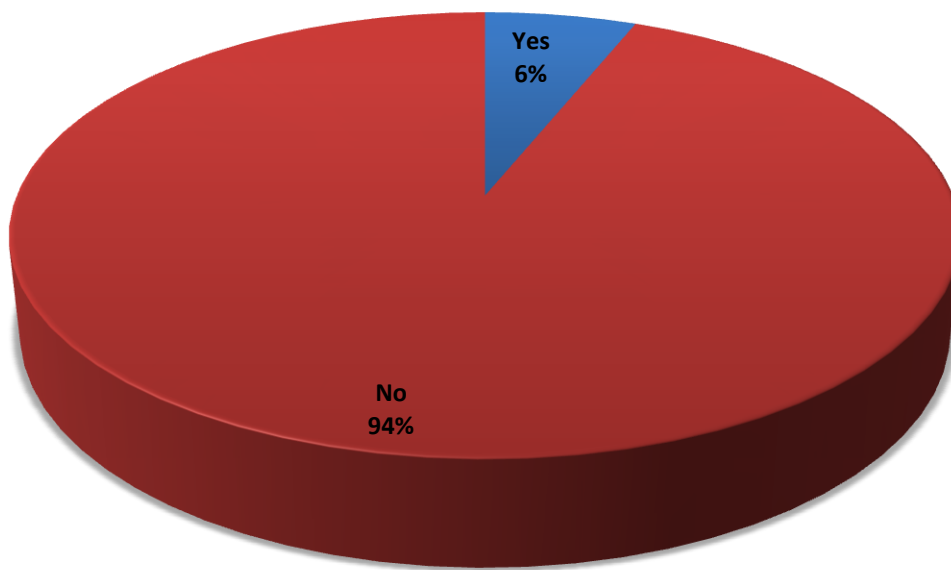
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## Transit Benefits

The eighth survey question asked OmniLink riders to identify if they received a transit benefit from their employer. Survey responses indicate that 6% of riders receive some sort of transit benefit from their employers, where the majority of riders (94%) did not receive benefits (as shown in *Figure 2.1-8*).

### Question 8. Do you receive a transit benefit from your employer?

*Figure 2.1-8*

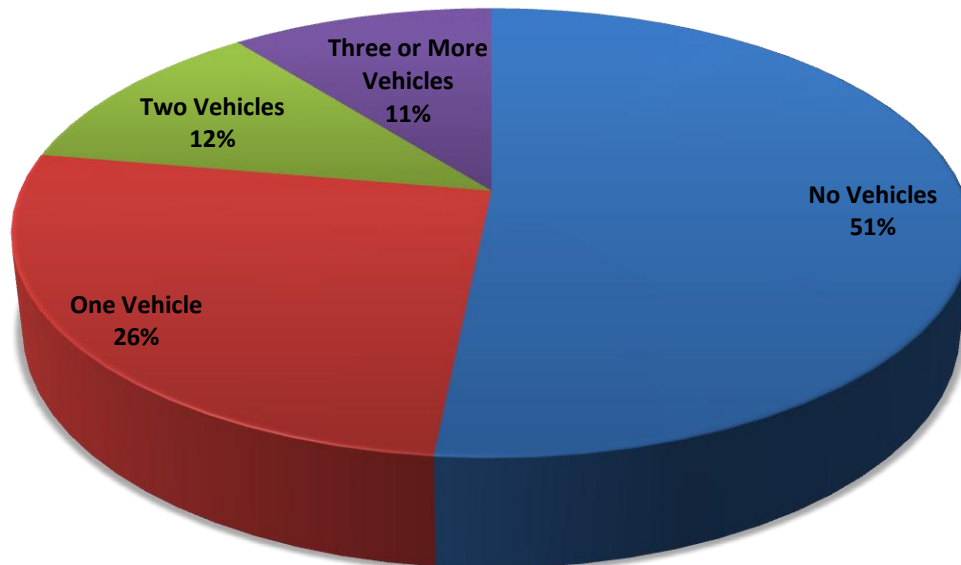


## Vehicles at Household

The ninth survey question asked OmniLink riders to identify how many usable vehicles were located at their household. Survey responses indicate that the majority of riders (51%) did not have any usable vehicles at their houses while approximately one-quarter of riders (26%) had one vehicle present at their households (as shown in *Figure 2.1-9*). Approximately 10% of riders either had two vehicles at their houses (12%) or three or more vehicles at their households (11%).

### Question 9. How many usable cars, SUVs, vans, or trucks are at your home?

*Figure 2.1-9*



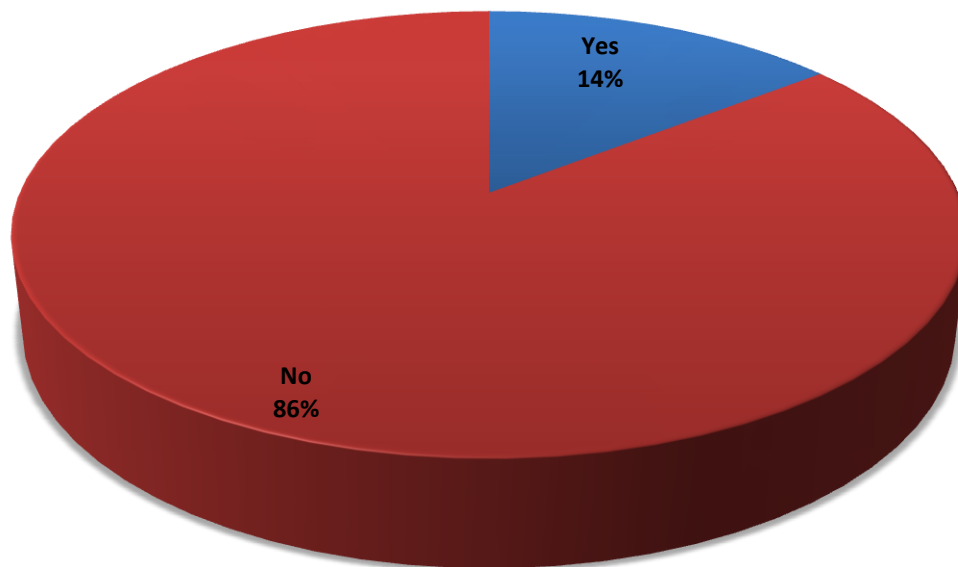
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## Vehicle Available on Day of Ride

The tenth survey question asked OmniLink riders to identify if there was a usable vehicle that was available to the rider to use to make their trip. Survey responses indicate that the great majority of riders (86%) did not have a vehicle available to them on the day of their ride and therefore relied on PRTC to complete their trip (as shown in *Figure 2.1-10*). The remaining 14% of riders did have a vehicle available to them on the day of their ride.

