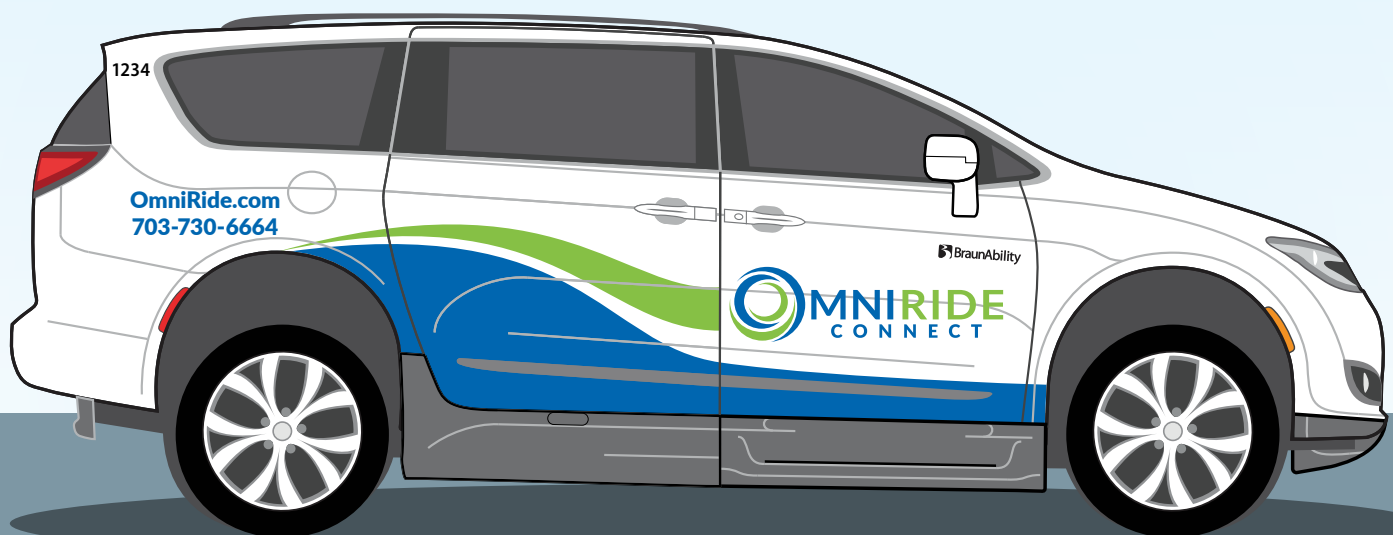




# OMNIRIDE CONNECT



*Microtransit Rider's Guide*

**OmniRide.com/Connect • 703.730.6664**



# OMNIRIDE CONNECT

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# Definitions

## AMERICANS WITH DISABILITIES ACT (ADA)

The Americans with Disabilities Act is a federal civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public.

## FIXED-ROUTE TRANSIT

Fixed-route transit is public transportation that operates along designated routes with defined stop locations and schedules.

## MICROTRANSIT

On-demand, shared public transit transportation that serves passengers using dynamically generated routes in response to individual or aggregate consumer demand, using smaller vehicles and capitalizing on widespread mobile GPS. Passengers may be expected to make their way to and from common pick-up or drop-off points.

## CORNER-TO-CORNER SERVICE

Transportation service that directs passengers to a nearby pickup point and drops them off at a point close to their destination.

## DYNAMIC ROUTE

Vehicles are routed using a proprietary algorithm that determines the most efficient path to the requested pickup and drop off locations, with the ability to optimize for multiple parameters (eg. Traffic, new passengers, construction).

## FIRST-AND-LAST MILE

Providing connection to and from nearby transit hubs and trip origins and destinations.

## PARATRANSIT

ADA complementary transportation service intended for persons with disability and reduced mobility, who are unable to utilize conventional public transportation. These services are offered within  $\frac{3}{4}$  mile of fixed routes.

# Definitions (continued)

## VIRTUAL BUS STOP

The optimal pickup or drop-off point determined by on-demand routing algorithm to both suit the user's journey and ensure everybody else in the shared vehicle is staying on a reasonable route and schedule. Commonly requires the rider to walk a short distance from their origin and/or to their exact destination.

