

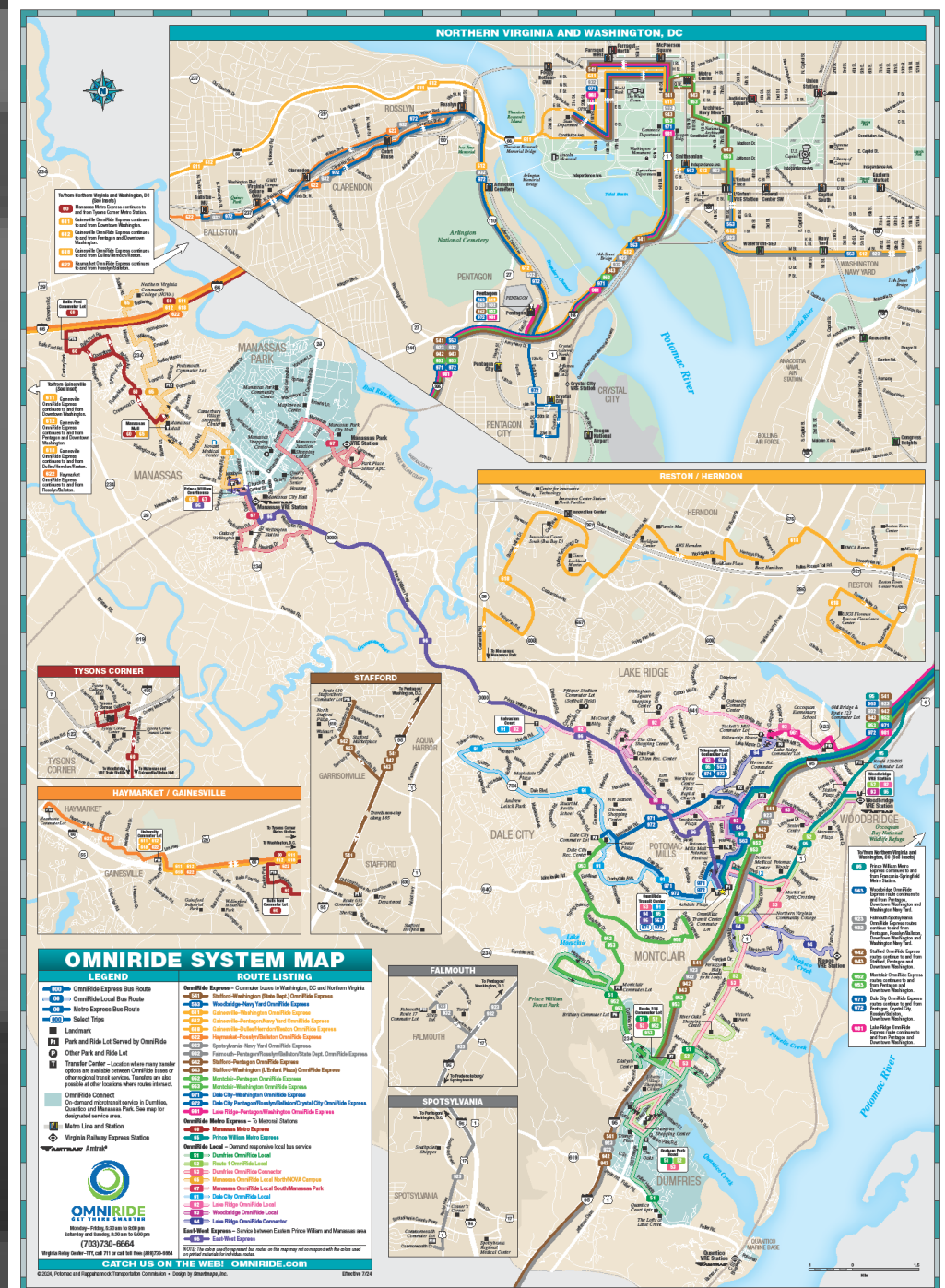


OMNIRIDE: Demand Response Operations

Perrin Palistrant
Director of Planning and Service Delivery

OMNIRIDE: Who we are...

