

2023 Annual Report



TRANSIT



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Who We Are

Public Transit

Connector routes operate in the City of Frederick and urbanized areas of Frederick County, with six routes that can deviate within 3/4 mile to provide greater accessibility. Connectors operate weekdays beginning at 5:30 a.m. until approximately 9:45 p.m., and Saturdays 7:30 a.m. to 9:45 p.m. Shuttles operate weekdays and serve Brunswick, Jefferson, Emmitsburg, Thurmont, Spring Ridge, Worman's Mill, the Route 85 corridor, and the Point of Rocks MARC Station.

Both the Brunswick/Jefferson and Emmitsburg/Thurmont Shuttles offer Saturday service.

23
kneeling
Connector
buses



Paratransit and Taxi Access Program (TAP)

Transit-plus is a demand-response paratransit service for Frederick County's 60+ population and people with disabilities. ADA paratransit is available for people with disabilities that prevent them from using fixed-route services, and others may ride if space allows.

Transit's Taxi Access Program (TAP) is a supplemental program for Transit-plus customers to use when Transit-plus services are unavailable. TAP customers contribute a small copay based on their zip code to receive a monthly subsidy toward taxi service.

Commuter Resources and Employer Outreach

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.

Transit's fleet is comprised of 51 vehicles

6 minivans
and
1 utility vehicle



Transit Services of Frederick County provides public transit, paratransit, and commuter assistance. An award-winning organization, Transit provides an essential service and enhances the quality of life for all County residents and visitors 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.

Highlights

Transit Expands Rural Shuttle Service:



On Saturday, April 1st, we launched a pilot program that will give people living in Brunswick, Emmitsburg, Jefferson, and Thurmont more access to Transit's award-winning service. They can now take advantage of round-trip shuttles on Saturdays!

This pilot program is just one of many ways that we're working to make our service more accessible for everyone. We know how important it is to have reliable transportation options available to you—whether it be work or school, doctor appointments or the grocery store. Transit is focused on improving the customer experience, regardless of where a rider boards, and is identifying improvements to bus stops and transfer facilities throughout Frederick County.

The pilot program includes the following features:

- Brunswick/Jefferson riders will have two round trips between Frederick and Brunswick every Saturday.
- The Brunswick/Jefferson route's first trip will start in Frederick, rather than in Brunswick, ensuring employees can get to early shifts in Brunswick.
- Emmitsburg/Thurmont riders asked for a late morning option that provides access to medical appointments along Thomas Johnson Drive, so a late morning trip will be available on Tuesdays and Thursdays.
- Emmitsburg/Thurmont riders will have two round trips between Frederick and those communities every Saturday, supporting Mount St. Mary's University students, as well as community members throughout northern Frederick County.
- Riders of both the Brunswick/Jefferson and Emmitsburg/Thurmont shuttles will have improved bus stops, including accessibility upgrades, places to sit, and updated signage.

"We are excited to have great partnerships with Frederick County Government and create new opportunities to expand services that our community members want and need."
-Brunswick Mayor Nathan Brown

Round-trip Saturday Service

Over 700,000 Riders in FY 23

Transit Services Recognizes 2022 Drivers of the Year

Each year, Transit Services of Frederick County recognizes one fixed-route driver and one paratransit driver who exemplify the spirit of exceptional customer service and demonstrate commitment to their community through our Driver of the Year Awards. These awards honor drivers who represent the very best of Transit; providing safe, reliable, and sustainable transportation with world-class customer service throughout Frederick County. This year, Transit is honored to recognize the contributions of **Mr. Roy Velasco** and **Mr. Chad Abrecht**, selected by their peers as the 2022 Fixed-Route and Paratransit Drivers of the Year.



Mr. Velasco was selected Transit's Fixed-Route Driver of the Year thanks to his unceasing positivity, his outstanding customer service, and his ability to work as a team player. Meeting the needs of his passengers and providing a safe ride is the top of his list of priorities. He takes pride in his work and accomplishments and always looks for ways to serve.

