

FY22 ANNUAL REPORT



Celebrating
35 years of
Service to OUR
community!





A Message from the **PRTC Chairman** and **Executive Director**

What do you give someone for a 35th anniversary? The Potomac and Rappahannock Transportation Commission turned 35 in FY22 and celebrated with our riders, staff, and the community. PRTC was originally created in 1986 by the Virginia General Assembly to help get the Virginia Railway Express up and running, but within a few years Prince William County asked PRTC to also take over operations of the existing commuter bus service, which was then called COMMUTERIDE. From there, service has grown and shifted to reflect the needs of the community, but one thing has remained constant: our commitment to provide safe and convenient transportation at a reasonable price.



Our anniversary celebration kicked off with a bang—or should we say a lightning strike—in August 2021 as we prepared for the ribbon cutting at our Western Maintenance Facility. While the lightning strike knocked out our air conditioning in the middle of summer, luckily the ribbon cutting was able to proceed. We were proud to recognize and thank the regional transportation leaders, elected officials, and area partners who helped bring the new facility from an idea to a reality.

Even though the Manassas facility is open, most staff and fleet continue to operate from the OmniRide Transit Center in Woodbridge. That 25-year-old facility underwent an assessment in FY22 to determine what changes are needed to reflect the way business is done today. We look forward to the renovations and enhancements that will take place in FY23 to make the Transit Center a more functional and pleasant environment for staff.

Most of our operations continue to be based in Woodbridge because most commuting takes place in the I-95 corridor, but we're noticing changes in ridership patterns. Prior to the COVID-19 pandemic, OmniRide could count on high commuter ridership on Tuesdays through Thursdays, and slightly lower ridership on Mondays and Fridays. Post-pandemic commuter ridership isn't as high but it's more consistent throughout the work week as people work hybrid schedules. Variable work schedules also are noticeable in world of carpools and vanpools, but less so on OmniRide local buses where ridership bounced back quickly after the pandemic and has remained consistent.

Of course, we can't celebrate the return of riders without thanking the OmniRide staff who make that service possible. While the bus operators and supervisors you see at your bus stops are the most visible members of our team, many others are working behind the scenes to provide you with the service you need. We thank them for all they do.

Turning our thoughts toward the next year, we have a lot to look forward to in FY23. In addition to renovations at the Woodbridge facility, we anticipate operating bus services on Sundays for the first time in our history! We also plan to introduce a microtransit service in the Manassas Park area and offer a new commuter route from Manassas to Reston when the I-66 Express Lanes officially open in late 2022.

New services to make your daily travel easier? Please consider them our anniversary gifts to you.

Victor Angry
Chairman, Board of Commissioners

Bob Schneider
Executive Director

OmniRide Western Maintenance Facility Ribbon Cutting – August 2021

It was clear more than a decade ago that building a facility in the western part of its service area was critical to OmniRide's future. The OmniRide Transit Center in Woodbridge was bursting at the seams with more than double the number of buses it was built to accommodate. Also, projections indicated a future need for more transit options in the I-66 corridor.

In August 2021, about 18 months after ground was broken, we officially opened the \$49.8 million OmniRide Western Maintenance Facility in Manassas with a ribbon cutting ceremony. Funding for the facility demonstrates the region's teamwork. The Northern Virginia Transportation Authority (NVTA) contributed \$16.5 million, or one-third of the project funding; the Virginia Department of Rail and Public Transportation (DRPT) contributed another \$11.6 million; and \$11 million came from the I-66 Express Lanes concessionaire payment.

The Western Facility provided desperately needed maintenance bays and parking for buses as well as critical space for staff training. The 15-acre facility is strategically located near I-66 where Express Lanes will open in December 2022. Tolling and a new HOV-3 requirement are expected to generate demand for I-66 transit options. OmniRide will be ready and waiting to show area drivers the benefits of sharing their commute.





Celebrating 35 Years of Service to OUR Community

The ribbon cutting ceremony for OmniRide's new Western Maintenance Facility was also the kickoff of the agency's 35th anniversary. The celebration included a variety of activities for riders, the community, and employees. Riders and the public were invited to participate in online contests, learn the history of the agency and view a special photo gallery on the agency's website. Staff were treated to lunch and thanked for their service with special giveaways.

Celebrating 35 years of service to OUR community!

