

DUMFRIES

To and From Quantico Terrace / Fuller Heights and PRTC Transit Center



OmniLink Service Area

The solid, colored line indicates the basic route OmniLink vehicles travel.

The shaded, colored areas indicate how far OmniLink vehicles may travel from the basic route (up to 3/4 mile) to pick up or discharge passengers.

See the other side of this schedule for more complete information on how to use OmniLink services.

- **Bus Stop**
(Bus also stops at the numbered timepoints)
 - ▲ **On-Demand Stop**
 - T **Transfer Point**
 - P **Commuter Lot**
 - ◆ **Point of Interest**
 - ⓪ **VRE Train Station**
- ©2011, Potomac and Rappahannock Transportation Commission
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Welcome Aboard!

What is OmniLink?

OmniLink is the **local** (demand responsive) bus service operated by the Potomac and Rappahannock Transportation Commission (PRTC). OmniLink serves Dale City, Dumfries, the Route 1 Corridor between the Woodbridge and Quantico VRE Stations, Woodbridge/Lake Ridge, Manassas and Manassas Park. OmniLink also provides Cross-County service between eastern Prince William County and the Manassas area.

Customer Service

The PRTC Customer Service Office is open Monday-Friday, 5:30 AM to 8:30 PM (except some holidays). Off-route trips are scheduled weekdays from 7:30 AM to 7:00 PM. To contact us:

- Call (703) 730-6664 or (888) 730-6664
- Email Omni@OmniRide.com
- Write to 14700 Potomac Mills Road, Woodbridge, VA 22192

Schedules and other service related information are available on the web at www.PRTCtransit.org. **For the latest service updates by email, subscribe to our Rider Express email list at PRTCtransit.org.**

Fares, Tokens, SmarTrip and Transfers

Exact cash fare, bus token or SmarTrip card is required; the driver does not carry cash.

Regular Fares

One-way Cash Fare	\$ 1.20
One-way SmarTrip Fare	\$ 1.20
Local Bus Day Pass – SmarTrip Only (see below)	\$ 2.50
Local Bus Weekly Pass – SmarTrip Only (see below)	\$11.00
10-pack of Tokens	\$12.00
Off-route Trip Surcharge—Cash Only (see below)	\$ 1.00

Reduced Fares

One-way Fare*	\$ 0.60
Local Bus Day Pass – SmarTrip Only (see below)	\$ 1.25
Local Bus Weekly Pass – SmarTrip Only (see below)	\$ 5.50
10-pack of Tokens	\$ 6.00
Off-route Trip Surcharge (see below)	EXEMPT

*MUST BE PAID WITH CASH or WMATA issued Senior (65+)/Disabled SmarTrip card

Free Fares

- Children 5 years and under (2 per paying adult; children 8 and under cannot ride unattended)

SmarTrip® Sales Locations

SmarTrip cards may be purchased and value added at the PRTC Transit Center, some Giant and CVS Stores and online at SmarTrip.com. Day Passes and Weekly Passes may also be purchased at those outlets. See the complete list of local outlets at PRTCtransit.org

OmniLink Token Outlets

Tokens may be purchased with cash or personal check at:

PRTC Transit Center	Manassas City Hall
14700 Potomac Mills Rd.	9027 Center St.
Woodbridge, VA	Manassas, VA
703-730-6664	703-257-8200

Local Bus Day Passes and Weekly Passes may be purchased on buses and at SmarTrip sales locations. Passes are good for travel within Prince William, Manassas and Manassas Park. Day Passes are valid all day on the date issued. Weekly Passes are valid for one week from first use. **PASSES CAN ONLY BE PURCHASED WITH A SMARTRIP CARD.**

Reduced Fare Eligibility is applicable to adults 60 years and older, persons with a disability, or persons presenting a valid Medicare card. Senior citizen verification may be required. Riders eligible for reduced fares on PRTC buses **MUST PAY WITH CASH or WMATA issued Senior (65+)/Disabled SmarTrip card.** Passengers meeting reduced fare eligibility may apply for a *Reduced Fare Eligibility Card* by contacting PRTC Customer Service.

Off-route Trip Surcharge applies to all pick ups and drop offs at locations not along the standard route, including on-demand stops. **MUST BE PAID WITH CASH.** Seniors and disabled with a *Reduced Fare Eligibility Card* are EXEMPT from the surcharge.

Transfer Options

Transfers ARE ONLY AVAILABLE FOR FARES PAID WITH SMARTRIP. They are good for 3 hours on the day issued.

Using a SmarTrip card – The electronic farebox will calculate and automatically deduct the correct fare from your SmarTrip card.

When paying in cash – NO transfers. MUST pay separate fares on each bus.

Between PRTC Buses and VRE Trains

- **VRE monthly pass holders** – boarding a PRTC bus at a VRE Station or the bus stop nearest a VRE Station ride FREE. When riding a PRTC bus to get to a VRE station, the applicable bus fare is required.
- **ALL other VRE pass holders**—are required to pay applicable bus fare when traveling to and from VRE stations.

