



TRANSIT



2024

Annual Report





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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.

The Brunswick/Jefferson, Emmitsburg/Thurmont, and North Frederick Shuttles offer Saturday service.

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 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.

**52
vehicles
in the
fleet**



**15
clean
diesel
buses**

Highlights

Welcome Aboard!

Transit Services Makes Route Modifications

Transit Services made many route modifications with improved timing, safer routing, and new stops: The East Frederick Shuttle, North Frederick Shuttle, 40 Connector, and 65 Connector.

4
all-electric
buses



6
hybrid buses

"I'm excited to pilot an expansion of mid-day bus service along the Golden Mile. We are working hard to make transportation more accessible to everyone, from those who live in our rural communities to our most heavily traveled corridors. Transit connects people to jobs, health care, and more - and it's free to ride."

- County Executive Jessica Fitzwater

Highlights

Transit Services Recognizes 2023 Drivers of the Year

Transit Services of Frederick County is proud to recognize the contributions of **Ms. Janet Carter** and **Mr. Jay Rockenhauser**, selected by their peers as the 2023 Fixed-Route and Paratransit Drivers of the Year. Each year, we honor one fixed-route driver and one paratransit driver who exemplify the spirit of exceptional customer service and demonstrate commitment to their community. Our drivers are the heart of our organization; they are our first line of communication with our customers. They are on the front lines every day, connecting riders with their communities. These awards give our drivers recognition for all they do to make Transit an amazing experience for everyone in Frederick County.

Jay is a skilled, hardworking driver with a long track record of being consistent, dependable, and trustworthy. He completes the tasks without complaint, volunteers to take on additional tasks, and assists with runs and routes wherever needed. He has had no preventable accidents/preventable fuel spills/incidents/citations, has an excellent driving record with zero (0) points on his license, and has never had any disciplinary action taken against him.



Janet, Transit's Fixed Route Driver of the Year, is a shining example of what it means to be a professional driver and community member. Her peers selected Janet because of her outstanding customer service and the ability to work as part of a team. She is also known for her professional attitude. In addition, Janet has never had an accident or preventable fuel spill/incident/citation on her record, has zero (0) points on her driving license, and has never been disciplined for any reason.



19
paratransit
buses

THANK YOU!

over
843,000
riders in
FY 24!