Join OmniRide in a month-long celebration through September 15, as we mark our 35th anniversary. It's been proven that a strong public transportation system is vital to a community's growth and development. Like the community we serve, OmniRide has experienced significant growth over the past 35 years and we look forward to an exciting future.

OmniRide provides a family of mobility options to meet the travel needs of our community.

To work... school... shopping... entertainment and much more!

Check our website to join in the fun activities!
OmniRide.com • 703-730-6664
35th@OmniRide.com



OMNIRIDE GET THERE SMARTER

BUS SERVICE | RIDESHARING | NEWS | ABOUT OMNIRIDE | CONTACT US

Home • About OmniRide • 35th Anniversary Celebration • Tell Us a Story

Tell Us a Story

Do you have a fun or meaningful story that involves OmniRide which you'd like to share with us? If so, tell us below and you may be rewarded with an anniversary prize pack. With your permission, we may even include your story in social media posts or other OmniRide publicity. After all, who doesn't love a great story?

Submissions will be accepted through September 15.

Tell Us a Story!

Your Story Here

Your Story

Contact Information

Name *

Email Address *

Phone Number *

OMNIRIDE GET THERE SMARTER

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Home • About OmniRide • 35th Anniversary Celebration • Guess the Photo Contest

Guess the Photo Contest

Can you guess what each photo is? Fill in your answers below!

1. A map of a city area.

2. A close-up of a red and white striped object.

3. A close-up of a mechanical part, possibly a wheel or axle.

4. A close-up of a blue and white object, possibly a bus stop sign.

Welcoming Riders Back

As the region continued to reopen from the COVID-19 shutdown, it was time to engage the community and remind them of the benefits of public transit. The public needed reassurance that it was safe to return to OmniRide and our regional transit partners. We had to introduce our services to the many newcomers who had joined our community while much of the region was shuttered and remind previous riders that we were still a reliable commute option.



Limpieza rigurosa diaria, los coberturas faciales obligatorios y la práctica del distanciamiento social contribuyen en gran medida a que sea seguro y cómodo viajar con nosotros.

¡Tenemos un asiento para ti!



703-730-6664 • [OmniRide.com](https://www.OmniRide.com)



Reserved for

(insert YOUR name here)

The past two years have been filled with uncertainty – for all of us.

As we begin to forge a new way forward, know that OmniRide is still here to provide you with safe, reliable transportation.

Our buses are rigorously cleaned and are operating according to published schedules. You can count on us to get you where you need to go. Visit **OmniRide.com** to learn more.



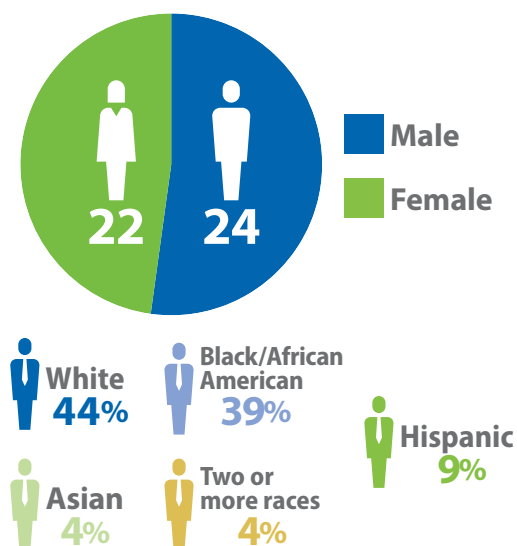
OmniRide.com • 703-730-6664

Diversity, Equity and Inclusion (DEI) Committee

During FY22, OmniRide's DEI Committee continued to engage staff through a variety of meaningful training sessions, activities and discussions that included:

- Signed a 2-year agreement with the American Public Transportation Association for their Racial Equity Commitment Program.
- Created an Equal Employment Opportunity Action Plan.
- Held a thought-provoking discussion on Robin DiAngelo's book "White Fragility" .
- Followed up on the employee survey, which showed an average 30% improvement in all our Strategic Plan Goals.
- Hosted monthly "Discussions on Diversity" training classes for staff—with an impressive 81% of attendees attending 100% of the six sessions.
- Held training on the importance of mental health.
- Continued monthly "Deep Dive" sessions to give individual staff members an opportunity to share their personal story with colleagues.

Staff Demographics



What staff are saying about OmniRide...