## NO SHOW

A No-Show occurs when a passenger does not present themselves for boarding the microtransit vehicle within one minute of the vehicle's arrival.

## LATE CANCELLATION

A late cancellation occurs when a passenger cancels a trip within 5 hours of the depart after time.

## CANCELLATION AT DOOR

A Cancellation at Door occurs when a passenger cancels a trip after the driver arrives. This includes canceling via phone, web or the app.

## Our Mission

**The mission of OmniRide Connect is to provide corner-to-corner microtransit service to the residents of the City of Manassas Park.**

## Introduction

This Rider's Guide outlines the policies and procedures for using OmniRide Connect.

OmniRide Connect provides microtransit services to people within Manassas Park. OmniRide Connect will offer shorter wait times and better reliability in the service area than traditional fixed route bus service. The wait time for the service is intended to be no more than 15 minutes from time of reservation to time of pickup from your requested location within the service zone.

On-demand trips mean you can access service when you need it, weekdays between 6:00 am and 8:00 pm based on availability, instead of having to plan your trip around a fixed route bus schedule.

Corner to Corner service is provided in a vehicle that will make short trips within the service area. It is a shared transportation service that directs passengers to nearby pickup points and drops them off at a point close to their destination.

Riders will not be able to hail a OmniRide Connect vehicle from the curb, like they would a cab. Trips must be scheduled for same day service. Passengers must plan on transferring to a bus to complete any trip outside the microtransit zone.

This Rider's Guide is available in alternative formats upon request.

## What is Microtransit?

- On-demand rideshare service, offering trips within a Manassas Park defined service area
- Allows passengers to request trips on demand, rather than hours or days beforehand
- Short local trips and uses small vehicles
- Safe, reliable and convenient option to connect to OmniRide Local bus routes
- Allows for Electronic Payment
- Provides for the ability for users to manage personal information, payment method, ride history, request rides and provide feedback on the service
- Provides real-time information related to vehicle location before and during the trip

## Customer Rights

As an OmniRide Connect passenger, you have a right to:

- Be picked up on time.
- Be transported in a safe manner.
- Be treated with courtesy and respect.
- Travel in a clean, well-maintained vehicle.
- Be heard and expect OmniRide Connect to investigate, address, and resolve concerns or complaints.
- Have calls answered promptly and courteously.
- Receive quality transportation services that are comparable to those offered on all OmniRide bus routes.

## How to Contact Us

You may contact OmniRide Connect via phone, fax, email, or U.S. mail.

Transportation Support Associates are available to answer your questions Monday through Friday from 5:30 am until 8:00 pm; and are available on the weekends from 8:30 am until 5:00 pm. Calls are answered in the order in which they are received.