**Question 10. Was there a vehicle at your residence available to you today that you could have used to make this trip?**

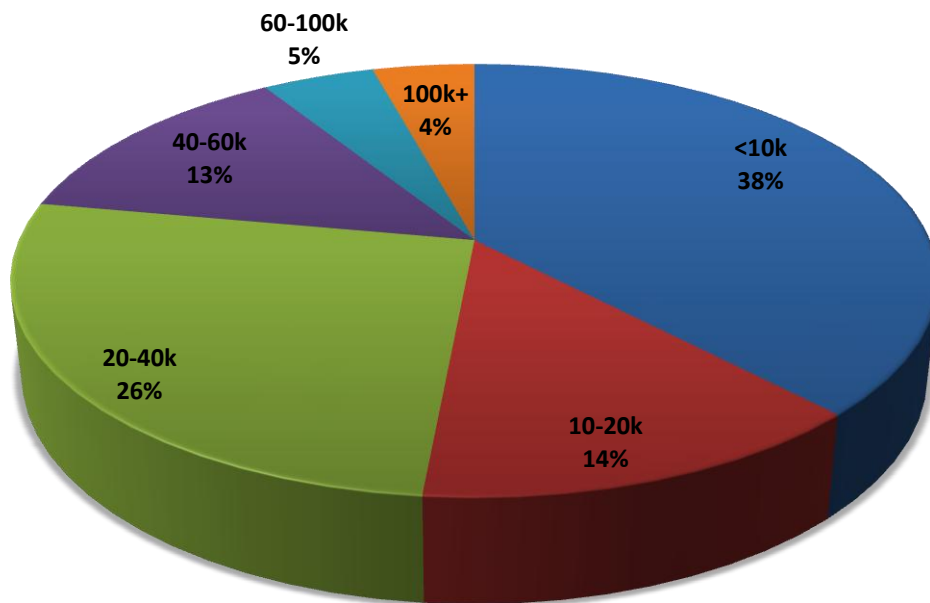
*Figure 2.1-10*



## Household Income

The eleventh survey question asked OmniLink riders to estimate their total household income for 2007 before taxes. Survey responses indicate that ART riders earn a broad range of incomes (as shown in *Figure 2-11*); at the lower end, 38% of riders reported earning less than \$10,000 and at the upper end, 4% of riders reported earning over \$100,000. 14% of riders reported earning between \$10,000 and \$20,000, 26% of riders reported earning between \$20,000 and \$40,000, 13% reported earning between \$40,000 and \$60,000 and the remaining 5% reported earning between \$60,000 and \$100,000.

**Question 11. What was your estimated total household income in 2007 before taxes?**  
**Figure 2.1-11**

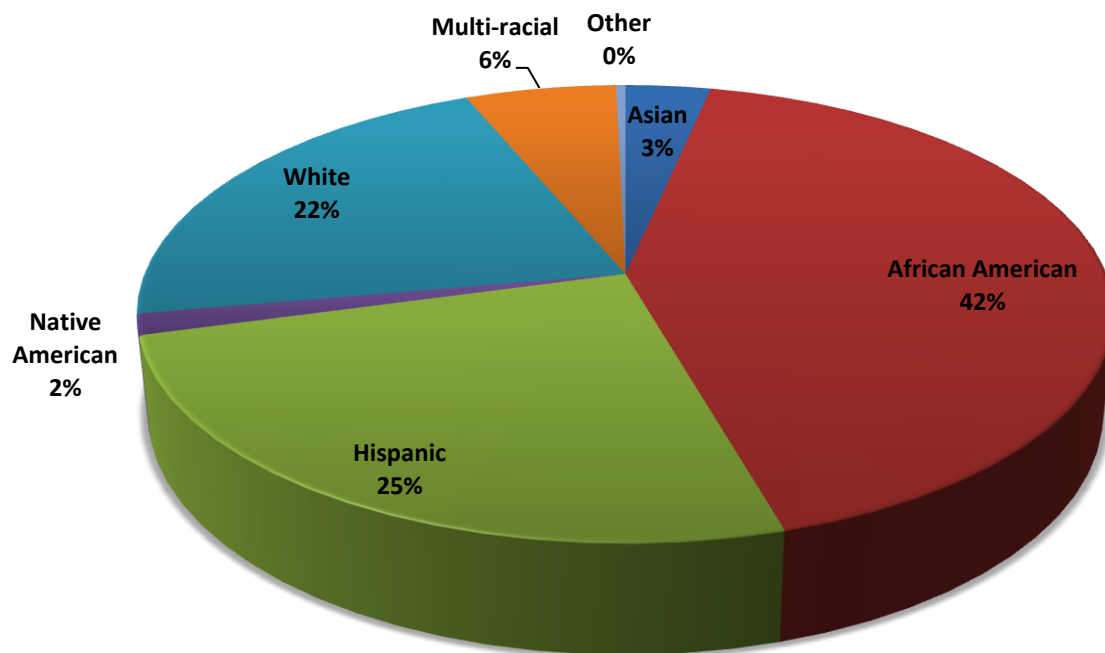


## Race/Ethnicity

The twelfth survey question asked OmniLink riders to indicate their race/ethnicity. Survey responses indicate just under half of riders (42%) identify as African American and approximately one-quarter of riders identify as either Hispanic (25%) or white (22%). Of the remainder, 6% identified themselves as multi-racial (indicated at least two other races/ethnicities), 3% as Asian, 2% as Native American, and less than 1% as other (not included in the list above).