FY22 Operating Budget

Description	Operating	Capital	Total
Passenger Revenue	5,508,700	–	5,508,700
Federal Grants	8,412,200	5,608,700	14,020,900
State Grants	9,903,600	4,590,500	14,494,100
Jurisdictional Subsidies	16,679,600	925,700	17,605,300
Other	285,700	–	285,700
Total Revenues	40,789,800	11,124,900	51,914,700
Salaries	4,246,200	–	4,246,200
Fringe Benefits	1,625,700	–	1,625,700
Professional Services	1,726,300	–	1,726,300
Software Maintenance	768,100	–	768,100
Facility, Shelter, Equipment Maintenance	813,400	–	813,400
Bus Service Contract/Incentives	24,974,500	–	24,974,500
Advertising/Printing	704,800	–	704,800
Utilities and Communications	702,700	–	702,700
Other Services and Supplies	896,000	–	896,000
VanPool	1,657,500	–	1,657,500
Fuel	2,674,600	–	2,674,600
Subtotal Operating Expenses	40,789,800	–	40,789,800
Bus Replacement	–	6,851,200	6,851,200
Bus Expansion	–	3,066,800	3,066,800
Bus Related Equipment	–	87,400	87,400
Software	–	456,000	456,000
Hardware	–	75,300	75,300
Furniture and Equipment	–	292,700	292,700
VRA Loan Debt Service	–	295,500	295,500
Total Capital Expenses	–	11,124,900	11,124,900
Total Expenses	40,789,800	11,124,900	51,914,700

Budgetary Considerations

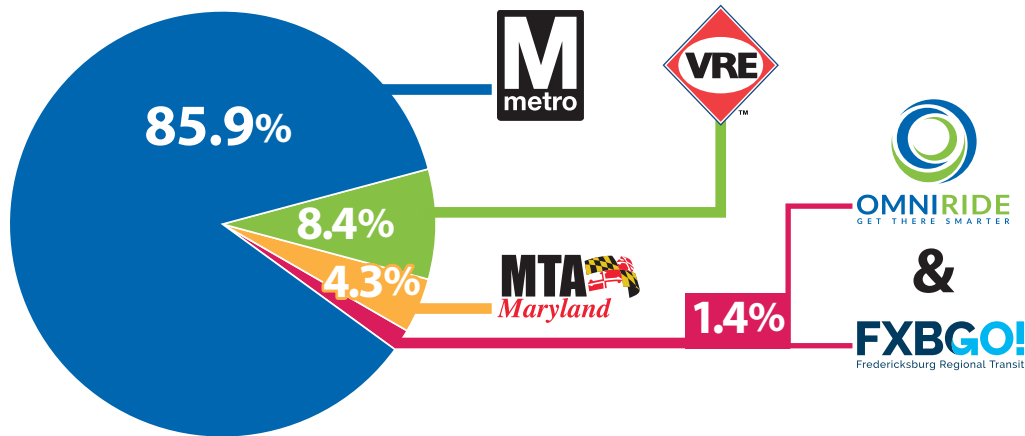
Budgeting for express routes held the greatest challenge. Predicting when the mix of public and private employees return to the office in Northern Virginia impacts how much service OmniRide must provide but also how much fare revenue will be earned to offset those routes. Our ability to respond to shifting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

FY22 Funding Sources



Sources of Fund	Fund %	Operating %	Capital %
Farebox	10.6%	13.5%	–
State Grants	27.9%	24.3%	41.3%
Federal Grants	27.0%	20.6%	50.4%
Jurisdictional Subsidies	33.9%	40.9%	8.3%
Others	0.6%	0.7%	–

CARES CRRSAA & ARPA \$ to DMV



CARES Act

FY21 \$4,771,088
(Actual June '20 to June '21)

FY22 \$2,457,384
(Actual July '21 to June '22)

Total: \$7,228,472

The Federal CARES Act funding offset the loss in passenger revenue with CRRSAA & ARPA for future fiscal years.



Jurisdictional Subsidy

Fuel Tax

FY21 to FY22 Actuals*

FY21 ... \$25,248,399

FY22 ... \$28,028,585

Change: (\$2,780,186)

*Totals include spending from Prince William, Manassas, Manassas Park, Stafford, Fredericksburg, and Spotsylvania.

Farebox*



Service	FY22 Actuals	FY21 Actuals	Change
OmniRide Express	3,491,805	1,976,441	1,515,364
OmniRide Local	2,596	1,209	1,387
ParaTransit	–	43	(43)
Totals	3,494,401	1,977,693	(1,516,708)

*OmniRide adopted zero fares on OmniRide Local, OmniRide Metro Express, and OmniRide Access paratransit services.