TRANSIT

INFO
BOXES



High



lights



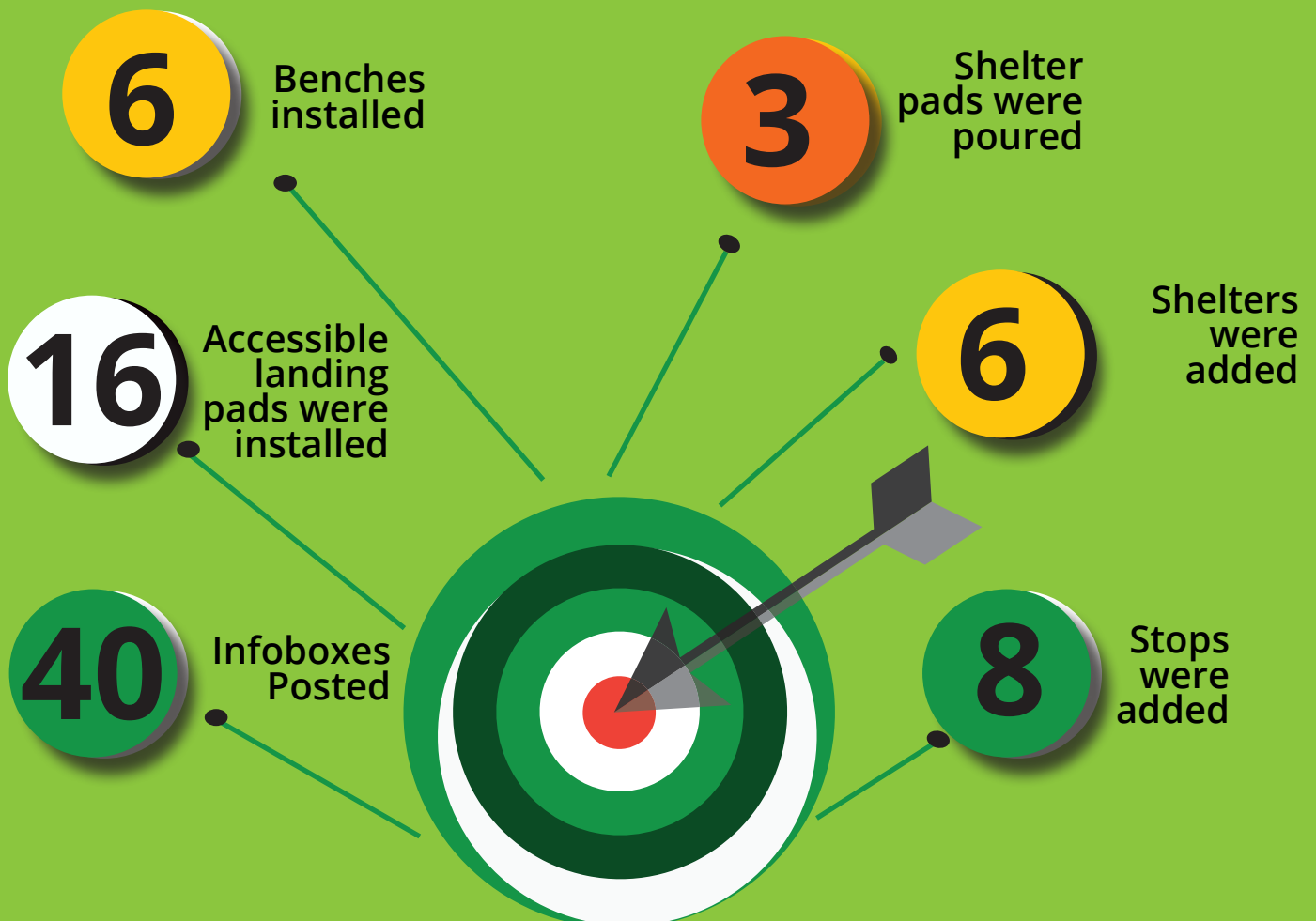
5
minivans



ARPA P

Better Bus Stops and Transfer Facilities

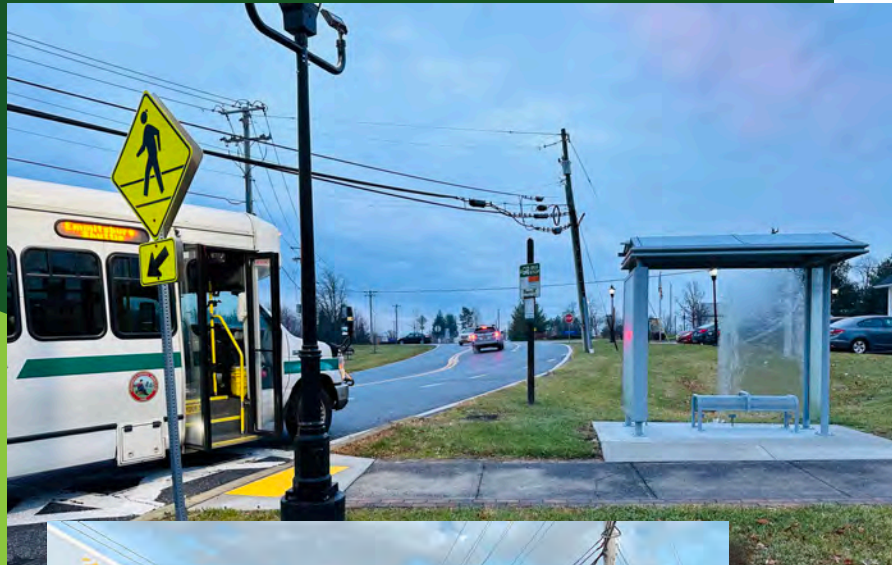
In the second year of the Better Bus Stops Grant (FY 24):



projects

6 Shelters added at:

- Montevue Lane across from Frederick County Health Department
- 7th Street at Frederick Health Hospital
- West 7th Street at Toll House Avenue (FHH)
- North Market Street at Department of Social Services (1888 North Market Street)
- Spectrum Drive at JCPenney (FSK Mall)
- Mount St. Mary's University



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

Transit's Adopt-a-Stop program encourages businesses, groups of the county's nearly 400 bus stops or shelters — cleaning up the agency know about any service needs. These bus shelter and community will help keep Frederick's bus stops safer and help

Transit welcomed four new organiza



Frederick County Division of Public Works:
Montevue Lane across from Frederick County
Health Department



Brunswick Main Street:
Brunswick Square Corner

a Stop

s, and organizations to “adopt” or take responsibility for one p litter, reporting graffiti or damage to Transit, and letting options are just one example of how working together as a p make cleanliness a priority for all residents and visitors.

tions to our Adopt-a-Stop family!