**Question 12. What is your race/ethnicity?**

*Figure 2.1-12*



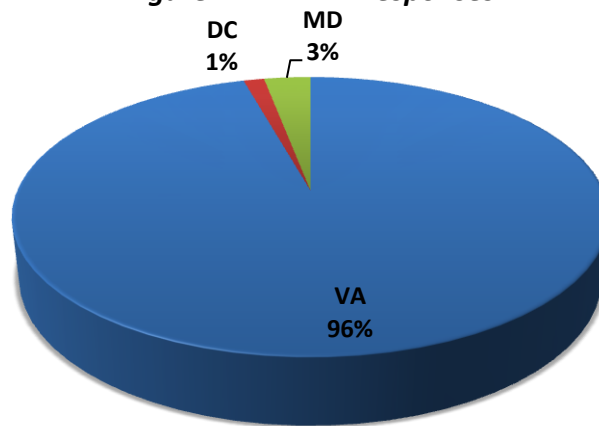
## 2.2 RESPONSES TO SURVEY QUESTIONS – OMNI RIDE

### Location of Residence

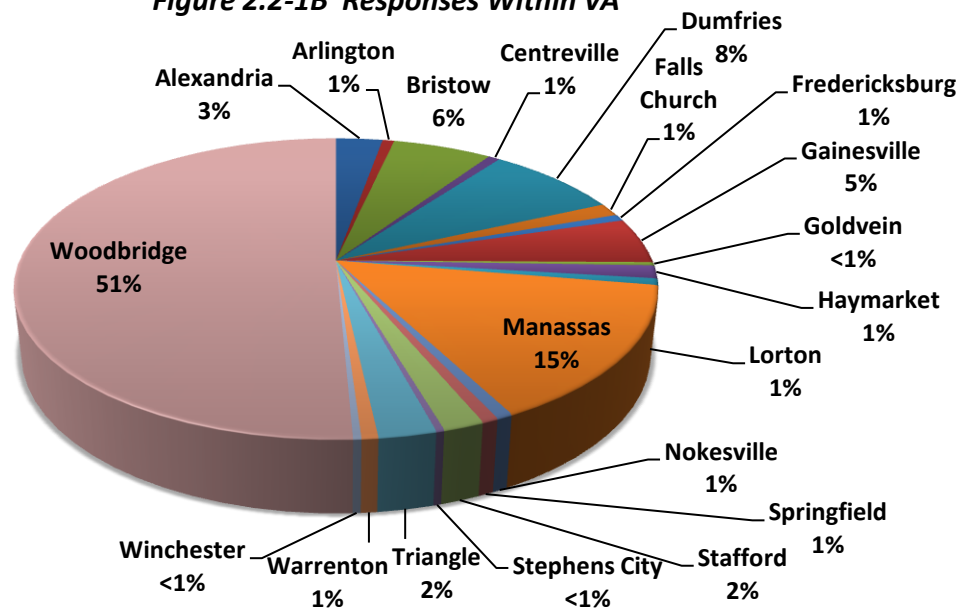
The first survey question asked OmniRide riders to report their home address (or, for visitors, the address of where they are staying in the D.C. area). Responses indicate that PRTC riders were predominantly Virginia residents (96%), while 3% live in Maryland and 1% live in Washington DC (as shown in *Figure 2.2-1A*). Within Virginia, survey responses indicate that the majority of riders were Woodbridge residents (51%), with 15% living in Manassas, 8% in Dumfries, 6% in Bristow, and the remaining 20% living in other Virginia cities (as shown in *Figure 2.2-1B*).

**Question 1. Location of Residence**

**Figure 2.2-1A All Responses**



**Figure 2.2-1B Responses Within VA**

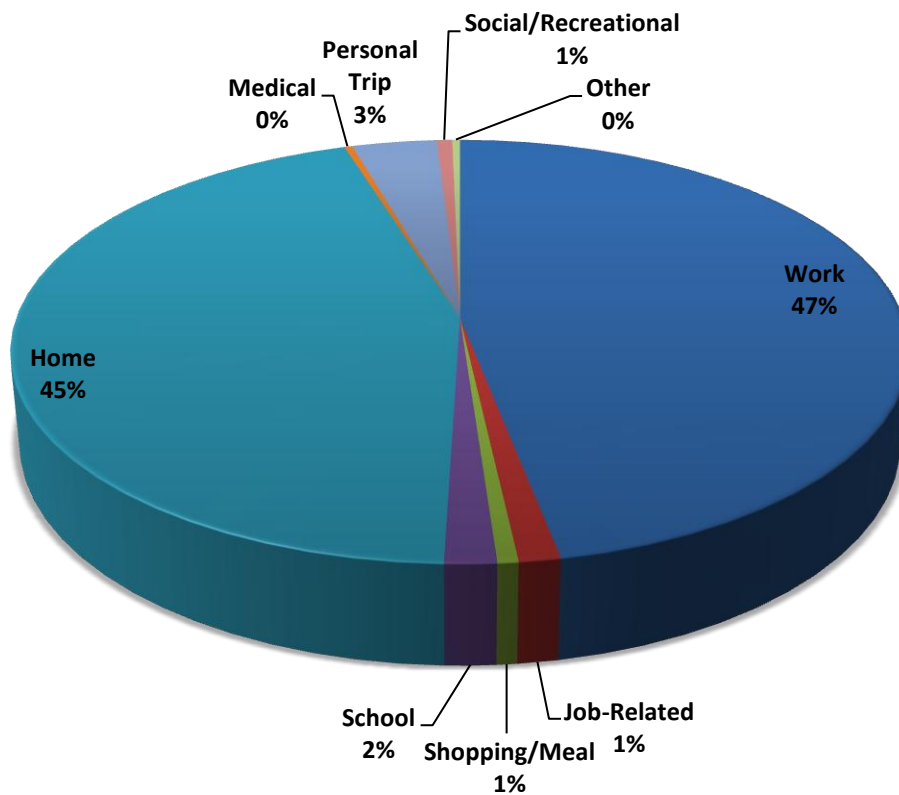


## Trip Origin

The second survey question asked OmniRide riders to identify their trip origin (i.e., their starting place before boarding that one-way bus ride). Responses to the survey question indicate that approximately half of riders began their trip either at work (47%) or at home (45%). The following origins each received 3% or less of responses (in descending order): personal trip; school; shopping/meal; social/recreational; job-related; medical; and other (as shown in *Figure 2.2-2*).

