



# TransIT

TransIT Services of Frederick County

## Annual Report FY2020

### FY2020 HIGHLIGHTS

- 4 New Electric Buses were added to TransIT's fleet. All of TransIT's electric buses are now powered by renewable energy from the County's solar array.
- Token Transit, the mobile ticketing app, introduced and implemented a farecapping feature for customers.
- Two new providers were added to the Taxi Access Program.
- TransIT welcomed new Division Director Roman Steichen in March as former Director Nancy Norris retired after 20 years in late February.

## TRANSPORTATION SERVICES ADVISORY COUNCIL

The Transportation Services Advisory Council (TSAC), comprised of volunteers appointed by the Frederick County Council, works closely with TransIT to identify transportation trends and issues and increase awareness of transportation alternatives.

### MEMBERS

Michael Levensgood - Chair

Dianne Lewis

Maria Lorenzana-Castro

Nadine Austry

Michael Planz

Amy Crehan

Tim Davis

Jaime McKay

Cornelius Fay

Christopher Hashemzadeh

### EX-OFFICIO MEMBERS

Roman Steichen  
Director, TransIT Services

Steve McKay  
Frederick County Council

David Edmondson  
Frederick City,  
Planning and Zoning

Sharon Suarez  
Frederick County  
Planning Commission

Ron Burns  
Frederick County  
Planning &  
Permitting

Vaughn Ripley  
MD Municipal  
League

Kelly Russell  
Frederick City  
Alderman

Gunnar  
Pedersen  
Ft. Detrick

Fred  
Punturiero  
F.C.P.S.



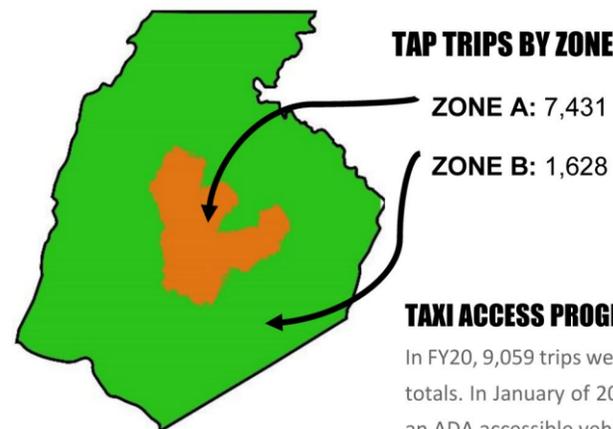
Drivers of the Year: Charles Tasco (fixed route); Brian Blumenauer (paratransit)

## TRANSIT STAFF

- NANCY NORRIS, FORMER DIRECTOR
- ROMAN STEICHEN, DIRECTOR
- JOE ORTEGA, OPERATIONS DIRECTOR
- BOB DINSMORE, OPERATIONS MANAGER
- DENNIS DEVLBISS, OPERATIONS MANAGER
- CARRIE ANDERSON-WATTERS, TRANSPORTATION PLANNER
- LORI FINAFROCK, FISCAL MANAGER
- KENDALL TIFFANY, COMMUNICATIONS MANAGER
- SANDY RUARK, TRANSIT COORDINATOR
- VICTORIA BAILEY, ADMINISTRATIVE SPECIALIST
- CHRISTIE WARNER, ADMINISTRATIVE SPECIALIST
- CYNTHIA HENDRICKSON, OPERATIONS SUPERVISOR
- SUE THOMPSON, OPERATIONS SUPERVISOR
- STEVE BLADEY, OPERATIONS SUPERVISOR
- AL JOAO, DISPATCHER
- MADELYN HAYWARD, DISPATCHER
- CAROL PUTMAN, DISPATCHER
- DOUGLAS LANGLOIS, DISPATCHER
- CHARLES RIDGLEY, UTILITY
- DRIVERS: 43 FULL-TIME, 36 PART-TIME

Fiscal Year 2020 was a *unique year* as the country was hit with a *pandemic* that closed a number of businesses and reduced operations for TransIT in March resulting in a significant decrease in ridership.

