Appendix A
Agency Profile and System Overview

A.1. History

Fairfax County provides transit service through Fairfax Connector (Connector), a locally owned and controlled fixed-route bus transit system operated by a contractor and managed by the Fairfax County Department of Transportation (FCDOT). Since its inception in 1985, the Connector system has grown significantly and now has the third largest bus fleet in the Washington, D.C. region and the largest public bus fleet in Northern Virginia.

As of 2022, Fairfax County contained 418,769 households and 1,172,646 people (population density 2,888 people per square mile). The county is projected to grow by 2045 to an estimated 496,219 households and 1,405,914 people.

Fairfax Connector covers a service area of approximately 407 square miles, consists of 94 fixed-routes[26], and is split into three service divisions: the Huntington Division covering the south county area, the West Ox Division covering the west county area, and the Herndon-Reston Division, covering the north county area.

In addition to Fairfax Connector, the Washington Metropolitan Area Transit Authority (WMATA) provides 31 routes in Fairfax County through Metrobus[27]. Metrobus service is regionally focused, providing service across jurisdictional boundaries, while Connector service operates largely within the County boundaries. Fairfax County initiated the Fairfax Connector in September 1985 as a cost-effective alternative to the provision of non-regional fixed-route/fixed-schedule bus service by WMATA, and significant expansion of the system has occurred since then. The CUE (City-University-Energysaver) bus system, owned and operated by the City of Fairfax in conjunction with George Mason University, also provides service within Fairfax County.

The following timeline outlines the key milestones, changes in service focus areas, and events in the history of Fairfax Connector.

1985	• Fairfax Connector bus service started on September 29 with 33 buses operating 10 routes that served the Huntington Metrorail station, by converting routes formerly operated by Metrobus.
1988	• Connector expanded in the southeastern part of the county, expanding the fleet to 50 buses and adding four new express routes to the Pentagon Transit Center, by converting routes formerly operated by Metrobus. • Connector opened the Newington Maintenance Facility (Huntington Division).
1990	• Connector took over operation of the RIBS (Reston Internal Bus Service), with service provided out of the new Community Bus Services Division.
1991	• Connector established new feeder bus service to the newly opened Van Dorn Street Metrorail station, on the border of the county in the City of Alexandria.

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[26] As of April 2023, there were 94 routes with recent service changes and implementation of several near-term improvements in the TSP.

[27] As of June 2023

1992
- Connector launched Route 401, the first cross-county route, linking Springfield Mall, Fairfax Hospital, Tysons, and the Dunn Loring-Merrifield Metrorail station. This service was formerly operated by Metrobus.

1993
- Connector added six new routes serving the Vienna/Fairfax-GMU, Van Dorn Street, and Pentagon Metrorail stations. These routes were formerly operated by Metrobus.

1994
- Connector underwent its greatest expansion to date, with Connector service replacing 16 Metrobus routes in Reston and Herndon operating to the West Falls Church and Pentagon Metrorail stations and purchasing 45 new buses to operate the service.
- Connector opened the Reston-Herndon Operations Facility to support the new routes in the North County.

1996
- A blizzard forced suspension of service for two days; this sparked an initiative to establish a call center with greater capacity the following year.
- Connector service replaced Metrobus routes linking the Vienna Metrorail station with the Fairfax County Government Center and the Dunn Loring Metrorail station.

1997
- The Reston East Park and Ride Lot, the site of today's Wiehle-Reston East Metrorail station, was opened as a hub for North County Connector service.
- Connector restructured and expanded its South County routes to serve the new Franconia-Springfield Metrorail/VRE station.

1999
- Two new passenger facilities, the Herndon-Monroe Park and Ride and the Tysons West*Park Transit Station, and four new Connector Stores were opened to provide information and fare media to riders.
- Connector launched its Dulles Corridor Express Bus Service, which doubled bus service in the corridor.

2001
- Connector service was restructured during the September 11, 2001 terrorist attack to assist in evacuations.

2002
- Connector began operation of Route 605, a new cross-county route connecting the Government Center and Fair Lakes with Reston.
- Connector began the process of converting its fleet to ultra-low sulfur diesel fuel and retrofitting the fleet with green diesel technology, which has been shown to reduce harmful emissions by as much as 80 percent.

2003
- Connector merged the Community Bus Services Division (responsible for Tysons Shuttle and RIBS) with the Reston-Herndon Division, so that all services provided by two contractors from two garages could be provided by a single contractor from one garage.
- Connector began operating service to the new Lorton Park and Ride.
- Connector began selling advertising space on its bus fleet for the first time.
- Metro Magazine recognized Connector as one of the 10 most improved transit systems in North America.
- Hurricane Isabel forced suspension of Connector service for 24 hours.

2004
- Connector introduced the MATT (Mobile Accessible Travel Training) bus, a hands-on way to teach members of the public how to ride the bus and navigate the bus system.
- Connector launched its South County Bus Service restructuring, increasing the Connector to 56 routes and 170 buses.

2005
- Connector completed the renovation of the Newington (Huntington) Operations Facility.
- Connector began service to the new Gambrill Road Park and Ride.

2006
- Connector installed SmarTrip Fare Card technology on its bus fleet.
- One new passenger facility, the Reston Town Center Transit Station, and one new Connector Store at the Franconia-Springfield Metrorail/VRE station were opened.
- Connector introduced its new bus design and logo on its new buses.

2007
- Connector installed bicycle racks on the front of its bus fleet.

