

# KFH GROUP, INC.

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## St. Mary's County Transit Development Plan

*Final Report*

June 2013

*Prepared for:*

St. Mary's County  
and the  
Maryland Transit Administration

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# Chapter 1

## Introduction

### BACKGROUND AND PROCESS

A transit development plan (TDP) is a short-range transit planning process that is typically conducted by transit systems on a periodic basis. The TDP planning process builds on or formulates the county's or region's goals and objectives for transit, reviews and assesses current transit services, identifies unmet transit needs, and develops an appropriate course of action to address the objectives in the short-range future, typically a five-year horizon.

This TDP was developed to serve as a guide for public transportation in St. Mary's County for Fiscal Years 2014-2018, providing a roadmap for implementing service and/or organizational changes, improvements, and/or potential expansion during the five-year period. The Maryland Transit Administration (MTA) requires the Locally Operated Transit Systems (LOTS) in Maryland to conduct a TDP every five years. The LOTS use their TDPs as a basis for preparing their Annual Transportation Plans (ATPs) that serve as their Annual Grant Applications for transit funding. The previous TDP for St. Mary's County was completed in 2007.

The primary task work for the TDP began in July 2012 and was completed in March 2013. A Transit Advisory Committee (TAC), comprised of local stakeholders, guided the development of the TDP. A roster of TAC members is provided as Appendix A. The following interim work products were completed and presented to the Transit Advisory Committee, STS staff, and the MTA Office of Local Support during the study time frame:

- Technical Memorandum #1: Existing Services (November 2012)
- Technical Memorandum #2: Transit Needs Analysis (November 2012)
- Technical Memorandum #3: Service and Organizational Alternatives (January 2013)

The draft plan was presented to the TAC on April 4, 2013. A presentation to the St. Mary's County Board of County Commissioners (BOCC) is planned for June 2013.

## ST. MARY'S COUNTY

St. Mary's County, Maryland, is located in Southern Maryland, bordered on three sides by water, and linked by land to Charles County. The population of the County in 2010 was 105,151, an increase of 22 percent over the 2000 Census. It was the fastest growing county in Maryland during this time period. The County has a strong employment base, primarily centered around the Patuxent River Naval Air Station in Lexington Park. Of the three Southern Maryland counties, St. Mary's experiences the highest level of in-county commuting, with 72 percent of its workers aged 16 years or older working at locations within the County. The County is also an attractive retirement location, given its abundant water features and proximity to Washington and Baltimore. St. Mary's College, a small, public liberal arts college is located within the County, as is the College of Southern Maryland, a regional community college. A full analysis of the land use and demographics of the St. Mary's County is offered in Chapter 2. Figure 1-1 provides a map of the County.

