Frederick County TransIT Transit Development Plan

FINAL

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Prepared for
Frederick County Executive and
Frederick County Council

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Chapter 1
Introduction

A Transit Development Plan (TDP) serves as a guide for public transportation improvements in a community or service area for the short-range future. As an update to the 2007 Frederick County TDP, this TDP is intended to improve the efficiency and effectiveness of TransIT Services of Frederick County (TransIT). The approved final TDP includes the history and current state of the transit system, the identification of transportation needs and issues, and recommended improvements over the five-year planning horizon.

The Maryland Transit Administration (MTA) requires the Locally Operated Transit Systems (LOTS) in Maryland to conduct a TDP every five years. The LOTS use their TDPs as a basis for preparing their Annual Transportation Plans (ATPs) that serve as their Annual Grant Applications for transit funding. Frederick County and TransIT staff, members of the Transportation Services Advisory Council (TSAC), and MTA staff guided the planning process for this 2015 TDP.

Mission, Goals, and Objectives

TransIT's mission is to provide "high-quality public transportation, paratransit, and commuter services in a safe, dependable, and courteous manner. TransIT promotes mass transportation alternatives in the region and assists Frederick County citizens to select the most cost-effective and convenient transportation alternatives."

Goals and objectives help guide transit systems by measuring its progress in achieving its mission. Goals are broad and general, while objectives provide more specific and tangible direction. TransIT's 2007 TDP incorporated several goals within the recommended operations plan: improving links to regional commuter modes; increasing paratransit productivity and meet growing paratransit needs; and expanding Connector and shuttle service in new growth areas and increasing frequencies. The 2007 TDP reiterated those goals in a final summary of the plan's benefits:

- Increases transit coverage to serve residential and employment growth areas, both in the city and the county
- Improves transit through progressive increases in service, span, and frequency to make transit an attractive and usable alternative to driving - culminating in a significant increase in frequency on all Connector routes
- Increases paratransit service hours to increase mobility for persons with disabilities and to meet growing needs of an aging population
- Improves connectivity with regional transit services
- Provides major transit infrastructure improvements to support continued growth in transit services

Input from TSAC members during the kick-off meeting of this TDP in January 2014 reaffirmed the ideas of the 2007 TDP and resulted in the update and development of the following goals and objectives:

- Position TransIT as a customer service-oriented, highly regarded mobility option for all Frederick County residents:
    - Continue to promote awareness through marketing and education efforts
    - Conduct outreach activities to gain community feedback on current services and engage potential riders
    - Work with key community stakeholders to promote partnerships and help publicize TransIT's services
    - Investigate opportunities to enhance the customer experience (e.g., NextBus information, fare payment by smartphone)

- Strive to become the most efficiently operated transit system in Maryland
    - Pursue capital investments that support transit operations, specifically advanced fleet and technology options
    - Move towards a predictable vehicle replacement schedule of three to four vehicles per year to increase budget predictability and level out maintenance costs

- Support transit through complementary land use planning/decision-making
    - Maximize accessibility and connections for bicycles and pedestrians
    - Continue to promote and implement the county's Transit-Friendly Design Guidelines

- Offer convenient access to major destinations in both the city and the county
    - Maintain/increase transit coverage to areas designated for growth, targeting higher density, mixed use development
    - Maintain/increase trip frequencies and span, particularly for Connector routes

- View transportation services from a regional perspective
    - Provide meaningful connections to other local systems (e.g., Montgomery County Ride-On)
    - Provide meaningful connections to regional transit (e.g., Meet-the-MARC)

- Offer mobility options that enable residents to maintain independence, participate in community life, and age in place
    - Meet growing needs for paratransit by maintaining/increasing paratransit capacity through multiple service models
    - Coordinate with local human service agencies that provide transportation

Overview of the Plan

The chapters that follow present the results of efforts to address the above goals. Chapter 2 identifies existing public transit, human service transportation, and private transportation available in the county. Particular focus is given to TransIT's Connector routes. Chapter 3 reviews the land use and demographic characteristics that affect transit needs and services in Frederick County. Chapter 4 presents potential service and organizational alternatives to improve current services. Chapter 5 provides final recommendations, including budgeting and implementation over the next five years.

Chapter 2
Review of Existing Services

The following chapter describes current transit services in Frederick County. It provides route profiles and overall performance data, evaluating TransIT against MTA's established performance standards. The chapter documents TransIT's vehicle fleet, facilities, technology, and management structure, as well as its current fare policy. It then summarizes feedback on existing services and unmet transit needs, drawn from key stakeholder interviews and from rider and general public surveys. Finally, the chapter analyzes the relationships between TransIT and other area transportation providers and purchasers, including several Frederick County human service agencies.

BACKGROUND

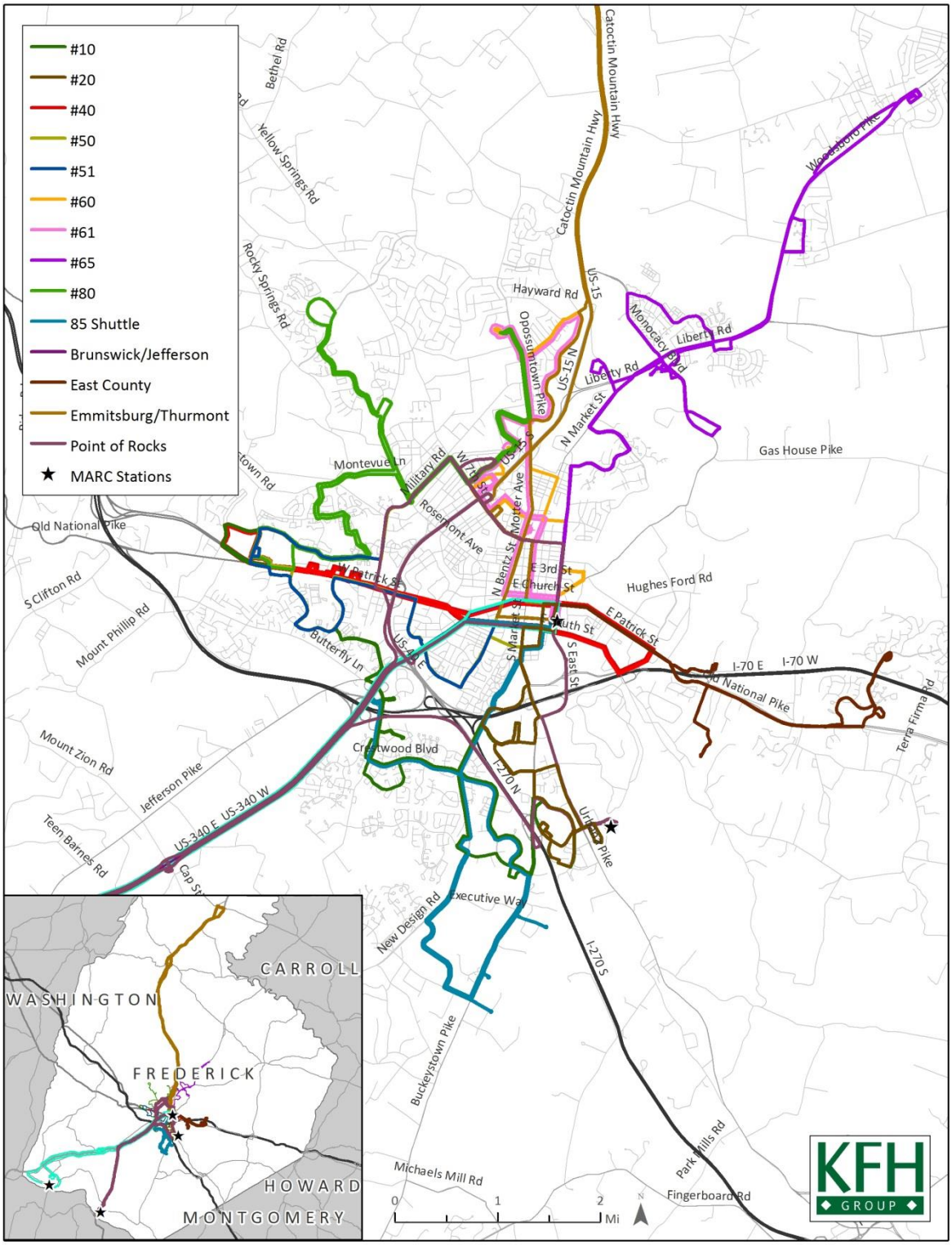
Frederick County, Maryland is located fifty miles northwest of Washington, D.C. It is bordered by Washington, Carroll, Howard, and Montgomery Counties in Maryland, Loudoun County in Virginia, and Adams County in Pennsylvania. The County is a mix of small, rural communities and dense municipalities, including two cities (Frederick and Brunswick), nine towns, and one village. The 2010 population was 233,390, an increase of twenty percent over the 2000 Census (195,277). The county's 2010 population density was approximately 354 persons per square mile. Employment is influenced by the county's proximity to the Washington metropolitan area, with Fort Detrick being the largest employer.

TransIT, a division of the Frederick County Government, provides fixed-route public transit (Connector and shuttle routes), paratransit, and commuter assistance within Frederick County. TransIT has operated since 1993 when the transit systems of Frederick County and the city of Frederick merged. Systemwide ridership has grown over time from 524,722 in FY 2005 to 864,013 in FY 2013 (an increase of 65%). TransIT's operating budget has also increased from $3,813,562 in FY 2005 to $5,473,389 in FY2013 (an increase of 43%).

As shown in Figure 2-1, TransIT operates nine Connector routes within the City of Frederick and the immediate surrounding urbanized area. These routes run Monday-Friday from approximately 5:40 a.m. to 9:30 p.m. and on Saturday from 7:30 a.m. to 9:45 p.m. Three Connectors are fixed route only and six Connectors allow deviations of up to ¾-mile upon advance request (one business day, $2.00 additional cost) for any passenger who requests it. Five of the Connector routes operate at thirty minute frequencies during peak morning and afternoon hours.

Five shuttle routes serve the more rural areas of the county and are commuter-oriented (Brunswick, Emmitsburg/Thurmont, Meet-the-MARC Point of Rocks, Route 85, and East County). These routes generally run Monday-Friday only. TransIT does not operate any routes on Sundays or holidays.

Figure 2-1: TransIT Routes



TransIT's main transfer point is at the Transit Center, located at the Frederick MARC station on the eastern edge of downtown. A secondary hub is located at the Boscov's department store at Frederick Towne Mall in western Frederick.

TransIT offers two paratransit services: TransIT-plus and ADA Paratransit. TransIT-plus is countywide, shared-ride, curb-to-curb service for seniors (age 60+) and persons with disabilities. Medical trips are prioritized, and other trips are provided on a space-available basis, Monday through Friday, 8:00 a.m. to 4:00 p.m. Fares are $2.00 one-way for medical trips and $3.00 one-way for non-medical trips. In addition, ADA paratransit is available within ¾-mile of the system's fixed routes for people with disabilities that prevent them from using TransIT's fixed routes. Trip purposes are unrestricted and fares are $2.50 one-way. Budgetary restrictions decreased paratransit service availability in recent years. Ridership fell from 48,876 trips in FY10 to 38,056 trips in FY13.

As a subset of the Frederick County Citizens Services Division, TransIT is governed by the Frederick County Executive and the seven-member Frederick County Council. In addition, the Transportation Services Advisory Council (TSAC), appointed by the Commissioners, provides guidance and support to TransIT on regional transportation issues. The TSAC meets bi-monthly and is composed of community agency representatives, private business representatives, and at-large members. Current members are listed in Table 2-1.

Table 2-1: Transportation Services Advisory Council (TSAC) Members

Name	Representative Type
Rick Stup (Chair)	Business
Elisabeth Rood (Vice Chair)	At-Large
Neil Essmyer	At-Large
Marc DeOcampo	At-Large
Dave Schmidt	At-Large
Roger Boothe, Jr.	Business
Jack Cash	Business
David Lingg	Business
Lacee Fogle	Community Agency
Joshua Rouch	Community Agency
(Vacant)	Community Agency

The Transportation Association of Maryland (TAM) recognized TransIT as the Large System of the Year for 2013, citing its innovative strategies and funding alternatives. According to TAM:

> *"Service strategies included introducing bi-directional routes, improving route design efficiency to improve customer service, and incorporating shuttle runs into the paratransit service… Funding strategies included introducing a new fare structure with more pass*

options, funding ADA paratransit trips through a Section 5307 grant, saving the county $180,000 in local match funding, and maximizing funding to support a Taxi Voucher program that will start in FY15."

PREVIOUS PLANS AND STUDIES

The following section reviews recent plans and initiatives addressing the transportation needs of Frederick County residents. The reviewed plans include those specific to transportation, as well as those covering broader issues and planning efforts.

Frederick County Transit Development Plan (2007)

The last Frederick County TDP was completed in April 2007. The TDP identified transit needs and developed service alternatives based on 2000 Census data, land use analysis, public opinion surveys, and an inventory and review of existing services. The alternatives covered four categories of service: 1) regional transit connections, 2) paratransit, 3) Connector routes, and 4) shuttle routes.

Under regional transit connections, specific goals included improving links to regional commuter modes through service adjustments and new developer-funded feeder shuttles (e.g., between Brunswick Crossing and the Brunswick MARC station). For paratransit, the plan identified grouping trips, shifting trips to other services, adding service, and evaluating fares in order to increase productivity and meet growing paratransit needs. For the Connector and shuttle routes, goals included expanding service in new growth areas, increasing frequencies, and adding shuttles to serve the County's regional communities. The plan also proposed installing shelters, providing passenger amenities and transfer centers, evaluating the need for expanded office/administrative space, and increasing facility parking.

The five year operating plan detailed the short and long-term improvements.

Short-term Improvements

- Implement paratransit scheduling and routing software
- Extend paratransit service hours in the morning and late afternoon
- Increase paratransit service at peak times
- Increase Saturday Connector service to weekday level of service
- Evaluate East County Shuttle days of service
- Add Saturday and evening service to Walkersville Shuttle

Long-term Improvements

- Improve service frequencies on Connector routes: every thirty minutes all day, every fifteen minutes at peak
- Expand Walkersville Shuttle
- Expand East County Shuttle

- Add Eastside/Frederick Airport/MVA Shuttle Route
- Add operations, maintenance, and customer service staff
- Adopt transit-friendly design standards for new development

TransIT pursued many of these recommendations in the time since the 2007 TDP. TransIT implemented paratransit scheduling software, began Saturday service on the #10 Connector, transitioned the Walkersville Shuttle into a Connector route operating Monday to Saturday, and added trips to the East County shuttle. In July 2012, TransIT also instituted several routing changes to increase bi-directional service systemwide. On the policy side, the County updated its Transit-Friendly Design Guidelines in 2009.

Due to budgetary constraints, other recommendations in the 2007 TDP have yet to occur. TransIT was unable to extended paratransit service hours or add service to meet growing needs. On the contrary, it has had to fill two driver vacancies with part time rather than full time positions. TransIT discontinued peak hour service for the #80 Connector, and postponed most other service expansions. TransIT also discontinued the Frederick Meet-the-MARC Shuttle, and folded the Walkersville Meet-the-MARC service into the new Walkersville Connector.

Golden Mile Multimodal Access Enhancement Plan

The City of Frederick has several initiatives underway to revitalize a stretch of commercial strip development on Route 40 known as the Golden Mile. This includes the Multimodal Access Enhancement Plan conducted under the Metropolitan Washington Council of Governments (MWCOG) Transportation Land Use Connections (TLC) program. The plan is exploring the use of right-hand turn/bus only lanes and identifying possible locations for bus stops, bus shelters, a passenger transfer center, and bike and pedestrian infrastructure. Currently five TransIT routes serve the shopping centers of the Golden Mile and the Frederick Towne Mall/Boscov's functions as a transfer point.

Countywide Bicycle and Pedestrian Plan (update in progress)

Originally prepared in 1999 as the County Bikeways & Trails Plan, the update currently underway includes priorities for shared-use path corridors and on-street facilities. Projects currently in the design/construction phase include the Ballenger Creek Trail, the Rock Creek/Carroll Creek Trail, and the East Street Path. New Design Road through Ballenger Creek is also slated for on-street facilities as resurfacing occurs.

Needs Assessment of the Aging Population in Frederick County, MD (2013)

This study, prepared for the Board of County Commissioners by JustPartners, Inc., proposes seven goals to achieve a vision of Frederick County as a senior friendly community. "Transportation Options" is one of those goals. The assessment documents that about 37,000 County residents were 62 or older as of 2010 (14 percent), projected to increase to over 77,000 in 2030. The older population is dispersed throughout the County and most residents hope to age in place.

In regard to transportation options, the assessment documents that due to the over-capacity of TransIT-plus, the County should provide supplemental taxi vouchers. Individuals 60 and over and those with disabilities who have used TransIT-plus for six months and live in certain zip codes could receive a $60 voucher for $10. The assessment also documents requests from focus group members for shelters and benches at transit stops. It notes that public transit is daunting for prospective passengers that do not know how to navigate TransIT. The assessment also recommends that the County consider mobility management as a way to make more efficient use of existing transportation resources (both TransIT and human service providers). Another recommendation is to promote TransIT with easily understood signage, clear and accessible stops, and benches.

Freight Transportation & Land Use Study (2011)

This study, conducted under the MWCOG TLC program, focuses on how to accommodate freight movement while maximizing safety, air quality, and quality of life in Frederick County. It describes strategies to address freight/land use constraints (e.g., roadway design on major truck routes to maintain access to industrial properties). The study also sets out a freight action plan, including continuing to promote industrial land in the County and preventing encroachment of other land uses.

Frederick County Comprehensive Plan (adopted April 2010)

The 2010 Comprehensive Plan sets out a vision of maintaining the distinct places of Frederick County in the context of the continuing transitions and challenges. It is organized by nine themes, one of which is "Providing Transportation Choices". This theme begins by emphasizing the need to provide for a balanced, multi-modal transportation system, departing "from previous County plans that focused solely on highways".

Transit carries a relatively low percentage of total trips in Frederick County, but the mode is growing in importance. In the community survey conducted as input to the Comprehensive Plan, resident respondents expressed dissatisfaction with the availability of public transportation (34 percent), and said that the improvement and expansion of transit options was urgently needed (51 percent). In addition to discussing local and regional transit, the Comprehensive Plan also notes the need to improve existing pedestrian and bicycle facilities throughout Frederick County, a step that would complement parallel improvements to the transit network.

The Comprehensive Plan includes the following public transit related policies:

- Encourage mixed use transit-oriented development in growth areas
- Support expansion and improvement of local and regional multi-modal commuter options
- Support the development of rapid transit along the I-270 corridor
- Support the implementation of the goals of the 2007 TDP

It includes these action items:

- Update transit-friendly design standards for new development
- Incorporate TOD design guidelines into the zoning ordinance and development review
- Establish appropriate TOD development overlay zones

- Work with the MTA and Montgomery County to explore and coordinate scheduling improvements and stop options for MARC
- Study the feasibility of fixed, heavy rail, light rail, and bus rapid transit
- Conduct a detailed design/engineering study of the I-270 Transitway master plan alignment
- Identify locations and address specific needs for existing and future Park & Rides and intermodal transportation centers

MD 355 / MD 85 Transportation Oriented Design Study (2010)

This study, conducted under the MWCOG TLC program, identifies ways to enhance transit oriented development along the MD 355/MD 85 commercial corridors. The corridors are currently auto-oriented, with limited pedestrian and bicycle facilities. The Francis Scott Key Mall is a major feature, as is the Monocacy MARC station and the Monocacy National Battlefield.

The study includes short and long-term transportation, land use and economic development recommendations: improving the pedestrian and bicycle environment, constructing a new, modified grid of roadways, constructing a shared use path along the Monocacy River, and updating the area's zoning to encourage mixed-use redevelopment. TransIT's #10 and #20 serve the MD 355/MD 85 corridors. Implementing the study's recommendations could both encourage ridership on the existing routes and warrant additional service. In particular, the study recommends constructing a passenger transfer center at the Francis Scott Key Mall with benches, shelters, and real-time information.

Transit-Friendly Design Guidelines (2009 Update)

Originally distributed in 2001, the purpose of the guidelines is to encourage all development within TransIT's current and future service area to be designed with public transit in mind. The guidelines are intended as a reference tool in the preparation and review of development plans, and to help accomplish the goals and recommendations included in the past TDPs. The guidelines describe four elements of transit friendly design: pedestrian/bicycle accessibility, transit-friendly street networks, land use, and site design. They also describe transit access design standards (for bus stops, turnouts, shelters, and intersections) given certain transit vehicle specifications. Finally, the guidelines include a Transit Accessibility Checklist for developers, planners, and officials to evaluate proposed developments.

Fort Detrick Area Transit and Non-Motorized Transportation Access Study (2008)

This study, conducted under the MWCOG Transportation Land Use Connections program, assesses multimodal access to the Fort Detrick area. The study maps sites of bicycle and pedestrian accidents and identified gaps in bicycle/pedestrian infrastructure. It also identifies problem areas and recommended potential solutions, e.g., bike lanes, sharrows, and additional crosswalks.

Frederick County Master Transportation Plan (2001)

The Master Transportation Plan compiles various goals and polices from past transportation studies and supports a multi-modal approach to address countywide mobility needs. The transit element of the plan lists goals for urbanized and non-urbanized area services, commuter services, human service agency coordination, paratransit, and administration and management. It also includes the short and long term transit projects from the 1999 Frederick County TDP.

PUBLIC TRANSPORTATION

TransIT provides public transit with ADA complementary services five days a week and TransIT-plus paratransit five days a week. Table 2-2 shows detailed operating data by service type for FY 2013. The system had a total of 864,535 passenger trips, a decrease of about five percent from FY 2012. It had an average cost per hour of $63.57, with overall productivity at about ten trips per hour.

MTA Performance Standards

The MTA has established performance standards for the LOTS in the State as a tool for monitoring their services for effectiveness and efficiency. This rating structure is used as a basis for offering technical assistance. The program is set up such that services can be rated as "Successful", "Acceptable", or "Needs Review" based on how they perform in each of the operating measures. In addition, these standards are utilized in determining whether new services requested by the systems should be funded based on their potential for being successful.

The performance standards are derived from a compilation of sources that include industry research, industry experience, and peer reviews. The performance standards assessed for each route include operating cost per hour, per mile, and per passenger trip; farebox recovery; and passenger trips per mile and per hour.

It is important to highlight that the MTA guidelines involving cost were recently revised as of December 2, 2014, based on "Annual Avg. CPI" as produced by the Bureau of Labor Statistics Table 24. Appendix A shows the MTA performance standards, including those that apply to small urban fixed-route services, rural fixed-route services, and demand response services.

Table 2-2 shows how each service type aligns with MTA's established performance standards. MTA applies performance standards to the LOTS to monitor the effectiveness and efficiency of each system's services. Services are rated as "Successful", "Acceptable", or "Needs Review" based on how they perform in each of the operating measures. In addition, these standards are utilized in determining whether new services requested by each system should be funded based on their potential for success.

TransIT's Connector routes can generally be classified as small, urban, fixed-route services, while its shuttles, TransIT-plus, and ADA service fit the demand response and rural fixed-route service categories. It should be noted that TransIT is "successful" in several measures of effectiveness, reflecting high ridership as compared to the peers used to develop these benchmarks. TransIT has relatively high

passenger trips per mile and per hour for both the Connector and shuttle routes. TransIT is also "acceptable" for both the Connector routes and shuttle routes on the cost per passenger trip measure.

Table 2-2: TransIT Performance Data, FY 2013

	Service				
FY 2013	**Connector Routes**	**Shuttle Routes**	**ADA Paratransit**	**SSTAP**	**TOTAL**
Total Passenger Trips	776,627	49,330	9,008	29,570	864,535
Total Service Miles	644,324	174,676	75,994	261,224	1,156,218
Total Service Hours	56,138	7,588	4,678	16,465	84,868
Total Operating Costs	$3,699,189	$623,928	$234,324	$837,636	$5,395,078
Total Farebox Receipts	$620,323	$55,652	$6,490	$355,365	$1,037,830
Other Local Revenue	$610,377	$120,943	$50,428	$425,353	$1,207,101
Cost/Hour	$65.89	$82.23	$50.09	$50.87	$63.57
Cost/Mile	$5.74	$3.57	$3.08	$3.21	$4.67
Cost/Trip	$4.76	$12.65	$26.01	$28.33	$6.24
Local Operating Revenue Ratio	33.3%	28.3%	24.3%	93.2%	42%
Farebox Recovery	16.8%	8.9%	2.8%	42.4%	19.2%
Passenger Trips/Mile	1.21	0.28	0.12	0.11	0.75
Passenger Trips/Hour	13.8	6.50	1.93	1.8	10.2

MTA Performance Standards (see Appendix A):
Red= "Needs Review," Blue= "Acceptable," Green= "Successful"

TransIT only falls under "needs review" for a few measures related to revenue (primarily Local Operating Revenue Ratio). The one outlier measure that "needs review" is the cost/hour for the shuttle routes. One would expect the shuttle routes to have similar costs to the Connector routes, as they use the same driver pool and fleet, but shuttle route performance is affected by the higher average speed (23 miles per hour as compared to 11.5 miles per hour for the Connector routes). With relatively few service hours and more miles operated, the shuttle routes have a higher cost per hour and lower cost per mile than the Connector routes.

TransIT staff closely tracks system costs, submitting the figures to MTA each quarter. Staff anticipate that the introduction of a mobile ticketing app and a new one-day pass will help boost ridership (and thereby farebox recovery). In addition, TransIT will add three electric vehicles to its fleet in FY 2015. This should significantly reduce fuel and maintenance costs, thus improving operating costs per mile and per hour.

Route Profiles

The route profiles found in Figures 2-2 through 2-13 provide an inventory of TransIT's routes. Each profile outlines a range of productivity data including:

- Annual passenger trips
- Annual service hours

- Annual service miles
- Annual operating cost
- Average number of passenger trips per revenue hour
- Operating cost per revenue hour
- Operating cost per revenue mile
- Operating cost per passenger trip

Each route profile displays major origins and destinations (high-density housing, medical facilities, major employers, educational facilities, non-profit and governmental agencies, and shopping) near the route. A ¾-mile buffer shows the area served by ADA complementary paratransit.

The highest performing routes in the system are the #20 and #40, providing upwards of seventeen passenger trips/hour. The #80 exhibits the lowest Connector route productivity, providing 7.6 trips/hour. The shuttle routes range from about 8 trips/hour (Point of Rocks) to about 2.5 trips/hour (East County). Annual ridership on the Connectors ranges from about 137,500 on the #10 to closer to 30,000 on the #80.

On-Time Performance and Ridership

Supplementing TransIT's FY 2013 performance data, the following section draws on the on/off counts conducted by MTA over multiple days in September 2013. The counts included a review of on-time performance and a stop-by-stop analysis of ridership, based on a sample of total trips on TransIT's weekday Connector routes. Data was not collected during evenings, on Saturdays, or on any shuttle routes. For each route and for overall service, ridership figures were extrapolated using average ridership per hour of the observed service. Despite limitations, the findings described below approximate overall TransIT system performance on a given weekday.

To determine route punctuality, actual times were compared to scheduled times at each route's major arrival and departure point (e.g., the Transit Center and FSK Mall). The trip segments were classified as early, on time (0-5 minutes late), or late (more than five minutes late). No observed trip segments were more than fifteen minutes late. Table 2-3 portrays on-time performance by route and for the system as a whole.

Overall, 88 percent of all trip segments operated on-time. Nine percent were late, with only two percent defined as early. The #20 (FSK Mall Connector) performed the best, followed by the #40 and the #50. All had 97 percent or more of their trip segments on time. The #10 and the #61 also had a noticeable level of late trips (17% and 14%). However, the #65 (Walkersville Connector) was by far the outlier, with only 59 percent of trip segments on time. This route struggles to operate its regular run within the allotted hour.

Table 2-3: On-Time Performance by Route

Connector Route	Early (>0 minutes early)	On Time (0-5 minutes late)	Late (>5 minutes late)
10	0%	83%	17%
20	0%	100%	0%
40	3%	98%	0%
50	0%	97%	3%
51	6%	89%	6%
60	11%	89%	0%
61	0%	86%	14%
65	0%	59%	41%
80	4%	92%	4%
Average	2%	88%	9%