2008
- FCDOT initiated a study to create a 10-year Transit Development Plan (TDP), the first comprehensive study of all bus services operated in, and paid for by, Fairfax County.

2009
- Connector service replaced 13 Metrobus routes linking Centreville, Chantilly, and Oakton to the Vienna Metrorail station.
- Connector begins operation of the Tysons Connector lunch-time shuttle service.
- Connector opened the West Ox Operations Facility, which is shared with WMATA, to support the new routes in the West County.
- FCDOT completed its TDP study, which included service recommendations for such transportation challenges such as the Base Realignment and Closure (BRAC) movements, the opening of the I-495 Beltway Express Lanes, and the opening of Phases I and II of the Metrorail Silver Line.

2010
- The Reston East Park and Ride and the Connector Store at the lot were closed to allow for site preparation and construction to begin on the Wiehle-Reston East Metrorail station; on completion, the site now houses the north station entrance, the parking, and the main bus facility to support the Wiehle-Reston East Metrorail station.
- Connector adjusted routes that had served the Reston East Park and Ride and created a new route to serve the temporary Sunset Hills Park and Ride.

2011
- Connector implemented South County service changes. These changes included Route 335, linking the Franconia-Springfield Metrorail/VRE station and the Fort Belvoir Main Post, as well as others in support of BRAC moves to Fairfax County.

2012
- Connector initiated service linking the new Saratoga Park and Ride to the Franconia-Springfield and Pentagon Metrorail stations.

2013
- Connector began "Express Connector" service to and from Tysons on the newly opened I-495 Express Lanes.
- New fare policy was adopted for riders transferring between the VRE and Connector systems. Passengers transferring from the VRE system to a Connector bus are allowed a free, one-way transfer when boarding at a VRE station in Fairfax County with a valid VRE fare media (passes, tickets).
- FCDOT initiated a study to update the 2009 Transit Development Plan, to include a ten-year Comprehensive Transit Plan (CTP) and a six-year TDP.

2014
- Connector restructured its North County service to serve the newly opened Metrorail Silver Line stations in Tysons and Reston. This included implementing service on 15 new routes (including three Tysons Circulator routes), modifying 22 existing routes, and eliminating five existing routes. The changes covered 40 percent of existing Connector service.

2015
- Connector initiated new service linking Springfield, the Mark Center in Alexandria, and the Pentagon with Route 393.
- Fairfax Connector celebrated its 30th Anniversary and offered a free ride day on September 29.

2016
- FCDOT completed its TDP study, and the Fairfax County Board approved it.
- Weekend service was implemented in Centreville and Chantilly on Route 630, 640, and 650.
- WMATA completed bus improvements at the Franconia-Springfield Metrorail station including new bus bays and the introduction of real-time bus arrival information.

2017
- BusTracker was launched to provide Fairfax Connector passengers with scheduled and estimated arrival times of their bus by smartphone or computer.
- New express bus Route 699 began service from the Fairfax County Government Center, via I-66, directly to downtown Washington, D.C.

2018
- Connector launched Park for FREE, and Ride to Metro for $1 initiative to help combat extreme traffic congestion due to heavy construction on I-66 outside of the Capital Beltway.

2019
- New express bus Route 698 launched, providing service from Vienna Metrorail station to the Pentagon.
- Connector launched new service on Routes 308 and 462.
- FCDOT awarded a 5-year contract, plus 10 optional years, to Transdev North America for the operations of Fairfax Connector fixed-route bus service effective July.
- The contract between Amalgamated Transit Union (ATU) Local 1764, the union representing the bus drivers and mechanics, and Transdev, Fairfax County's contracted bus operator expired, causing employees to go on strike and disrupting bus service. Regular operations resumed in December.

2020
- A new express bus route, Route 396, from Backlick North Park and Ride to the Pentagon was established.
- Fare collection was suspended due to the rapidly escalating COVID-19 public health emergency. Rear door boarding was also implemented to protect drivers.
- Connector service was significantly reduced due to the beginning of the COVID-19 public health emergency—41 routes discontinued, service levels reduced on 14 routes, leaving 38 essential routes in operation.
- FCDOT initiated a study to create a 10-year Transit Strategic Plan (TSP), a successor and update to its latest TDP.
- Full-service resumed on all routes including implementation of two new routes—697 and 722.

2021
- Fare collection and front door boarding resumed, made possible with the installation of protection barriers between the bus driver and passengers.
- Connector assumed operations of five Metrobus routes from WMATA (old Metrobus routes 3T, 15K, 3A, 29C, and 29W to new Fairfax Connector routes 703, 715, 803, 834, and 835, respectively).
- FCDOT joined WMATA in providing free transfers between Metrorail and Fairfax Connector local buses, and $2 discount to Express Service through SmarTrip.
- Construction began on the Springfield Multimodal Transit Hub and the Monument Drive Commuter Parking Garage and Transit Center.

2022
- Metrorail Silver Phase II opened November 15, extending the existing rail line from Reston through the Dulles International Airport to its western terminus in Ashburn.

	• Fairfax Connector implemented new and enhanced bus service in the Reston-Herndon area with key connections to the new Metrorail Silver Line Phase II—several short-term improvements of the TSP. • Fares were reduced on Route 599 from $7.50 to $4.25.
2023	• Service began on new Route 660 between Centreville's Stone Road Park and Ride and Tysons Metrorail station via Fairfax County Government Center and Vienna Metrorail station. • Youth fare policy was changed to provide free rides to children aged 12 and under when accompanied by a paying adult. • FCDOT completed its Transit Strategic Plan.