## ST. MARY'S TRANSIT (STS) BACKGROUND AND TDP FOCUS

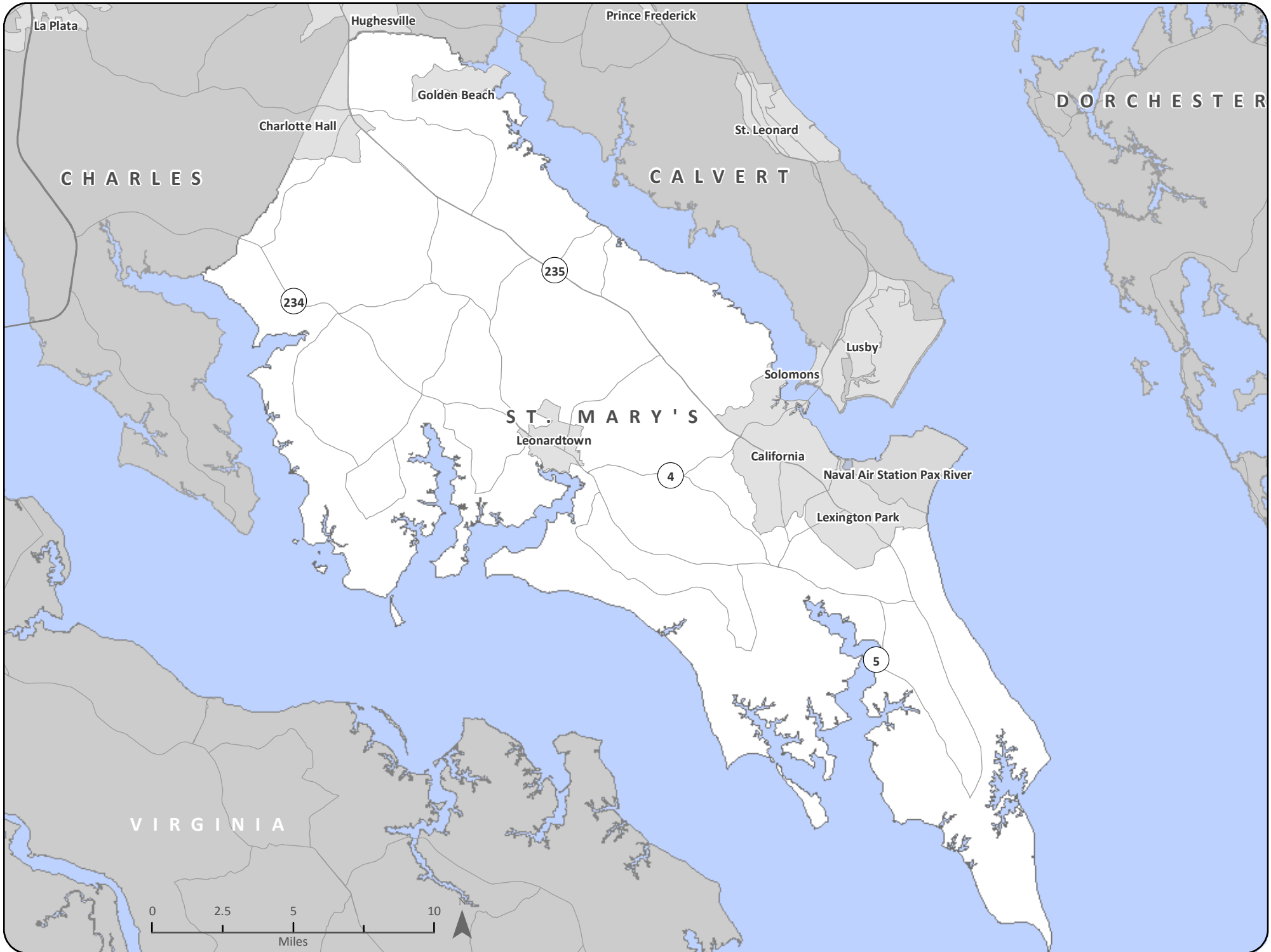
STS, a service of the St. Mary's County Government, provides community transportation throughout St. Mary's County. STS originated as a service of the St. Mary's County Department of Aging, was transferred to the Office of Central Services in the late 1990's, and then to the Department of Public Works and Transportation in 2000.

STS services include nine fixed routes that serve the more populated corridors of the County and demand response services (ADA paratransit and SSTAP). As the population of St. Mary's County has grown, ridership on STS has also grown, with annual passenger trips increasing 11.3 percent between FY2007 and FY2012. Total ridership in FY12 was just below 425,000 passenger trips. The full operating statistics and transit system analysis are provided in Chapter 3 of this report.

As the system has grown, the fixed routes have been extended and additional stops and destinations included. One of the major focus areas for this TDP is to streamline the routes in an effort to improve travel time and on-time performance. Other areas of focus include the need to improve passenger amenities and information and explore a fare increase.

In the short term, MTA guidance indicates that federal and state funds are not available for expansion; however, the designation of Lexington Park and California as an urbanized area may open up additional funding opportunities through the S. 5307

Figure 1-1: St. Mary's County, Maryland







program. The details are still emerging regarding funding levels, but initial guidance suggests that the urbanized area will be eligible for about \$1 million for FY13 (partial). The full appropriation will be approximately double that, so the counties are eligible to receive more funding than they have in the past. The counties will be eligible to apply for that amount of small urban 5307 funding through the ATP process. However, MTA will not be able to include any 5307 federal funding in a grant until the counties have set up a Metropolitan Planning Organization (MPO). The MPO must then approve the projects to be funded through the Transportation Improvement Plan (TIP) process and amend them into the Stateside Transportation Improvement Plan (STIP). Decisions regarding the development of an MPO for this region are still evolving.

Longer-term public transportation projects include expansionary projects, including additional Sunday service, increased frequency in the urbanized area, rural fixed route service expansion, real-time bus information, electronic fare collection, and a transition to larger vehicles.