**Phone:** 703-730-6664

**Virginia Relay Center:** TDD, call 711

**Fax:** 703-583-1377

**Email:** [Connect@OmniRide.com](mailto:Connect@OmniRide.com)

**Address:**

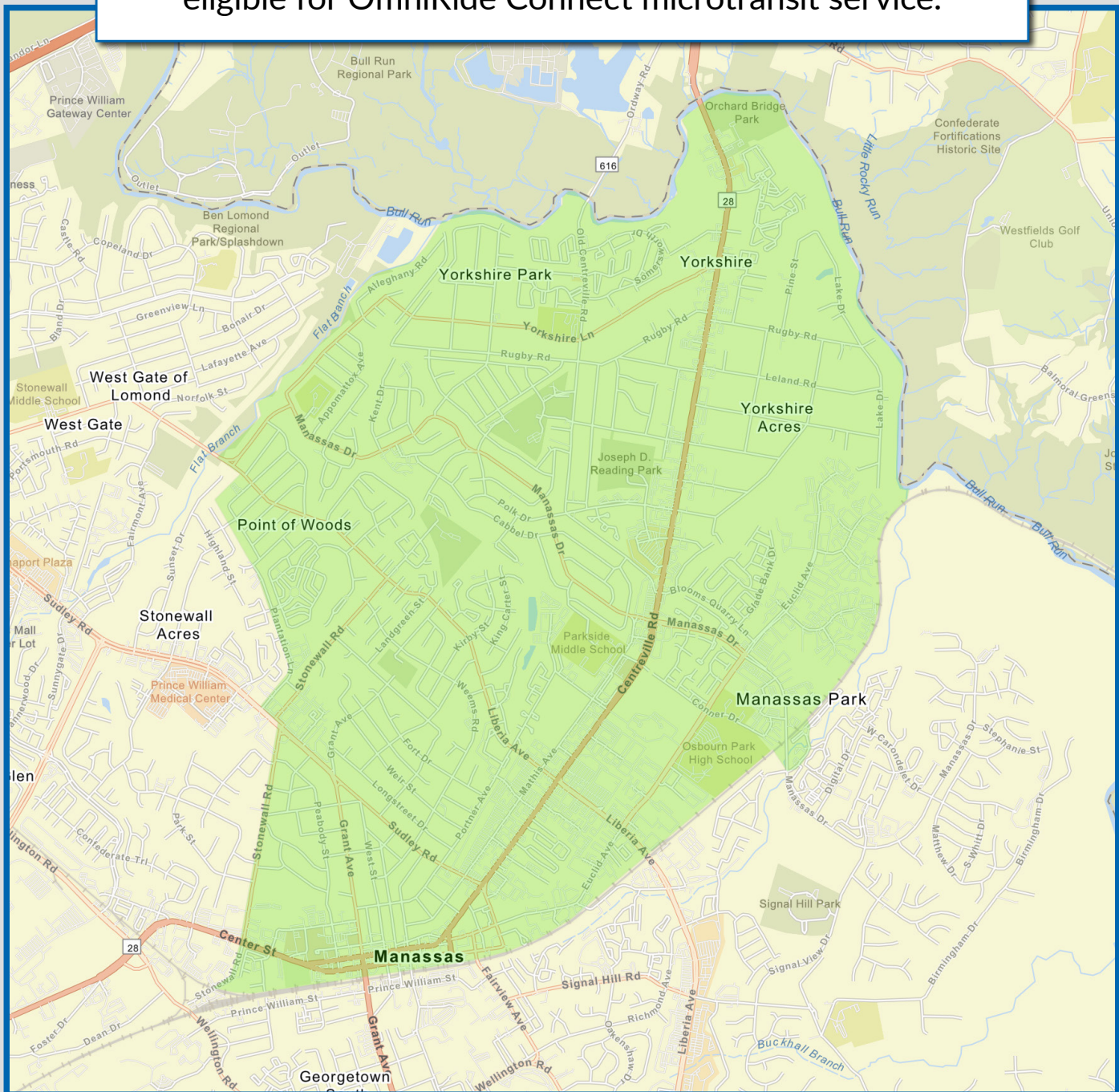
OmniRide Access  
14700 Potomac Mills Rd  
Woodbridge, VA 22192



# Riding Basics

## OmniRide Connect Service Area

The green area on the map illustrates a rough estimate of the OmniRide Connect service area. Please call **703-730-6664** for information on whether your area is eligible for OmniRide Connect microtransit service.



# Riding Basics *(continued)*

## Hours of Microtransit Service

Monday through Friday from 6:00 am until 8:00 pm in City of Manassas Park.

## Fares

Currently, OmniRide's local transit services are operating zero-fares. Riders will pay \$2.00 per passenger, when OmniRide begins to collect fares again. While OmniRide is fare free on local routes, all OmniRide Connect trips will be free. Fares will be paid through the app.

## Children

Children who are 8 years of age and younger must be accompanied by an adult.

# How to Use Microtransit

## Scheduling a Trip

Microtransit rides can be scheduled for same-day reservations. Microtransit rides cannot be scheduled in advance.

Book your trip from the app!

- Download the OmniRide Mobility app from [Google Play Store](#) or [Apple Store](#)



- Book online at: [book.OmniRide.RideCo.com](http://book.OmniRide.RideCo.com)

You can book a trip on OmniRide Connect web booking site; however, you will not receive automatic alerts about the status of your trip as you would when using the mobile app. When you make a reservation, you will be able to choose from a list of options for the pick-up and drop-off times that best suits your schedule.

### Call to Book:

During regular business hours, Monday through Sunday, 8:30 am – 4:30 pm, call (703) 730-6664 to speak with a Transportation Support Associate. After 4:30 pm you can book a trip on the website or through the OmniRide Mobility App.