A.2. Governance

Fairfax Connector is overseen by the Fairfax County Board of Supervisors (BOS) and is a component of the Fairfax County Government. The Board consists of ten members; nine Supervisors are elected as direct representatives of their respective districts, and the Chairman of the Board is elected at-large, representing the entire county. All Board members are elected for four-year terms. Elections for these positions are held in the year before presidential elections.

The Board structure includes a Transportation Committee, a committee of the whole, currently chaired by Walter Alcorn. In addition, the Board is advised on transportation matters by a Transportation Advisory Commission (TAC) with 11 members. Each district Supervisor appoints one resident of their district to serve on the Commission and the Board Chairman appoints a county resident as an at-large member. The eleventh member of the Commission is a representative from the Fairfax Area Disability Services Board. The normal term for Commission members is two years. The term for all Board of Supervisor members expires on December 31, 2023.

Table A-1 shows BOS and TAC membership as of July 2023.

TABLE A-1: FAIRFAX COUNTY BOARD OF SUPERVISOR AND TRANSPORTATION ADVISORY COMMISSION

District	Board of Supervisors	Appointed Transportation Advisory Commission
At-Large	Jeffrey C. McKay (Chairman)	Vacant
Mason District	Penelope A. Gross (Vice Chairman)	Roger L. Hoskin (Secretary)
Braddock District	James R. Walkinshaw	Kevin Morse
Dranesville District	John W. Foust	Michael Champness (Chair)
Hunter Mill District	Walter L. Alcorn	Phylicia L. Woods
Franconia District	Rodney L. Lusk	Matt Bechak
Mount Vernon District	Daniel G. Storck	Vacant
Providence District	Dalia A. Palchik	Jeremy Hancock
Springfield District	Pat Herrity	Eric Thiel
Sully District	Kathy L. Smith	Vacant
Fairfax Area Disability Services Board	-	Christie Garton (Member)

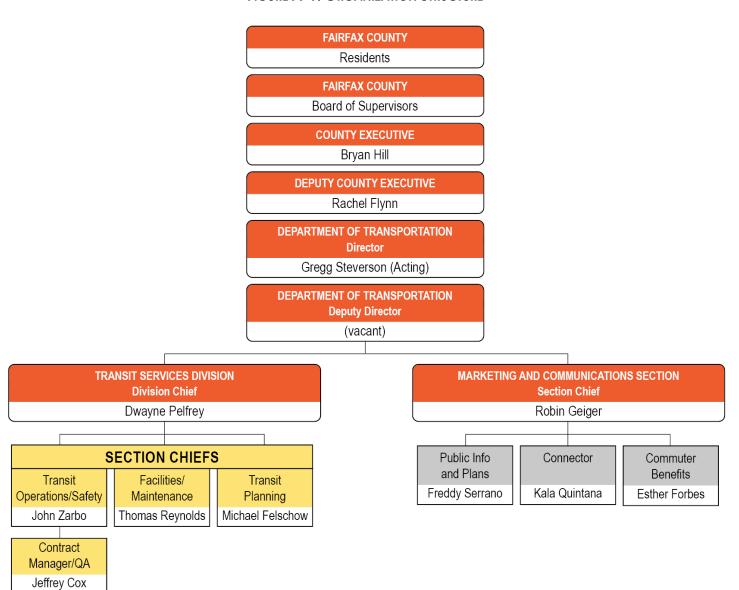## A.3. Organizational Structure

Figure A-1 provides an organization chart (as of October 2023) for the Fairfax Connector functions that are carried out by the FCDOT. Note, only Divisions of FCDOT associated with Connector are shown, and this does not represent an entire FCDOT or Fairfax County Government organization chart.

The Board of Supervisors provides general policy direction for the Connector through the County Executive and Deputy County Executive. The Director of FCDOT and the Division Chief of the Transit Services Division (TSD) provide policy recommendations and oversight on service provision. The TSD Division Chief oversees Section Chiefs and their staff that perform operations review, safety and security management, facilities and fleet planning, service planning, and contract management. The Division Chief and staff of Marketing, Communications, and TDM Programs provide marketing and public information support for Connector.

All Fairfax Connector service is provided under contract; the contractor provides all staff to support Connector operations, revenue and non-revenue fleet maintenance, operations planning, and administrative functions (e.g., payroll, purchasing, and accounting). Transdev North America currently holds the service provider contract. The current service provider contract began July 1, 2019, as a 5-year contract, plus 10 optional years. The base contract cost (start-up and fiscal years one through five) is approximately $443 million.

Operators and mechanics contracted through Transdev North America are represented by ATU Local 1764 under a four-year agreement which expires in 2024.

