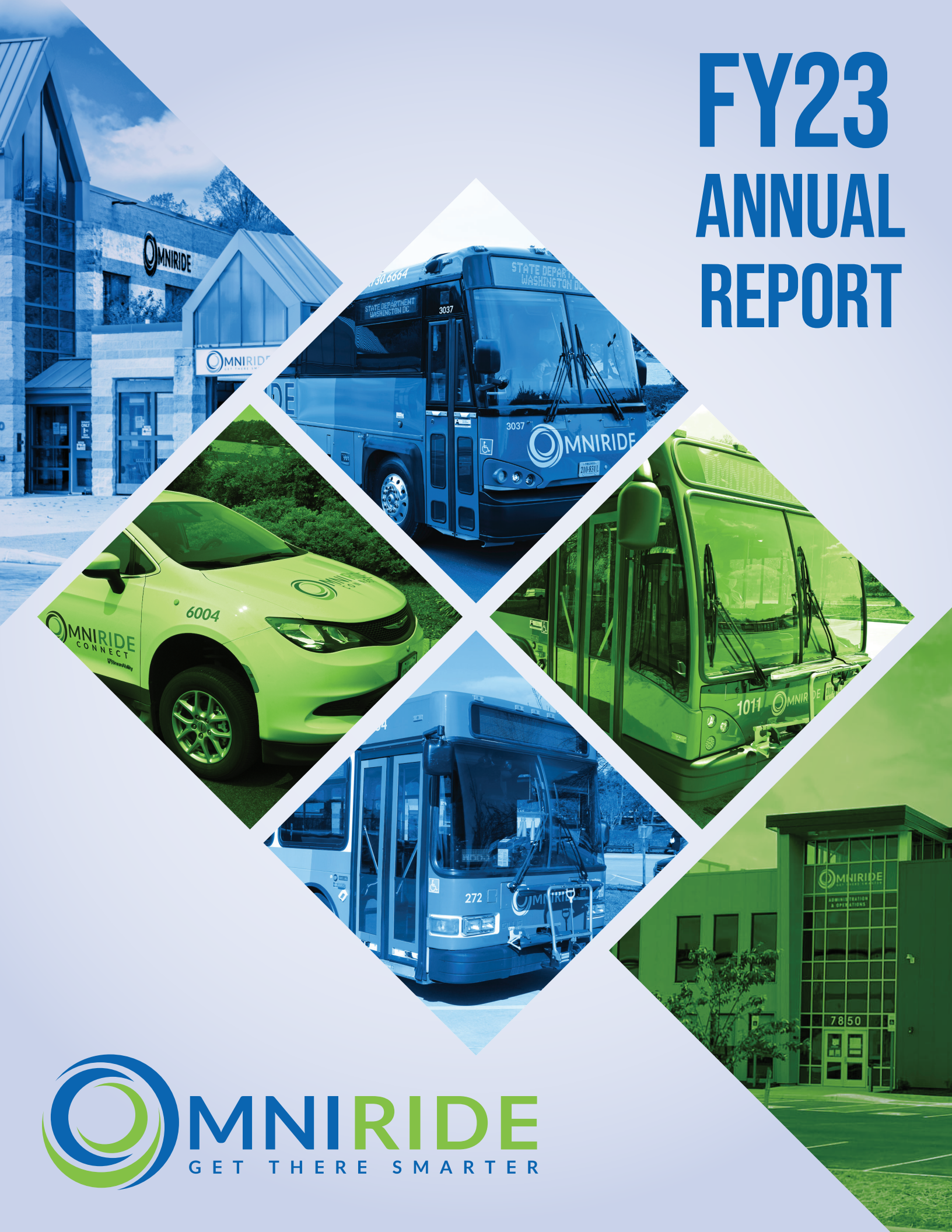


# FY23 ANNUAL REPORT



# A MESSAGE FROM PRTC'S CHAIRMAN AND EXECUTIVE DIRECTOR



Picture it: You're driving along a major thoroughfare in the Prince William County area – maybe on an OmniRide bus or maybe in your personal vehicle – when something catches your eye. Wait. Did you really just see that? Was that a public art installation on the street in the middle of the suburbs? Thanks to OmniRide's partnership with Keep Prince William Beautiful (KPWB), multiple OmniRide bus shelters now feature unique designs created by local artists. The artwork is helping to bring a sense of community to neighborhoods while also making the few minutes waiting for a bus to arrive a little more enjoyable.

