
Condition of Existing Services and Future Trends Summary

August 2017

For the Greater Prince William area's growing and diverse population and business community, PRTC is the organization that delivers a multimodal transportation system, connecting the area's network of activity centers to one another and to the larger region in a way that makes our area the community of choice.

INTRODUCTION

This technical memorandum provides an overview of the condition of existing transit and transportation demand management (TDM) services that are offered or overseen by PRTC. In addition to feedback received from the public, the Executive Steering Committee, and other stakeholders, the analyses and key messages presented here will be critical in shaping the recommendations for Phase II of the Strategic Plan. This report is intended as an addendum to The Strategic Plan, as supplemental, more-detailed information.

The report is structured around two main sections: transit and TDM. Each section provides an overview of the current services, summarizes key messages, and provides more detailed analysis supporting those key messages.

TRANSIT

Analysis Overview

A detailed analysis of PRTC data was conducted regarding current and historical performance at both the system and route levels. Performance rarely comes down to a single factor and more often is explained through a combination of variables (schedule, service quality, transit subsidy policy, price of gasoline, employment rates, land use density, roadway congestion, etc.). To support the analysis, an examination of local peer systems was conducted using NTD data to validate trends. The sections that follow present an overview of PRTC's existing conditions and key messages derived from the analysis.

Existing Transit Services and Passenger Facilities

This section presents a summary of existing transit services operated by PRTC in the Prince William County area, which were discussed in more detail in the Phase I Report and Baseline Conditions Technical Memorandum. With its proximity to Washington, D.C., PRTC primarily provides commuter bus service (OmniRide) along the busy I-95 and I-66 corridors connecting to Metrorail and points north, and local bus services (OmniLink) in Prince William County and the cities of Manassas and Manassas Park. PRTC partners with the Northern Virginia Transportation Commission (NVTC) to oversee operation of the Virginia Railway Express (VRE) commuter rail service along the Manassas and Fredericksburg lines, connecting to transit providers at stations in Virginia and Washington, D.C.

OmniRide

OmniRide is PRTC's commuter bus service operating from eastern Prince William County and the Manassas area to destinations such as the Pentagon, Crystal City, the Rosslyn-Ballston corridor, downtown Washington D.C., Capitol Hill, the Washington Navy Yard, the Mark Center, and Tysons Corner. Buses operate only on weekdays on both the I-95 and I-66 corridors with service northbound in the mornings and southbound in the evenings. Most OmniRide routes also have midday service. There are currently six route groups operating in the I-95 corridor and two in the I-66 corridor. OmniRide buses serve designated park and ride lots near major thoroughfares, as discussed below.

Within OmniRide services, PRTC also operates Metro Direct routes all-day, which link destinations in Prince William County with the Tysons Corner and Franconia-Springfield Metrorail stations. In addition, the Cross-County Connector provides all-day service from Monday through Friday, connecting the PRTC Transit Center and the western part of Prince William County.

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OmniLink

OmniLink is PRTC's local, demand response/flex route bus service that operates in the more heavily populated areas of Prince William County, Manassas, and Manassas Park. Six routes currently operate on weekdays, of which the four in the eastern part of the county also operate on Saturdays.

While all six OmniLink routes have standard fixed routes with established bus stops, users can also call PRTC's customer service center to schedule off-route trips. The availability of the off-route service is limited to destinations no more than $\frac{3}{4}$ of a mile off the standard fixed route, and it is available to anyone in the community (not only individuals with disabilities).

Under the current service model, OmniLink qualifies as a demand responsive service based on the requirements set by the Americans with Disabilities Act (ADA) statute and regulations. As such, unlike traditional fixed route transit services (as defined under the ADA regulations), PRTC does not need to provide additional ADA-mandated, complementary paratransit service for people with disabilities who cannot, on account of their disabilities, use the fixed route system.

Other Area Services

There are several other transit services provided in the PRTC region. Most are designed to provide commuter service to the Washington, D.C. area and are identified below.

Virginia Railway Express (VRE): PRTC provides administrative services and shares policy level direction and financial decision making with the Northern Virginia Transportation Commission (NVTC) for the Virginia Railway Express (VRE), a commuter rail operator. VRE provides rail service on two lines, from Fredericksburg and from Manassas, to the Washington D.C. metropolitan area primarily during weekday peak periods. Within the PRTC boundaries, the Fredericksburg line serves the Spotsylvania, Fredericksburg, Brooke, Leeland Road, Quantico, Rippon, and Woodbridge stations, while the Manassas line serves the Broad Run, Manassas, and Manassas Park stations. A future station located in Prince William County, called Potomac Shores, is scheduled to open in 2018. Bus connections are possible at the Quantico, Woodbridge, Manassas, and Manassas Park stations. Surface and/or garage parking is available at all six stations in Prince William County, Manassas, and Manassas Park.

Amtrak: VRE offers the Amtrak-Cross Honor Agreement, which allows VRE passengers to also use the Amtrak trains listed on their schedule. Only VRE riders with valid Ten-Trip, Five-Day, Monthly, or VRE-TLC tickets accompanied by a Step-Up ticket are permitted on-board Amtrak trains. Amtrak stations in the county include Manassas, Woodbridge and Quantico.

Martz National Coach Works (NCW): Martz NCW provides commuter bus service from four park and ride lots along the I-95 corridor in Stafford County, Spotsylvania County and Fredericksburg to the central core of Washington, D.C. Martz NCW currently operates seven trips in the morning and six trips in the afternoon in the I-95 corridor. These trips pass through, but do not stop in, Prince William County.

Passenger Facilities

PRTC Transit Center: The PRTC Transit Center is located just south of Potomac Mills Mall in Woodbridge. The facility houses the administrative offices and a transit center. The Transit Center facility serves as the main transfer point for PRTC's customers and includes a public Customer Service desk, customer facilities, and dedicated route berthing locations. The transit center has park and ride lots on site.

Park and Ride Lots: There are currently over 9,800 parking spaces in approximately 40 park and ride lots in Prince William County, Manassas and Manassas Park, many of which are served by OmniRide or OmniLink routes. Most of the lots are owned and maintained by the Virginia Department of Transportation (VDOT). These lots provide convenient, well maintained and free parking lots in local neighborhoods throughout PRTC's service area. As a public service, many churches and retail outlets also designate sections of their parking lots for commuter parking.

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These lots also serve as meeting areas for vanpools and carpools. Lot utilization tends to be highest at the larger VDOT-owned and maintained lots, with some operating at or above capacity.

Analysis Findings

Key Messages

This section summarizes key messages of the analysis of transit existing conditions and trends. The sections that follow expand on these key messages and provide supporting data.

- Ridership is down significantly between FY11 and FY16 for both OmniRide and OmniLink. In the same timeframe, operating costs and revenue hours have increased, although each has plateaued in the last two fiscal years. As a result of these trends, cost per revenue hour has increased for the agency, while efficiency metrics like passengers per hour has decreased and cost per passenger have increased.
- An analysis of other agencies in the Metropolitan Washington Region reveal similar trends.
- Passenger survey data indicates two distinctive rider markets. OmniRide attracts older, high income workers traveling to jobs in the DC core. OmniLink attracts younger low-income people who are riding for a variety of reasons.
- Because of these different markets, reasons for ridership decline are varied and cannot be attributed to one specific factor. Rather a series of social, economic, and technological trends are contributing to the decline.
- Despite ridership decline, OmniRide also presents opportunities for growth on specific routes, such as Gainesville and Rosslyn/Ballston service.

Historical Performance Evaluation

An analysis of OmniRide and OmniLink historical performance between FY 2011 and FY 2016 was completed to gain an understanding of recent trends.¹ In this six-year timeframe, revenue hours and associated operating costs have gradually increased by 14% and 22%, respectively, although each has plateaued in the last two fiscal years. While revenue hours for OmniRide have increased 20%, OmniLink hours have increased only 4%. Operating cost increases, however, were similar for both OmniRide and OmniLink at 20% and 23%, respectively. These increases for OmniRide are due in part to State funded services associated with HOT lane construction on I-95 and I-395.

During the same timeframe, however, PRTC ridership has gradually declined by 16%. OmniRide is down 15% and OmniLink is down 18%. Possible reasons for this decrease are discussed in a later section.

¹ Source: PRTC Monthly Statistical Information System. Graphs and analysis based on Transtrack revenue hours.

