

[Skip to main content](#)



Search Terms Search



[Rider Alert: UPDATE: OmniRide Express Service Reduction, As Of 4/27](#)



- [Bus Service](#)
- [Ridesharing](#)
- [News](#)
- [About OmniRide](#)
- [Contact Us](#)

Search Terms Search

1. [Home](#)
2. [News](#)
3. [Service Updates](#)
4. [IMPORTANT OmniRide Fare Changes During COVID-19](#)

IMPORTANT OmniRide Fare Changes During COVID-19

Posted: 03/18/2020

Until further notice, OmniRide has implemented several changes to help protect the public and OmniRide employees from the COVID-19 pandemic while still providing vital mobility services in our community.

OmniRide's Local and Metro Express services will operate fare free. This move is designed to reduce interactions between bus operators and riders at the fare box and allow customers to board quickly and self-distance more effectively.

Those riding OmniRide Express (commuter) services will continue to pay fares, however OmniRide will no longer accept cash fares or cash reloading of SmarTrip cards on board Express buses. Customers may purchase SmarTrip cards locally [at Todos Supermarket and may reload their cards at Metro Station SmarTrip vending machines or online using a credit card](#). Riders who want to purchase an OmniRide Day Pass or Weekly Pass for their SmarTrip card, and those purchasing passes for others, or in bulk, must make arrangements in advance by contacting OmniRide's Customer Service Office at Omni@OmniRide.com or 703-730-6664.

Finally, until further notice, the OmniRide Transit Center main lobby will be closed. The adjoining climate-controlled waiting area will remain open during its regular hours, 6 a.m. – 7 p.m., as will an exterior covered waiting area. Staff will open the main lobby only for mail/package delivery and for those with a prior appointment. The exterior restrooms at the Transit Center also will be closed. We will monitor each of these changes and make adjustments as needed.

We thank the public and our riders for their patience and support as we make decisions to protect the health and safety of our community.

Service Updates

- [UPDATE: OmniRide Express Service Reduction, As Of 4/27](#)
- [IMPORTANT OmniRide Fare Changes During COVID-19](#)
- [A Message about COVID-19 from OmniRide Executive Director Bob Schneider](#)
- [Lost & Found Hours Change Due to COVID-19](#)
- [May 7 Commission Meeting Will Be Virtual](#)
- [Budget Public Hearing Scheduled](#)
- [Aviso de audiencia pública, el día miércoles, 20 de mayo de 2020](#)
- [No Bus Service On Quantico Base](#)
- [OmniRide's Route 1 Local Buses Change in Detour Effective March 16- May 23](#)
- [OmniRide's Coronavirus Preparation](#)
- [For New Riders](#)

Bus Service

- [Schedules and Maps](#)
- [System Map](#)
- [Fares and Transfers](#)
- [SmarTrip](#)
- [Rider Tools](#)
- [Policies](#)
- [Emergency Service Information](#)
- [Commuter Lots](#)
- [Special Programs and Youth Services](#)
- [Frequently Asked Questions](#)
- [New Rider](#)
- [I-66 Half Fare Program](#)
- [How to Use OmniRide Local](#)
- [OmniRide Access-ParaTransit Service](#)
- [New OmniRide Stafford Service](#)
- [Western Service Change](#)

Ridesharing

- [Match Request Form](#)
- [Commuter Programs](#)
- [Vanpool Finder](#)
- [Commuter Lots](#)
- [Slug Lines](#)
- [Emergency Service Information](#)
- [Employer Information](#)
- [Teleworking Benefits](#)

About OmniRide

- [Our Team](#)
- [Our Board](#)
- [Meetings & Events](#)
- [Awards](#)
- [Job Opportunities](#)
- [Doing Business with PRTC](#)
- [Accessibility](#)
- [Passenger Rights](#)
- [Transit Links](#)

- [Tools for Developers](#)
- [Strategic Plan](#)
- [Financial Statements](#)
- [Diversity and Inclusion Statement](#)
- [Saluting our First Providers](#)

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- [>E-mail](#)

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