

THE POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION

has developed an Emergency Service Plan (ESP) with customer needs and comfort in mind. PRTC will offer full service whenever possible. However, when service must be altered due to weather or other emergency conditions, this plan will provide passengers with the safest and most efficient transportation possible under challenging conditions.

EMERGENCY SERVICE PLAN For Winter Weather Events

HOW DOES IT WORK?

- PRTC will attempt to start all morning buses on time.
- Roads deemed unsafe for travel will not be serviced. (See "Snow Routing" panels for specific route information.)
- OmniRide commuter buses will transport passengers to and from West Falls Church and Franconia-Springfield Metrorail stations only. **(No service to or from DC, Pentagon, Crystal City, Rosslyn-Ballston, Tysons Corner or Vienna Metro.)**
- In the morning, all Metro Direct and Cross County Connector routes will operate according to published schedules as road conditions allow.
- Starting at 12 noon, OmniRide buses (except for Tysons Corner OmniRide) will leave Metro stations about every 20 minutes until 7:30 p.m.
- Prince William Metro Direct and Manassas Metro Direct buses will operate until the last published departure time.
- Tysons Corner and Linton Hall buses will leave the West Falls Church Metro station every hour on the hour with the last buses departing at 7 p.m. and 7:30 p.m. (If the bus is full, it will immediately depart and the next bus will resume departures on the hour.)
- OmniLink local buses **WILL NOT** make off-route trips.

WHEN WILL THE PLAN BE ACTIVATED?

PRTC will check weather service forecasts by 3 a.m. and again by 10 a.m. to determine if the ESP will be activated that day.

The plan will be activated if forecasts predict the Washington, D.C. metro area will receive:

- Four or more inches of snow or
- Accumulations of freezing rain or ice.

OmniRide service will operate the ESP in the morning if inclement weather is expected to affect the morning rush. Another call will be made at 10 a.m. to the weather service to determine if the plan will be in effect for the afternoon and evening.

When the ESP is activated for OmniRide service in the morning, regular service may resume in the afternoon based on weather and road conditions.

OmniLink local bus service will operate the ESP service all day long if inclement weather is predicted for any time during the day.

During winter weather events, OmniRide and Metro Direct bus service is dependent on Metrorail serving its above-ground stations. If Metro is expected to stop service in the morning, OmniRide and Metro Direct service may be cancelled for the entire day. If Metro service is suspended midday, OmniRide and Metro Direct service will operate until picking up passengers from the final Metro train.

In extreme situations, PRTC may need to further curtail services or cease bus service entirely. An announcement will be made via the communication methods outlined in this brochure.

HOW WILL YOU KNOW THE PLAN IS IN EFFECT?

Starting at 4 a.m. for morning service and at 11 a.m. for afternoon service, customers should check for:

- A Rider Express email advisory or text message (sign up at PRTCtransit.org)
- A special alert at PRTCtransit.org
- A recorded message at (703) 730-6664 or long-distance (888) 730-6664
- Announcements on local television stations and on WTOP radio (103.5 FM) if time and circumstances warrant

HOW MUCH WILL IT COST?

- When the Emergency Service Plan is in effect because of winter weather, bus rides on that service are FREE.
- Passengers completing their commutes by train or neighboring regional bus service must pay the appropriate fare on that service.
- When the ESP is in effect on OmniRide, fares are also free on Metro Direct buses; passengers on all other PRTC buses pay regular fares.
- When the ESP is in effect on OmniLink, fares are also free on the Cross County Connector; passengers on all other PRTC buses pay regular fares.

OMNIRIDE AND METRO DIRECT PLAN

When the ESP is activated, all buses on the Manassas OmniRide, Tysons Corner OmniRide, Manassas Metro Direct and Linton Hall Metro Direct routes will operate to and from the West Falls Church Metrorail station only. All other

OmniRide routes and the Prince William Metro Direct will operate to and from the Franconia-Springfield Metro station. Passengers can transfer to Metrorail or a neighboring regional bus service to continue on to their destinations in the morning, with the reverse in effect for afternoon travel if the ESP remains in effect all day.

MORNING COMMUTES

Buses will travel along the Snow Routing outlined in this brochure, to the Franconia-Springfield and West Falls Church Metro stations. Service will begin at normal start-times and every attempt will be made to remain on schedule.

EVENING COMMUTES

If the Plan was implemented in the morning but weather and road conditions are expected to improve considerably by the afternoon, PRTC will resume operating regular service at 12 noon, except for the MX-1 bus to the State Department which will leave at its regularly scheduled time.