Figure 1: PRTC Revenue Hours by Fiscal Year

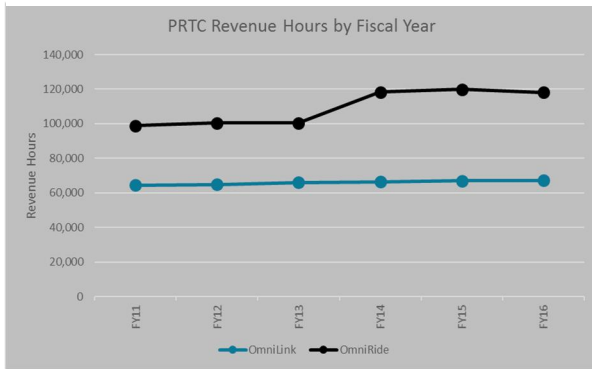


Figure 2: PRTC Operating Costs by Fiscal Year

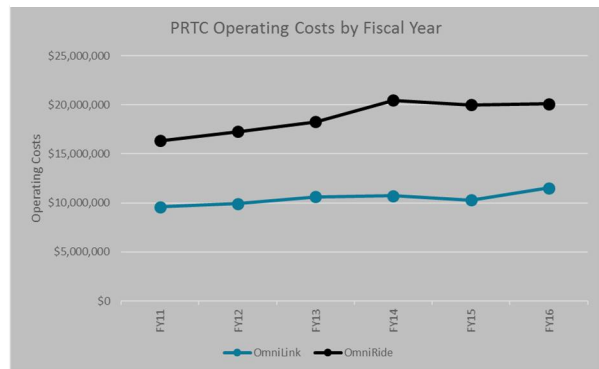
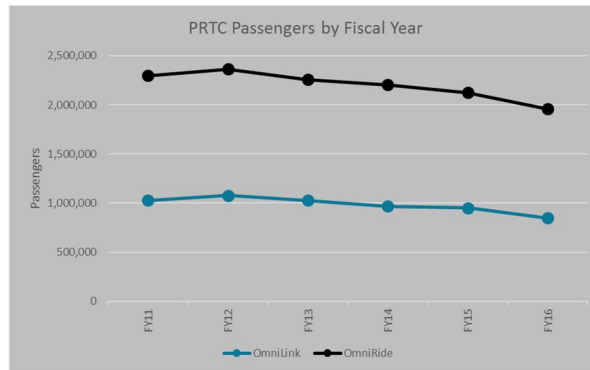


Figure 3: Passengers by Fiscal Year



Due to increases in service and costs but decreases in ridership, performance metrics have all trended in the wrong direction over the six-year period. Passengers per revenue hour is down by 26% systemwide, while cost per revenue hour and per trip are up by 7% and 45%, respectively. Of note is that OmniLink traditionally has had a cost per revenue hour less than OmniRide. However, in FY 2016 OmniLink cost per hour is slightly higher than OmniRide.

Figure 4: PRTC Cost per Revenue Hour by Fiscal Year

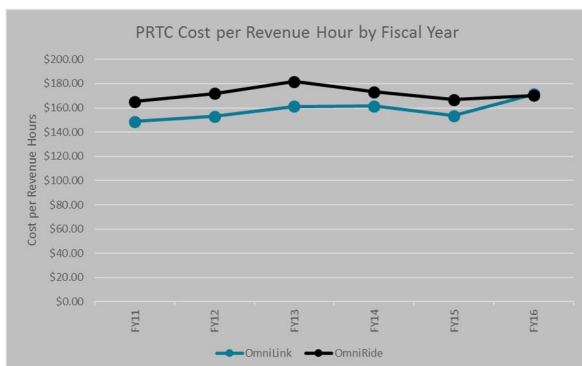
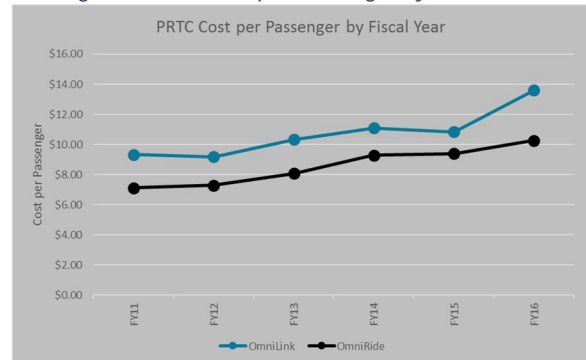
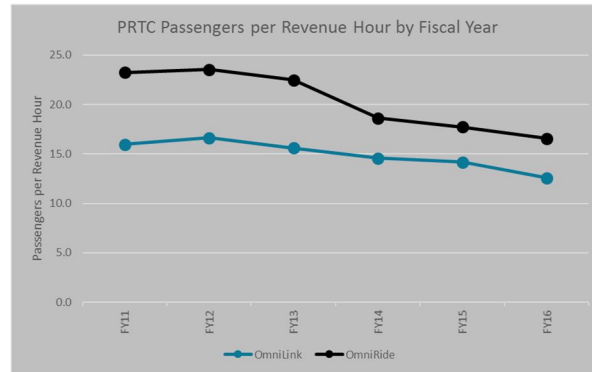


Figure 5: PRTC Cost per Passenger by Fiscal Year



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Figure 1: PRTC Passengers per Revenue Hour by Fiscal Year



Regional Transit System Comparisons

A comparison with other transit systems in the Metropolitan Washington Region was completed for the FY 2010 to FY 2015 period, as FY 2016 data is not yet available through the National Transit Database.² The goal was to assess whether other similar and nearby transit systems are experiencing the same trends in passenger trips, service levels, and performance metrics as PRTC. The five most similar peers to PRTC within the Metropolitan Washington Region were selected using a method developed through the Transit Cooperative Research Program (TCRP) in 2011 that uses service characteristics and urban area characteristics to calculate a likeness score.³ The five peers are:

- Alexandria Transit Company (DASH)
- Arlington Transit (ART)
- Fairfax Connector
- Loudoun County Transit
- Prince George’s County Transit (TheBus)

Of these, DASH is somewhat of an outlier, but is included given its proximity to Prince William County. The other four peers ranked in the top seven peers nationwide. It is important to note that no two systems are alike and the mix of bus services provided by PRTC is even more unusual than most. To achieve the most valid comparisons, PRTC’s statistics in the peer comparison include OmniRide and OmniLink, but not OmniMatch service.

In regards to the statistics for the peers, only commuter bus operations were included for Loudoun County Transit, because prior to FY 2014, local bus service in the county was operated by Virginia Regional Transit (VRT) and inclusion of it would skew the trend results. Also, it should be noted that two major transit investments in the region in 2014 had a significant effect on the six-year trends for ART (Metroway BRT service) and Fairfax Connector and Loudoun County Transit (Metrorail Silver Line), as additional service is now provided by these agencies to support these investments.

Finally, because OmniLink is considered demand responsive service that meets ADA requirements to provide paratransit, any demand response service provided by the peer agencies were included in the totals. This includes ADA paratransit service provided by TheBus in Prince George’s County and taxi voucher programs for senior citizens provided by DASH and ART. ADA paratransit service for DASH, ART and Loudoun County Transit is provided

² Source: National Transit Database (NTD)

³ Transit Cooperative Research Program (TCRP) Project G-11, “A Methodology for Performance Measurement and Peer Comparison in the Public Transportation Industry”

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through separate entities and is not reported here. Additionally, MetroAccess paratransit service provided by WMATA is also available in Alexandria, Arlington County, Fairfax County and Prince George's County.

To compare the trends experienced by PRTC's peers, the table below presents percentage changes from FY 2010 to FY 2015 using "heat-mapping" where greens indicate positive trends and reds indicate negative trends. The analysis reveals that PRTC's peers are all experiencing some of the same trends as PRTC.

Table 1: Percentage Changes from FY2010 to FY2015

Operator	Change, FY2010-15					
	Passenger Trips	Revenue Hours	Trips per Capita	Trips per Rev Hr	Operating Cost	Operating Cost per Trip
City of Alexandria	0%	15%	7%	-14%	25%	26%
Arlington County	40%	40%	36%	0%	34%	-4%
Fairfax County	1%	37%	-5%	-26%	40%	38%
Loudoun County	18%	28%	12%	-7%	32%	12%
Prince George's County	6%	12%	-12%	-5%	28%	20%
PRTC	-3%	9%	36%	-11%	29%	33%

The passenger trip trends are mixed, with PRTC's peers generally experiencing most gains compared with PRTC's modest 3% loss. All agencies have added revenue hours to their service, though PRTC added the least of any of its peers. A very positive trend for PRTC is its 36% growth in passenger trips per capita, particularly when compared to declines in this metric experienced by TheBus and Fairfax Connector. Trips per revenue hour and operating costs are trending in the wrong direction for all the agencies, though PRTC is by no means the worst off of its peers. As with passenger trip trends, operating cost per trip trends are mixed, with PRTC's performance being negatively impacted by its loss in ridership, though it fared better than its neighbor Fairfax Connector.

OmniLink's Flexible Delivery Concept

When the OmniLink service commenced in 1995, it was among the first services operated in this fashion in the United States. PRTC saw an opportunity to address two competing local transportation needs. General public demand appeared too low for conventional "fixed route/fixed schedule" transit, but it was thought that the combined general public and human service demand would yield sufficient demand for a system using a flexible service delivery concept known as "demand response/flex route" bus service. This flexible delivery model had the added virtue of complying with ADA requirements without the need for a costly separate complementary paratransit service. Stated more simply, a "demand response/flex route" bus service is ideally suited to an area with low development density, providing better accessibility than the traditional bus service model at lower cost.

The OmniLink service is structured to meet all of the ADA paratransit requirements through off-route trips within three-quarters of a mile of the "normal" route on a prearranged basis. It does so through the benefits of a technology rich system of Automated Vehicle Location (AVL) enhanced real-time scheduling and dispatching through PRTC's Call Center.