- Commuter Bus
- Local Bus
- Paratransit
- Microtransit



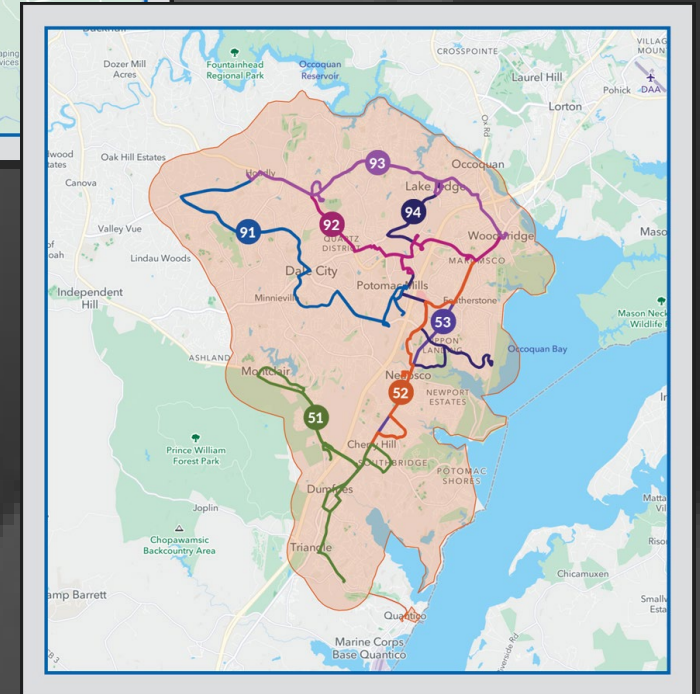
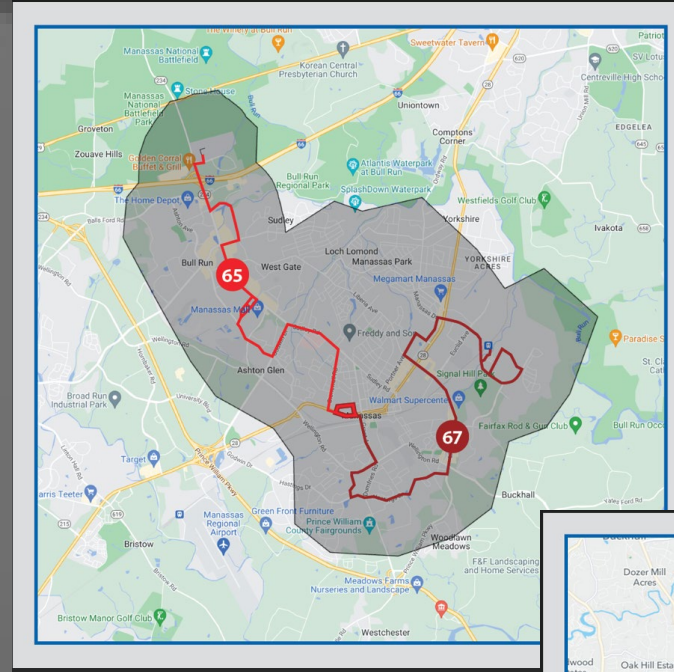


PARATRANSIT CHARACTERISTICS

- Monday – Saturday
6AM-8PM (western)
 - 7 days a week
(eastern) 5:30AM-
10:45PM weekdays;
6:45AM till 10PM
weekends
- FREE
- Curb to Curb
- Receive weekly and
monthly reports on
productivity and overall
usage

Paratransit Operations

- **Western Service Area introduced December 2019**
- **Eastern Service Area introduced June 2024**
- **Replaced fixed route deviation service**
- **Started in smaller service area to develop lessons learned**





MICROTRANSIT SERVICE CHARACTERISTICS

- Monday – Saturday
6AM-8PM (western)
 - 7 days a week
(eastern) 5:30AM-
10:45PM weekdays;
6:45AM till 10PM
weekends
- FREE
- Corner to Corner
- Receive weekly and
monthly reports on
productivity and overall
usage

Why Microtransit?

