

TransIT

TransIT Services of Frederick County

Annual Report FY2021

FY2021 HIGHLIGHTS

- TransIT continued providing essential transportation services throughout the pandemic.
- Gloria Rodriguez (paratransit) and Maria Queen (fixed route) were named Drivers of the Year for FY2021.
- TransIT's Facility Expansion began in early FY2021.
- Three new vanpools were created with assistance from the Vanpool Incentive Program.
- Driver barriers and hand sanitizer stations were installed on all TransIT vehicles.

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

Jaime McKay - Chair

Cornelius Fay

Tim Davis

Alan Feinberg

Dianne Lewis

Maria Lorenzana-Castro

Joseph Conny

Christina Forbes

Thomas Davy

EX-OFFICIO MEMBERS

Steve McKay
Frederick County Council

Kelly Russell
City of Frederick Alderman

Vaughn Ripley
MD Municipal League, City of Brunswick

Carole Sepe
Frederick County Planning Commission

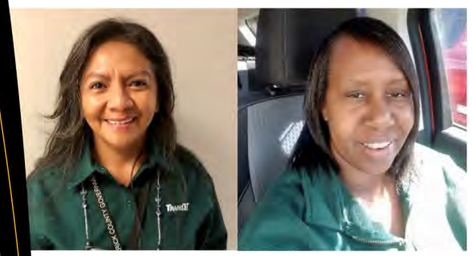
Roman Steichen
Director, TransIT Services

Charles Freeman
Frederick County Planning & Permitting

David Edmondson
City of Frederick, Planning Department

Wilfred Plumley
Ft. Detrick

Fred Punturiero
F.C.P.S.



Drivers of the Year: Gloria Rodriguez (paratransit); Maria Queen (fixed route)

TRANSIT STAFF

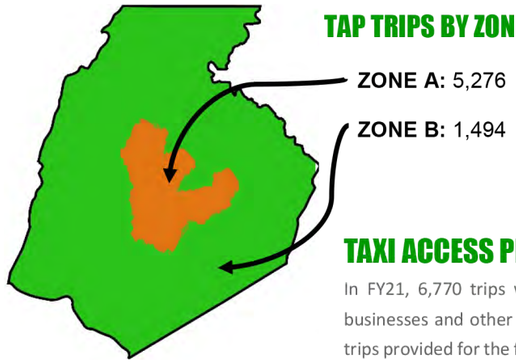
- **ROMAN STEICHEN,** DIRECTOR
- **JAIME MCKAY,** DEPUTY DIRECTOR
- **JOE ORTEGA,** OPERATIONS DIRECTOR
- **BOB DINSMORE,** OPERATIONS MANAGER
- **DENNIS DEVILBISS,** OPERATIONS MANAGER
- **CARRIE ANDERSON-WATTERS,** TRANSPORTATION PLANNER
- **LORI FINAFROCK,** FISCAL ADMINISTRATOR
- **KENDALL TIFFANY,** COMMUNICATIONS MANAGER
- **SANDY RUARK,** ADMINISTRATIVE 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, 34 PART-TIME

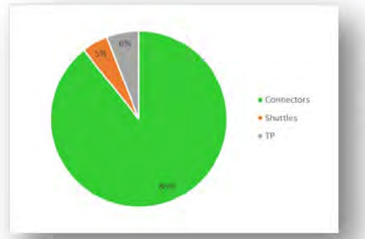


TransIT staff passes out Bike to Work Day information and t-shirts at the Transit Center.