The variation in off-route trip-making on a day to day basis and the need for reasonably punctual departures from time-points are an intrinsic challenge for the OmniLink service, requiring periodic schedule revisions in an ongoing effort to strike an acceptable balance between providing time for off-route trips while seeking to improve on-time performance. Worsening traffic congestion and slowing travel speeds compound the challenge.

PRTC has pro-actively responded to these challenges, through close monitoring of OmniLink performance, periodic schedule revisions and a host of other measures to improve the off-route/on-time performance balance. Because continuing growth in traffic congestion and the associated slowing of travel speeds is the principal cause of the OmniLink performance challenges, it must be recognized and understood that adjustments buy only temporary relief before worsening traffic/speeds erodes the gains and necessitates still more compensating actions.

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Like most problems, solutions are constrained by available resources, but it would be a mistake to assume that another form of service delivery would lessen the problem. In fact, any other form of equivalent transportation service (i.e., conversion from demand response/flex route service to fixed route/fixed schedule service with a separate complementary paratransit system) would require more resources, not less.

PRTC Rider Markets

PRTC has two distinct markets:

- OmniRide attracts older, high income workers traveling to jobs in the D.C. core who drive to access the bus.
- OmniLink attracts younger low-income people who are riding for a variety of reasons and walk to access the bus.

This assessment is borne out by the results of PRTC’s passenger survey conducted in Spring 2013. The survey was designed to collect key data from PRTC transit riders. The chart below from the survey final report presents key descriptors of PRTC passengers.

Table 2: PRTC Average Rider Profile (Weighted Data)

OmniLink & Cross County		OmniRide		Metro Direct	
Demographic	Percent	Demographic	Percent	Demographic	Percent
Live in Prince William County	85.8	Live in Prince William County	89.7	Live in Prince William County	80.8
Male	52.3	Female	51.5	Male	54.2
18-34 years of age	56.0	35-54 years of age	55.0	35-54 years of age	45.6
Rides 5+ days a week	60.2	Rides 5 days a week	72.6	Rides 5 days a week	71.2
Using OmniLink 3+ years	48.6	Using OmniRide 3+ years	59.7	Using Metro Direct 1 month – 2 years	56.8
Employed – full-time or part-time	72.5	Employed – full-time or part-time	99.3	Employed – full-time or part-time	90.6
Does <i>not</i> have driver’s license	66.5	Has driver’s license	97.5	Has a driver’s license	73.0
Speak language other than English at home	39.4	Speak language other than English at home	15.5	Speak language other than English at home	35.6
Income less than \$35,000	72.3	Income greater than \$75,000	76.9	Income \$35,000 - \$99,999	45.1

Source: PRTC Spring 2013 On-board Survey Final Report

Assessment of Ridership Decline

As noted earlier, PRTC ridership has been gradually declining since FY 2011, after years of generally increasing ridership. Just as the OmniRide and OmniLink passenger has distinctive differences, so too are the reasons both services have seen ridership declines.

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OmniRide

Reasons for the 15% decline in OmniRide ridership over the last six years is complicated, making it difficult to reverse the downward trend. Historical influences on generally increasing OmniRide ridership have included the Federal transit benefit program, gas prices, time savings, travel options and stress reduction. In recent years, however, the decline in ridership may be attributed to a combination of factors, including:

- Low gas prices;
- Impact on travel choices of Express Lanes on I-95 and the Beltway;
- Growth of teleworking and alternative work schedules;
- Reductions in the number of federal employees due to sequestration;
- Changes in employment locations associated with BRAC and
- Recent safety issues with the WMATA Metrorail system.

Despite the declines in ridership, it should, however, be noted that most of the OmniRide routes continue to experience overcrowding. PRTC has always made it a high priority to address overcrowding on the OmniRide routes, as passengers standing on the buses while traveling on the interstate is a serious safety concern, as well as a service quality issue. The fact that overcrowding still exists despite ridership declines indicates that additional service is needed to address the issue.

OmniLink

Reasons for the 18% decline in OmniLink ridership over the same time period is likely a result of low gas prices, fare increases, the price and availability of used cars, and the introduction of Uber/Lyft ride-hailing services. OmniLink has also seen a reduction of service quality in recent years.

While revenue hours increased 4% over the six-year time period, this is not enough to cover the impacts of traffic congestion and new development along OmniLink routes. The routes are covering the same or larger service footprint with a similar number of revenue hours. The result is a widening of headways in order to control costs as well as on-time performance issues. During the 2013 passenger survey, between 20 and 25 percent of OmniLink riders reported a pick up or drop off as being late.

While the service changes and cuts to OmniLink route may seem incrementally small, the reduction in service quality is translating into a loss of discretionary ridership. It is even encouraging some riders that are transit dependent to seek other travel modes.

Opportunities

Despite ridership decline, OmniRide also presents opportunities for growth. An efficiency analysis was conducted of OmniRide routes to consider ranking of both overall ridership and efficiency metrics.⁴ The Gainesville and Rosslyn/Ballston routes have the highest difference between efficiency rank and ridership rank, which could be an opportunity to add additional trips with more riders.

⁴ Riders per revenue hour, riders per revenue mile and riders per trip

Table 3: Results of Efficiency Analysis

Route Code	Route Name	Ridership Rank	Efficiency Rank	Difference	Efficiency
G	Gainesville	6	1.3	(4.7)	efficient
R	Rosslyn/Ballston	10	2.7	(7.3)	efficient
L200	Lake Ridge-Pentagon	7	4.0	(3.0)	
D100	Dale City-Washington	1	4.3	3.3	
D300	Dale City-Navy Yard	5	5.7	0.7	
MC100	Montclair-Washington	3	6.3	3.3	
L100	Lake Ridge-Washington	2	7.0	5.0	inefficient
MC200	Montclair-Pentagon	8	7.3	(0.7)	
D200	Dale City-Pentagon	9	7.7	(1.3)	
M	Manassas	4	9.0	5.0	inefficient
RS	South Route 1	11	10.7	(0.3)	
DL	Dale City-Lake Ridge	13	12.0	(1.0)	
DLX	Dale City-Lake Ridge Shuttle	15	13.7	(1.3)	
T	Tysons Corner	12	14.0	2.0	
D400	Dale City-Mark Center	14	14.3	0.3	
L300	Lake Ridge-Mark Center	16	16.0	0.0	

TDM

Analysis Overview

An analysis of TDM services that PRTC offers, and is a partner in offering, was conducted to understand existing conditions and identify opportunities for improvement and growth. The analysis looked at services offered to commuters, partnerships with regional entities, information dissemination strategies, employer and county resident outreach efforts. To support the analysis, an examination of local peer systems was conducted as well. The sections that follow present an overview of PRTC’s existing conditions and key messages derived from the analysis.

Existing Transportation Demand Management (TDM) Services

OmniMatch

Prince William County was one of the first local government members of the Metropolitan Washington Council of Governments’ (MWCOC) Commuter Connections program, which was then known as the RideFinders Network. In 1991 the OmniMatch program was created and all TDM responsibilities were transferred from Prince William County’s Public Works Department to PRTC. Today, PRTC provides commuter bus, local bus, and TDM services to Prince William County and the cities of Manassas and Manassas Park. As of 2015, OmniMatch’s 330 square-mile service area is home to over 451,721 residents and 225,994 jobs. The mean travel time to work for workers age 16 years or older from 2011 – 2015 was 39.6 minutes.⁵

The OmniMatch program has historically focused on providing ridematching services and individualized trip planning for area residents commuting into Northern Virginia and Washington, D.C. Beginning in 2002, PRTC began expanding the OmniMatch program to offer a broader, more holistic package of TDM services. Today, OmniMatch remains an active member of Commuter Connections and offers residents and employers a range of

⁵ US Census

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commuter and travel information, trip planning and ridesharing services such as carpooling and vanpooling. PRTC's partnership with NVTC, the George Washington Regional Commission (GWRC), and the Virginia Department of Rail and Public Transportation (DRPT) in supporting vanpooling and NTD reporting across the region are described in the Vanpool Alliance section below.

DRPT is OmniMatch's primary funding agency and a partner in service delivery. PRTC is OmniMatch's governing agency, as well as one of its funding providers. OmniMatch benefits from the joint marketing and services it receives as a program of PRTC, while PRTC benefits from increased awareness of transit options and expanded customer services such as trip planning and Guaranteed Ride Home program promotion through OmniMatch.

PRTC staff actively promotes all PRTC services, including OmniMatch's, through an ongoing employer outreach program across Prince William County. Branded as "Omni SmartCommute," this service helps Prince William County employers create and expand commuter benefit programs to help their employees reduce commute related stress and save money. For employers, the Omni SmartCommute program helps to expand sustainability initiatives and provides them with valuable workforce recruitment and retention tools. Omni SmartCommute is a free service available to all businesses in Prince William County, Manassas and Manassas Park. Omni SmartCommute program services are described in greater detail in a later section.