And speaking of riding OmniRide buses through the greater Prince William area, they're now running on Sundays for the first time in our 37-year history in the eastern part of Prince William County and just started on Saturdays in Manassas and Manassas Park. Local ridership is booming, and weekend service is growing just as fast as on weekdays.

The Art in Transit bus shelter beautification project and Sunday service launch both resulted in awards for OmniRide in FY23. The Virginia Transit Association recognized OmniRide with the Excellence in Community Partnerships Award for the Art in Transit project, and with the Excellence in Marketing Award for OmniRide's promotion of new Sunday bus service. In addition, the Prince William Chamber of Commerce honored OmniRide with its 2023 Excellence in Business Award (11+ Employees). We don't do the work for accolades, but it's nice to be recognized.

To be honest, it was good to get some positive recognition because FY23 wasn't all rosy. Our contracted service provider, Keolis Transit America, struggled to fill vacant jobs and endured a bus operator strike; meanwhile, OmniRide Express buses missed far too many trips and had below average on-time performance. It was a frustrating time for our passengers, but we were grateful to be putting all those negatives behind us by the summer. We are back to our prior levels of excellence, and to the riders who endured the challenges and stuck with us we say, thank you for continuing to ride and for encouraging us to improve!

Now that those roadblocks are behind us, what highlights do we expect to be talking about in FY24?

- New express routes from Stafford and Spotsylvania are set to begin in December 2023;
- Microtransit, which has successfully operated in the Manassas area since December 2022, is up and running in the Dumfries-Triangle-Quantico area;
- New buses are arriving to keep modernizing our fleet;
- Our Zero Emission Bus study is in place to help guide us toward more environmentally friendly vehicles in the future; and
- Plans are underway to continue the Art in Transit partnership with KPWB, bringing more artwork to area bus shelters and continuing to give area artists highly visible venues for their talents.

So, the next time you see some eye-catching artwork in a bus shelter you can simply admire it and know it's our way of enhancing the community where we work and live.

**Victor Angry**  
*Chairman, Board of Commissioners*

**Bob Schneider**  
*Executive Director*



# 2023 OMNIRIDE SENIOR SUMMIT

OmniRide held our first Senior Summit in June at the Ferlazzo building in Woodbridge. Twenty-five community partners showcased their services and provided resources for more than 200 older adults, their families, and caregivers. The event included presentations by the Prince William County Police Department concerning safety and security; avoiding scams and fraud by AARP; community resources by the Prince William County Department of Social Services; and transportation information by Bluebird Tour Program and OmniRide. Additionally, there were presentations with information on caregiver support services and recreational activities. Both event partners and attendees remarked that it was one of the best such events they have attended.

The event was FREE and open to the public. OmniRide's Dumfries and Route 1 Local routes allowed passengers to alight and re-board immediately in front of the Ferlazzo building on the day of the event.



# OMNIRIDE CONNECT MICROTRANSIT NOW IN DUMFRIES/TRIANGLE AND QUANTICO

OmniRide Connect Microtransit service began operating in Manassas Park in December 2022 and in the Dumfries/Triangle and Quantico areas in May 2023. Instead of OmniRide's traditional bus service, riders are transported in vans that are dispatched upon demand. Upon request, a van picks up passengers at designated neighborhood or activity pick-up points and delivers them to their destination. Rides can be scheduled for same-day travel but cannot be scheduled days in advance.

OmniRide chose the Dumfries area to begin microtransit in the eastern service area as a way to fulfill unmet travel demands. Microtransit allows OmniRide to provide efficient and flexible service, as well as potentially better service frequency and expansion of the coverage area. In FY2023, OmniRide Connect provided a total of 2,172 rides.