FIGURE A-1: ORGANIZATION STRUCTURE

FAIRFAX COUNTY
Residents

FAIRFAX COUNTY
Board of Supervisors

COUNTY EXECUTIVE
Bryan Hill

DEPUTY COUNTY EXECUTIVE
Rachel Flynn

DEPARTMENT OF TRANSPORTATION
Director
Gregg Steverson (Acting)

DEPARTMENT OF TRANSPORTATION
Deputy Director
(vacant)

TRANSIT SERVICES DIVISION
Division Chief
Dwayne Pelfrey

MARKETING AND COMMUNICATIONS SECTION
Section Chief
Robin Geiger

SECTION CHIEFS

Transit Operations/Safety	Facilities/ Maintenance	Transit Planning
John Zarbo	Thomas Reynolds	Michael Felschow

Contract Manager/QA
Jeffrey Cox

Public Info and Plans	Connector	Commuter Benefits
Freddy Serrano	Kala Quintana	Esther Forbes

A.4. Services Provided and Areas Served

Fairfax Connector is a fixed-route bus transit system in Fairfax County, Virginia managed by FCDOT and operated by a contractor. **Section 1.1** of the TSP provides an overview of the Connector bus system and other transportation services available in and around Fairfax County. This includes Fastran; WMATA Metrorail, Metrobus, and MetroAccess; Virginia Railway Express (VRE); and local bus services of neighboring jurisdictions that operate service into Fairfax County.

Connector serves a 407-square-mile area and operates service seven days a week. As of April 2023, Connector's fixed-route bus service consisted of 94 routes across the county—23 routes in the Reston-Herndon area, 36 routes in the Chantilly-Centreville-Vienna-Tysons area, 27 routes in the Franconia-Springfield area, and 8 routes in the Huntington area as shown in **Figure A-2**. Areas of Fairfax County that have limited or no service coverage are less densely populated with limited demand or are areas that are serviced by Metrobus. As of fiscal year (FY) 2021, Fairfax Connector was operated with a fleet of 329 buses with 276 operated in maximum service.

Multiple routes are provided with funding and partnership with other agencies or organizations including the Northern Virginia Transportation Commission (NVTC), the Virginia Department of Rail and Public Transportation (DRPT), the Virginia Department of Transportation (VDOT), and the Central Intelligence Agency (CIA) as shown in **Table A-2**.

TABLE A-2: FAIRFAX CONNECTOR SERVICE PARTNERSHIPS

Service	Funding Partner
Route 393	DRPT
Route 396	NVTC
Route 660[1]	DRPT
Route 697	NVTC
Route 698	NVTC
Route 699	NVTC
Route 371	NVTC
Route 598	NVTC
Route 721	CIA
Route 722	CIA
Route 798[2]	VDOT/DRPT

[1]Implemented February 2023
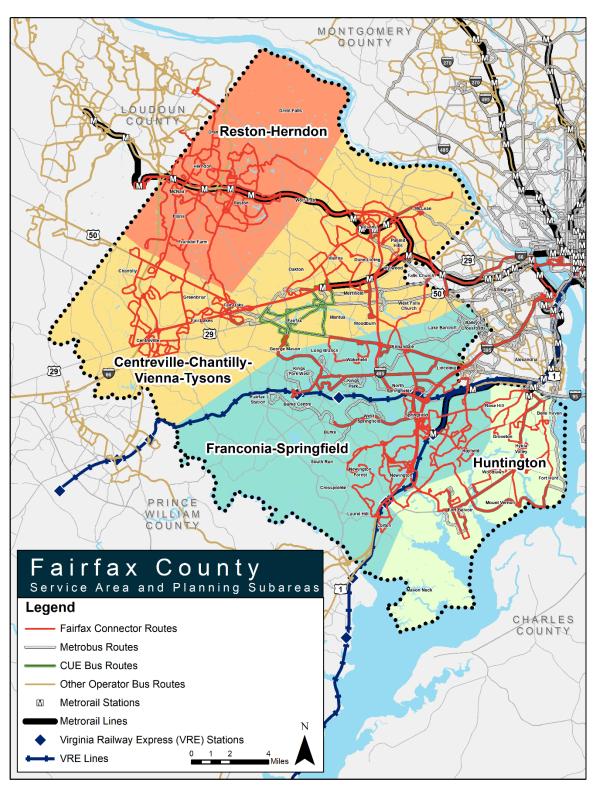[2]Future implementation anticipated FY 2024

FIGURE A-2: FAIRFAX CONNECTOR SERVICE AREA

Sources: Fairfax County DOT and Kimley-Horn, April 2023.

Connector also provides amenities and accommodations that facilitate pedestrian and bicycle access to the system. All Connector buses have bicycle racks mounted above the front bumper, and all bus operators are trained in the use of the racks and are able to assist bicyclists if necessary. Connector bus stops are located to maximize pedestrian access whenever possible. Connector staff evaluates several factors, including the presence of sidewalks and crosswalks, when locating bus stops. These bus stop improvements and sidewalk connections are implemented by other divisions of FCDOT and VDOT. Fairfax County maintains the ActiveFairfax Transportation Plan which establishes a vision and roadmap for the implementation of safe, convenient, and enjoyable streets and trails in Fairfax County.

Bus stops and amenities such as bus shelters and benches are deployed using guidelines.

- Connector bus stops are located in accordance with the *Fairfax County Bus Stop Guidelines* published in July 2004. Bus stops are located to maximize pedestrian access whenever possible. **Table A-3** provides a summary of bus stop spacing criteria.
- A bus shelter may be installed at stops with an average of 50 or more boardings per day, at a transit center or park and ride lot owned by Fairfax County, or if the stop is at a major activity center.
- Benches with pads may be installed if the stop is located at a transit center or park and ride lot or if the stop is a major activity center, generating 25 or more passenger boardings per day, or at stops located near significant populations of seniors, the disabled, students, or other special uses (e.g., tourist attractions).
- Waste receptacles are installed at all stops with a demonstrated issue with littering.