You must have the following information on hand before you call:

- Your name.
- A telephone number where you may be reached.
- Your preferred pickup time.
- Your pickup address.
- Your destination address.
- Whether you use a wheelchair or scooter.
- If you are traveling with a bicycle.
- If you are traveling with companions.

## Where can I board OmniRide Connect?

Pickup and drop-off will be available at designated locations within the microtransit zone.

# How to Use Microtransit (*continued*)

## How do I know when a driver will pick me up?

Your ride booking will specify a time window of 10 minutes for pickup. We advise you to reach your pick-up point 5-minutes before your pick-up window. As it gets closer to the time of your ride, we will send you an updated ETA. You will also receive a notification when your vehicle has arrived. Updates are sent via SMS and the OmniRide Mobility app. Furthermore, you have the option to use the mobile app to track your vehicle's location in real-time as it comes to pick you up.

## How long will the driver wait for me?

You will receive a notification when your vehicle has arrived to pick you up. As a courtesy to your co-riders, the driver will wait no more than one minute. To stay on schedule, the vehicle will depart if you do not show up within the 1-minute waiting period.

## Can I change my pick-up location or destination?

You cannot change your existing ride-booking. However, you can cancel your ride and book a new ride that suits your pick-up location or destination.

## Will I be able to rate my trip?

Yes. At end of the trip, mobile app customers will be invited to rate their ride and submit comments about OmniRide Connect.

## How will I recognize my OmniRide Connect Ride?

OmniRide Connect vehicles, like OmniRide buses, have distinctive coloring and graphics. In addition, the app and SMS notifications will provide the vehicle number you are expecting as your ride approaches.

## What if I cancel or do not show for my ride?

When you book a ride with OmniRide Connect you are making a commitment to the system and the driver as a schedule is created to accommodate your trip. If due to some reason you are not able to take the ride, we advise you to cancel as soon as possible. If a passenger no-shows or cancels more than 40% of rides (minimum 10 rides) in the last 30 days, their ability to book trips will be limited for 7 days. During those 7 days, passengers can only book rides up to 48 hours in-advance and have at most 2 upcoming trips books.



# How to Use Microtransit (*continued*)

## What type of seats can I book?

If you are a passenger with a bike, you can book a seat with Regular (bike) option. Bike racks, when available, have the capacity for two bikes.

If you require accessible seating, you can book a seat with Accessible option. You also have the option to add an additional companion traveling with you as a Regular Seat.

Other passengers can book up to 6 seats with a Regular option.

Please remember that all passengers in one booking need to travel at the same time and get picked up and dropped off at the same stops.

## What other modes of transit can I connect to?

- **Manassas Park VRE:** Virginia Railway Express;  
OmniRide Local Manassas Route 67
- **Hub – Prince William County Courthouse:**  
OmniRide Local Routes 60, 65B, 65N, 67, 96

## Who will be my driver?

All OmniRide Connect drivers are OmniRide employees. As with all OmniRide services, all drivers are screened before they are hired and have received specialized safety training, including incident prevention.

## What is OmniRide Connect's policy for car seats?

In compliance with Virginia law, all passengers under age 8 must ride in an appropriate Child Restraining System (CRS), such as a safety seat or booster; and all passengers under age 2 must ride in appropriate rear-facing safety seat. Caregivers must provide an appropriate safety seat and install it in the vehicle. Unfortunately, while drivers can provide information about LATCH attachment points, they cannot assist caregivers with installation.

## How do I cancel or change a scheduled ride?

A trip can be cancelled with the OmniRide Connect app, online on the web booking site or by calling (703) 730-6664. If you have pre-paid for your ride with a credit card, a credit will be applied to your account.

# How to Use Microtransit (*continued*)

## **Can I book in another language besides English?**

The OmniRide Connect app and web booking site are currently available in English and Spanish. Patrons can call (703) 730-6664 to book in English, Spanish or any other languages commonly spoken in Manassas Park.

## **I am eligible for reduced fare on OmniRide buses. How much do I pay for OmniRide Connect?**

Reduced fare does not apply to microtransit on-demand services.

## **How do I pay for a ride?**

You can add a credit card to your OmniRide Connect account and pay when you book a ride. Alternatively, you can select CASH and pay with exact change when you board the vehicle.