Figure 2-2: #10, Mall-to-Mall Connector

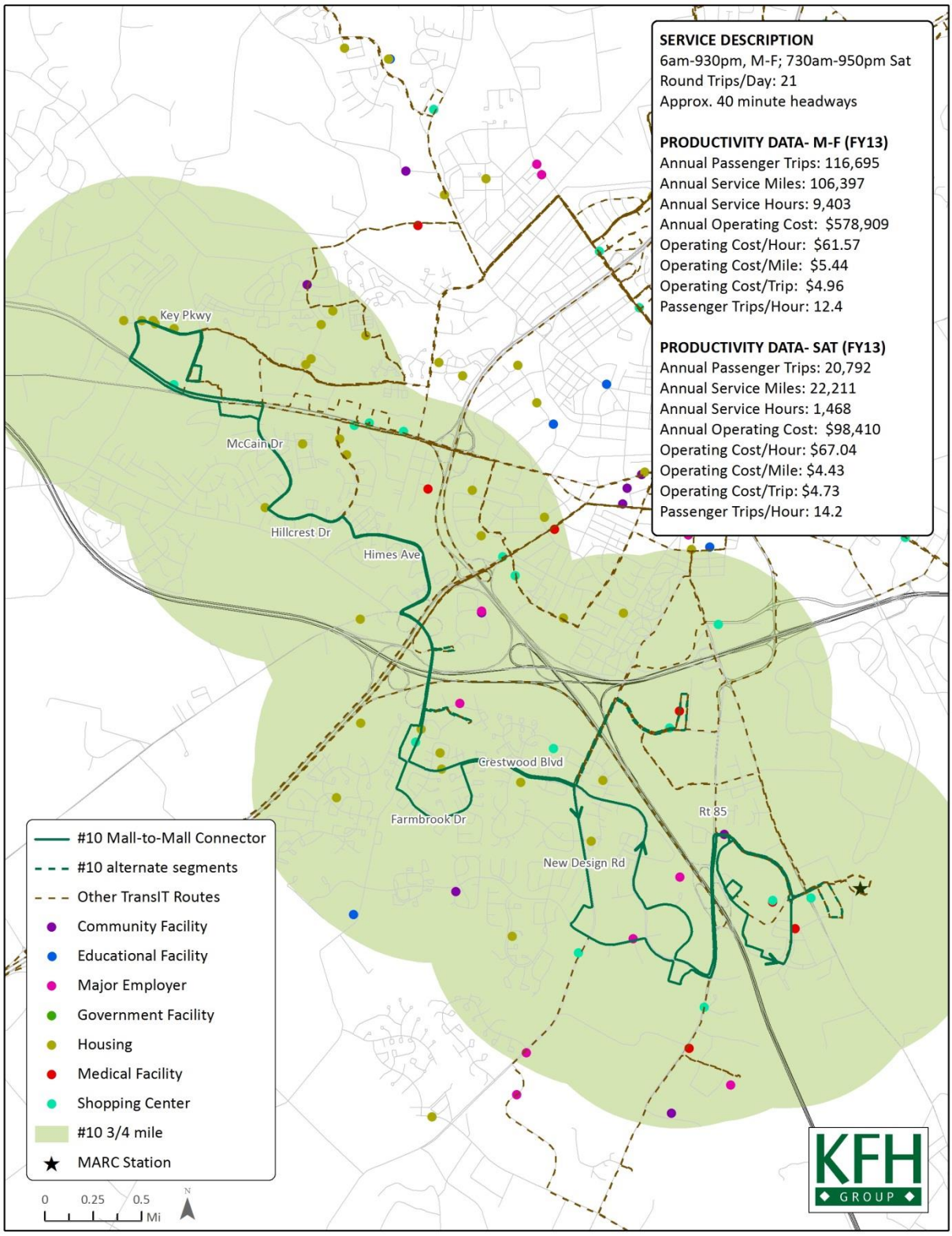


Figure 2-3: #20, FSK Mall Connector

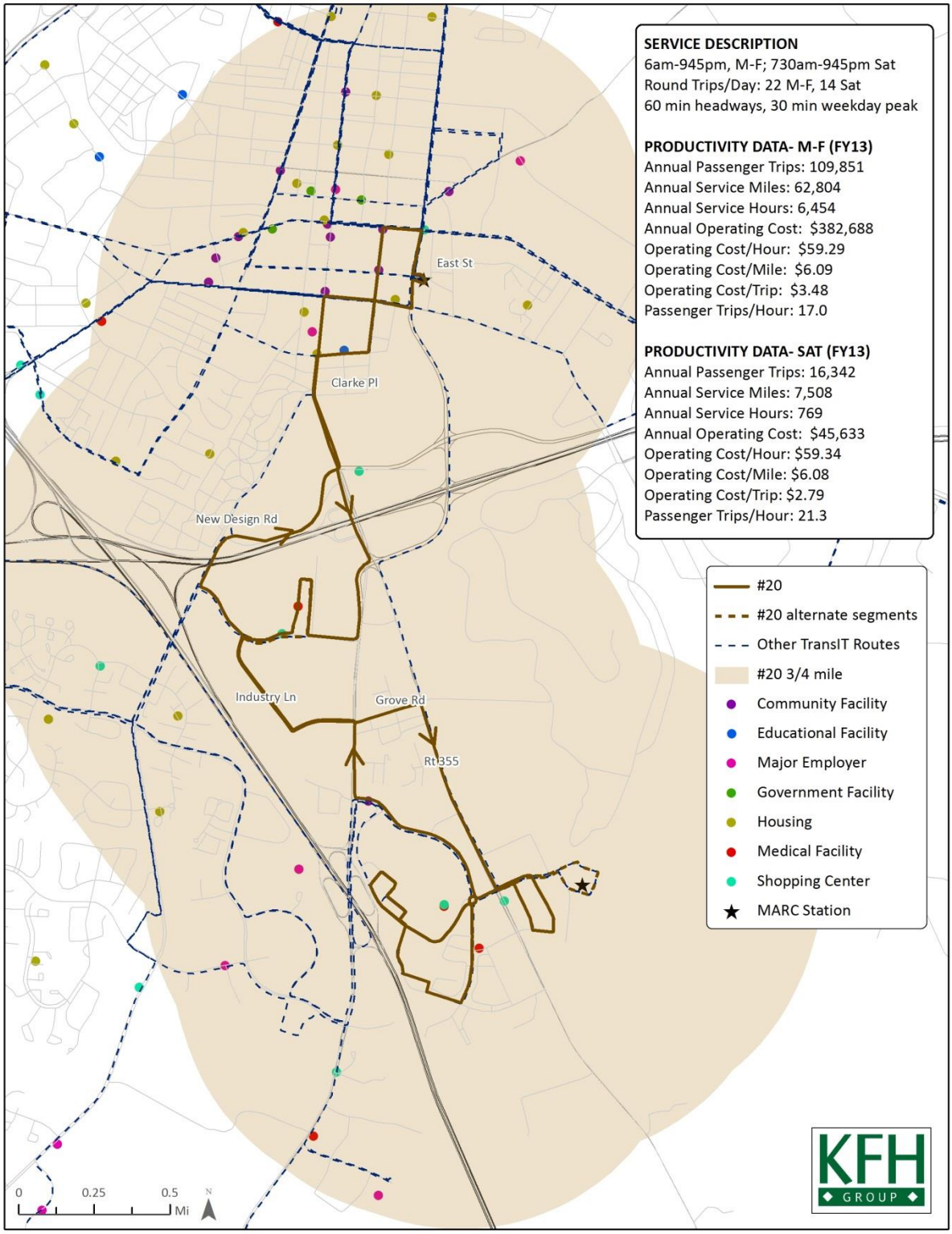


Figure 2-4: #40, Route 40 Connector

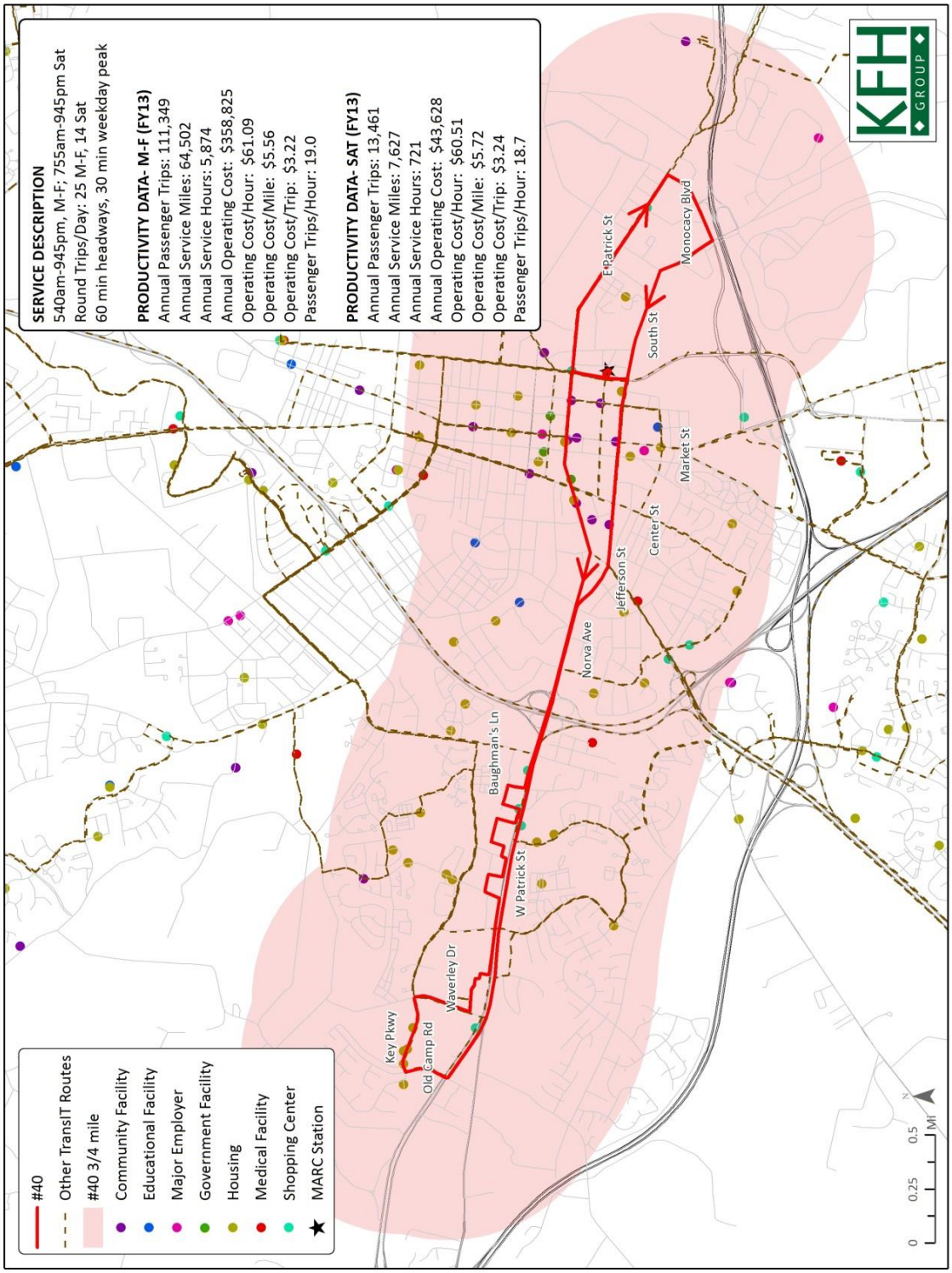


Figure 2-5: #50 and #51, Frederick Town Mall Connectors

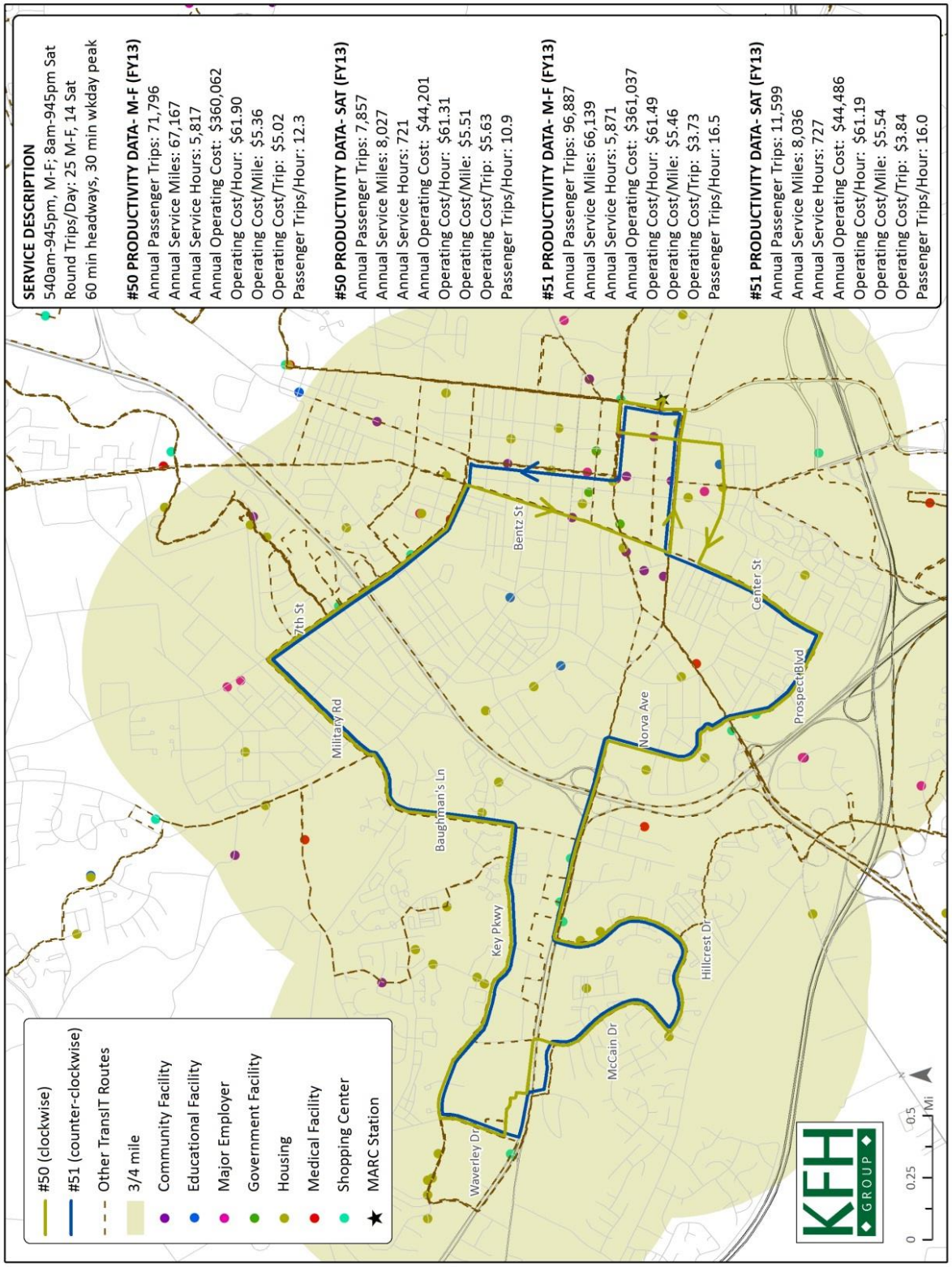


Figure 2-6: #60 and #61, Frederick Community College Connectors

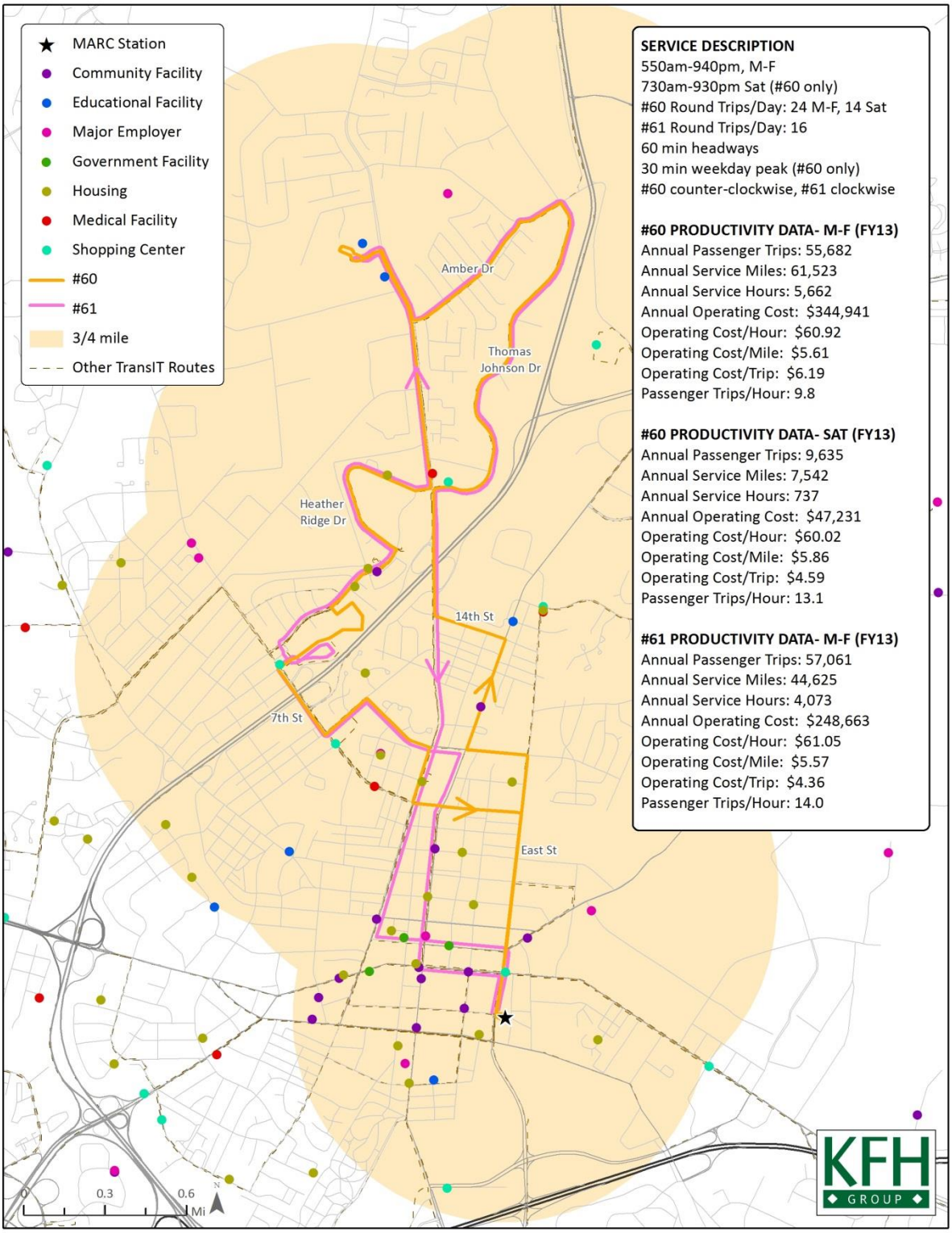


Figure 2-7: #65, Walkersville Connector

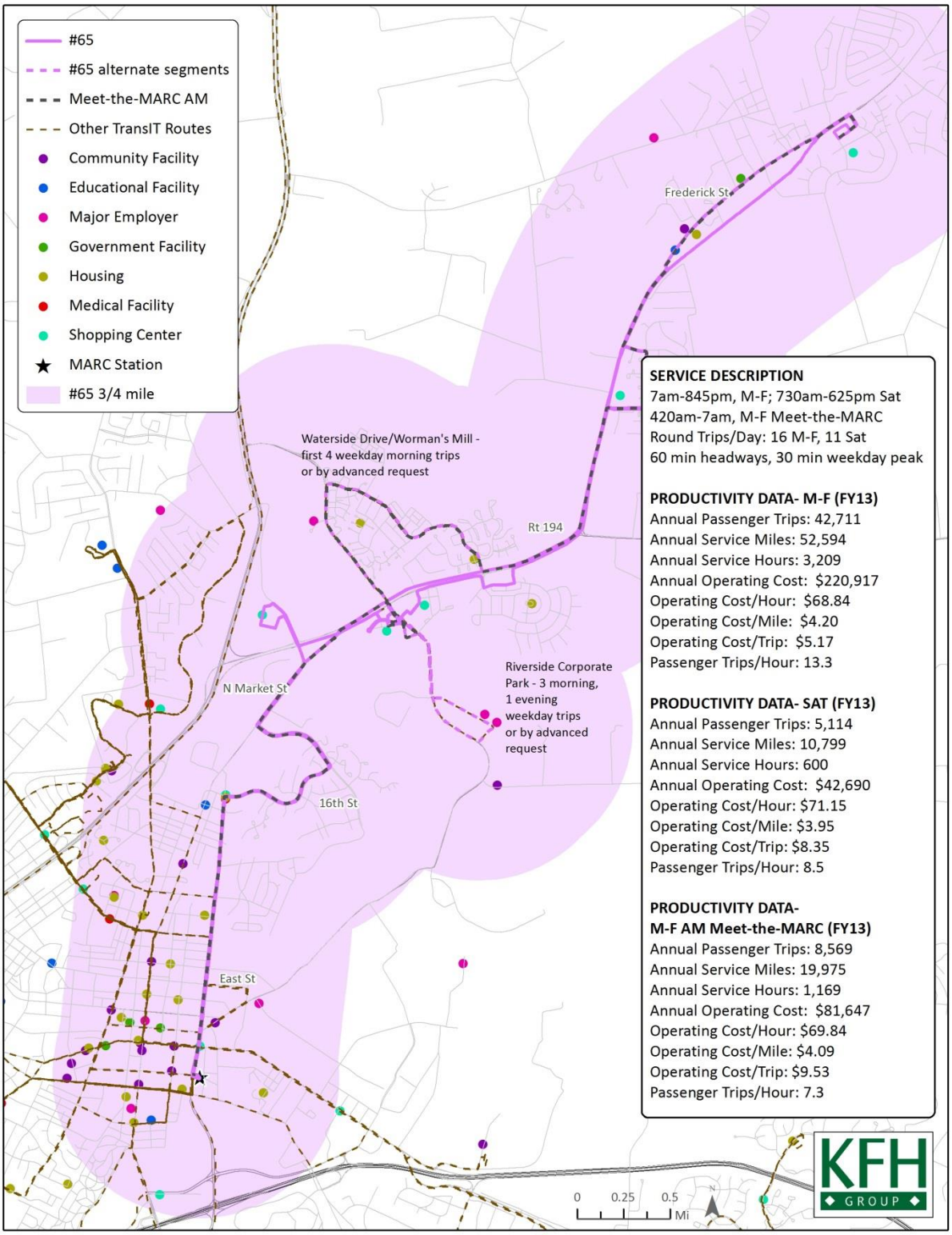


Figure 2-8: #80, North-West Connector

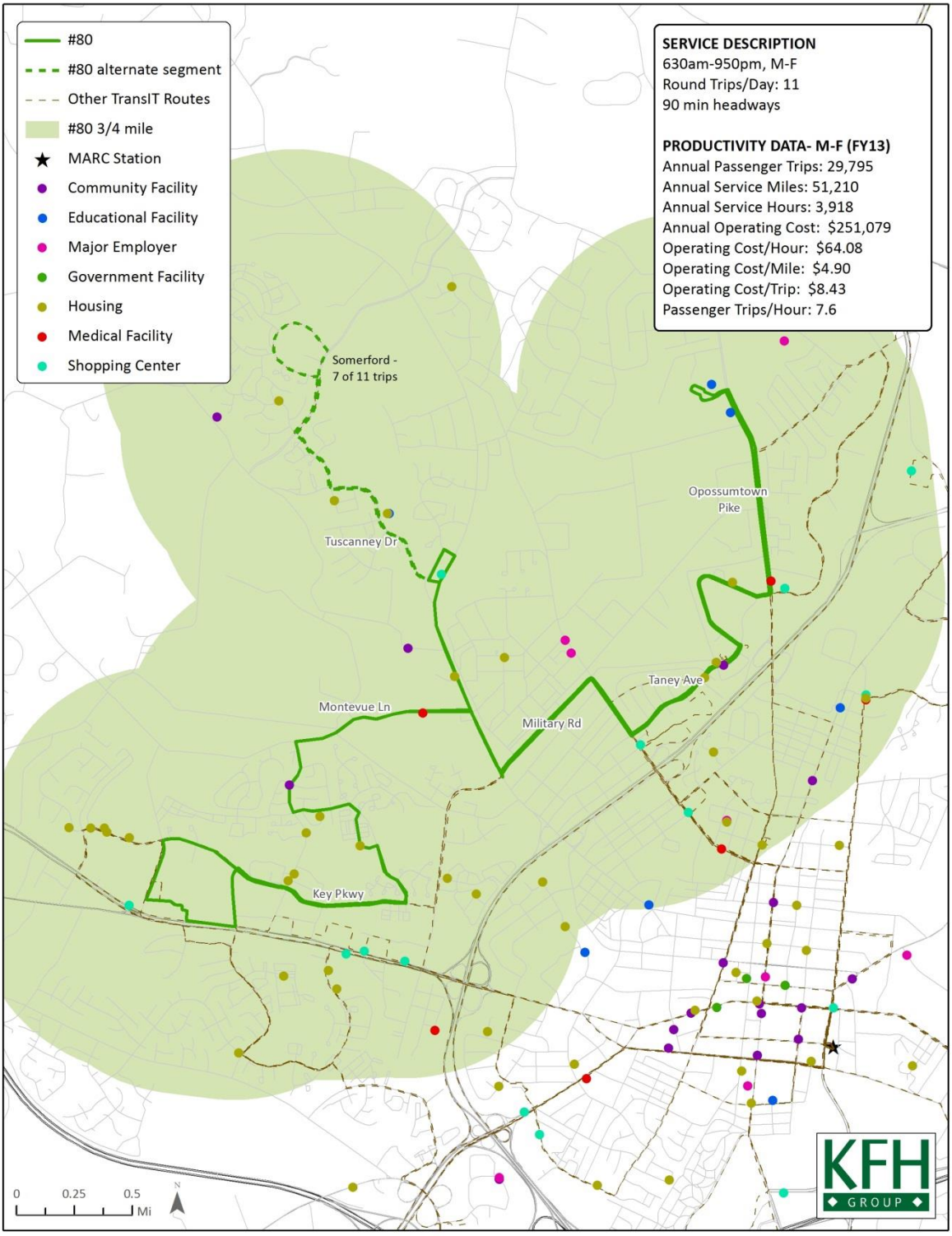


Figure 2-9: Route 85 Shuttle

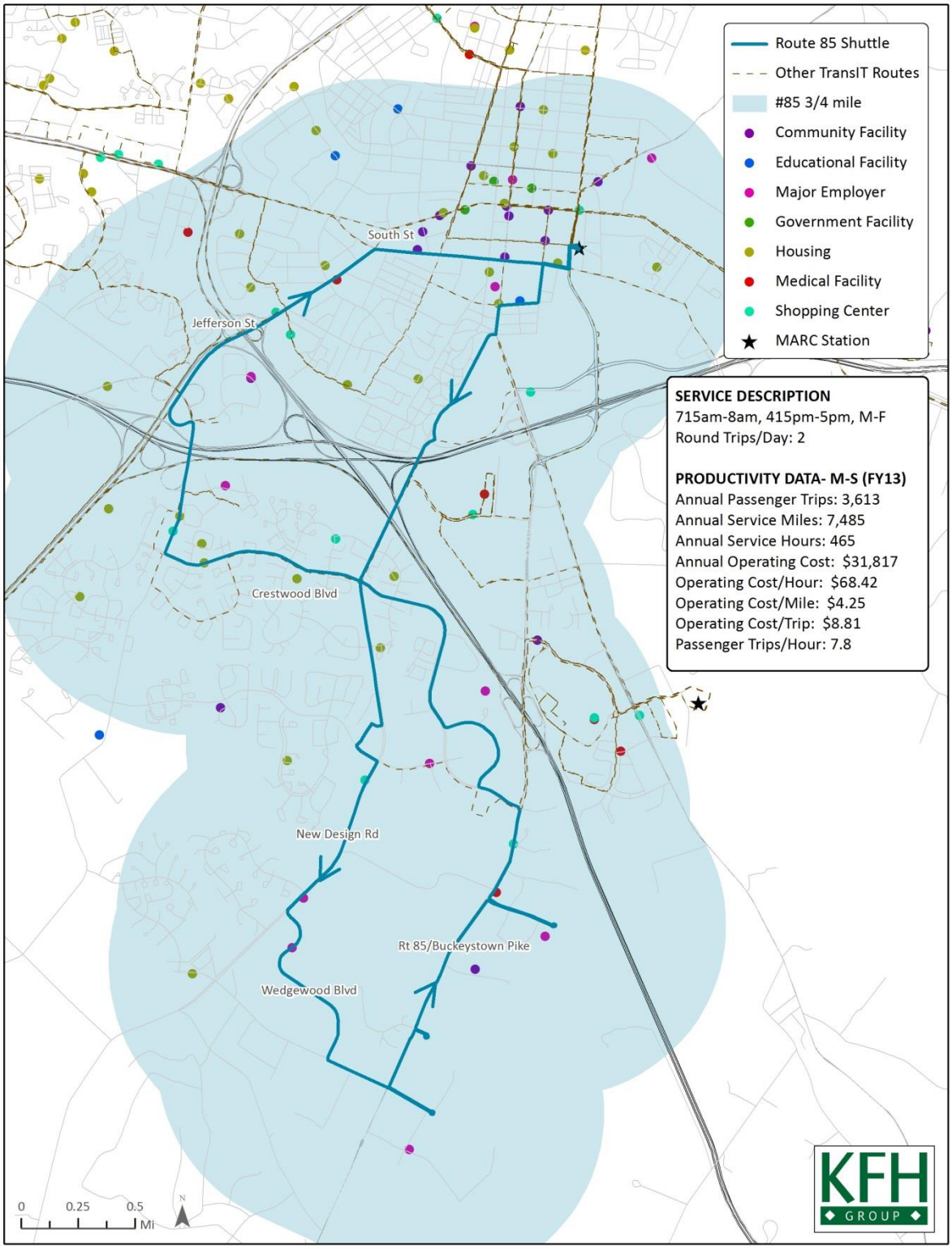


Figure 2-10: Point of Rocks Meet-the-MARC

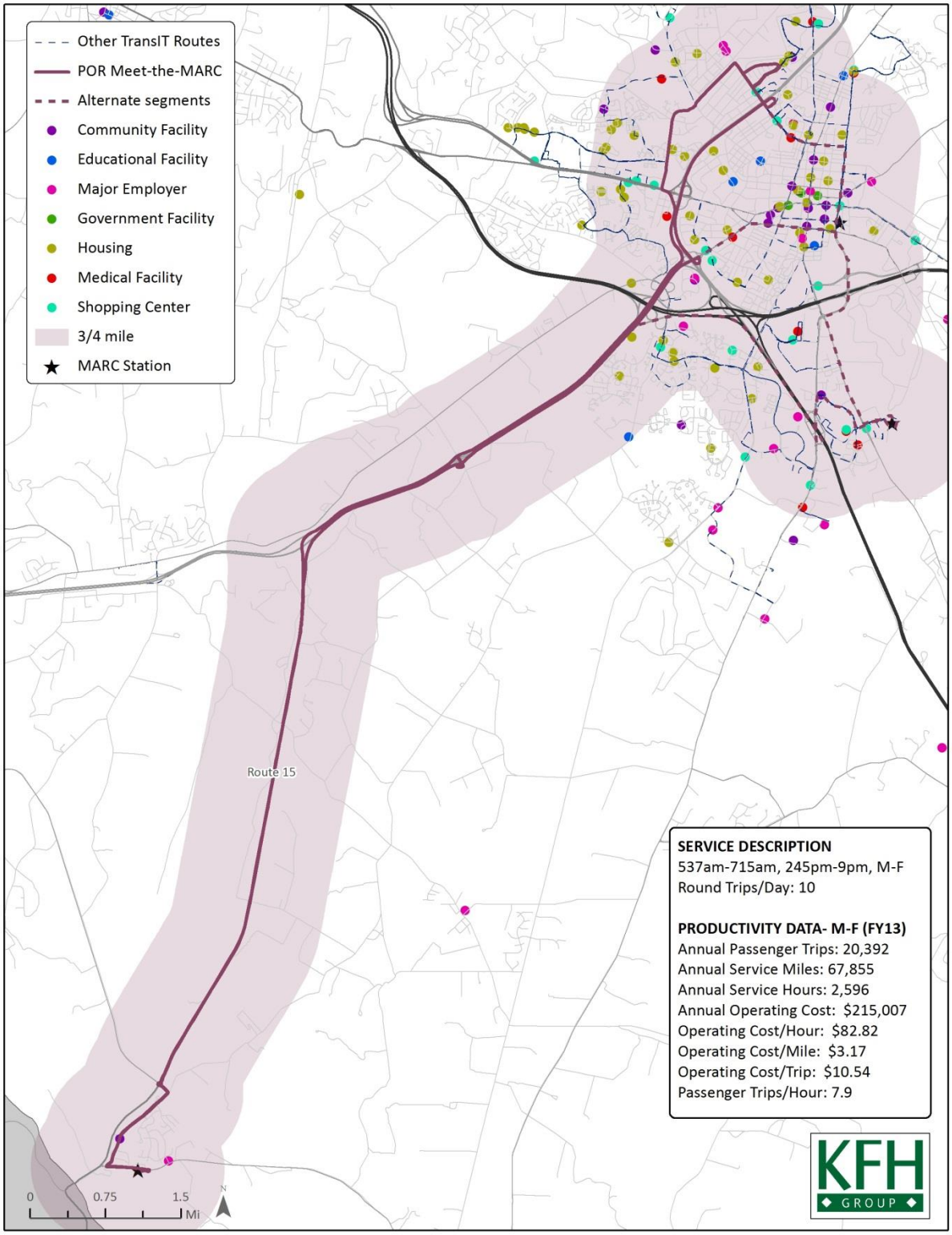


Figure 2-11: Brunswick/Jefferson Shuttle

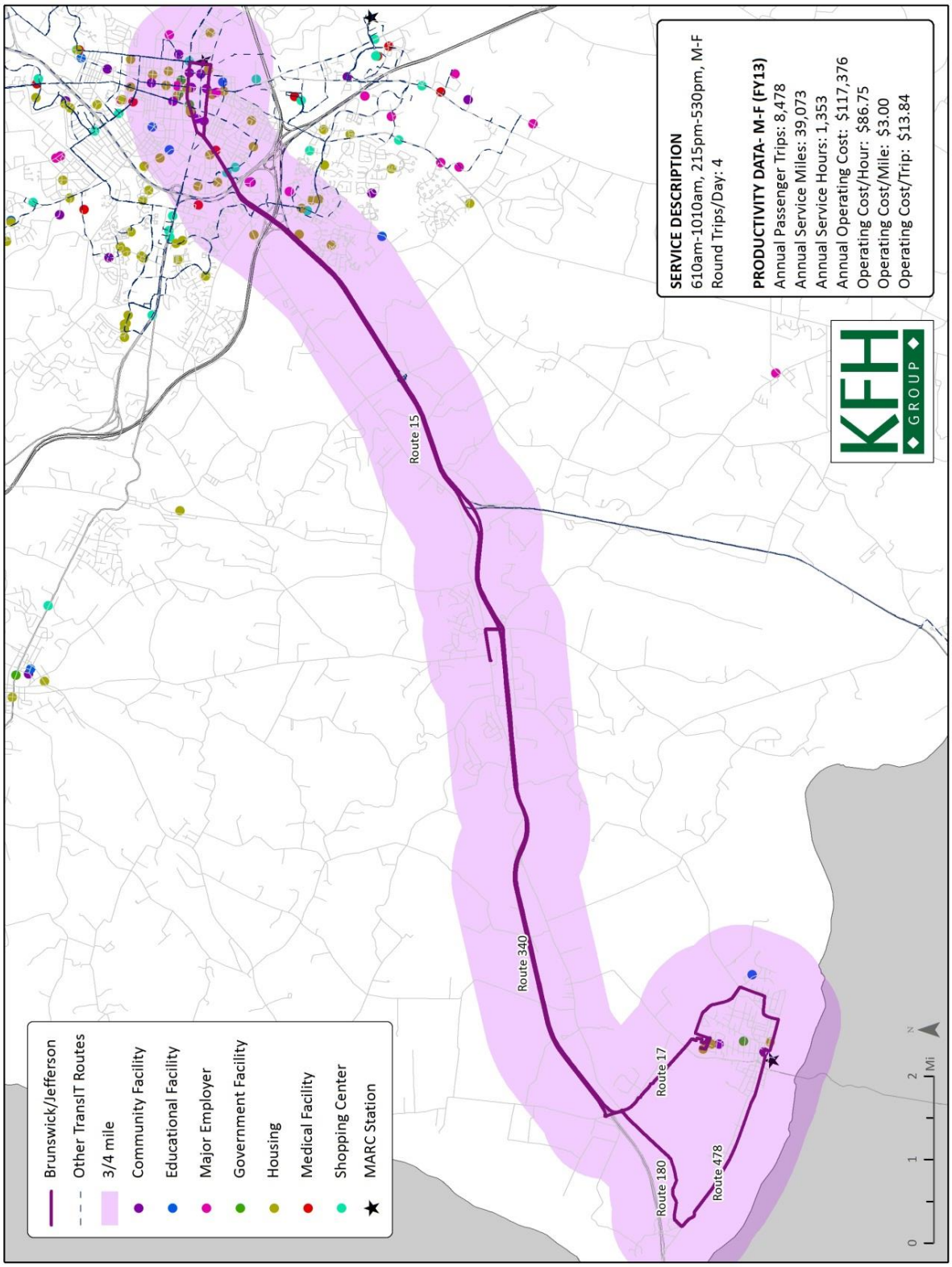


Figure 2-12: Emmitsburg/Thurmont Shuttle

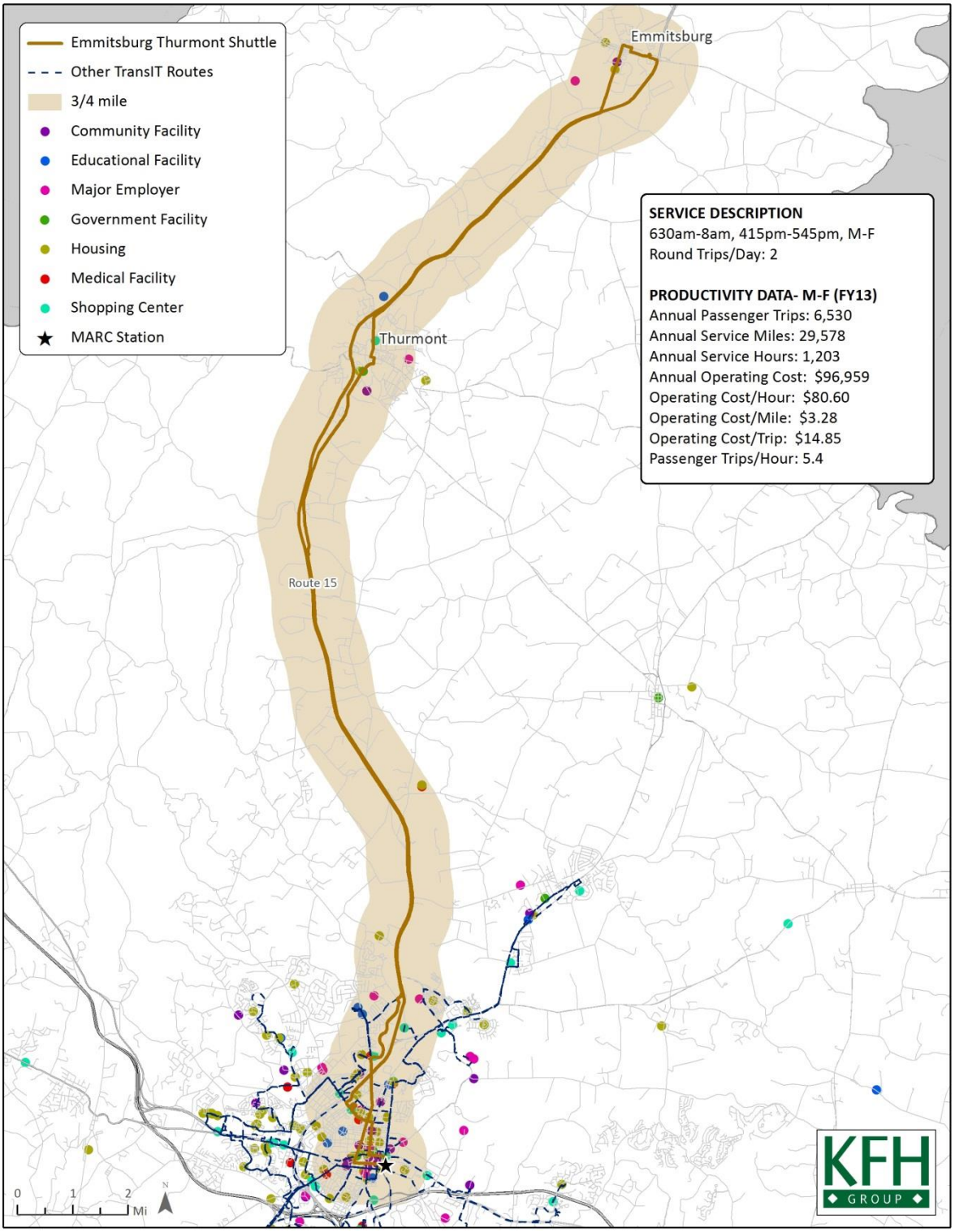
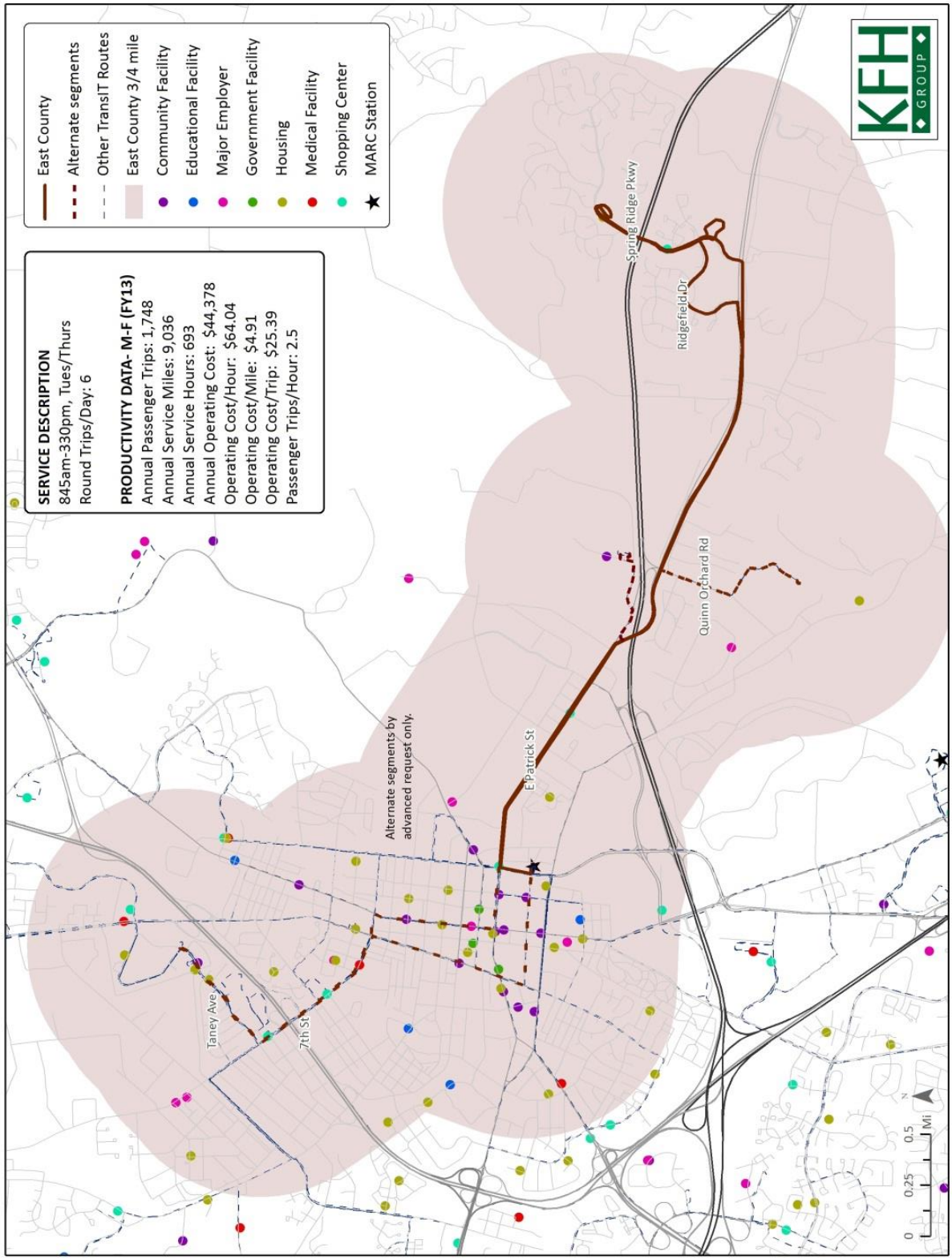


Figure 2-13: East County Shuttle



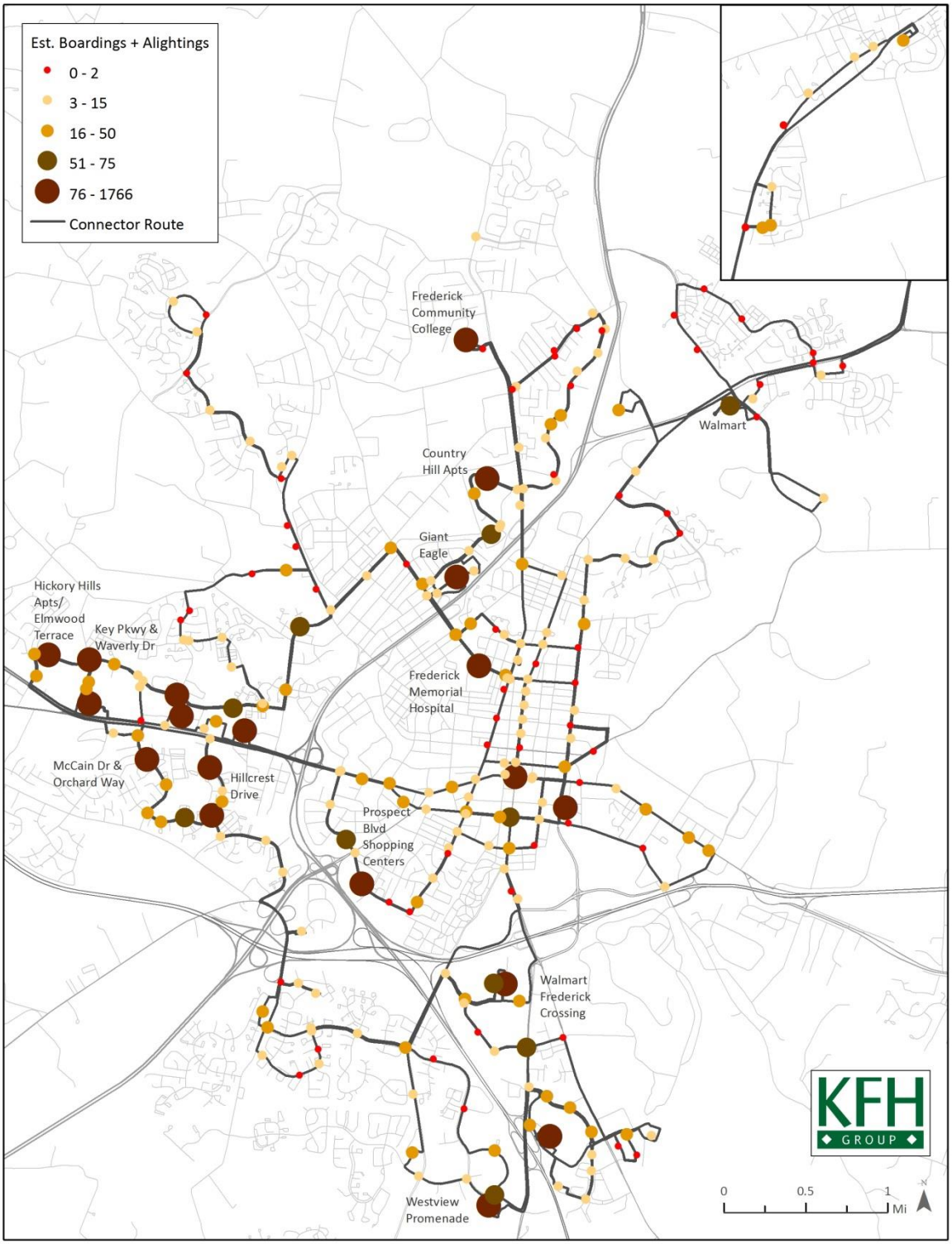
Observations of the Connector routes in 2014 highlighted that the 10, 20, 40, and 51 are the four busiest lines and essentially equal in weekday ridership. The #80 had the lowest ridership of the Connectors. This finding corresponds to average daily boardings compiled by TransIT for year to date FY 2014. Figure 2-14 displays system-wide weekday ridership by stop, and Table 2-4 summarizes the top ten highest ridership stops. Both the map and the table consider ridership to be the total activity at a given stop, or the sum of daily boardings and alightings.

As a central hub of the system, the downtown Frederick Transit Center was by far the busiest stop. It was followed by Boscov's, FSK Mall, and Frederick Community College. Other high volume stops included the Frederick Crossing Walmart, Frederick Shoppers World, and the residential areas of along Hillcrest Drive and Key Parkway (Hickory Hill Apartments, Elmwood Terrace Apartments). In contrast, about 25 percent of the approximately 255 observed stops had 3 or fewer daily boardings and alightings. These locations were scattered throughout the system, but occurred most noticeably along the Whittier segment of the #80 and along the Waterside Drive/Worman's Mill section of the #65.

Table 2-4: Greatest Total Daily Activity by Stop

Stop	Est. Activity	Routes
Transit Center (Frederick MARC Station)	1,766	20, 50, 51, 60, 40, 61, 65
Boscov's (Frederick Towne Mall)	352	10, 40, 50, 51, 80
Francis Scott Key Mall	350	10, 20
Frederick Community College	292	60, 61, 80
Walmart (Frederick Crossing)	182	10, 20
Hillcrest Drive & Seneca Drive/Tilman Place	171	10, 50, 51
Frederick Shoppers World (Dollar General)	143	40
Key Parkway & Hickory Hill Apts/Elmwood Terrace	140	10, 40
Key Parkway & Willowdale Drive	120	50, 51, 80
Key Parkway & Waverley Drive/Elmwood Terrace	94	10, 40, 50, 51, 80

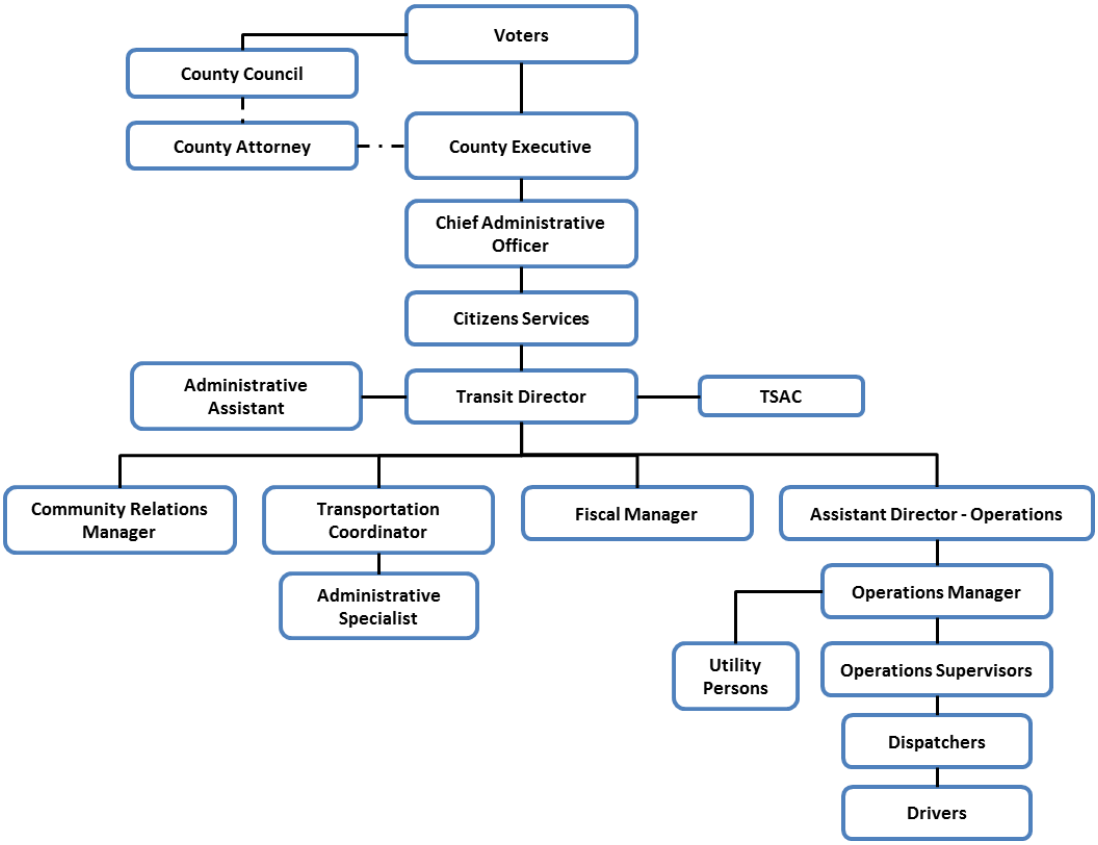
Figure 2-14: Estimated Total Daily Activity (Connector Routes Only)



MANAGEMENT AND INSTITUTIONAL STRUCTURE

Figure 2-15 depicts TransIT's management and institutional structure (as of March 2014). TransIT currently has 42 full-time drivers and 29 part-time drivers.

Figure 2-15: TransIT Organizational Chart



As noted earlier, TransIT is a division of Frederick County Government. A key component of the TDP is exploring organizational alternatives available to the county, such as keeping the services "in-house" or contracting out the service through competitive procurement. The discussion below examines the preliminary advantages of keeping transit services in-house versus contracted services.

In-House Versus Contracted Service

In Maryland, most public transit service is provided in-house although some services are contracted and one county uses a combination of in-house and contracted service. Montgomery County recently brought all of their services in-house in an effort to increase control over those services.

- In-House Service – fifteen systems
- Contracted Service – three systems (Charles, Howard, Caroline/Kent/Talbot)
- Combination – one system (Prince George's)

Any attempt to argue the pros and cons of contracting is subjective and often affected by the history of how public transit services grew within a particular jurisdiction. It is worth noting that there are a number of advantages to operating transit services within a county government:

- There is a perception that the county has better control over its operations and therefore the quality of the services.
- The county is often able to maintain a more stable and reliable workforce, particularly drivers. Contractors typically have more problems with workforce retention, employee turnover, and customer service.
- The county avoids the expense associated with monitoring contractor performance and handling and resolving contract disputes.
- The county does not have to spend resources to procure outside services: administrative expenses in developing request for proposals, soliciting bids, qualifying bidders, and assessing and awarding contracts.
- The county avoids the service disruptions at the start and end of a contract, especially when a contract changes hands.

Contracting for service also has certain advantages:

- The county derives the benefits of market competition, which may result in lower operating costs. However, recent experiences in Maryland (Charles, Prince George's, Howard) have shown that contracted services operated by private firms can be higher than one might expect for in-house service. For example, in FY 13 the average cost per hour in Charles County was $71.16 for fixed route small urban service, as compared to the $65.89 cost for TransIT's in-house services. Contracted service operated for Central Maryland Regional Transit in FY 13 cost $64.85 per hour for fixed route service in Howard County, and $69.68 per hour for service in Laurel and Anne Arundel County.
- Regarding staffing levels and expertise, counties often do not want (or are unable) to add staff positions to their payrolls. Some small systems contract for services because they do not want to build specialized capacity in-house.
- If the contracting entity is a private non-profit, the contractor is eligible to receive FTA S. 5310 vehicles.
- The county has the flexibility to introduce new services, fill service niches, or expand service more readily. However, once the county enters into a contract, changes to service levels could require time consuming contract negotiation.

EXISTING FACILITIES, FLEET, AND TECHNOLOGY

TransIT's administrative office and maintenance facility is located on Rocky Springs Road, to the northwest of downtown Frederick. It includes offices, a vehicle maintenance area, and parking for service vehicles, staff, and visitors. TransIT vehicles are stored both inside and outside at the facility. The facility was constructed in 1998, and the 2007 TDP identified that the facility was reaching capacity. The 2007 TDP included the need for a parking lot expansion and an administrative facility expansion study in the capital plan. The parking expansion project was completed in December 2011. Any

additional growth to the system (in vehicles and maintenance needs) may require additional expansion at the current location or a new transit facility offsite.