## **FINAL REPORT**

This final report documents the study process and is organized in the following manner:

- Chapter 1: Introduction
- Chapter 2: Transit Needs Analysis
- Chapter 3: Review of Existing Services
- Chapter 4: Service and Organizational Alternatives
- Chapter 5: Five Year Plan



## Chapter 2

# Transit Needs Analysis

This chapter provides an assessment of transit needs based on demographic analysis, land use patterns, and major transit origins and destinations. Specifically, it describes a general population profile for St. Mary's County, identifies and evaluates underserved population subgroups, and reviews the demographic characteristics pertinent to a Title VI analysis. The chapter then develops a land use profile based on the County's major trip generators and resident commuting patterns.

### POPULATION TRENDS AND PROJECTIONS

As of 2010, the United States Census Bureau reported that the population of St. Mary's County was 105,151 (Table 2-1). This was an increase of 22 percent from the 2000 population of 86,211. The St. Mary's population grew by about 38 percent over the past two decades, greater than the percent change in population experienced by Maryland as a whole (20.7%), but less than neighboring Charles County (44.9%) and Calvert County (72.7%). It was the fastest growing Maryland County between 2000 and 2010. St. Mary's had a slightly larger share of senior adults (10.3%) in 2010 than it did in 2000 (9.1%). The youth population (0-19 years old) decreased somewhat, from 30.9% in 2000 to 29.3% in 2010.

Population projections developed by the Maryland Department of Planning estimate that St. Mary's County will grow by 55 percent over the next 30 years to 163,350 in 2040 (Table 2-2).<sup>1</sup> This outpaces the state and the Southern Maryland region overall. Employment associated with the Naval Air Station (NAS) Patuxent River is likely to continue to be a major source of this growth. The County's senior population will almost double during the same time frame, from 10,781 in 2010 to 28,450 in 2040. This figure may indicate increasing need for transit service in the County in the future.

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<sup>1</sup>Maryland Department of Planning. Historical and Projected Total Population for Maryland's Jurisdictions. [www.mdp.state.md.us/msdc/popproj/Population\\_March27\\_2012.pdf](http://www.mdp.state.md.us/msdc/popproj/Population_March27_2012.pdf).

**Table 2-1: General Population Characteristics for St. Mary's County and Southern Maryland**

Place	1990 Population	2000 Population	2010 Population	1990-2000 Percent Change	2000-2010 Percent Change	1990-2010 Percent Change
State of Maryland	4,781,468	5,296,486	5,773,552	10.8%	9.0%	20.7%
Southern Maryland	228,500	281,320	340,439	23.1%	21.0%	49.0%
Calvert County	51,372	74,563	88,737	45.1%	19.0%	72.7%
Charles County	101,154	120,546	146,551	19.2%	21.6%	44.9%
St. Mary's County	75,974	86,211	105,151	13.5%	22.0%	38.4%
California	7,626	9,307	11,857	22.0%	27.4%	55.5%
Leonardtown	1,475	1,896	2,930	28.5%	54.5%	98.6%
Lexington Park	9,943	11,021	11,626	10.8%	5.5%	16.9%

Source: United States Census Bureau, American FactFinder.

**Table 2-2: Age Divisions and Population Forecasts for St. Mary's County**

	2000		2010		2020		2030		2040	
	Population	%	Population	%	Forecast	%	Forecast	%	Forecast	%
Maryland	5,296,486	-	5,773,552	-	6,216,150	-	6,611,900	-	6,861,900	-
0-19 yrs	1,492,965	28.2%	1,516,626	26.3%	1,558,220	25.1%	1,621,730	24.5%	1,654,750	24.1%
20-64 yrs	3,204,214	60.5%	3,549,284	61.5%	3,657,110	58.8%	3,661,740	55.4%	3,788,510	55.2%
65+ yrs	599,307	11.3%	707,642	12.3%	1,000,830	16.1%	1,328,430	20.1%	1,418,640	20.7%
<b>St. Mary's</b>	86,211	-	105,151	-	125,150	-	148,750	-	163,350	-
0-19 yrs	26,620	30.9%	30,795	29.3%	34,690	27.7%	40,030	26.9%	43,450	26.6%
20-64 yrs	51,766	60.0%	63,575	60.5%	74,010	59.1%	83,580	56.2%	91,460	56.0%
65+ yrs	7,825	9.1%	10,781	10.3%	16,460	13.2%	25,150	16.9%	28,450	17.4%
Calvert	74,563	-	88,737	-	95,600	-	100,200	-	101,450	-
0-19 yrs	23,800	31.9%	25,527	25.0%	24,200	25.3%	24,510	24.5%	23,940	23.6%
20-64 yrs	44,136	59.2%	53,527	60.3%	56,080	58.7%	52,840	52.7%	52,930	52.2%
65+ yrs	6,627	8.9%	9,683	17.4%	15,320	16.0%	22,850	22.8%	24,580	24.2%
Charles	120,546	-	146,551	-	174,350	-	202,150	-	220,850	-
0-19 yrs	37,728	31.3%	42,920	29.3%	46,920	26.9%	53,650	26.5%	57,720	26.1%
20-64 yrs	73,416	60.9%	89,779	61.3%	105,270	60.4%	114,880	56.8%	123,410	55.9%
65+ yrs	9,402	7.8%	13,852	9.5%	22,160	12.7%	33,630	16.6%	39,730	18.0%