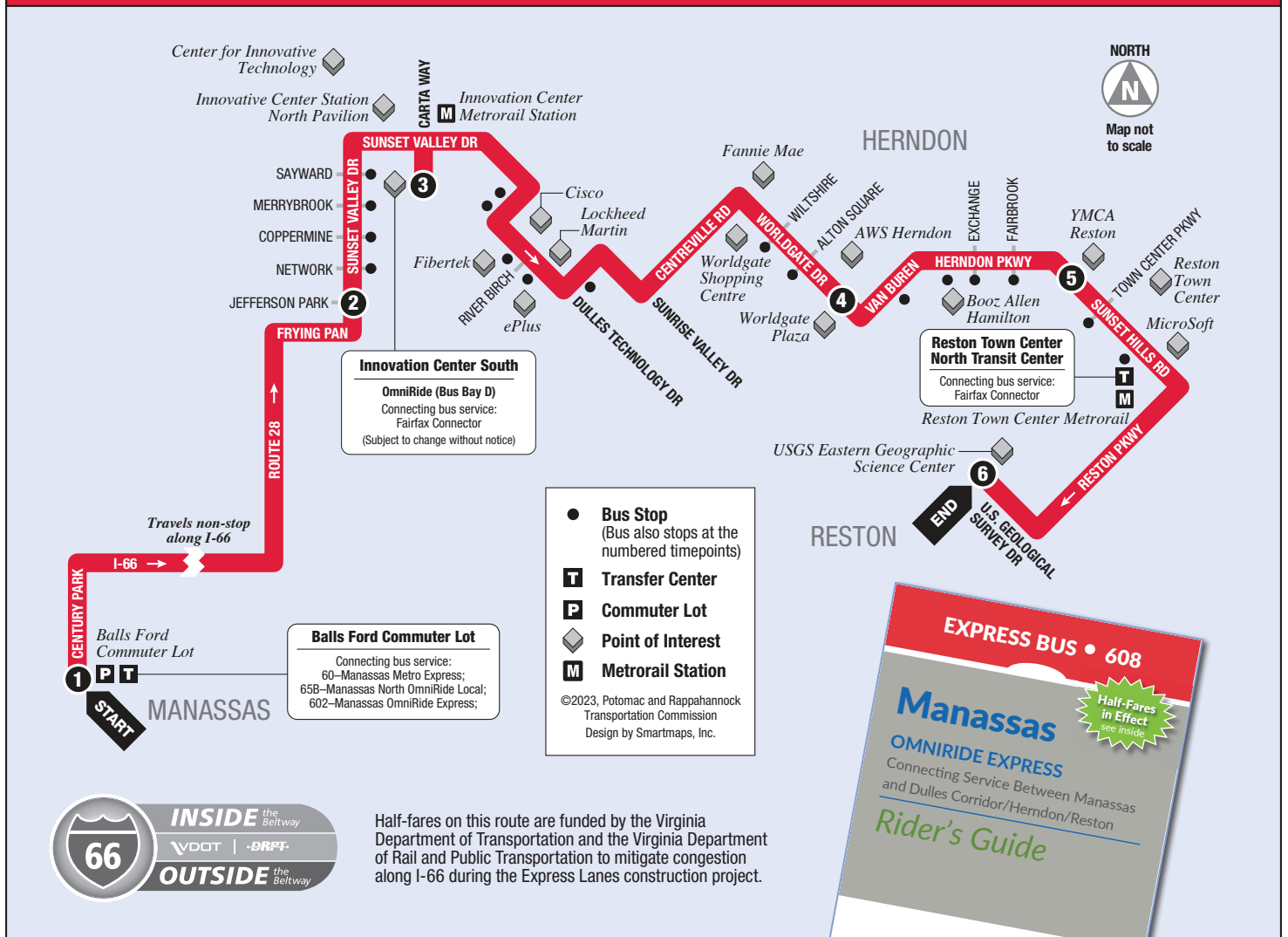




# NOW SERVING NEW PLACES!

OmniRide began offering Express commuter services on weekdays between the Balls Ford Road Commuter Lot and the Dulles Corridor, and Reston and Herndon areas. With the opening of the I-66 Express Lanes, this route offers passengers an economical, stress-free and faster ride than if they were driving alone. This DRPT grant-funded route includes such destinations as the United States Geological Survey, Lockheed Martin and Fannie Mae. Riders can transfer to Metrorail to connect to Dulles International Airport. All OmniRide Express routes that operate along I-66 operate half-fare, thanks to funding from Prince William County.