TABLE A-3: BUS STOP SPACING GUIDELINES

Density Class	Criteria
High density (750-ft spacing)	Primarily commercial with high concentration of employment, or with a population density of more than five people per acre
Moderate density (1,000-ft spacing)	Population density of two to five people per acre
Low density (spacing based on activity centers rather than distance)	Population density of less than 2 people per acre

In compliance with the Americans with Disabilities Act (ADA) requirements, all Fairfax Connector vehicles are low-floor and the Connector's policy is to only purchase low-floor vehicles. The buses are outfitted with ramps and are able to kneel or lower to make it easier to get on and off the bus. Priority seating for people with disabilities and senior citizens is located in the seats directly behind the bus operator. Two wheelchair securement areas are located near the front of each bus and include tie downs and lap belts for safety.

MetroAccess provides ADA paratransit for people with disabilities who are unable to use public transportation (bus or rail) due to their disability. ADA paratransit service is provided within ¾ of a mile of a bus route or rail station, at the same hours and days of bus or rail service, at twice the fastest fixed-route equivalent fare (maximum fare of $4.00).

Historically, travel training has been provided to customers in partnership with Fairfax County Neighborhood and Community Services. As of July 2023, this program was on hold. FCDOT provides a Rider Guide, frequently asked questions, and videos (available in English and Spanish) on how to ride the bus via their website. WMATA also provides a MetroReady Travel Training program for senior customers and people with disabilities that is designed to teach customers how to travel safely and independently on the accessible Metrobus and Metrorail public transportation system.

A.5. Fare Structures, Payments, and Purchasing

SmarTrip cards, cash[28], and passes[29] may be used to pay for Fairfax Connector trips, as shown in **Table A-4**. SmarTrip cards are the Metropolitan Washington region's uniform, contactless fare media and are the preferred method of payment across the Fairfax Connector system as well as other local and regional transit services such as WMATA Metrorail and Metrobus, and other local bus systems. SmarTrip cards allow a passenger up to two hours of free bus-to-bus transfers, and $2.00 discounts for bus-to-rail transfers. Physical SmarTrip cards may be purchased at Connector Stores, Metrorail stations and most CVS and Giant Food locations. Passengers can opt to purchase a virtual card that can be accessed on a mobile device via the SmarTrip App, Apple Wallet, or Google Wallet. Each card has a $2.00 activation fee.

Children aged 12 and under traveling with a fare-paying adult may travel free, as well as Fairfax County High School and Middle School students with a valid Free Student Bus Pass[30] between the hours of 5:00 a.m. and 10:00 p.m. Passengers transferring from the VRE system to a Fairfax Connector bus are allowed a free, one-way transfer when boarding at a VRE station when they display a valid VRE fare. Passengers returning on a Fairfax Connector bus to a VRE station must pay the full, applicable bus fare. Additionally, customers 65 years of age and older and persons with disabilities can receive a reduced fare[31] as shown in **Table A-4**.

Fairfax Connector accepts the $12.00 7-Day Regional Bus Pass available through SmarTrip. This pass is valid for seven consecutive days of unlimited rides (up to $2.00) on Metrobus, Arlington Transit, DC Circulator, Fairfax CUE, Fairfax Connector, TheBus, and Ride On.

Fares have not been raised since June 25, 2017, but there were several recent fare policy changes. Effective September 5, 2021, a $2.00 discount was offered for transfers between WMATA Metrorail and Fairfax Connector, and this change was made permanent effective October 1, 2022. Fairfax County was awarded a three-year DRPT Transit Ridership Incentive Program (TRIP) grant and launched a reduced fare program in early 2023 that provides a 50%

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[28] Exact cash is required, and drivers do not carry cash or make change. Pennies are not accepted

[29] Includes VRE passes, VRE Transit Link Cards, DASH Pass, and MetroAccess ID cards

[30] Only valid on Fairfax Connector and City of Fairfax CUE

[31] Seniors may show a Medicare or Medicaid card and pay in cash; however, a Senior SmarTrip card (available at any Connector Store or WMATA Commuter Store) is the preferred method of payment. Persons with disabilities can find more information at WMATA's reduced fare program website.

discount on Fairfax Connector for low-income individuals. Finally, effective May 1, 2023 children aged 12 and under can ride for free when accompanied by a paying adult.

TABLE A-4: FAIRFAX CONNECTOR FARES

Fare Type	Fare Media	Cost	Seniors and Persons with Disabilities
Base Fare			
Regular Routes	SmarTrip or Cash	$2.00	$1.00
Express and Other Fares			
393, 394, 395, 396, 697 698, 699	SmarTrip or Cash	$4.25	$2.10
350, 422, 423, 424	SmarTrip or Cash	$0.50	$0.50
480 (Fare is round trip)	SmarTrip or Cash	$5.00	$5.00
599	SmarTrip or Cash	$7.50	$3.75
Metrorail-to-Bus Transfer			
Regular Routes	SmarTrip	FREE	FREE
	Cash	$2.00	$1.00
393, 394, 395, 396, 697 698, 699	SmarTrip	$2.25	$0.10
	Cash	$4.25	$2.10
350, 422, 423, 424	SmarTrip	FREE	FREE
	Cash	$0.50	$0.50
480 (Fare is round trip)	SmarTrip	$3.00	$3.00
	Cash	$5.00	$5.00
599	SmarTrip or Cash	$7.50	$3.75
Bus-to-Bus Transfer			
Regular Routes	SmarTrip	FREE up to 2 hours	FREE up to 2 hours
	Cash	$2.00	$1.00
393, 394, 395, 396, 697 698, 699	SmarTrip	$2.25	$1.10
	Cash	$4.25	$2.10
350, 422, 423, 424	SmarTrip	FREE up to 2 hours	FREE up to 2 hours
	Cash	$0.50	$0.50
480 (Fare is round trip)	SmarTrip or Cash	$5.00	$5.00
599	SmarTrip or Cash	$7.50	$3.75

