



Angela D. Alsobrooks
County Executive



Michael D. Johnson, P.E.
Director

PGC Transit Transformation

Department of Public Works and Transportation

Prince George's County

TRANSIT

TRANSFORMATION

Prince George's County Transit Transformation

Four initiatives, one clear vision



Angela D. Alsobrooks
County Executive



Michael D. Johnson, P.E.
Director



Angela D. Alsobrooks
County Executive

Transit Transformation

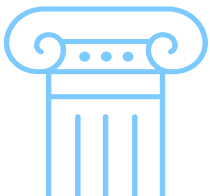


Michael D. Johnson, P.E.
Director

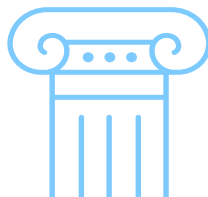
Transit Transformation is our commitment to revamp our framework for providing **safe, efficient, and reliable transit service.**

This new transformative approach is based on **five key pillars** and **three core values** for becoming the best transit operator in the region. The five key pillars represent the services we deliver and the three core values represent who we are.

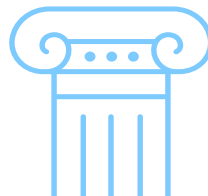
Equitable



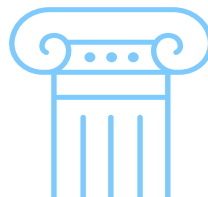
Safe



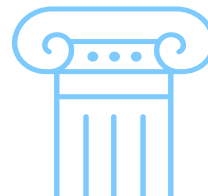
Reliable



User-Friendly



Community-Centric



Core Values

Equity
Innovation
Sustainability





Angela D. Alsobrooks
County Executive

Transit Transformation



Michael D. Johnson, P.E.
Director

In alignment with the foundational pillars and values of PGC Transit Transformation (PGC TT), we launched the **four initiatives**:

- 1. Transit Vision Plan**
- 2. Transit Forward**
- 3. Zero – Emission Bus (ZEB) Transition**
- 4. Service Changes**





Angela D. Alsobrooks
County Executive

Transit Forward



Michael D. Johnson, P.E.
Director

Transit Forward analyzes the quality, effectiveness, and delivery of *TheBus* and *Call-A-Bus* services, using a data-centric approach.

Goals Include:

- Improved on-time performance (OTP)
- Improved amenities
- Enhanced customer experience
- Coordinated transit tracking applications





Angela D. Alsobrooks
County Executive

Transit Forward



Michael D. Johnson, P.E.
Director

Since July 2023, DPW&T staff:

- Collected on-board surveys of Call-A-Bus service and conducted ride-alongs on TheBus as well as engaged riders at bus stops.
- Evaluated vehicle quality, vehicle amenities, driver performance, service quality and conditions at bus stops and shelters.
- Used survey data to make immediate changes to achieve quick results.





Transit Forward



QUICK HIGHLIGHTS:

The Bus routes 11 and 26 to Greenbelt and Largo communities now have an on-time performance above 90%





Angela D. Alsobrooks
County Executive

Transit Forward



Michael D. Johnson, P.E.
Director

- Last year, only 5 routes achieved the 80% on time performance goal.
- As of October 2023, Prince George's County transit has doubled that, with 10 routes operating at 80% OTP or better.



Prince George's County
TRANSIT
TRANSFORMATION
Transit Forward



Angela D. Alsobrooks
County Executive

Zero Emission Transition



Michael D. Johnson, P.E.
Director

TheBus is developing a **Transition Plan** to help determine how and when the transition to ZEB will occur. The plan will include:



**INFRASTRUCTURE
NEEDS**



**FLEET SIZE &
REPLACEMENT
PLAN**



**WORKFORCE &
TRAINING NEEDS**



**PHASING OF
TRANSITION**



**COSTS & FUNDING
OPPORTUNITIES**



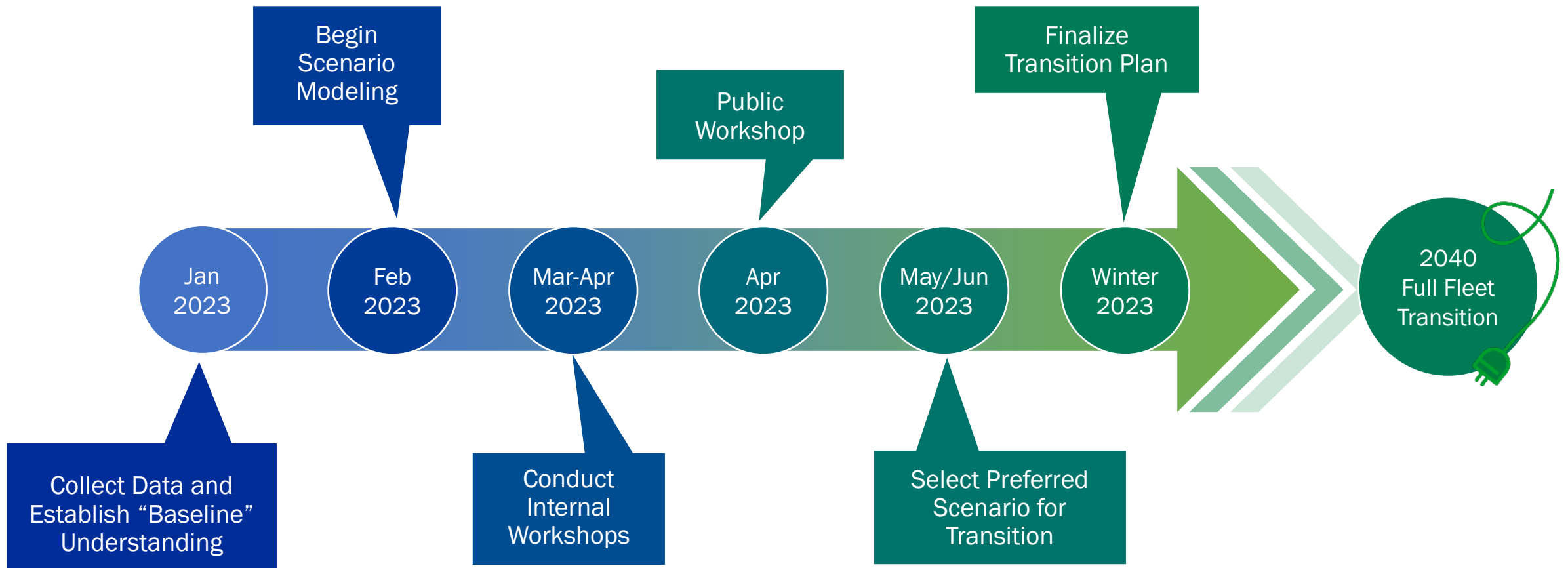
Angela D. Alsobrooks
County Executive

Zero Emission Transition



Michael D. Johnson, P.E.
Director

Project Timeline





Angela D. Alsobrooks
County Executive



Michael D. Johnson, P.E.
Director

Zero Emission Transition

FLEET COMPOSITION



168 REVENUE VEHICLES

116 fixed-route buses – ~3 million VMT

52 demand response – ~600,000 VMT

12 BEBs already accepted

EMISSIONS IMPACT



13 million

pounds of greenhouse gases



34,000

pounds of harmful exhaust

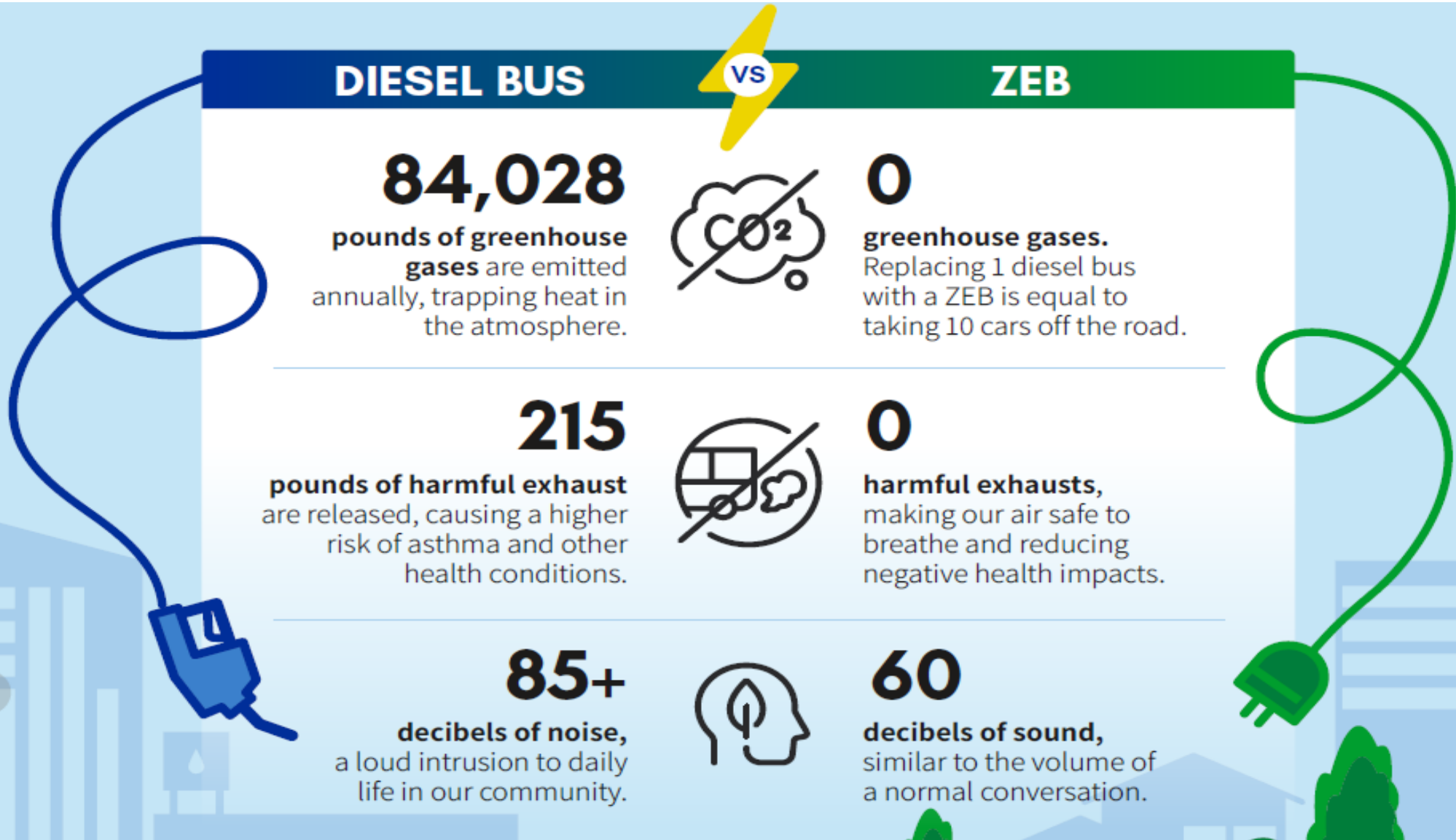


Angela D. Alsobrooks
County Executive

Zero Emission Transition



Michael D. Johnson, P.E.
Director





Angela D. Alsobrooks
County Executive

Transit Vision Plan (TVP)



Michael D. Johnson, P.E.
Director