Collaboration with Regional Partners

Commuter Connections

Commuter Connections is a regional network of transportation organizations coordinated by the Metropolitan Washington Council of Governments. If you live or work in the Metropolitan Washington Region, Commuter Connections can provide you with information on all your commute options, so you can make a smart choice about how you travel to work. Commuter Connections also helps employers establish commuting benefits and assistance programs, including telework/telecommute programs, for their employees. The services provided by Commuter Connections include carpool/vanpool matching, transit route and schedule information, a regional Guaranteed Ride Home program, bicycle to work information, park-and-ride lot and HOV lane information, telecommute/telework program assistance, commuter information kiosks, commuter information services through the Commuter Connections internet site, and employer services. All services are provided free to the public and the region's employers.

Commuter Connections provides and maintains the regional ridematching database used by its regional partners, including PRTC, and promotes alternative commute modes through region-wide advertising, including roadside signs found throughout Prince William County. To facilitate enrollments, OmniMatch offers both their "OmniMatch Request Form" as well as a link to the Commuter Connections enrollment form on their website. Commuters can also call an OmniMatch representative at any time Mondays through Fridays from 8:30 AM to 5:00 PM to enroll over the phone.

In addition to her work with Commuter Connections, PRTC's TDM Program Manager, Holly Morello, is also actively involved in the Chesapeake Chapter of the Association for Commuter Transportation (ACT). All members of ACT become members of a local chapter if they live in an area where one of the twelve chapters is established. Chapters are formed to carry out the aims and purposes of ACT on a local or regional basis. Each chapter publishes a newsletter for its members, holds regional meetings and net conferences, conducts seminars or workshops designed to enhance professional development, and keeps members up-to-date on state and local issues affecting the industry. Chapters target their services and programs for their membership territory. Chapters also provide their members with excellent networking opportunities allowing them to share information and to make new contacts. In her capacity as membership chair of the Chesapeake Chapter, Holly helps to grow the chapter and educate new members.

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Guaranteed Ride Home Program

PRTC and OmniMatch offer their customers Guaranteed Ride Home program (GRH) services provided through Commuter Connections. Commuters who are registered in the Commuter Connections GRH program and who regularly (twice a week) carpool, vanpool, bike, walk or take transit to work are eligible to receive a free and reliable ride home when one of life's unexpected emergencies arise. Commuters may take advantage of GRH up to four times per year to get home for unexpected emergencies such as a personal illness or a sick child. GRH can also be used for unscheduled overtime when your employer mandates that you must stay late. GRH is designed to rescue commuters who are worried about how they will get home when an emergency arises. Knowing there is a guaranteed ride home allows one to use commuting options like carpools, vanpools and transit with peace of mind and confidence. To apply and participate in the Commuter Connections GRH program, you must also be registered and have an account with the Commuter Connections.

Vanpool Alliance Program

The Vanpool Alliance is a public-private partnership between PRTC, GWRC, NVTC, DRPT and a number of regional and national vanpool program operators. The program is administered by two full-time PRTC employees. Vanpool Alliance was created in 2013 to enhance commuter travel options through vanpooling, reduce traffic congestion, and improve air quality in the region.

New and existing vanpools that originate from, travel through, or terminate within the Northern Virginia Region are eligible to enroll in the Vanpool Alliance program. Each month, participating vanpools report important vehicle and passenger commuting information that is ultimately reported to the Federal Transit Administration (FTA). FTA provides financial and technical assistance to local public transit systems such as PRTC, including buses, subways, light rail, commuter rail, trolleys, bus rapid transit, vanpools and ferries. In return for reporting their vanpooling data to the Vanpool Alliance, program participants receive support in marketing their program, help with maintaining drivers and ridership, and receive \$200/month per vanpool for their involvement and vanpool data reporting.

Analysis Findings

Key Messages

This section summarizes key messages of the analysis of transportation demand management data and trends. The sections that follow expand on these key messages and provide supporting data.

- PRTC and Prince William County are successfully leveraging partnerships such as the regional Commuter Connections' ridematching services, in which approximately 1,500 Prince William County residents are registered.
- Vanpooling has experienced recent success for commuters and for PRTC with the implementation of the Vanpool Alliance and other programs, which provide incentives to the user and generate revenue for the operators.
- The 2015 Statewide travel survey indicates that Prince William County area residents are actively seeking out ways to use alternative modes to driving alone and are becoming more satisfied with their commutes.
- The Omni SmartCommute employer services program is an ongoing outreach initiative that bolsters PRTC's relationship with the local business community.
- More and more people access information on the web using mobile devices such as smart phones. Commuter information available on the PRTC website will reach a larger audience by optimizing it for mobile use.

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Use of Regional Commuter Connections Services

The Commuter Connections regional network of transportation organizations includes commuter assistance programs in Maryland, the District of Columbia and northern Virginia. In addition to PRTC's OmniMatch program, the Northern Virginia commuter assistance program partners include:

- Arlington County Commuter Services (ACCS)
- The City of Alexandria
- Dulles Area Transportation Association (DATA)
- Fairfax County RideSources
- Fort Belvoir Share A Ride
- LINK (funded by the Reston Town Center Association)
- Loudoun County Commuter Services
- GW RideConnect
- Northern Neck Rideshare
- Rappahannock Rapidan Regional Commission's Commuter Services
- RideSmart (Winchester; Clarke, Frederick, Page, Shenandoah, and Warren counties)

In addition to operating and maintaining the region's ridematching database, Commuter Connections collaborates with the regional network of commuter assistance programs to engage in employer services programs. Commuter Connections offers important information to employers so that organizations can offer the most appropriate commuter solutions to their employees, including:

- On-site transportation assessments
- Confidential employee commute surveys
- Mapping of employee residence patterns

The Commuter Connections ridematching database is populated by "active" program participants who have applied, reapplied, updated their information (e.g. work address, work hours, contact information, etc.) or otherwise interacted with the site during the last twelve months. To ensure the Commuter Connections ridematching database is current, after receiving notification from the system administrator, inactive accounts are purged after twelve months of inactivity.

In FY 2015, there were a total of 27,149 active registrants across the region. In part because of low fuel prices, the total number of registrants in the Commuter Connections database declined by 7.92% in FY 2016 to 24,997. The number of active Prince William County residents registered in the Commuter Connections database mirrored this trend. In FY 2015, a total of 1,543 Prince William County residents were registered in the Commuter Connections.

In 2016, there were 1,649 registered GRH program participants in Prince William County. In 2015, 535 registered GRH program participants used the service to commute home to Prince William County. In 2016, GRH program participation increased by 4.67% to 560 rides home. These GRH program services are free to the end users and were provided at no direct cost to Prince William County.

Growth of Vanpooling in the Region

A vanpool is a group of seven to fifteen commuters traveling to and from work together in a "commuter highway vehicle;" a minivan, SUV, crossover or full-sized van with a seating capacity of seven to fifteen. Vanpools are driven by a volunteer from the group who typically commutes for free in exchange for accepting responsibility as the

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vanpool group's primary driver. The rest of the participants share the costs associated with vanpooling equally. The Northern Virginia area is served by many regional vanpool service providers that operate fleets of vanpool vehicles ranging in size from one to sixty vehicles. Additionally, national vanpool service providers vRide and Rideshare by Enterprise also operate in Northern Virginia. This panoply of vanpool providers typically offers a full turnkey service which includes the vanpool vehicle, commercial auto insurance, all maintenance and repairs, back-up vehicles, registration and licensing. Almost all vanpool service providers offer their services with no long-term commitment allowing commuters to use the service on a month-to-month basis. PRTC's OmniMatch team helps interested commuters to get matched into existing vanpools or to organize and start new vanpools.

PRTC also manages funding for the VanStart and VanSave programs. The VanStart program provides financial assistance on a temporary basis to new vanpools starting to build ridership. The VanSave program helps existing vanpools experiencing a loss of ridership that threatens the survival of the vanpool arrangement. Prince William County residents can also take advantage of the Personal Property Tax Relief program for vanpools.

Omni SmartCommute also assists employers in Prince William County to identify employees within their companies that are good candidates to vanpool and helps these individuals find colleagues with whom they might carpool or vanpool. Omni SmartCommute helps employers and their workforces to tap into the ridesharing programs run by OmniMatch, Commuter Connections, and others to find commuters with similar origin and destination points looking to share rides to work.

Employees who use qualified public transportation to commute to work, including VRE, OmniRide, OmniLink, Metrobus and vanpools, are eligible to set aside up to \$255 of their salary on a pre-tax basis each month for their commuting costs. Employers can also provide up to \$255 per month directly to employees as a tax-free commuter benefit. Most federal and state agencies offer up to the maximum commuter benefit to their employees that commute using qualified public transportation, including vanpools. A recent DRPT-commissioned survey of vanpool drivers, primarily from Northern Virginia, found the average number of riders in all vanpools surveyed is eight and the average number of riders who receive commuter benefits is six, or 75% of the riders. The prevalence of vanpool riders receiving commuter benefits makes this cost-effective alternative to driving alone even more attractive and helps to stimulate the growth of vanpooling in the region.

