

LOUDOUN COUNTY TRANSIT AND COMMUTER SERVICES



Loudoun County Government

Office of Transportation Services
1 Harrison St , SE, MS69
4th Floor
Leesburg VA 20175

Phone: 703-771-5665
Toll Free - 1-877-GO- LCBUS
E-mail: tysonsexpress@loudoun.gov
Web: www.loudoun.gov/bus-tysons

GUIDELINES FOR RIDING TYSONS EXPRESS COMMUTER BUSES

RIDER GUIDE



APRIL 2012

SERVICE GUIDELINES

Service Alerts: Tysons Express has two forms of message notification for its passengers: **TCB Biz** and **TEX Alert**. Riders are strongly encouraged to sign up for these two services.

TCB Biz is an e-mail notification system used to send information to riders relative to the service. These may range from surveys for holiday schedules to changes in parking at a particular park and ride lot.



TEX Alert is a real-time text-messaging system that is used when service is being disrupted based on unanticipated road closures, detours or major traffic delays. TEX Alerts are sent if a bus is anticipated to be more than 10 minutes late.

To sign up for TCB Biz send an email to tysonsexpress@loudoun.gov.

To register for TEX Alert go to the Website at www.loudoun.gov/bus-tysons, click on the Resources Link and complete the TEX Alert form.

Baggage and Parcels: Carry on items are permitted if placed in the overhead luggage compartments, beneath your seat or on your lap. They are not allowed to be stored in the aisle. The bus driver is not permitted to open the underneath compartments to store luggage or parcels for passengers.

Bicycles: Passengers who want to place a bicycle in the underneath luggage compartment must complete a "Bike on Bus" registration form. Forms are located on the website. Bicycles can be placed on the buses at Harmony, Leesburg and Broadlands. Bicycles may be taken off the AM buses or placed back on the PM buses at the WestPark Transit Station or 8200 Greensboro Drive only.

Inclement Weather/Early Dismissal Schedule: Tyson Express utilizes an inclement weather/early dismissal schedule when severe weather, difficult road conditions or unforeseen circum-

stances can interrupt commuter bus service. Notices of when the schedules are in effect will be displayed on local television stations (Channels 4, 5, 7, 8, and 9) and radio stations (WTOP, WMAL, WAGE).

Bus Features: Free Wifi, restrooms and reclining seats.

Business Hours: Loudoun County Office of Transportation Services' office hours are from 8:30 am to 5:00 pm Monday through Friday. Passengers may call the Dispatch Office of Veolia Transportation at 443-506-9499 to check on the status of a bus before and after normal County business hours. This number should be used only when a bus is at least 15 minutes late and a TEX Alert has not been sent to text-message devices.



ADA: Tysons Express buses are in compliance with the American with Disabilities Act. Each bus is equipped with a wheelchair lift and appropriate seating for up to two wheelchairs. Buses also have kneeling capability that enable passengers to board at curb level.

Holiday Service: Tysons Express does not operate on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Tysons Express offers limited/holiday service on the following days: Martin Luther King, Jr. Day, Presidents Day, Columbus Day, Veterans Day and the Friday after Thanksgiving.

Guaranteed Ride Home (GRH): What if you use alternative transportation to get to work and you have an unexpected family emergency or unscheduled overtime? Don't panic. Commuter Connections provides the Guaranteed Ride Home (GRH) Program. GRH is an incentive for commuters to use carpooling, vanpooling, transit, or bicycling rather than driving alone. The program provides a safety net and assurance that an individual can get home and not left at work if any unexpected situation arises. Call 1-800-745-RIDE or visit www.commuterconnections.org to register or to review the guidelines. This program is provided by the Council of Governments (COG).

PASSENGER PROTOCOLS



•When using cell phones, please be considerate - use a silent mode or low volume ring tone and keep calls brief (less than five minutes). Speak quietly when conversing with other passengers or when using a cell phone. Note: The County receives the most complaints on this particular issue.

•Seats are for passengers, not belongings. Do not store belongings on the seat next to you. Place them in the overhead bins.

•Seat backs must remain in their full upright position until the bus has left its last stop in Loudoun County in the mornings and its last stop in Tysons Corner in the afternoon. Once the bus has departed its last stop, passengers may carefully recline their seatbacks after politely notifying the passenger sitting behind them. If you choose to recline your seat, please respect the personal space of the passenger behind you.

