

TRANSIT

TRANSIT SERVICES OF FREDERICK COUNTY



FY17 Frederick County Commuter of the Year - NIH Vanpool



GoTeam Therapy Dogs Learn to Ride Transit Bus



2016 Wrapped Fair Bus



MDOT, MTA, TAM & Transit Staff at Annual TAM Awards 2016



TransIT Director Accepts Award at Greater Washington Clean Cities Coalition Event



FY16 Drivers of the Year - Jeff Raines & Madelyn Hayward



FY 2017 ANNUAL REPORT

A LETTER FROM THE DIRECTOR

TransIT Services has been working this year to modernize our service. FY17 was the first year of operation of 5 all-electric buses and on-site charging stations. After driver training and fine-tuning the vehicles, over the course of the year these five buses have saved not only on carbon emissions, but have saved 85% of the cost of fuel and maintenance over an equivalent diesel bus.

In December, TransIT installed an Automatic Vehicle Location and Passenger Counting system, along with free WIFI for our passengers. This technology automatically collects the voluminous data TransIT must report to the Federal Transit Administration, saving considerable time and effort for drivers and staff alike. In addition, it enables our customers to get real-time arrivals and information on the location of their bus via text by using the smart phone mobile app RouteShout 2.0. The app was used nearly 93,000 times between December and June! TransIT saw a corresponding drop in our website hits, down by nearly 18,000 or 11%, as customers transitioned to the more convenient smart phone app. Likewise, phone calls were reduced by 42%, by nearly 9,700!

EZFare, the mobile smartphone ticket app, had an increase in sales of nearly 9,500 trips, a 21% increase.

TransIT was recognized by the Clean Cities Coalition as the Initiative of the Year for our five electric buses and 10 charging stations, the first in the State. The Transportation Association of America also recognized TransIT as the Outstanding Program in the State, and fixed route driver Jeff Raines was recognized as the Driver of the Year for Maryland!

We hope you check out our innovative apps and service this year! Try TransIT!

*Nancy Norris, Director
Transit Services Division*

SERVICE HIGHLIGHTS



2016 Drivers of the Year, Madelyn Hayward & Jeffrey Raines pose with County Executive Jan Gardner and County Council President Bud Otis

TRANSIT STAFF & FLEET

NANCY NORRIS, Director
VERONICA LOWE, Deputy Director
JOE ORTEGA, Asst. Director, Operations
BOB DINSMORE, Operations Manager
DENNIS DEVILBISS, Operations Manager
CARRIE ANDERSON-WATTERS, Transportation Planner
MARIE BERG, Fiscal Manager
KENDALL TIFFANY, Community Relations Manager
VICTORIA BAILEY, Admin Specialist

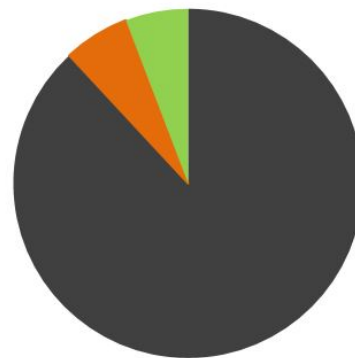
CHRISTIE WARNER, Admin Specialist
SANDY RUARK, Admin. Assistant
CYNTHIA HENDRICKSON, Operations Supervisor
SUE THOMPSON, Operations Supervisor
STEPHEN BLADEY, Operations Supervisor
AL JOAO, Dispatcher
CAROL PUTMAN, Dispatcher
LECIA YOUNG, Dispatcher
DRIVERS: 44 Full Time; 27 Part-Time

TransIT's vehicle fleet consists of 26 lift-equipped transit buses (including 2 hybrids & 5 electric), 19 small buses, 3 hybrid sedans, 1 minivan and 1 utility vehicle.

TRANSIT RIDERSHIP

FY17 system ridership totaled 636,862 one-way passenger trips.

CONNECTORS	561,050
SHUTTLES	38,829
PARATRANSIT	36,983
TOTAL	636,862



■ Connectors ■ Shuttles ■ Paratransit



TAXI ACCESS PROGRAM

The Taxi Access Program is a supplemental program for TransIT-plus customers and is available 24/7. TAP completed its first year of operation in December 2016 and customers logged more than 5,700 trips for FY2017, a 92% increase over FY2016.

ZONE A TRIPS (Frederick)	5,142
ZONE B TRIPS (Other)	589
TOTAL TRIPS	5,731

MARKETING & OUTREACH

TransIT's marketing and outreach efforts encompass the public transit system, paratransit services and commuter assistance - including employer outreach services which provides free assistance to Frederick County employers.