A.6. Transit Asset Management – Existing Fleet and Facilities

Fairfax County is a Tier 1 agency as defined by the Federal Transit Administration (FTA) due to the number of vehicles it operates for fixed-route service, and therefore has developed its own Transit Asset Management (TAM) plan for revenue vehicles, non-revenue vehicles, facilities,

and other equipment. The FCDOT TAM plan describes and establishes the approach to managing its Fairfax Connector capital assets in compliance with the FTA's Transit Asset Management Final Rule (49 Code of Federal Regulations (CFR) 625 and 630). The latest TAM plan was completed in 2020 which is based on FCDOT's asset inventory and condition assessments through December 2019. **Chapter 4** of the TSP summarizes the policies set forth in the FCDOT TAM Plan.

Fleet

As of FY 2022, Fairfax Connector was operated with a fleet of 345 buses with 284 operated in maximum service (see **Table A-5**). A summary of non-revenue support vehicles is shown in **Table A-6**.

At the time of the TSP, FCDOT was continuing to develop its fleet transition plan to migrate the Connector fleet to 100% zero-emission buses by 2035. The county is starting with an electric bus pilot program effective in 2023. Fairfax County made modifications to its West Ox bus facility to install three 150 kW vehicle charging stations in 2022.

TABLE A-5: FAIRFAX CONNECTOR REVENUE FLEET PROFILE – FY 2022

Make	Model	Size	Fuel Type	Year	Quantity
New Flyer	D40LFR	40 feet	Diesel	2007	5
New Flyer	D35LFR	35 feet	Diesel	2007	5
New Flyer	VII	30 feet	Diesel	2008	25
New Flyer	D40LFR	40 feet	Diesel	2009	43
New Flyer	DE40LFA	40 feet	Diesel	2010	3
New Flyer	XD40	40 feet	Diesel	2011	67
Orion	VII Hybrid	33 feet	Hybrid Diesel	2012	6
New Flyer	XD40	40 feet	Diesel	2012	20
New Flyer	XD35	35 feet	Diesel	2012	15
New Flyer	XD40	40 feet	Diesel	2013	19
New Flyer	XD35	35 feet	Diesel	2014	17
New Flyer	XD40	40 feet	Diesel	2015	5
New Flyer	XD35	35 feet	Diesel	2015	12
New Flyer	XD40	40 feet	Diesel	2017	10
New Flyer	XD40	40 feet	Diesel	2018	4
New Flyer	XD35	35 feet	Diesel	2018	10
New Flyer	XD40	40 feet	Diesel	2019	4
New Flyer	XD40	40 feet	Diesel	2020	11
New Flyer	XD40	40 feet	Diesel	2021	28
New Flyer	XD40	40 feet	Diesel	2022	20
New Flyer	XD35	35 feet	Diesel	2022	16
Total					**345**

TABLE A-6: FAIRFAX CONNECTOR NON-REVENUE FLEET PROFILE – FY 2021

Make	Model	Type	Year	Quantity	
Ford	Fusion	Sedan	2011	1	
Ford	Fusion	Sedan	2012	1	
Ford	Fusion	Sedan	2013	2	
Ford	Fusion	Sedan	2015	5	**14**
Ford	Fusion	Sedan	2017	1	
Ford	Fusion	Sedan	2018	1	
Chevrolet	Equinox	SUV	2013	1	
Ford	Escape	SUV	2014	1	
Ford	Escape	SUV	2015	1	
Ford	Escape	SUV	2016	1	
Ford	Escape	SUV	2017	4	**22**
Ford	Escape	SUV	2018	3	
Ford	Maverick	SUV	2022	6	
Chevrolet	Trailblazer	SUV	2023	5	
Ford	F550	Truck	2010	2	
Ford	F550	Truck	2011	1	
Ford	F550	Truck	2013	1	
Ford	Fusion	Sedan	2015	5	**10**
Ford	Fusion	Sedan	2017	1	
GMC	Cargo Van	Van	2015	**1**	
Total				**43**	

Facilities

Fairfax Connector has a wide range of facilities located throughout Fairfax County. These include:

- Administrative, bus operations, and maintenance facilities
- Transit stations
- Fairfax Connector Stores
- Park and ride facilities
- Bus stops and shelters

Fairfax Connector's administrative offices are housed in leased office space located at 4050 Legato Road, Fairfax, VA, 22033. Fairfax Connector currently conducts all bus operations and maintenance activities from its three operating divisions, including repairing, cleaning, fueling, storing, and staging buses, as shown in **Table A-7**. All three buildings are open 24 hours a day. While the West Ox facility is open five days per week, the other two facilities are open seven days a week. The service contractor also has administrative offices at each of the three operating divisions.