TransIT's primary Transit Center is located at the Frederick MARC station on East Street. It includes three passenger shelters and a bus loading area. Riders can also utilize the Transit Center building, which has an indoor waiting area, schedule/brochure racks, and restrooms. The building is only open during rail and intercity bus hours of operation, and not for the full span of TransIT's service. TransIT riders are unable to take advantage of the Fredrick MARC station amenities after hours, leaving them to wait outside, often in the dark, and sometimes during inclement weather.

The 2007 TDP recommended a study and eventual construction of additional transit centers, at the Frederick Towne Mall and possibly the Francis Scott Key Mall. The Frederick Towne Mall is currently under redevelopment (with plans for a new Super Wal-mart). TransIT staff are engaged in this process to ensure adequate loading and unloading space for TransIT vehicles, as well as the inclusion of amenities like shelters and benches.

TransIT has a total of thirteen bus shelters throughout the county, including the three at the Transit Center. Examples of these are shown in Figures 15 and 16. As of June 2014, TransIT had secured a vendor to install and maintain an additional 100 bus shelters in exchange for advertising rights. City and county zoning ordinances were amended to allow advertising on bus shelters in 2012.

Shown in Table 2-5, the TransIT fleet includes 48 vehicles. Seven vehicles function as backups, for a spare ratio of 17 percent. Forty-four of the vehicles are equipped with wheelchair ramps/lifts. The four non-accessible vehicles include a sedan, a minivan, and two 23-seat buses (one of which is in poor condition and serves as back-up only).

TransIT's FY 2015 Grant Application and ATP, approved by the Board of County Commissioners, includes capital funding for three all-electric 30 foot buses and the related infrastructure. The local match for one vehicle comes from a Maryland Smart Energy Communities Grant. Though the three vehicles have greater upfront costs, no fuel costs are necessary over the lifespan. In addition, the electric vehicles will help replace TransIT's aging fleet. Staff estimate that the cost of repairs and preventative maintenance will be about sixty percent less than a typical diesel bus.

TransIT currently uses scheduling software for its paratransit service (implemented in 2007). All of its other operations are done manually. TransIT is set to implement Automatic Vehicle Location (AVL) technology on its vehicles for FY 2015. In addition to aiding operations staff, AVLs allow customers to see real-time bus arrival information by phone or online. Another technology initiative due in place for late summer 2015 is a mobile ticketing application for riders with smartphones. Riders will be able to purchase tickets on the app, while in the past they could only purchase tickets by mail or in person.

Figure 2-15: Shelters at the Transit Center in downtown Frederick
Photo by KFH Group

Figure 2-16: Rider disembarking the #40 Connector on East Street
Photo by KFH Group

Table 2-5: TransIT Vehicle Inventory, March 2014

Vehicle Identification Number (VIN)	Year	Make	Vehicle Type	Lift or Ramp	Seating/ WC Capacity	Current Mileage	Current Condition	Current Status	Ave. Annual Mileage	Budget Year for Replace-ment	Est. Useful Life Remaining (Miles)
1FDXE45F31HB28378	2001	Ford	Bus	None	23/0	116,380	Poor	Spare	7,000	--	Replaced
5DF230DB62JA32658	2002	Thomas	Bus	Ramp	26/2	190,979	Fair	Active	15,915	FY15	159,021
5DF230DB82JA32659	2002	Thomas	Bus	Ramp	26/2	172,939	Fair	Active	14,412	FY16	177,061
5DF230DB52JA32506	2002	Thomas	Bus	Ramp	26/2	149,314	Fair	Active	12,443	FY16	200,686
5DF230DB42JA32657	2002	Thomas	Bus	Ramp	26/2	171,134	Fair	Active	14,261	FY16	178,866
5DF230DB42JA32660	2002	Thomas	Bus	Ramp	26/2	176,693	Fair	Active	20,000	FY15	173,307
1VHAC3A2X36502016	2003	Orion	Bus	Lift	29/2	328,814	Fair	Active	29,892	FY16	21,186
1VHAC3A2136502017	2003	Orion	Bus	Lift	29/2	271,081	Fair	Active	24,644	FY17	78,919
1VHAC3A2336502018	2003	Orion	Bus	Lift	29/2	310,686	Fair	Active	28,244	FY17	39,314
1VHAC3A2136502020	2003	Orion	Bus	Lift	29/2	310,039	Fair	Active	28,185	FY17	39,961
1VHAC3A2336502021	2003	Orion	Bus	Lift	29/2	209,646	Fair	Active	19,059	FY17	140,354
1VHAC3A2536502022	2003	Orion	Bus	Lift	29/2	272,396	Fair	Active	24,763	FY18	77,604
1VHAC3A2736502023	2003	Orion	Bus	Lift	29/2	280,292	Fair	Active	25,481	FY18	69,708
1VHAC3A2446502286	2004	Orion	Bus	Lift	29/2	266,670	Fair	Active	26,667	FY18	83,330
1VHAC3A2646502287	2004	Orion	Bus	Lift	29/2	346,014	Fair	Active	34,601	FY18	3,986
1VHAC3A2846502288	2004	Orion	Bus	Lift	29/2	285,212	Fair	Active	28,521	FY19	64,788
1VHAC3A2646502290	2004	Orion	Bus	Lift	29/2	280,436	Fair	Active	28,044	FY19	69,564
1VHAC3A2846502291	2004	Orion	Bus	Lift	29/2	284,800	Fair	Active	28,480	FY19	65,200
1VHAC3A2146502293	2004	Orion	Bus	Lift	29/2	254,975	Fair	Active	25,498	FY19	95,025
1FDXE45P45HA73332	2005	Ford	Bus	Lift	16/2	151,375	Fair	Active	16,819	2017	48,625
1FDXE45PX5HB44804	2006	Ford	Sm Bus	Lift	16/2	166,261	Fair	Active	20,783	2016	33,739
1FDXE45P96DB00530	2006	Ford	Sm Bus	Lift	16/2	150,323	Fair	Active	18,790	2017	49,677
1FDXE45P36DB42434	2006	Ford	Minibus	Lift	6/4	173,971	Fair	Active	21,746	2015	26,029
1SD4E45P38DB51110	2008	Ford	Minibus	Lift	10/3	141,941	Fair	Active	23,657	2016	58,059
1FD4E45R58DB5111	2008	Ford	Minibus	Lift	10/3	165,090	Fair	Active	27,515	2015	34,910

Vehicle Identification Number (VIN)	Year	Make	Vehicle Type	Lift or Ramp	Seating/ WC Capacity	Current Mileage	Current Condition	Current Status	Ave. Annual Mileage	Budget Year for Replace-ment	Est. Useful Life Remaining (Miles)
1FD4E45P78DB51112	2008	Ford	Minibus	Lift	10/3	129,214	Fair	Active	21,536	2017	70,786
1FDFE45P89DA00967	2009	Ford	Minibus	Lift	10/3	142,342	Good	Active	28,468	2016	57,658
1FDFE45P79DA17274	2009	Ford	Sm bus	Lift	9/3						
1FDFE45P59DA17273	2009	Ford	Sm bus	Lift	9/3	121,547	Good	Active	24,309	2017	78,453
1FDFE45P49DA17281	2009	Ford	Sm bus	Lift	16/2	149,819	Good	Active	29,964	2016	50,181
1FDFE45P29DA17280	2009	Ford	Sm bus	Lift	16/2	150,046	Good	Active	30,009	2016	49,954
1FDFE45P69DA17279	2009	Ford	Sm bus	Lift	16/2	146,572	Good	Active	29,314	2016	53,428
1FDFE45PX9DA03031	2009	Ford	Sm bus	Lift	16/2	137,588	Good	Active	27,518	2016	62,412
1FDFE45PX9DA24784	2009	Ford	Minibus	Lift	10	110,499	Good	Active	22,100	2018	89,501
1FDFE45P99DA0306	2009	Ford	Sm bus	Lift	16/2	102,257	Good	Active	20,451	2019	97,743
1FDFE45P89DA24783	2009	Ford	Minibus	Lift	10/3	120,194	Good	Active	24,039	2017	79,806
1FDFE45PX9DA24803	2009	Ford	Sm bus	None	23/0	108,529	Good	Active	21,706	2018	91,471
15GGE2713A1091800	2010	Gillig	Bus	Ramp	26/2	147,615	Excellent	Active	36,904	2020	202,385
15GGE2715A1091801	2010	Gillig	Bus	Ramp	26/2	147,680	Excellent	Active	36,920	2020	202,320
15GGE2717A1091802	2010	Gillig	Bus	Ramp	26/2	132,132	Excellent	Active	33,033	2022	217,868
15GGE2719A1091803	2010	Gillig	Bus	Ramp	26/2	90,721	Excellent	Active	22,680	2026	259,279
15GGE2710A1091804	2010	Gillig	Bus	Ramp	26/2	117,854	Excellent	Active	29,464	2023	232,146
15GGE2712A1091805	2010	Gillig	Bus	Ramp	26/2	132,057	Excellent	Active	33,014	2022	217,943
3FADP0L32AR424455	2010	Ford	Fusion	None	5/0	84,932	Excellent	Active	21,233	2016	15,068
15GGB3013B1180891	2011	Gillig Hybrid	Bus	Ramp	32/2	70,469	Excellent	Active	23,490	2023	429,531
15GGB3015B1180892	2011	Gillig Hybrid	Bus	Ramp	32/2	62,271	Excellent	Active	20,757	2023	437,729
2D4RN4DG9BR795522	2011	Dodge	Grand Caravan	None	7/0	67,046	Excellent	Active	22,349	2016	32,954
1FDXE45P86H01628	2006	Ford	Sm bus	Lift	6/4	225,380	Fair	Active	25,042	FY13	

REVIEW OF FUNDING SOURCES

The MTA's Statewide Planning Office administers federal and state funding for the LOTS in Maryland. For FY 2014, Frederick County applied to the MTA through the Annual Transportation Plan (ATP) application for funding through the following programs:

- FTA S. 5311 - Federal and state funds allocated for public transportation operating in rural areas. Both capital and operating funds are available through this program.
- FTA S. 5307 - Federal and state funds allocated for public transportation operating in urbanized areas. Capital and some operating funds are available through this program.
- Americans with Disabilities Act (ADA) – State funds to help subsidize ADA complementary paratransit.
- SSTAP – State funds for transportation for seniors and people with disabilities.
- Congestion Mitigation and Air Quality Improvement (CMAQ) – Federal and state funds flexed to S. 5311 (from the Federal Highway Administration to the FTA). Capital and operating funds are available for projects that contribute to reducing emissions.

The application for FY 2014 requested $3,116,445 in federal/state funds in operating assistance, capital assistance, and in preventive maintenance requests. Frederick County also provides significant funding for TransIT. TransIT's FY 2014 capital budget request includes funding for three small vehicles for $174,470 and one large vehicle for $495,00, and $603,00 in preventive maintenance totaling $1,426,147. In FY 2013, Frederick County provided $972,538 to support operations of the S. 5307, S. 5311, ADA, and SSTAP programs alone. The FY 2014 budget projects the local amount to increase to $1,447,042.

As noted in Tables 2-6 and 2-7, TransIT routes rely on a mix of federal, state, and local funding sources. The Connector routes are funded by S. 5307 and ADA, as are the urbanized area shuttles (Walkersville Meet-the-MARC, Route 85, and East County). The non-urbanized area shuttles (Emmitsburg/ Thurmont, Brunswick/Jefferson, and the Point of Rocks Meet-the-MARC) are funded through S. 5311.

Table 2-6: TransIT Operating Budget

FY 2013 Operating Actuals				
Source	**Federal**	**State**	**Local**	**Fares/ Contract**
S. 5307[1]	$1,729,653	$950,785	$756,368	$6413,677
S. 5311	$204,528	$102,264	$102,264	$37,150
SSTAP/Demand Response		$159,159	$567,515	$47,400
PM	$520,000	$65,000	$65,000	
PM - ARRA	$83,199			
Fuel	$303,490	$37,937	$37936	
Rideshare				
DSS Medical Assistance			$175,253	$265,716

FY 2014 Operating Budget[2]					
Source	**S. 5307[1]**	**S. 5311**	**SSTAP**	**Rideshare**	**Medical Assistance**
Federal	$1,699,712	$204,528		$122,996	
State	$950,785	$102,264	$159,159		
Local	$750,316	$102,264	$53,053[3]		$120,382
Other Revenue					
Fares/Contract	$648,539	$47,013	$47,400		
S. 5311 PM		$70,000			
S. 5307 PM	$600,000				
Employer Outreach				$41,945	
DSS Medical Assistance					$265,716

[1]S. 5307 funds include ADA dollars
[2]ATP Fiscal Year 2014 Form B-1
[3]County provides $541,409 in funds above the required match of $53,053 (Form B-1)

Table 2-7: TransIT FY 2014 Capital Budget

Item	Amount
Preventative maintenance	$670,000
Four replacement buses	$743,855
TOTAL	$1,413,855

Fare Structure

As of July 1, 2014, the one-way general public fare for TransIT is $1.50. Riders may also purchase a ten-trip ticket ($13.00), twenty-trip ticket ($25.00), or a monthly pass ($50.00). Seniors (60+) and individuals with disabilities pay reduced fares ($0.75 one-way), and youth/students are also eligible for reduced cost trip tickets and passes. Transfers are free for all riders within an hour.

TransIT implemented the July 2014 fare increase as a second phase of its 2012 increases, bringing the price from a one-way base fare of $1.10 (2002-2012) to $1.25 (2012-2014) to $1.50. TransIT's current fares are comparable to its neighboring systems; base fares in Washington, Carroll, Montgomery, and Howard Counties range from $1.25 to $2.00. Transit will offer a new daily pass (in conjunction with the mobile ticketing app release in late summer 2014) for $4.00.

In addition to fares, exterior bus advertising is another source of revenue for TransIT. These revenues were $77,000 in FY13. As noted earlier, TransIT is in the process of procuring shelters in exchange for advertising rights on those shelters, which is expedited to increase advertising revenue further.

Pedestrian/Bicycle Access

Supported by compact land uses in downtown Frederick and the surrounding area, many TransIT routes are well suited for access by bicyclists and pedestrians. All of TransIT's Connector and shuttle buses are equipped with bike racks, and rider complaints regarding access to and/or safety at bus stops are unusual. TransIT staff are aware of a lack of sidewalk connections and waiting area near the Spectrum Drive/Buckeystown Pike Sheetz stop, and have expressed interested in modifying the #10 and #20 to address the issue. The Frederick County Community Development Division has also identified potential "access to transit" projects in its 2014 Annual Transportation Priorities Review, including sidewalk improvements at Grove Road/Buckeystown Pike and on Ballenger Creek Pike from the Solarex bus stop to Crestwood Boulevard.

Other Area Providers and Purchasers

Frederick County has multiple transportation options beyond TransIT. These include air, rail, commuter bus, intercity bus, taxi, and private non-profit providers.

Regional Transit

The MTA 505 and 515 commuter buses serve Fredrick County. The MTA 505 commuter bus operates along its route between Hagerstown, Maryland via the Myersville Park & Ride lot and the Shady Grove Metro Station/Rock Spring Business Park. The route currently makes eight southbound a.m. trips and ten northbound p.m. trips each weekday. The MTA 515 commuter bus operates along its route between Downtown Frederick and the Shady Grove Metro Station/Rock Spring Business Park. The route currently makes thirteen southbound a.m. trips and sixteen northbound p.m. trips each weekday and

serves three stops in Frederick County: the Downtown Frederick MARC Station, the Monocacy MARC Station and the Urbana Park & Ride.

The MTA 204 commuter bus operates between the Monocacy MARC Station and the University of Maryland/College Park Metro Station via the Intercounty Connector. The route began service in January 2011, with four morning trips and four afternoon trips. Intermediate stops include the Urbana, Gaithersburg, Georgia Avenue, and the FDA in White Oak.

MARC commuter rail service along the Brunswick Line includes Frederick County stations at Brunswick, Point of Rocks, Monocacy, and downtown Frederick. This service provides access to Washington D.C. with transfers to the Rockville, Silver Spring, and Union Station metro stations. Currently three southbound a.m. and three northbound p.m. trains per day are provided Monday through Friday to the Monocacy and downtown Frederick MARC Stations. In addition, six eastbound a.m. and six westbound p.m. trips serve the Point of Rocks and Brunswick stations. TransIT provides Connector service to the Frederick station and the Meet-the-MARC shuttle to Point of Rocks.

Airports

Within Frederick County, the Frederick Municipal Airport (FDK) is located off of Monocacy Boulevard and is owned and operated by the City of Frederick. For scheduled commercial service, the county is roughly equidistant (~50 miles) from three major airports: Dulles International, Reagan National, and Baltimore-Washington International.

Amtrak

Amtrak's Capitol Limited route travels through Frederick County without stopping. This route provides daily service between Washington, D.C. and Chicago, with the closest stops in Rockville, Maryland and Harpers Ferry, West Virginia.

Intercity Bus

Greyhound Lines provides intercity bus service to Frederick County at downtown Frederick MARC stations. Buses leave Frederick three times per day westbound to Cleveland via Pittsburgh, and four times per day eastbound to Baltimore and Washington, D.C.

BayRunner Shuttle operates intercity bus service connecting Frederick to the Baltimore-Washington International Airport and the Baltimore Greyhound Bus Terminal. Stops include the Frederick Transit Center and the Frederick Airport. A limited number of trips continue on to Western Maryland (Grantsville, Frostburg, Cumberland, Hancock, and Hagerstown). One-way fare between Frederick and Baltimore is $39. Reservations are recommended but not required, and riders can either call or reserve their trip online.

Private, Non-Profit Transportation

Some Frederick County residents may be eligible to use transportation services provided by private, non-profit organizations. Most offer transportation only for their clients, allowing individuals to

participate in day programs or employment. TransIT has an opportunity to continue and/or begin coordinating with these organizations. More details are included in the stakeholder input section of this technical memorandum.

- Community Living (FTA S. 5310 recipient)
- Daybreak Adult Daycare (FTA S. 5310 recipient)
- Partners in Care
- Family Partnership
- Goodwill Industries of the Monocacy Valley (FTA S. 5310 recipient)
- Scott Key Center
- Way Station (FTA S. 5310 recipient)

Taxis

Taxi service is available in Frederick County, primarily from companies located in the City of Frederick. These include Frederick City Cab, Taxi Fiesta, Yellow Cab, City Cab Company, Frederick Cab, and Bowie Taxi. Regular taxi trips are cost-prohibitive for many residents. TransIT is exploring a taxi voucher program which could potentially relieve increasing demand for TransIT-plus.

Commuter Assistance

TransIT offers a menu of commuter services with the goal of promoting alternatives to single-occupancy vehicle trips and their associated environmental and congestion-related impacts. TransIT assists new and existing vanpool/carpools in finding riders, offers incentives for alternative commuting, and provides resources on other commuting options like rideshare (e.g., NuRide, ERideshare). Frederick County also participates in MWCOG's Commuter Connections program. Commuter Connections includes car and vanpool matching services and a free Guaranteed Ride Home program.

Commuter assistance also comes in the form of park and ride lots. Ten Maryland State Highway Administration facilities are located in Frederick County, seven of which are served either by TransIT or by the MTA commuter bus.

The next chapter will focus on the transportation needs of residents in Frederick County.

Chapter 3
Review of Needs

The purpose of this chapter is to assess transit need in Frederick County through an analysis of demographic and land use data, as well as public input. It includes a general population profile, an identification and evaluation of underserved population subgroups, and a review of the demographic characteristics pertinent to a Title VI analysis. The chapter also develops a land use profile based on the Frederick County's major trip generators and resident commuting patterns. The chapter then describes public and stakeholder input, based on interviews, driver feedback, online and hard copy surveys, and a community meeting.

NEEDS ANALYSIS

The following section describes a general population profile for Frederick County, identifies and evaluates underserved population subgroups, and reviews the demographic characteristics pertinent to a Title VI analysis.

As of the 2010 Census, Frederick County's population was 233,390 (Table 3-1). This represents a steady increase both from 1990 and 2000. The population of the City of Frederick increased at similar rates. Projections developed by the Maryland Department of Planning estimate that Frederick County will grow by about 44 percent over the next thirty years (to 335,100 in 2040). This is almost double the rate of the state overall (19%). About eleven percent of the Frederick County population was 65 years or older in 2010. This is expected to grow to fifteen percent over the decade and to about twenty percent by 2030.

Population Density

Population density is often an effective indicator of the types of public transit services that are most feasible within a study area. While exceptions exist, an area with a density of 2,000 persons per square mile will generally be able to sustain frequent, daily fixed-route transit service. Conversely, an area with a population density below this threshold but above 1,000 persons per square mile may be better suited for deviated fixed-route or demand-response services.

Table 3-1: Population Characteristics for Frederick County

Place	1990 Population	2000 Population	2010 Population	90-00 % Change	00-10 % Change	90-10 % Change
Maryland	4,780,753	5,296,486	5,773,550	11%	9%	21%
Frederick County	150,208	195,277	233,390	30%	20%	55%
City of Frederick	40,148	52,767	65,239	31%	24%	62%
City of Brunswick	5,117	4,894	5,870	-4%	20%	15%
Town of Thurmont	3,398	5,588	6,170	64%	10%	82%
Town of Walkersville	4,145	5,192	5,800	25%	12%	40%

	2020 Pop. Projection	2030 Pop. Projection	2040 Pop. Projection
Maryland	6,216,160	6,611,900	6,861,900
Frederick County	267,650	305,060	335,100

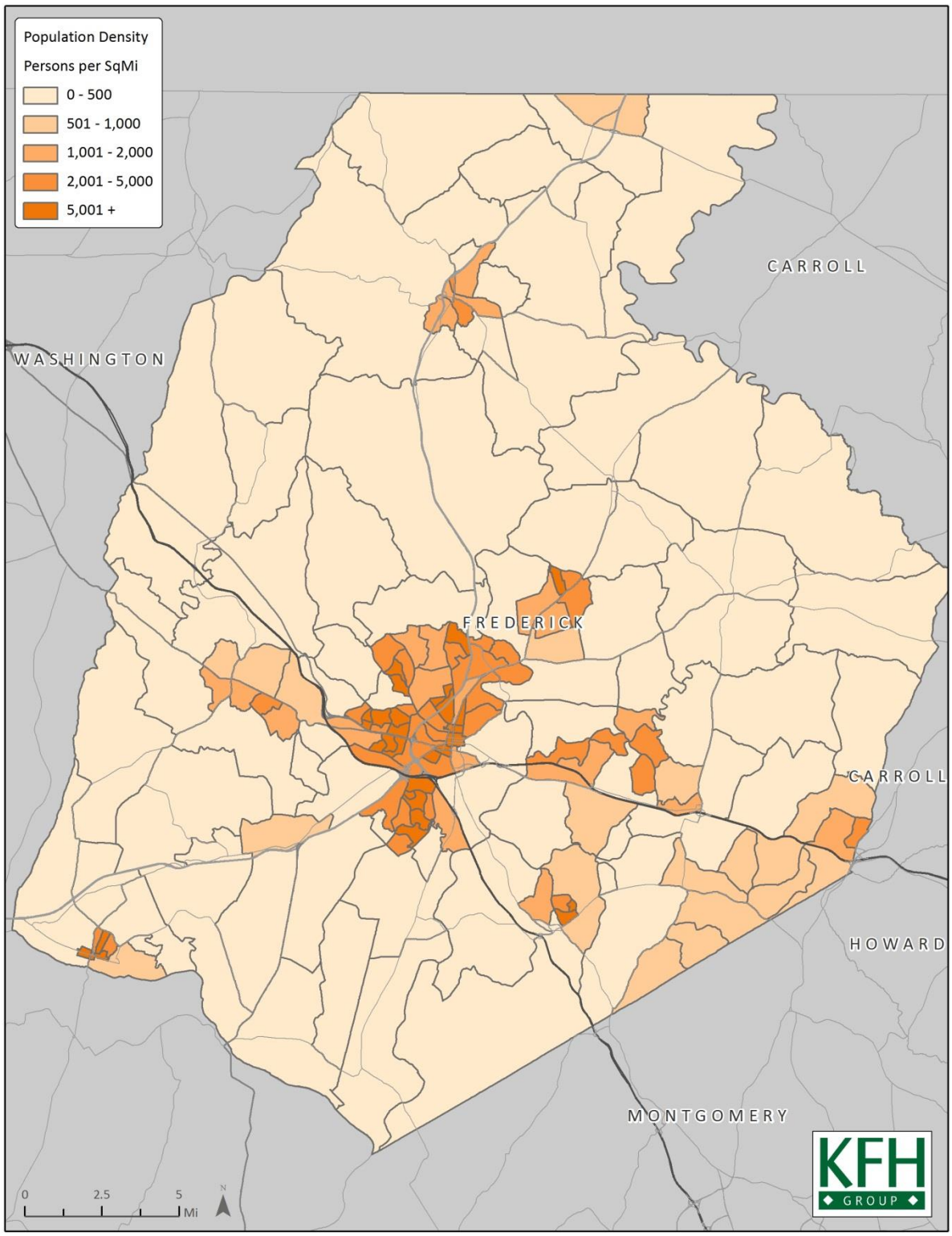
Sources: US Census Bureau, American FactFinder; Maryland Department of Planning, http://planning.maryland.gov/MSD.C./

Figure 3-1 portrays Frederick County's population density by Census block group. The block groups with the highest population density are clustered in the City of Frederick and just to the south in Ballenger Creek. Other areas with a population density of more than 5,000 persons per square mile include parts of Brunswick, Urbana, and Walkersville. Thurmont, Mount Airy, and Spring Ridge/Linganore have block groups with densities between 2,000 and 5,000 persons per square mile.

Transit Dependent Populations

Public transportation needs are defined in part by identifying the relative size and location of those segments within the general population that are most likely to depend on transit services. These transit dependent populations include individuals who may not have access to a personal vehicle or are unable to drive themselves due to age or income status. Determining the location of transit dependent populations assisted the evaluation of current transit services and the extent to which they meet community needs.

Figure 3-1: 2010 Population Density



Transit Dependence Index (TDI)

The TDI is an aggregate measure displaying relative concentrations of transit dependent populations. Five factors made up the TDI calculation, as shown in the following formula:

TDI = PD * (AVNV + AVE + AVY + AVBP)

- PD: population density, or population per square mile
- AVNV: amount of vulnerability based on no vehicle households
- AVE: amount of vulnerability based on elderly populations (age 65 and over)
- AVY: amount of vulnerability based on youth populations (ages 10-17)
- AVBP: amount of vulnerability based on below poverty populations

In addition to population density, the factors above represented specific socioeconomic characteristics of Frederick County residents. For each factor, individual block groups were classified according to the prevalence of the vulnerable population relative to the county average. The factors were then put into the TDI equation to determine the relative transit dependence of each block group (very low, low, moderate, high, or very high). Figure 3-2 displays the overall TDI rankings for Frederick County. The City of Frederick has block groups with a TDI classification of very high, as do Walkersville, Brunswick, Ballenger Creek, and Spring Ridge/Linganore. The TDI is very similar to the population density pattern.

Transit Dependence Index Percent (TDIP)

The TDIP provides a complementary analysis to the TDI measure. It is nearly identical to the TDI measure with the exception of the population density factor. The TDIP for each block group in the study area was calculated with the following formula:

TDIP = DVNV + DVE + DVY + DVBP

- DVNV: degree of vulnerability based on autoless households
- DVE: degree of vulnerability based on elderly populations
- DVY: degree of vulnerability based on youth populations
- DVBP: degree of vulnerability based on below poverty populations

By removing the population per square mile factor, the TDIP measured the degree rather than the amount of vulnerability. The TDIP represented the percentage of the population within the block group with the above socioeconomic characteristics, and it followed the TDI's five-tiered categorization of very low to very high. It differed in that it did not highlight the block groups that are likely to have higher concentrations of vulnerable populations only because of their population density. As shown in Figure 3-3, Emmitsburg and Thurmont have the highest need relative to all of Frederick County. The eastern portion of the City of Frederick also has high need block groups.

Figure 3-2: Transit Dependence Index

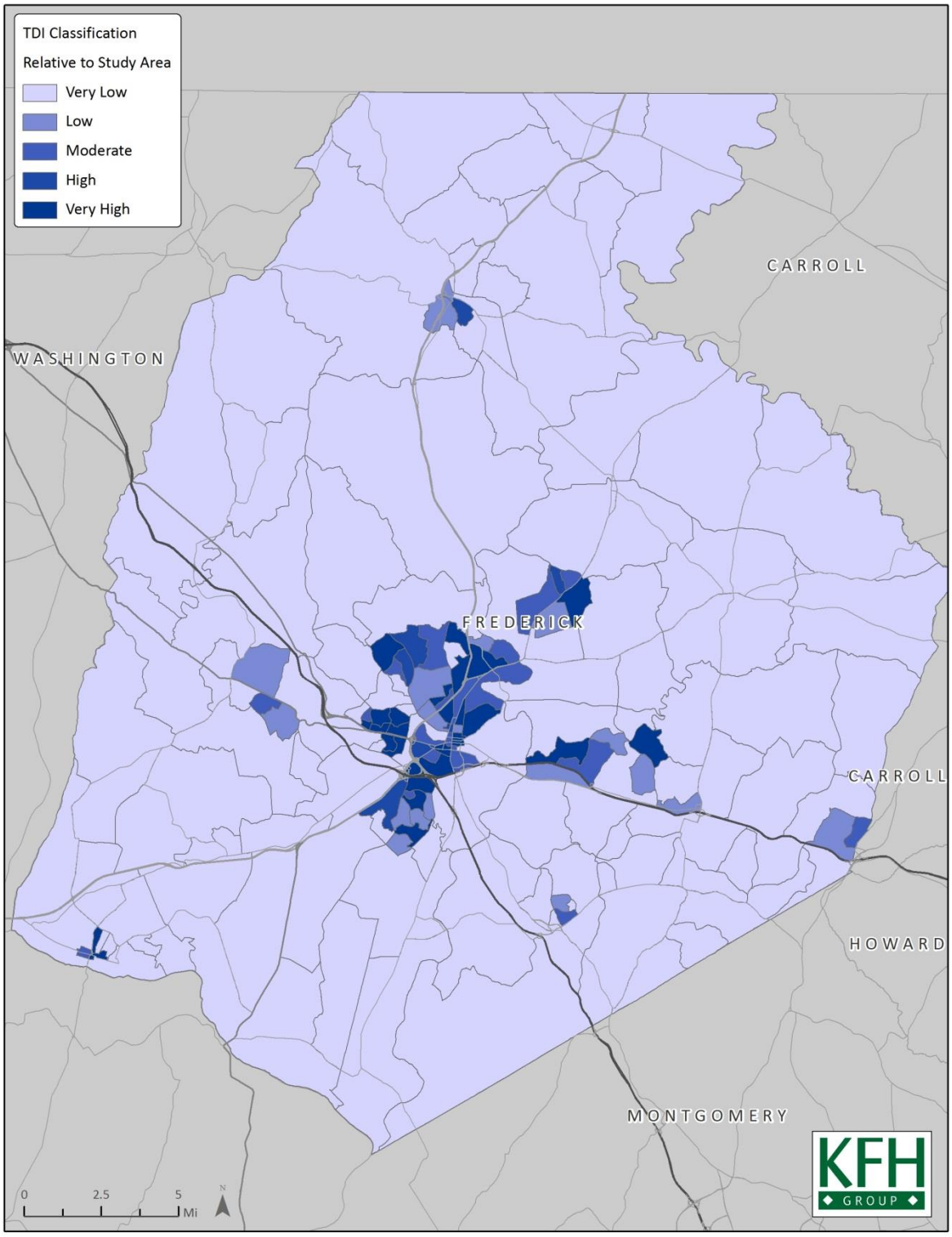
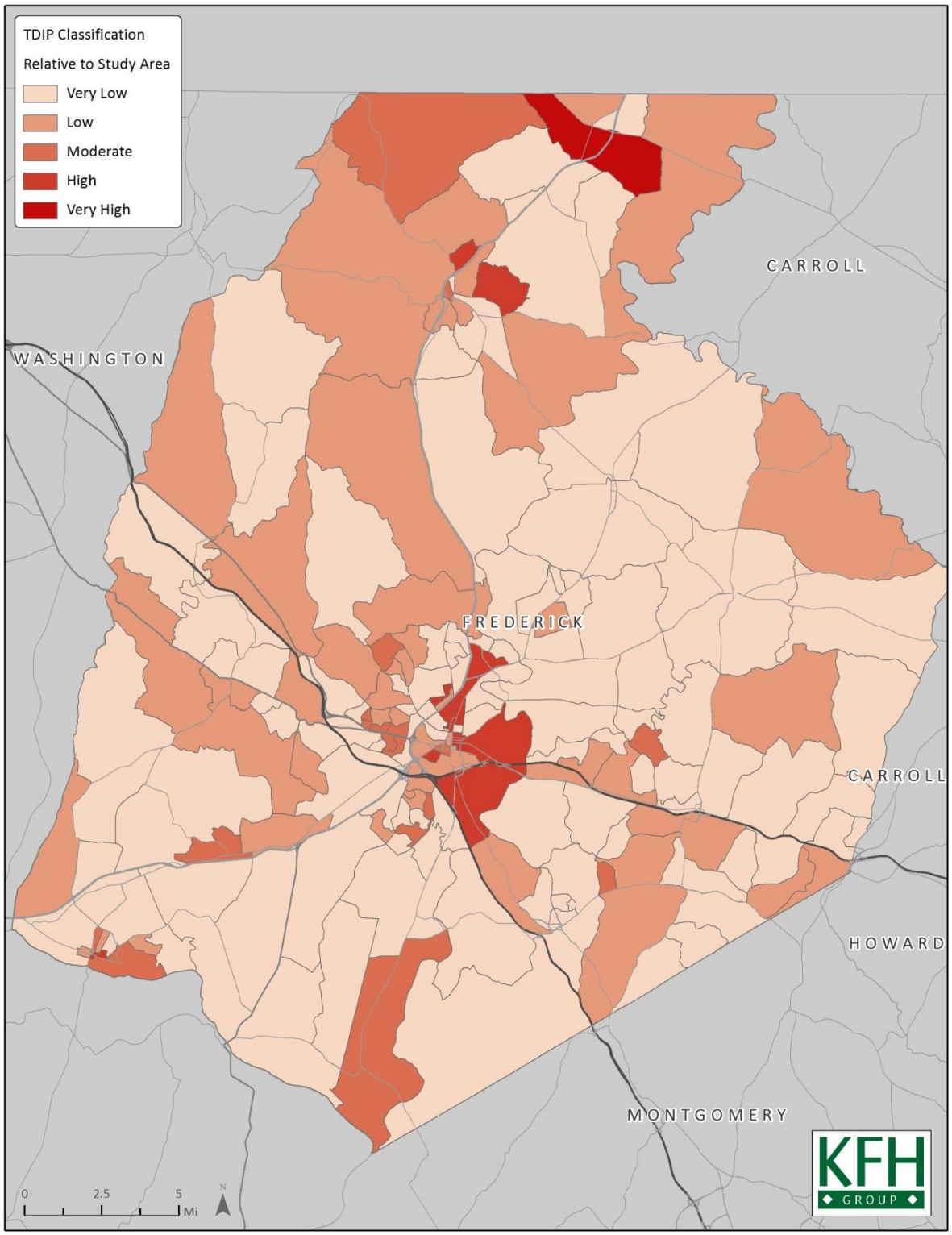


Figure 3-3: Transit Dependence Index Percentage



Autoless Households

Households without at least one personal vehicle are more likely to depend on the mobility offered by public transit than those households with access to a car. Although autoless households were reflected in both the TDI and TDIP measures, displaying this segment of the population separately was important since many land uses in Frederick County are at distances too far for non-motorized travel. Figure 3-4 displays the relative number of autoless households in Frederick County.[1] The greatest numbers occurred in the City of Frederick and just to the southeast: Emmitsburg, Thurmont, Brunswick, Linganore, and Adamstown.

Senior Adult Population

A second socioeconomic group analyzed by the TDI and TDIP indices was the senior population. Individuals 65 years and older may scale back their use of personal vehicles as they age, leading to greater reliance on public transportation compared to those in other age brackets. Figure 3-5 displays the relative concentration of seniors in Frederick County. The block groups classified as high are scattered: in Emmitsburg, to the north of the Clover Hill area, near Adamstown and Buckeystown, and in the eastern corner of the County near New Windsor and Union Bridge.

Individuals with Disabilities

Due to changes in Census and American Community Survey (ACS) reporting, the 2008-2012 ACS provides the most recent data available to analyze the prevalence and geographic distribution of individuals with disabilities. Unlike the factors above, the data is only available at the tract level, not the block group. Though it cannot show finer trends, this information is still important to consider. Those with disabilities may be unable to operate a personal vehicle and consequently more likely to rely on public transportation. Shown in Figure 3-6, Emmitsburg, Thurmont, and the area immediately south of the City of Frederick have the highest numbers of individuals with disabilities.

[1] The classification scheme of "very low" to "very high" (for autoless households, senior adults, and individuals with disabilities) depicts each block group relative to the County average. It is important to note that a block group classified as "very low" can still have a significant number of potentially transit dependent persons; "very low" in this scheme only means below the County average. At the other end of the spectrum, "very high" means a number greater than twice the County average.