**Question 2. Where are you coming from?**

**Figure 2.2-2**

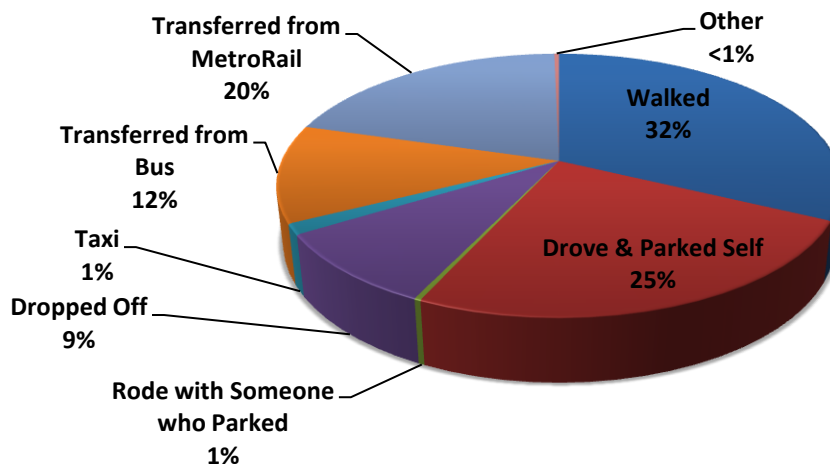


## Getting to the Bus from Origin

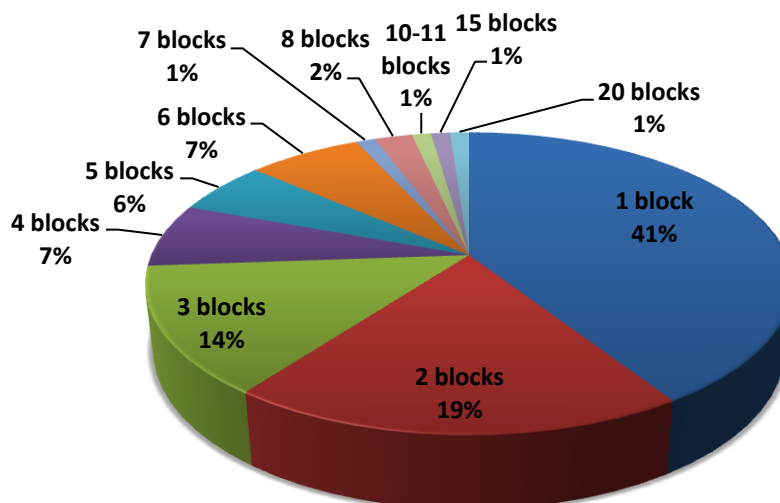
The third survey question asked riders to identify their mode of travel getting to the bus (i.e., how did they get from their origin to the bus stop). Survey responses indicate that OmniRider riders used a wide array of modes to get to their buses (as shown in *Figure 2.2-3A*): approximately one-third (32%) walked; one-quarter (25%) drove and parked; one-fifth (20%) transferred from MetroRail; 12% transferred from another bus; and 10% were dropped off. 1% of riders either taxied or rode with someone who parked. There were zero responses for riders transferring from MARC, VRE, and/or Amtrak. For those riders who walked to the stop, 41% indicated that they walked 1 block, 19% walked 2 blocks, 14% walked 3 blocks, and just over 5% walked either 4 blocks (7%) or 5 blocks (6%) (as shown in *Figure 2.2-3B*). The remaining 13% walked more than 5 blocks with 3% walking more than 10 blocks and 1% over 20 blocks.

### Question 3. How did you get to this bus?

*Figure 2.2-3A All Responses*



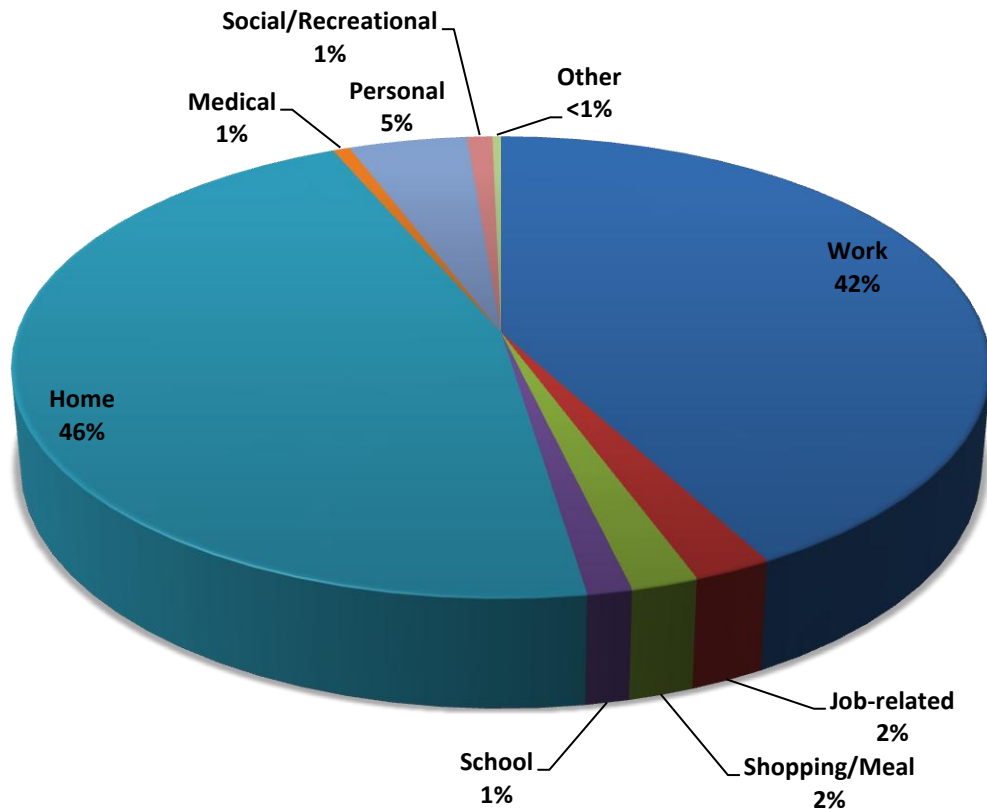
*Figure 2.2-3B Walk Responses - Number of Blocks Walked*



## Trip Destination

The fourth survey question asked OmniRide riders to identify their trip destination (i.e., their ending place after exiting that one-way bus ride). Responses to the survey question indicate that just under half of riders were on their way home (46%) or on their way to work (42%). 5% of riders were on their way to a destination they classified a personal trip. The following responses received 2% or less of responses (in descending order): shopping/meal; job-related; medical; social/recreational; school; and other (as shown in *Figure 2.2-4*).