TABLE A-7: FAIRFAX CONNECTOR OPERATIONS AND MAINTENANCE FACILITIES

Facility Name	Address	In-Service	Maximum Vehicle Capacity	Repair Bays	Fueling Stations
Reston-Herndon	268 Spring Street Herndon, VA 20170	1994	90	6	2
West Ox	4970 Alliance Drive Fairfax, VA 22035	2009	170	15	4
Huntington	8101 Cinder Red Road Lorton, VA 22079	1985	103	8	2
Total			363	29	8

Fairfax Connector passenger facilities consist of transit stations, Fairfax Connector Stores, and park and ride facilities (see **Table A-8**). In many cases, Fairfax Connector facilities are co-located with other transit facilities owned and operated by others such as WMATA Metrorail stations or VRE stations. Park and rides owned and maintained by Fairfax County are shown in **Table A-8**. Fairfax Connector serves other park and ride facilities in Fairfax County that are owned and maintained by others such as the VDOT, WMATA, or private property owners. A full list of park and rides can be found on Fairfax Connector's website[32].

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[32] https://www.fairfaxcounty.gov/connector/park-and-ride

TABLE A-8: FAIRFAX CONNECTOR PASSENGER AND PARKING FACILITIES

Facility Name	Type*	In Service
Wiehle-Reston East Metrorail Station	Parking Garage and Fairfax Connector Store	2014
Reston Town Center Transit Station	Transit Station and Fairfax Connector Store	2006
Herndon Metrorail Station	Parking Garage and Fairfax Connector Store	1999
Innovation Center Metrorail Station	Parking Garage	2022
Tysons West*Park Transit Station	Transit Station and Fairfax Connector Store	1998
Stringfellow Park and Ride	Fairfax Connector Store	2016
Centreville Park and Ride	Park and Ride Lot	1995
Franconia-Springfield Metrorail Station	Fairfax Connector Store	2006
Burke Centre VRE Station	Parking Garage	2008
Backlick Road VRE Station	Parking Lot	1992
Lorton VRE Station	Parking Lot	1992
Rolling Road VRE Station	Parking Lot	1992
Reston South Park and Ride	Park and Ride Lot	1995
Rolling Valley Park and Ride	Park and Ride Lot	1995

*Portion of facility that Fairfax County manages and maintains

New passenger and parking facilities are expected to come into service at the following locations in 2023 and 2024, respectively:

- Monument Drive Commuter Parking Garage and Transit Center
- Springfield Community Business Center (CBC) Commuter Parking Garage

There are approximately 3,100 bus stops in Fairfax County served by Fairfax Connector. Approximately 457 stops have bus shelters owned by Fairfax County.

A.7. Transit Security Program

FCDOT works cooperatively with its Fairfax Connector service contractor to develop and maintain several system security and emergency preparedness plans to protect riders, employees, and the general public. This includes:

- Continuity of Operations Plan (COOP)
- Public Transportation Agency Safety Plan (PTSAP) (formerly System Safety Program Plan)
- System Security and Emergency Preparedness Plan
- Fire, Earthquake, Bomb Threat, Tornado and other emergency and evacuation plans
- "Active Threat" Plan
- Pandemic Response Plan

Fairfax Connector's policy is to ask passengers for a fare twice. If they still refuse to pay, the operator is instructed to continue on the route, avoiding confrontation or an escalated fare dispute.

There are several security features on vehicles and at the transit stations and facilities. Video cameras are installed on all buses that can be used to investigate incidents and validate customer complaints. Operators also have the ability to notify dispatch for emergency situations using the on-board intelligent transportation system (ITS). Fairfax County maintains a video surveillance system within the interior and exterior of facilities.

A.8. Intelligent Transportation Systems (ITS) Programs

Fairfax Connector utilizes a suite of ITS and technology to operate efficiently and provide information to customers. FCDOT initiated a large multi-phase ITS project starting in 2013 with the vendor Clever Devices to implement a variety of technologies for Fairfax Connector. Other vendors are used for camera, fare, scheduling, and maintenance systems. Fairfax Connector ITS consists of the following for all buses:

- **Computer aided dispatch / automatic vehicle location (CAD/AVL)**: The Clever Devices system provides GPS vehicle tracking and monitoring.
- **Automatic passenger counters (APC):** The Clever Devices system includes APC sensors that provide boarding and alighting information at every stop. Raw APC data collected by the vehicles is downloaded over wireless when vehicles are back in the garage, and data is post-processed and reported through the Ridecheck Plus software.
- **Automated Vehicle Announcements (AVA):** The Clever Devices system provides audio-visual next stop announcements using in-vehicle equipment.
- **On-board cameras**: A DriveCam system is used for video surveillance, and also captures audio and video inside and outside the vehicle before and after a detected incident (triggered by unusual motion such as hard braking).
- **Electronic registering fareboxes:** Fare collection equipment (fareboxes and associated garage equipment) is provided by Genfare and Cubic. Fairfax Connector utilizes fareboxes that are compatible with the regional SmarTrip fare system managed by WMATA.
- **Mobile payment:** As part of the regional fare system, Fairfax Connector fares can be paid for using the SmarTrip App, Apple Wallet, or Google Wallet.
- **Scheduling and run cutting software**: Bus schedules are developed using Trapeze software.
- **Maintenance management**: RTA software is used for the management of parts inventory, work orders, tracking mileage, asset management, preventative maintenance and purchase orders. Fleetwatch is used to track fuel and fluid used by revenue and non-revenue vehicles.
- **Passenger-facing information**: BusTracker, through the Clever Devices system, provides real-time estimated arrival times and shows approximate locations of buses. Riders can view this information on a mobile device or computer via a website. Riders can also sign up to receive alerts by text or email. Schedule and real-time arrival data

feeds (General Transit Feed Specification [GTFS] and GTFS Realtime) are made publicly available to third-party developers so customers can also access this information using common websites or apps such as Google Maps and Transit App. In addition to these trip planners, Fairfax Connector information is included in WMATA's online Trip Planner.