## Route 608 • Manassas Express • From Manassas to Dulles Corridor/Herndon/Reston



# NOW OFFERING SUNDAY SERVICE!

The riders asked and OmniRide delivered! Sunday service has historically been the number one requested local service option. In August 2022, OmniRide added Sunday service to our eastern Local and Prince William Metro Express routes – making Local service a seven-day-a-week operation. Riders expressed gratitude and excitement during outreach activities that preceded the start of Sunday service. In particular, one rider stated that he would now be able to apply for jobs that required working on Sunday. He said that OmniRide helped to expand his opportunities.

This expanded service gives residents the opportunity to enjoy weekend recreation, travel to work, or even attend church services. Riders can avoid dealing with local congestion on the way to destinations such as the mall, the movie theatre, grocery stores, and local parks. They can also take advantage of all that D.C. has to offer through the Prince William Metro Express, which offers an easy transfer to the Franconia-Springfield Metro Station.

Sunday service changed the weekend ridership profile dramatically. It even had a positive impact on Saturdays by virtue of increasing ridership for the entire weekend because of additional availability of service. In July 2022, the Local Saturday ridership was 1,016, compared to September 2022 Local Weekend (Saturday and Sunday) of 1,665 riders – an increase of over 60 percent. By July 2023 the ridership was up by 90 percent.





# FY23 OPERATING BUDGET

Description	Operating	Capital	Total
<b>Revenues</b>			
Passenger Revenue	7,316,100	-	7,316,100
Federal Grants	16,210,600	11,120,100	27,330,700
State Grants	15,322,700	13,619,900	28,942,600
Jurisdictional Subsidies	20,591,500	1,528,600	22,120,100
Other	271,800	-	271,800
<b>Total Revenues</b>	<b>59,712,700</b>	<b>26,268,600</b>	<b>85,981,300</b>
<b>Operating Expenses</b>			
Salaries	5,700,000	-	5,700,000
Fringe Benefits	2,408,100	-	2,408,100
Professional Services	2,715,000	-	2,715,000
Software Maintenance	920,700	-	920,700
Facility, Shelter, Equipment Maintenance	1,828,200	-	1,828,200
Bus Service Contract/Incentives	36,929,200	-	36,929,200
Advertising/Printing	815,400	-	815,400
Utilities and Communications	835,800	-	835,800
Other Services and Supplies	1,151,600	-	1,151,600
VanPool	1,416,000	-	1,416,000
Fuel	4,992,700	-	4,992,700
<b>Subtotal Operating Expenses</b>	<b>59,712,700</b>	<b>-</b>	<b>59,712,700</b>
<b>Capital Expenses</b>			
Bus Replacement	-	13,600,100	13,600,100
Bus Expansion	-	9,603,000	9,603,000
Bus Overhauls/Rehabs	-	184,400	184,400
Staff/Vanpool Vehicle	-	82,500	82,500
Bus Shelters	-	300,000	300,000
Software	-	60,900	60,900
Hardware	-	252,400	252,400
Furniture and Equipment	-	-	-
Facility Rehab/improvements	-	2,185,300	2,185,300
<b>Total Capital Expenses</b>	<b>-</b>	<b>26,268,600</b>	<b>26,268,600</b>
<b>Total Expenses</b>	<b>59,712,700</b>	<b>26,268,600</b>	<b>85,981,300</b>

## 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.

# FY23 FUNDING SOURCES



Sources of Fund	Fund %	Operating %	Capital %
Farebox	8.5%	12.3%	-
State Grants	33.7%	25.7%	51.8%
Federal Grants	31.8%	27.1%	42.3%
Jurisdictional Subsidies	25.7%	34.5%	5.8%
Others	0.3%	0.5%	-



## CARES Act

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

**FY23** \$12,301,811  
(Actual July '22 to June '23)

**Total: \$14,759,195**

The Coronavirus Aid, Relief, and Economic Security (CARES) Act funding and other supplemental federal funds offset the loss in passenger revenue and helped to reduce jurisdictional subsidies.