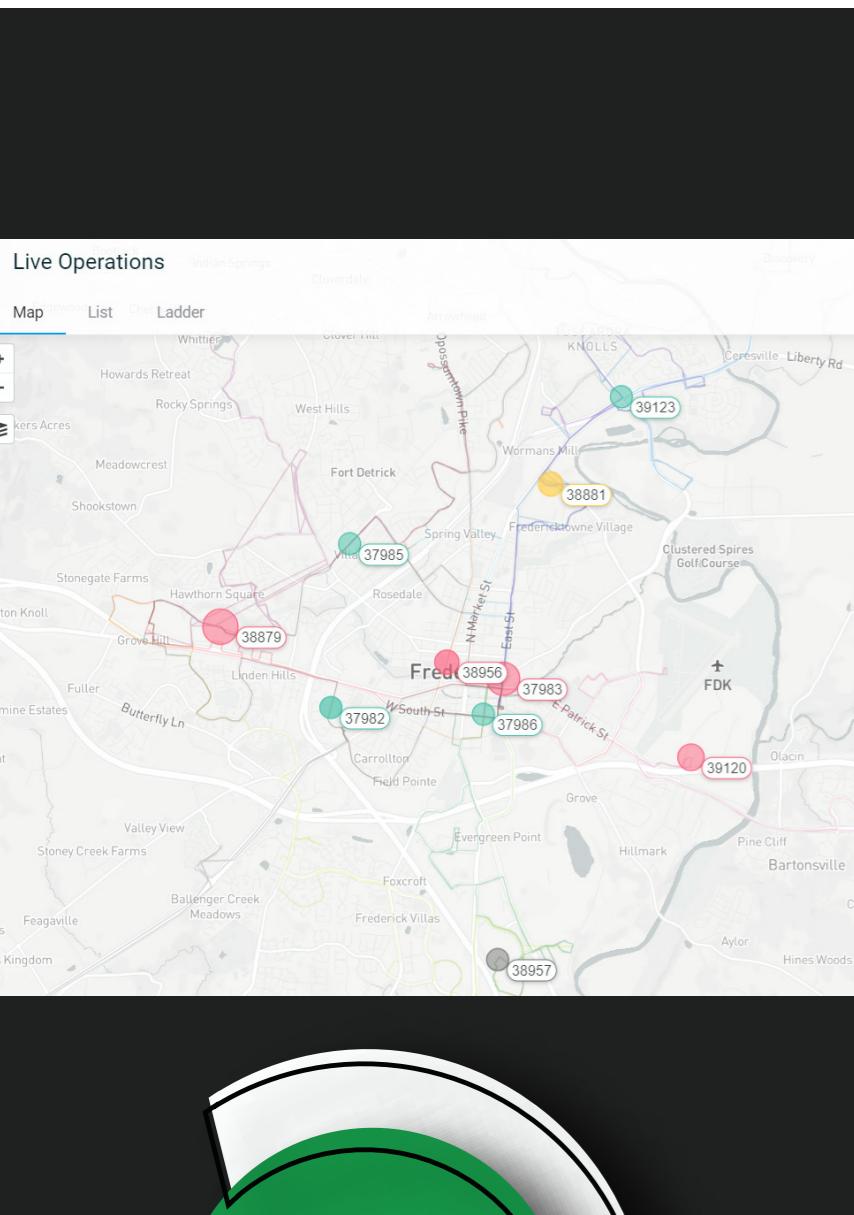


Mr. Abrecht was selected Transit's Paratransit Driver of the Year because of his excellent and definite "can do" attitude, his willingness to help others, and his steadfast reliability. Mr. Abrecht is a capable driver who can truly do anything and always goes beyond the call of duty. He is respectful, has a great sense of humor, and is committed to providing the best service possible every day.

85 Staff

ARPA Projects

Invest in Updated Technology



This project will provide funding for the purchase and upgrade of automatic vehicle location (AVL) software and the associated hardware to improve efficiencies in data collection, tracking, and reporting, including easier access and assignment for operators, and the ability to track vehicles in real-time internally and public-facing.

An RFP was developed and reviewed in conjunction with other Locally Operated Transit Systems in Maryland, including Carroll, Cecil, Harford, St. Mary's, Washington Counties and Worcester County Commission on Aging. RFP was submitted to MDOT MTA for review of DBE goal and independent cost estimate (ICE) in January 2023. Transit monitored progress of RFP as it proceeded through MDOT MTA procurement. The RFP was issued in FY23 Q4 through Harford County Government. Transit's real-time tracking went live in FY23 and is visible on Google Maps and the Transit App.

Bus Network Redesign



Analysis of existing bus routes and stops, including signage, location, and accessibility considerations is underway. Coordination with MDOT MTA staff to develop and outline processes is underway.

Brunswick/Jefferson and Emmitsburg/Thurmont Shuttle changes, including, for the first time ever, Saturday service, took effect on April 1, 2023. Ridership continues to grow on the introduced trips and extensive outreach has been conducted in these communities to ensure that they are aware of the presence of, and reach of, transit services in their communities.