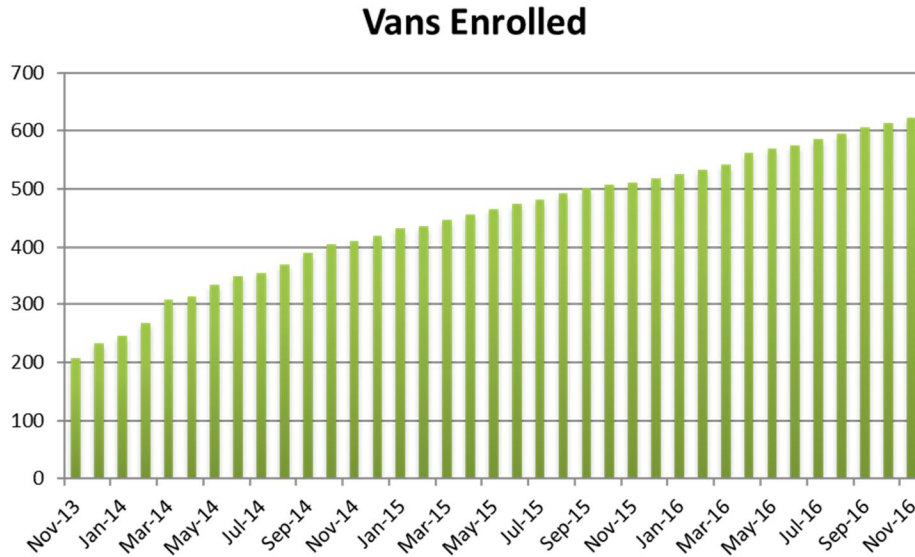
Vanpooling is a great way to serve employers in Prince William County that are not well served by PRTC's fixed-route public transportation. Especially for these isolated employment sites, promoting vanpooling to employees with long commutes, is a great way to expand the reach of PRTC's "transit system." Indeed, most of PRTC's peer organizations take more "ownership" of the vanpools operating in their respective service areas. For example, GRTC/RideFinders in Richmond cobrands the 144 vanpool vehicles operating within their service area as "R-VANS" and actively promotes these vanpools on their website.

Vanpool Enrollment with the Vanpool Alliance

As the Vanpool Alliance enrolls more new and existing vanpools into their program, the total amount of NTD reporting remitted to the FTA also increases. This additional NTD reporting bolsters future earned federal formula funds for PRTC. With this goal in mind, the Vanpool Alliance continues to actively promote and grow the vanpool program through their ongoing marketing efforts and, more recently, by targeting the high-potential I-66 corridor. The program has over 600 enrolled vans and more than 500 of those vans now report their data monthly. Many of these vanpools were already in operation, especially along the I-95 corridor, and have enrolled with the Vanpool Alliance and initiated NTD reporting.

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Figure 2: Number of Vans Enrolled in the Vanpool Alliance Program



While Prince William County is more of a pass through for many of the 622 vanpools enrolled in the Vanpool Alliance program, there are 69 vanpools originating from the county and two vanpools that are destined to the county. In total 467 commuters vanpool from Prince William County every day and 16 commute to Prince William County in vanpools. The Vanpool Alliance program is healthy and has exceeded its enrollment goals. The Vanpool Alliance reports 97 vanpool groups joined and started reporting their NTD data in 2015 and 91 vanpool groups joined in 2016 and started reporting their NTD data. Many of these vanpools travel through Prince William County and earn federal formula funds for PRTC. In total, there are 7,493 commuters registered with the Vanpool Alliance program as either active vanpool riders or actively seeking to join a vanpool, making the Vanpool Alliance program the largest of its kind in Virginia. In comparison, there are currently 144 vanpools in operation and reporting NTD data in the RideFinders service area in the Richmond region and about 60 in operation and reporting NTD data in the TRAFFIX service area in Hampton Roads.

Simply helping to keep the existing 622 vanpools' ridership at sustainable levels is a substantial undertaking. In FY 2017, the Vanpool Alliance program will administer several elements of the I-66 Outside the Beltway Transportation Management Plan. These responsibilities include managing incentive programs to help start new vanpools and sustain existing vanpools as well as promote vanpooling throughout the I-66 catchment area during construction.

DRPT's VanpoolVA! Program is offering grants for increased regional marketing assistance, vanpool incentive programs such as "Van Start" and "Van Save," and other tactics to help grow and sustain vanpooling across Virginia. The Vanpool Alliance and OmniMatch are exploring this new DRPT program. It should be noted that even with significant new efforts to promote vanpooling in the region, the Vanpool Alliance program is unlikely to experience the robust growth it has enjoyed since late 2013 as the vast majority of the 622 vanpools now in the program were already in operation. Like so many transit operations across Virginia, low gas prices have contributed to a slow growth of new vanpools in operation in the Commonwealth.

The Vanpool Alliance program is consistently reporting about 120,000 passenger trips per month (See Figure below).

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Figure 3: Vanpool Passenger Trips per Month



Fully unencumbered net program earnings (the gross program earnings less the program expenses) will be realized by FY 2019. Projected FY 2020 earned funds are conservatively estimated in part because of potential changes to federal funding formulas and the anticipated plateauing of enrollment of new vanpools into the Vanpool Alliance program. The circled column in the figure below shows PRTC's anticipated net earnings for FY 2018 - FY 2020.

Figure 4 PRTC's Anticipated Net Earnings

	earned funds	cost	earned above cost	total local to be repaid	net earnings	NVTC	PRTC	GWRC
FY17	\$1,805,000.00	\$1,360,299.96	\$444,700.05	\$741,650.00				
FY18	\$4,729,021.00	\$1,629,800.00	\$3,099,221.00	\$296,949.96	\$2,802,271.05	\$1,401,135.52	\$997,517.72	\$700,567.76
FY19	\$5,766,768.00	\$1,635,794.00	\$4,130,974.00		\$4,130,974.00	\$2,065,487.00	\$1,032,743.50	\$1,032,743.50
FY20	\$6,000,000.00	\$1,641,967.82	\$4,358,032.18		\$4,358,032.18	\$2,179,016.09	\$1,089,508.05	\$1,089,508.05

It is important to restate that none of the 622 vanpools enrolled in the Vanpool Alliance program are owned or operated by PRTC which means they are very efficient in generating additional formula funds for PRTC from the FTA. These efficiencies include:

- Unlike most other forms of public transportation, vanpools are operated by a "Volunteer Driver/Coordinator" who typically receives nothing more than a free or discounted commute in exchange for assuming the primary driving responsibilities. Thus, the labor costs associated with vanpool programs are substantially lower than traditional transit services.
- Third-party providers such as vRide, Rideshare by Enterprise, Commuter Express and ABS Vans, provide full turnkey services that include not only the vehicles but insurance, all maintenance and repairs, back-up vans and all registration and licensing. Without vehicle assets or the burden of efficiently managing the

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vanpool vehicles, these programs' lower operating costs and very efficiently generate additional federal formula funding for PRTC.

- Vanpools tend to operate at or near full capacity as participants pay monthly rather than for individual rides. With a financial incentive to ride as frequently as possible inherent in the vanpool model, vanpools generate as many as fifteen passenger miles for every actual mile of travel.
- The typical vanpool travels about 98 roundtrip miles per day, originating from a staging area such as a park and ride lot and traveling, normally non-stop, to the work destination. The vanpools generate a substantial amount of vehicle and passenger miles traveled every working day.

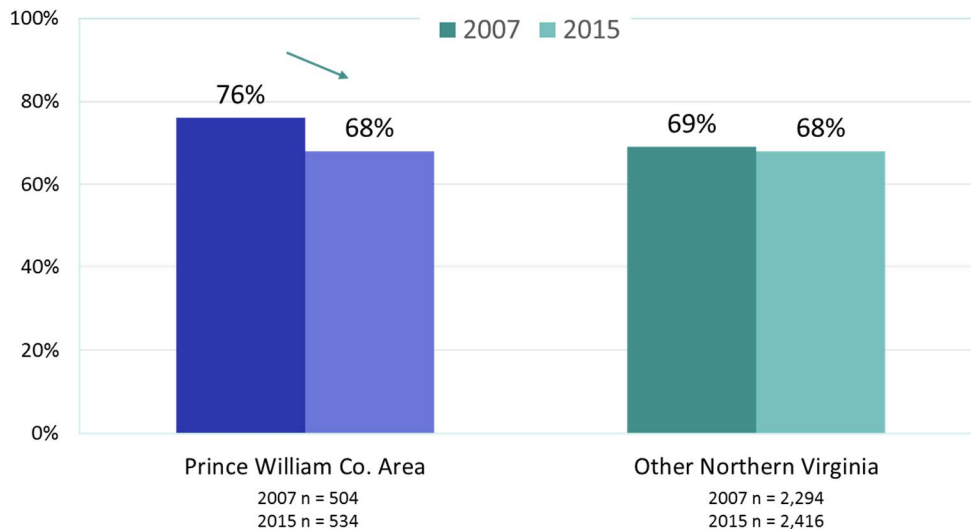
Findings from DRPT's 2015 Statewide Travel Study for Prince William County

Many of the findings from the 2015 Statewide Travel study are relevant to TDM strategies. Key findings from this comprehensive study could be used to help position the OmniMatch program as a more visible element of the overall PRTC program and a "one stop shop" for commuter assistance. Positive trends to showcase in promoting OmniMatch's impact include:

- Drive alone rate in PWC has significantly decreased from 2007-2015 from 76% to 68% (See figure below)
- Teleworking has increased significantly and there is potential for 44,000 more teleworkers (current non-teleworkers who are interested and whose job responsibilities allow telework).
- Alternate mode commuters in PWC are significantly more satisfied with their work trip than those who drive alone.
- Awareness of PRTC OmniMatch has risen significantly since 2007, reaching almost 60%. Contact rates with OmniMatch have risen as well.