How Does OmniLink Work?

OmniLink was designed to meet the transportation needs of the entire community, including individuals who may have difficulty getting to established bus stops. Unlike a traditional public bus service that operates only along a designated route, with advanced notice, OmniLink buses can be rerouted to pick up and drop off passengers at locations up to 3/4 mile off the route when there is time available in the schedule. OmniLink service balances the amount of time available for off-route trips and ensuring that bus service is reliable for **all** customers. OmniLink buses stop only at posted OmniLink bus stops, on-demand stops (see below) and **scheduled** off-route pick up or drop off locations. Drivers cannot make unscheduled route changes.

OmniLink For Commuters, Too!

Commuter parking lots and VRE train stations along OmniLink routes can be accessed by OmniLink buses, allowing passengers to transfer to and from OmniRide commuter buses and VRE trains (see map).

How To Use OmniLink

There are three easy ways to use OmniLink:

1) OmniLink Bus Stops. Each OmniLink bus stop is marked with a bus stop sign. Bus stop locations for this route are identified on the map. This schedule lists departure times for several key stops (timepoints). If your stop is between two timepoints, use the timepoint for the stop **before** yours as a guide. **Plan to arrive at your stop 5 minutes early.**

2) On-Demand Bus Stops. In addition to the designated bus stops, there are some locations that are **On-Demand Bus Stops**. If you are **riding to** an on-demand bus stop, let the driver know you wish to get off there when you board. To be **picked up** from an on-demand bus stop, simply call the OmniLink office and the next available bus will be rerouted to pick you up. There is a surcharge for using on-demand bus stops (which does not apply to passengers eligible for reduced fares; see fare section for details). Please see the map for locations of on-demand stops.

3) Off-route Trips. If you cannot get to an OmniLink stop, or if your destination is not close enough to a bus stop, you may want to schedule an off-route trip. There is a surcharge for off-route trips (which does not apply to passengers eligible for reduced fares; see fare section for details). These trips are available on a first-come, first-serve basis and are limited. To determine if an off-route trip is possible, call Customer Service, from 7:30 AM to 7:00 PM, Monday through Friday, and a Customer Service Agent will try to route the bus closer to where you live or want to go—up to 3/4 mile off the route. Trips may be scheduled with as little as 2 hours notice, **but for best results**, reservations should be made 1 to 2 days in advance. You may be asked to get on or off the bus at a location that is within a few blocks of your origin or destination. Some locations are not accessible to OmniLink buses. If you are not at the pick up point, the bus will not wait. If you plan to make the same off-route trip regularly, you may be able to place a standing order, subject to availability, by calling Customer Service. **Plan to arrive at your stop 5 minutes early.**

How to Change or Cancel an Off-route Trip

If you need to cancel or change your reservation or standing order for an off-route OmniLink trip, **please call the OmniLink office at least 2 hours before the scheduled trip.** Canceling less than 2 hours before your scheduled pick up or not showing at the pick up location will be considered a missed trip. **Passengers with 3 missed trips within 30 days will be denied the privilege of requesting reservations for 30 days.**

Emergency Service Plan

Pick up a copy of the Emergency Service Plan brochure, which details procedures for snow and non-weather related emergencies. During extreme weather, buses may only operate bus stop-to-bus stop and may experience delays. Please call **(703) 730-6664**, check our web site at PRTCtransit.org, or listen to local news programs to verify OmniLink's operating status. To receive e-mail service updates, subscribe to our Rider Express email list by visiting our web site.

Lost and Found

Items found on buses will be held at the PRTC Transit Center at 14700 Potomac Mills Road, Woodbridge, VA for 30 days. To inquire about a lost item, please call (703) 730-6664, or email Omni@OmniRide.com.

Priority Seating and Special Needs

All OmniLink buses are wheelchair accessible and priority seating is available. Hearing impaired individuals may contact OmniLink through the Virginia Relay Center—TDD at 711. For the comfort of all OmniLink passengers, no smoking, eating or drinking is allowed on OmniLink buses. Audio equipment may not be used without headphones.

Passenger Conduct

PRTC reserves the right to deny entry to, expel and/or temporarily or permanently ban any person from PRTC property and/or vehicles, who in the judgement of the PRTC management or its agent, is imperiling public safety or being a public nuisance. Actions that could imperil public safety or quality as a public nuisance include, but are not limited to, 1) verbal or physical intimidation; 2) disrespecting the rights of other PRTC patrons; 3) use of profanity; 4) lewd behavior; 5) refusal to pay a fare; and 6) defacing or otherwise damaging PRTC-owned assets.

Title VI Policy

In compliance with Title VI of the Civil Rights Act of 1964, it is PRTC's policy to use its best efforts to assure that no person shall be excluded from participation or denied the benefits of PRTC's services, on the grounds of race, color or national origin. To file a complaint, contact PRTC's Customer Service or visit the "Passenger Rights" page at PRTCtransit.org.