Figure 3-4: Classification of Autoless Households

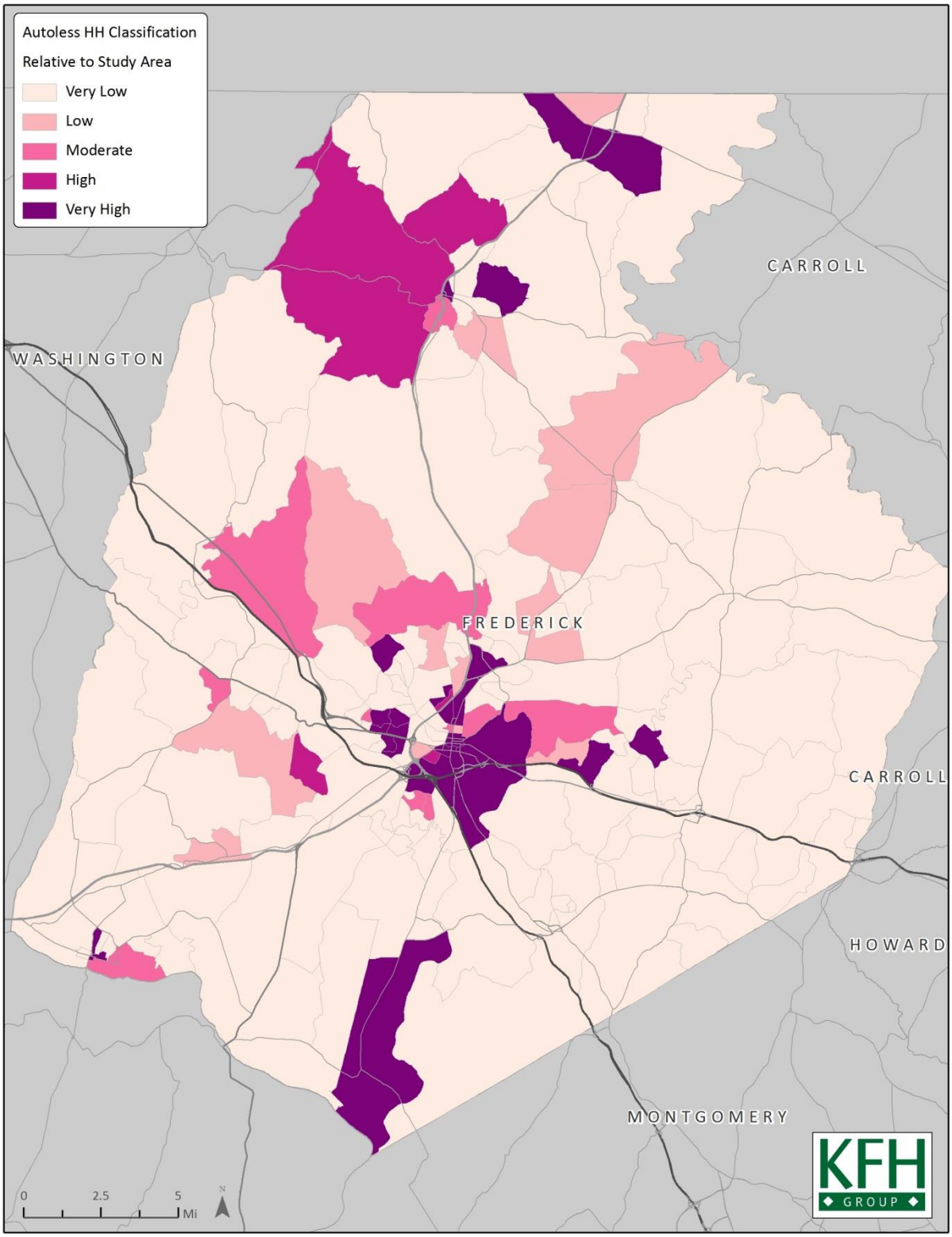


Figure 3-5: Classification of Senior Adults

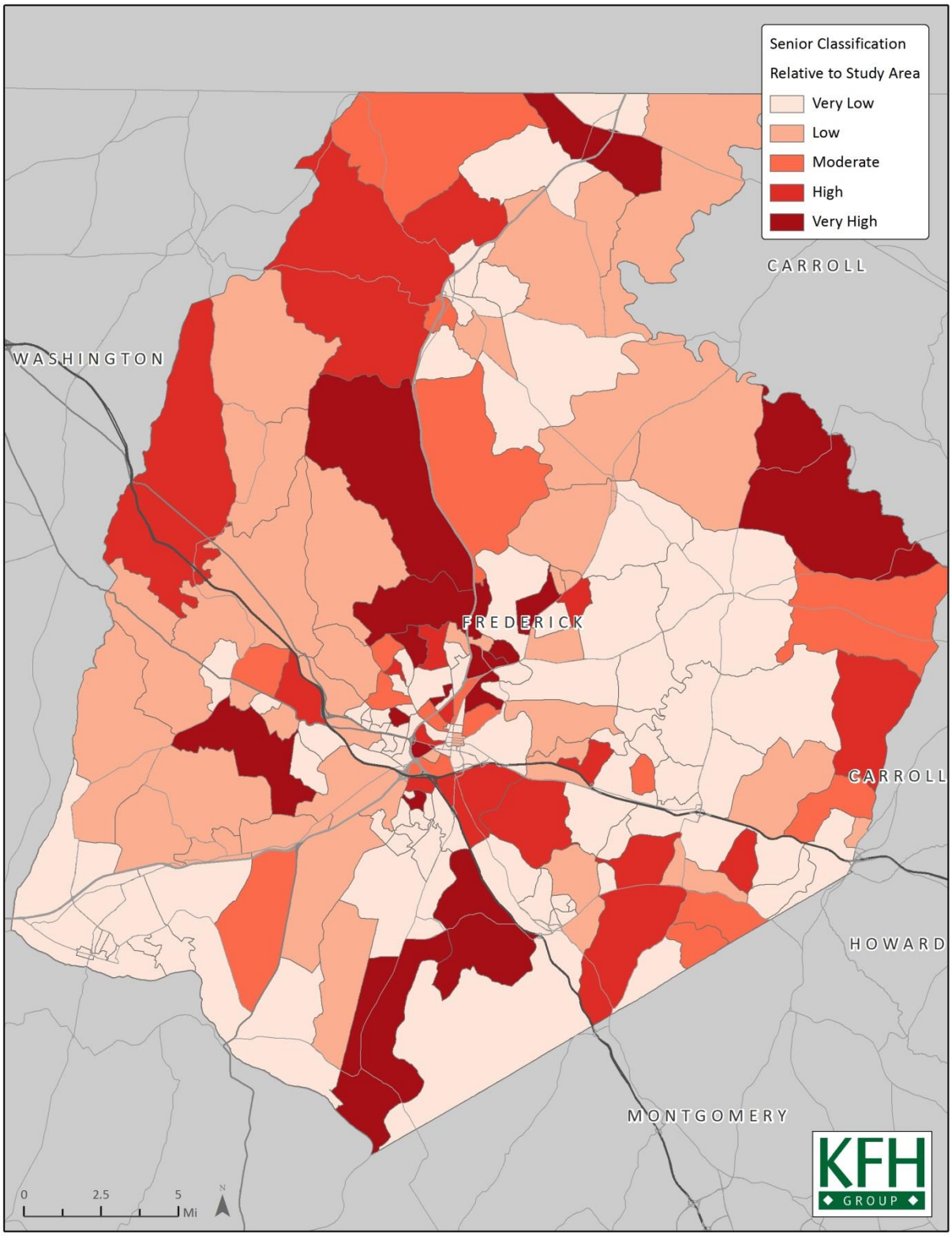
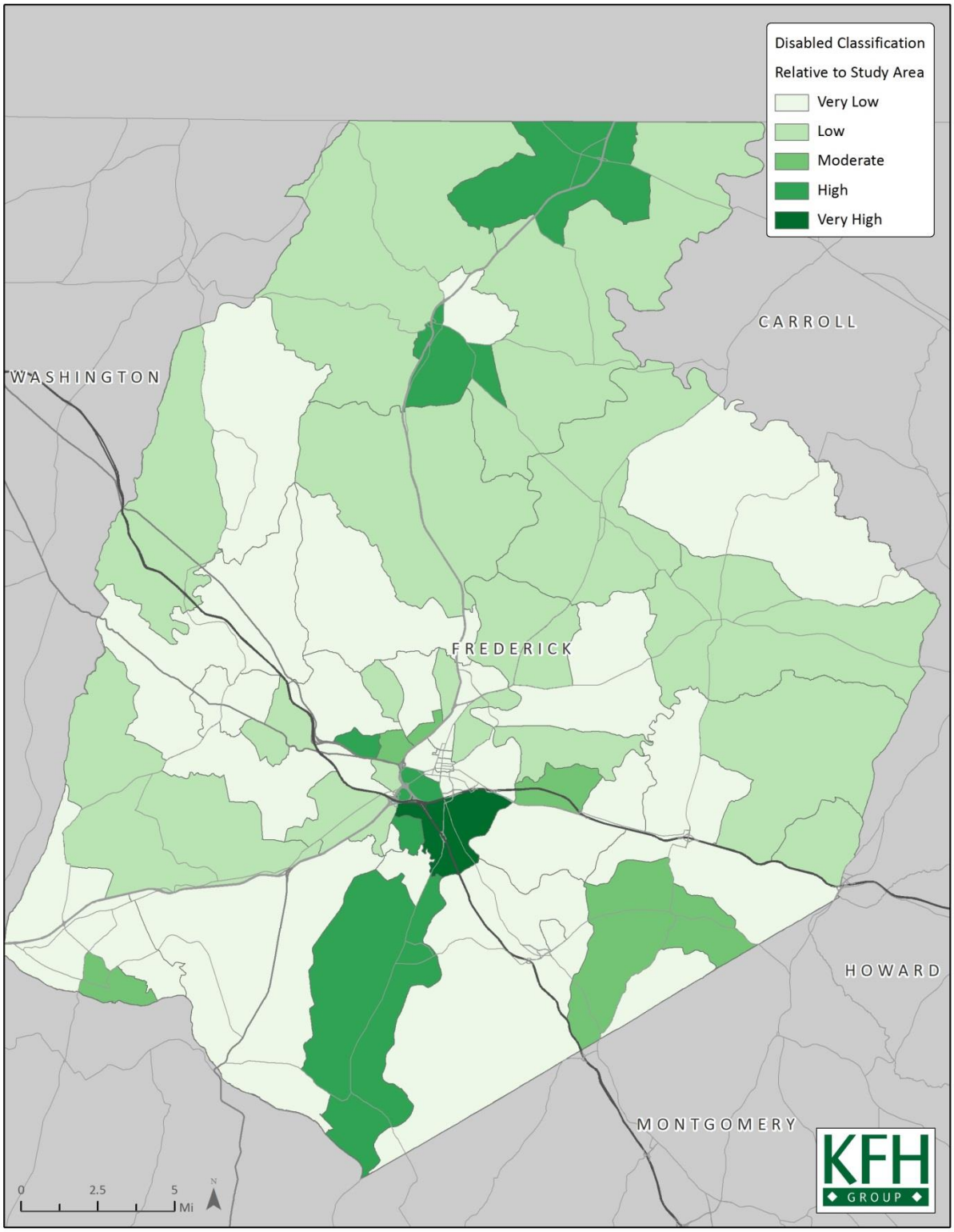


Figure 3-6: Classification of Individuals with Disabilities



Title VI Demographic Analysis

As part of the Civil Rights Act of 1964, Title VI prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal subsidies. This includes agencies providing federally funded public transportation. In accordance with Title VI, the following section examines the minority and below poverty populations of Frederick County. It then summarizes the prevalence of residents with Limited-English Proficiency (LEP).

Minority Population

It is important to ensure that areas with an above average percentage of racial and/or ethnic minorities are not negativity impacted by any proposed alterations to existing public transportation services. Figure 3-7 depicts the percentage of minority persons per block group in Frederick County. Out of 190 total block groups, 59 had a minority population above the County average (17.5%). These were overwhelmingly clustered in the City of Frederick, as well as one block group in Brunswick and one in Mount Airy.

Low-Income Population

The second socioeconomic group included in the Title VI analysis represents those individuals who earn less than the federal poverty level. These individuals face financial hardships that may make the ownership and maintenance of a personal vehicle difficult. In such cases, they may be more likely to depend on public transportation. Figure 3-8 depicts the percentage of below poverty individuals per block group. Out of 190 total block groups, 59 had a below poverty population above the county average (5.7%). Unlike the minority distribution, these block groups covered all areas of Frederick County, especially to the north of I-70.

Limited-English Proficiency

In addition to providing public transportation for a diversity of socioeconomic groups, it is also important to serve and disseminate information to those of different linguistic backgrounds. As shown in Table 3-2, Frederick County residents predominately speak English (about 88%). Spanish is the next most prevalent language (6%). The City of Frederick has double the percentage of Spanish speakers (12%). Of those households in the County where a non-English language is spoken, most are also able to speak English “very well” or “well.” However, about 4,000 individuals throughout the county speak English “not well” or “not at all,” indicating a need for resources to address the LEP population.

Figure 3-7: Minority Individuals

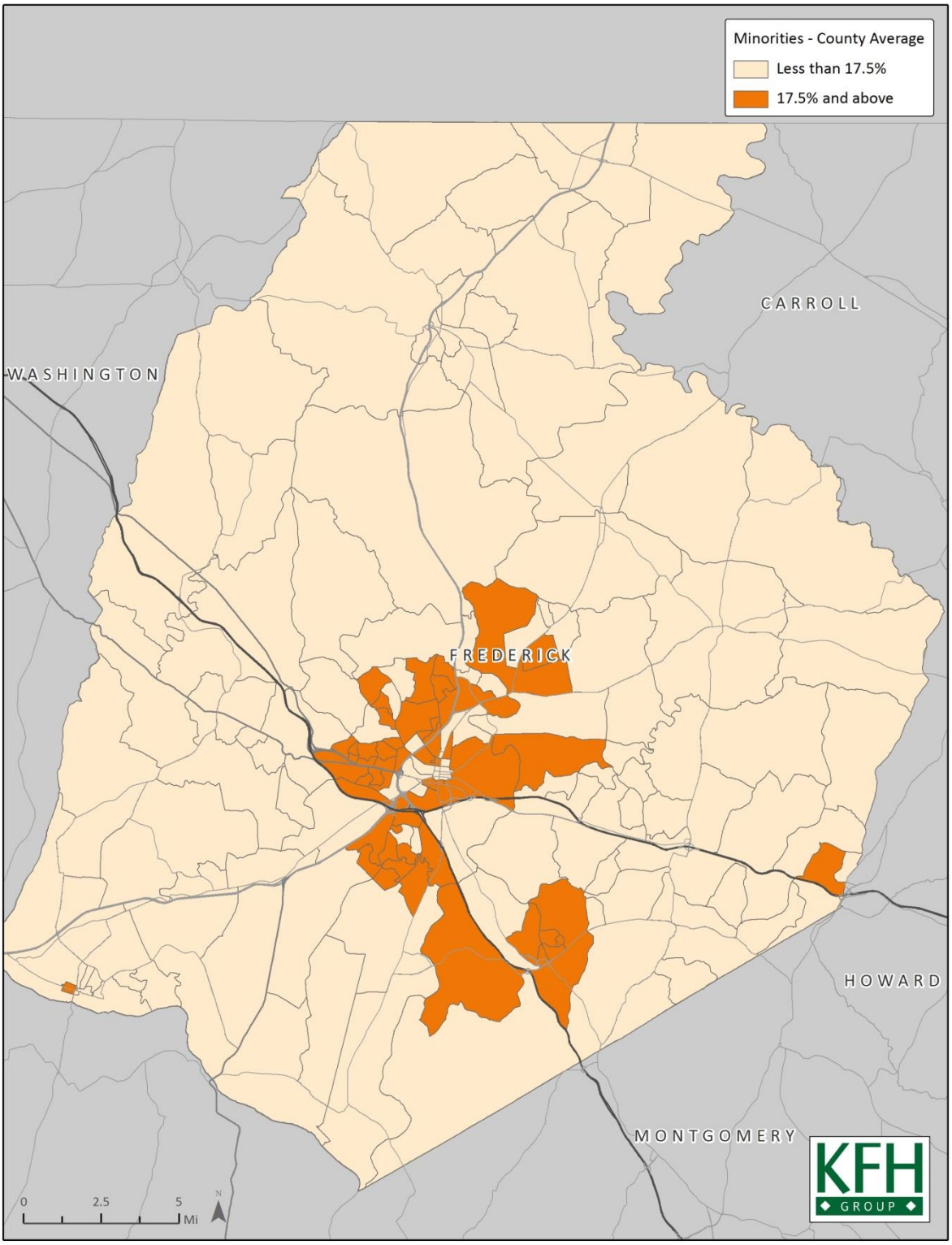


Figure 3-8: Individuals Below Poverty

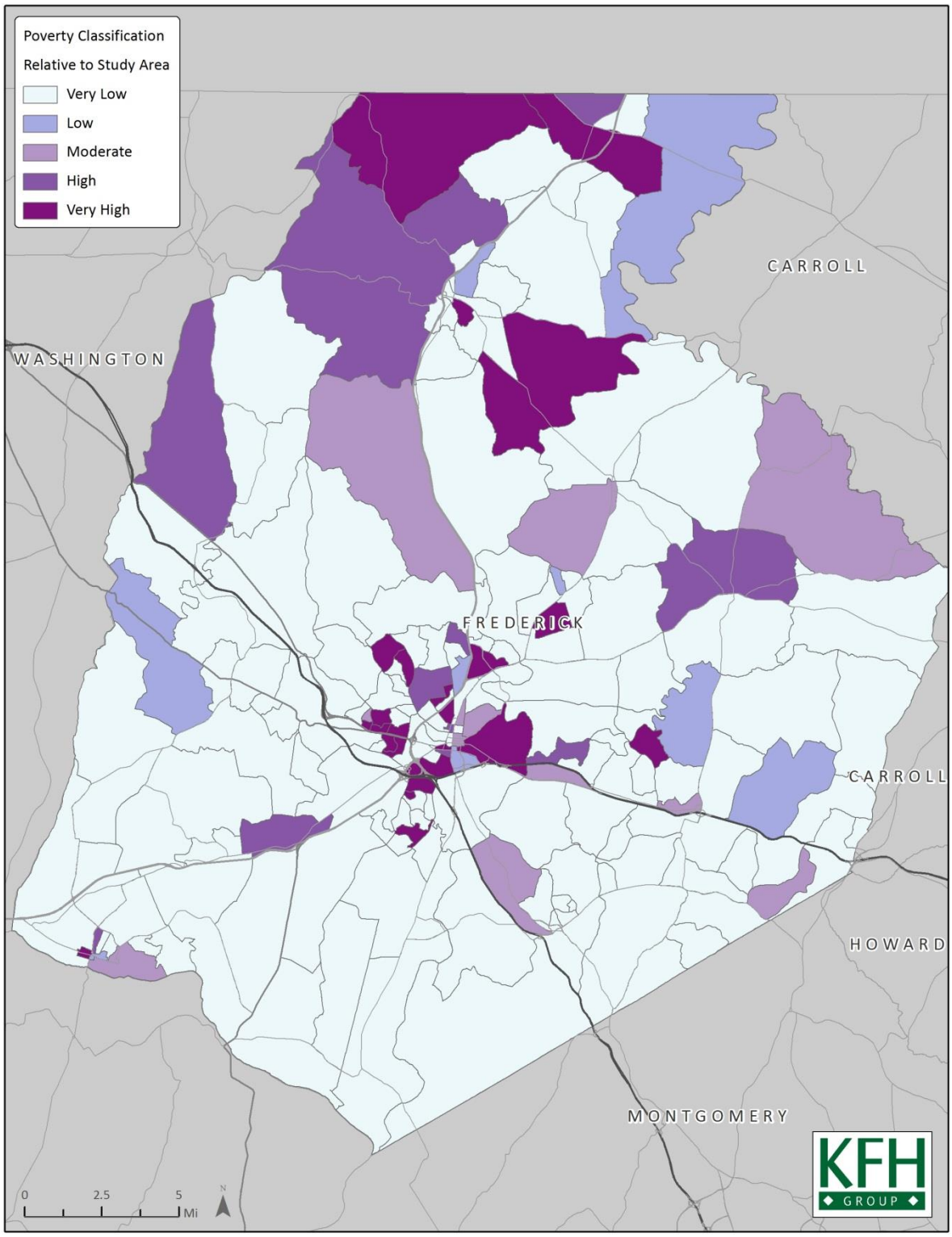


Table 3-2: Frederick County Limited-English Proficiency

Place of Residence:	Maryland		Frederick County		Frederick City	
Population Five Years and Older:	**5,420,238**		**219,338**		**60,329**	
Language Spoken at Home--	**Number**	**%**	**Number**	**%**	**Number**	**%**
a) English:	4,524,903	83%	192,483	88%	47,373	79%
b) Spanish:	365,434	7%	12,577	6%	7,044	12%
c) Other Indo-European languages:	243,994	5%	7,400	3%	2,913	5%
d) Asian/Pacific Island languages:	194,513	4%	5,468	2%	2,412	4%
e) Other languages:	91,394	2%	1,410	1%	587	1%
Speak Non-English at Home:	895,335	17%	26,855	12%	12,956	21%
Ability to Speak English--						
a) "Very Well" or "Well":	732,788	82%	22,921	85%	10,480	81%
b) "Not Well" or "Not at All":	162,547	18%	3,934	15%	2,476	19%

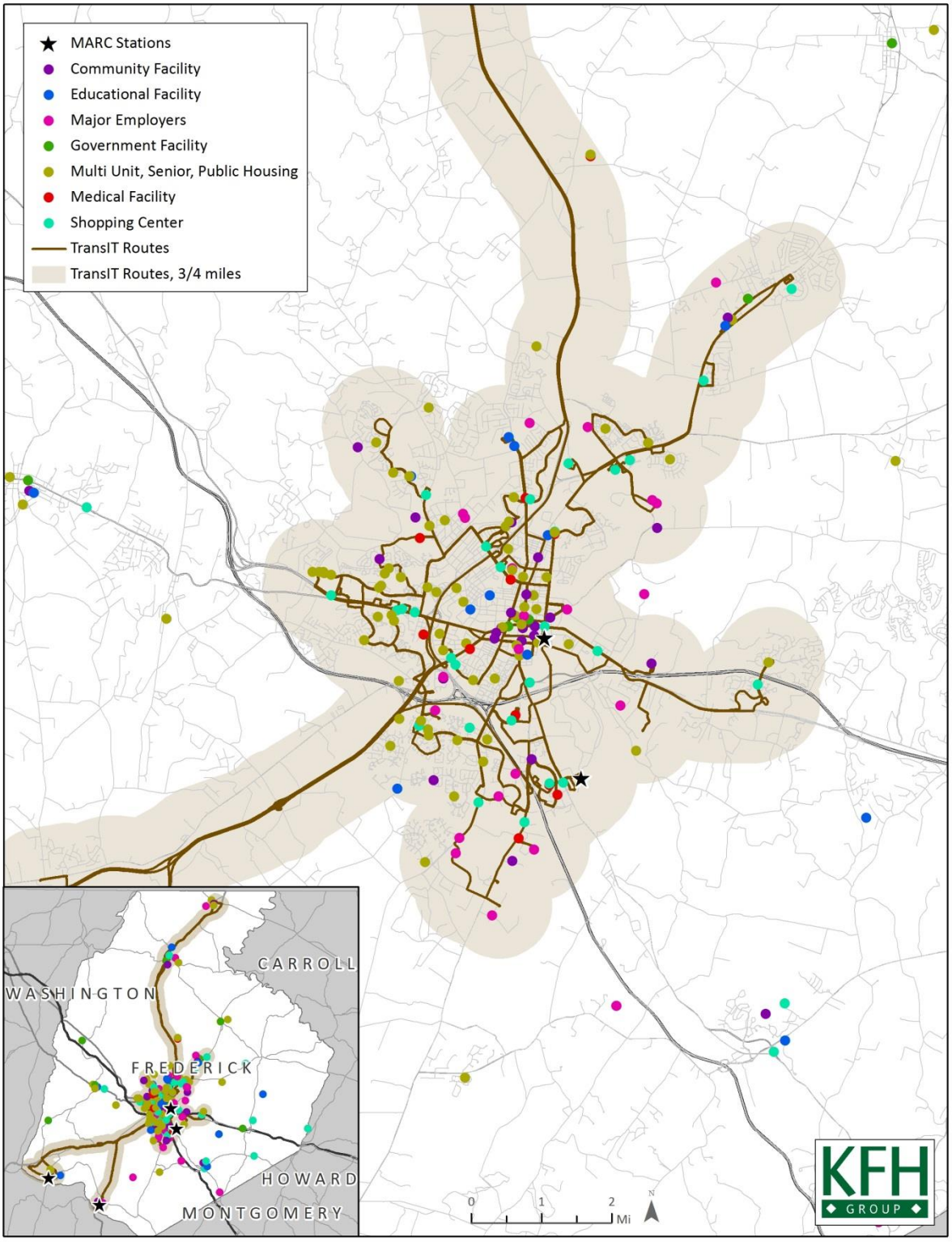
Source: American Community Survey, Five-Year Estimates (2008-2012), Table B16004

Land Use Analysis

Identifying land uses and major trip generators in Frederick County complemented the above demographic analysis by indicating where transit services may be most needed. Trip generators attract transit demand and include common origins and destinations, like multi-unit housing, major employers, medical facilities, educational facilities, non- profit and governmental agencies, and shopping centers.

As shown in Figure 3-9, the majority of trip generators in Frederick County are located within the City of Frederick: a core bounded roughly by East, 9th, Bentz, and South Streets. Shopping and residential areas extend along Patrick Street/Route 40, including the soon to be redeveloped Frederick Towne Mall. In northern Frederick City, destinations include Frederick Community College and shopping centers like Giant Eagle, Clemson Corner, and The Shops at Monocacy. Major shopping and residential sections continue into Ballenger Creek (e.g., Frederick Crossing, FSK Mall, and Westview Promenade). Major employers in the area include Fort Detrick, Frederick Memorial Hospital, Wells Fargo, Bechtel, and Leidos Biomedical.

Figure 3-9: Trip Generators



Employment Travel Patterns

In addition to considering the locations of Frederick County's major employers, it is also important to take into account the commuting patterns of residents working inside and outside of the county. Frederick County is closely linked to the employment centers of the Washington region. Frederick County has maintained strong job growth in recent years, with Fort Detrick as the County's largest employer (approximately 7,900 jobs). As noted in the county's comprehensive plan, the junction of US 340, US 15, I-70, and I-270 facilitates long distance commuting, but also burdens the county with associated congestion.

According to ACS five-year estimates, 65 percent of Frederick County workers 16 years and older work at locations within the county. As shown in Table 3-3, this level of in-county commuting is similar to Maryland overall. About 35 percent work outside the county, and ten percent work outside the state.

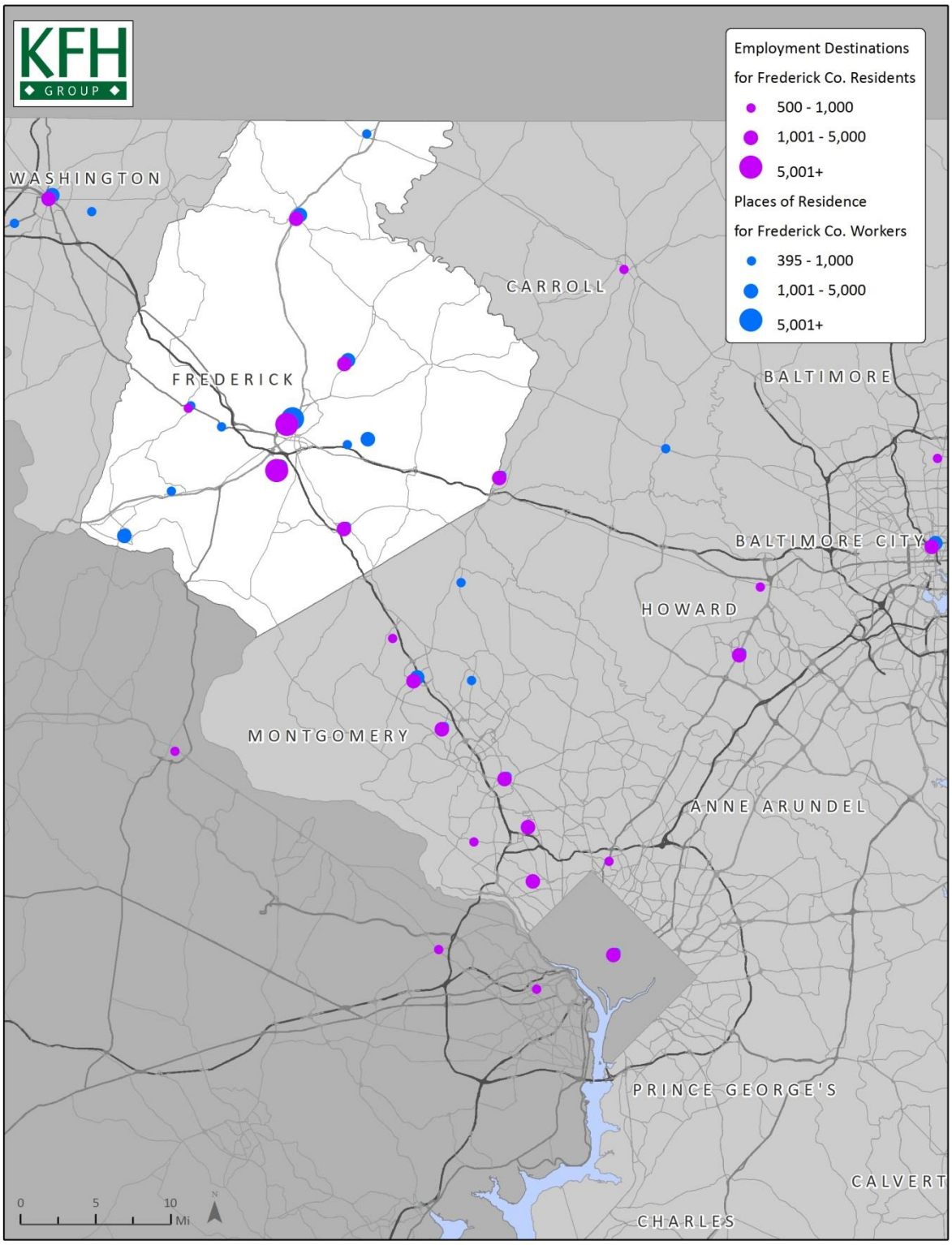
Table 3-3: Journey-to-Work Travel Patterns

Place of Residence:	Maryland		Frederick County		Frederick City	
Workers 16 Years and Older:	**2,889,278**		**121,845**		**34,164**	
Location of Workplace--	**Number**	**%**	**Number**	**%**	**Number**	**%**
In State of Residence	2,384,130	83%	109,152	90%	30,881	90%
a) In County of Residence	1,527,176	64%	70,584	65%	22,078	71%
b) Outside County of Residence	856,954	36%	38,568	35%	8,803	29%
Outside State of Residence	505,148	17%	12,693	10%	3,283	10%
Means of Transportation to Work--	**Number**	**%**	**Number**	**%**	**Number**	**%**
Car, Truck, or Van- drove alone	2,114,495	73%	93,798	77%	24,404	71%
Car, Truck, or Van- carpooled	300,697	10%	13,996	11%	4,997	15%
Public Transportation	255,021	9%	2,982	2%	1,254	4%
Walked	68,201	2%	2,614	2%	1,406	4%
Taxicab, motorcycle, bicycle, other	33,141	1%	1,015	1%	257	1%
Worked at Home:	117,723	4%	7,440	6%	1,846	5%

Source: ACS, Five-Year Estimates (2008-2012), Table B08130

Another source of data that provides an understanding of employee travel patterns is the Census Bureau's Longitudinal Employer-Household Dynamics (LEHD) 2011 dataset. LEHD draws on federal and state administrative data from The Census, surveys, and administrative records. As shown in Figure 3-10, the top five employment destinations for Frederick County residents were the City of Frederick (24,086 workers), Ballenger Creek (7,643 workers), Rockville (4,705 workers), Gaithersburg (3,523 workers), and North Bethesda (3,060 workers). Other destinations included Washington, D.C., Germantown, and Baltimore. Given that over 30,000 residents work in close proximity to downtown Frederick, TransIT has the potential to serve as an important transportation option for work trips. For those who work in Frederick County but live elsewhere, the most common places of residence were Hagerstown, Germantown, and Baltimore.

Figure 3-10: Employment Destinations and Places of Residence



Future Development

Land use changes and new development have transportation impacts, and may influence transit need in the near future. According to city and county planning staff, development in the City of Frederick is primarily slated for the northern portion of the city: Keller Farm/Tuscarora Creek off of Yellow Springs Road and Crum Farm off of Willow Road. Areas of growth in Frederick County include the Eaglehead/Linganore Planned Unit Development near Oakdale High School, the Monrovia Town Center Planned Unit Development, Jefferson Technology Park in Ballenger Creek, and the Brunswick Crossing residential community. With the exception of Brunswick, the above locations are not on TransIT's current connector or shuttle routes.

Urbana is another key area of growth in Frederick County, with potential for transit connections both to Montgomery County and northbound to downtown Frederick. New mixed use and residential projects are under development, complementing major employers like the Fannie Mae Technology Center and the future Social Security Administration National Support Center.

An additional consideration is Frederick County's effort to consolidate its government office buildings. Workforce Services, an important transit trip generator, plans to move from current leased space on Spectrum Drive at the FSK Mall to a county-owned location near the Frederick Fairgrounds. This location is only served Tuesdays and Thursdays by the East County Shuttle.

PUBLIC AND STAKEHOLDER INPUT

Apart from drawing on quantitative data, KFH Group conducted stakeholder interviews by phone and email to gain information on transportation needs in Frederick County. The following section describes these efforts, detailing a variety of service types, clients, and perspectives. In addition, KFH Group met with TransIT drivers, soliciting their input at a May 2014 monthly drivers' meeting.

This section includes the results of TransIT's June 2013 customer satisfaction survey, a May 2014 onboard rider survey (in both English and Spanish), a general public community survey, and a June 2014 community open house. The on-board surveys provide insight on current rider characteristics, route patronage, rider satisfaction, and potential service improvements. The general public survey and feedback from the open house provide information concerning typical trip patterns, attitudes toward TransIT, and need for current or potential transit services. See Appendix B for copies of the surveys and the responses.

Human Service Agencies, Non-Profits, and Other Stakeholders

An important task within the TDP process was soliciting perspectives from Frederick County stakeholders. Stakeholders included human service agencies, educational institutions, departments of the Frederick County Government, and other entities that interact with or may have an interest in

coordinating with TransIT. The contacted stakeholders are listed below, followed by several themes that emerged from the conversations.[2]

- ARC of Frederick County*
- Business & Employment Center (Workforce Services)
- Community Living, Inc.*
- Daybreak Adult Daycare*
- Family Partnership
- Frederick Community Action Agency
- Freedom Center
- Goodwill Industries
- Hood College
- Mental Health Management*
- Mount Saint Mary's College*
- Partners in Care
- Fort Detrick
- Frederick County Department of Aging
- Frederick County Department Social Services
- Frederick County Department of Health
- Frederick County Chamber of Commerce
- Frederick Community College*
- Frederick Memorial Hospital*
- Scott Key Center*
- Way Station*

Current Use and Unmet Transit Needs

- Many of the stakeholder groups already work closely with TransIT, and staff and clients have a positive overall impression of TransIT's services.
- Coverage is most robust in the City of Frederick, and residents of the more outlying areas of the County face infrequent service. TransIT's shuttle routes are designed for commuters, so they do not necessarily accommodate those needing transportation for medical appointments.
- TransIT's hours of operation are limited (TransIT-plus in particular).
- TransIT-plus is often not available when riders request the service (due to demand exceeding capacity), and the advanced scheduling is not always responsive to rider needs.
- The recent Needs Assessment of the Aging Population clearly shows the need for more and affordable transportation in the County, especially in the northern portions. Transportation is crucial to aging in place, and many older people feel unsafe driving on the County's highways (e.g., Route 15).
- Transportation for second and third shift workers is a significant unmet need in the county. Workforce Services is also concerned about an imminent move to a location that is only indirectly served by TransIT and lacks adequate pedestrian connectivity.

[2] Agencies that KFH Group was unable to interview or did not respond are noted with asterisks.

- Additional transportation for all types of employment trips is needed, particularly for job sites outside of the City of Frederick. The county has a high unemployment rate for people with disabilities, and the major barrier is the lack of available transportation.

Service Strengths and Weaknesses

- A strength is TransIT's effort to use its limited resources in innovative ways.
- A weakness is that trips can be inconvenient and indirect. A ten-minute car trip may take an hour on the bus. Riders must make an effort, adapting their travel to TransIT's schedules and coverage.

Possible Improvements

- Stakeholders would like to see increased fixed-route coverage, as well as extended hours (especially for TransIT-plus).
- Additional service to places outside of the City of Frederick is needed (e.g., Brunswick, Emmitsburg, Middletown, New Market, Point of Rocks, Thurmont, Urbana, and Walkersville)
- Sunday service would allow riders to access work and church.
- TransIT-plus users may be persuaded to use fixed-routes if the service had improved timeliness and/or additional amenities like shelters.
- Many organizations and resources are necessary to serve the aging population. TransIT should build partnerships with other organizations to keep costs low and meet increasing demand for transportation.
- TransIT should continue its collaboration/referrals with Partners in Care (PIC). There is an overlap of customers between the agencies. An individual might seek out a PIC volunteer driver for a grocery trip, to take advantage of door-to-door service or assistance with packages. PIC takes about thirty requests per week and the volume of requests (and its waiting list) is growing.
- TransIT has well designed/managed programs and services. It has consistently been recognized by the Transportation Association of Maryland. It should further leverage investment at all levels of government to enhance its services.
- Most key employment corridors have some level of fixed-route service but additional needs are emerging on the Route 85 corridor, at the Riverside Corporate Park, and on Route 26 (Clemson Corner and Worman's Mill).
- Enhanced service to the Frederick core is essential to getting people in and out of downtown. Aging parking decks will soon undergo renovations and structured parking options are limited.

Input from TransIT Drivers

TransIT drivers have a unique understanding of the system's riders, routes, and daily operations. At a meeting in May 2014, TransIT drivers provided the following input and suggestions regarding current services:

General Transit Needs

- A lack of Sunday service is the number one rider complaint. Sunday service is needed, at least on the #10, 20, and 40.

- There is a need for a dedicated lane/stops on the Golden Mile, sooner rather than later. This would address difficulty maneuvering through shopping centers.
- There is a need for expanded service to Urbana and New Market (as discussed in the MWCOG 2010 TLC study).
- Drivers and dispatch need better communication regarding deviations. A combination of no shows by riders and missed pickups by drivers has made deviations unreliable and less frequently requested. Deviations in general negatively impact on-time performance.
- Service should be peak (30-minute headways) for the #20 and 40 all day. The #20 is sometimes standing room only.

Possible Service Adjustments

- Routes that serve major shopping centers (i.e., the Monocacy Boulevard Walmart or the Guilford Drive Walmart) should only do so in the direction that allows for a right turn. Left turns are impacting on-time performance.
- Some routes have tight schedules with little buffer time that should be addressed (the #10, 50, 51, and 65). Others need to be streamlined (the #80).
- Routing at the FSK Mall should be changed. The current routing creates a dangerous situation for passengers near the Spectrum Drive Sheetz.

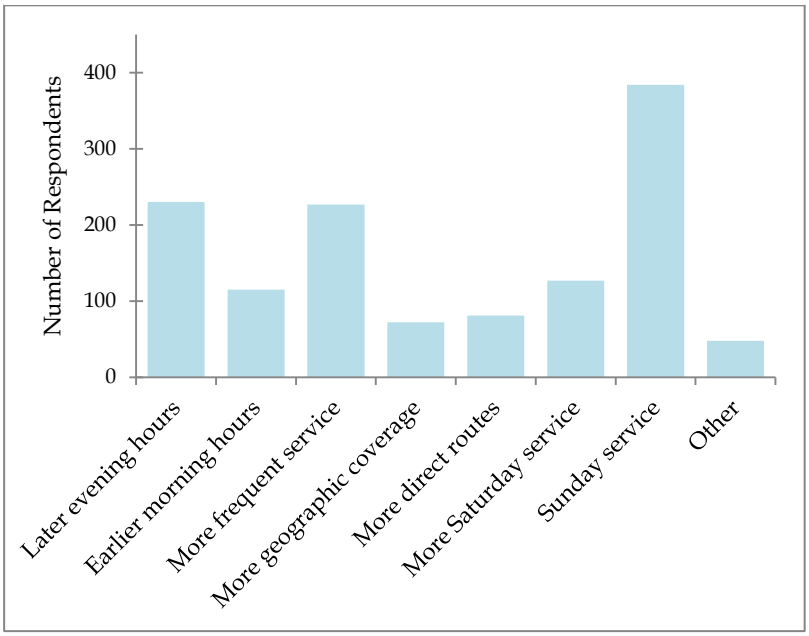
Onboard Passenger Surveys

TransIT conducts triennial customer satisfaction surveys to solicit rider feedback and collect demographic data. It most recently completed the process in June 2013, with over 1,000 surveys collected. The results suggested that the typical TransIT rider is female, 18 to 35 years old, and employed full-time. Most riders do not have access to a car and use TransIT as their primary mode of transportation, especially for work trips.

The 2013 surveys indicated that the vast majority of riders are either satisfied or very satisfied with TransIT. System safety and security, and vehicle cleanliness,s ranked the highest, with 98 percent of respondents satisfied. More than 90 percent of all respondents ranked other areas of service (brochures, driver courtesy, and on-time performance) as satisfactory. Only bus service hours fell below this threshold, with 79 percent of respondents satisfied. Comments included many requests for later weeknight service and Sunday service.

To supplement TransIT's triennial survey, KFH Group enlisted TransIT drivers to administer an onboard rider survey on May 15-17, 2014 (see Appendix B). A total of 583 completed surveys were collected over the three days. The bulk of the responses were completed by riders on connector routes: the 10 (28%), the 51 (19%), and the 40 (12%). About half said that they would or did have to transfer to complete their current trip. The most common rider origins and destinations included Frederick Towne Mall/Boscov's, Frederick Community College, the Transit Center, FSK Mall, Wal-mart, the Hillcrest Drive area, and Westview Promenade.

Figure 3-11: Potential Improvements, Onboard Survey



When asked which potential improvements would be most useful (see Figure 3-11), respondents chose Sunday service, followed by later evening hours and more frequent service. Though more geographic coverage was the least cited improvement, almost 70 percent said that there are locations they need to go that TransIT does not serve. Riders noted Butterfly Lane, the Frederick MVA, the Ballenger Creek area (Tuscarora Elementary and High School), and Urbana. Additional service to the Shady Grove Metro Station in Montgomery County was another request.

General Public/Community Survey

While the onboard surveys capture the characteristics and opinions of current riders, information from the general public may allow TransIT to attract new users. About 100 individuals completed the general public survey, 60 percent online and 40 percent in hard copy (see Appendix B). The survey was available online through surveymonkey.com through June 2014. A link to the survey appeared on the TransIT website, the Frederick County Government and Frederick County Libraries home page, and the Frederick News-Post online community calendar. The same survey was available in hard copy at locations throughout Frederick County, including the library branches, senior centers, the Department of Social Services, Frederick Community College, and the Transit Center.
More than 85 percent of the community respondents stated that they were aware of the transportation services provided by TransIT, and three-quarters were aware of TransIT-plus. About half currently use public transit, with most riding 2-5 times per week or more. Of non-users, 37 percent think TransIT's hours of operation are too limited, 32 percent said there is no service available near their home/work/school, and 22 percent felt that bus trips take too long. Ninety percent indicated that they would use TransIT if there was a service that met their specific travel needs. Most respondents (80%) also stated that there is a need for additional or improved TransIT service in the City of Frederick, Frederick County, and/or the surrounding area.

In addition to more service "throughout the county" and "throughout the city," the survey results highlighted a desire to see improved services to Brunswick, Thurmont, and Emmitsburg. Route 85 (Buckeystown Pike) was another corridor where respondents noted the need for additional service. Urbana was cited as a location that TransIT does not currently serve, with the suggestion of a connection to the FSK Mall. Many commented on the need for Sunday service and for greater frequency.

Other common themes emerged from the open-ended portion of the survey. Several respondents praised TransIT drivers for their helpfulness and professionalism, and noted that the service was critical for seniors. Respondents again described the need for transit in northern Frederick County. For example, residents of Thurmont and Emmitsburg want to travel not only to downtown Frederick and the FSK Mall area, but also within northern Frederick (e.g., to employers like RR Donnelly and NVR, Inc.).

Community Meeting

With assistance from KFH Group and Sharp & Company, Frederick TransIT hosted a community open house on June 26, 2014 at the C. Burr Artz Library. The purpose of the meeting was to encourage Frederick County residents to learn about TransIT's services, provide input on transit needs, and identify outstanding issues. Similar to the feedback gathered from the surveys, participants voiced the need for Sunday service, more frequent service, and later evening hours. Another concern was the lack of transportation options to the new residential areas just to the north of Fort Detrick and Frederick Community College. Participants also suggested a route strictly within downtown Frederick, catering to residents enjoying downtown amenities. This type of service is a possibility; though City planners indicate that it would most likely be sponsored by a business improvement district rather than TransIT, with the aim of balancing demand among the downtown parking garages.

SUMMARY OF NEEDS

Combined with the demographic and land use analyses, the public input described above provides the following insight for potential system improvements:

- Implement Sunday service as resources allow (on the #10, 20, and 40)
- Reduce travel times with increased frequencies (thirty-minute headways throughout the day on the #20 and 40)
- Explore expanded hours of operation, especially for TransIT-plus (beyond Monday to Friday, 8 a.m. to 4 p.m.)
- Address capacity issues on TransIT-plus
- Expand opportunities for employment transportation throughout the county, possibly through employer partnerships
- Expand transportation to areas outside of downtown Frederick, both to other municipalities (Urbana) and surrounding areas (Frederick MVA location)
- Consider additional shuttle service to the northern portion of Frederick County
- Work with drivers/dispatch to improve deviation policies and procedures

Chapter 4
Service and Organizational Alternatives

INTRODUCTION

This chapter provides a series of service and organizational alternatives that meet identified transit needs in Frederick County. The alternatives were developed based on gaps in current services, data analysis, and input from riders, residents, and other stakeholders. Feedback and refinements on the alternatives from TransIT staff and TSAC will result in a final five-year plan.

Through the in-depth review and outreach conducted as part of this TDP process, including input from TransIT drivers and results from a resident survey and an on-board survey, several specific improvements were developed for consideration. These improvements addressed several issues related to TransIT services. While the previous technical memorandums provided an evaluation of current TransIT services and an analysis of transit needs based on quantitative data and input from riders and other key stakeholders, this memorandum draws on that information and proposes service and organizational alternatives focused on the following:

- County-wide route and schedule adjustments;
- Earlier and later hours of service;
- Sunday service; and
- Public versus contracted operations.

The alternatives serve as a starting point, to be modified based on changing needs and additional input. Due to inevitable funding uncertainty, the alternatives are presented as short-, mid-, or long-term. Short-term alternatives are either cost neutral or incur minimal costs given the potential benefits achieved, and are actions TransIT can take right away. The mid- and long-term alternatives are also priorities, but may require more resources than are feasible within the next few years. Depending on changing state and federal funding, these projects may be more appropriate for implementation at a later date.