A.9. Data Collection and Ridership/Revenue Reporting Method

Fairfax Connector's method of collecting, processing, verifying, storing, and reporting ridership and revenue service data uses multiple data sources and systems.

Ridership data is available from APC (primary source) and electric registering farebox (secondary source) data. All Connector buses are equipped with APCs supplied by Clever Devices and fareboxes are provided by Genfare including smartcard readers provided by Cubic. APC certification in accordance with National Transit Database (NTD) reporting policy was completed in 2022. The vast majority of ridership data is collected automatically. Limited manual bus operator recording of data is conducted using the driver control unit on the farebox for free riders such as children.

Fixed-route schedules are developed in Trapeze software, which is the source for reporting scheduled service data. Actual revenue hours and miles are recorded using the Clever Devices CAD/AVL system.

The service contractor maintains its own software to manage accounting and payroll for its Connector employees. The service contractor is responsible for bus operations and maintenance using facilities and vehicles owned by Fairfax County. FCDOT tracks its contract and non-contract expenses on a monthly and annual basis. Non-contract expenses include items such as fuel, liability insurance, and professional services. Contract expenses are based on revenue hours operated, and Fairfax County closely tracks actual revenue hours to ensure accurate invoicing from the contractor to Fairfax County.

FCDOT also develops detailed internal revenue reports. Fare revenue from SmarTrip and cash are treated differently. All cash fares deposited into the farebox are counted by an armored car service and deposited into the bank account of the service contractor and netted out of the monthly invoices to Fairfax County. FCDOT may conduct audits of the revenue collection, handling, and security practices and procedures of the contractor. SmarTrip revenue is reimbursed from WMATA on a monthly basis and posted to Fairfax Connector as revenue.

As a division of the Fairfax County government, Fairfax Connector undergoes the same auditing process as all other County departments. The system's operating expenditures are incorporated into the County's Audited Financial Reports along with other County transportation expenses. The audited report consists of one line item representing Fairfax Connector Operating expenses, special studies, and includes the cash fares netted out of the contract vendor's invoices.

FCDOT certifies its understanding and compliance with the DRPT and NTD data collection requirements as part of its reporting processes. FCDOT staff report ridership data to DRPT through the On-Line Grant Administration (OLGA) monthly. Performance data is also submitted

through OLGA for the previous fiscal year when submitting an annual operating grant application. Separately, FCDOT reports Fairfax Connector data to NTD annually.

A.10. Coordination with Other Transportation Service Providers

Sections 1.1 and 2.5 of the TSP contain information about Fairfax Connector's efforts to coordinate transit service with surrounding jurisdictions and transportation service providers.

A.11. Public Outreach, Engagement, and Involvement

At the onset of a planning process that would result in a change in service or fare charges, FCDOT identifies the communities that will be impacted and develops a communication plan to convey information about the proposed changes. Service change information is presented in a variety of formats, including print materials posted on buses and at bus stops, FCDOT's website and social media platforms such as Twitter and Facebook, and Fairfax County's subscription alert system, Fairfax Alerts. In addition, service change information will be presented by FCDOT at public meetings, "pop-up" events at community gatherings and high traffic areas, and stakeholder and advisory group meetings. Public meetings allow for members of the public to submit written and verbal feedback regarding the proposed service change. If the proposed change is approved, additional outreach material is developed to alert riders of the upcoming change or disruption in service and a similar effort is made to post information at bus stops, on buses, the Connector website, and social media.

Translation services are available at public meetings upon request. Information concerning translation services is available in each of the following languages:

- Spanish
- Korean
- Vietnamese
- Chinese
- Amharic
- Hindi
- Arabic
- Urdu
- Farsi
- Tagalog

A.12. Current Initiatives

Section 1.1.2 of the TSP describes several recent or ongoing initiatives for Fairfax Connector. Regional initiatives that affect the provision of transit service in Fairfax County are also described.

A.13. Three-Year Retrospective of Finances

The three-year retrospective of finances summarizes data obtained through the National Transit Database for FY 2020 through FY 2022. This section includes tables on operating and capital expenses and revenues.

TABLE A-9: RETROSPECTIVE OF OPERATING REVENUES

Fiscal Year	Fares and Directly Generated	Local	State	Federal	Total
FY 2020	$8,252,383	$82,448,917	$295,900	$0	$90,997,200
FY 2021	$3,609,356	$92,578,082	$340,271	$0	$96,527,709
FY 2022	$6,671,125	$99,246,618	$322,523	$0	$106,240,266

TABLE A-10: RETROSPECTIVE OF CAPITAL REVENUES

Fiscal Year	Fares and Directly Generated	Local	State	Federal	Total
FY 2020	$0	$0	$0	$10,470,433	$10,470,433
FY 2021	$0	$0	$0	$5,224,192	$5,224,192
FY 2022	$0	$23,187,647	$0	$0	$23,187,647

TABLE A-11: RETROSPECTIVE OF OPERATING AND CAPITAL EXPENSES

Fiscal Year	Operating	Capital
FY 2020	$90,997,200	$10,470,433
FY 2021	$96,527,709	$5,224,192
FY 2022	$106,240,266	$23,187,647