TransIT would like to *thank all of their drivers and operation staff* for keeping service running during an unprecedented time.



## TAXI ACCESS PROGRAM

In FY20, 9,059 trips were booked using the program: a 1.4% increase in trips over FY19 totals. In January of 2020, Xpress Ride joined as a provider for the TAP program with an ADA accessible vehicle.

## MARKETING AND OUTREACH

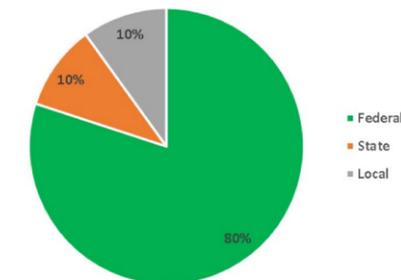
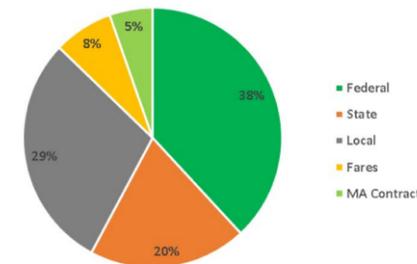
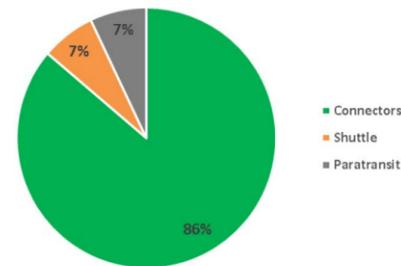
TransIT's marketing and outreach efforts encompass the public transit system, paratransit services and commuter assistance - including employer outreach services which provide commute options to Frederick County employers.

### Marketing highlights:

- TransIT appeared in or was mentioned in the media 85 times.
- More than 100 new people registered for ridesharing in Frederick County despite closures from March through June.
- Two new vanpools were formed using the Vanpool Incentive Program.
- TransIT worked with Token Transit to implement a farecapping feature which allows customers' passes to convert one-way passes to daily passes and one-way passes into a monthly pass once a cost threshold has been reached for one way trip tickets.
- TransIT Facebook page has grown by 12.4% and Twitter has grown by nearly 4%.

## FLEET

TransIT vehicle fleet consists of 56 vehicles: 26 are kneeler connector buses which include 2 hybrids, 5 fully refurbished electric buses, and 4 new electric buses, 21 are lift-equipped shuttles, 1 is a lift-equipped medium duty bus, 6 minivans, 1 hybrid sedan, and 1 utility vehicle.



## FY20 SYSTEM RIDERSHIP

FY20 system ridership totaled 483,402 one-way passenger trips. Due to COVID-19 closures and reduced service from March until June, ridership across all services saw an average decrease of 18.6%.

Connectors:	416,831
Shuttles:	32,543
TransIT-plus:	34,028
<b>TOTAL</b>	<b>483,402</b>

## FY20 FUNDING SOURCES

FY20 funding sources stemmed from Federal, State and local government as well as revenues from fare collection.

Federal	\$2,373,854.74
State	\$1,230,958.00
Local	\$1,829,956.11
Fares*	\$462,673.60
MA Contract	\$335,292.31
<b>TOTAL</b>	<b>\$6,232,734.76</b>

\*Fares were not collected in Q4.

## FY20 CAPITAL FUNDS

TransIT received funding for preventative maintenance and half of the facility expansion.

Federal	\$2,616,000.00
State	\$327,000.00
Local	\$327,000.00
<b>TOTAL</b>	<b>\$3,270,000.00</b>

## FY 21 PRIORITIES

### INCREASE RIDERSHIP

Many TransIT projects like those shown below are part of an effort to improve our customers' experience, and thereby increase ridership and service awareness. Throughout FY21, we will continue to welcome back ridership lost during COVID-19 closures in Q4 of FY20.