The Transit Vision Plan will review the current transit system (paratransit, micro-transit, and bus network) and provide recommendations to improve transit service throughout Prince George's County **over the next 5 years.**

- **Assess what transit means** to those who live, work, play, and travel in the County.
- **Understand how the system could work** for current and future travelers.
- **Attract more users to the system**, especially those who are most in need.
- **Meet the transit needs of users** and advancing the County's goals and priorities.
- **Enhance the regional network** and neighboring jurisdictions.





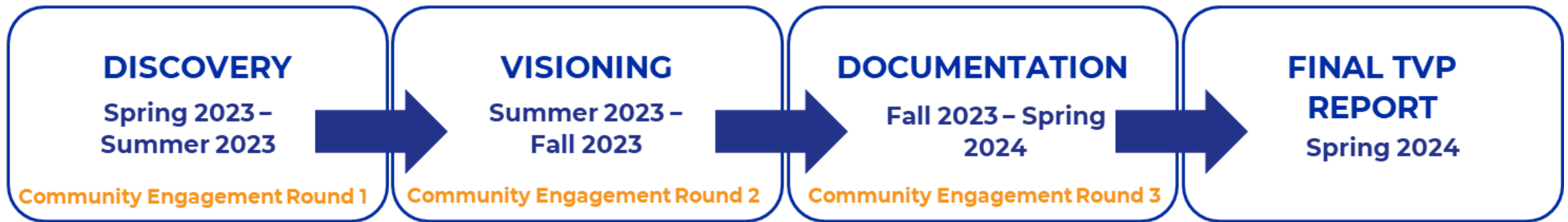
Angela D. Alsobrooks
County Executive

Transit Vision Plan (TVP)



Michael D. Johnson, P.E.
Director

Project Timeline





Angela D. Alsobrooks
County Executive

Service Changes



Michael D. Johnson, P.E.
Director

The Fall 2023 Service Change adjusts TheBus routes.