Jurisdictional Subsidy

## Fuel Tax

FY22 to FY23 Actuals\*

**FY22** ..... \$28,028,585

**FY23** ..... \$30,723,138

**Change: (\$2,694,553)**

\*Totals include spending from Prince William, Stafford, and Spotsylvania Counties and the Cities of Fredericksburg, Manassas, and Manassas Park.

## Farebox\*



Service	FY23 Actuals	FY22 Actuals	Change
OmniRide Express	3,770,932	3,491,805	279,127
OmniRide Local	2,787	2,596	191
<b>Totals</b>	<b>3,773,719</b>	<b>3,494,401</b>	<b>279,318</b>

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



# THE YEAR IN REVIEW





What a year it was! The launch of Sunday Local service, our Senior Summit and bus shelter beautification project helped us to better serve our riders. There were milestones and ribbon cuttings to celebrate. Our bus operators performed well at the State Bus Rodeo. We continued our community outreach, attending events for all ages and target audiences – continuing to position OmniRide as a vital community resource. A large, unanticipated construction project in the Transit Center bus yard challenged us to be creative and flexible with our service delivery.





# DIVERSITY, EQUITY AND INCLUSION

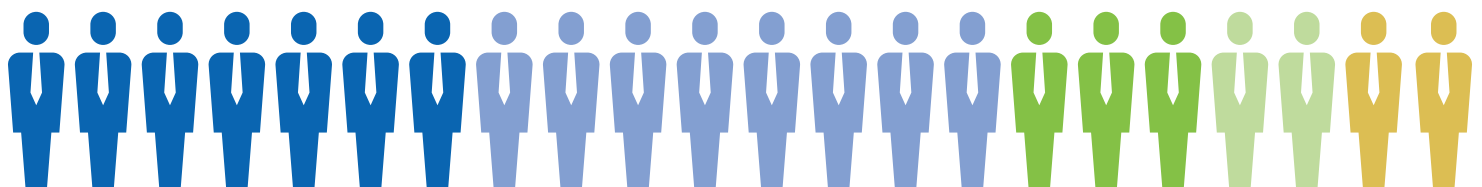
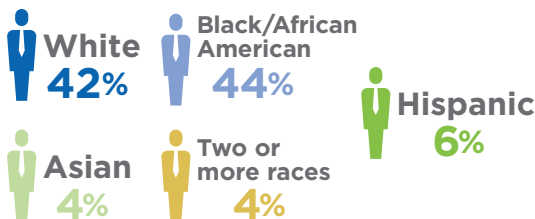
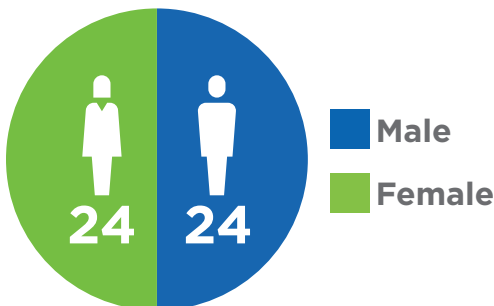
## THE WORK CONTINUES

Over the last fiscal year, a variety of training sessions and deep dive meetings were offered as learning opportunities and as ways to stay connected in our hybrid work environment. Work commenced to update our DEI Strategic Plan to realign priorities for the organization, using the existing strategic plan as a basis and guide to forge a three-year action plan. One of our goals going forward is to create a working relationship with our operations contractor Keolis Transit America's newly formed DEI group, to continue fostering a productive and harmonious workplace.