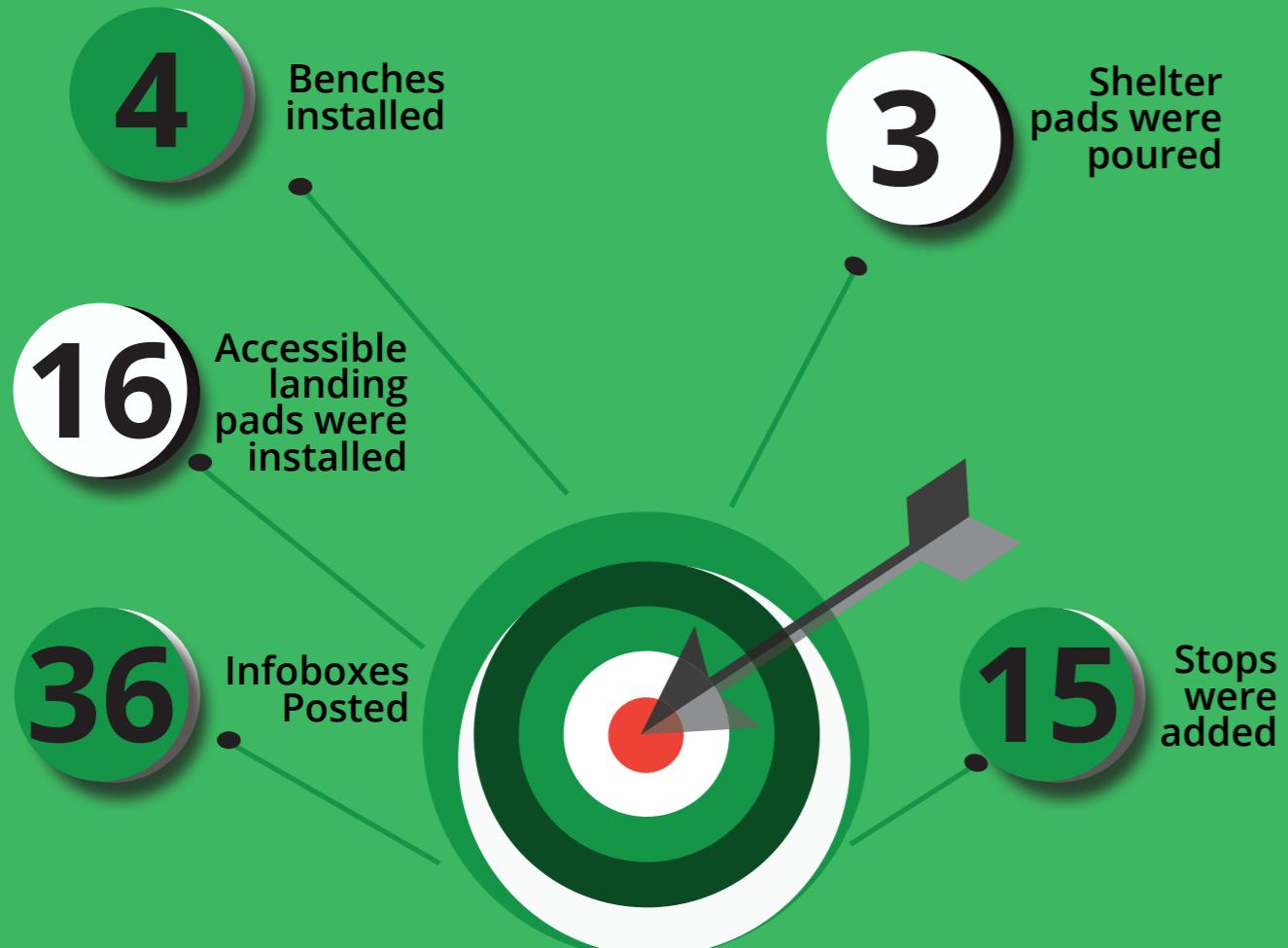
Extensive public outreach and engagement was conducted during FY23, with over 80 events attended.



ARPA Projects

Better Bus Stops and Transfer Facilities

In the first year of the Better Bus Stops Grant (FY 23):



Coordination occurred with:

- The City of Frederick
- Frederick County Government
- City of Brunswick
- Town of Emmitsburg
- Town of Thurmont
- MDOT SHA
- Mount St. Mary's University
- Frederick Health Hospital



Adopt a Stop

Transit's Adopt-a-Stop program encourages businesses, groups, and organizations to "adopt" or take responsibility for one of the county's nearly 400 bus stops or shelters — cleaning up litter, reporting graffiti or damage to Transit, and letting the agency know about any service needs. These bus shelter adoptions are just one example of how working together as a community will help keep Frederick's bus stops safer and help make cleanliness a priority for all residents and visitors.



Fort Detrick: Better Opportunities for Single Soldiers (BOSS)

Our very first Adopt-a-Stop kicked off with representatives from Fort Detrick USAG, Better Opportunities for Single Soldiers (BOSS). One of BOSS's three program pillars is community service, and taking responsibility for the Military Road at Fort Detrick bus shelter is just one example of their commitment to the Frederick community. They are now part of a statewide movement to sustain public transportation ridership, reduce pollution and keep our community beautiful for years to come!



Zeta Phi Beta Sorority Inc. Beta Alpha Sigma Zeta Chapter

We celebrated our second Adopt-a-Stop with Zeta Phi Beta Sorority Inc. Beta Alpha Sigma Zeta Chapter, adopting the bus shelter at Opossumtown Pike and Amber Drive. We are grateful to these women for their hard work in promoting Transit and raising awareness about the importance of public transportation in our community. We couldn't be happier to have them on board!

FY 23 Operating Funds



TOTAL: \$7,542,617

FY 23 Capital Funds

Transit received funding for preventative maintenance and 3 new buses



TOTAL: \$1,838,922





Today is the Day to Try Transit!

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