Short-term Improvements

- System-wide route adjustments
- East County shuttle expansion
- Route 85 shuttle redesign and expansion
- Improved deviation policies and procedures
- Extended transit center access/hours of operation
- Coordination with the Golden Mile Circulator
- Strengthen TransIT's role in county planning

- Expanded hours/capacity on TransIT-plus

Mid-term Improvements

- Redesign of the route network
- Increased peak service days
- Increased Connector route frequency
- Additional MTA commuter bus service and connections

Long-term Improvements

- Implement peak hour service (15 minute headways)
- Implement Sunday service
- Extended evening hours
- Expanded service area

Each alternative is detailed in this section and includes (where applicable):

- A summary of the service alternative
- Potential advantages and disadvantages
- Likely ridership impacts
- An estimate of the operating and capital costs

These alternatives reflect the maturity of the system and the challenging economic conditions that currently exist in the state. The selected alternatives will need to be included in the Statewide Transportation Improvement Program (STIP) for the anticipated year of implementation. MTA is responsible for including the TDP plan elements in the STIP. If and when the TDP is amended by Frederick County as a result of its annual review of implementation progress, the amendments need to be transmitted to MTA for inclusion in the amended STIP, to ensure that the projects are eligible for federal funding.

SHORT-TERM IMPROVEMENTS

System-wide Route Adjustments

The following route adjustments are intended to make TransIT trips more convenient, direct, and dependable. They address current issues with on-time performance. The adjustments also make the routes more consistently bi-directional, increasing their understandability for riders. Described below by route, the adjustments can be implemented in the short term, either individually or as a whole. This alternative is solely recommended to be a bridge in the event that the redesigned route network implementation is delayed or not undertaken.

Mall-to-Mall Connector (#10)

- Increase bi-directionality of the route by providing bi-directional service on more active segments (for example, Westview Drive and Spectrum Drive) and eliminating service to less active segments (for example, Farmbrook Drive)
- Add scheduled service to more active segments currently served only by advance request, such as Solarex Court and Ballenger Center Drive. Eliminate courtesy stops that cause schedule delays
- When the new Walmart opens in west Frederick, eliminate service to the Frederick Crossing Walmart. The #20 should serve Walmart bi-directionally instead
- The adjustments should allow for consistent 45-minute headways rather than the current variable headways (averaging every 40 minutes)

FSK Mall Connector (#20)

- Serve the Frederick Crossing Walmart on all trips in both directions, in conjunction with changes to the #10 to be implemented once the new Walmart in west Frederick opens

Route 40 Connector (#40)

- Travel bi-directionally on E. Patrick Street (a high ridership area), with a turnaround at the Roy Rogers shopping center. Eliminate the westbound service on South Street between Monocacy Boulevard and the Transit Center.
- Better serve the residential area along Key Parkway by creating bi-directional service after Willowdale Drive. Westbound vehicles would take Willowdale Road to Key Parkway to Old Camp Road, ending at the former Frederick Towne Mall. Eastbound vehicles would follow the same route back to Patrick Street.
- In the longer term (post Golden Mile design implementation), TransIT should make further adjustments to stop on-street between Willowdale Drive and Baughmans Lane rather than turning into shopping center parking lots.

Frederick Towne Mall Connectors (#50/51)

- No minor route adjustments

Frederick Community College Connectors (#60/61)

- To increase convenience for students travelling to FCC from the Transit Center and for passengers travelling from Thomas Johnson Drive to Taney Avenue/Heather Ridge Dr., the #60 should be adjusted to travel directly to FCC from the Transit Center along East Street, 8th Street, N. Market Street, 14th Street, and Motter Avenue/Opossumtown Pike, serving Amber Drive and Thomas Johnson southbound to Heather Ridge Drive, Taney Avenue, 7th Street, Fairview Avenue, 9th Street, Motter Avenue, and East Street to the Transit Center.
- Service to low ridership activity areas, such as East Church Street and East 4th Street should be eliminated.

- The #61 should be adjusted to provide direct service for residents of Taney Avenue/Heather Ridge Dr. to Thomas Johnson Drive by serving Thomas Johnson Drive northbound to Amber Drive, and FCC before providing direct service from FCC to the Transit Center via Opossumtown Pike/Motter Avenue/Bentz Street and Church Street.

Walkersville Connector (#65)

- Address on-time performance (only about forty percent of trips running on-time) by eliminating southbound service to Walmart. The adjustment would allow the #65 to maintain a 60 minute headway.
- In the longer term, TransIT will need to accommodate the development and infrastructure projects planned for the area. The move/expansion of the Walmart and the extension of Mill Pond Road will change circulation patterns. Also, the extension of Monocacy Boulevard across US 15 to Christophers Crossing will create an opportunity for new east-west connections.

North-West Connector (#80)

- Eliminate service to Tuscanney Drive/Somerford and Walnut Ridge.
- After serving Health Department, return to Rosemont Avenue and continue to Frederick Towne Mall via Baughmans Lane. This would also eliminate service to Bel Aire Lane and Willowdale Drive.
- The reduced coverage would be a tradeoff for 60 minute headways. To maintain its schedule, the new route may need to serve the Health Department in one direction only (TBD).

Advantages/Disadvantages

- Uses data from on off counts to maximize service to and from key origins and destinations
- Promotes on-time performance by considering actual running times/current conditions, and by allowing for additional buffer time in schedules
- Streamlines routes, making TransIT more convenient, appealing, and understandable for riders
- Route adjustments would require an education campaign to alert riders and reduce confusion during implementation
- Any route and schedule adjustments would require TransIT to update its print and web materials

Expenses

- The route adjustments are cost-neutral.
- Schedule re-design and printing would incur minimal costs.

Ridership

- The adjustments will streamline the routes and make them more bi-directional. This is intended to improve on-time performance and thus may increase ridership slightly over time.

East County Shuttle Expansion

The area east of downtown Frederick (termed "East Frederick Rising") is planned for new development and future growth. In order to better serve this area, TransIT should consider increasing the East County Shuttle service to five days a week from its current schedule of six round trips every Tuesday and Thursday. This will give riders better access to the Frederick MVA, a location noted frequently by rider and community survey respondents.

Advantages/Disadvantages

- Responds to a need for service in the East Frederick area articulated by current riders and other stakeholders.
- Reduces the need for more expensive paratransit service to this area.
- Anticipates future development and potential demand for transit in a growing area of the County.
- Given that current ridership (about 2.5 trips per hour) is the lowest of all of TransIT's routes, the expansion is difficult to justify solely in terms of ridership goals. However, ridership will likely increase with the implementation of daily weekday service.

Expenses

- Using the East County Shuttle's operating cost of $68.97 per hour,[1] the operating costs to implement three additional days of service are estimated to be about $71,700 annually (1,040 additional service hours), although some of the cost would be offset by reducing paratransit service in this area and dropping fuel costs will further reduce operating costs.
- Since this is just an extension of days of service, it would not require any additional capital equipment. Restructuring of other routes may allow for a shift in vehicles to accommodate this growth without additional capital expenses as well.

Ridership

- Using the East County Shuttle's current ridership of 2.55 trips per hour, the service would generate at least 2,650 additional passenger trips annually.

Route 85 Shuttle Redesign and Expansion

The current Route 85 Shuttle provides one morning and one evening trip on weekdays between the Transit Center and the Rt. 85 business corridor south of Crestwood Boulevard. Ridership on the Rt. 85 Shuttle has been decreasing in the last few years, despite the growth and development that is occurring in the service area. TransIT should survey the businesses in the area to determine potential demand for service beyond the current schedule and route, and should consider adding at least one additional a.m. and one additional p.m. trip to the schedule. Also, TransIT should consider streamlining the route so that it is more bi-directional and so that more businesses in the area are served in as little time as

[1] Based on TransIT's Form 2a in the FY2015 Grant Application to MTA for the East County Shuttle.

possible (maximum 60 minute headway). Additionally, the route could provide direct service between the Transit Center and the Crestwood Boulevard area, a link that is currently missing in the route network. In the longer-term, TransIT should consider expanding the schedule of this route even more, perhaps converting it to a Connector route in the future as ridership increases.

Advantages/Disadvantages

- Redesigning and expanding the Rt. 85 Shuttle to four daily trips would cost twice as much, but it would make the shuttle far more convenient for current users and would attract new ones, increasing ridership.

Expenses

- The operating cost to add two trips to the Rt. 85 Shuttle would be about $34,500[2].

Ridership

- It is anticipated that ridership would increase if the route and schedule were redesigned to better meet the needs of potential shuttle passengers.

Improved Deviation Policies and Procedures

Currently, three of TransIT's Connectors are fixed route only (#40, 50, and 51) with complementary ADA paratransit. The other six Connectors (and the shuttles) allow deviations of up to ¾ of a mile on weekdays. The Connectors do not deviate on Saturdays. Deviation requests are required a business day in advance and cost an additional $2.00.

TransIT staff and drivers expressed concern that deviations often negatively impact on-time performance. On/off counts conducted by MTA also showed that this was the case (e.g. Solarex Court and Ballenger Center Drive on the #10). In addition, a combination of no-shows by riders and missed pickups by drivers has made deviations unreliable from the rider perspective and thus less frequently requested.

This alternative proposes that all of TransIT's Connector routes switch from deviations to complementary ADA paratransit. Staff should evaluate the recent history of deviation requests, determining which, if any, are made frequently enough to become incorporated with the route adjustments discussed in this TDP's other alternatives. Staff should then educate riders about the policy change, ensuring that the mobility of individuals with disabilities and others is not compromised.

Advantages/Disadvantages

- Reduces delays and will aid on-time performance.
- May adversely impact those with mobility limitations who are not eligible for ADA paratransit.

[2] Based on TransIT's Form 2a in the FY15 Grant Application to MTA for the Route 85 Shuttle (468 hours of service at $73.68 per hour).

- TransIT staff will need to publicize and educate riders on any deviation policy changes.

Expenses

- Since TransIT is currently providing both ADA paratransit to the #40 and #50/51 Connector routes, as well as providing TransIT-Plus countywide paratransit service for senior citizens and persons with disabilities additional expenses are not expected.
- Additionally, since most of the advance request route segments are being either incorporated into the route network these deviations will no longer be required.

Ridership

- Revising the deviation policy is unlikely to have a significant impact on ridership in the near term, but increased on-time performance and reliability systemwide will positively impact ridership long-term.

Extended Transit Center Access/Hours of Operation

TransIT's main transfer point is at the Transit Center on East Street. As the central hub of the system, the Transit Center is by far the busiest stop in terms of total daily boardings and alightings (over 1,700 per day). Riders can sometimes use the Transit Center's indoor waiting area and restrooms, but the building is open according to the Greyhound staffing schedule. This is primarily an issue on Tuesdays and Wednesdays, when the building is locked between 10 a.m. and 2:30 p.m. On other weekdays and Saturdays the mid-day gap is only from 11:30 a.m. to 12:30 p.m. TransIT should investigate how to make full use of the building, including having its own tickets and passes available for sale. In the long-term, TransIT should consider working with the MTA, the City, and Greyhound to make improvements to the building to allow TransIT to staff a portion of the building to provide on-site customer service.

Advantages/Disadvantages

- TransIT riders would be able to wait inside through mid-day, adding to their comfort during inclement weather.
- Greyhound staff may not be willing to cooperate on this issue.

Expenses

- Depending on the cooperation of Greyhound staff, the expenses associated with this alternative would be minimal to none.

Ridership

- This alternative is unlikely to impact TransIT ridership in the near term, though offering TransIT tickets/passes for sale on site could boost ridership over time.

Coordination with the Golden Mile Circulator

The Golden Mile Circulator is an initiative of the Golden Mile Alliance, an association of local business owners. It is intended to serve the neighborhoods and businesses in the immediate vicinity of the Golden Mile. The route and schedule of the proposed Circulator is still unknown, as are its possible interactions and/or overlap with TransIT routes. Circulator service is not likely to be implemented before 2019 or 2020, and it will likely draw on private funding.

This alternative recommends that TransIT stay informed of any efforts to move forward with the Circulator project. TransIT staff should be involved in the planning and implementation process in order to avoid service duplication and to enhance overall service to the Golden Mile.

Advantages/Disadvantages

- In the long term, coordinating with the proposed Circulator could potentially relieve increasing demand for medical trips on TransIT-plus.

Expenses

- The expenses associated with this alternative would be minimal to none.

Ridership

- This alternative is unlikely to impact TransIT ridership in the near term.

Strengthen TransIT's Role in City and County Planning

TransIT staff currently review and comment on proposals for new development throughout the City and County. However, development is often located outside of TransIT's service area. Dispersed land use makes TransIT's ability to serve the urbanized area increasingly difficult, as the geographic coverage of potential need expands. It also limits the travel choices of new residents and workers.

In line with TransIT's goal to support transit through complementary land use planning/decision-making, this alternative recommends that TransIT continue to strengthen its role in City and County planning efforts. It can collaborate with planning staff to encourage or even require developers to provide shuttles or other connections to TransIT routes if the developers build in places without current service. Changes to local adequate public facilities ordinances may be necessary to require developers to fund connecting service. Coupled with this, TransIT should explore potential opportunities with the Maryland State Highway Administration (SHA) based on the state's role in roadway ownership. Specifically, the agencies could work together to facilitate stop-area improvements, access improvements, and park & ride lot expansions/development/service.

Advantages/Disadvantages

- In the long term, transportation/land use coordination could help address underlying causes of limited mobility and reduce the need for single occupancy vehicle trips.

- The commitment of TransIT staff time to work with planners could be a disadvantage.
- Developer incentives (as opposed to regulation) may have a limited impact on land use patterns, and regulatory requirements may not be adequate to cover all associated operating and capital costs for adequate service.

Expenses

- The expenses associated with this alternative would be minimal to none.

Ridership

- This alternative is unlikely to impact TransIT ridership in the near term.

Expanded Hours/Capacity on TransIT-plus

TransIT-plus is countywide curb-to-curb service for seniors (60+) and persons with disabilities. Trips are provided on a space-available basis, Monday through Friday, 8 a.m. to 4 p.m. Cash fares are $2.00 one-way for medical trips and $3.00 one-way for non-medical trips.

The 2007 TDP recommended extending TransIT-plus service hours from 7:00 a.m. to 6:00 p.m. However, budgetary restrictions have actually decreased service availability (and thus ridership) in recent years. Because stakeholder feedback strongly indicated that demand for TransIT-plus exceeds its capacity, this alternative again recommends expanded hours and vehicles. One of TransIT's objectives is to maintain/increase its paratransit capacity, and the 2013 Needs Assessment of the Aging Population echoes this sentiment.

Advantages/Disadvantages

- Addresses a growing need for countywide paratransit, especially as the population ages.
- Complements County efforts to enhance mobility through a taxi voucher program.
- Extended hours would increase annual operating expenses.

Expenses

- Given TransIT-plus' average cost of $50.87 per hour,[3] one additional morning hour and two additional evening hours on weekdays would cost about $314,000 annually in operating expenses. This assumes eight TransIT-plus vehicles operating daily.
- No additional capital equipment would be required.

Ridership

- Using an estimate of 1.8 passenger trips per hour,[4] extended TransIT-plus service would generate 10,800 additional passenger trips annually.

[3] Ibid.
[4] Ibid.

MID-TERM IMPROVEMENTS

Redesign of the Route Network

The following redesigned route network is a new package of routes, including both minor and major route adjustments to the current route structure. Ultimately, it embodies a hybrid hub-and-spoke and crosstown route network. Key to this undertaking is that timed transfers would continue to occur at the Transit Center, the former Frederick Towne Mall, and FSK Mall.

#10 Connector

- No major re-design, pending short-term improvements

#20 Connector (see Figure 4-1)

Alternative 1

- Provides service to the Frederick Crossing Walmart in both directions on all trips, and also to serve Crestwood Blvd. in the vicinity of Westview Promenade on inbound trips
- Enables Walmart riders to avoid having to ride through the entire trip via FSK
- Trips on Pattern A would serve Riverview Plaza (Target) before operating directly from there to FSK. Trips on Pattern B would skip Riverview Plaza, but would operate on the portion of Spectrum Drive that includes Sleep Inn and Holiday Inn before going to FSK.
- Return route follows MD 85 (Buckeystown Pike), Crestwood Blvd., Westview Drive, Crestwood Blvd. again, New Design Road, and Guilford Drive to the Frederick Crossing Walmart. From there, it continues via the current alignment.
- In this cost-neutral alternative, the route would be on a sixty-minute headway between 6:15 a.m. and 7:15 a.m. and 30 minute headway starting at 7:45 a.m. until 5:15 p.m. Service would end at the Transit Center at 9:09 p.m.
- Headways would be thirty minutes from 7:45 a.m. until 6:15 p.m. and sixty minutes from 6:15 p.m. until 8:15 p.m., achieved by shifting resources and reducing service in other areas.

Alternative 2

- Provides bi-directional service between the Transit Center and FSK Mall via Guilford Dr. and Industry Lane.
- Weekday and Saturday spans of service would remain as currently scheduled.
- Route would remain on southbound MD 355 in order to serve McDonald's on Grove Rd. at the pull-off.
- Provides service to the Frederick Crossing Walmart in both directions on all trips.
- Enables Walmart riders to avoid having to ride through the entire trip via FSK.
- Serves Target and hotels on all trips.
- Headways would be 30 minutes from 6:05 a.m. until 6:15 p.m. and 60 minutes from 6:15 until the end of service between 9:35 p.m. and 9:45 p.m., achieved by shifting resources and reducing service in other areas.

New #30 Connector (see Figure 4-2)

- Provides bi-directional service to portions of current #50/#51 along and south of West Patrick Street Weekday and Saturday spans of service would remain as currently scheduled.
- Headways would be 60 minutes during the day and 30 minutes in the a.m. and p.m. peak hours, similar to the current #51.

#40 Connector (see Figure 4-2)

Alternative 1

- Same route configuration from Transit Center heading west to Frederick County Square (K-Mart) and then on to Frederick Shoppers World (Dollar General/Petco).
- Operates via Willowdale Drive, Key Parkway, and Waverley Drive to FTM.
- Return service operates via West Patrick Street, Old Camp Road, Key Parkway, and Baughman's Lane to Frederick County Square. From there, the route would continue east via West Patrick Street to Transit Center.
- Strengthens this route's role as the primary link between Downtown and the "Golden Mile", and to establish this route as the primary link between Downtown and the apartment complexes along Key Parkway.
- This cost-neutral alternative would have a sixty minute headway between 5:45 and 6:45 a.m. , 30 minute headways between 7:15 a.m. and 6:15 p.m., and 60 minute headways between 6:15 p.m. and 9:15 p.m.

Alternative 2

- No change to current route
- Weekday and Saturday spans of service remain as currently scheduled
- Headways would be thirty minutes during the day and sixty minutes in the evening

#50 Connector (see Figure 4-3)

Alternative 1

- Provides bi-directional service between the Transit Center and Frederick Towne Mall via Patrick Street, N. Market Street, 7th Street, Military Road, Rosemont Avenue, Montevue Lane, Willowdale Drive, and Key Parkway.
- Weekday and Saturday spans of service would remain as currently scheduled.
- Headways would be thirty minutes during the day and 60 minutes in the evening.
- Changes must be made in conjunctions with changes to the #80 and will add four hours of driver time.

Alternative 2

- Provides bi-directional service between the Transit Center and Whittier via 7th Street, Military Road, Rosemont Avenue and Walnut Ridge Plaza.

- Headways would be sixty minutes during the day and this cost-neutral alternative would operate between 7:08 a.m. and 6:15 p.m.

Alternative 3

- Partial "loop" route between Transit Center and Walnut Ridge Plaza
- Downtown service along Market Street and Bentz Street
- Provides bi-directional service on 7th Street and portions of Military Road
- Route operates as a clockwise loop linking Baughman's Lane, Creekside Apartments, Elks, Health Department and Walnut Ridge Plaza
- Headways would be sixty minutes during the day and this cost-neutral alternative would operate between 7:20 a.m. and 6:16 p.m.

Alternative 4

- Provides bi-directional service between the Transit Center and Whittier
- Route would travel along 7th Street, Military Road, Baughman's Lane, to Creekside Apartments, Elks, Health Department, and Walnut Ridge Plaza
- Headways would be ninety minutes and this cost-neutral alternative would operate between 8:03 a.m. and 7:05 p.m.

Alternative 5

- Same route structure as Alternative 3 except for downtown route coverage
- Downtown service along East Street (via Goodwill) and 9th Street
- Clockwise loop linking Baughman's Lane, Creekside Apartments, Elks, Health Department and Walnut Ridge Plaza
- Headways would be sixty minutes during the day

#60 Connector (see Figure 4-4)

Alternative 1

- This route would essentially consist of the current outbound #61 combined with the current in-bound #60.
- From the Transit Center, this route would operate via Patrick Street, Market Street, 7th Street (passing the Hospital), Frederick Shopping Center (Giant Eagle), Taney Avenue, Heather Ridge Drive, and Opossumtown Pike to Frederick Community College.
- It would then operate in the opposite direction (using Bentz Street north of downtown) back to the Transit Center.
- Headways would be sixty minutes during the day and evening.

Alternative 2

- No major redesign, pending short-term improvements

#61 Connector (see Figure 4-5)

Alternative 1

- This route would consist of the current outbound #60 combined with a variant of the current inbound #61.
- From the Transit Center, #61 would operate via East Street, 9th Street, Market Street, 14th Street, Motter Avenue/ Opossumtown Pike, Thomas Johnson Drive, Amber Drive, and Opossumtown Pike to Frederick Community College.
- From Frederick Community College, the route would not operate via Thomas Johnson Drive again, but instead straight via Opossumtown Pike, to a loop via Heather Ridge Drive and Taney Avenue back to Opossumtown Pike.
- From there, it would operate south via Motter Avenue to 7th Street, where it would then operate on another loop via 7th Street, Fairview Avenue (passing College Park Plaza), and 9th Street back to Motter Avenue.
- It would make a detour via Catoctin View Apartments, and then follow 7th Street and East Street back to the Transit Center.
- Headways would be sixty minutes during the day and evening.

Alternative 2

- Same route structure as Alternative 1 except for downtown route coverage.
- From the Transit Center, #61 would operate via Market Street, 14th Street, Motter Avenue/ Opossumtown Pike, Thomas Johnson Drive, Amber Drive, and Opossumtown Pike to Frederick Community College.
- From Frederick Community College, the route would not operate via Thomas Johnson Drive again, but instead straight via Opossumtown Pike, to a loop via Heather Ridge Drive and Taney Avenue back to Opossumtown Pike.
- From there, it would operate south via Motter Avenue to 9th Street, Fairview Avenue, 7th Street, and Bentz Street back to the Transit Center.
- Headways would be sixty minutes during the day and evening.

Alternative 3

- No major redesign, pending short-term improvements

#70/71 Connector (see Figure 4-6)

Alternative 1

- The #70 would essentially consist of the current #65 combined with the east loop – Transit Center, East Street, Patrick Street, Monocacy Blvd., and South Street back to East Street then continue north via East Street, 16th Street, Schifferstadt Blvd., Market Street, and MD 26 to Wegmans first, and then Walmart.

- The #71 would operate from Walmart to Monocacy Blvd. to Wells Fargo and back up to MD 26 to Discovery, Walkers Village Shopping Center, downtown Walkersville, Waterside and Worman's Milland back to Walmart.
- Weekday and Saturday spans of service would remain as currently scheduled. The #70 and #71 would be interlined to maximize customer convenience and would each operate on 60 minute headways.

Alternative 2

- Same route structure as Alternative 1 except the two routes are combined to convey one route (#70).
- Headways would be ninety minutes.

#80 Connector (see Figure 4-7)

- This route would operate bi-directionally between the Frederick Towne Mall and Frederick Community College, using U.S. Route 40, Baughman's Lane, Military Road, 7th Street, Taney Avenue, and Opossumtown Pike. Headways would be 90 minutes (one vehicle shared with the #90). In the longer term, the #80 and #90 should be separated and operated on 60 minute headways (at minimum).
- Changes made in conjunction with proposed #30.

New #90 Connector (see Figure 4-7)

- This new route would operate bi-directionally between the Frederick Towne Mall and Whittier via Key Parkway, Bel Aire Lane, Schaeffer Dr., Willowdale Dr., Montevue Lane, Rosemont Avenue, and Tuscanney Drive.
- Headways would be ninety minutes (one vehicle shared with the #80). In the longer term, the #80 and #90 should be separated and operated on 60-minute headways (at minimum).

Table 4-1 provides a summary of the route network alternatives for Frederick TransIT to consider. The entire menu of alternatives offers a more user-friendly system for the rider while maintaining existing geographic coverage. The table below depicts each route individually. However, the preferred route network that is carried forward in draft plan will focus on the expected operating characteristics (i.e. base span, peak span, headways, etc.) for the chosen routes so that the system's operating expenses are cost neutral for year one.

Advantages/Disadvantages

- Core routes (#20, #40, and #50) would operate every half-hour during daytime hours (not just peak hours), Monday through Friday. Uses data from on off counts to maximize service to and from key origins and destinations.
- Promotes on-time performance by considering actual running times/current conditions, and by allowing for additional buffer time in schedules.
- Streamlines routes, making TransIT more convenient, appealing, and understandable for riders.

- Route adjustments would require an education campaign to alert riders and reduce confusion during implementation.
- Any route and schedule adjustments would require TransIT to update its print and web materials.

Expenses

- Depending on the alternatives implemented, the route redesign would range from cost neutral (FY15 - $3,700,000) to an approximately $4,400,000 annual operating cost ($700,000 incremental). No additional capital equipment would be required.
- Schedule re-design and printing would incur minimal costs.

Ridership

- The adjustments will streamline the routes and make them more bi-directional. This is intended to improve on-time performance and thus will increase ridership over time.

Table 4-1: Routing Alternatives for the Redesigned Network

Route	Current Route Length (Mi)	Est. New Route Length (Mi)	Cycle Time	Base Head way	Base Vehicles	Peak Head way	Peak Vehicles	Base Span	Peak Span	Annual Miles	Annual Hrs	Annual Operating Cost**
10*	21	20	92	45	2			16		130,987	9,824	$647,000
20 Alt 1	11	13	60	60	1	30	2	5	10	99,775	7,675	$505,000
20 Alt 2	11	11	51	60	1	30	2	4	12	94,556	8,596	$566,000
30	-	12	55	60	1	30	2	5	11	99,468	8,289	$546,000
40 Alt 1	11	9	42	60	1	30	2	5	11	74,601	8,289	$546,000
40 Alt 2*	11	11	51	60	1	30	2	9	7	77,671	7,061	$472,000
50 Alt 1	11	11	51	60	1	30	2	9	7	77,671	7,061	$465,000
50 Alt 2	11	11	51	60	1			11		37,147	3,377	$222,000
50 Alt 3	11	11	51	60	1			11		37,147	3,377	$222,000
50 Alt 4	11	18	83	90	1			11		40,524	3,377	$222,000
50 Alt 5	11	11	51	60	1			11		37,147	3,377	$222,000
60 Alt 1	11	10	46	60	1			16		49,120	4,912	$323,000
60 Alt 2*	11	13	51	60	1	30	2	9	7	77,671	7,061	$472,000
61 Alt 1	10	11	51	60	1			13		43,901	3,991	$263,000
61 Alt 2	10	11	51	60	1			13		43,901	3,991	$263,000
61 Alt 3*	11	13	51	60	1			16		54,032	4,912	$328,000
70/71 Alt 1	23	27	125	60	2			16		132,624	9,824	$647,000
70 Alt 2	23	27	125	60	1			16		132,624	4,912	$323,000
80/90	19	20	92	90	1			13		53,213	3,991	$263,000

*Assumes implementation of short-term improvement.
**Assumes a cost per hour of $65.82, based on TransIT's FY2015 Form 2A.

Figure 4-1: Network Redesign, #20

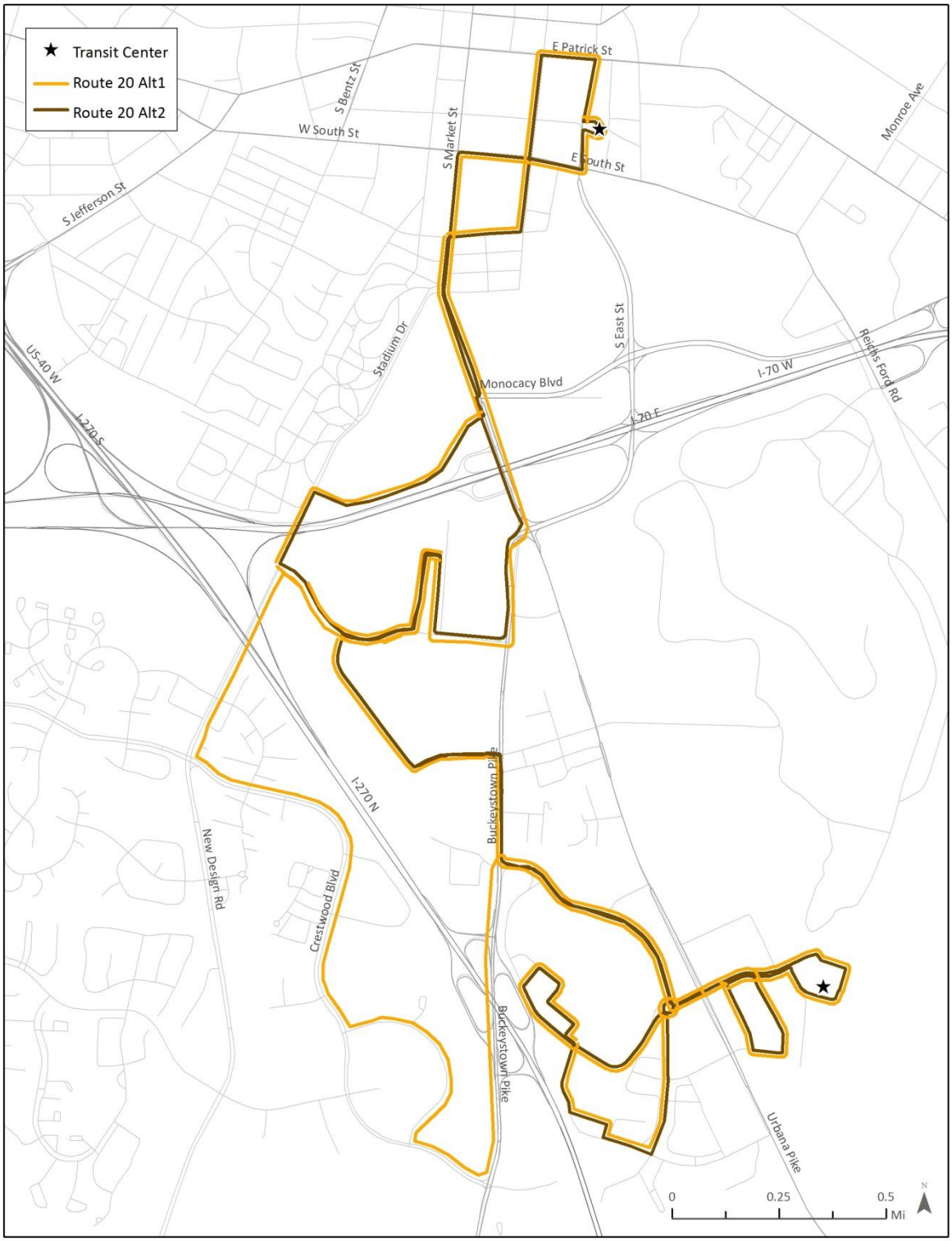


Figure 4-2: Network Redesign, #30 and #40

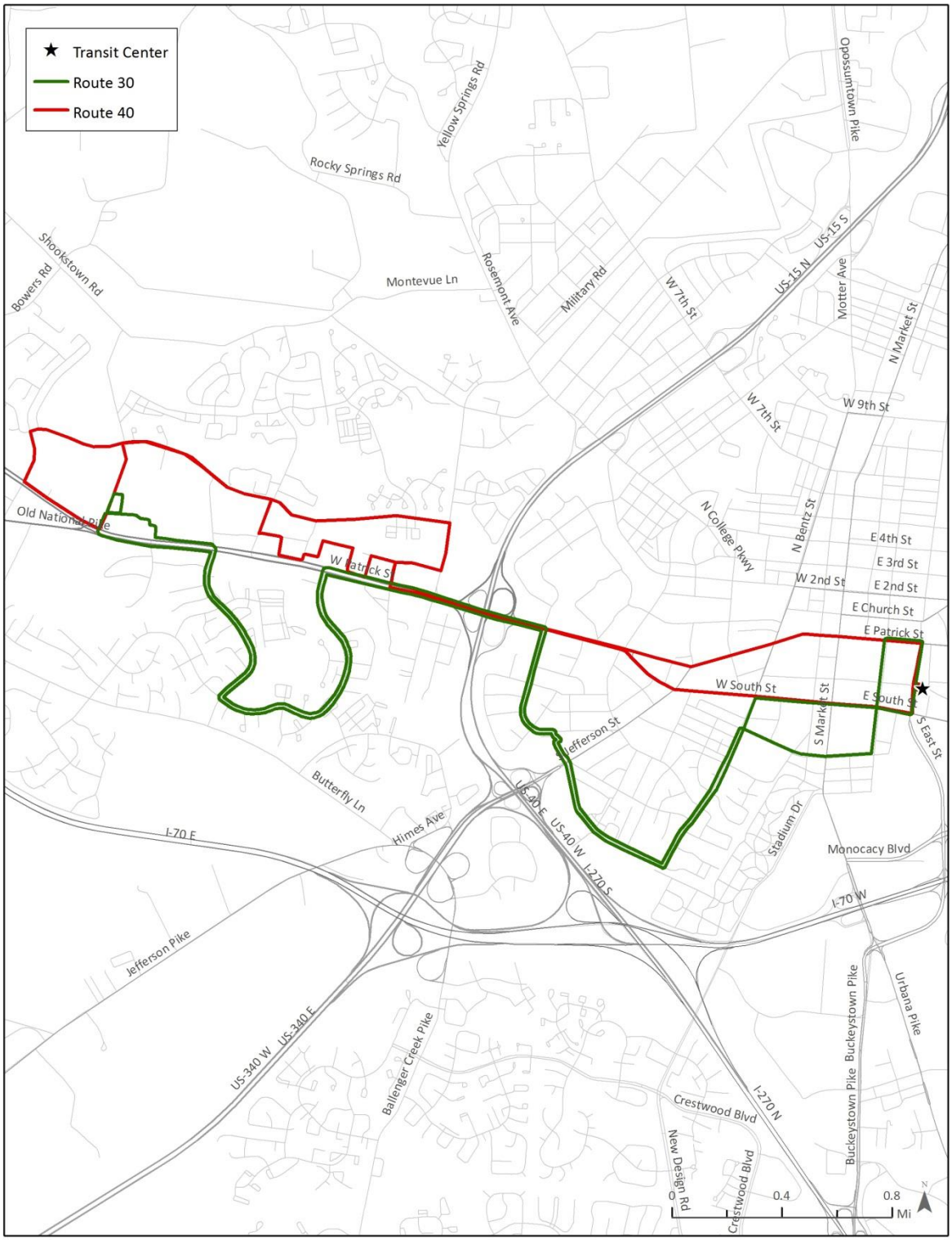
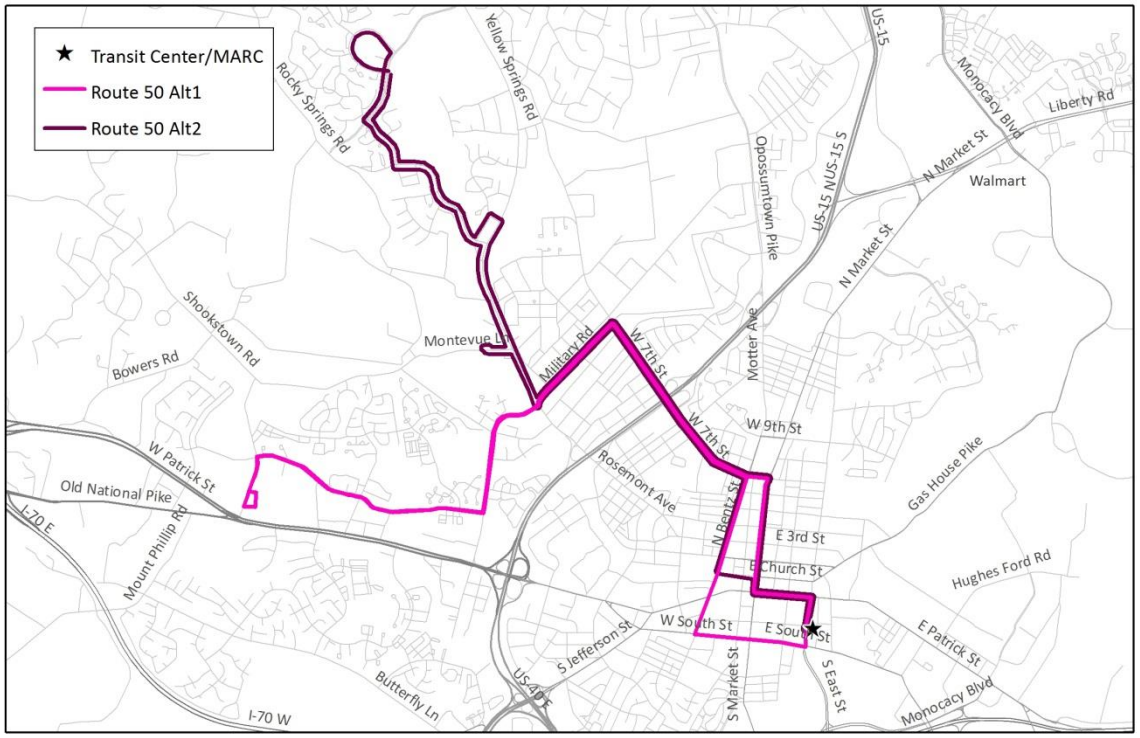