## **Is this service meant to replace bus service?**

OmniRide Connect is a supplement to the existing bus and rail system in the City of Manassas Park and the service is meant to add reliability and efficiency improvements, being implemented as part of the OmniRide Strategic Plan that was approved in November 2020.

## **What are the OmniRide Connect service hours?**

Rides cannot be booked that would arrive or depart outside of service hours.

**Monday – Friday 6:00 am until 8:00 pm**

# Driver Assistance for Customers

## **OmniRide Connect drivers will provide the following assistance to customers:**

- Ask customers for their name and if necessary, collect full fare for the trip.
- Ask the customer “How may I assist you?”
- Offer the usage of a posey belt, which fits around the passenger and mobility device, to customers using a wheelchair or scooter
- Guide customers who are blind or have low vision (per the customer’s approval/request).
- Operate vehicle lift if required and ensure proper securement of wheelchairs/scooters.

It is important to note that the driver is not a personal care attendant and is not permitted to aid with personal requests, beyond what is outlined in this guide. Customers are responsible for planning for any additional assistance.

Additionally, OmniRide Connect drivers are strictly prohibited from:

- Entering or unlocking a customer’s private residence at any time.
- Assisting a customer using a wheelchair up or down steps or curbs.
- Waiting with customers at their destination.
- Handling a service animal.
- Operating the controls of an electronically operated mobility device.
- Making personal, unscheduled stops at the request of the customer.

## Emergency Procedures

In the event of an accident or emergency, please remain calm and follow the driver's instructions.

A rider who becomes ill, or notices another rider who may be ill, should immediately inform the driver.

## Ride Time

OmniRide Connect provides a "shared-ride" microtransit service. This means that other riders with different destinations may be picked up and/or dropped off along the way to your destination. This can result in your trip taking longer than if you were to take a taxi or drive yourself.

Because OmniRide Connect services are not designated to follow a direct route between an individual's pick-up and drop-off locations, we recommend that riders carry any medications with them in case their trips are delayed.

## Accessibility

- OmniRide Connect has lift-equipped vehicles. OmniRide Connect does not accommodate requests for specific types of vehicles. Accessible vehicles are used to transport both ambulatory customers and customers who use wheelchairs/scooters requiring a lift to board a vehicle.
- OmniRide Connect vans and lifts hold wheelchairs and scooters up to 51" long and 33" wide and a maximum of 800 pounds. Mobility aids beyond these specifications might not be transportable. We reserve the right to refuse transport if unsafe.

## Seatbelt Policy

For your safety and that of your fellow passengers, the OmniRide Connect Securement Policy requires all passengers to always wear both the lap belt and shoulder belts while riding OmniRide Connect, in compliance with OmniRide policy and applicable state laws. The belts are designed to protect you and others, and to prevent injury. If you need help with your seatbelt, please ask the operator for assistance.

Passengers must comply with the OmniRide Connect Securement Policy, or they will not be transported.



## Lost and Found

OmniRide Connect is not responsible for lost or stolen items. If you believe that you have lost something on OmniRide Connect, call 703-583-7782 for assistance.

## Groceries and Shopping Bags

1. You may carry only as many grocery bags or shopping bags as you can carry on and off the van in one trip by yourself. Drivers will not assist in carrying items on or off the van.
2. If carrying items on or off the van, you must request the use of the lift or ramp if needed.
3. All bags must be completely out of the aisle and secured by you. If this is not possible, the driver may refuse to transport you.
4. If the vehicle is full, you must keep your bags at your own seating area.
5. Under no circumstances will the bags be stored in the wheel well area or in an area that blocks access to either the front or rear doors.
6. The bags may be stored in the wheelchair securement area if they are secured by you. If the wheelchair securement area is needed for a passenger who uses a wheelchair as a mobility device, you must move the bags to another area.
7. If you use a wheelchair as a mobility device, you are limited to the number of bags and other items that can safely be attached to the wheelchair. The number and location of the items must not interfere with the process of safely securing the wheelchair using a four-point tie-down.
8. If the bags cannot be accommodated under these guidelines due to the number of bags blocking or narrowing the aisle, the driver may deny you a ride.

