

TRANSIT

**TRANSIT SERVICES DIVISION
FREDERICK COUNTY GOVERNMENT**





Who we are

- ▶ Dedicated public servants
- ▶ Social workers
- ▶ Heavy equipment operators
- ▶ First responders
- ▶ Engaged community members
- ▶ Sometimes, the only friendly face an older adult sees
- ▶ *Transit staff*



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ryland

Driving principles

- Deliver Reliable and Convenient Service
- Building a Safe and Resilient Transit Environment
- Re-Envisioning the Customer Experience
- Invest in Our People and Our Community



Transit Services
continues to
expand and grow

- New rural
Shuttles
- Ridership
rebound



Transit Services has a sizable electric bus fleet

- 5 CCWs
- 4 BYDs



Transit Services connects to regional transportation

- Potential future connections with VRT and rabbittransit



Transit Services, like many other agencies, has operational challenges to address

- Driver Recruitment and Retention
- Aging Staff
- Vehicle / Parts Shortages



Transit Services is operating in a growing community and needs to expand outreach and education.



Transit Services continues to engage, innovate, and create opportunities for the community.





Who we serve

- ▶ Connectors serve the urbanized area in the City of Frederick, Walkersville, and select portions of Frederick Co.
- ▶ Urban shuttles serve North Frederick (Wormans Mill, Dearbought, Schifferstadt), East Frederick (Spring Ridge), and Route 85 Corridor
- ▶ Rural shuttles serve Brunswick, Jefferson, Emmitsburg, Thurmont, Point of Rocks
- ▶ Paratransit (Transit-plus) serves all of Frederick County from PA to VA!





SERVICE SCHEDULE
 MONDAY - THURSDAY
 6:00am - 9:35pm
 FRIDAY
 6:00am - 9:45pm
 SATURDAY
 7:30am - 9:35pm

TRANSFER POINT

WHITTIER
 COUNTRY HILL APARTMENTS
 TANEY VILLAGE APARTMENTS
 FOOD LION
 FORT DETRICK
 HEALTH DEPARTMENT
 CREEKSIDE APARTMENTS
 KEY PARKWAY
 GOLDEN MILE
 CARROLL PARK MANOR
 FREDERICK SHOPPING CENTER
 COLLEGE PARK PLAZA
 FREDERICK MEMORIAL HOSPITAL
 TJ HIGH SCHOOL
 YMCA
 SQUARE CORNER
 TRANSIT CENTER
 FOS MONROE CENTER
 FREDERICK AIRPORT
 MVA
 EAST GATE PLAZA
 THE ARC
 WALMART
 MCDONALD'S
 RIVERVIEW PLAZA
 MONOCACY MARC STATION
 BALLENGER CREEK
 CROSSING
 WILLOW CREEK
 THOMAS JOHNSON U
 CLEASON CORNER
 WALMART
 DEPARTMENT OF SOCIAL SERVICES
 RIVERSIDE CORPORATE PARK
 16TH STREET
 SPRING RIDGE



Ridership trends

	Connectors	Shuttles	Transit-Plus	Taxi Access
FY18	520,498	46,137	41,585	6,979
FY19	505,421	45,771	42,661	8,734
FY20	416,831	32,543	34,028	9,059
FY21	366,372	19,917	24,556	6,770
FY22	488,144	28,305	32,717	5,872
FY23 <i>through</i> <i>May</i>	603,241	33,494	48,163	6,204

Ridership trends

▶ Busiest Connector Routes:

- ▶ 40 Connector: 86,000+ trips through April 2023
- ▶ 20 Connector: 77,000+ trips through April 2023
- ▶ 10 Connector: 62,000+ trips through April 2023

▶ Busiest Shuttle Routes:

- ▶ North Frederick: 7,600+ trips through April 2023
- ▶ East Frederick: 5,800+ trips through April 2023
- ▶ Brunswick/Jefferson: 5,500+ trips through April 2023

▶ Busiest Months for Transit-plus:

- ▶ August (4,500+ trips)
- ▶ March (4,200+ trips)
- ▶ September (4,000+ trips)

The background of the slide is a collage of construction-related images. On the left, there's a photograph of an interior construction site with exposed steel beams, insulation, and pipes. On the right, there's a photograph of a building's exterior frame with large windows. The entire scene is overlaid with several semi-transparent green geometric shapes, including triangles and polygons, creating a modern, abstract design.