City Department of Social Services:

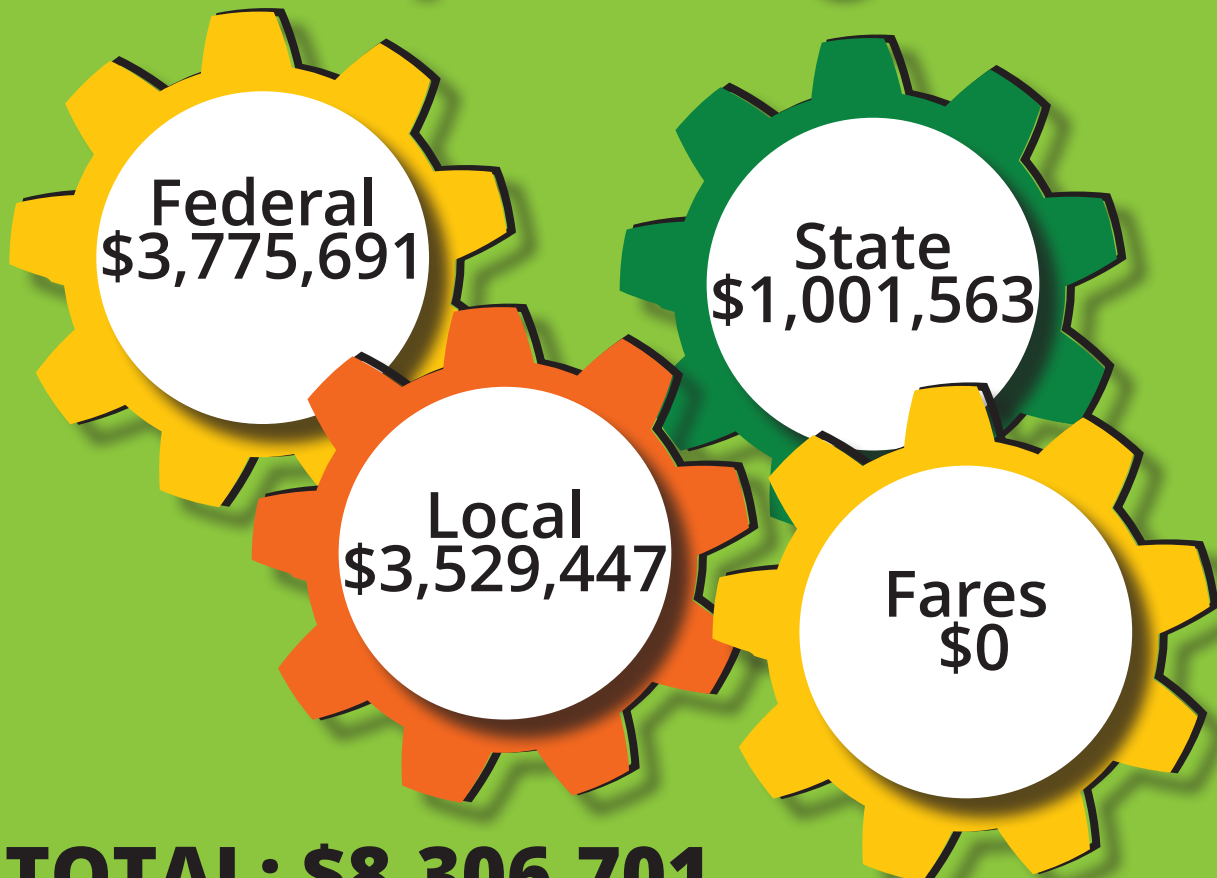
North Market Street at Department of Social Services

Frederick Health Hospital:
7th Street outside of Frederick Health
and
West 7th Street at Toll House Avenue



those who serve.”

FY 24 Operating Funds



TOTAL: \$8,306,701

FY 24 Capital Funds

Transit received funding for preventative maintenance, **2** large buses and **1** paratransit bus.



TOTAL: \$1,771,615





Today is the Day to
Try Transit!

1040 ROCKY SPRINGS ROAD
FREDERICK MD 21702
301.600.2065
TRANSIT@FREDERICKCOUNTYMD.GOV
[FREDERICKCOUNTYMD.GOV/TRANSIT](https://www.fredrickcountymd.gov/transit)