# Winter Weather Procedures

In the event of an accumulation of snow or ice, OmniRide Connect will follow the procedures listed below:

- If weather conditions and/or snow or ice accumulations do not allow the vehicle's lift to be safely deployed, the driver will not attempt a pickup. You will be contacted and notified of your ride cancellation.
- If the lift can be safely deployed, but the sidewalk or driveway to or from the vehicle is not sufficiently clear of snow or ice to enable you to proceed to and from the vehicle safely, you will be contacted and notified of your ride cancellation.
- If the pathway at your pickup location is impassable, you are encouraged to notify OmniRide Connect before the scheduled pickup time. Your ride will be canceled and rescheduled for a time after the snow/ice has been cleared from the pathway.

## Cancellation of Service

OmniRide Connect reserves the right to modify, suspend, or cancel service during times of hazardous weather conditions that may jeopardize the safety of our riders, our employees, or our vehicles. On days when bad weather is predicted, check [OmniRide.com](http://OmniRide.com) or call 703-730-6664 for closing announcements.

Riders are encouraged to sign up for Rider Express email and text message notifications at [OmniRide.com](http://OmniRide.com) to stay informed about conditions that could affect microtransit operations.

If you see or hear a notification that OmniRide Local buses are operating on the Emergency Service Plan (ESP) or that OmniRide Local bus service is suspended or shut down, OmniRide Connect trips will be cancelled for that day. You may also call (703) 730-6664 for a recorded announcement about the status of OmniRide Local and OmniRide Connect service.

If you are traveling during times of inclement weather, be sure to be prepared for longer ride times.

# Public Transportation and Travel Training

Have you ever wanted to be more independent? Have you ever wanted to use regular public transportation? With OmniRide's On-The-Go Travel Training, you can do both! What will that mean to you? It will be easier to get around by connecting with local fixed bus routes. Travel trainers are available to assist customers with downloading apps to their smartphones and assist with setting up OmniRide Connect accounts. Travel trainers will accompany customers on their first trip to help them become familiar and comfortable using OmniRide Connect vehicles.

Travel training is available to anyone who requests it. There are no age requirements for Travel Training. OmniRide has provided instruction to riders of all ages. Travel training is conducted at approved locations only. It is also conducted on the bus route the customer will be riding. Exactly how and where Travel Training is conducted will depend on the needs of the customer.

**Main Phone Number:** 703-730-6664

Virginia Relay Center – TDD, call 711

**Email us:** [Connect@OmniRide.com](mailto:Connect@OmniRide.com)

# Rider Courtesy and Rules of Conduct

OmniRide Connect has a list of common-sense rules to ensure the safety of all riders and drivers. We ask that all riders and any companions traveling with riders observe the following Rules of Conduct:

- Be ready for pick-up throughout the pick-up window of the scheduled trip and board the vehicle promptly.
- Pay fare through the mobile app or have exact fare when boarding the vehicle.
- Cancel reservations in a timely manner.
- Remain seated once on board.
- Always wear required vehicle restraints during transport.
- Depart the vehicle upon request of an authorized OmniRide Connect representative, including the bus driver.
- Do not eat or drink in an OmniRide Connect vehicle except for health reasons.
- Do not smoke pipes, cigarettes, e-cigarettes (including vape pens), cigars or any other objects in an OmniRide Connect vehicle.
- Head, arms, and other body parts must be kept inside the vehicle.
- Keep personal assistance devices in good condition and be able to operate them without driver assistance.
- Service animals must be kept under control.
- No petting of guide dogs or other service animals without the permission of the owner.
- No operating or tampering with any vehicle equipment.
- No abusive, threatening, or obscene language or actions are permitted.
- No playing of music, electronics, or other noisy equipment while on board without headphones.
- No riding with open containers of alcohol or with illegal drugs.
- Shirts and shoes or another footwear are required
- Federal regulations prohibit the transportation of flammable or explosive materials on transit vehicles (except for mobility aids).
- Littering is prohibited.

## Rider Courtesy and Rules of Conduct *(continued)*

- Adults must control children traveling with them.
- Treat OmniRide staff and other riders with respect.

Riders and guests traveling with riders who violate rules of courtesy and conduct will be subject to penalties, up to and including suspension of service.

Riders and guests traveling with riders who engage in verbal or physical abuse or cause physical injury to another rider or driver, or who engage in illegal activities, will be subject to immediate and permanent suspension from receiving microtransit service. They may also be subject to possible criminal prosecution, which may include fines.



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