**Question 4. What is the destination of your trip today?**  
**Figure 2.2-4**

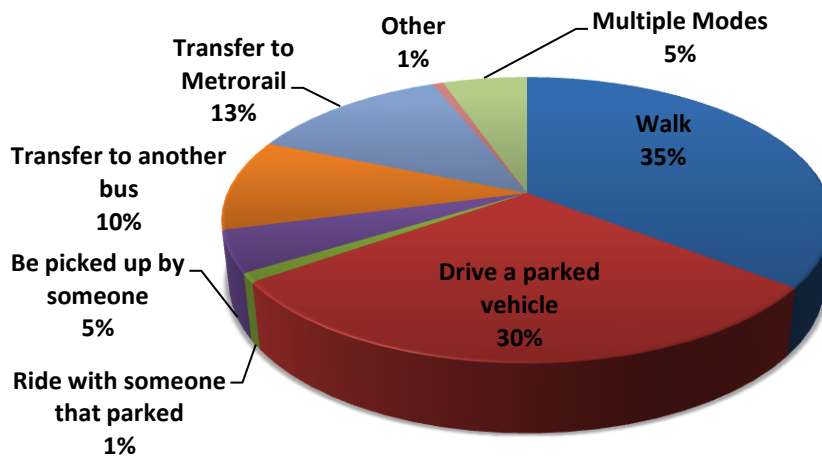


## Getting from the Bus to Trip Destination

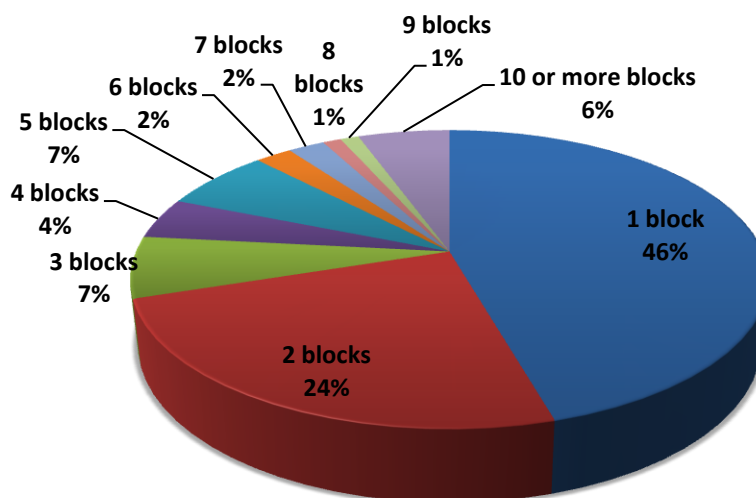
The fifth survey question asked OmniRide riders to identify their mode of travel after exiting the bus (i.e., how they are planning to get from the bus stop to their end destination). Survey responses indicate that approximately one-third were either walking (35%) or driving a parked vehicle (30%). 13% were transferring to MetroRail, 10% were transferring to a different bus, 5% were being picked up at the stop, and 1% or less were carpooling or other mode (as shown in *Figure 2.2-5A*). Survey responses indicate that 5% of riders were going to use multiple modes (at least two), and no riders transferred to VRE or Amtrak. For those riders who walked, almost half (46%) walked 1 block, 24% walked two blocks, 7% walked 3 blocks, and 4% walked 4 blocks; the remaining 19% walked 5 blocks or more, with 6% walking 10 or more blocks (as shown in *Figure 2.2-5B*).

### Question 5. How will you get from the bus to your end destination?

**Figure 2.2-5A**



**Figure 2.2-5B Walk to End Destination Only - Number of Blocks Walked?**

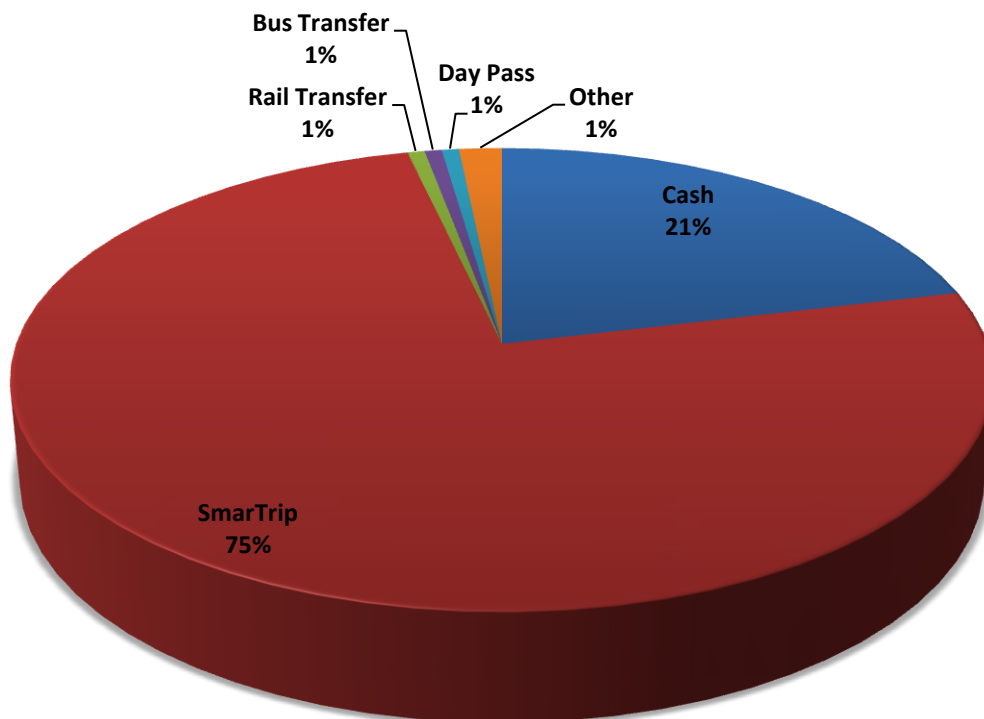


## Fare Payment Method

The sixth survey question asked OmniRide riders to identify their method of payment for the bus ride. Responses to the survey question indicate that three-quarters (75%) utilized a SmarTrip card and approximately one-fifth (21%) paid with cash (as shown in *Figure 2.2-6*). 1% of riders indicate that they used a day pass, bus transfer pass, or rail transfer pass. The remaining 1% indicated they use a different method of payment; these write-in responses specified that the fare that day was free due to the fact that it was “Ozone Day”.

### Question 6. How did you pay the fare for this bus ride?

*Figure 2.2-6*

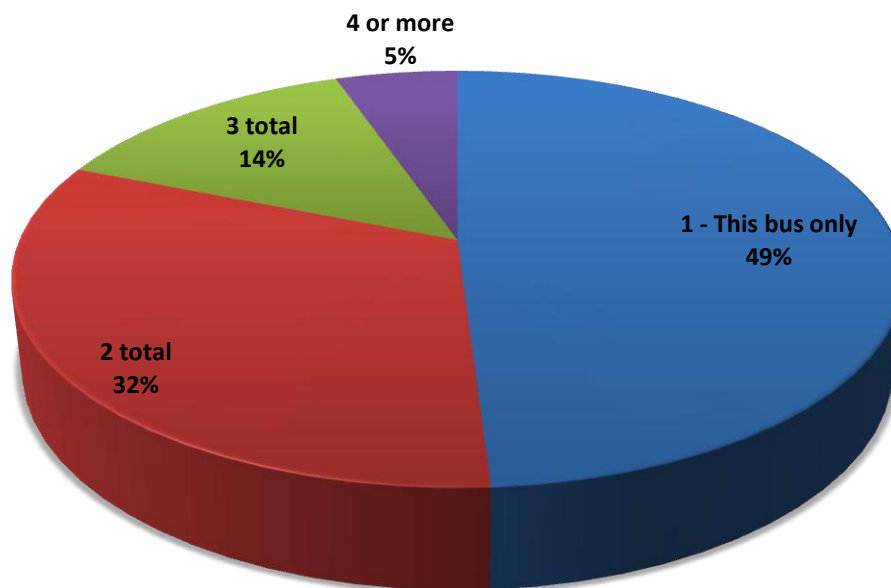


## Total Number of Transit Modes Used for Trip

The seventh survey question asked OmniRide riders to identify the total number of buses and trains they were using in making their one-way trip, including the bus on which they were being surveyed. Survey responses indicate that approximately half of riders (49%) were only using the one bus on which they were surveyed, approximately one-third (32%) were going to use two total buses and/or trains, 14% were going to use 3 total, and less than 5% were going to use 4 or more buses and/or trains (as shown in *Figure 2.2-7*).