Source: United States Census Bureau, American FactFinder for past and present statistics;  
MD Department of Planning for forecasts ([www.mdp.state.md.us/msdc/popproj/Population\\_March27\\_2012.pdf](http://www.mdp.state.md.us/msdc/popproj/Population_March27_2012.pdf))

Another sub-population to consider is the student population, specifically those enrolled at St. Mary's College and the College of Southern Maryland (CSM) Leonardtown campus. As of 2011, the institutions had approximately 2,000 and 2,500 students, respectively. St. Mary's College enrollment is projected to remain steady over the next decade while CSM's will increase by 15 percent.<sup>2</sup>

## Population Density

Population density is often an effective indicator of the types of public transit services that are most feasible within a study area. While exceptions exist, an area with a density of 2,000 persons per square mile will generally be able to sustain frequent, daily fixed-route transit service. Conversely, an area with a population density below this threshold but above 1,000 persons per square mile may be better suited for demand-response or deviated fixed-route services.

Figure 2-1 portrays St. Mary's population density by Census block group. The block groups that have a population density greater than 2,000 persons per square mile are clustered in California and Lexington Park. Leonardtown and Golden Beach are also areas of relatively high population density. The majority of the County has a population density of 500 persons per square mile or less.

## Transit-Dependent Populations

Public transportation needs are defined in part by identifying the relative size and location of those segments within the general population that are most likely to be dependent on transit services. These include individuals who may not have access to a personal vehicle or are unable to drive themselves due to age, disability, or income status. Determining the location of transit dependent populations allows for an evaluation of current transit services and the extent to which they meet community needs.

## Transit Dependence Index (TDI)

The TDI is an aggregate measure that utilizes recent data from the American Community Survey (ACS) five-year estimates and the United State Decennial Census to display relative concentrations of transit dependent populations. Six factors make up the TDI calculation, as shown in the following formula:

$$\text{TDI} = \text{PD} * (\text{AVNV} + \text{AVE} + \text{AVY} + \text{AVD} + \text{AVBP})$$

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<sup>2</sup>Maryland Higher Education Commission. Enrollment Projections 2011-2020.  
[www.mhec.state.md.us/publications/research/AnnualReports/2011-20EnrollProjections.pdf](http://www.mhec.state.md.us/publications/research/AnnualReports/2011-20EnrollProjections.pdf).

- PD: population per square mile
- AVNV: amount of vulnerability based on no vehicle households
- AVE: amount of vulnerability based on elderly populations
- AVY: amount of vulnerability based on youth populations
- AVD: amount of vulnerability based on disabled populations
- AVBP: amount of vulnerability based on below-poverty populations

In addition to population density (PD), the factors above represent specific socioeconomic characteristics of County residents. For each factor, individual block groups are classified according to the prevalence of the vulnerable population relative to the County average. The factors are then plugged into the TDI equation to determine the relative transit dependence of each block group (very low, low, moderate, high, or very high). Figure 2-2 displays the overall TDI rankings for St. Mary's County. The areas with the greatest potential transit need are located along the west side of Route 235 from Lexington Park to Hollywood. Another block group with a TDI classification of very high is to the southwest of Leonardtown north of Breton Bay.