Figure 4-3: Network Redesign, #50



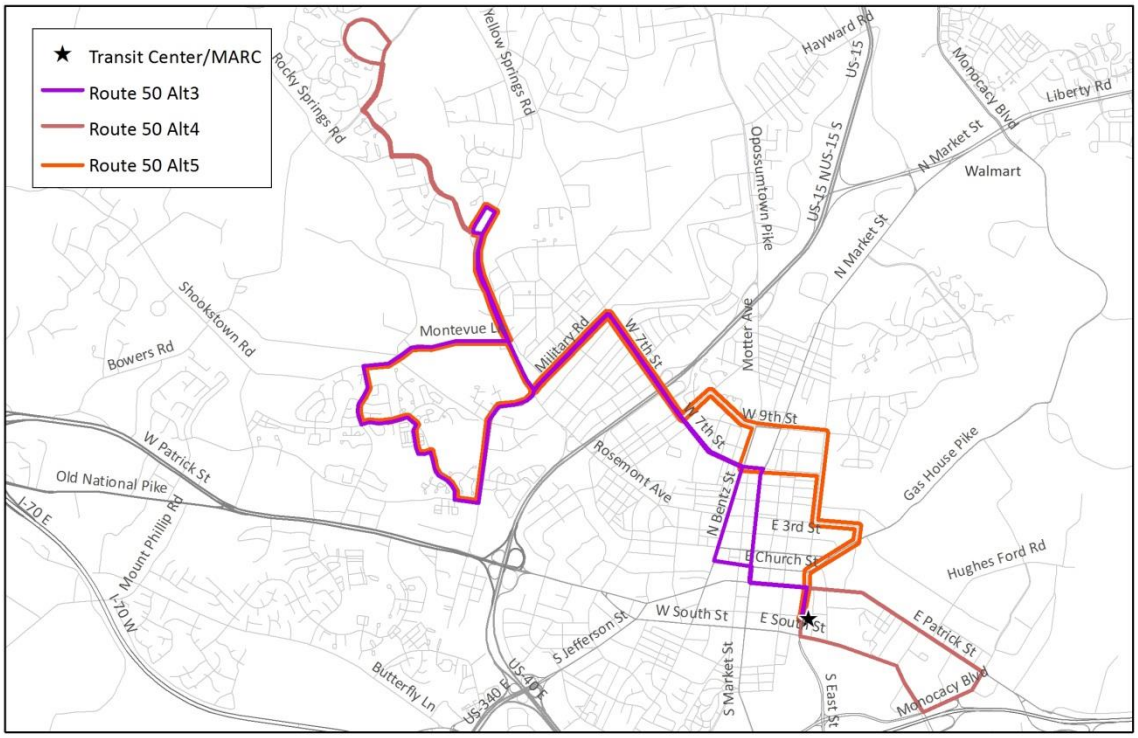


Figure 4-4: Network Redesign, #60

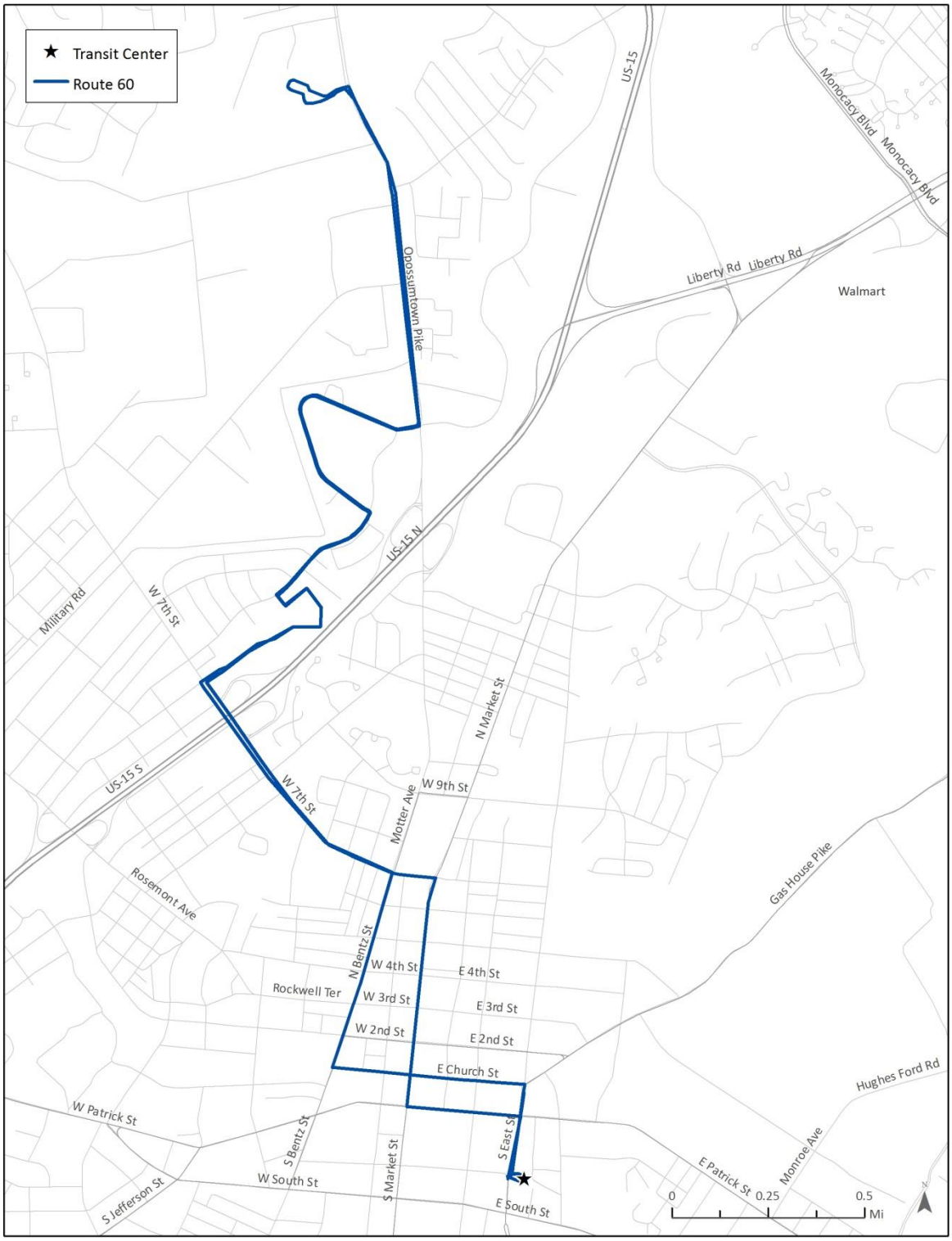


Figure 4-5: Network Redesign, #61

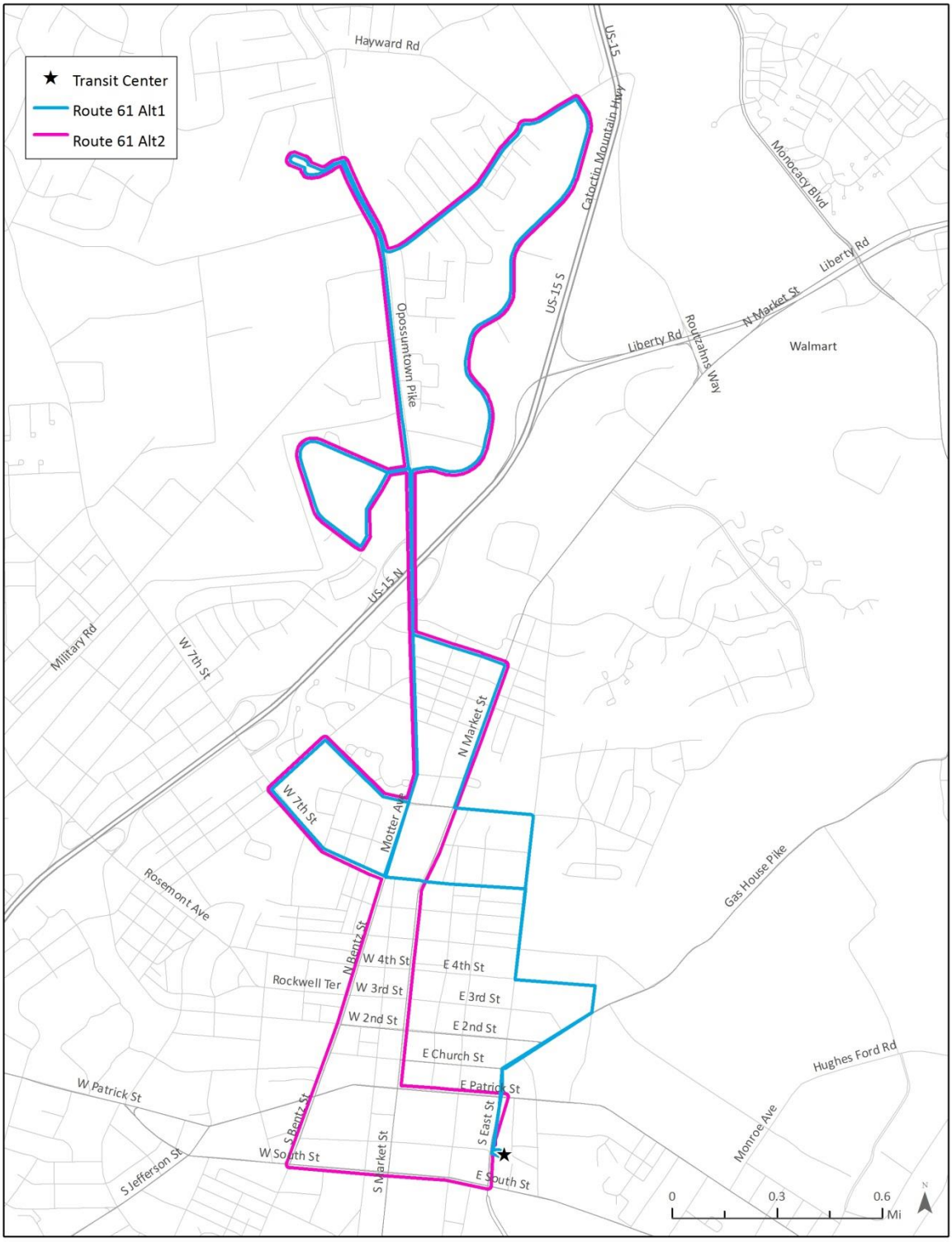


Figure 4-6: Network Redesign, #70/71

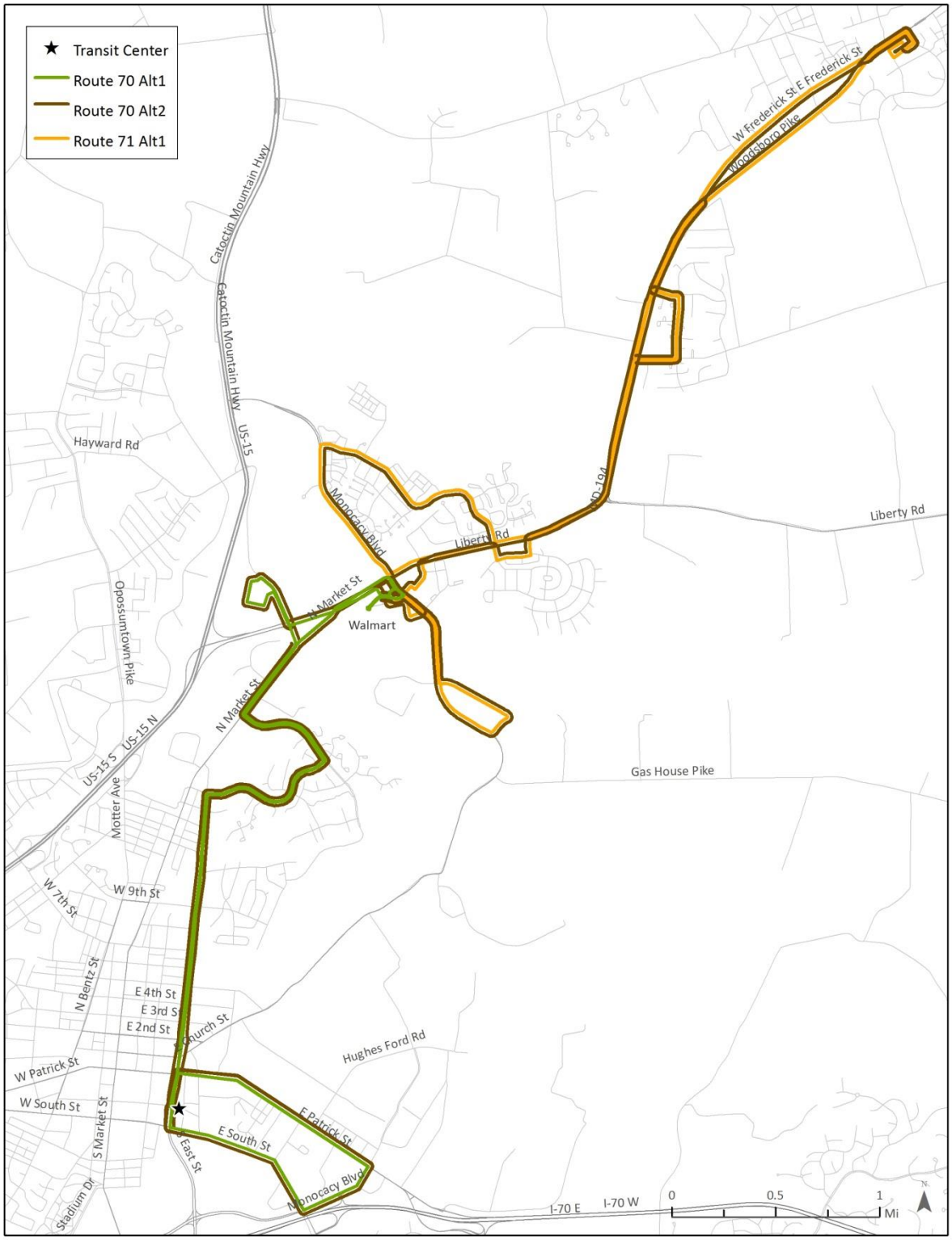
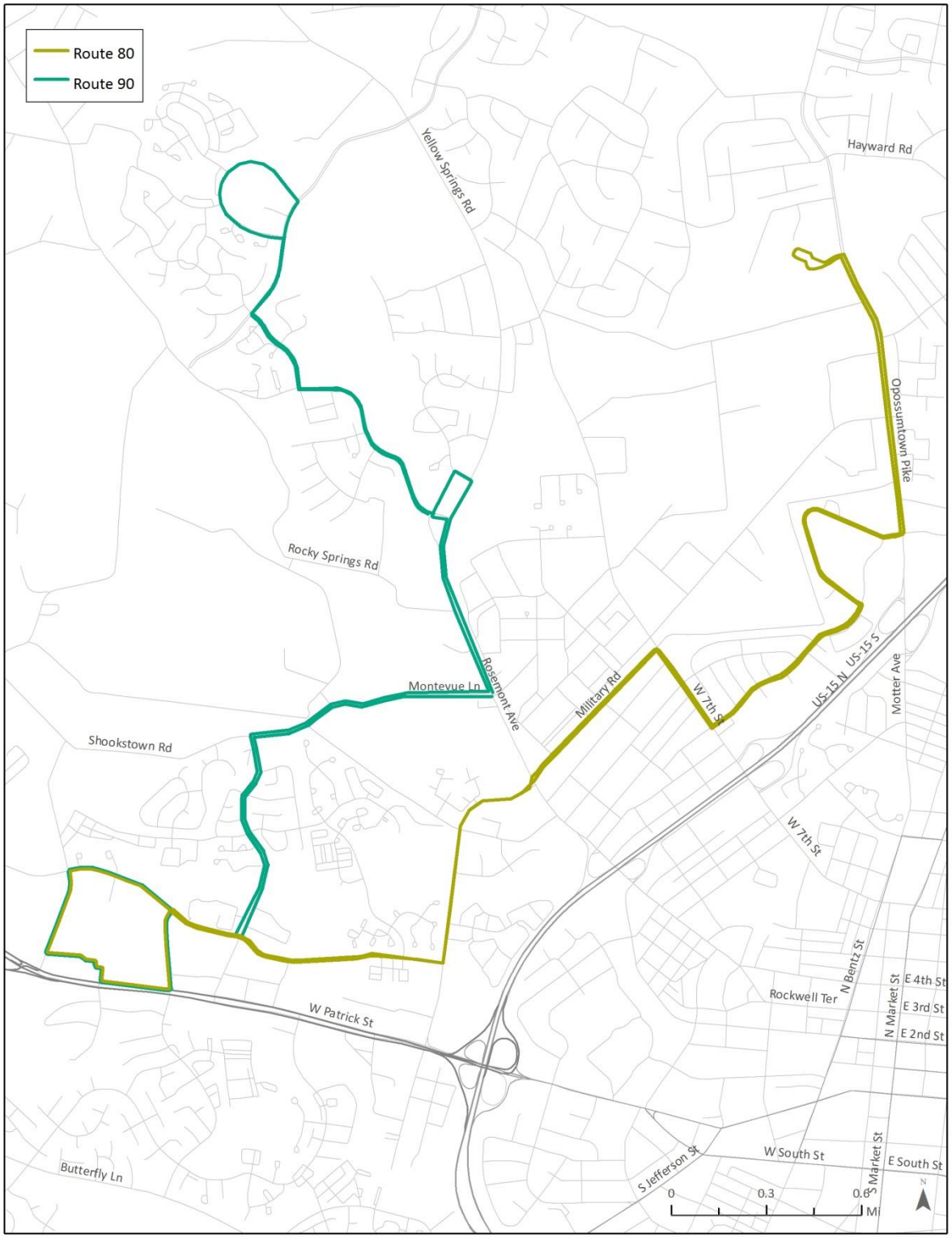


Figure 4-7: Network Redesign, #80 and #90



Increased Service Days

Currently, peak hour service is not operated on Martin Luther King, Jr. Day, Veteran's Day, or Christmas Eve, and there is no Connector service at all on New Year's Day, Memorial Day, Independence Day, Labor Day, or Christmas Day. TransIT should consider expanding peak service to operate on the same days as the regular Connector routes, and should also consider operating on at least a few of the major holidays in which there is currently no service, such as Memorial Day, Independence Day, and Labor Day. Not providing service on these days creates a hardship for the transit dependent population, and reduces ridership. Holiday service could be more limited (in terms of span of service) than regular weekday service to make it operate more efficiently.

Advantages/Disadvantages

- Operating more service days will increase costs slightly, but will also increase convenience for customers and increase ridership.

Expenses

- The cost for operating peak service on three additional service days per year is approximately $8,000. The cost for operating limited Connector route service, including peak hour service, on three additional service days per year is about $32,000.
- To schedule re-design and printing would incur minimal costs.

Ridership

- Increased customer convenience will lead to increased ridership.

Increased Connector Route Frequency

Frederick County's 2007 TDP recommended increasing frequencies on all Connector routes to every 30 minutes, with every 15 minutes at peak. The redesign of the Connector route network proposes increasing frequencies on the core routes (#20, #40, & #50) to 30 minutes throughout the day and 60 minutes in the evening, Monday through Friday. This alternative again proposes increased frequency, starting with 30 minute headways throughout the day, Monday through Saturday on all Connector routes. Survey respondents noted the need for more frequent service, and TransIT drivers echoed this sentiment.

Advantages/Disadvantages

- Improves access and makes TransIT easier and more convenient to use.
- Addresses the need for higher frequency service articulated in surveys.
- Anticipates future growth in ridership and the possibility of crowding, in particular on the highest productivity routes.
- Increasing frequencies may reduce productivity and add to annual operating costs (as service would double but ridership likely would not).

Expenses

- Using TransIT's average fixed-route operating cost of $65.82 per hour,[5] the operating costs to implement 30 minute service on all Connectors during the day Monday through Saturday are estimated to be about $2,225,000 annually (33,770 additional service hours).
- Additional vehicles would also be needed, costing about $530,000 each.
- Schedule re-design and printing would incur minimal costs.

Ridership

- Assuming average ridership, 30 minute service on the Connector routes throughout the day is likely to generate about 500,000 additional trips per year.

Shuttle Routes

Frederick County's 2007 TDP recommended the need to provide service in areas of recent and near-term future residential or employment growth. Several areas outside the urbanized area continue to be identified as having potential demand. This alternative proposes fixed-schedule, route-deviation Shuttle Services targeting areas with higher relative demand to non-urbanized areas of the county, but insufficient demand to require the resources needed to operate Connector Route type service. Areas outside the Frederick Urbanized Area, with potentially higher relative demand or trip generators, are Urbana and Middletown.

Urbana

Under this alternative, a fixed-route Shuttle Route with bi-directional service between the Downtown Transit Center in Frederick and Urbana along Route 355, with stops at the FSK Mall, Urbana Park and Ride-Lot, Knowledge Farms Technology Center, Urbana High School, and the Villages of Urbana community, would be instated. Service should be timed for connections with the MTA 515 Route. Service should be provided in both directions of the trip so it is useable by commuters in either direction.

Advantages/Disadvantages

- Complete service coverage for corridor
- Fixed-route usually has lower costs per trip than paratransit
- Allows for transit connection to MTA Commuter services
- Service area primarily confined to Route 355

Expenses

- Using the non-urbanized area shuttles' operating cost of $86.42 per hour, the operating cost to add weekday service would be approximately $34,000 (388 additional service hours).[6]

[5] Ibid.

- An additional vehicle would be needed, costing approximately $75,000.
- Schedule re-design and printing would incur minimal costs

Ridership

- Assuming average ridership (six passenger trips per hour), service on the Urbana Shuttle is likely to generate approximately 2,300 additional trips per year.

Middletown

Under this alternative, a fixed-route shuttle beginning as two trips daily, between Middletown and the Downtown Transit Center with a stop at Frederick Towne Mall, would be implemented. Suggested stops within Middletown are Town Center Plaza, Middletown High School, and the Main Street-Jefferson Street intersection.

Advantages/Disadvantages

- User-friendly coverage for all of Middletown area
- Fixed-route usually has lower costs per trip than paratransit
- Low ridership would result in higher costs per trip
- Inflexible hours
- Service area primarily confined to Alternate Route 40 corridor

Expenses

- Using the non-urbanized area shuttles' operating cost of $86.42 per hour, the operating cost to add weekday service would be approximately $37,000 (425 additional service hours).[7]
- An additional vehicle would be needed, costing approximately $75,000.
- Schedule re-design and printing would incur minimal costs.

Ridership

- Assuming average ridership (six passenger trips per hour), service on the Middletown Shuttle is likely to generate approximately 2,500 additional trips per year.

Additional MTA Commuter Bus Service and Connections

MTA bus service is an important transportation option given Frederick County's proximity to the Washington, DC area and its southward strong commuter flow. Many stakeholders mentioned commuter service in the context of overall transportation needs, particularly the MTA 505 and 515 buses that serve Frederick County and the Shady Grove Metro Station Monday through Friday. Connection to the DC area is lacking on weekends, as neither MTA nor MARC offers weekend service.

[6] Based on TransIT's Form 2a in the FY2015 Grant Application to MTA for the Non-Urbanized Area Shuttles Total.
[7] Based on TransIT's Form 2a in the FY2015 Grant Application to MTA for the Non-Urbanized Area Shuttles Total.

Given strong weekday ridership, this alternative proposes that TransIT work with MTA to explore the possibility of weekend service. TransIT would not have a role in implementation or funding, but it could ensure that any new services have viable connections to its vehicles. TransIT should also work with MTA to ensure that the additional trips planned for late 2014 will not hinder vehicle movements at the Transit Center.

Advantages/Disadvantages

- Expands transportation options for County residents without increasing TransIT operating expenses.
- There is a possibility that MTA will not support weekend service.

Expenses

- Assuming MTA financing, this alternative would be cost-neutral for TransIT.

Ridership

- Enhanced commuter bus service is unlikely to impact TransIT ridership in the near term.

LONG-TERM IMPROVEMENTS

Implement Peak Hour Service

Frederick County's 2007 TDP recommended increasing frequencies on all Connector routes to every 30 minutes, with every 15 minutes at peak. Mid-term projects would expand Connector service to 30 minutes. In the long-term, TransIT should consider 15 minute peak hour headways for the most active routes Monday through Saturday.

Advantages/Disadvantages

Operating peak hour service days will increase costs operating costs and capital equipment costs, but will also increase convenience for customers and increase ridership.

Expenses

- The operating cost to add peak hour service to three core routes (#20, #40, and #50) would be about $1,215,000. Six additional vehicles would also be needed, costing about $530,000 each.
- The operating cost to add peak hour service to the remaining Connector routes would be about $1,980,000. Fourteen additional vehicles would also be needed ($530,000 each).
- To schedule re-design and printing would incur minimal costs.

Ridership

- Increased convenience for passengers will increase ridership

Implement Sunday Service

TransIT currently provides service Monday through Saturday only. As a result, residents who depend on TransIT must find other Sunday transportation options or not make their desired trips. Riders responding to the onboard survey chose Sunday service as the most useful potential improvement. TransIT drivers also confirmed that a lack of Sunday service is the most common rider complaint. Many respondents to the general public community survey commented on the need for Sunday service.

This alternative proposes that TransIT initiate Sunday service on its Connector routes, as funding permits. As an introductory measure, Sunday service could be implemented on the current #10, #20, and #40. The span of service could replicate Saturdays (7:30 a.m. to 9:45 p.m.) or be slightly shorter.

Advantages/Disadvantages

- Offers additional mobility for employment, essential shopping, and church trips.
- Addresses a need articulated in the rider and community surveys.
- Additional service would increase annual operating expenses.
- Sunday ridership will likely be lower than that on TransIT's current Monday through Saturday services.

Expenses

- Using TransIT's average fixed-route operating cost $65.82 per hour,[8] approximately 1,800 Sunday service hours (3 routes operating 12 hours per day) would cost about $120,000 annually in operating expenses. No additional capital would be required.
- Farebox recovery for Sunday is likely to be lower than the average of 16.14 percent, likely closer to half that (9 percent).
- Using a farebox recovery of nine percent, the net deficit for this service would be about $109,000.
- To schedule re-design and printing would incur minimal costs.

Ridership

- Assuming similar ridership to current Saturday service, 1,800 annual service hours are likely to generate about 27,000 trips.

Extended Evening Hours

TransIT provides service on its nine Connector routes Monday through Saturday until about 9:45 p.m. (with the exception of the #65, which ends at 6:45 p.m. on Saturdays). This span can be problematic for

[8] Ibid.

many who work outside of traditional shifts; rider surveys indicated that later evening hours was a priority improvement.

This alternative would extend evening hours Monday through Saturday on all the Connector routes. Adding one or two hours would accommodate late night trips, resulting in about 2,100 additional hours for service until 10:45 p.m. or 4,200 additional hours for service until 11:45 p.m.

Advantages/Disadvantages

- This option addresses a need for extended hours articulated in the rider surveys.
- Extended hours would increase annual operating expenses.

Expenses

- Using TransIT's average fixed-route operating cost $65.82 per hour,[9] one additional evening hour Mondays through Saturdays (at hourly headways) would cost about $202,000 annually in operating expenses. One additional evening hour at 30 minute headways would cost about $445,000. No additional capital would be required.

Ridership

- Using an estimate of 13.83 passenger trips per hour, extended evening service would generate between 29,000 additional passenger trips annually for one additional hour of service each evening and 58,000 additional passenger trips annually for two additional hours each evening.

Expanded Service Area

The urbanized area of Frederick is growing much faster than TransIT is able to respond with expanded service. In northwestern Frederick, developments such as North Crossing and Willowbrook are unserved, and Northgate Plaza shopping center and the Crum Farm have been approved for development. In northeastern Frederick, the high-density residential and commercial area along MD Rt. 26 is continuing to grow. In southern Frederick, housing developments are being constructed between MD 351 and New Design Road, while commercial development is being constructed between New Design Road and MD 85. In western Frederick, a new housing development is planned between Butterfly Lane and Rt. 40, in addition to the high-density residential housing recently constructed along MD 180 near Butterfly. Eventually, these areas will need to be served by public transportation. TransIT should consider requesting funds to expand the Connector route system to serve these areas.

Advantages/Disadvantages

- Expanding the service area will require additional operating and capital equipment costs, but increased convenience for customers will result in higher ridership.

[9] Ibid.

Expenses

- The cost for operating one new Connector route on hourly headways Monday through Saturday for twelve hours per day would be around $245,000. The capital equipment cost to add one additional route would be $530,000.
- To schedule re-design and printing would incur minimal costs.

Ridership

- Expanded service areas will make public transportation more available to more people and more convenient, which will eventually lead to increased ridership.

Technology

Technology has improved dramatically since TransIT's last major upgrade, and having more modern systems in place can allow the agency to implement programs and track performance more efficiently. The upgrades are needed to bring TransIT in line with peer agencies. Specific technology upgrades that have recently begun are an AVL system that allows TransIT to track and target improvements in on-time performance for the bus fleet.

Additional technology that would be beneficial:

- **Automated Passenger Counter (APC)** – An electronic device available for installation on transit vehicles which accurately records boarding and alighting data.
- **Automated Annunciation System** - An audible representation of the real-time bus departure information at the bus stop, primarily provided for vision-impaired transit customers.
- **Interactive Voice Response (IVR)** – A phone system for direct dial in arrival times.
- **Electronic Fare Boxes** – Automate the fare collection process by electronically reading and recording fare payment from cash, tickets, and passes, eliminating the need for drivers to handle cash and record fares paid.
- **Real Time Passenger Information** - Real-time information relies on AVL/GPS technology to track the locations of transit vehicles and can estimate actual arrival times based on schedules and real time location data.

Advantages/Disadvantages

- APC systems can provide enhanced data as to fluctuations in ridership and the utilization of bus stops throughout the TransIT system.
- Track the number of riders by stop, trip, and time of day.
- Captured data can be used to prioritize bus stop improvements towards higher ridership stops, identify stops with little to no regular usage if they exist, and analyze routes by segment to understand the drivers of ridership performance.
- Used for mandatory ridership and performance reporting to the National Transit Database.
- Enhance customer experience and provide better regional connectivity.
- New fareboxes would be capable of accommodating potential future regional fare media.

- Electronic fareboxes automate the fare collection process by electronically reading and recording fare payment from cash, tickets, and passes, eliminating the need for drivers to handle cash and record fares paid and speeding up the boarding process.
- Call center capacity increases without adding staff.
- Enhanced customer service - Riders have convenient 24/7 access to transit information, busy signals and hold times are reduced or eliminated, and customer service agents are able to provide personalized service to callers who have more complex inquiries.
- Real time passenger information technology provides information on estimated vehicle arrival times, service disruption, or delay alerts.
- Prime disadvantage is cost – Capital, software and hardware, on-going operations, maintenance, and labor.

ORGANIZATIONAL ALTERNATIVES

Organizational alternatives include proposals for potential changes that affect the way that transit is administered and managed in Frederick County. In the United States, transit services sponsored by local governments are most often operated directly by those entities. Contracting is not uncommon, but only about 15 percent of all bus and demand-responsive vehicle-hours are provided by contractors. Interestingly, contracting is much more common for demand-responsive than for fixed-route bus Service, where about sixty percent of transit systems that provide demand-responsive service contract for 25 percent or more of this service, and more than half contract for all of it.

In Maryland, most counties operate public transit service in-house although some services are contracted and two counties use a combination of in-house and contracted service:

- In-House Service – fifteen systems
- Contracted Service – three systems (Charles, Howard, Caroline/Kent/Talbot)
- Combination – one system (Prince George's County)

Noteworthy is that Montgomery County, up until 2007, used a combination approach. Recently, all services were brought in-house in an effort to control costs and improve customer service.

The following alternatives address current public transit demand pressures and considerations for streamlining certain operations functions. There are a myriad of factors that must be considered "true" costs of any organizational alternative, specifically salary, prices for additional office space, and how to manage staff (either County employees or contracted service). These factors are discussed below.

Transit Service Operated Directly by Frederick County – Current Arrangement

Frederick County currently operates transit service directly (also referred to as "in-house" service). Management is the responsibility of the transit director—this individual supervises staff, ensuring the safe provision of transit service on a day-to-day basis. The director also coordinates with other County staff as needed, under the overall policy direction of the County Executive and County Council. Importantly, the transit director is responsible for ensuring that the public transit program complies

with the requirements of federal and state funding programs. Overall, TransIT staff provide the following services in the management and operation of daily transit service:

Advantages/Disadvantages

- The County may have better control over its operations and therefore its service quality.
- The County may be able to maintain a more stable and reliable workforce, particularly drivers. Contractors typically have more problems with workforce retention, employee turnover, and customer service (front-line labor rates of contractors are generally lower).
- The County avoids the expense associated with monitoring contractor performance, and handling and resolving contract disputes.
- The County does not have to spend resources to procure outside services—administrative expenses in developing request for proposals, soliciting bids, qualifying bidders, and assessing and awarding contracts.
- Continuing with the current arrangement requires no implementation. The County avoids service disruptions at the start and end of contracts, especially when a contract changes hands.
- The County has a better sense of real costs, and can easily implement changes to reduce costs.
- According to the FY 13 Customer Satisfaction Survey, the current services have achieved a 97% overall satisfaction rate.
- To date, all FTA compliance reviews and county audits have had successful outcomes.

Table 4-2: TransIT Staff Responsibilities

TransIT Staff Position Requirement	Associated Duties
Plans, directs, coordinates, and evaluates transit system activities	• Develops and administers the system budget. • Prepares grants and ensures compliance with grant requirements. • Directs the purchase of capital equipment (through County and MTA procurement procedures). • Develops policies and procedures in support of operations and administration. • Communicates and provides information to the County Executive and County Council and to any transit advisory committee; implements decisions. • Represents the transit system to the community and political constituents. • Ensures drivers receive required training and comply with all regulations (CDL, drug and alcohol testing, and training, etc.). • Monitors street operations for on-time performance and route adherence. • Investigates any accidents. • Controls costs • Ensures compliance with myriad FTA/MTA regulations/requirements.
General administrative support	• Provides administrative support. • Summarizes and records operations data from driver manifest, dispatch records • Performs bookkeeping functions (entering data, posting financial information, updating account balances, and maintaining financial records). • Counts, records, and deposits fare revenue. • Conduct public outreach, develop marketing materials, disseminate press releases, etc.
Responsible for communications with customers and drivers.	• Takes calls from customers and schedules demand response rides and fixed route deviations. • Prepares trip manifests for demand response service. • Assigns drivers according to scheduled trip manifests. • Completes data entry of passenger information and trip requests on a real-time basis. • Maintains communications with drivers and makes schedule adjustments as necessary (e.g., no-shows, late cancels, etc.).
Facilitate drug and alcohol training and testing, the Mechanic would be a dedicated transit position within the larger County mechanic pool.	• Coordinates/performs fleet repairs and preventive maintenance. • Maintains maintenance records and tracks repairs. • Works with dispatchers to resolve road calls.
Responsible for operating a bus or demand response vehicle, including in deviated fixed route operations and/or demand response service.	• Performs pre-trip and post-trip inspection of vehicle. • Successfully performs route schedule or scheduled manifest by picking up passengers on time and delivering them to their destinations safely and within a reasonable time frame. • Documents passenger counts and other required operational data as needed (e.g., odometer readings) • Communicates with and assists passengers. • May collect fares, tickets, or passes. • For demand response operation, assists riders in wheelchairs and other mobility devices with boarding and alighting an accessible vehicle and with on-board securement. • Requires training to successfully test for a Commercial Driver's License.

Transit Service Operated Directly by a Private Contractor

Rather than operate transit service directly, Frederick County could contract with a private transportation provider to manage and operate day-to-day service. A number of Maryland's locally operated transit systems use private contractors. Such an option would require the County to go through a competitive procurement process and select a contractor. It would also require contract management and oversight, as well as responsibility for ensuring compliance with federal and state grant requirements.

Certain responsibilities would be handled by the contractor (e.g. participation in a drug and alcohol testing program), but others would remain with the County. These would include ensuring financial capacity regarding match funds and grant management as well as developing the required Annual Transportation Plan and the Annual Grant Application.

Contracts could be structured in various ways which would impact bidders' proposed costs. The contract could require the private provider to supply all elements needed for service, including the vehicles (not likely here since the County owns the fleet currently). Or the contract could be structured so Frederick County provides the vehicles as well as the facility, with the contractor responsible for all other aspects of day-to-day service (the most likely scenario). Fuel is another element that could be provided by either the County or the contractor. When the public entity provides capital items and/or fuel for the contractor's use, the contractor's costs will be reduced.

Day-to-day responsibility for operating the transit service would rest with the private contractor, with the County responsible for contract management as well as planning, grants management, customer service, and compliance with necessary state and federal requirements. Frederick County's procurement staff would handle the competitive procurement process to find a qualified private transportation provider and negotiate the contract. County staff resources would then be needed for ongoing contract management to oversee the contractor and for fulfilling the other requirements, such as developing the required grant application and meeting the MTA's reporting requirements. Depending on the structure of the contract and the division of responsibilities, the County could likely require at least four full-time positions, at a minimum, to oversee privately contracted services. Charles County contracted service is overseen by four County employees and provides less service than is available in Frederick County.

Costs for the contractor option will depend on Frederick County's procurement document and specific County requirements such as insurance levels, performance bonding, vehicle specifications, any incentives/liquidated damages, as well as the actual bids that are received. In addition to the contractor costs (service cost plus profit), the County would likely need at least four full-time positions to manage the service and oversee the contract, as discussed above.

Advantages/Disadvantages

- Lower operating costs (derived from market competition) are often cited as a reason for contracting for services. However, recent experience in Maryland (Charles, Prince George's, and Howard Counties) has shown that the bids received from private-for-profit operators can be higher that one might expect in-house service to cost.
- There are advantages to contracting associated with staffing levels and expertise. Often counties do not want, or are unable, to add staff positions to the county roster.

- If the contracting entity is a private non-profit, the contractor is eligible to receive S.5310 vehicles.
- Once the County enters into a contract, changes to service levels often require time consuming contract negotiation.
- Contracts need to be carefully constructed to ensure cost escalations do not limit the County's ability to implement new service or limit flexibility to change routes or eliminate service.
- Use of a private contractor requires considerable effort upfront, particularly the procurement process. The County would also have to establish policies and procedures for the contractor to follow.
- The contracted service option involves less day-to-day management and administration of the service, but County resources would be required for contract management and ensuring compliance with the federal and state grant requirements.
- The County would have to spend resources to procure outside services.
- The County may experience service disruptions at the start and end of a contract, especially when a contract changes hands.

SUMMARY

This chapter provided a range of short-, mid-, and long-term improvements for TransIT to consider. The basic premise behind the alternatives is twofold:

1. Maintain and expand coverage to serve residential and employment growth areas.
2. Improve the appeal of TransIT through increases in service, span, and frequency.

The alternatives presented in this memorandum are a starting point for the five-year plan. Based on feedback and guidance from TransIT and TSAC, the alternatives will be modified into a recommended plan.

Chapter 5
Transit Plan

INTRODUCTION

This five-year plan is the product of a nine-month TDP process. The recommended projects were derived through detailed evaluation of existing services (Chapter 2), a comprehensive needs analysis including demographic data stakeholder input (Chapter 3), an alternatives analysis (Chapter 4), and feedback from TransIT staff.

One of the most significant features of the five-year plan is the recommendation to redesign the Connector route network to increase on-time performance and convenience for riders. Guidance from the Maryland Transit Administration (MTA) indicates that in the near-term there is not likely to be funding available for service expansion; as such, this plan calls for a mix of primarily cost-neutral improvements in the short-term and expansionary projects in later years. TransIT can begin with cost-neutral improvements, achieved by shifting resources within the network. TransIT staff has also noted that some unspent Section 5307 funds that are typically carried over to the next year could be used for minor improvements.

The five-year plan is organized into seven sections:

1. A service plan describing phased projects
2. An organizational plan also with short-, mid-, and long-term projects
3. A Title VI analysis
4. An implementation schedule
5. A financial plan for operations
6. A capital plan detailing vehicle replacement and other capital needs
7. A financial plan for capital

SERVICE PLAN

The service plan is organized into three phases: short-, mid-, and long-term. It includes all the service improvements discussed in Chapter 4, Service and Organizational Alternatives. However, this plan reflects the decisions of the study team and TransIT staff on the preferred sub-alternatives for the route network redesign.

Short-term Improvements

System-wide Route Adjustments

The system-wide route adjustments address TransIT's current issues with on-time performance and make the route more consistently bi-directional. The adjustments should be implemented in the short-term, prior to the more comprehensive and complex network redesign. The route adjustments are described in detail in Chapter 4. Changes should occur on Routes #10, #20, #60/61, and #65. Routes #40, #50/51, and #80 should remain unchanged in the short-term. The route adjustments are cost-neutral, though they would require some schedule re-design and printing.

Strengthen TransIT's Role in City and County Planning

TransIT should continue to strengthen its role in City and County planning efforts. It can collaborate with planning staff to encourage or even require developers to provide shuttles or other connections to TransIT routes if the developers build in places without current service. In the long term, transportation/land use coordination could help address underlying causes of limited mobility and reduce the need for single occupancy vehicle trips. Expenses would be minimal to none, though TransIT staff will have to commit time to work with City and County planners.

Improved Deviation Policies and Procedures

Currently, six of TransIT's Connectors allow deviations of up to ¾ of a mile on weekdays. However, all of TransIT's Connector routes should switch from deviations to complementary ADA paratransit (like the current #40, #50, and #51). This change will reduce delays and aid on-time performance. Revising the deviation policy should also positively impact ridership in the long-term. TransIT staff will need to publicize and educate riders on any deviation policy changes. Additional expenses are not expected, as TransIT is already providing extensive paratransit service.

Extended Transit Center Access/Hours of Operation

TransIT should investigate how to make full use of the East Street Transit Center, including having its own tickets and passes available for sale. The building is open according to the Greyhound staffing schedule, and thus riders cannot wait inside or use the restrooms during some mid-day gaps. In the long-term, TransIT should consider working with the MTA, the City, and Greyhound to make improvements to the building to allow TransIT to staff a portion of the building to provide on-site customer service. Though implementing this improvement depends on Greyhound's cooperation, the associated expenses could be minimal.

Coordination with the Proposed Golden Mile Circulator

TransIT should stay informed of any efforts to move forward with the Proposed Golden Mile Circulator project. Because of possible interactions and/or overlap with TransIT routes, staff should be involved in the planning and implementation process. These efforts should help to enhance overall service to the area surrounding the Golden Mile. Expenses would be minimal to none, as the service itself will likely draw on private funding.

East County Shuttle Expansion

TransIT should increase the East County Shuttle service to five days a week from its current schedule of six round trips every Tuesday and Thursday. The expansion will anticipate new development and future growth in the area, and respond to a need for service articulated by current riders and other stakeholders. The operating costs to implement three additional days of service are estimated to be about $71,700 annually (1,040 additional service hours), although some of the cost would be offset by reducing paratransit service in this area. No additional capital equipment is necessary.

Expanded Hours/Capacity on TransIT-plus

Stakeholder feedback during the TDP process strongly indicated that demand for TransIT-plus exceeds capacity. TransIT should extend TransIT-plus service hours to 7 a.m. to 6 p.m. from the current 8 a.m. to 4 p.m. This would address a growing need for countywide paratransit, especially as the population ages. One additional morning hour and two additional evening hours on weekdays would cost about $314,000 annually in operating expenses. No additional capital equipment would be required.

Route 85 Shuttle Redesign and Expansion

Based on additional stakeholder outreach to the businesses along Rt. 85, TransIT should add at least one additional a.m. and p.m. trip to the Route 85 Shuttle schedule. The shuttle would also benefit from more bi-directional routing and direct service between the Transit Center and the Crestwood Boulevard area. Redesigning and expanding the Rt. 85 Shuttle to four daily trips would make the shuttle far more convenient for current users and would attract new ones, increasing ridership. The operating cost to add two trips would be about $34,500.

Mid-term Improvements

Additional MTA Commuter Bus Service and Connections

TransIT should work with MTA to explore the possibility of weekend service on the MTA 505 and 515 buses. These buses connect to the Shady Grove Metro Station and are an important transportation option to the Washington, DC area. This alternative would be cost-neutral (for TransIT), though staff should ensure that any new MTA services have viable connections to TransIT.

Redesign of the Route Network

The redesign of the route network builds on the short-term system-wide route adjustments previously discussed. The network continues to function through timed transfers at the Transit Center, the former Frederick Towne Mall, and the FSK Mall. However, the redesign allows for streamlined routes, increased bi-directionality, and the opportunity for better on-time performance. The components of the proposed network are summarized in Table 5-1 and illustrated in Figure 5-1.

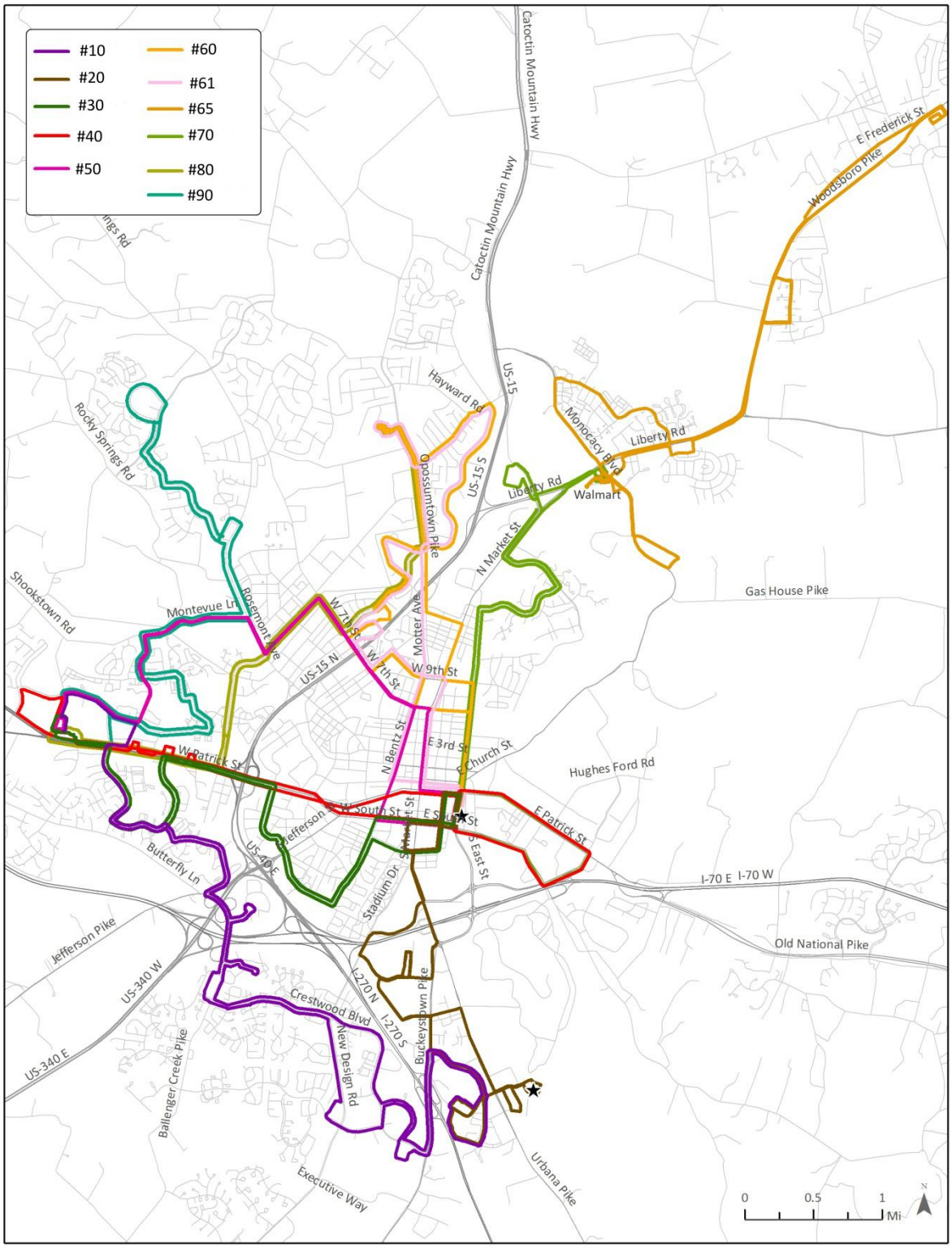
The redesign proposes increasing frequencies on the core routes (#20, #40, & #50) to 30 minutes throughout the day (not just peak hours) and 60 minutes in the evening, Monday through Friday. This would add about 10,500 hours of revenue service and an incremental cost of approximately $706,000. No

additional capital equipment would be required. The redesign would also have costs associated with printing new maps and schedules and conducting extensive rider outreach and education.

