

TRANSIT



Annual Report

FY 25

**22
Big Buses**



Transit Services of Frederick County provides public transit, paratransit, and commuter assistance across Frederick County, Maryland. 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 opportunity.

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**4
Minivans**

WHO WE ARE

Public Transit

Connector routes operate within the City of Frederick and the surrounding urbanized areas of Frederick County. Six of these routes offer flexible service, with the ability to deviate up to three-quarters of a mile to improve accessibility for riders. Connector service runs on weekdays from 5:30 a.m. to approximately 9:45 p.m., and on Saturdays from 7:30 a.m. to 9:45 p.m. In addition, shuttle services operate on weekdays and serve communities including Brunswick, Jefferson, Emmitsburg, Thurmont, Spring Ridge, Worman's Mill, the Route 85 corridor, and the Point of Rocks MARC Station. Saturday shuttle service is also available on the Brunswick/Jefferson, Emmitsburg/Thurmont, and North Frederick routes.



Paratransit and Taxi Access Program

Transit-plus is a demandresponse 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 fixedroute 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.

Highlights

Transit Services Unveils Fresh New Look After Three Decades

After 30 years with the same visual identity, Transit Services completed a full rebrand, unveiling a modern and eye-catching new logo. The previous logo was originally created in 1992 when city and county transportation services merged.



Transit partnered with local marketing agency Postern to develop a refreshed look that reflects its ongoing commitment to innovation and customer service. The new design features vibrant colors and sleek lettering, symbolizing Transit's focus on convenience, reliability, and forward-thinking service. While the look has changed, Transit's dedication to providing accessible, high-quality public transportation across Frederick County remains the same.



Highlights

Two Exemplary Drivers Recognized as Transit's Drivers of the Year

Transit is proud to announce the 2024 Fixed Route Driver of the Year, Joseph, and the 2024 Paratransit Driver of the Year, Karen.

These outstanding drivers were nominated by their peers for embodying the spirit of service, teamwork, and professionalism that Transit values in its employees.

Joseph has been described as a cooperative team player, often staying past his shift to cover any open routes willingly and without complaint. He routinely receives praise from management, fellow operators, and the public for providing exceptional service. Mr. Joseph skillfully balances Transit procedures with caring for riders to create a positive Transit experience. He was recently promoted to Operations Supervisor, a testament to his capabilities.



Karen possesses the special talents required of Paratransit drivers. She has an unwavering "can do" attitude and a great sense of humor that delights the clients she transports daily, many of whom look forward to their rides with her and write thank-you notes to Transit about their positive interactions. Mrs. Karen is cooperative, respectful, and dedicated, always representing Transit positively. She selflessly helps others without hesitation.



Highlights



Transit Services Celebrates

Transit Services of Frederick County is proud to celebrate a record-breaking year, serving over 928,650 riders during Fiscal Year 2025, from July 1, 2024, through June 30, 2025. This record-breaking year reflects the agency's dedication to accessible, community-centered transportation, driven by innovative initiatives and a fresh new look. While fare-free service has played a key role in increasing ridership, Transit also attributes this success to expanded outreach and refreshed marketing efforts over the past year.



Through expanded social media presence and creative outreach efforts, Transit connected with new audiences and reinforced its role as an essential service for all residents and visitors alike.



ARPA Projects

Better Bus Stops Grant

In the third year of the Better Bus Stops Grant (FY 25):

35
Infoboxes
Posted



25
Stops improved
or moved

5
Utility
Vehicles

6
Benches
installed

- ◆ Frederick Senior Center
- ◆ Heather Ridge at Taney Avenue
- ◆ 141 Thomas Johnson Drive
- ◆ Walkersville Sheetz
- ◆ Two at Square Corner (Market and Patrick)

3
Shelters
installed



- ◆ Target at Genstar Way
- ◆ Walmart on Guilford Drive
- ◆ Waverley Transfer Facility

8
Adopt-a-Stop
locations

- ◆ North Market Street at the Department of Social Services
Adopted by: Frederick County Department of Social Services
- ◆ Waverley Drive at steps to strip mall
Adopted by: Out 40 Media
- ◆ West 7th Street at North Market Street
Adopted by: United Way of Frederick County
- ◆ South Center Street (Thurmont)
Adopted by: Town of Thurmont
- ◆ Baughman's Lane at Carroll Park Manor
Adopted by: Active Mobility Advisory Committee, The City of Frederick
- ◆ Frederick Municipal Airport
Adopted by: Frederick Municipal Airport
- ◆ South Carroll Street at South Street
Adopted by: Twin Bears Bakery
- ◆ East South Street at Carroll Street
Adopted by: Twin Bears Bakery



FY25 Operating Funds

\$4,368,583
Federal

\$9,303,381
Total

\$1,103,947
State

\$3,830,851
Local



FY25 Capital Funds

\$1,856,689
Federal

\$87,211
State

\$599,865
Local

\$44,125
Ad
Revenue

\$916,890
Total



TODAY IS THE DAY TO TRY TRANSIT!

CONTACT

1040 Rocky Springs Road,
Frederick, Maryland 21702

Phone: 301-600-2065

Email: transit@frederickcountymd.gov
Web: www.frederickcountymd.gov/Transit
Facebook: Transit Services
of Frederick County