The Year in Review



Photo Credit: Michael Williams





From getting snowed in to celebrating our 35th anniversary, honoring staff service milestones, receiving industry awards, continuing the rebranding of our fleet and kicking the tires on an electric bus, it's been a busy, productive and fulfilling year at OmniRide.



OmniRide in the Community

As the public transit provider, we know that OmniRide provides a vital service to the community, and we strive to make a difference. The agency is committed to giving back to the community and educating the public on the benefits of public transit and OmniRide's family of mobility services.

The OmniRide Green Team, a sustainability program developed in partnership with our operations contractor Keolis Transit America, was formed this past year. The team has partnered with Keep Prince William Beautiful (KPWB)—a non-profit environmental organization that serves Prince William County through partnering with residents, businesses, and government to become environmental stewards. The Team has spearheaded several initiatives including recycling projects, installation of chilled water stations to reduce single water bottle use and two Adopt-a-Spot clean up days. The most prominent project with KPWB will be the launch in early FY23 of the Bus Stop Beautification Project which will transform designated bus shelters in Prince William County into canvases of public art designed by local artists. This will be an annual project.

Transportation Demand Management (TDM) and Marketing events started making a comeback in FY22. Over the course of the year, staff attended almost 50 in-person events including:

- Welcome Aboard Briefs at Marine Corps Base Quantico
- Prince William County Chamber of Commerce meetings and events
- Bike to Work Day pit stop
- Manassas Latino Festival
- Weekend Farmers Markets
- In-school presentations for middle school and high school students
- VDOT Career Fairs
- Resource fairs for Afghan refugees

Several OmniRide staff have also completed programs offered by Leadership Prince William. Cynthia Porter-Johnson graduated from Leadership Prince William, while Bhupendra Kantha and Lakeshia Lewis completed the Emerging Leaders Program.

Bhupendra Kantha



Lakeshia Lewis



Cynthia Porter-Johnson





OMNIRIDE
POWERED BY **KEOLIS**
GREEN TEAM



Our Footprint

Northern VA & Washington, D.C.