Table 5-1: Network Redesign

Route	Description	Headway
#10	Routing unchanged pending short term improvements.	45 min
#20	Bi-directional service between the Transit Center and FSK Mall via Guilford Dr. and Industry Lane. Serves Frederick Crossing Walmart, Target, and hotels every trip.	30 min 6:05 a.m. to 6:15 p.m. 60 min 6:15 to 9:45 p.m.
#30	Bi-directional service to portions of current #50/#51 along and south of W. Patrick St.	60 min, 30 min peak Similar to the current #51
#40	Current routing unchanged.	30 min day, 60 min evening
#50	Bi-directional service between the Transit Center and FTM via Patrick St, N. Market St, 7th St, Military Rd, Rosemont Ave, Montevue Ln, Willowdale Dr, and Key Parkway.	30 min day, 60 min evening Adds 4 hours of driver time
#60/61	Routing unchanged pending short term improvements.	60 min, 30 min peak for #60; 60 min for #61)
#70/71	#70- the current southern half of the #65 combined with the east loop on Patrick St and South St. #71- between Walmart and Walkersville.	60 min
#80	Bi-directional service between FTM and FCC, using Rt 40, Baughman's Ln, Military Rd, 7th St, Taney Ave, and Opossumtown Pike. No service to Heather Ridge Dr.	90 min Vehicle shared with #90
#90	Bi-directional service between FTM and Whittier via Key Parkway, Bel Aire Ln, Schaeffer Dr, Willowdale Dr, Montevue Ln, Rosemont Ave, and Tuscanney Dr.	90 min Vehicle shared with #90

Fig 5-1: Connector Network Redesign



Increased Peak Service Days

TransIT should expand peak service to operate on Martin Luther King, Jr. Day, Veteran's Day, and Christmas Eve. It should also operate on at least a few of the major holidays in which there is currently no service (Memorial Day, Independence Day, and Labor Day). Not providing service on these days creates a hardship for the transit dependent population, and reduces ridership. Holiday service could have a more limited span than regular weekday service to make it operate more efficiently.

The cost for operating peak service three additional service days per year is approximately $8,000. The cost for operating limited Connector route service, including peak hour service, on three additional service days per year is about $32,000.

Urbana and Middletown Shuttle Routes

TransIT should expand peak service to operate on Martin Luther King, Jr. Day, Veteran's Day, and Christmas Eve. It should also operate on at least a few of the major holidays in which there is currently no service (Memorial Day, Independence Day, and Labor Day). Not providing service on these days creates a hardship for the transit dependent population, and reduces ridership. Holiday service could have a more limited span than regular weekday service to make it operate more efficiently.

TransIT should expand service in the County to include connections to Urbana and Middletown. Service would operate five days a week. The expansion will encapsulate new development and future growth in the area, and respond to a need for service articulated by residents and other stakeholders. The operating costs to implement the new Shuttles is $71,000 ($34,000 for the Urbana Shuttle and $37,000 for the Middletown Shuttle). Each shuttle will necessitate new capital costing approximately $75,000 per vehicle.

Long-term Improvements

Increased Connector Route Frequency (30 minute headways)

The recommendation to increase frequency stretches back to Frederick County's 2007 TDP, and survey respondents and other stakeholder reiterated this need. TransIT should increase frequency on all its Connector routes, starting with 30 minute headways throughout the day, Monday through Saturday. The operating cost to implement 30 minute service on all Connectors during the day Monday through Saturday is estimated to be about $2,225,000 annually (33,770 additional service hours). Four additional vehicles would cost about $530,000 each.

Implement Peak Hour Service (15 minute headways)

The previously proposed improvements expanded Connector service to every 30 minutes, but in the long-term TransIT should reduce peak hour headways to 15 minutes on the most active routes. This change will increase operating and capital equipment costs, but it will also increase convenience for customers and increase ridership. The operating costs to add peak hour service to three core routes (#20, #40, and #50) would be about $1,215,000. Six additional vehicles would also be needed, costing about $530,000 each. The operating cost to add peak hour service to the remaining Connector routes would be about $1,980,000, with fourteen additional vehicles.

Implement Sunday Service

Sunday service offers additional mobility for employment, essential shopping, and church trips. TransIT should initiate Sunday service on its Connector routes, addressing a need articulated in the rider and community surveys. As an introductory measure, Sunday service could be implemented on the current #10, #20, and #40 routes. The span of service could replicate Saturdays (7:30 a.m. to 9:45 p.m.) or be slightly shorter. Approximately 1,800 Sunday service hours (3 routes operating for 12 hours) would cost about $120,000 annually in operating expenses (with an approximate net deficit of $109,000). No additional capital would be required.

Extended Evening Hours

Rider surveys indicated that later evening hours was a priority improvement. TransIT should extend its evening hours (Monday through Saturday) on all the Connector routes from its current ending time of 9:45 p.m. Adding an hour would accommodate late night trips, resulting in about 3,070 additional hours for service until 10:45 p.m. One additional evening hour Monday through Saturday would cost about $202,000 annually in operating expenses. No additional capital would be required.

Expanded Service Area

In the long-term, TransIT should expand the Connector route system to serve growth areas. This includes developments like North Crossing and Willowbrook in northwestern Frederick, and the soon to be constructed Crum Farm and Northgate Plaza shopping center. Other examples are the high-density residential and commercial area along MD 26, the southern Frederick developments near MD 351, MD 85, and New Design Road, and the western Frederick housing developments near Butterfly Lane. Operating one new Connector route on hourly headways Monday through Saturday would cost about $245,000. The capital equipment cost to add one additional route would be $530,000.

ORGANIZATIONAL PLAN

The organizational plan includes one recommendation based on the two alternatives discussed in Chapter 4. As the recommendation is a continuation of TransIT's current arrangement, no time frame is specified.

Transit Service Operated Directly by Frederick County

Frederick County currently operates transit service directly, or "in-house." The County should continue this arrangement, rather than contracting with a private transportation provider to manage and operate day-to-day service. Providing service directly allows the County to have better control over its operations and therefore its service quality. The County also avoids the expense associated with monitoring contractor performance, and handling and resolving contract disputes. The contracted service option involves less day-to-day management and administration, but County resources would still be required for contract management and ensuring compliance with the federal and state grant requirements (at least four full-time positions). Given recent experiences in other Maryland counties, as

well as the results of TransIT's FTA compliance reviews, county audits, and latest customer satisfaction surveys, Frederick County should maintain its current in-house arrangement.

TITLE VI ANALYSIS

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin. Public transportation agencies have the ability and responsibility to enhance the social and economic quality of life for people in their communities. As such, public transportation agencies must ensure that changes in services do not have a disproportionately high negative impact on below poverty or minority populations.

TransIT is not required by the FTA to evaluate its service and fare changes under Title VI due to thresholds regarding UZA population (200,000 or more) and number of vehicles operated in peak service. However, TransIT should still consider the impacts of proposed changes based on the distribution of Frederick County's minority and below poverty populations. Chapter 3 includes maps that show this distribution. In addition, Appendix C outlines the key service changes in light of Title VI. It includes maps that depict the distribution of below poverty and minority populations along with proposed changes.

Overall, minority and below poverty individuals stand to benefit from the proposed service changes included in this TDP, as do all Frederick County residents. The proposed routes have nearly the same geographic coverage as existing routes, and the operating changes are intended to increase service quality and availability. However, TransIT should continue its monitoring and evaluation efforts once these service changes are implemented to ensure that below poverty and minority populations do not experience adverse and disproportionate impacts.

IMPLEMENTATION SCHEDULE

The proposed projects described in the service plan are summarized below in an implementation timeline. In general, the short-term projects correspond to FY 2016 and 2017, the mid-term projects to FY 2018 and 2019, and the long-term projects to FY 2020 and beyond. Actual implementation may vary due to the availability of funding and other changing conditions.

Year 1 and 2 (FY 2016/2017)

- Implement route adjustments on the #10, #20, #60/61, and #65 to address on-time performance issues and increase service quality. The adjustments are cost-neutral but will require schedule updates and printing.

- Collaborate with City and County planning staff to increase transportation/land use coordination. This effort is cost-neutral.

- Transition all of the Connector routes from deviation to complementary ADA paratransit, in order to reduce delays and aid on-time performance. This effort is cost-neutral, but TransIT will have to publicize and educate riders on the change.

- Work with MTA, the City of Frederick, and Greyhound to extend Transit Center access and hours of operation. This effort is cost-neutral.

- Coordinate with stakeholders working to implement the Proposed Golden Mile Circulator. This effort is cost-neutral.

- Begin daily weekday service on the East County Shuttle. The operating costs to implement three additional days of service are estimated to be about $71,700 annually (1,040 additional service hours). No additional capital equipment is necessary.

- Add one additional a.m. and p.m. trip to the Route 85 Shuttle schedule, and make route adjustments to achieve more direct service between the Transit Center and Crestwood Boulevard. The operating cost to add two trips would be $34,500. No additional capital equipment is necessary.

- Extend TransIT-plus service hours from 7 a.m. to 6 p.m. Three additional hours per weekday would cost about $314,000 annually in operating expenses. No additional capital equipment would be required.

Year 3 and 4 (FY 2018/2019)

- Work with MTA to implement weekend service on the MTA 505 and 515 buses. This effort is cost-neutral for TransIT.

- Redesign the route network, included increased frequencies on the core routes. This would add about 10,500 hours of revenue service and an incremental cost of approximately $706,000. No additional capital equipment would be required.

- Offer peak service on Martin Luther King, Jr. Day, Veteran's Day, and Christmas Eve. Begin operating on Memorial Day, Independence Day, and Labor Day. The annual cost for both changes is about is $40,000. No additional capital equipment is necessary.

- Urbana and Middletown Shuttles. The annual cost for both shuttles is $71,000. Two additional vehicles would cost approximately $75,000 each.

Year 5 (FY 2020)

- Increase frequency on all Connector routes to 30 minute headways throughout the day, Monday through Saturday. This would cost $2,225,000 annually. Four additional vehicles would cost about $530,000 each.

Beyond Year 5

- Implement 15 minute peak hour headways on core routes (#20, #40, and #50). The operating costs would be $1,215,000, and $1,980,000 for the remaining Connector routes. This would also require 20 additional vehicles (6 and 14).

- Initiate Sunday service on Connector routes, beginning with the #10, #20, and #40. With a 12 hour span, the operating costs would be about $120,000 annually. No additional capital would be required.

- Extend Connector evening hours by one hour Monday through Saturday (running at hourly headways). This would cost about $202,000 annually in operating expenses. No additional capital would be required.

- Expand the Connector network to serve growth areas and new development. Operating one new Connector route on hourly headways Monday through Saturday would cost about $245,000. The capital equipment cost to add one additional route would be $530,000.

Financial Plan for Operations

Table 5-2 provides the conceptual financial plan for transit operations, including operating, maintenance, and administrative expenses for the five-year period. The estimated total budget for each year assumes all service improvements occur in the year planned and at the level of service planned.

Frederick County develops an annual grant application to the MTA that includes operating and capital grant requests. This grant application has to be approved by the County Executive each year. Maryland's transit program combines available federal and state funds to provide local assistance, and the allocation to the different localities is not strictly formula driven. Therefore, any estimate for the amount of grant funding available to Frederick County is somewhat speculative. The amounts for County, State, and Federal shares of the total operating budget in the above table are based on the shares in the FY 2015 ATP transportation award. The County's annual proposals will have to compete in a discretionary program. The TDP serves an important role in the MTA's annual process of reviewing grant applications: typically the projects proposed in a County's annual grant application must have been identified in the TDP in order to receive funding.

Table 5-2: Conceptual Operations Financial Plan

	Short and Mid-Term					Long-Term
	1	2	3	4	5	
Projects	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**	
FY15 Operating Budget with Inflationary Increase[1]	$ 7,069,576	$ 7,281,663	$ 7,500,113	$ 7,725,117	$ 7,956,870	
Route Adjustments	x	x	x	x	x	
Role in Planning	x	x	x	x	x	
Deviation Policy	x	x	x	x	x	
Transit Center Access	x	x	x	x	x	
Proposed Golden Mile Circulator	x	x	x	x	x	
East County Shuttle Expansion		$ 76,097	$ 78,380	$ 80,731	$ 83,153	
TransIT-plus Hours		$ 332,875	$ 342,861	$ 353,147	$ 363,741	
Route 85 Expansion		$ 36,582	$ 37,680	$ 38,810	$ 39,974	
MTA Buses			x	x	x	
Redesign of Route Network				$ 777,850	$ 801,186	
Extra Holidays/Peak Hours				$ 44,449	$ 45,782	
Urbana Shuttle				$ 37,739	$ 38,872	
Middletown Shuttle				$ 41,338	$ 42,578	
30 Min Headway (all Connectors)					$ 2,576,766	
15 Min Headway (3 Routes)						$ 1,405,509
15 Min Headway (Remaining Routes)						$ 2,295,665
Sunday Service						$ 137,346
1 Additional Evening Hour (1 Hour Headway)						$ 234,251
New Connector						$ 281,102
Total New Operating Expenses	$ -	$ 445,554	$ 458,920	$ 1,294,987	$ 3,992,053	$ 4,353,873
Subtotal Proposed Transit Operating Expenses	$ 7,069,576	$ 7,727,217	$ 7,959,034	$ 9,099,181	$ 11,948,923	

Anticipated Funding Sources for Operating	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Federal					
Section 5307	$1,757,153	$1,809,868	$1,864,164	$1,920,089	$1,977,691
Section 5311	$210,664	$216,984	$223,493	$230,198	$237,104
Preventative Maintenance Section 5307	$494,400	$509,232	$524,509	$540,244	$556,452
Preventative Maintenance Section 5311	$57,680	$59,410	$61,193	$63,028	$64,919
Subtotal, Federal	**$2,519,897**	**$2,595,494**	**$2,673,359**	**$2,753,560**	**$2,836,166**
State					
Section 5307	$1,133,809	$1,167,823	$1,202,857	$1,238,943	$1,276,112
Section 5311	$105,332	$108,492	$111,747	$115,099	$118,552
Preventative Maintenance Section 5307	$61,800	$63,654	$65,564	$67,531	$69,556
Preventative Maintenance Section 5311	$7,210	$7,426	$7,649	$7,879	$8,115
SSTAP	$163,934	$168,852	$173,917	$179,135	$184,509
Subtotal, State	**$1,472,084**	**$1,516,247**	**$1,561,734**	**$1,608,586**	**$1,656,844**
Local					
Contract Revenue - MARC & Medical Assistance	$321,591	$331,238	$341,176	$351,411	$361,953
Passenger Fares- Fixed Route, SSTAP and ADA[2]	$718,085	$765,918	$788,896	$950,709	$1,412,127
Local Cash Match	$2,037,919	$2,518,320	$2,593,870	$3,434,916	$5,681,833
Subtotal, Local	**$3,077,595**	**$3,615,476**	**$3,723,941**	**$4,737,035**	**$7,374,463**
Total Projected/Proposed Operating Revenues	**$7,069,576**	**$7,727,217**	**$7,959,034**	**$9,099,181**	**$11,948,923**

[1]Operating Budget includes Connector routes, urban and rural Shuttles, SSTAP, and ADA; 3% annual inflation factored each year.

[2]Farebox recovery ratio of 18.9% based on FY 2015 ATP.

CAPITAL PLAN

This section details the capital infrastructure needed to maintain the current level of service and to implement the operating plan presented above. The capital plan includes a vehicle replacement plan to improve the quality of service of the existing transit system. The capital plan for the vehicles applies FTA/MTA vehicle replacement standards to TransIT's current fleet. These vehicle replacement standards are as follows:

- Heavy Duty Bus (over 35'): at least 12 years of service or 500,000 miles.
- Heavy Duty Bus (under 35'): at least ten years of service or 350,000 miles.
- Medium Duty Bus (under 30', > 15,000 lbs): at least eight years of service or 250,000 miles.
- Light Duty Small Bus (15,000 lbs or less): at least six years of service or 200,000 miles.
- Raised Roof Vans, Standard Vans, Mini-Vans, and Automobiles: at least four years of service and 150,000 miles; at least five years of service and 100,000 miles; or at least six years of service regardless of mileage.

The builders of these vehicles are required to designate the projected life cycle when the vehicles are submitted for testing by the FTA, and the vehicles are designed to meet these standards. If vehicles greatly exceed the expected life, the consequent maintenance costs for over-age vehicles can significantly increase operating costs. In addition, the reliability of vehicles generally declines as they age, particularly after their design life is exceeded. This decrease in vehicle reliability also affects operating costs and impacts the quality of service for passengers. A vehicle replacement and expansion program is necessary to maintain a high quality fleet and to dispose of vehicles.

Table 5-3 details the TransIT fleet with projected mileage (based on current services), useful life status in relation to MTA's replacement schedule, and projected replacement years.

Table 5-3: TransIT Fleet

Fleet Number	Model Year	Vehicle Type	Mileage as of March 2014	Ave. Annual Mileage	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	Useful Life Criteria (Miles)	Useful Life Criteria (Years)	Projected Replacement Year
35917	2002	Bus	190,979	15,915	222,809	238,724	254,639	270,554	286,469	350,000	10	NA FY15
35918	2002	Bus	172,939	14,412	201,763	216,175	230,587	244,999	259,411	350,000	10	FY16
35919	2002	Bus	149,314	12,443	174,200	186,643	199,086	211,529	223,972	350,000	10	FY16
35920	2002	Bus	171,134	14,261	199,656	213,917	228,178	242,439	256,700	350,000	10	FY16
35921	2002	Bus	176,693	20,000	216,693	236,693	256,693	276,693	296,693	350,000	10	NA FY15
35922	2003	Bus	328,814	29,892	388,598	418,490	448,382	478,274	508,166	350,000	10	FY16
35923	2003	Bus	271,081	24,644	320,369	345,013	369,657	394,301	418,945	350,000	10	FY17
35924	2003	Bus	310,686	28,244	367,174	395,418	423,662	451,906	480,150	350,000	10	FY17
35925	2003	Bus	310,039	28,185	366,409	394,594	422,779	450,964	479,149	350,000	10	FY17
35926	2003	Bus	209,646	19,059	247,764	266,823	285,882	304,941	324,000	350,000	10	FY17
35927	2003	Bus	272,396	24,763	321,922	346,685	371,448	396,211	420,974	350,000	10	FY18
35928	2003	Bus	280,292	25,481	331,254	356,735	382,216	407,697	433,178	350,000	10	FY18
36060	2004	Bus	266,670	26,667	320,004	346,671	373,338	400,005	426,672	350,000	10	FY18
36061	2004	Bus	346,014	34,601	415,216	449,817	484,418	519,019	553,620	350,000	10	FY18
36062	2004	Bus	285,212	28,521	342,254	370,775	399,296	427,817	456,338	350,000	10	FY19
36064	2004	Bus	280,436	28,044	336,524	364,568	392,612	420,656	448,700	350,000	10	FY19
36065	2004	Bus	284,800	28,480	341,760	370,240	398,720	427,200	455,680	350,000	10	FY19

36066	2004	Bus	254,975	25,498	305,971	331,469	356,967	382,465	407,963	350,000	10	FY19
36452	2005	Bus	151,375	16,819	185,013	201,832	218,651	235,470	252,289	200,000	6	FY16
37079	2006	Sm Bus	166,261	20,783	207,827	228,610	249,393	270,176	290,959	200,000	6	FY16
37158	2006	Sm Bus	150,323	18,790	187,903	206,693	225,483	244,273	263,063	200,000	6	FY17
37193	2006	Minibus	173,971	21,746	217,463	239,209	260,955	282,701	304,447	200,000	6	FY16
37720	2008	Minibus	141,941	23,657	189,255	212,912	236,569	260,226	283,883	200,000	6	FY17
37721	2008	Minibus	165,090	27,515	220,120	247,635	275,150	302,665	330,180	200,000	6	FY16
37736	2008	Minibus	129,214	21,536	172,286	193,822	215,358	236,894	258,430	200,000	6	FY18
37829	2009	Minibus	142,342	28,468	199,278	227,746	256,214	284,682	313,150	200,000	6	FY17
37831	2009	Sm bus	121,547	24,309	170,165	194,474	218,783	243,092	267,401	200,000	6	FY18
37832	2009	Sm bus	149,819	29,964	209,747	239,711	269,675	299,639	329,603	200,000	6	FY16
37833	2009	Sm bus	150,046	30,009	210,064	240,073	270,082	300,091	330,100	200,000	6	FY16
37834	2009	Sm bus	146,572	29,314	205,200	234,514	263,828	293,142	322,456	200,000	6	FY16
37903	2009	Sm bus	137,588	27,518	192,624	220,142	247,660	275,178	302,696	200,000	6	FY17
37960	2009	Minibus	110,499	22,100	154,699	176,799	198,899	220,999	243,099	200,000	6	FY19
37961	2009	Sm bus	102,257	20,451	143,159	163,610	184,061	204,512	224,963	200,000	6	FY19
37962	2009	Minibus	120,194	24,039	168,272	192,311	216,350	240,389	264,428	200,000	6	FY18
37963	2009	Sm bus	108,529	21,706	151,941	173,647	195,353	217,059	238,765	200,000	6	FY18
37981	2010	Bus	147,615	36,904	221,423	258,327	295,231	332,135	369,039	350,000	10	FY20
37982	2010	Bus	147,680	36,920	221,520	258,440	295,360	332,280	369,200	350,000	10	FY20

37983	2010	Bus	132,132	33,033	198,198	231,231	264,264	297,297	330,330	350,000	10	NA BEYOND
37984	2010	Bus	90,721	22,680	136,081	158,761	181,441	204,121	226,801	350,000	10	NA BEYOND
37985	2010	Bus	117,854	29,464	176,782	206,246	235,710	265,174	294,638	350,000	10	NA BEYOND
37986	2010	Bus	132,057	33,014	198,085	231,099	264,113	297,127	330,141	350,000	10	NA BEYOND
38111	2010	Fusion	84,932	21,233	127,398	148,631	169,864	191,097	212,330	100,000	5	FY16
38157	2011	Bus	70,469	23,490	117,449	140,939	164,429	187,919	211,409	500,000	12	NA BEYOND
38158	2011	Bus	62,271	20,757	103,785	124,542	145,299	166,056	186,813	500,000	12	NA BEYOND
38205	2011	Grand Caravan	67,046	22,349	111,744	134,093	156,442	178,791	201,140	100,000	5	FY16
	2006	Sm Bus	225,380	25,042	275,464	300,506	325,548	350,590	375,632	200,000	6	FY16

Financial Plan for Capital

Table 5-4 provides the financial plan for vehicle replacement and expansion. The plan is based on the vehicle replacement needs identified above, beginning with FY 2016. No additional vehicles are required to implement the short-term projects, and for the mid-term projects, only nominal capital is required (one vehicle each for the Urbana and Middletown Shuttles in FY2019 and four expansion buses to achieve thirty minute headways on all Connector routes in FY2020). Depending upon implementation, long-term projects could require up to 21 expansion vehicles.

Table 5-4: Conceptual Operations Financial Plan

	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	Long-Term
Number of Vehicles						
Replacement	10	10	6	5	-	
Expansion	-	-	-	2	4	21
Total	10	10	6	7	4	
Vehicle Type						
Minivan	-	1	-	-	-	
Small Cutaway - 9/3	-	2	-	-	-	
Small Cutaway - 10/3	-	1	1	-	-	
Small Cutaway - 16/2	5	1	-	3	-	
Medium Under 30' - 23 Passenger	-	-	1	-	-	
30' Heavy Duty - 29/2 Electric	4	4	4	4	4	21
Support Vehicle	1	1	-	-	-	
Total	10	10	6	5	4	
Vehicle Costs[1]						
Replacement	$ 2,541,010	$ 2,591,779	$ 2,456,450	$ 2,458,111	$ -	$ -
Expansion	$ -	$ -	$ -	$ 144,065	$ 2,457,661	$ 13,289,802
Total Projected Costs	$ 2,541,010	$ 2,591,779	$ 2,456,450	$ 2,602,176	$ 2,457,661	$ 13,289,802
Anticipated Funding Sources						
Federal	$ 2,032,808	$ 2,073,423	$ 1,965,160	$ 2,081,741	$ 1,966,129	$ 10,631,842
State	$ 254,101	$ 259,178	$ 245,645	$ 260,218	$ 245,766	$ 1,328,980
Local	$ 254,101	$ 259,178	$ 245,645	$ 260,218	$ 245,766	$ 1,328,980
Total Projected Funding	$ 2,541,010	$ 2,591,779	$ 2,456,450	$ 2,602,176	$ 2,457,661	$ 13,289,802

[1]Based on FY 2015 ATP plus 3% inflation factor.

Other Capital Expenses and Funding Sources

The financial plan for equipment and other capital is provided in Tables 5-5. These expenses are those associated with passenger amenity and information improvements, as well as tools and communication upgrades. The identified other capital needs were included to upgrade the expansion vehicles with the necessary communication equipment.

Table 5-5: Financial Plan for Other Capital Equipment

Projects	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Facilities and Maintenance					
Technology					
AVL & APC for Expansion Buses	$ -	$ -	$ -	$ -	$ 150,000
Radios for Expansion Buses	$ -	$ -	$ -	$ -	$ 150,000
Passenger Amenities					
Total Projected Non-Vehicle Capital Expenses	**$ -**	**$ -**	**$ -**	**$ -**	**$ 300,000**

Anticipated Funding Sources	FY 2014	FY 2015	FY 2016	FY2017	FY2018
Federal S. 5311/S.5307	$ -	$ -	$ -	$ -	$ 240,000
State	$ -	$ -	$ -	$ -	$ 30,000
Local	$ -	$ -	$ -	$ -	$ 30,000
Total Projected Non-Vehicle Capital Funds	**$ -**	**$ -**	**$ -**	**$ -**	**$ 300,000**

BENEFITS OF THE TRANSIT PLAN

This TDP presents recommendations for transit improvements in Frederick County that:

- Improve service through progressive route modifications to make transit attractive and usable.
- Meet identified transportation needs including access to jobs, schools, and medical services.
- Provide transit infrastructure improvements to support continued growth in transit services.

This plan aims to improve services within the confines of the County's flat transit operating budget. Many recommendations may be implemented through cost-neutral changes of transit policies and practices. New services and transit improvements that would require additional funding were developed to address issues identified during the needs analysis, and depend on the future availability of new or additional funding. With the tough economy, public transportation can contribute to the quality of life of County residents by providing a way for residents to get to work and school, access necessary medical services, and support local business and economic development.

Appendix A
MTA Performance Standards

Recommended Revised Performance Standards for MTA LOTS

Dec 2, 2014

Cost-based Standards to be updated anually using CPI from base year 2013 (see footnote)*

Urban Fixed-Route Bus	Revised LOTS Performance Standards		
	Successful	*Acceptable*	*Needs Review*
Operating Cost per Hour	< $90.00	$90.00 - $110.00	> $110.00
Operating Cost per Mile	< $7.00	$7.00 - $8.00	> $8.00
Operating Cost per Passenger Trip	< $3.75	$3.75 - $4.50	> $4.50
Local Operating Revenue Ratio	> 70%	60% - 70%	< 60%
Farebox Recovery Ratio	> 25%	20% - 25%	< 20%
Passenger Trips per Mile	> 2.25	1.75 - 2.00	< 1.75
Passenger Trips per Hour	> 30.0	20.0 - 30.0	< 20.0

**Based on composite of 54 national peer agencies with comparably-sized operations*

Urban Demand-Response Service	Revised LOTS Performance Standards		
	Successful	*Acceptable*	*Needs Review*
Operating Cost per Hour	< $70.00	$70.00 - $90.00	> $90.00
Operating Cost per Mile	< $4.00	$4.00 - $8.00	> $8.00
Operating Cost per Passenger Trip	< $20.00	$20.00 - $30.00	> $30.00
Local Operating Revenue Ratio	> 60%	40% - 60%	< 40%
Farebox Recovery Ratio	> 12%	6% - 12%	< 6%
Passenger Trips per Mile	> 0.25	0.15 - 0.25	< 0.15
Passenger Trips per Hour	> 3.0	1.5 - 3.0	< 1.5

**Based on composite of 375 national peer agencies with comparably-sized operations*

Suburban / Small Urban Fixed-Route Bus	Revised LOTS Performance Standards		
	Successful	*Acceptable*	*Needs Review*
Operating Cost per Hour	< $65.00	$65.00 - $85.00	> $85.00
Operating Cost per Mile	< $4.00	$4.00 - $6.00	> $6.00
Operating Cost per Passenger Trip	< $4.00	$4.00 - $7.00	> $7.00
Local Operating Revenue Ratio	> 55%	45% - 55%	< 45%
Farebox Recovery Ratio	> 20%	10% - 20%	< 10%
Passenger Trips per Mile	> 1.25	0.75 - 1.25	< 0.75
Passenger Trips per Hour	> 16.0	12.0 - 16.0	< 12.0

**Based on composite of 136 national peer agencies with comparably-sized operations*

Suburban/Small Urban Demand-Response Service	Revised LOTS Performance Standards		
	Successful	*Acceptable*	*Needs Review*
Operating Cost per Hour	< $60.00	$60.00 - $80.00	> $80.00
Operating Cost per Mile	< $3.50	$3.50 - $7.00	> $7.00
Operating Cost per Passenger Trip	< $20.00	$20.00 - $40.00	> $40.00
Local Operating Revenue Ratio	> 60%	40% - 60%	< 40%
Farebox Recovery Ratio	> 12%	6% - 12%	< 6%
Passenger Trips per Mile	> 0.20	0.10 - 0.20	< 0.10
Passenger Trips per Hour	> 3.0	1.5 - 3.0	< 1.5

**Based on composite of 375 national peer agencies with comparably-sized operations*

Rural Transit Service	Revised LOTS Performance Standards		
	Successful	*Acceptable*	*Needs Review*
Operating Cost per Hour	< $40.00	$40.00 - $60.00	> $60.00
Operating Cost per Mile	< $2.00	$2.00 - $4.00	> $4.00
Operating Cost per Passenger Trip	< $7.00	$7.00 - $18.00	> $18.00
Local Operating Revenue Ratio	> 50%	40% - 50%	< 40%
Farebox Recovery Ratio	> 15%	7% - 15%	< 7%
Passenger Trips per Mile	> 0.30	0.15 - 0.30	< 0.15
Passenger Trips per Hour	> 5.0	2.5 - 5.0	< 2.5

**Based on composite of 334 national peer agencies with comparably-sized operations*

* Based on "Annual Avg. CPI" as produced by the Bureau of Labor Statistics in Table 24 of the CPI Detailed Reports available at http://www.bls.gov/cpi/#tables

Appendix B
Rider Surveys

ONBOARD SURVEY RESPONSES

1. Check all that apply:	**Response Percent**	**Response Count**
I am a City of Frederick resident	69.6%	345
I am a Frederick County resident	32.5%	161
answered question		*496*
skipped question		*87*

2. What route are you currently riding?

	Response Percent	**Response Count**
10 Mall to Mall	27.9%	149
20 FSK Mall	8.6%	46
40 Route 40	11.6%	62
50 FTM	9.2%	49
51 FTM	19.3%	103
60 FCC	8.1%	43
61 FCC	4.7%	25
65 Walkersville	3.9%	21
80 NW	1.1%	6
Route 85	0.6%	3
East County	1.3%	7
Brunswick/Jefferson	0.0%	0
Emmitsburg/Thurmont	1.7%	9
PoRs/Walkersville	2.1%	11
answered question		*534*
skipped question		*49*

3. Did you/will you have to transfer to complete this trip?

	Response Percent	**Response Count**
Yes	48.3%	262
No	51.7%	281
If yes, which route?		213
answered question		*543*
skipped question		*40*

If yes, which route?

#10 (12)	85 (7)	40, 10 (2)	50, 51, 40
#20 (51)	10, 20, Brunswick	40, 20	60, 61, 40, 20
#40 (33)	10, 40, 50	40, 60	61, 20, 10
#50 (18)	10, 65	40, 60, 65	61, 60, 50
#51 (11)	20, 40 (2)	40, 80	65, 40, 10
#60 (23)	20, 50, 51	50 or 51 (2)	all
#61 (5)	20, 60 (2)	50 or 80	on and off all day
#65 (21)	20, 60, 61	50, 20	Thurmont
#80 (3)	20/10	50, 40	

4. Where did you board the bus?

14th + Motter (5)
16th + Dogwood (2)
2nd + Bentz
4 stop Waverly
4th + Market
5th + Motter
6351 Spring Ridge Pkwy
6th + N Market
7th + Fairview (2)
7th St + East St
7th St Safeway (2)
All Transit Connector
Amber Drive
Amber Meadows
Ann Taylor Loft
Applegate
at the station
Ballenger Creek (4)
Ballenger Creek Center
Baughmans Lane (3)
BB&T Court St
Bebee Court
Bentz + 5th
Boscov's/FTM (19)
bottom of Walmart lot
Burlington
Bus station (3)
By some house
by the trails
Carroll Park Manor (2)
Cawley Drive
Center + Madison
Center + South
Center St
Central
Country Hills Apts (3)
Crestwood Blvd (6)
Crestwood + Foxcroft CVS (2)
Discovery + Stauffer
Dollar Tree
downtown (4)
E 16th + Carey Place
E 16th + Dogwood
Elmwood Terrace (3)
Emmitsburg (2)
Fairview Ave + 7th St
Farmbrook (4)
Farmbrook + Crestwood
Farmbrook + Singletree
FCC (5)
Field Pointe
FMH Crestwood
FMH, Safeway 7th St
FMS (4)
Frederick MARC (40)
Frederick Dollar General
Frederick SC Giant Eagle
Frederick Town Mall (24)
FS
FSK Mall (14)
Giant (6)
Giant Eagle (7)
Golden Corral
Golden Mile Marketplace
Grove Rd
Guilford Dr + Industry Ln
Hamilton St + E Patrick St
Heather Ridge (5)
Hickory Hill by Boscov
Hillcrest Dr (25)
Hillcrest + McCain (5)
Hillcrest + Seneca (2)
Hillcrest Dr + Essex
Hillcrest Elementary
Hillcrest Latino Market
Hospital
in Frederick
Jubilee in Emmitsburg
just before Latino Market
Key Parkway (8)
Key Pky + Old Camp (3)
Key Pky + Waverly (6)
Key Pky + Willowdale (4)
Key Pky by Giant Eagle
Kingsbrook (2)
Kmart (4)
Makey
Mall (3)
Mall to Mall (2)
MARC station (18)
McCain + Orchard
McCain Dr (6)
McCain Dr + Hillcrest Dr (7)
Military + W 7th
Motter Ave
Mt. Zion P&R (9)
Murdoc Court
N Market St
New Design Giant
New Design Rd
Nolan
Old Camp + Andover
other bus stop
Patrick + Degrange
Patrick + Jefferson
Patrick + Kline Blvd
Patrick + Market (2)
Patrick St McDonalds
Payless Shoes / Westridge
Petco Rt 40
Phebus Ave
Prospect (2)
Prospect + Jefferson St
Prospect Blvd Weis (2)
Prospect Plaza (2)
Rite Aid (2)
Roy Rogers (2)
Rt 40 (4)
Safeway (2)
Seneca (2)
Senior Center (2)
South + Bentz (2)
South + Franklin
Spectrum Dr
Spring Ridge Apts (5)
Square Corner
Station (5)
Stauffer Rd Discovery
Taney Ave (2)
Taney Ave + 7th St (2)
Taney Village Apts (6)
TJ Drive (4)
TJ High (2)
Transit Center (16)
W 7th St (2)
W Patrick + Norva
W Patrick Street (20
W South St + Burck St
Walmart (6)
Walkersville (6)
Walnut Ridge
Waverly Dr (2)
Wawa (8)
Weis Festival
Westview + Crestwood
Westview Plaza
Westview Promenade
Willowdale Dr (5)
Wilson + Taney

5. What is your destination?

85 (8)
14th + Motter
14th St at TJ High
16th + East
16th St
3rd + Market
40 26 26 40 10 40
4th + Market
5225 Buckeystown Pike
Westview
5th + East
7215 Corporate Dr
7340 Executive Way
7th + Market
7th + Motter
7th St (3)
7th St Giant Eagle
7th St Safeway
7th St Shopping Center
90 Waverly Dr
97 TJ Drive (2)
Across from MSD
American Legion
Apple Way
Ballenger Creek
Ballenger Creek Pike
BC Pike + Crestwood Blvd
Ballenger Wawa
Barley and Hops
Beckley RV
Bentz + Market
Bentz + South
Boscov's (9)
Brookside
Buckeystown Pike
Buckeystown Pike (Lowes)
Burck t
Burlington Coat Factory (2)
Bus station (3)
by Bellisario's
by Taco Bell on 40
C Mall
Center St.
Chipotle
Church St Goodwill
Citizens Care & Rehab. Center
College
College Park Plaza
Comfort Inn (2)
FDK Town Center
FHD
FMH (8)
FMS
Food Lion
Fort Detrick (4)
Frederick MARC Station (9)
Frederick Memorial Hospital
Frederick movies
Frederick Rd, Thurmont
Frederick Town Mall (7)
Frederick Transit Center (13)
front the Mall
FSK Mall (53)
Giant (2)
Giant at Kingsbrook Crossing
Giant Eagle (4)
Goodwill Industries
Grove Road
Guilford + Industry
Health Dept.
Heartsfield
Heather Ridge Dr (2)
Hillcrest (8)
Hillcrest + McCain (2)
Hillcrest + Rt 40
Hillcrest + Seneca (2)
Hillcrest by Skate Park
Hillcrest Dr + Hill St
Hillcrest Shopping Center
Hines
Holiday Inn
Hotel Hampton Inn (2)
IHOP
Industry Lane (2)
Industry Lane & Guilford Ave
Jefferson Ave
Jefferson St (5)
Jenny buses
Key Parkway (5)
Key Parkway + Belare
Kmart (4)
La Paz
Library
Macy's and Value City
Mall (8)
Mamsi
MARC station (10)
Market + Patrick
Old Camp Rd
Opposumtown pike
Patrick + Bentz
Patrick St.
Patrick Street, Route 40 W
Pawn Shop
Pep Boys
Phebus Ave (2)
Point of Rocks MARC (10)
Prospect Blvd
Prospect Plaza SC (3)
Rosemont Ave
Roy Rogers TJ Drive
Roy Rogers Plaza (2)
Rt 40 (3)
Rt 40 + Hillcrest
Rt 40 + Willowdale
Rt 40 Goodwill
Rt 85 (4)
S Jefferson Ave (Dollar Tree)
S Market St + South St (3)
Safeway / 7th St
Sam's Club
Seneca Drive + Hillcrest Drive
Silver Spring MARC station
Solarex Court
South and Center
South St (3)
Spectrum Dr
Spectrum Dr + Lowe's Lane (2)
Spectrum Dr + New Tech.Way
Square Corner
Taco Bell
Taney Ave
Taney Village
Target (3)
The Maids
the stop before Walmart
TJ Drive (9)
TJ High (3)
Tollhouse Ave - FMH
Toys R Us
Train Station
Tuscanney Dr
UHC
UHC - Himes + Corralberry
W 7th St + Taney Ave
W Patrick St (2)
Walmart (16)

Country Hills (2)
Courthouse (3)
Crestwood Blvd + Mercantile (2)
CVS on Route 40
Darcars on 85
Days Inn
DeGrange
Discovery (2)
Discovery Blvd
Doctor's (2)
Downtown (11)
downtown MARC
E 3rd + N Market
E Toll House
F. Shopping Center
Farmbrook Dr
FCC (20)
Market Street (3)
McCain Drive + Hillcrest Drive
McDonald's
McDonald's 85
Monocacy Station (5)
Motter & 7th (2)
Murdoc Court
N Market St
near Frederick High
New Design
New Design Rd + Corporate Dr
Noland - N Market
North Hampton Retirement Home
Norwick Circle
Walmart 85 (8)
Walmart on 26 (4)
Walkersville (5)
Waverly Drive
Way Station
Weis, Spring Ridge SC (5)
Wells Fargo (Progress Dr)
Wells Fargo and then walk to Fairway Vista Apts
Wendy's on 40
Westview Dr (10)
Westview Dr + Crestwood Blvd
Westview Promenade (9)
Willowdale (4)
work (3)
Wormans Rd Frederick MD 21701

6. Which improvements would be most useful to you?

	Response Percent	**Response Count**
later evening hours	41.0%	230
earlier morning hours	20.5%	115
more frequent service	40.5%	227
more geographic coverage	12.8%	72
more direct routes	14.4%	81
more Saturday service	22.6%	127
Sunday service	68.4%	384
Other		48
answered question		***561***
skipped question		***22***

Other:

- 1030 (2)
- 10 going to Monocacy
- 7:10a bus have 2 buses
- a bus loop that goes around all the shopping centers of the Golden Mile (ie Kmart, Giant Eagle, etc. starting at Golden Mile Marketplace)
- a way to DC
- able to transfer back onto same bus
- afternoon
- ask V-Ride to pick up at Jefferson Ruritan NOT Mt. Zion (TOO LITTLE PARKING)
- at least til midnight
- Benches (3)
- bring back 70 Connector
- church please
- connector 20 to 10 (we miss them within 5 minutes)
- convenient way to get transit pass
- coordinate #10 with #65 @ FTM
- earlier Saturday start (2)

- free Wi-Fi at the Transit Center; TransIT mobile app; at least one more run between 12pm and 2pm on all routes; FCC stop needs an updated schedule, FSK needs an updated schedule; more advertising for where the new stop is located at the mall
- go up Towncrest Court
- have dispatcher available to call after 5pm and before 8am
- hot always
- Keeping closer to MARC departures. random time wasted by FTM for 50/51, Walmart for 65
- larger Mt Zion Park & Ride lot
- later call center
- later peaks
- lower fares for state medical card holders
- more buses to/from the Metro
- more convenient way to get bus passes
- more parking at Mt Zion Park & Ride (2)
- More spaces at the Park and Ride lot. Commuter/carpools and vanpools take up 75% of the total MARC only spaces
- more than 2 runs a day to Emmitsburg
- need more buses out here and driver also
- on Rosemont
- on time / Not early
- peaks to run later
- Pick up from FCC at 9:40pm should go closer to downtown Transit Center. It stops at 7th St Safeway and I have to walk to the Transit Center. Also, provide the Summer Freedom pass to FCC/Hood students even if they are over 18, so long as they have a student ID
- price down on the bigger passes
- Saturday to Brunswick
- The 40 bus runs late (gets to Roy Rogers at 810 or 815 instead of 805.
- ticket cars that park in MARC spots but do not ride the shuttle or train; lot is filled before the first shuttle arrives
- timed transfers, 10:15 service on Rt 65
- transit plus better paratransit service
- wait for MARC in PM
- working till 12 midnight

7. Are there locations where you need to go that TransIT does not serve?

	Response Percent	Response Count
Yes	**32.1%**	**153**
No	**67.9%**	**323**
If yes, where?		**128**
answered question		***476***
skipped question		***107***

If yes, where?