Some of the discussions and training sessions in FY2023 included:

- Interactive discussion on common phrases with negative genealogies
- Dr. Ayana Johnson presented “How to find joy in climate action” – discussing the intersection of climate change and its disproportionate effect on marginalized communities. This presentation was a partnership between the DEI working group and the OmniRide Green Team.
- Presentation by Meghan Stubbs of Didlake Inc. – a discussion on Autism in the workplace and helpful information on how to work with those who have autism. Presented in honor of “Autism Awareness Month”.
- Training session by Bruce Schutter using his book “Embrace Your Emotions Journal: Strengthen your Mental Health Resilience as you journey through the Full Spectrum of Emotions and become comfortable in the Experience!”
- 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



# A YEAR OF CHANGES AND CHALLENGES...



OmniRide was challenged by ridership in the last several years since the onset of the pandemic. The organization had to determine how to revive ridership in the midst of the continuing remote work environment while at the same time, right-sizing commuter service to ridership, creating new travel options and replacing underperforming routes. Additionally, OmniRide had to market new and adjusted services created in response to the shifting ridership patterns, and the nationwide operator shortage and a work stoppage by its own operators. Prior to the work stoppage, OmniRide was already experiencing a shortage of manpower that caused the agency to miss multiple trips each day, often without much notice to riders.

Even after the bus operators returned to work, OmniRide was still short-staffed due to the ongoing nationwide operator shortage and further operator attrition during the work stoppage. In addition, vehicle availability was also impacted by insufficient mechanics. In order to provide reliable service, OmniRide strategically returned routes to service when there was enough manpower to operate without missed trips. Keolis management deployed new tactics that stabilized the workforce and improved service reliability.

There were also a lot of changes at the OmniRide Transit Center facility. In April 2021, there was a failure in the storm water management system that caused a large sinkhole in the bus yard. As a result, the entire system had to be replaced in an extensive project that lasted from December 2022 through July 2023. Being more than 25 years old, the Transit Center was also due for a refresh. The entire facility was repainted and refurnished. To further improve safety, new lightning rods were installed, along with surge protectors at the electrical panels.





# OUR FOOTPRINT



## Northern VA & Washington, D.C.

### Western Side

### RESTON / HERNDON

### Eastern Side

### HAYMARKET / GAINESVILLE

### STAFFORD

**Pentagon**  
 DC-E GV-E  
 LR-E MC-E  
 MN-E ST-E

**Prince William Courthouse**  
 GV-E MN-E  
 MN-L MS-L

**OmniRide Transit Center**  
 DC-L DC-E  
 DF-L EW-E  
 WL-L P-ME

**Balls Ford Commuter Lot**  
 M-ME MN-E  
 MN-L

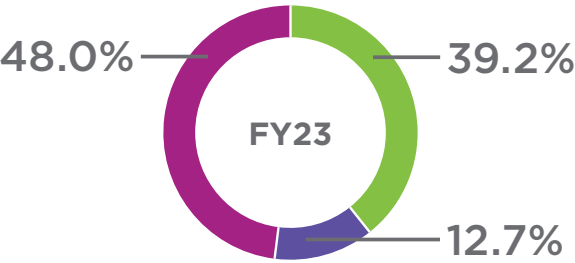
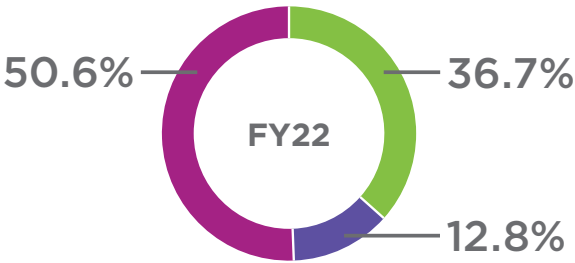
**Stafford**  
 Route 610 Staffordboro Commuter Lot P16  
 Woodstream Blvd.  
 Stafford Market Place  
 Stafford Marketplace  
 Walmart  
 North Stafford Plaza  
 Stafford Blvd.  
 Garrisonville Rd.  
 Stafford Davis Hwy