Effects from the pandemic continued in to Fiscal Year 2021 *with low occupancy rates in businesses, virtual schooling, and many still working from home full time. TransIT's ridership is still continuing toward pre-pandemic levels. TransIT would like to* ***thank all of their drivers and operations staff*** *for keeping service running during an unprecedented time.*

TAP TRIPS BY ZONE

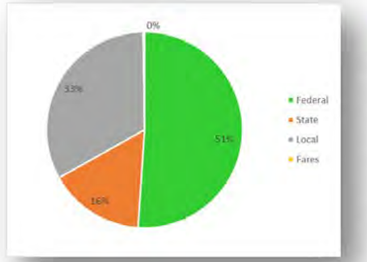




FY21 SYSTEM RIDERSHIP

FY21 system ridership totaled 415,070 one-way passenger trips. Due to COVID-19 closures, virtual school, and telework, ridership across all services saw an average decrease of 16.5%.

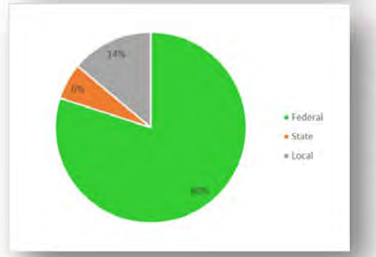
Connectors:	370,433
Shuttles:	19,917
TransIT-plus:	24,720
TOTAL	**415,070**



FY21 FUNDING SOURCES

FY21 funding sources stemmed from Federal, State and local government as well as revenues from fare collection.

Federal	$3,264,141.00
State	$1,010,942.00
Local	$2,104,048.00
Fares	$13,267.00
TOTAL	**$6,392,398.00**



FY21 CAPITAL FUNDS

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

Federal	$3,256,000.00
State	$250,000.00
Local	$564,000.00
TOTAL	**$4,070,000.00**

TAXI ACCESS PROGRAM

In FY21, 6,770 trips were booked using the program. Due to lower capacities at businesses and other pandemic related factors, the TAP program saw a decrease in trips provided for the first year since it's fruition in late 2015. Agniman Transportation, Bowie Transportation, and Taxi Fiesta continue to be the program providers.

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's marketing efforts remained mostly virtual and digital for FY21 due to in person COVID restrictions.
- TransIT Facebook page grew by 14.3% and Twitter grew by 2.1%.
- Wells and Associates became Frederick County's new Employer Outreach contractor in October of 2020.
- Three new vanpools were formed using the Vanpool Incentive Program.
- TransIT hosted two different Bike to Work Day pit stops on May 21st, 2021 to allow participants flexibility to attend. The morning pit stop was held at the Frederick Transit Center and the afternoon pit stop was held at Attaboy Brewery.



TransIT's facility undergoes a building expansion during 2021.



FLEET

TransIT vehicle fleet consists of 51 vehicles:

- 23 are kneeling Connector buses which include 2 hybrids, 5 fully refurbished electric buses, and 4 new electric buses;
- 20 are lift-equipped Shuttles and 1 is a lift-equipped medium duty bus;
- 6 minivans and 1 utility vehicle.

FY 22 PRIORITIES

REBUILD RIDERSHIP

TransIT continues to identify strategies to improve our customers' experience and enhance awareness of our service. Throughout FY22, we will continue to welcome riders back to the system as ridership rebounds.

TRANSIT FACILITY EXPANSION COMPLETION

The TransIT Division had outgrown their former space and underwent a facility expansion during much of FY21. The facility expansion will be completed and occupied in mid-FY22.

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 since the last TDP. The consultant presented changes at the end of FY21 and implementation of changes will be explored and presented to the public in FY22.

CUSTOMER EXPERIENCE

TransIT is always exploring ways to improve customers' and visitors' experience with the system. Throughout FY22, TransIT plans to enhance system wayfinding to improve self-sustainability and confidence in using the system; explore fare restructuring to ensure equity in the community; and improve bus stops including safety enhancements, ADA compliance, and improved amenities such as benches and shelters.

TECHNOLOGY IMPROVEMENTS

In FY22, TransIT will continue to expand and improve technologies available for customers including adding TransIT-plus fare to the mobile ticketing app, Token Transit; implement audio/visual stop announcements for Connectors and Shuttles; and explore adding automated vehicle location (AVL) systems on shuttle routes.

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ABOUT 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 residents 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.