### Question 7. Including this bus, how many total buses and trains will you use in making this one-way trip?

*Figure 2.2-7*



Note that the responses to this question (Question 7), taken directly from the raw data of the survey responses, seem inconsistent with the results of Questions 3 and 5 (getting to and from the bus stop). In those two questions, results indicated that approximately 20-30% of riders transferred to another bus or MetroRail directly before and after their surveyed trip on the bus, and 70-80% of riders indicated modes of getting to/from the bus stop that did not include transit modes (such as walking, driving, etc.). Therefore, it is expected that a similar percentage of riders (approximately 70-80%) would indicate only one (1) bus for the total number of transit modes for their one-way trip. However, as is shown in the chart in *Figure 2.2-7*, approximately 50% of riders indicated one (1) total buses and/or trains for their own-way trip. This discrepancy could simply be due to a misinterpretation or confusing wording of the question (“one-way” versus “round trip”).

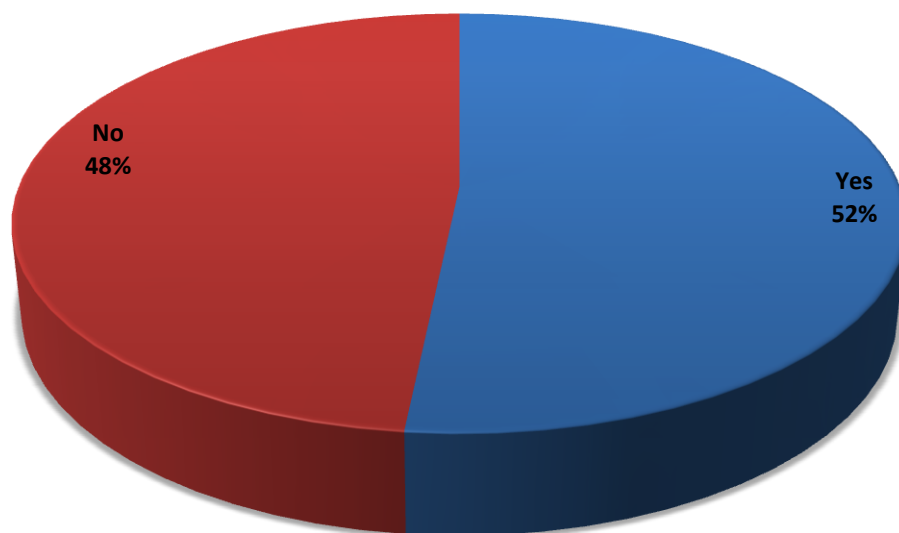
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## Transit Benefits

The eighth survey question asked riders to identify if they received a transit benefit from their employer. Survey responses were evenly split; just over one half of riders (52%) did receive some sort of benefit while the remaining 48% did not receive any benefits from their employers (as shown in *Figure 2.2-8*).

### Question 8. Do you receive a transit benefit from your employer?

*Figure 2.2-8*

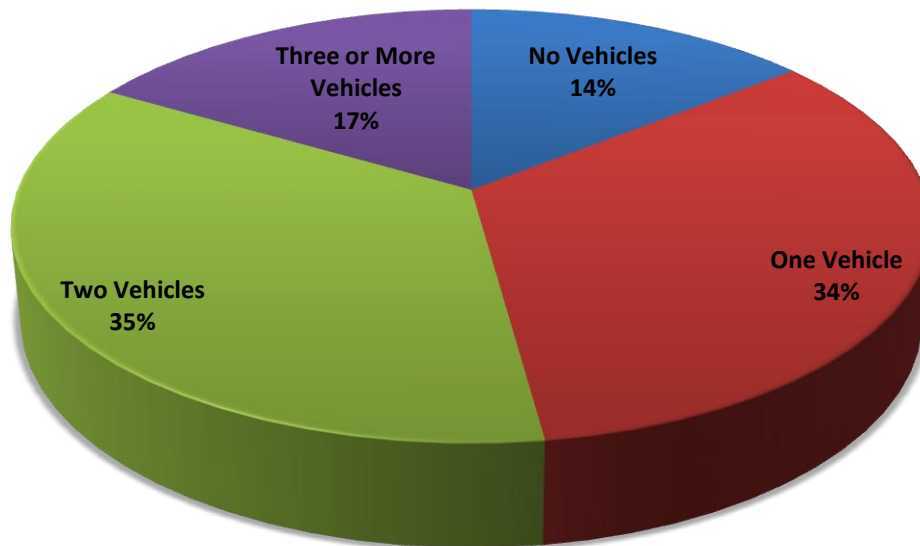


## Vehicles at Household

The ninth survey question asked OmniRide riders to identify how many usable vehicles were located at their household. Survey responses indicate that approximately one-third of riders had either one (34%) or two (35%) vehicles present at their households. 17% of riders had three or more vehicles available at their houses. The remaining 14%, the smallest percentage of respondents, did not have any usable vehicles at their houses (as shown in *Figure 2.2-9*).

### Question 9. How many usable cars, SUVs, vans, or trucks are at your home?

*Figure 2.2-9*



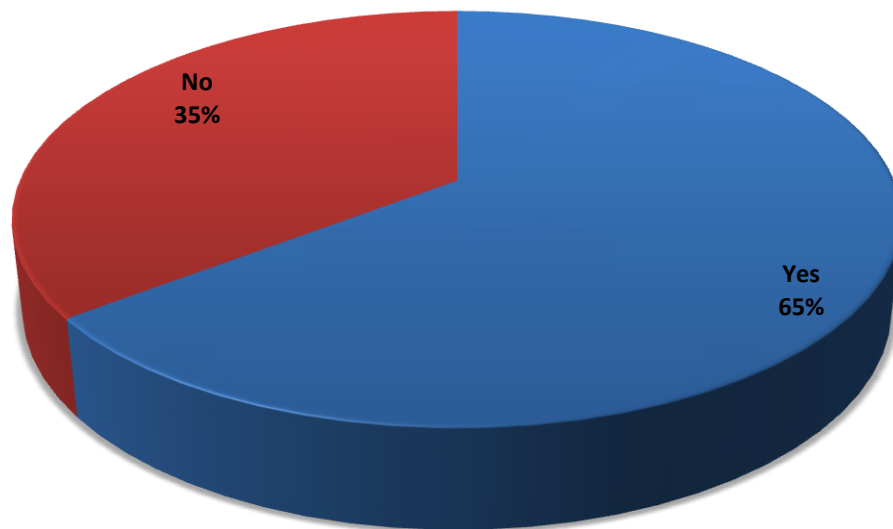
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## Vehicle Available on Day of Ride

The tenth survey question asked riders to identify if there was a usable vehicle that was available to the rider to use to make their trip. Survey responses indicate that the majority of riders (65%) did have a vehicle available to them on the day of their ride (as shown in *Figure 2.2-10*). The remaining 35% of riders did not have a vehicle available to them on the day of their ride and therefore rely on PRTC to complete their trip.