20
20 to Walmart on Sunday
40 West - Weis Market
85 - Urbana Pike
a bus to transfer to MoCo
Adamstown
more coverage in Walkersville
Mt Philip Rd
MVA (11)
MVA, Homewood Centre
Myersville, Butterfly Ln, Monarch
near schools

anywhere in Frederick
at Doctor Bourne Way to Transit Offices
Ballenger Creek (4)
Between counties
Butterfly Lane (2)
Butterfly Ln, Monarch Ridge
Carmax
Charlestown, WV
Christophers Crossing
Closer to the MVA / not having the 61 on TJ is VERY inconvenient!!
Comfort Inn
Commuter bus at Monocacy train station
Crestwood Blvd
Damascus, Montgomery County (2)
DC, Montgomery County, and The Warehouses
Dirbourg/Darbourg, 65 more frequently
direct to Health Dept from train station
DMV we need change
Dunkin Donuts
easier way to get to Montevue/Citizens
Emerald Farms (2)
English Muffin Way
Everywhere
Extra Innings Baseball facility. It would also be Great if it were easier to purchase tickets. I work when the offices are open and a 2 wk turnaround by mail is too long…
FCC Monroe Center
from Golden Mile Marketplace to all the shopping centers opposite on the Golden Mile
from the alley FCC I get off and walk 45 min to get
FSK Mall
Further out in the county
Gaithersburg, Rockville during mid-day hours at least every hour or other hour
Gambrill State Park (Germantown/MoCo has bus routes to state parks)
Germantown
Hagerstown
Homewood at Crumland Farms
I would like a 10 connector that goes to the transit station
Jefferson city
just Macy's
Kingsbrook
Mall to mall
Middletown
Middletown, Spring Ridge every day
Monocacy Station in afternoon/evening
Montevue on Saturdays
Montgomery County (2)
New CVS and Weis market on 40
I left my apartment at 12:20 for 12:35 #80. It is now 2:25-2 hours-horrible bus service. 15 min. by car.
New Design Rd (2)
New Market (2)
New shopping center across from Clemson Corners; Montevue on Saturdays; adjust 5 min gap with 51 for timely transfers
North Crossing (2)
on Saturday morning I have to go to city Frederick to catch the 60 bus to FCC
other parts of county that Transit does not service outer city limits
outskirts of Frederick
P.U. @ Wells Fargo after 4:30pm
Party City
past FCC towards North Crossing
Riverwalk Place and walk back to Walmart or catch cab every day cause bus don't return to Wells Fargo around 12:30 when I get off
Robin Meadows
Route 26 (3)
Rt 144
Sam's Club
Shady Grove (2)
Shady Grove Metro on Saturdays and Sundays
Shady Grove -the 991 past 4:30pm
Spring Ridge, work part time at Weis
straight down Ballenger
Sundays to school and work
the 20 should go to the movies
The shopping center beside Wegman's
Thurmont
Thurmont, Mt. Airy
To the Health Center
Towncrest Court (2)
Tuscarora Elementary
Tuscarora High School (2)
Union Bridge, Frederick County side
up by Wegman's only certain time the bus go to the shopping center
Urbana (3)
Urbana Park & Ride
Virginia
Wegman's, farther down Monroe Ave
Wells Fargo in evening (only a 4:30 stop currently)
West 40
Whittier, Frederick MVA
Willowdale
Woodsboro
Woodsboro P&R

COMMUNITY SURVEY RESPONSES

1. Please check all that apply:

	Response Percent	Response Count	
I am a City of Frederick resident	45.9%	45	*answered question 98*
I am a Frederick County resident	63.3%	62	*skipped question 3*

2. What is your primary mode of transportation for the following typical trips?

	Drive Myself	Ride w/ others	Transit	Bicycle/ Walk	Taxi	Other	Response Count
Work	37	6	24	4	0	3	74
Medical	48	16	25	2	0	3	94
Social/Rec.	44	20	17	7	0	1	89
School	31	4	10	2	0	5	52
Shopping/Errands	54	16	18	1	1	1	92

3. Are you aware of the public transportation services provided by TransIT?

	Response Percent	Response Count	
Yes	86.0%	86	*answered question 100*
No	14.0%	14	*skipped question 1*

4. Are you aware of TransIT-plus?

	Response Percent	Response Count	
Yes	73.5%	72	*answered question 98*
No	26.5%	26	*skipped question 3*

5. Do you currently use TransIT and/or TransIT-plus?

Answer Options	Response Percent	Response Count	
Yes	46.8%	44	*answered question 94*
No	53.2%	50	*skipped question 7*

6. If Yes, how often do you take the bus per week?

Answer Options	Response Percent	Response Count	
Less than once a week	14.6%	7	*answered question 48*
Once a week	8.3%	4	*skipped question 53*
2-5 times a week	45.8%	22	
6-10 times a week	22.9%	11	
More than 10 times a week	8.3%	4	

7. If No, why not? (Check all that apply):

	Response Percent	Response Count	
No service is available near my home/work/school.	30.4%	17	*answered question 56*
The fare is expensive.	8.9%	5	*skipped question 45*
Did not know about public transit.	17.9%	10	
Need my car for work/school.	16.1%	9	
Need my car before/after work/school.	19.6%	11	
Trip is too long/takes too much time.	25.0%	14	
The bus is uncomfortable.	1.8%	1	
I have limited mobility so it is hard to use the bus.	7.1%	4	
Buses are unreliable/late.	7.1%	4	
Hours of operation are too limited.	39.3%	22	
Have to wait too long for the bus.	21.4%	12	

Other (please specify):

- Still able to drive
- No need at this time
- Family and myself
- Route to Woodsboro was cancelled
- Have to wait for transit plus for an hour or more after appts. Even when call and let them know I'm done.
- To schedule appts it is inconvenient and they show up an HOUR BEFORE AND AN HOUR AFTER. TOO MANY OTHER REASONS TO LIST HERE.
- Bus routes are a bit muddled, making changes necessary for some of the most basic trips (getting from Ft Detrick to downtown and back)
- Too easy to walk, bike or drive
- Work schedule is unpredictable.
- The bus doesn't go where all of my appointments are when I need it too.
- Hours of services don't work with my hours of work and need my car during working hours.

8. Would you use TransIT if it was a service that met your travel needs?

	Response Percent	Response Count	
Yes	90.8%	79	*answered question 87*
No	9.2%	8	*skipped question 8*

9. Is there a need for additional or improved TransIT service in the City of Frederick, Frederick County, and/or the surrounding area?

	Response Percent	Response Count	
Yes	81.0%	68	*answered question 84*
No (skip next question)	19.0%	16	*skipped question 17*

10. If Yes, please indicate where and/or what types of improvements are needed.

24/ 7
7 days a week (3)
Access to jobs in northern MontCo.
Additional hrs. /later hrs. for TransIT-plus
All over Frederick Co, across Co. lines, statewide
Along the bus routes
An increase in the # of Transit Plus vehicles
areas of city where there are no bus routes
Availability so people have access to mental health/substance abuse services
Be more accessible to Seniors and Handicapped
Between Frederick and Baltimore and DC
Brunswick needs more transit more times a day
bus transportation to Amtrak
buses to get out of Frederick
change afternoon peak hours
Circulator routes through downtown Frederick, to shopping/medical areas
Connection with MoCo Ride-On, Smart Cards
connector service to work areas
downtown Frederick (2)
Drivers being on time
Easier access to purchase bus tickets
Emmittsburg/Emmitsburg and Thurmont areas
Everywhere
express routes, add Sunday service, add downtown trolleys
Extend Transit office past 4 pm if problem arises.
Extend transit plus van hours past 3 pm; Sundays
Extra runs in am/pm hours and service on Sat.
Fare
fixed route bus on Sundays
Flexibility in the hours of operation and stops.
Frederick County
Frederick Town Mall
Frequent shuttles
from Urbana to FSK to meet a connector bus
Get to the Health Dept too late and stop too early
Hourly stops to Walk & Weg, service on Sundays
If the peak hours were expanded it would be great
lack of stops near senior housing
Light rail/Metro to Frederick, more MARC runs, longer hours & coordinate with MTA bus
longer hours (3)
MoCo on weekends, Mt Airy, Urbana
more Brunswick shuttles (2)
more buses (2)
More choices, routes
More direct routes, more stops, extended hours
more extensive area of service
More frequency and less exchanges
more frequent service (5)
more on new design Rt 85
more routes & more frequent buses
More routes (2)
more service all day b/w Brunswick and Frederick
more timely stops/pick-ups
More times of service to and from Emmitsburg/Thurmont area to Frederick
more times to Health Department
more TransIT routes so that trips are shorter
once or twice weekly
Operate after 9pm and on Sundays
out of the county
Outer lying areas of Frederick County
People work at all times and on Sun, VERY difficult to keep assigned schedules
Point of Rocks (2)
Quicker processing of Transitplus application.
regular service to downtown
Reliability and frequency to reduce travel times and increase convenience
Route 85- should run more often
Route 80 could be shorter
Service on Sundays and Mondays
Service to FCC at Monroe Ave
Shorter notice for Transitplus appointments.
should accept credit card./ bank cards
some service to Middletown
Stops should have signs, ex: Bentz St @ W Patrick
Sunday service (7)
Sunday service, later end time for Walkersville bus
The commuter buses are completely useless for commuting.
Throughout the city/throughout the county
Thurmont and Emmitsburg area (2)
Time management
Transit plus van service on Sundays
Transportation to the four corners of Frederick City
Urbana (2)
Urbana and Damascus
Urbana more trips to Thurmont
Urbana to Metro or MARC on weekends
Walkersville Wegman's (2)
Walkersville
Weekends (2)
Woodsboro

11. Please indicate your age:

	Response Percent	Response Count	
<18	1.0%	1	*answered question 99*
18-24	8.1%	8	*skipped question 2*
25-64	61.6%	61	
65-79	20.2%	20	
80+	9.1%	9	

12. Do you have a valid driver's license?

	Response Percent	Response Count	
Yes	71.7%	71	*answered question 99*
No	28.3%	28	*skipped question 2*
	answered question	**99**	
	skipped question	**2**	

13. How many working cars/trucks/SUVs/motorcycles are available in your household?

	Response Percent	Response Count	
0	27.6%	27	*answered question 98*
1	32.7%	32	*skipped question 3*
2	24.5%	24	
3	12.2%	12	
4 or more	3.1%	3	

14. Which best describes your current status? (You may check more than one):

	Response Percent	Response Count	
Employed full time	42.3%	41	*answered question 97*
Employed part time	13.4%	13	*skipped question 4*
Retired	27.8%	27	
Homemaker	8.2%	8	
Unemployed	12.4%	12	
Student	9.3%	9	

15. What is your annual household income level?

	Response Percent	Response Count	
Less than $10,000	18.1%	15	*answered question 83*
$10,000 - 19,999	13.3%	11	*skipped question 18*
$20,000 - 29,999	13.3%	11	
$30,000 - 44,999	12.0%	10	
$45,000 - 59,999	6.0%	5	
$60,000 - 74,999	10.8%	9	
$75,000 - 99,999	12.0%	10	
Over $100,000	14.5%	12	

16. How would you classify yourself?

	Response Percent	Response Count	
African American	12.4%	12	*answered question 97*
Asian	1.0%	1	*skipped question 4*
Caucasian/White	78.4%	76	
Hispanic/Latino	4.1%	4	
Native American/Indian	0.0%	0	
Other	4.1%	4	

17. In what part of the City/County is your home or business located?

14th. & Motter
16th & East St.
16th St and East
5th and Maxwell
7th St. and Motter Ave.
7th street
7th Street & Route 15
7thand Fairview
801 N. East Street
8th St at Market & East
9th and Motter
across from ymca
Adam Rd
Alt. 40 and Maryland Ave.
Amber and Hayward
baker park
Ballenger Creek
Ballenger creek and Crestwood
Ballenger Creek/Cawley Dr
Baughman
Baughman and Waterford
Blackberry Dr & Rt 355
Braddock Heights
Brunswick
Center Street
Church Street
Jefferson St & Catoctin Ave
Stauffer and Discovery
E. 6th and Maxwell Ave.
East & 15th; Frederick & Water
East & Church St.
East 16th St
Emmittsburg (2)
Finn Dr. & Sawyer Rd
Frederick
Heather Ridge Dr (3)
Hillcrest
Key Parkway and Old Camp Rd.
Kingsbrook
Libertytown
Maple Ave, Brunswick
Market & Madison St
Market & South St
Market St
Maryland Ave & Jefferson Blvd
MD 140 or Rt15 & Old Frederick Rd
Middletown
Middletown - Main St.
Mohican Drive
Montevue Assisted Living
Motter Avenue
Myersville
Myersville - MD Route 17 and I-70
ninth & east
Northern Frederick County
Park Mills
Pinewood & Motter Sts.
Prospect and Center
Robin meadows, Kingsbrook, Wellington Trace
Roderick & Rt80
Rt40; Buffalo Wild Wings on 26
Route 80
Sebastian Blvd. & Wheyfield Dr.
South Seton Ave and Main St. Emmitsburg, MD
stagecoach circle & progressive drive
Taney Ave (2)
Thomas Johnson Dr
Thurmont (3)
Urbana, MD Clendenin Way Major Smith
W Potomac/S Maple, Brunswick
w south and center
Walkersville (2)
Waterside Drive and Rt. 26
West Patrick and Market
West Patrick and McCain
Woodsboro

18. Where do you travel to the most?

100 East All Saints St, Frederick
5th Street
7th St. Shopping Center
7th street
Baltimore (2)
Baltimore, and Columbia
Baughmans Ln (2)
Bethesda
church
Church of Jesus Christ of LDS, North Pl
Clarksburg
Clemson Corner
College Park Plaza/Frederick SCtr.
Costco (2)
Crestwood medical center
Crestwood/Kingsbrook area
Crofton, MD
DC (9)
doctors (5)
Doctors in Frederick (2)
Doctors in Frederick & Woodsboro
downtown (17)
DSS (2)
Emmitsburg
FCC (5)
FedEx Office & Post Offices
FMH (2)
Frederick City (5)
Frederick Primary Care (2)
Frederick Senior Center
Frederick Town Mall (4)
Frederick YMCA (3)
Frederick, FSK Mall (4)
FSK Mall (24)
Gaithersburg
Germantown
Giant
Giant - Urbana
Giant Eagle (4)
Golden Mile (4)
Grocery stores in Frederick
Grocery stores- 40 & Prospect
grocery/shopping
Hagerstown
Health Dept (2)
Home Goods, FSK
Home visits all over the county
Kmart Rt 40
MD 26 corridor in City
Metro Shady Grove
Middletown (2)
Monocacy P&R (MTA 204)
Montgomery County
North Frederick
other errands in Frederick
Pennsylvania (2)
Point of Rocks
Project 103/FCDH
Rockville (3)
rosehill shopping center
Route 40 (5)
Route 85 (4)
senior center
Shady Grove
shopping
Silver Spring (2)
Solarex Ct
Sport and Health Club
Sports Authority
Thomas Johnson Dr (7)
Thurmont (3)
TJ Dr doctors' offices
Toys R Us
Transit Center
Urbana (3)
Urbana senior center
VA suburbs
Walkersville (3)
Walmart (10)
weekend trips- monocacy battlefield
Wegman's (5)
Weis (2)
Wells Fargo
West Patrick Street
West View Shopping Center
Westminster
Westview (2)
Whittier
work (2)

19. Please provide comments regarding public transit in the City of Frederick/Frederick County:

- First and foremost, I am so impressed with how well managed the TransIt service is--plus with the extent of the system. It has made retiring to Frederick even more attractive and easy. Knowing how well managed the service is, I am sure my thoughts have already been well considered but pass them on should it be useful.
- It would be helpful if the Walkersville service went to Safeway for every run. (Though, I am looking into walking from Discovery, a good opportunity for additional exercise.) For example, one gentleman told me he and other seniors had doctor appointments in Walkersville but would have a long wait for a bus or have to walk home crossing 194.
- When combined with the break in service to Wegman's, one has to catch the 7:30 AM service to catch the last bus back to the Safeway route by 9:25, the last bus that stop at Wegman's until 12:25 to get to Walkersville. The break in the late afternoon also gets complicated. But, it can be done with planning and for that I am grateful and as said above impressed. To get to Wegman's on the way into Frederick, I get off and Triangle Motors. I enjoy the walk to Wegman's and Home Goods from there but in exceptionally cold weather it would be nice to have it stop at Wegman's both ways. If one wants to go to church downtown on Sundays, there is no bus service nor can we take advantage of festivals or shopping. That could be nice but certainly can understand there is only so much that can be done on budget.
- I have not owned a car for over 30 years and have loved walking and public transportation in the cities I have lived. I now live in a 62+ development across from the Safeway. Since I moved here in April 2014 at least 3 residents have sold their car. Unlike me, public transportation is not on their radar. They will count on family and neighbors for transportation etc. I do wonder, however, if there was a stop here, on this side of 194 if some might take advantage of it. (It also may be nice for the teenagers in the neighborhood behind us.) One resident, who owns a car, has asked me to show her how to use the bus.
- Thank you for this wonderful service which is great as is. I am just one person to whom the above matters and I am sure TransIt has well-considered all of the above.
- The service is reliable and is at an affordable rate, it becomes difficult to rely on for work transportation when the last bus departs earlier than when my shift ends, I work at the FSK Mall part time and on Friday and Saturday nights the last bus leaves before the store I work at closes. I also attend church services on Sundays and I have to rely on others to get myself and my family there because there is no bus service. I am sure there are many other people in this situation. I also work on Sundays and holidays and I am forced to utilize expensive cab services.
- They need to run on Sundays to. And maybe extend the hours until 11pm
- Split planning routes according to long distance and short back/forth local runs. Look at what Baltimore did in the '50's-60's with bus and trolley services. Increase services to provide what people need and will actually use.
- It's very helpful and gets me where I'm going
- Don't know much about it.
- Assume a real help for those in need
- Very primitive system, needs to be updated with longer days and more frequent/direct routes
- Please have Sunday service
- Please for north Frederick County
- Very good, no complaints
- I have no complaints. Thankful for the most part. Drivers are nice most of the time. Thank you.
- Very good people, good drivers
- Oftentimes only need to drop off something - taxi will not (cannot wait) then I have to wait another hour or so for another. Sometimes need to only "jog in and jog out".
- Brunswick needs buses running every 15 min. Disabled/elderly have no transportation options.
- Having poor health and having to make any trip to Frederick an all-day event is not feasible. I would love to ride the bus and not ask for rides all the time.

- Make the MARC train hours either compatible or create a bus service so we don't have to drive our cars to a metro station
- Hours of operation are limited
- seriously lacking for youth transportation
- Too many stops- need express routes. Takes a long time, esp. Mall to Mall
- Fantastic for what you have to work with
- It could improve by making the Shady Grove shelter a transfer point between Frederick County buses and Montgomery County Ride On buses. You could arrange to get an inter-agency transfer valid to transfer between bus lines.
- TransitPlus is not always reliable or available for the consumer.
- TransitPlus stops at 3 PM Monday to Friday
- There is a great need for an increase of Transit Services to and from Emmitsburg/Thurmont area to Frederick especially downtown and the FSK Mall areas. We have many low income citizens who do not have their own cars to travel for jobs, medical appointments and human services. This is an important issue to consider which affects the lives of many in the Northern Frederick County areas. Thank you for the opportunity to let you know about this problem.
- Like summer passes for students. Need more availability to get to the Health Department
- I hope your data collection method will include non-online methods to attract responses from those most likely to need and use public transportation, as Frederick is currently developed.
- I'm going to get my son a Summer Freedom Pass! Great idea!!
- change afternoon peak hours to 3:30 to 6:30 instead of the current hours...stop balancing the budget on the backs of transit riders
- Frederick County needs more public transit in general. MARC is failing us. They need to have a later train leaving Frederick in the morning (moving the 7:10 train later or swapping the 5:00 train for a 7:45ish train). If there was a later MARC train I would consider taking it, but I now have to drop my child off at daycare too late to catch the 7:10 train. I would consider taking the bus from my neighborhood to get to the train station in the morning and take the bus to get back to my neighborhood.
- Should be able use credit card, etc. For transit plus, those of us disabled and no transportation. Usually don't have change and hard to get tickets for non-medical appointments. Very few drivers. Help the disabled.
- NEEDS MAJOR OVERHAUL
- I am a volunteer at Seton Ctr. and I have seen firsthand the need for transportation for the upper county (Thurmont to Emmitsburg). Thurmont has 2 large employers (RR Donnelly and NVR). I called your office and ask about making stops at these locations and I was told no. These stops could easily be accommodated in your route. The next problem is flexibility in your time schedule. The people in E-burg/Thurmont do not want to go to Frederick. We need to have more services available in the upper county. I checked on the local Thurmont cab. It is $2.80 to get in the vehicle and 1.90 per mile. That could be $15 a day and $75/wk. That is too expensive for a low income family.
- Overall, fairly well done for a smallish town, definitely need better connections to DC and Baltimore. I lived in Germany for 6 years, '02-'08, and loved the ease, affordability and prevalence of good public trams almost everywhere in Europe. I like not having to drive my car to get everywhere.
- Well operated and planned
- Service has great drivers who are very professional.
- Drivers are friendly, need more service, out of county if possible
- There needs to be more presence of the signs. If there is a larger demand, then shuttles should be more frequent.
- We should have Sunday buses. extend time for Walkersville bus
- Excellent service for seniors.

- Transit plus is great! Give 'em a raise!
- People would drive less if the transportation system was better in Frederick. Sunday is church, work, malls, or just going out. People would pay money to get out of Frederick if they didn't have to drive all the time. Nothing here in Frederick the zoo for kids, museums, etc. I hope that thing will change soon.
- All in all, it's pretty good.
- The Urbana/Shady Grove bus- we tried it once and could not even get on because it was full. The next one was coming in an hour. That is really not useful. I would use this service if there were more busses.
- I don't understand why when I only live 10 minutes from my job, & for example, I get off at 3:00, but I have a half hour to wait for one bus-#40-that it shows up too late for me to get the 3:30 bus at FTM-so I wind up waiting an extra 45 minutes for another #10 to arrive, so I don't get home until after 4:30! This needs to be changed! Also, if the drivers show up late, I don't want them taking their 5 min. breaks when I've already been there way too long- they need to get their act together!
- I wish there were public transit from Middletown to Frederick.
- Reaching out to smaller Frederick County areas.
- Allow for more than one answer for #2. Because of lack of bus service I have to get to my appts many different ways. Please increase times to match public need and the price increases.
- Bring back the Trolley Infrastructure and Routes...
- Transit drivers and staff have wonderful customer service skills, do the best they can with the funding they get, support the community in every way they can!
- As my employment location is now not anywhere near a route, the point is moot for me, but as stated your commuter shuttles are a joke. Living in Thurmont, I would not get to Frederick until 8:00...to get home I would need to be at the Transit center at 4:15. Please, tell me what full-time job has hours that schedule would work for? Maybe, maybe if I worked across the street from the Transit center, I could take the commuter shuttle and work a full day. And yet when I have brought up this issue before - I was told there isn't enough demand for the shuttle. Um, yeah, because the shuttle hours are unreasonable for most people. I'm sure TransIT provides great schedules and service in the City. Too bad most of the people that live in Frederick County are not City residents. So glad that City residents are the majority beneficiaries of a COUNTY program.
- I LOVE TransIt. The drivers are sweet and helpful and the buses comfortable.
- Transit is a good, needs more funding from county and state to expand to become a great service

Appendix C
Title VI of the Civil Rights Act of 1964

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin. The FTA provides guidance to help public transportation agencies verify that service and fare changes are not discriminatory in nature. TransIT can take the following steps when evaluating service changes:

- Describe proposed changes and the rationale behind them.
- Describe the impacts of service changes on below poverty and/or minority communities. In particular, establish why the proposed service would not have a disproportionately high and adverse effect on below poverty and/or minority populations.
- Describe transit alternatives available to riders impacted by proposed changes and identify measures that would be taken to avoid, minimize, or mitigate any adverse effects. Also describe any enhancements or offsetting that would be implemented in conjunction with the service.
- Describe how the agency intends to reach out and involve minority and below poverty populations to make sure their viewpoints are considered.
- Determine whether it is necessary to disseminate information that is accessible to Limited English Proficient (LEP) persons. If so, describe the steps that will be taken to provide information in languages other than English.

The first four bullets are addressed for each relevant service change. The last two bullets are addressed below.

Minority and Below Poverty Involvement

To satisfy the requirements of Title VI, TransIT will continue to reach out to minority and below poverty populations to make sure their viewpoints are considered. TransIT uses press releases, advertising, public notices, websites, rider bulletins, and other means to communicate with both the general public and with minorities and below poverty populations. TransIT advertises public meetings in the local newspaper and on all vehicles, and issues press releases on service changes and proposals.

Given TransIT's average rider profile, alerting current riders is an effective method to reach many of the County's minority and below poverty residents. Forty percent of riders classified themselves as having an annual household income of less than $12,000 in TransIT's 2013 customer satisfaction survey. TransIT has comment cards on its vehicles, and conducts regular customer surveys.

TransIT staff members also regularly attend community events to publicize available transit options and involve minorities and below poverty individuals. TransIT staff visit schools, senior/assisted-living complexes, and human service agencies to engage segments of the population that tend not to provide input.

Limited English Proficiency

TransIT must determine whether it is necessary to disseminate information accessible to persons with LEP. According to the 2008-2012 American Community Survey, about 12 percent of Frederick County residents five years and older speak non-English at home (about 27,000 individuals). Of those, about 4,000 individuals speak English "not well" or "not at all." The need for resources to address the LEP population primarily pertains to those who speak Spanish at home (about 13,000 individuals).

Among other strategies, TransIT accommodates LEP individuals by providing translation and interpretation service free of charge upon request, tracking requests for language assistance from past meetings and events, surveying drivers about contact with LEP individuals, and tracking visits to non-English versions of TransIT's website. The TransIT website has a "translate this page" option and a link to a Spanish version of the Ride Guide. TransIT also aired a dubbed Spanish language commercial and produced an article in Spanish and English for the Frederick Memorial Hospital's magazine.

Proposed Service Changes

This Title VI analysis only considers some of the proposed service changes in depth: the East County Shuttle expansion, the Route 85 expansion, and the network redesign (short-term route adjustments are discussed as part of the overall network redesign). For the other proposed changes, minority and below poverty individuals will likely share proportionately (if not more so) in the benefits. No measures to avoid, minimize, or mitigate adverse effects, or enhancements or offsetting, would need to be implemented to ensure non-discrimination.

Policy-oriented changes especially will positively affect all service area populations: an increased role in city/county planning, a revised deviations policy, access to the Transit Center, and cooperation with stakeholders on the Golden Mile Circulator and MTA commuter bus service. Extending TransIT-plus hours, adding holiday service, reducing connector headways, and adding an additional evening hour are changes that increase the level of service of the entire system. They do not target particular routes or come at the expense of reductions in service in other areas.

For those improvements that do pertain to particular routes (i.e., fifteen minute peak headways and Sunday service on only some connectors), the routes were chosen due to current activity in order to benefit the greatest number of riders. This analysis does not consider their impacts on minorities and below poverty individuals because both are planned for the very long-term, outside of the five years of the TDP. TransIT should consider these prior to implementation. Similarly, if TransIT is able to implement the long-term recommendation of expanding the service area with an additional connector route, staff should analyze the actual proposed routing in a more extensive Title VI analysis.

Maps of Frederick County's minority and below poverty populations are shown in Chapter 3. In Census block groups where the population in question is greater than the average for all block groups, TransIT should demonstrate that the proposed service and fare changes avoid discrimination. The relevant service changes are listed below, including information to help verify that the changes are not discriminatory in nature.

East County Shuttle Expansion

- The East County Shuttle expansion increases service from Tuesdays and Thursdays only to service every weekday. The expansion anticipates new development and future growth in the area, and responds to stakeholder feedback on service needs.

- As a service expansion, this change is likely to benefit rather than have a disproportionately high and adverse effect on below poverty or minority populations (see Figure C-1). Of the 27 block groups within 0.25 miles of the East County Shuttle, thirteen are classified as having above average below poverty populations and fourteen are classified as having above average minority populations. This proportion is higher than the makeup of block groups across all of Frederick County, so the expansion could actually result in greater benefits to below poverty and minority populations.

- No measures to avoid, minimize, or mitigate adverse effects, or enhancements or offsetting, would need to be implemented to ensure non-discrimination.

Route 85 Shuttle Redesign and Expansion

- The Route 85 Shuttle redesign and expansion adds two round trips to the current schedule. The shuttle will follow a more bi-directional routing between the Transit Center and the Crestwood Boulevard area, still to be determined. Both changes will make the shuttle more convenient for riders and may attract new ones. Because the exact new routing is unknown, this analysis considers the Route 85 as it currently runs.

- As a service expansion, this change is likely to benefit rather than have a disproportionately high and adverse effect on below poverty or minority populations (see Figure C-2). Of the 24 block groups within 0.25 miles of the Route 85 Shuttle, nine are classified as having above average below poverty populations and thirteen are classified as having above average minority populations. Similar to the East County Shuttle service area, this proportion is higher than the makeup of block groups across all of Frederick County. The expansion could actually result in greater benefits to below poverty and minority populations.

- No measures to avoid, minimize, or mitigate adverse effects, or enhancements or offsetting, would need to be implemented to ensure non-discrimination.

Redesign of the Route Network

- The redesign of the route network builds on short-term route adjustments, resulting in more bi-directional routes and better on-time performance. Route frequencies either remain the same or

increase. As shown in Figure C-3, the redesign has nearly the same geographic coverage as current service.

- The redesign is unlikely to have a disproportionately high and adverse effect on below poverty or minority populations. Service is only eliminated on a few short segments in the network. For example, the segment serving the East Church Street Goodwill is eliminated. Though Goodwill is located in an above average below poverty and minority block group, it was only served by Route #60 on selected trips. On/off counts found it to have zero rider activity. Another eliminated segment is a stretch of New Design Road previously served by the #10. This segment did not have any stops along its length. Previously on the #10 was the Farmbrook Drive loop. One of three adjacent block groups have above average below poverty populations and two of three have above average minority populations. However, the #10 only served Farmbrook Drive in the eastbound direction, and ridership did not warrant bi-directional service. Any impacted riders will still have (at maximum) a .5 mile walk to service on Crestwood Boulevard.

- Due to the minor nature of the coverage changes, no measures to avoid, minimize, or mitigate adverse effects, or enhancements or offsetting, would need to be implemented to ensure non-discrimination.

Figure C-1: Title VI Analysis – East County Shuttle

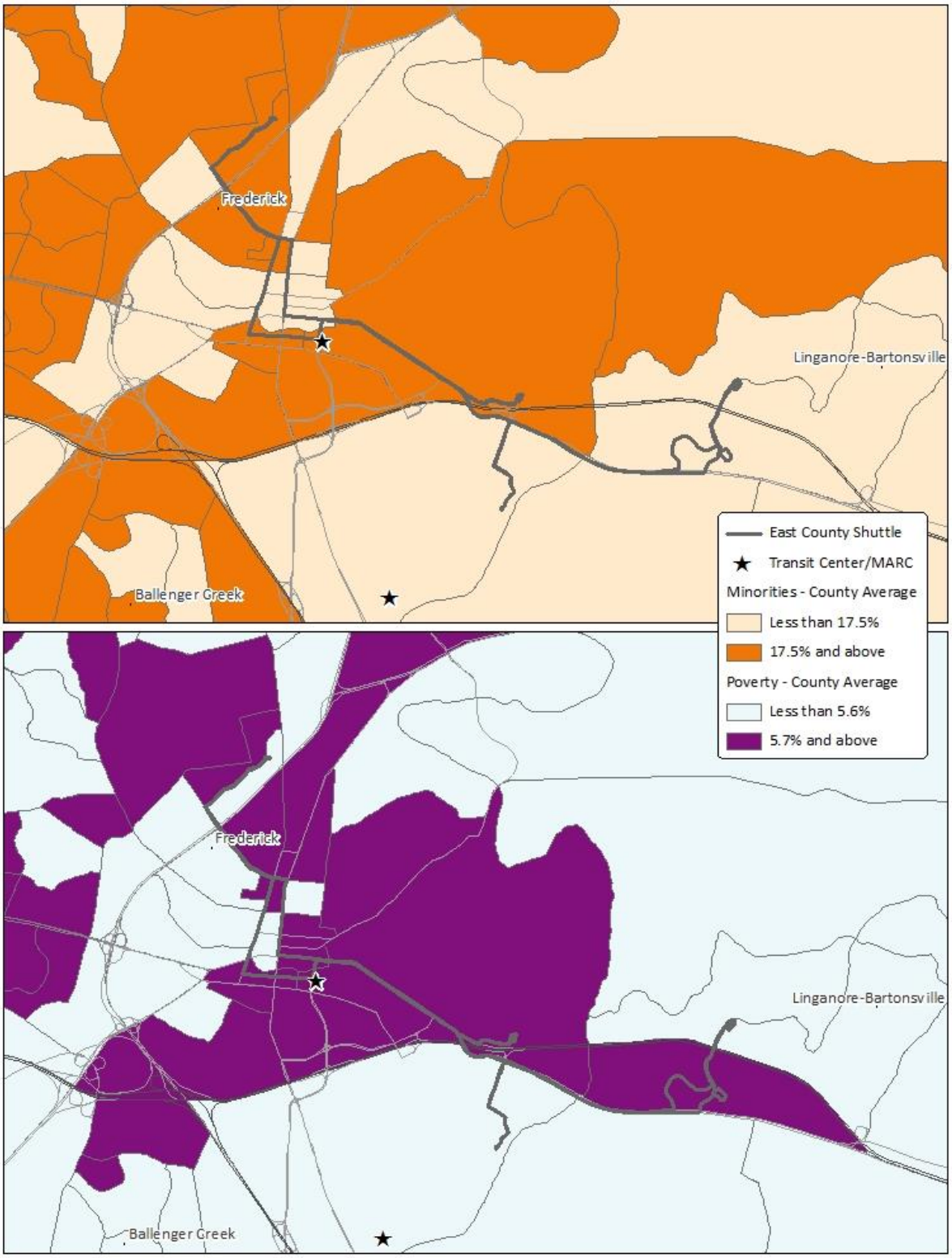


Figure C-2: Title VI Analysis – Route 85 Shuttle

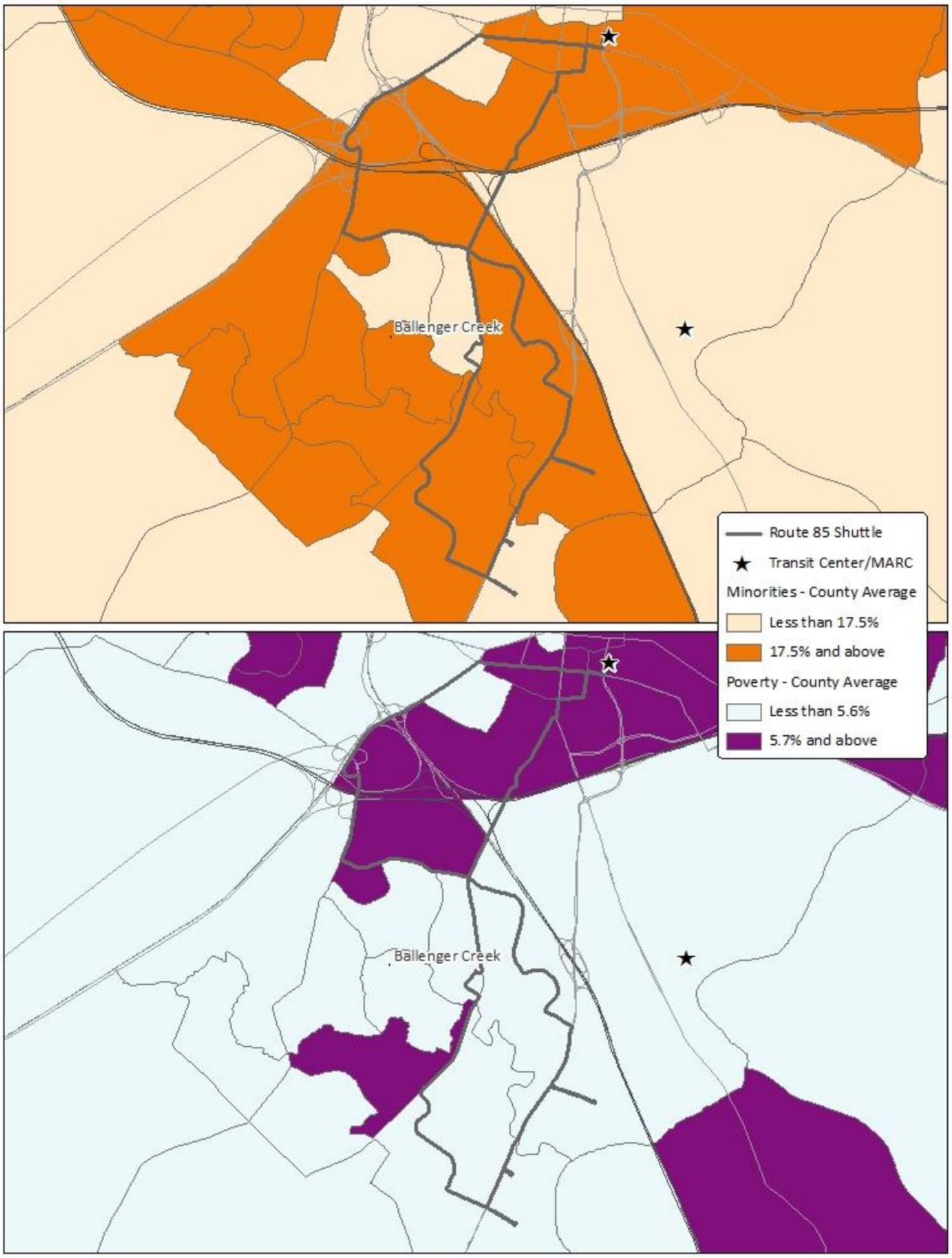
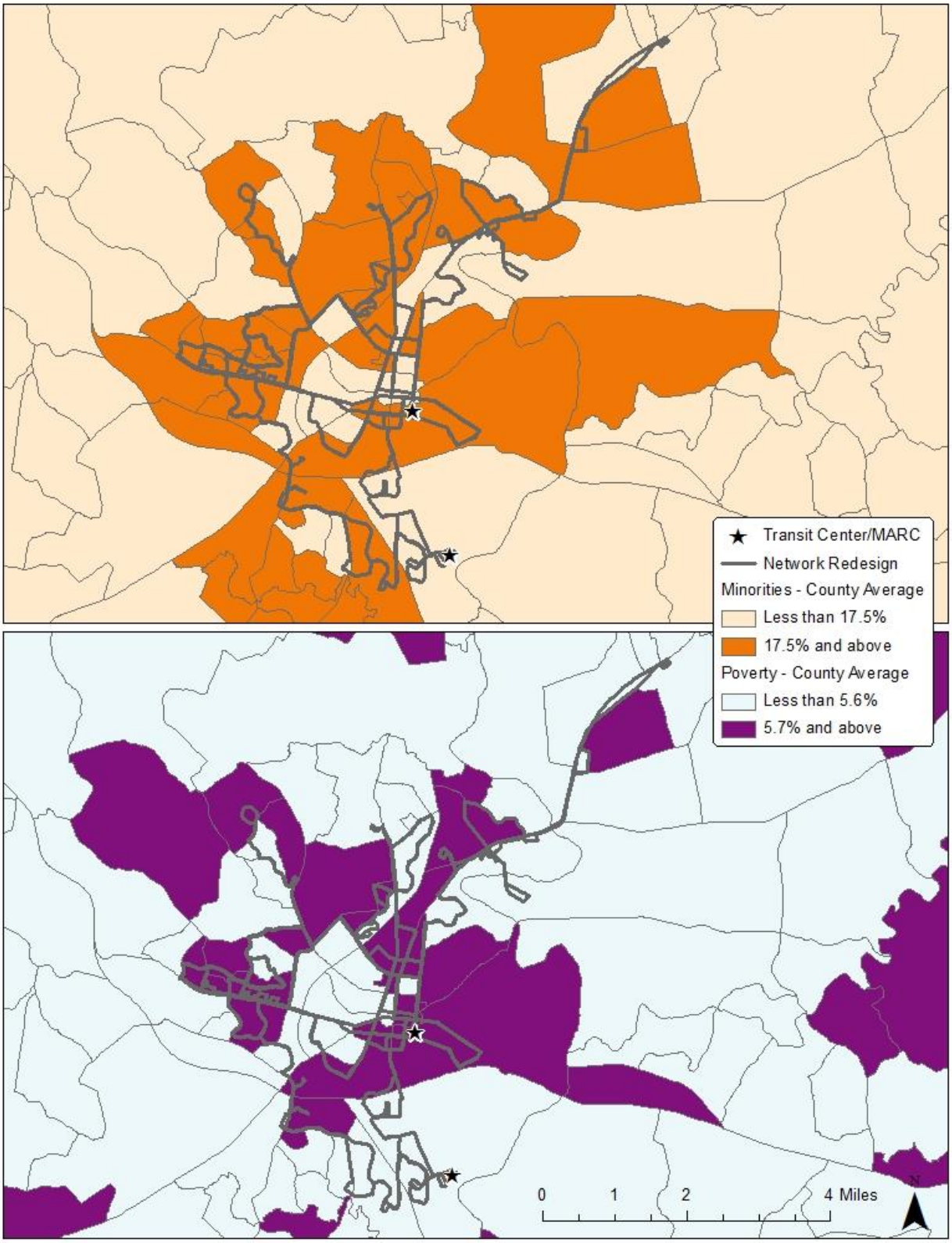



Figure C-3: Title VI Analysis – Route Network Redesign