- **Underutilized Local Route**
- **Heavy residential**
- **Infrequent service**
- **Fixed Route not the answer**
- **Lower operating costs**
- **Provide flexible options**
- **Easy to modify service area**

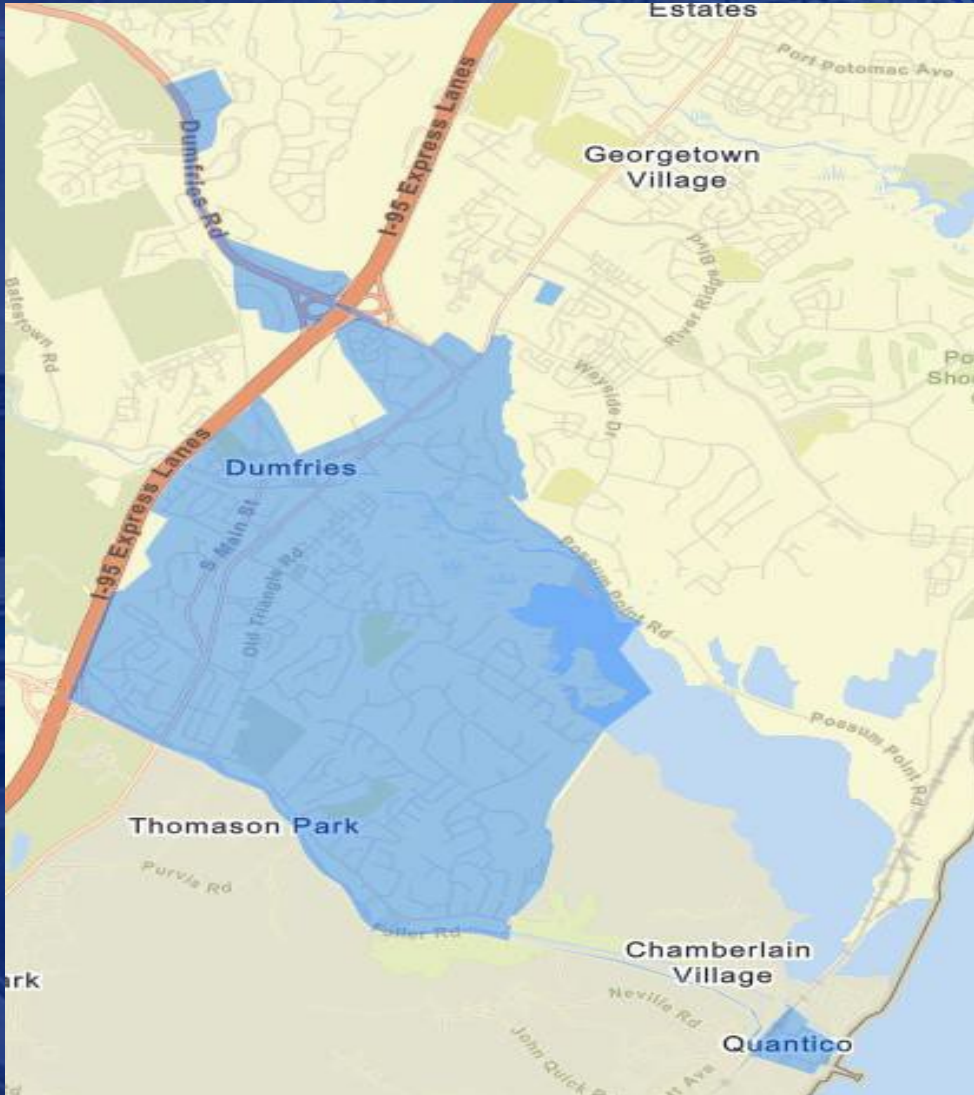


OMNIRIDE CONNECT SERVICE

- **Soft launch December 2022**
- **Local route eliminated January 2023**
- **Comingled with Paratransit**
- **Use data to determine further adjustments**
- **RideCo Software**
 - **App based**
 - **Website**
 - **Customer Call Center**



Continued Growth.....