- Appeared in the media 73 times.
- Attended 58 community events.
- Distributed nearly 5,000 copies of two quarterly newsletters and news alerts, via email.
- Placed 760 ads on buses, including another wrapped bus for the Great Frederick Fair.
- Formed 2 new vanpools and had more than 170 new applications for rideshare and Guaranteed Ride Home.



FY2017 HIGHLIGHTS

- Automatic Passenger Counters (APC) and Automatic Vehicle Location (AVL) launched for passengers on all Connector routes.
- Free public Wi-Fi installed on all Connector buses for passengers
- Greater Washington Clean Cities Coalition award winner as the initiative of the Year for our five electric buses and 10 charging stations.
- Transportation Association of Maryland recognized TransIT as the Outstanding Program in the State and Jeff Raines, a fixed route driver at TransIT, was recognized as the Driver of the Year for Maryland.
- 8 new Paratransit buses were put into service.

FY2018: OUR PRIORITIES

In FY2018, TransIT Services of Frederick County has the following priorities:

- Increase ridership.
- Implement new paratransit software system.
- Obtain 6 new large transit buses.
- Utilize AVL system to improve system performance.
- Update the EZFare ticketing app.
- Complete Design & Engineering and begin construction for facility expansion.



TRANSIT FUNDING

FY17 Operating Funds

FY2017 funding sources stemmed from Federal, State, and local government as well as revenues from fare collection, ticket purchases, and Medical Assistance contract revenue.

Fares	\$648,503
MA Contract	\$360,488
Federal	\$2,698,503
State	\$1,291,419
Local	\$1,499,063
Total	\$6,497,976

FY17 Capital Funding Received

TransIT received funding for 4 small vehicles, 3 large buses, a new paratransit software system, Facility Expansion Design & Engineering, and vehicle preventative maintenance. All funds have been obligated.

Federal	\$2,344,800
State	\$293,100
Local	\$176,100
TransIT	\$125,298
Total	\$2,939,298

TRANSPORTATION SERVICES ADVISORY COUNCIL (TSAC)

TSAC is comprised of volunteers appointed by the Frederick County Council, who work closely with TransIT to identify transportation trends and issues, increase awareness of transportation alternatives, and advise County officials.

MEMBERS

Lib Rood (Chair)

Nadine Autry

Neil Essmyer

Janet Fogle

John Frawley

Michael Levensgood

Dianne Lewis

Michael Planz

EX-OFFICIO

Tim Davis (Frederick City, Planning & Zoning)

James Gugel (Frederick Co, Planning & Permitting)

Nancy Norris (Director, Transit Services of Frederick Co)

Bud Otis (County Council President, Frederick County Council)

Gunnar Pederson (Ft. Detrick)

Fred Punturiero (FCPS Transportation)

Vaughn Ripley (MML)

Kelly Russell (Frederick City Alderman)

C. Paul Smith (F.A.C.T. President)



TRANSIT SERVICES



PUBLIC TRANSIT

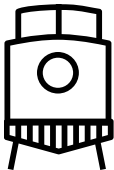
Connector buses operate in Frederick City and urbanized areas of Frederick County, serving medical, employment, education, and shopping centers. Six Connector routes can deviate within a 3/4 mile corridor of their route for passengers who are unable to board the bus at a regular stop because of a disability. Connector Routes operate Monday-Friday, 5:30 a.m. to 9:30 p.m. (until 9:45 p.m. on Friday) and Saturday, 7:30 a.m. to 9:45 p.m. Shuttles serve Brunswick, Emmitsburg, Thurmont, eastern Frederick County and the Point of Rocks MARC Station.



PARATRANSIT & TAXI ACCESS PROGRAM

TransIT-plus is a demand-reponse paratransit service for Frederick's 60+ population and for people with disabilities. ADA paratransit is available for people with disabilities that prevent them from using the Connector Routes.

TransIT's Taxi Access Program is a supplemental program for TransIT-plus customers to use evenings, weekends or whenever TransIT-plus is unavailable. TAP customers receive a monthly allotment for service based on the resident's home zipcode.



COMMUTER ASSISTANCE

TransIT is a member of the Metropolitan Washington Council of Governments' Commuter Connections Program. All services are FREE to Frederick County commuters and includes a computerized car and vanpool matching service.

TransIT offers a vanpool incentive program for new vanpools originating or terminating in Frederick County, as well as the Guaranteed Ride Home Program.

GET IN TOUCH WITH US



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