Western Side

MARK CENTER / ALEXANDRIA

Eastern Side

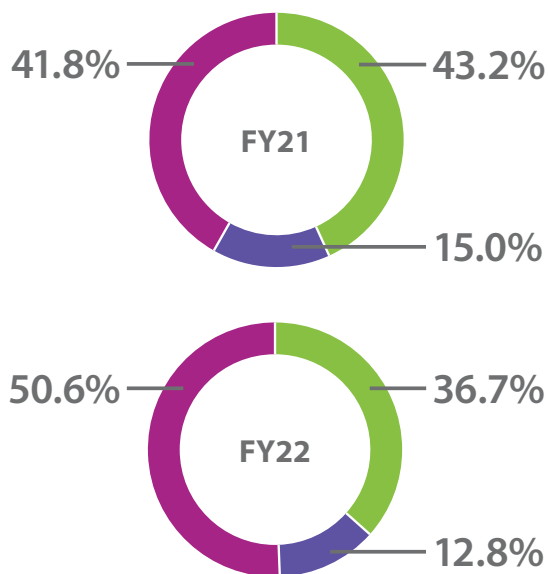
HAYMARKET / GAINESVILLE / LINTON HALL

Ridership FY22

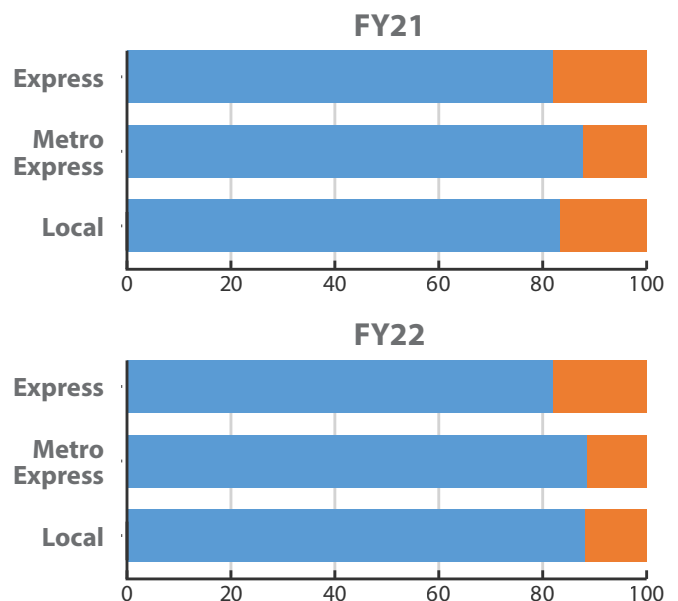
Service	Total		Weekday Avg.		Passengers Per Hr.	
	FY21	FY22	FY21	FY22	FY21	FY22
Totals	723,026	1,220,283	2,763	4,876	4.7	8.0
‣ OmniRide Express	307,489	615,859	1,227	2,524	4.2	9.2
‣ OmniRide Metro Express	107,806	155,255	412	604	5.2	7.9
‣ OmniRide Local	306,481	446,349	1,120	1,737	5.1	7.2
‣ OmniRide Access	1,250	2,820	5	11	0.3	0.7
Express	307,489	615,859	1,227	2,524	4.2	9.2
‣ East	253,004	505,913	1,010	2,073	4.9	10.4
‣ West	54,485	109,946	217	451	2.5	5.9
Metro Express	107,806	155,255	432	604	5.2	7.9
‣ East	95,047	137,346	360	534	6.7	9.5
‣ West	12,759	17,909	51	70	1.9	3.4
Local	306,481	446,349	1,227	1,737	5.1	7.2
‣ East	255,917	393,611	918	1,532	5.2	7.6
‣ West	50,564	52,738	202	205	5.0	5.2

Percentage of Ridership:

BY SERVICE



BY SERVICE COORIDOR



LEGEND

OmniRide Express

OmniRide Local

OmniRide Metro Express

East

West

OmniRide Receives Recognition

OmniRide was presented with several honors this year. The agency was recognized for its outreach efforts, safety program, agency culture, and its Transportation Demand Management (TDM) program.

The Virginia Transit Association (VTA) honored OmniRide with the Outstanding Community Program Award at the VTA's annual meeting in Richmond in June 2022. The award recognized OmniRide for the organization's 360° Outreach Program, which had the purpose of reaching the public regarding OmniRide's new microtransit service in Manassas Park. The comprehensive outreach plan targeted regional stakeholders, current riders, and potential new riders, to provide information on the need for the new service and to collect feedback on the proposed service.

This was the second time VTA recognized OmniRide this past fiscal year. In September 2021, OmniRide was presented the Exceptional Safety Award. The award recognized innovation and success in the development, implementation, and measurement of a safety culture. OmniRide received the award based on the organization's response to COVID-19, the unique role the organization plays in transit in the Nation's Capital, and for being recognized by the Transportation Security Administration (TSA) for security measures.

OmniRide was recognized locally when it was named by Prince William Living as one of the "Best Places to Work." OmniRide was given the honor based on its culture of care for its employees—including providing trainings and webinars about resources for mental health, encouraging a work-life balance, promoting diversity, its mentoring program, and more.

OmniRide was also a finalist in the Prince William County Chamber Business Awards. OmniRide was recognized for its TDM program, the role the organization plays in reducing congestion in the nation's capital, and its security measures.



Board of Commissioners

Tinesha Allen

At-Large

Stafford County
Board of Supervisors,
Griffis-Widewater District

Victor Angry

Chairman

Prince William Board
of County Supervisors,
Neabsco Magisterial
District

Andrea Bailey
Commissioner

Prince William Board
of County Supervisors,
Potomac Magisterial
District

George Barker
Commissioner

Virginia Senator,
District 39 – Fairfax
County, Prince William
County, Alexandria City