**Question 10. Was there a vehicle at your residence available to you today that you could have used to make this trip?**

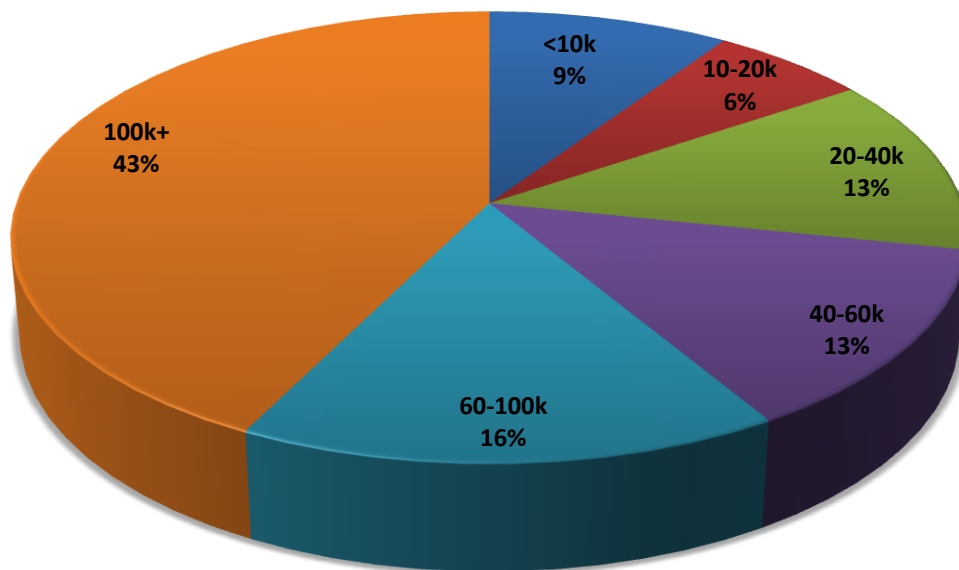
*Figure 2.2-10*



## Household Income

The eleventh survey question asked OmniRide riders to estimate their total household income for 2007 before taxes. Survey responses indicate that the majority of PRTC OmniRide users are in the highest income brackets; 43% reported earning over \$100,000 and 16% reported earning between \$60,000 and \$100,000 (as shown in *Figure 2.2-11*). 13% of riders reported earning between \$40,000 and \$60,000 and between \$20,000 and \$40,000. The two smallest percentages of respondents reported earning in the range of the two smallest income brackets; 6% reported earning between \$10,000 and \$20,000 and 9% reported earning below \$10,000.

**Question 11. What was your estimated total household income in 2007 before taxes?**  
***Figure 2.2-11***

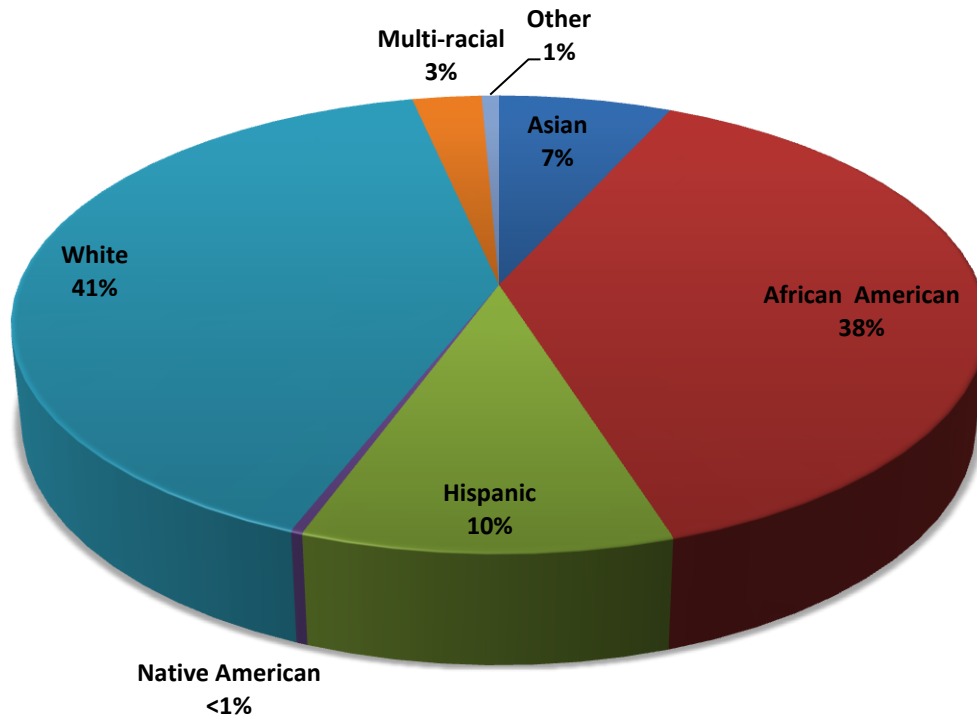


## Race/Ethnicity

The twelfth survey question asked OmniRide riders to indicate their race/ethnicity. Survey responses indicate approximately 40% of riders identified themselves as either white (41%) or African American (38%). 10% of riders identify as Hispanic, 7% as Asian, 1% as other, and less than 1% as Native American. The remaining 3% identified themselves as multi-racial (indicated at least two other races/ethnicities).