1

Spring 2023
Launch

2

Operating
alongside
productive fixed
route services

3

Addressing
Town of
Quantico
access

4

Introducing new
service area

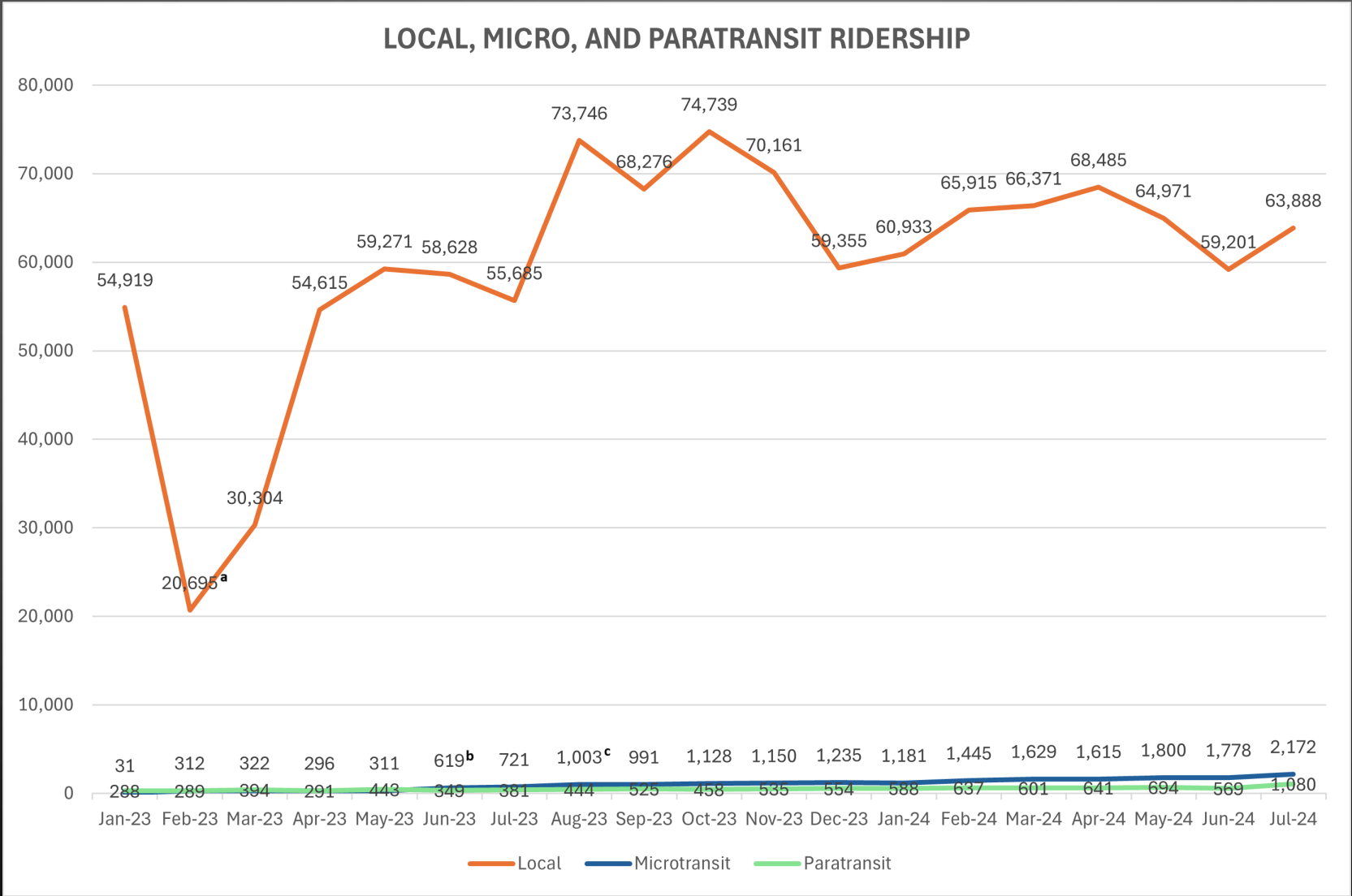


New Service Area

- Began June 2023
- Originally designed to connect Town of Quantico residents to transit
- Operated alongside existing transit
- Expanded service along Route 234
- Comingled with Paratransit