If the mid-morning forecast predicts afternoon conditions for the Washington, D.C. area that meet established criteria, the afternoon plan will be implemented as follows:

- OmniRide service at the West Falls Church Metro station (for Manassas, Tysons Corner and Linton Hall route customers) and at the Franconia-Springfield Metro station (for all other customers), **will begin at 12 noon with the last buses departing at 7:30 p.m.** The only exceptions will be the Prince William Metro Direct and Manassas Metro Direct buses, which will operate until the last regularly scheduled departure times.
- At Franconia-Springfield, passengers can find PRTC buses by bearing left when exiting the Metro station. Some PRTC buses will use the OmniRide bus stop while others will stop past the Greyhound station. At West Falls Church, passengers can find PRTC buses on the Upper Level by bearing right when exiting the Metro station and looking for the OmniRide bus stop sign.
- At the Metro stations, buses for all routes EXCEPT Tysons Corner and Linton Hall will leave about every 20 minutes. (In rare situations, waits may be longer.) Once a bus is full, it will leave the station
- Tysons Corner and Linton Hall buses will depart every hour on the hour, with the last buses departing at 7 p.m. and 7:30 p.m. If the bus is full, it will immediately depart and the next bus will resume departures on the hour.
- Buses will follow normal routes as long as the streets are safe for bus travel. If local streets are deemed too dangerous for buses to operate safely, buses will follow the Commuter Snow Routing as described in this brochure. (See "Commuter Snow Routing" panels for specific route information).

SNOW EMERGENCY ROUTES

Snow Emergency Routing will be implemented under two conditions, with your safety in mind:

- Whenever the morning plan has been implemented and
- In the afternoon if neighborhood streets are deemed unsafe.

Bus stop signs with a snowflake sticker ARE NOT SERVED when the ESP is in effect.

COMMUTER SNOW ROUTING

EASTERN PRINCE WILLIAM

Capitol Hill

The C-1 route will be discontinued during a snow emergency. C-1 passengers should catch a Dale City or Lake Ridge bus.

Dale City Lake Ridge

Buses will operate regular local routing.

Bus stops on Antietam, Deepford and Oakwood will not be served. For trips beginning at Festival at Old Bridge, service will be operated from the regular start of the route to the bus stop at Seminole and Antietam. Buses will take Antietam to Old Bridge, serve the bus stop on Old Bridge at Oakwood, and then continue the regular route. Trips beginning at the Tacketts Mill Commuter Lot will operate regular local routing.

Montclair

Buses will operate regular local routing.

Prince William Metro Direct

Buses will operate regular local routing.

Rosslyn-Ballston

Buses will operate regular local routing.

Route 1

Buses will operate regular local routing.

South Route 1

Bus stops on River Heritage, Kirby, River Ridge and Wayside will not be served. Service will begin at the bus stop on Route 1 after Fox Lair and buses will continue on Route 1, stopping at OmniLink bus stops at River Ridge, Allen Dent/River Heritage and Wayside, then start regular routing.

Tysons Corner

Buses will operate regular local routing. Passengers may connect with Fairfax Connector or Metrobus at the West Falls Church Metro station to complete their commutes.

LEAVING FRANCONIA-SPRINGFIELD METRO STATION

- Dale City and Rosslyn-Ballston – riders will use a combined bus. Rosslyn-Ballston passengers may remain on the bus past Lindendale Commuter Lot to reach Prince William Parkway and Golansky.
- Montclair, Route 1 and South Route 1 – riders will use a combined bus. Route 1 and South Route 1 passengers will transfer to a waiting bus at the Route 234 Park and Ride Lot to reach destinations along the Route 1 corridor. Montclair passengers should remain on the bus.
- Separate buses will be used for the Lake Ridge and Prince William Metro Direct routes.

COMMUTER SNOW ROUTING

WESTERN PRINCE WILLIAM

Linton Hall Manassas

Buses will operate regular routing. Manassas Metro Direct buses will operate along the regular route to/from the West Falls Church Metro station. **No service to the Vienna Metro station.** Buses will switch to afternoon routing on the first trip departing West Falls Church at/after 12 noon.

Manassas OmniRide buses will operate regular routing in the morning and follow Manassas Metro Direct routing in the afternoon/evening.

LEAVING WEST FALLS CHURCH METRO STATION

Manassas, Linton Hall, and Tysons Corner evening buses will originate at the West Falls Church Metro station.

LOCAL SNOW ROUTING

OMNILINK

When the ESP is activated, ALL OmniLink off-route trips are cancelled for that day. To learn if the ESP has been activated, customers with off-route reservations should use any of the methods listed in this brochure. (See "How Will You Know the Plan is in Effect?")

Delays can be expected as road conditions change.

OMNILINK SNOW EMERGENCY ROUTES

OmniLink buses will stop at all signed PRTC bus stops where it is safe to do so except:

- Bus stops with a snowflake sticker.
- Dale City – No service along Darbydale Avenue
- Dumfries – No service along Neabsco Mills Road between Route 1 and Dale Boulevard or Old Triangle Road

CROSS COUNTY CONNECTOR

Buses will start routes at regularly scheduled times and operate along regular routes. Road conditions may cause delays.