Kenny Boddye
Commissioner

Prince William Board
of County Supervisors,
Occoquan Magisterial
District

Meg Bohmke

Alt. Commissioner

Stafford County Board of
Supervisors, Falmouth
District

Pete Candland

Alt. Commissioner

Prince William Board
of County Supervisors,
Gainesville Magisterial
District

Jennifer DeBruhl
Commissioner

Virginia Department
of Rail and Public
Transportation

Margaret Franklin

Past Chair

Vice Chair,
Prince William Board
of County Supervisors

Deborah Frazier

Treasurer

Spotsylvania Board
of County Supervisors,
Salem District

Monica Gary

Commissioner

Stafford County Board of
Supervisors, Aquia District

Jason Graham

Alt. Commissioner

City of Fredericksburg,
Council Member, Ward 1

Elizabeth Guzman

Commissioner

Virginia Delegate,
District 31 – Fauquier
County, Prince William
County

Maggie Hansford

Alt. Commissioner

Prince William County
Alternate

Lori Hayes

Commissioner

Spotsylvania County
Board of Supervisors,
Lee Hill District

Todd Horsley

Alt. Commissioner

Virginia Department
of Rail and Public
Transportation Alternate

Kalai Kandasamy

Alt. Commissioner

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Matthew Kelly

Commissioner

City of Fredericksburg,
Council Member, At-Large

Jeanine Lawson

Commissioner

Prince William Board
of County Supervisors,
Brentsville Magisterial
District

Timothy McLaughlin

Alt. Commissioner

Chairman, Spotsylvania
Board of County
Supervisors, Chancellor
District

Alanna Mensing

Alt. Commissioner

Vice Mayor,
City of Manassas Park,
Council Member

Karen Mills

Alt. Commissioner

Prince William County
Alternate

Darryl Moore

Alt. Commissioner

City of Manassas Park,
Council Member

Jeanette Rishell

Vice Chair

City of Manassas Park,
Mayor

David Ross

Alt. Commissioner

Vice Chairman,
Spotsylvania Board of
County Supervisors,
Courtland District

Pamela Sebesky

Secretary

City of Manassas,
Vice Mayor

Kimberlee Short

Alt. Commissioner

Prince William County
Alternate

Ralph Smith

Alt. Commissioner

City of Manassas,
Council Member

Grant Sparks

Alt. Commissioner

Virginia Department
of Rail and Public
Transportation Alternate

Yesli Vega

Commissioner

Prince William Board
of County Supervisors,
Coles Magisterial District

Ann Wheeler

Alt. Commissioner

Prince William Board
of County Supervisors,
Chair At-Large

R. Pamela Yeung

Alt. Commissioner

Vice Chairman,
Stafford County Board
of Supervisors,
Garrisonville District



PRTC's Board of Commissioners meets on the first Thursday of each month (except August) at the:

OmniRide Transit Center

Second Floor

14700 Potomac Mills Road
Woodbridge, VA 22192

Leadership Team

OmniRide

Robert Schneider
Executive Director, OmniRide

Joe Stainsby
Chief Development Officer

Phil Parella, Jr.
Chief Financial Officer

Joyce Embrey
Director of Finance
& Administration

Althea Evans
Director of Marketing
& Communications

Byren Lloyd
Director of Safety
& Security

Doris Lookabill
Director of Facility &
Program Administration

Becky Merriner
Director of Human Resources

Perrin Palistrant
Director of Operations
and Operations Planning

Carl Roeser
Manager of Information
Technology

Christine Rodrigo
Executive Assistant/
Clerk to the Board

Keolis

Barbara Murdock
General Manager, Keolis

Carolyn Narh
AGM – Operations

Nick Bauer
IT Manager

Daniel Arnold
Keolis HR Manager

John Coburn
Quality Assurance Manager

Susan Pleau
Safety Manager

Scott Swink
Facility Manager



With special thanks
to our partners...



PRINCE WILLIAM
COUNTY

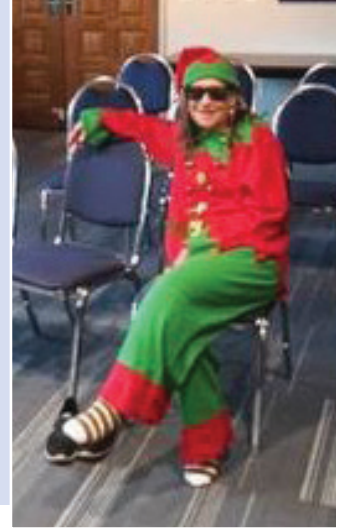


Federal Transit
Administration



In Memoriam of **Joan Martin-Morris**...

Sadly, this year, the OmniRide family said farewell to a valued and beloved staff member. Joan Martin-Morris served as the Manager of Customer service for almost 20 years. Her vibrant smile and quick wit continues to be missed.



Coming in 2023...

- First project of FY23—launch of Sunday service on Local eastern PWC and Prince William Metro Express routes.
- Launch OmniRide Connect Microtransit service to replace Manassas Park Local bus route
- New Express commuter services with the opening of I-66 Express Lanes and new western commuter lots