Goals:

- Enhance service frequency and extend hours on the best routes,
- Adjust service to meet rider needs (i.e. bus stop consolidations/elimination low ridership routes),
- Improve on-time performance, and
- Change where some routes go to better connect riders to destinations.

These changes are part of the County's Transit Transformation Initiative and have been made in coordination with WMATA's Better Bus Network Redesign.





2023 Fall Service Change



Major Service Change Highlights



Four routes that currently end at 6:00 or 6:30 p.m. will now extend to **run until 8:00 p.m.**, Monday through Saturday (routes 16, 18, 30, 32)



Route 18, TheBus' highest ridership route, will increase to **run every 20 minutes** (currently every 30 minutes)



Almost every route received a **timing and schedule update**, which will also improve on-time performance



2023 Fall Service Change



Other Service Change Highlights



Route 21 rerouted to serve **Brightseat Road** (formerly served by Route 22, which hasn't operated since COVID-19)



Route 21X rerouted to serve **McCormick Place** and **Downtown Largo Metro**



Route 14 restructured not to run as a loop, which will **improve its on-time performance** and avoid congestion on Route 1



Angela D. Alsobrooks
County Executive

2023 Fall Service Change



Michael D. Johnson, P.E.
Director

Outreach Distributions

- 495 promotional posters
- 150+ distributed postcards
- 17 social media posts
- 750+ online hub sessions
- 3,000 online hub pageviews
- 268 QR code scans

To garner additional feedback, service changes were provided online and on the popular DPW&T Transportation Hub to receive additional comments.

Engagement Tactic	Interactions
Online Interactive Hub	2,985
Pop Up, Hyattsville Crossing	60
Pop Up, Largo	30
Pop Up, Courthouse (Upper Marlboro)	19
Virtual Public Meeting	4
In-person Staff Interactions	29



Angela D. Alsobrooks
County Executive

2023 Fall Service Change



Michael D. Johnson, P.E.
Director

Listening to Our Customers

- After public feedback closed, the project team reviewed and considered every comment.
- In response to customer and operator feedback, adjustments were made in routing and level of service





Recognitions & Awards



2023 Driver of the Year Award
Transportation Association of Maryland
Ms. Angie Counce

2023 Unsung Hero Award
Transportation Association of Maryland
Ms. Janelle Johnson

2023 Outstanding Leader Award
Transportation Association of Maryland
Ms. Oluseyi Olugbenle

2023 Rising Star Award
Community Transportation Association of America
Mr. James Turner

2023 Woman in Clean Energy & Transportation
Greater Washington Clean Cities Coalition
Ms. Semia Hackett

2023 40 Under 40
Mass Transit Magazine
Ms. Oluseyi Olugbenle

2023 Open Energy Program
Maryland Energy Administration
B100 Biodiesel Pilot

2022 Bus & Bus Facility Grant
U.S. Department of Transportation
Battery Electric Buses & Infrastructure

2021 Low to No Emission Grant
U.S. Department of Transportation
Battery Electric Buses & Infrastructure

2021 Areas of Persistent Poverty
U.S. Department of Transportation
High-capacity Transit Corridor Central



Angela D. Alsobrooks
County Executive

We Value Your Feedback



Michael D. Johnson, P.E.
Director



- ▶ **Survey:** Visit bit.ly/PGCTVPSurvey or scan the QR code to provide additional thoughts on transit in Prince George's County.
- ▶ **Share:** Please share the survey with your stakeholders.
- ▶ **Visit:** DPW&T will host Transit Vision Plan pop-ups across the County this fall and early 2024.

Department of Public Works & Transportation
Office of Transportation
(301) 883-5656
TransitVisionPlan@co.pg.md.us