Facility Construction



Post Pandemic Challenges & Changes

- ▶ Operational Challenges
 - ▶ **Driver shortages and aging staff**
 - ▶ Vehicle shortages
 - ▶ Competitive Pay
- ▶ Fare Free operations (March 2020 to present)
- ▶ Transportation Development Plan (TDP)
- ▶ ARPA Funding and projects
- ▶ New + improved outreach
 - ▶ Events
 - ▶ Marketing & Communications
 - ▶ TDM Strategies

Bus stops placement

- ▶ **Challenges with people parking in bus stops**
 - ▶ Coordination with the City of Frederick and Frederick County to improve enforcement
- ▶ Accessibility considerations at bus stops
 - ▶ Statewide Transit Innovation Grant (STIG)
 - ▶ Collaboration on path of travel and other significant barriers to transit use
- ▶ Better Bus Stops and Transfer Facilities
 - ▶ Flexible within reason and able to move to accommodate new development and improvements such as bike lanes
 - ▶ Baughmans Lane is a great example of working together to address new development

Bus shelters expansion

Bus shelters are placed where there are a lot of riders, or in some cases, we work with businesses and organizations to place a shelter

- ▶ **Bus shelters require easements for placement**
- ▶ Historically, easements have been difficult to access
 - ▶ There are only a dozen or so shelters in the entire County. *Why?*
 - ▶ Improved coordination with the City of Frederick

Beyond the bus

- ▶ Engaging rural and underserved communities
 - ▶ The critical need to engage people in ways that work for them
- ▶ Collaborating with agencies, municipalities, and organizations
- ▶ Welcoming open and honest feedback
- ▶ Staff recruitment, development, and training
- ▶ More effective communications to Frederick's 200k+ residents (new and existing!)
- ▶ Moving away from SOVs

What's next





BUS STOP
TRANSIT
(301) 600-2065

PULL

FREE

APARTMENT SHOWCASE.COM

ApartmentShowcase.com
The Best Way to Find an Apartment

FREE The Best Way to Find an Apartment

FREE The Best Way to Find an Apartment
Includes a Section on Expenses!



For more information, visit us at www.marcc.org or call us at (301) 600-2065.

TRANSIT
(301) 600-2065

TRANSIT
THANKS
FOR ADDING TO THE STOP

TRANSIT This stop is:
Military Rd. & Ft. Detrick (FDCOR)

Service:

Monday - Friday	6:00 AM - 10:00 AM
Saturday	7:00 AM - 10:00 AM
Sunday	8:00 AM - 10:00 AM

Hours of Service:

Monday - Friday	6:00 AM - 10:00 AM
Saturday	7:00 AM - 10:00 AM
Sunday	8:00 AM - 10:00 AM

Notes:

- All routes are subject to change without notice.
- For more information, visit www.marcc.org or call us at (301) 600-2065.
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MCD
Maryland
Department of
Transportation



East Frederick Shuttle

TRANSIT plus



39119

1U730LG
www.maryland.gov

sportworks



THURMONT

Emmitsburg/Thurmont Shuttle





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of Care

ation and Expansion
Commitment

20000000





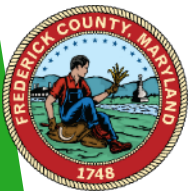
BUS STOP
BRUNSWICK
JEFFERSON
SHUTTLE
TRANSIT
(301) 600-2065

BUS STOP
EMMITSBURG
THURMONT
SHUTTLE
TRANSIT
(301) 600-2065



Questions?

We're here to help.



TRANSIT

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FrederickCountyMD.gov/Transit
301-600-2065 | transit@FrederickCountyMD.gov