•Headphones are required for portable music and gaming devices. Keep volume low even when using headphones.

•Snacking on the bus is allowed, but remember to take your trash with you and deposit it in the trash bag.

•Please do not smoke in line while waiting for the bus at the park and ride lots.



•Scheduled arrival and departure times are subject to traffic conditions. Once the door closes and the bus begins to depart the stop, the driver will not open the door for late arriving passengers. We recommend being at the stop at least five minutes early. Drivers are not permitted to pick up or drop off passengers other than at designated stops. **Special Note: In Tysons Corner it is illegal for the bus to wait along the curbs/sidewalks. Buses may arrive ahead of scheduled departure times if the passenger load or traffic is light.**

Lost and found personal items left on a bus will remain on the same bus for 24 hours, and then the item will be turned over to County Staff. Staff will hold the item for 30 days then donate it to Goodwill or the Salvation Army. Passengers may call or email the County to check on the status of a lost item.

•The buses are equipped with two air conditioning-heating systems, one for the driver and one for the passengers. The temperature on the bus is set at 68 degrees. Let your driver know if you are experiencing extreme cold or hot conditions in your part of the bus. He/she may not be aware if there is an issue with the temperature in the rear of the bus. Remember every individual interprets being hot and cold differently, so we recommend carrying a sweater or jacket if you have a tendency to be bothered by cold temperatures on buses.

PAYMENT GUIDELINES

Tysons Express buses are equipped with SmarTrip® compatible fareboxes. These fareboxes accept only SmarTrip® cards or cash (coins, except pennies, and \$1, \$5, \$10 and \$20 bills). When using cash, exact fare amount is required. The farebox or driver cannot make or give change.

SmarTrip® cards may be purchased at several locations including www.wmata.com, the West Park Transit Station (8300 Jones Branch Dr, McLean VA 703-448-3295), select Metrorail stations and the Loudoun County Office of Transportation Services. Value can be added at the West Park Transit Station or at machines located in every Metrorail station using various payment methods or online at www.wmata.com. To add value aboard buses, use cash only and follow the instructions posted on the farebox.



Register your SmarTrip® card so that if it is lost or stolen you will be able to transfer your remaining balance to a new card.

Children 12 and under may ride free and occupy a seat when accompanied by an adult. If the bus is full, children riding for free must relinquish their seat to a paying customer or have the adult with them pay for their seat. Passengers with children may choose to put young children on their laps if the bus is full.



CONNECTING TO THE REGION

WMATA: The Washington Metropolitan Area Transit Authority (WMATA) operates Metrorail and Metrobus in the Washington, DC area. LC Transit stops at a few Metrorail locations in Virginia and the District of Columbia. A SmarTrip® card can be used on Metrorail and on Metrobuses. For information on Metro call 202-637-7000 or visit their website: www.metroopensdoors.com.



Fairfax Connector: Public transportation in Fairfax County is provided by the Fairfax Connector. The Connector operates buses out of Herndon, Reston, Tysons, West Falls Church and other locations in Fairfax County. LC Transit buses that stop at West Falls Church may be an option for passengers needing to go to Tysons Corner or other locations in Falls Church or Vienna. Visit www.fairfaxconnector.com or call 703-339-7200.

VRT: Local bus service in Loudoun County is provided by Virginia Regional Transit (VRT). There are fixed routes such as the Route 70, Route 80, Route 81, Route 82, Route 84X, Purcellville Connector, Dulles 2 Dulles Connector, Ashburn Village Connector and Ashburn Farms Connector. They also provide the WFC Express bus service that is all day service between the West Falls Church Metro Station and Loudoun County. VRT also provides On-Demand service to residents of Loudoun. VRT can be reached at 1-877-777-2708 or on the web at www.vatransit.org.



OTHER COMMUTING OPTIONS

Form or Join a Carpool or Vanpool: Staff from Loudoun County maintains a database of registered carpoolers and vanpoolers and can try to match you with existing carpools or even start a new one. Information such as your home address, destination (employer) and work hours are needed to generate a match letter. The match service is free.

NuRide: NuRide is a ride network where people meet online, plan trips and get rewards to ride together. Visit www.NuRide.com for more information on this program.