Figure 5: Results of the 2015 Statewide Travel Study for Prince William County

PWC Area's Reduction in Driving Alone Outperformed the Other Northern Virginia Rideshare Markets



Percentages report proportion of "drive alone" commuters in each home region.
 2007 Telephone Q15. Now thinking about LAST week, how did you get to work each day?
 2015 Telephone Q15. Now thinking about LAST week, how did you get to work each day?

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Commuter Information Websites and Mobile Applications

This section discusses some findings related to the amount of travel information that is accessible to potential commuters through the PRTC website and trends influencing how consumers access this information. Currently, there is a main page within the PRTC website devoted to OmniMatch which is accessed through the Ridesharing tab on the home page with some links to additional information about the following:

- Match Requests
- Commuter lot locations (and associated bus service)
- Incentives for vanpooling and carpooling
- Regional commuter initiatives
- Slugging

While commuter assistance programs across Virginia have significantly different budgets and staff sizes, there is nevertheless value in examining different programs' websites and considering web communications best practices that will help grow awareness and use of OmniMatch's services. Appendix I contains website images from several other commuter assistance programs across Virginia, including:

- The Greater Richmond Transit Company's (GRTC) RideFinders commuter assistance program.
- Hampton Roads Transit's (HRT) TRAFFIX commuter assistance program.
- The George Washington Regional Commission's GWRideConnect commuter assistance program.
- The Fairfax County Department of Transportation's RideSources commuter assistance program.

Today, more than four in ten visits to the internet are via mobile devices and the use of mobile devices to access the internet is even greater among Millennials. With each passing year, more and more people are getting information from the internet through their smartphones and tablets. Desktop-only configurations are no longer viable ways to maximize the visibility and use of commuter assistance program's websites or ridematching systems. Appendix I also contains an image of RideFinders mobile app offering a plethora of relevant services. The chart below presents the share of mobile device website traffic worldwide. In 2016, 43.6 percent of all website traffic worldwide was generated through mobile phones, up from 35.1 percent in the previous year. Mobile currently accounts for half of all global web pages served.

Recognizing that many carpools and most vanpools use Virginia's substantial park and ride lot infrastructure as staging areas for the home end of their commutes, many of the commuter assistance programs across the Commonwealth now actively promote the park and ride lots within their service areas. Several years ago, VDOT and DRPT created an interactive website that details the park and ride infrastructure throughout Virginia and gives helpful information about each park and ride lot including:

- The total number of parking spaces
- The number of handicapped parking spaces
- Bike accommodations
- Transit service from the park and ride lot
- Lighting

PRTC currently provides a link to park-and-Ride lots in the Prince William County area and PRTC bus service but no link is currently provided to the VDOT Park and Ride Lot website⁶, which contains additional commuter information and additional locations which is important for commuters originating from outside of the PRTC service area.

⁶ <http://www.virginiadot.org/travel/parkride/home.asp>

Employer Outreach through the Omni SmartCommute Program

In prior years, OmniMatch outsourced responsibility for ongoing employer marketing and outreach to UrbanTrans. However, frequent turnover of UrbanTrans staff negatively impacted the continuity of their employer outreach efforts on behalf of PRTC. In July of 2016, PRTC decided it would be more cost-effective and efficient to bring ongoing employer outreach efforts in-house. For the last nine months, Holly Morello has assumed responsibility for OmniMatch's employer outreach efforts. Because Holly has numerous other responsibilities as TDM Program Manager, including part-time oversight of ridematching, she can only devote part of her time to employer outreach.

Conversely, PRTC's peer commuter assistance programs in the region devote at least one full-time employee exclusively to ongoing employer outreach. Loudoun County has a single, full-time employee dedicated to employer outreach while Fairfax County has three and Arlington County has ten. To maximize the impact of Holly's part-time employer outreach efforts she targets employers in the County that offer employer provided commuter benefits and their employees with longer commutes that have greater potential to be successfully organized into vanpools. Her marketing efforts are supplemented with special projects in the Spring and Fall, such as last year's "web hunt," an interactive online campaign that to educate commuters about teleworking and other alternatives to SOV travel.

PRTC staff actively promotes all PRTC services, including OmniMatch's, through an ongoing employer outreach program across Prince William County. PRTC's Omni SmartCommute Program services include:

- Employee Commute Surveys – Omni SmartCommute provides employers with the research that holds key insights into their staff's commuting behavior. Employers use this data to determine employee interest in commuter benefit programs as well as which types of benefits and programs might be most beneficial and effective for their organization. Employee commute surveys can be conducted on paper or online in both English and Spanish.
- Telework Programs – Telework programs allows a company's employees to avoid the hassles of a daily commute as well as address weather related commuting disruptions. Telework programs are often highly valued by employees and numerous studies have shown that employees that participate in a telework program are more productive.
- Emergency Preparedness – A snowstorm or natural disaster doesn't mean that a business needs to shut down. Omni SmartCommute helps Prince William County employers to be prepared for an emergency, and develop a business continuity plan to keep their business open by helping employees with their commutes during a crisis. An established telework program is a key component to emergency preparedness.
- Transit Subsidies – Employees who take public transportation including VRE, OmniLink, Metrobus or ride in vanpools are eligible to set aside up to \$255 of their salary each month for their commuting costs. Employers can also provide up to \$255 per month directly to employees as a tax-free benefit. The SmartBenefits program administered by the Washington Metropolitan Area Transportation Authority (Metro) helps employers manage their employees' transit benefits for free.
- Carpool/Vanpool Formation – Omni SmartCommute helps employer's staffs find colleagues interested in starting a carpool or vanpool. Omni SmartCommute can also help employer's workforces tap into the ridesharing programs run by OmniMatch, Commuter Connections, and others to find commuters with similar origin and destination points looking to share rides to work.
- Biking/Walking to Work – Employers can become a bike-friendly workplace by providing their staff with places to lock up bikes and change for work. Biking is an affordable and a healthy way to get to work. Omni SmartCommute has tips and ideas for how to make a company bike-friendly.

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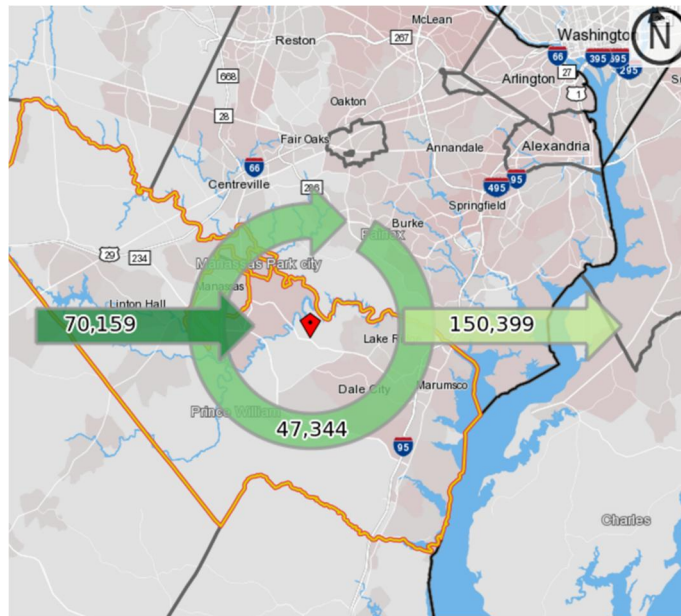
- Alternative Work Schedules – Whether it’s allowing employees to work more hours over fewer days or letting them choose what time they arrive and depart each day, alternative work schedules are a great way to help employees with their commutes. Alternative work schedules keep employees off the roads during rush hour and can help them achieve a better work/life balance.
- Parking Management – Overflowing parking lots are easily controlled when employees start carpooling, vanpooling and working from home. Omni SmartCommute works with employers to develop strategies for maximizing staff parking by offering employee incentives to not drive alone.

Communicating to a Growing Region

According to 2014 U.S. Census data tracking the inflow and outflow of jobs in Prince William County, 150,399 (76.1%) of the adult workers living in the County are employed outside of the County while only 47,344 (23.9%) both live and work in the County. While OmniMatch has always actively promoted their services to the largest employers within Prince William County such as Micron, Lockheed Martin and Kaiser Permanente, increasing their marketing efforts to residents who commute outside of the County may also prove to be fruitful. In discussions with PRTC staff, it has been confirmed that there is value in marketing OmniMatch services to County residents commuting to major activity centers outside of the County.