# OUR RIDERSHIP

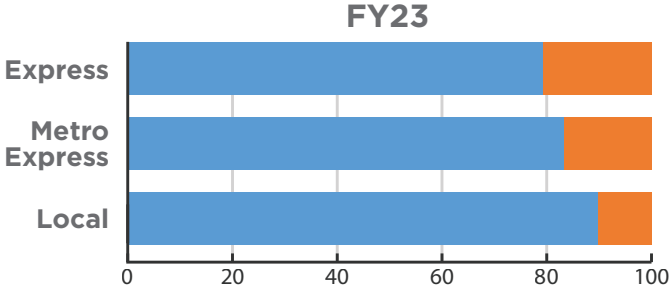
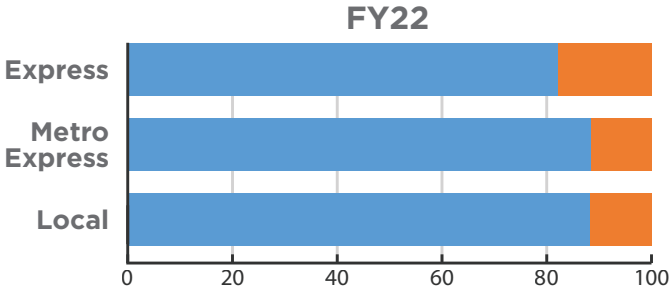
Service	Total		Weekday Avg.		Passengers Per Hr.	
	FY22	FY23	FY22	FY23	FY22	FY23
<b>Totals</b>	<b>1,220,283</b>	<b>1,579,026</b>	<b>4,876</b>	<b>6,153</b>	<b>8.0</b>	<b>11.3</b>
▶ OmniRide Express	615,859	756,385	2,524	3,285	9.2	13.5
▶ OmniRide Metro Express	155,255	200,509	604	720	7.9	9.9
▶ OmniRide Local	446,349	617,988	1,737	2,131	7.2	9.8
▶ OmniRide Access	2,820	4,144	11	16	0.7	1.1
<b>Express</b>	<b>615,859</b>	<b>756,385</b>	<b>2,524</b>	<b>3,285</b>	<b>9.2</b>	<b>13.5</b>
▶ East	505,913	599,146	2,073	2,602	10.4	14.6
▶ West	109,946	157,239	451	683	5.9	10.4
<b>Metro Express</b>	<b>155,255</b>	<b>200,509</b>	<b>604</b>	<b>720</b>	<b>7.9</b>	<b>9.9</b>
▶ East	137,346	167,075	534	589	9.5	12.4
▶ West	17,909	33,434	70	131	3.4	5.0
<b>Local</b>	<b>446,349</b>	<b>617,988</b>	<b>1,737</b>	<b>2,131</b>	<b>7.2</b>	<b>9.8</b>
▶ East	393,611	554,756	1,532	1,883	7.6	10.7
▶ West	52,738	63,298	205	248	5.2	5.6

## Percentage of Ridership:

BY SERVICE



BY SERVICE CORRIDOR



**LEGEND**

- OmniRide Express
- OmniRide Local
- OmniRide Metro Express
- East
- West



# OUR AWARDS

The Virginia Transit Association (VTA) honored OmniRide with the Outstanding Public Transportation Marketing Award for the agency's Sunday Service Campaign. OmniRide conducted a comprehensive outreach campaign to promote the addition of Sunday service. It was a low-cost, grass roots campaign targeted at current and prospective riders. VTA also recognized OmniRide employee Holly Morello with the Unsung Hero Award. Morello is the Program Director for OmniRide's Transportation Demand Management Program (TDM). She received the award based on leadership and teamwork, as well as her commitment to assisting local employers to develop and implement sustainable commuter benefits programs.

The Prince William Chamber of Commerce also recognized OmniRide with its Excellence in Business Award for OmniRide's Microtransit 360 Degrees Marketing Campaign, the Sunday Service Marketing Campaign, and our Transportation Demand Management (TDM) and Marketing teams outreach events. Additionally, the Chamber presented OmniRide with the Innovative Partnership Award for its Bus Shelter Beautification Project in partnership with Keep Prince William Beautiful.