### TRANSIT OFFICE EXPANSION

The TransIT Division has outgrown their current office space and will be expanded throughout the next year. Building expansion includes more office space, a larger space for TransIT drivers to utilize before and after shifts, and a larger conference room. The expansion was set to begin in FY2020 but due to COVID-19, the project was delayed.

Construction will begin in fall of 2020.

### TOKEN TRANSIT

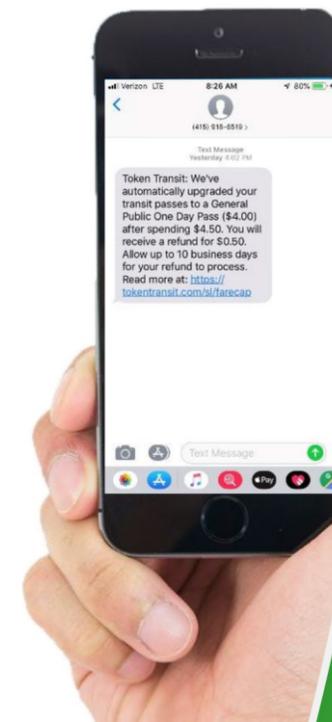
In FY21, Token Transit, TransIT's mobile ticketing app will be upgraded to Token Transit 2.0 which will create more visible tickets for drivers to aid in physical distancing. The 2.0 feature also allows the app to integrate with Google Maps. When riders plan their trips on Google, they will be presented with the opportunity to go to Token Transit to purchase their fare.

### TRANSPORTATION DEVELOPMENT PLAN

Every five years, TransIT's Transportation Development Plan (TDP) is updated with a consultant based on the changes that have taken place in the county in the last five years. The plan will be updated this fiscal year.

### BUS SHELTERS & SHELTER ADVERTISING

In FY21, TransIT will continue to expand their bus shelter and shelter advertising program. TransIT plans to add ten new bus shelters to locations with high ridership in Frederick.



TransIT Operations disinfects vehicles during COVID-19 between runs at the Transit Center.

# TRANSIT

## TRANSIT SERVICES OF FREDERICK COUNTY

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## TRANSIT SERVICES OF FREDERICK COUNTY

An award-winning organization, TransIT Services of Frederick County provides public transit, paratransit, and commuter assistance. TransIT is an essential community service benefitting all County citizens by providing access to jobs, shopping, medical, and educational facilities; reducing auto emissions and traffic congestion; and improving quality of life for those who use our services and their families.

As part of a commitment to improving air quality and reducing traffic in the region, TransIT promotes transportation alternatives to local employers. As Frederick County continues to grow and endeavors to serve both its residents and the businesses so critical to economic well-being, it is critical that constituents understand the role of TransIT and TSAC in advocating for responsible planning for transportation projects. We welcome public comment and involvement.



### **PUBLIC TRANSIT**

Connector buses operate in the City of Frederick and urbanized areas of Frederick County, serving medical, employment, education, and shopping centers. Six Connector Routes can deviate within a 3/4 mile corridor of their route for passengers who are unable to board the bus at a regular stop because of a disability. Connector Routes operate Monday—Friday, 5:30 a.m. to 9:30 p.m. (until 9:45 p.m. on Friday) and Saturday, 7:30 a.m. to 9:45 p.m. Shuttles serve Brunswick, Emmitsburg, Thurmont, eastern Frederick County, North City of Frederick, Route 85, and the Point of Rocks MARC Station.



### **PARATRANSIT & TAXI ACCESS PROGRAM**

TransIT-plus is a demand-response paratransit service for Frederick County's 60+ population and people with disabilities. Other transit-dependent persons may use this service on a space-available basis. ADA paratransit is available for people with disabilities that prevent them from using the Connector Routes.

TransIT's Taxi Access Program is a supplemental program for TransIT-plus customers to use 365/24/7. TAP customers contribute a small copay based on the resident zip code to receive a monthly allotment for taxi service.



### **COMMUTER EDUCATION & ASSISTANCE**

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

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