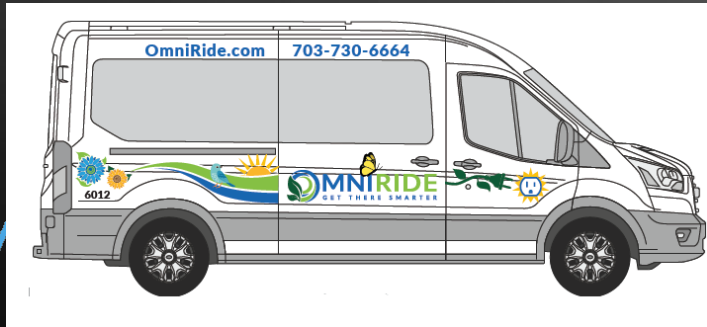
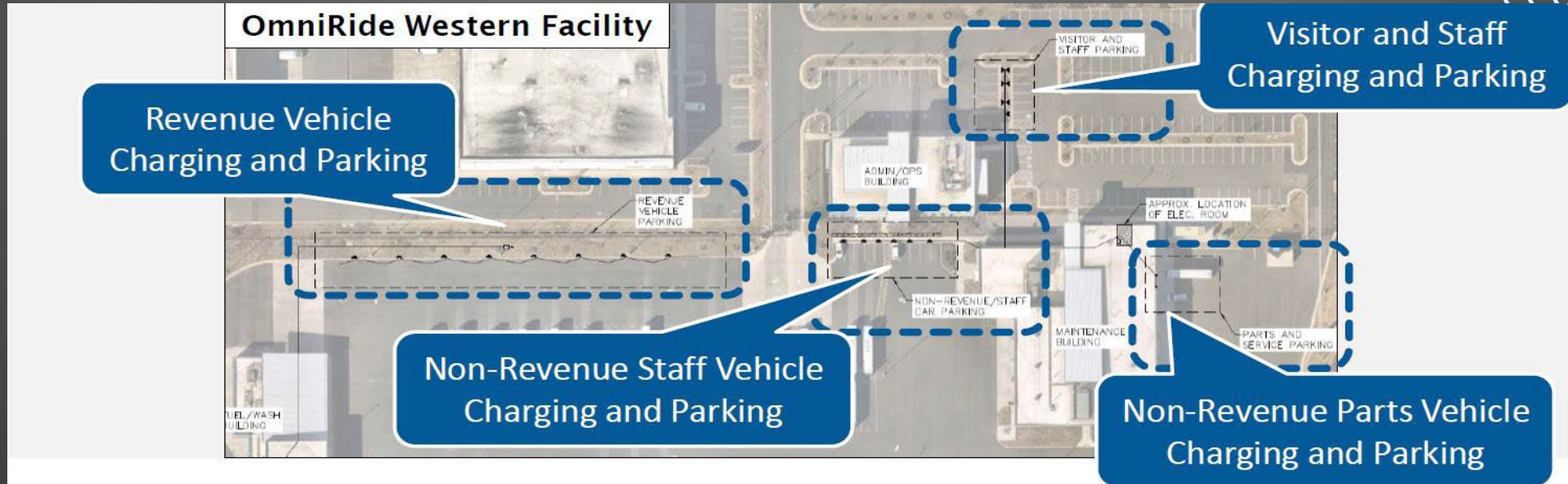
Ridership Trends



Multiple Options to Operate Service



GATEWAY TO ZERO EMISSIONS





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