# KEEPING PRINCE WILLIAM BEAUTIFUL

OmniRide and Keep Prince William Beautiful (KPWB)—along with Prince William County Neighborhood Services, Parks, Recreation & Tourism; Apple Federal Credit Union, and Amazon Web Services in Communities (AWS)—have partnered in a Bus Stop Beautification Project, which transforms designated bus shelters in Prince William County into canvases of public art designed by local artists. This is an annual project.

Each year, a selection of local bus shelter locations feature work by a different artist. Artists are selected through an open call for proposals by KPWB. Artists are encouraged to visit their selected shelter locations to see the neighborhood, surrounding community, and its cultural influences to inspire them to create their works.

Each artist receives a \$500 grant to create the artwork. So far seven shelters have been completed: three in Dumfries in 2023 with a theme of “Clean Communities, Clean Waterways” and four in Woodbridge and Manassas in 2022 with the theme “Environmental Stewardship.”



Dale Blvd. & Minnieville  
(in front of Giant shopping center)  
**Artist:** Amanda Griffith



Old Bridge Rd. and Antitam  
(across from Woodbridge High School)  
**Artist:** Tamao Nakayama



Prince William Pkwy at  
McCoart County Complex  
**Artist:** Sherry Bosarge



Sudley Rd. and Digges  
(in front of UVA Health  
Prince William Medical Center)  
**Artist:** Emily Thomson



Old Triangle and Steele  
**Artist:** Tamao Nakayama



Graham Park Drive  
**Artist:** Darien Taylor



Old Triangle and Kearsarge  
**Artist:** Amanda Brown



# LEADERSHIP TEAM

## OmniRide

### Robert Schneider

Executive Director,  
OmniRide

### Becky Merriner

Chief Administrative  
Officer

### Joe Stainsby

Chief Development  
Officer

### Phil Parella, Jr.

Chief Financial Officer

### Joyce Embrey

Director of Finance  
& Administration

### Althea Evans

Director of Marketing  
& Communications

### Bhupendra Kantha

Director of Financial  
Planning & Analysis

### Byren Lloyd

Director of Safety  
& Security

### Doris Lookabill

Director of Facilities

### Perrin Palistrant

Director of Planning &  
Service Delivery

### Carl Roeser

Manager of Information  
Technology

### Christine Rodrigo

Executive Assistant/  
Clerk to the Board

## Keolis

### Billy Wingfield

General Manager

### Nick Bauer

IT Manager

### David Brown

Interim Maintenance  
Manager

### Russell Carter

Operations Manager

### John Coburn

Assistant Maintenance  
Manager

### Inise Graden

HR Manager

### Omar Oliveros

Director of Performance &  
Operations

### Susan Pleau

Safety Manager/Facility  
Manager

### Scott Swink

Facility Manager



With special thanks  
to our partners...



# OUR 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**

Vice Chair, Prince  
William Board of County  
Supervisors, Occoquan  
Magisterial District

## **Meg Bohmke**

### **Alt. Commissioner**

Stafford County Board  
of Supervisors, Falmouth  
District

## **Bob Weir**

### **Alt. Commissioner**

Prince William Board  
of County Supervisors,  
Gainesville Magisterial  
District

## **Jennifer DeBruhl**

### **Commissioner**

Virginia Department  
of Rail and Public  
Transportation

## **Margaret Franklin**

### **Immediate Past Chair**

Prince William Board  
of County Supervisors,  
Woodbridge District

## **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

## **Lori Hayes**

### **Commissioner**

Spotsylvania County  
Board of Supervisors,  
Lee Hill District

## **Todd Horsley**

### **Alt. Commissioner**

Virginia Department  
of Rail and Public  
Transportation Alternate

## **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**

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**

### **Secretary**

City of Manassas Park,  
Mayor

## **David Ross**

### **Alt. Commissioner**

Chairman, Spotsylvania  
Board of County  
Supervisors,  
Courtland District

## **Pamela Sebesky**

### **Vice Chair**

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**

### **Alt. 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**

Chairman, Stafford  
County Board of  
Supervisors, Garrisonville  
District

## COMING IN 2024...

- **Saturday Service... in Manassas area**
- **New southern Express routes from Stafford and Spotsylvania**
- **Restructuring of local service in eastern Prince William County**