In particular, targeting the Virginia employers, many of which are located in northern Virginia, that are among the 231 U.S.-based companies to receive 2017 Best Workplaces for Commuters (BWC) national recognition may be beneficial. The BWC designation recognizes employers that offer exceptional employer-provided commuter benefits that meet National Standard of Excellence criteria. To be designated among the nation’s Best Workplaces for Commuters, employers must provide benefits that result in at least 14% of their employees no longer driving alone to and from work within a 12-month period. The figure below shows the number of adult workers that come into Prince William County from outside, stay within the county, and commute from Prince William County to elsewhere (according to 2014 US Census data).

Figure 6: Number of Adult Workers Entering, Leaving, or Remaining in Prince William County

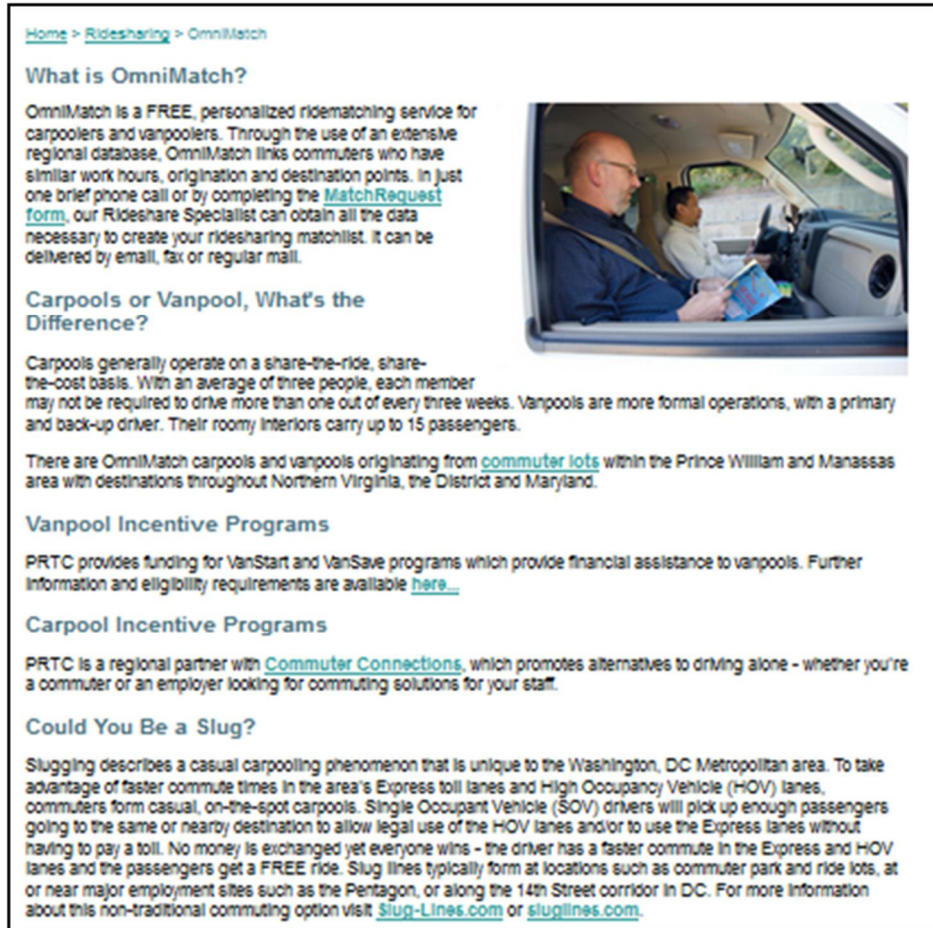


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In addition to marketing their services through the PRTC website, OmniMatch currently uses a one-page brochure overview to promote their services. Some potential new regional initiatives that should be considered include the opportunity to save time and money based on the opening of the 95 Express lanes and the E-ZPass Flex Program. E-ZPass Flex is an E-ZPass with an additional switchable feature designed specifically for those traveling on the 95 Express Lanes and 495 Express Lanes in Northern Virginia. This new and innovative transponder will specifically benefit those who are traveling with three or more people in their vehicle such as those who are carpooling or vanpooling, allowing free travel on the Express Lanes.

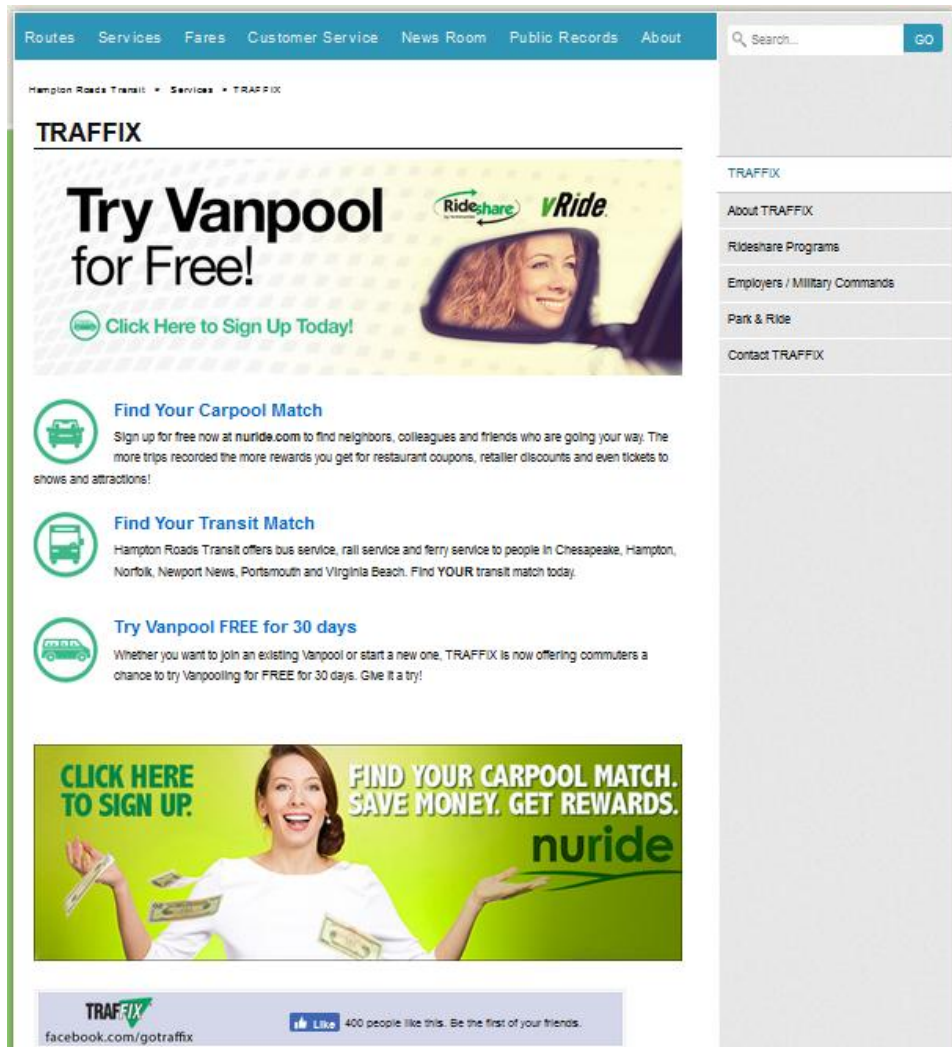
APPENDIX I - COMMUTER INFORMATION WEBSITES AND MOBILE APPLICATIONS IMAGES

The figure below shows the OmniMatch page of the PRTC website as it is currently configured:



HRT's commuter assistance program is branded as "TRAFFIX" and program information about TRAFFIX is integrated into HRT's website: <http://gohrt.com/services/traffix/>.

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GRTC's commuter assistance program, which is branded as "RideFinders – A Division of GRTC," has links to RideFinders stand-alone website very prominently featured on the GRTC website's landing page (shown below). GRTC also recently completed a vanpool program branding initiative for the 144 vanpools in operation through the RideFinders program, dubbing the program R-VAN. This marketing strategy was employed, in part, to visibly extend the reach of GRTC's transit network by showcasing the R-VAN vanpools as a core service of GRTC's which compliments their fixed-route transit services.

The RideFinders program operates a web-based ridematching system provided by TripSpark (formerly Trapeze Group) called GreenRide rather than participating in a large regionally deployed system such as Commuter Connections. Additionally, RideFinders collects NTD data for GRTC for the 144 vanpools operating within their service area.

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R-VAN service matches commuters to share rides, save money and improve

RIDEFINDERS
Share the ride! Learn about alternative transit options.

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RIDEFINDERS ON THE MOVE

The Official RideFinders Mobile App for iPhone and Android

It's now even easier to find the nearest park and ride lot locations with available transit and to stay connected with important news and updates with the RideFinders On the Move mobile app!



THE APP ALLOWS YOU TO:

- Locate a nearby Park and Ride lot using built-in GPS. This feature will show the nearest intersection of the Park and Ride lot and available transit and some additional information including parking spaces, lighting and bike accommodations.
- Receive news, updates and notification alerts of vanpool availability, RideFinders' programs and services, future transportation events, website updates and more!
- Get the scoop on upcoming promotions!
- Receive daily air quality forecast.
- Submit comments and suggestions regarding the use of RideFinders' mobile app. RideFinders welcomes feedback from users to better enhance the mobile app.