### Question 12. What is your race/ethnicity?

Figure 2.2-12



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## 3.0 SUMMARY OF FINDINGS

Using the survey results presented in *Section 2.0 Responses to Survey Questions*, a typical **OmniLink** transit riders can be characterized as:

- A Virginia resident living in Woodbridge
- Using transit to travel between home and work
- Walking 1-3 blocks between origin/destination and the bus stop
- Paying with cash
- Using 1 or 2 buses and/or trains total per trip
- Not receiving transit benefits from employers
- Having one or no vehicles at home, but relying on transit because no vehicles are available to them for their daily trips
- Earning a wide range of incomes
- Predominantly African American, Hispanic, or Caucasian

A typical **OmniRide** transit rider can be characterized as:


- A Virginia resident living in Arlington
- Using transit to travel between home and work
- Walking 1-2 blocks, driving a parked vehicle, or transferring to another bus/MetroRail between origin/destination and the bus stop
- Paying with a SmarTrip card
- Using 1 or 2 buses and/or trains total per trip
- Evenly split between receiving transit benefits from employers
- Having at least one usable and available vehicle at home that they chose not to use
- Earning over \$50,000 yearly income
- Predominantly Caucasian or African American

# COPY OF QUESTIONNAIRE (ENGLISH VERSION)

**Thank You!**

Please remember to complete your address information on the front of the survey so that we can contact you if you are selected as a winner of a SmarTrip® card.

**RETURN THE COMPLETED SURVEY TO THE SURVEYOR,  
OR DROP IT IN ANY MAILBOX  
(no postage required).**



**Metropolitan Washington  
Council Of Governments**  
Local governments working together for  
a better metropolitan region.




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**BUSINESS REPLY MAIL**  
 FIRST-CLASS MAIL PERMIT NO. 5478 AUSTIN TX  
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NO POSTAGE  
 NECESSARY  
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 UNITED STATES

If referring to mail, please describe here.



**Regional Bus Survey**  
Metropolitan Washington Council Of Governments

Please take a minute to help us plan for YOUR public transit needs by filling out this survey. Return the completed survey to the surveyor. Please fill out this form even if you completed one on this or another one-way trip.

All personal information is confidential and WILL NOT be shared or sold.

Print letters/numbers clearly in upper case: A B C 1 2 3  
Fill in bubble with: ●

**1. REGISTER TO WIN ONE OF 15 \$100 SMARTRIP® CARDS WHEN YOU ANSWER ALL QUESTIONS!**

Please provide your name, telephone number, and home address or if you are just visiting, where you are staying in the Washington, D.C. region.

Name \_\_\_\_\_





Street Address (NO P.O. BOXES PLEASE) \_\_\_\_\_

Apt. # \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

Zip \_\_\_\_\_ Telephone \_\_\_\_\_

**The following questions are about THIS ONE-WAY TRIP you are making NOW!**

Example One-way Trip:

 → 
  → 
  → 
 

Continue Inside →

**2. Where are you COMING FROM?**  
(Starting place of this one-way trip) (Please fill in one bubble only)

- Work
- Medical/Dental/Healthcare
- Job-related business
- Personal trip
- Shopping or Meal
- Social/Recreation/Sightseeing
- School (students only)
- Other (specify): \_\_\_\_\_
- Home → If you gave your Home address in Question 1 → Go to Question 3

**a. What is the NAME of the PLACE, BUSINESS OR BUILDING you are COMING FROM?**

Example: W H I T E H O U S E

Place Name \_\_\_\_\_

**b. What is the ADDRESS?**  
(Provide the NEAREST INTERSECTION if you don't know the EXACT ADDRESS.)

Example: 1 6 0 0 P E N N I S Y L V A N I A I A I V E I N W

Address \_\_\_\_\_

Cross Street 1 \_\_\_\_\_ &

Cross Street 2 \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**3. How did you get to THIS bus?** (Please fill in one bubble only)

- Walked → # blocks?
- Wheelchair → # blocks?
- Drove and parked
- Transferred from Metrolink
- Rode with someone who parked
- Transferred from MARC
- Dropped off by someone
- Transferred from VRE
- Taxi
- Transferred from Amtrak
- Bicycle
- Other (specify): \_\_\_\_\_
- Transferred from another Bus: \_\_\_\_\_  
Transit System/Route Number

**4. Where are you GOING TO?**  
(Destination of this one-way trip) (Please fill in one bubble only)

- Work
- Medical/Dental/Healthcare
- Job-related business
- Personal trip
- Shopping or Meal
- Social/Recreation/Sightseeing
- School (students only)
- Other (specify): \_\_\_\_\_
- Home → If you gave your Home address in Question 1 → Go to Question 5

**a. What is the NAME of the PLACE, BUSINESS OR BUILDING you are GOING TO?**

Place Name \_\_\_\_\_

**b. What is the ADDRESS?**  
(Provide the NEAREST INTERSECTION if you don't know the EXACT ADDRESS.)

Address \_\_\_\_\_

Cross Street 1 \_\_\_\_\_ &

Cross Street 2 \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

**5. How will you get there from THIS bus?** (Please fill in all bubbles that apply)

- Walk → # blocks?
- Wheelchair → # blocks?
- Drive a vehicle that was parked
- Transfer to Metrolink
- Ride with someone who parked
- Transfer to MARC
- Be picked up by someone
- Transfer to VRE
- Taxi
- Transfer to Amtrak
- Bicycle
- Other (specify): \_\_\_\_\_
- Transfer to another Bus: \_\_\_\_\_  
Transit System/Route Number

**6. How did you pay the FARE for this bus ride?** (Please fill in one bubble only)

- Cash/Money
- Day Pass
- Ten-Trip Ticket
- SmartTrip®
- Weekly Pass
- Regional Bus Transfer
- Rail-to-Bus Transfer
- Monthly Pass
- Senior/Disabled Fare
- Other (specify): \_\_\_\_\_

**7. INCLUDING THIS BUS, how many TOTAL BUSES and TRAINS will you use in making this one-way trip?**

- 1, this bus only
- 2
- 3
- 4 or more

**8. Do you receive a TRANSIT BENEFIT (e.g., SmartBenefits/Metrocheck) from your EMPLOYER?**

- Yes
- No

**9. How many usable CARS, SUVs, VANS or TRUCKS are at your home?**

- None
- 1
- 2
- 3 or more

**10. Did you have a usable car, SUV, van or truck AVAILABLE TO YOU TODAY that you could have used to make this trip, instead of riding the bus?**

- Yes
- No

**11. What was your estimated TOTAL HOUSEHOLD INCOME in 2007 before taxes?**

- \$10,000 or less
- \$40,001 - \$50,000
- \$80,001 - \$100,000
- \$10,001 - \$20,000
- \$50,001 - \$60,000
- \$100,001 - \$125,000
- \$20,001 - \$30,000
- \$60,001 - \$70,000
- \$125,001 - \$150,000
- \$30,001 - \$40,000
- \$70,001 - \$80,000
- More than \$150,000

**12. What is your RACE/ETHNICITY?** (Please fill all bubbles that apply)

- Asian
- Native American
- Black/African American
- White
- Hispanic
- Other (specify): \_\_\_\_\_

Please Continue on the Back →