ALONG WITH WINTER WEATHER, THERE ARE OTHER CHALLENGING CONDITIONS THAT CAN IMPACT TRAVEL IN PRTC'S SERVICE AREA.

Traffic jams, road closures, political rallies, and miscellaneous events that simply can't be predicted can all affect PRTC's services. When events such as these occur, PRTC may find it necessary to implement the Emergency Service Plan (ESP).

GENERAL EMERGENCY SERVICE PLAN For Non-Winter Weather Events

PRTC may implement the ESP in only the morning or afternoon and for only commuter and/or local bus services as circumstances dictate. We will do our best to notify customers through the established methods of communication and to get buses to the Metro stations as quickly as possible. If you haven't already done so, sign up at PRTCtransit.org to receive Rider Express email notices and text messages.

HOW DOES IT WORK?

- The ESP may be independently activated for commuter and/or local bus services based on emergency conditions.
- If the ESP is activated for OmniRide commuter buses in the morning, regular service may resume in the afternoon based on the status of the emergency; or the ESP may be activated in the afternoon even if buses operated on the regular schedule in the morning.
- OmniRide commuter buses will operate regular local routing to and from West Falls Church and Franconia-Springfield Metrorail stations only. **(No service to or from DC, Pentagon, Crystal City, Rosslyn-Ballston, Tysons Corner or Vienna Metro.)**
- If the ESP is activated in the morning, all OmniRide and Metro Direct buses will start their morning and midday MX bus routes according to published times.
- Midday MX buses will depart Metro stations at the time they are scheduled to depart the Pentagon.
- If the ESP is in effect in the afternoon, service will begin at 2 p.m. with buses leaving the Metro stations about every 20 minutes.
- All OmniRide service will end at 7:30 p.m.
- Prince William Metro Direct and Manassas Metro Direct buses will operate until the last published departure time.
- Tysons Corner and Linton Hall buses will leave the West Falls Church Metro station every hour on the hour, with the last buses departing at 7 p.m. and 7:30 p.m.

- If the ESP is activated for OmniLink and Cross County Connector services, it will be in effect for the rest of the day. Services will operate regular routes and schedules, but OmniLink local buses **WILL NOT** make off-route trips.

HOW WILL YOU KNOW THE PLAN IS IN EFFECT?

Under the General ESP, methods of communication will remain the same as described in the ESP For Winter Weather Events, though notification times may vary as circumstances dictate.

HOW MUCH WILL IT COST?

When **unanticipated** events cause PRTC to activate the ESP, bus rides will be FREE on the first day the plan is activated.

- When the ESP is in effect on OmniRide, fares are also free on Metro Direct buses; passengers on all other PRTC buses pay regular fares. Passengers completing their commutes by train or neighboring regional bus service must pay the appropriate fare on that service.
- When the ESP is in effect on OmniLink, fares are also free on the Cross County Connector; passengers on all other PRTC buses pay regular fares.

For scheduled events, or when the ESP is activated for multiple consecutive days, bus passengers will pay the current Metro Direct fare (for service to/from Metrorail stations) or the current local fare (for service beginning and ending in Prince William, Manassas and Manassas Park).

▶ COMMUTER EMERGENCY ROUTING

- In the morning, buses will operate as described in the ESP For Winter Weather Events, except that service will operate regular routing.
- Unless circumstances dictate otherwise, midday trips (MX buses) will operate along regular local routing to/from the Metro stations with return trips departing the station at the time they are scheduled to depart the Pentagon.
- In the afternoon, service from the Metrorail stations will be as described in the ESP For Winter Weather Events, except afternoon **service will begin at 2 p.m. instead of 12 noon**, unless circumstances dictate otherwise.

▶ LOCAL EMERGENCY ROUTING

Because OmniLink and Cross County Connector buses operate only in the local area, PRTC does not anticipate needing to implement the ESP For Non-Winter Weather Events for these services. However, if activation is required, buses will operate along standard routes and will serve all signed PRTC bus stops.



Whatever the situation, PRTC will make the decision to implement the Emergency Service Plan with your needs in mind. Our goal, as always, is to provide customers with safe, consistent transportation at maximum service levels.

We're available to answer your questions
Monday – Friday
5:30 a.m. to 8:30 p.m.

(703) 730-6664 or
(888) 730-6664

Omni@OmniRide.com
www.PRTCtransit.org



ESP

EMERGENCY SERVICE PLAN

Passenger Guide
for Snow and Other
Emergency Conditions



**Potomac and Rappahannock
Transportation Commission**

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