Both the RideFinders and GWRideConnect websites include detailed rosters of the vanpools in operation within their respective service areas. Interested commuters can search these vanpool listings to find vans that have compatible origins, destinations and schedules and call the vanpool operators directly for placement assistance. The RideFinders website and mobile app also offer detailed information on area park and ride lots as well as notifications on the availability of seats on existing vanpools or newly forming vanpools.

How do I get a ride on an existing vanpool?

- View the [current listing of vanpools!](#)
- Or call 804-643-RIDE for a listing of current vanpools.
- Then, call the vanpool coordinator to check for seat availability.



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# OF VANS	PROVIDER	VAN	COORDINATOR	PHONE	WORK SCHEDULE	ORIGIN	PICK UP LOCATION(S)	DESTINATION	DROP OFF LOCATION(S)
1	VRIDE	38001	MONA SAUNDERS	804-740-3010	7:00AM - 5:30PM T-F	Chester	East Coast - Rt. 10 Target - Colonial Heights	Fort Pickett-Blackstone VA	Fort Pickett
2	VRIDE	42446	MICHAEL CHRISTOPHER	804-740-3010	7:30AM - 4:15PM M-F	Richmond	Allee	Dahlgren NBWC	A Side
3	VRIDE	46991	JOIE COPPEDGE	804-740-3010	7:00AM - 3:30PM M-F	Hampton	Super K-Mart	Chesterfield	DSCR (Defense Supply Center Richmond)
4	VRIDE	42046	ALEX VAZQUEZ	804-740-3010	7:00AM - 3:30PM M-F	Hampton	Coliseum Mall	Chesterfield	DSCR (Defense Supply Center Richmond)
5	VRIDE	38375	RICHARD RENCHER	804-740-3010	7:00AM - 3:30PM M-F	Hampton	Coliseum Mall	Chesterfield	DSCR (Defense Supply Center Richmond)
6	VRIDE	37486	AARON ARNOLD	804-740-3010	8:00AM - 4:00PM M-F	Newport News	Walmart- Jefferson Ave	Chesterfield	DSCR (Defense Supply Center Richmond)
7	VRIDE	40739	TOMMIE GRAHAM	804-740-3010	7:00AM - 3:30PM M-F	Newport News	Old Value City Parking Lot	Chesterfield	DSCR (Defense Supply Center Richmond)
8	VRIDE	43751	CRISZON C COURTNEY	804-740-3010	7:00AM - 3:30PM M-F	Newport News	Patrick Henry Mall	Chesterfield	DSCR (Defense Supply Center Richmond)
9	VRIDE	38004	DAN PRUETT	804-740-3010	6:00AM - 3:30PM M-F	Williamsburg	Walmart exit 234	Chesterfield	DSCR (Defense Supply Center Richmond)
10	VRIDE	46685	GARY COBB	804-740-3010	7:00AM - 4:30 PM	Newport News	K-Mart on Victory Blvd. Toano P&R	Ft. Lee	Ft. Lee
11	VRIDE	46721	JAMES ANDERSON	804-740-3010	7:30AM - 4:30PM M-F	Williamsburg	Norge/Toano P&R	Fort Lee	Fort Lee
12	VRIDE	39874	ANTHONY BISQUERA	804-740-3010	7:30AM-4:30PM MF	Williamsburg	Bloom Market - City Road 199 & John Tyler Hwy	Ft. Lee	Ft. Lee
13	VRIDE	41611	JOHN HEIB	804-740-3010	6:00AM - 3:30PM M-Th 6:00AM - 2:30PM Fri	Fredericksburg	Rt. 208 Park n Ride	Ft. Lee	Ft. Lee
14	VRIDE	40735	JANELL GILES	804-740-3010	6:45AM-4:00PM M-F	Colonial Heights	Southpark Mall	Richmond	Hunter Holmes Dr

In addition to promoting existing vanpools, the GWRideConnect website, <https://www.gwrideconnect.org/>, offers a plethora of information about services that support the formation of new vanpools as well as sustaining existing vanpools through their website. These include promoting the state's self-insurance program for vanpools, AdVantage, the DRPT underwritten "Virginia Van Start" and "Virginia Van Save" programs, FAQs and information on area park and ride lots.

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VANPOOL CONNECTIONS

**Interested in forming your own Vanpool?
GWRideConnect is here to help!**

- ★ We will list your varpool in our database and assist you with finding riders going to your work location.
- ★ To register your varpool in our database for passenger matches, go to our **GWRideConnect Application**, print, complete, mail or fax (540-899-4808) the form to GWRideConnect. To register by telephone, call 540-373-7665 and GWRideConnect staff will be happy to register your vanpool for you.
- ★ We will provide you and your passengers with information regarding your commute such as **Guaranteed Ride Home** and **Commuter Lot Locations** in the region.
- ★ **Post a Pool** – Contact us to post your vanpool with vacancies on this website. Your vanpool will be posted with the origin, designation, corresponding work hours, a contact name, and phone number.
- ★ GWRideConnect's **Virginia Van Start Program** is designed for new vanpools to provide impetus for new vanpool formations.
- ★ GWRideConnect offers the **Virginia Van Save Program** for existing vanpools experiencing loss of passengers.
- ★ GWRideConnect offers **AdVantage**, a self-insurance, liability protection program for Virginia vanpools.
- ★ **Vanpooling Made Easy**, is a document that details state laws regarding vanpool formation.

The Fairfax County Department of Transportation's RideSources program website is quite limited and not responsively designed for mobile applications:

[homepage](#) > [department of transportation](#)

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Fairfax County RideSources

The RideSources Program is operated by the Fairfax County Department of Transportation and is a member of Commuter Connections. The RideSources program provides commuters with free ridesharing information, including ridesharing assistance to form or join carpools or vanpools. Visit the Commuter Connections Web site to register into a regional database, which will match you with neighbors who share similar work schedules and travel patterns; or call the Fairfax County RideSources program at (703) 877-5900 for assistance. By sharing the ride with just one other person, you can cut your commuting expenses in half, use the HOV lanes to travel faster, and enjoy a less stressful commute.

The rideshare database makes it easy to choose carpooling as a commute alternative. Once you receive your match list, it is recommended that you meet with the prospective ridesharers to discuss how the carpool or vanpool will operate. Subjects to discuss include maximum waiting time, smoking policy, park & ride lots for pick-up/drop-off, radio playing policy, etc.

For more information and assistance in setting up transportation programs at employment sites, call the Employer Services Specialist at (703) 877-5900, or visit the Employer Services Program web site.

Carpooling

Carpooling is the simplest, least expensive and most common "ridesharing" arrangement. Employees of a single company may often live near each other. Neighbors may often work at different companies located only a short distance apart and have the same work hours. Carpooling reduces the total number of commute trips made because each passenger, in addition to the driver, represents one less vehicle trip. Carpooling variations mirror the diversity of participants. One person may drive all the time, while the passengers contribute only to the cost (e.g., gas and parking). Participants may alternate driving and not exchange money. The carpool driver may pick up passengers at their homes, or they may meet at central location. Carpools can and do include family members. Collectively, the carpool participants make up the rules and schedule.

Vanpooling

Vanpooling is popular in the Metro Washington area because it is an important and economical option for individuals commuting long distances to work sites. There are three types of vanpools:

1. **Owner-operated vans** - An individual leases or purchases a van and operates the van independently. Riders generally meet at a central location and pay the owner a set monthly fee.
2. **Third-party vans** - A vanpool "provider" leases the vanpool vehicle for a monthly fee that includes the vehicle operating cost, insurance, and maintenance. The vanpool provider contracts directly with one or more employees who operates the van. The monthly lease fee is paid by the vanpool subscribers.
3. **Employer-provided vans** - The employer (or a group of employers) buys or leases vans for employees' commute use. The employer organizes the vanpool riders and insures and maintains the vehicles. The employer may charge a fee to ride in the van or subsidize the service. Check with your company's Human Resources department if this may be a viable option.

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Vanpool FAQs	
General Information	Virginia Vanpool Assistance
How do I Find a Vanpool?	Call Fairfax County Department of Transportation RideSources (703) 877-5900 (24 hours a day) or Commuter Connections 1-800-745-RIDE.
Commuter Connections Information	<ul style="list-style-type: none"> • Vehicle Leasing/Vanpool Information • Pool Rewards - \$200 monthly subsidy available for new vanpools
Tax Information	Reduced personal property tax rate for 12-15 passenger vans. Call Fairfax County Department of Transportation for more information. (703) 877-5900.
Vanpool Self-insurance Information	AdVANtage is Virginia's Vanpool Self-Insurance Program that provides affordable liability, uninsured motorist and physical damage protection for commuter vanpools. Vanpools that are licensed and registered in the Commonwealth of Virginia are eligible to become members. Vanpool owners join by paying annual membership fees to the pool that they would traditionally make payments to in the form of premiums. These fees are used to self-insure the AdVANtage member vanpools. To find out more information on AdVANtage, call 540-373-POOL.

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