### Transit Dependence Index Percent (TDIP)

The TDIP provides a complementary analysis to the TDI measure. It is nearly identical to the TDI measure with the exception of the population density factor. The TDIP for each block group in the study area is calculated with the following formula:

$$\text{TDIP} = \text{DVNV} + \text{DVE} + \text{DVY} + \text{DVD} + \text{DVBP}$$

- DVNV: degree of vulnerability based on no vehicle households
- DVE: degree of vulnerability based on elderly populations
- DVY: degree of vulnerability based on youth populations
- DVD: degree of vulnerability based on disabled populations
- DVBP: degree of vulnerability based on below-poverty populations

By removing the population per square mile factor, the TDIP measures degree rather than amount of vulnerability. The TDIP represents the percentage of the population within the block group with the above socioeconomic characteristics, and it follows the TDI's five-tiered categorization of very low to very high. However, it differs in that it does not highlight the block groups that are likely to have higher concentrations of vulnerable populations because of their population density. As shown in Figure 2-3, the block groups in the study area that have a TDIP classification of high or very high are located at the edges of the County: Charlotte Hall to the north, Bushwood to the west, and Scotland to the south.

Figure 2-1: St. Mary's County 2010 Population Density

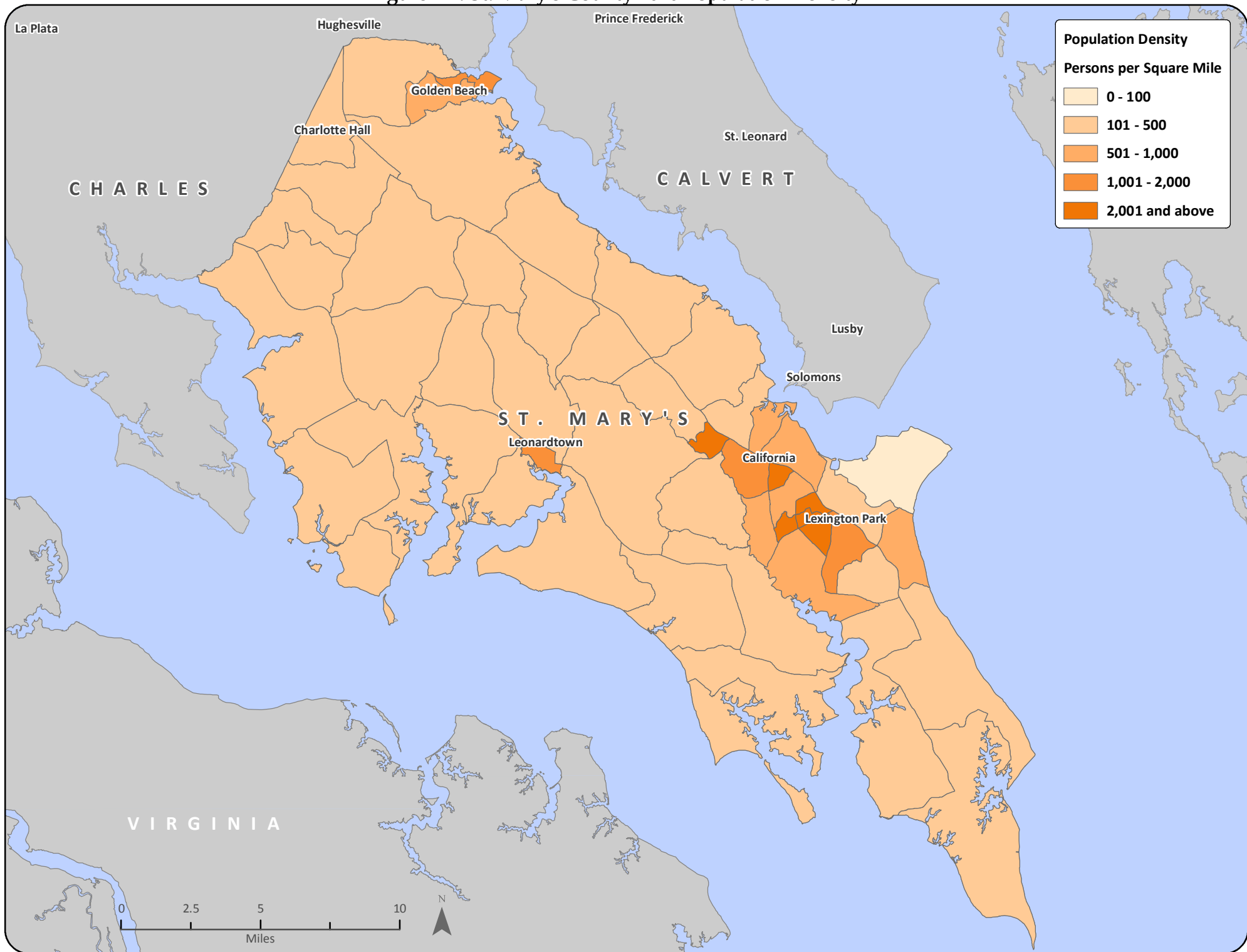




Figure 2-2: St. Mary's County Transit Dependence Index

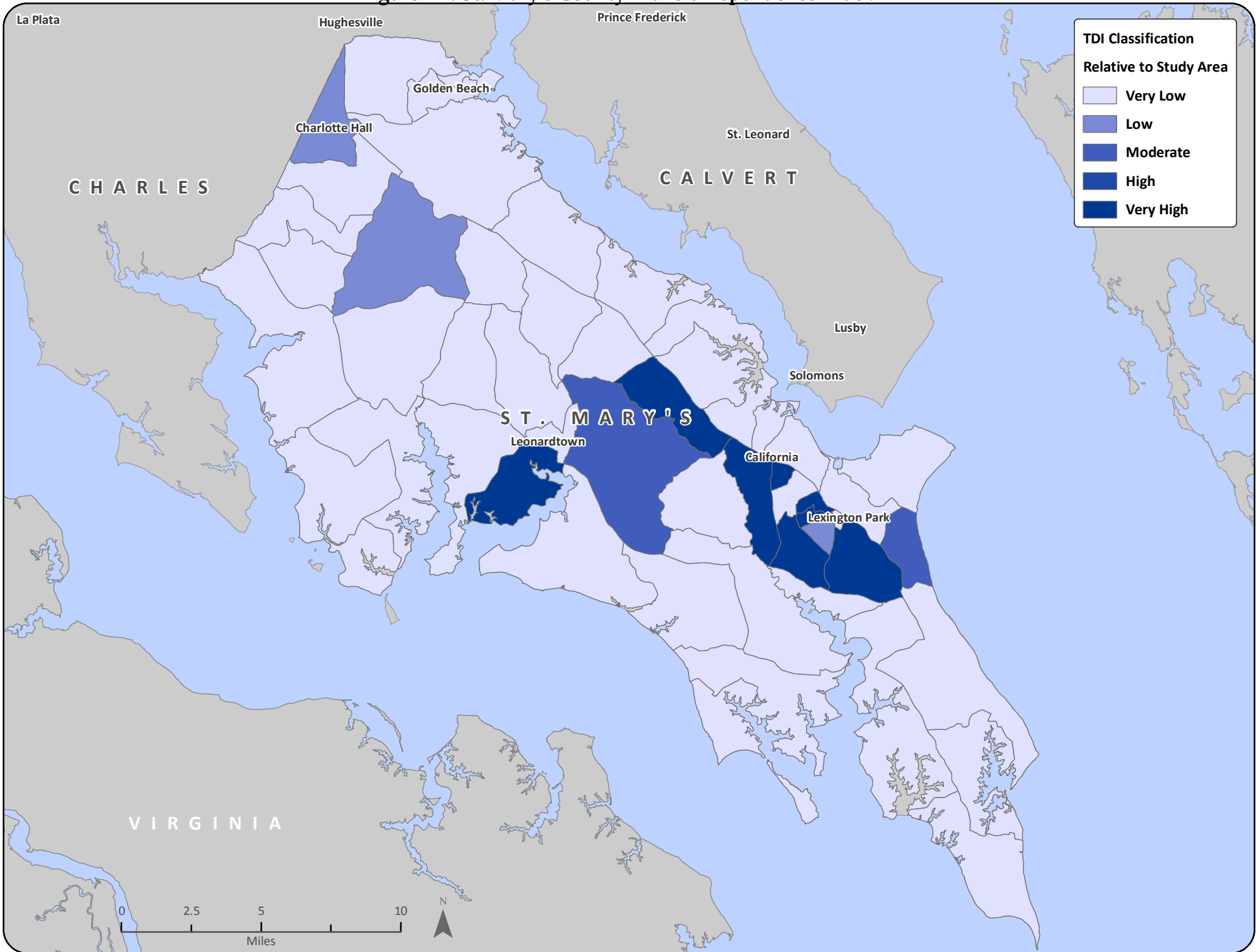
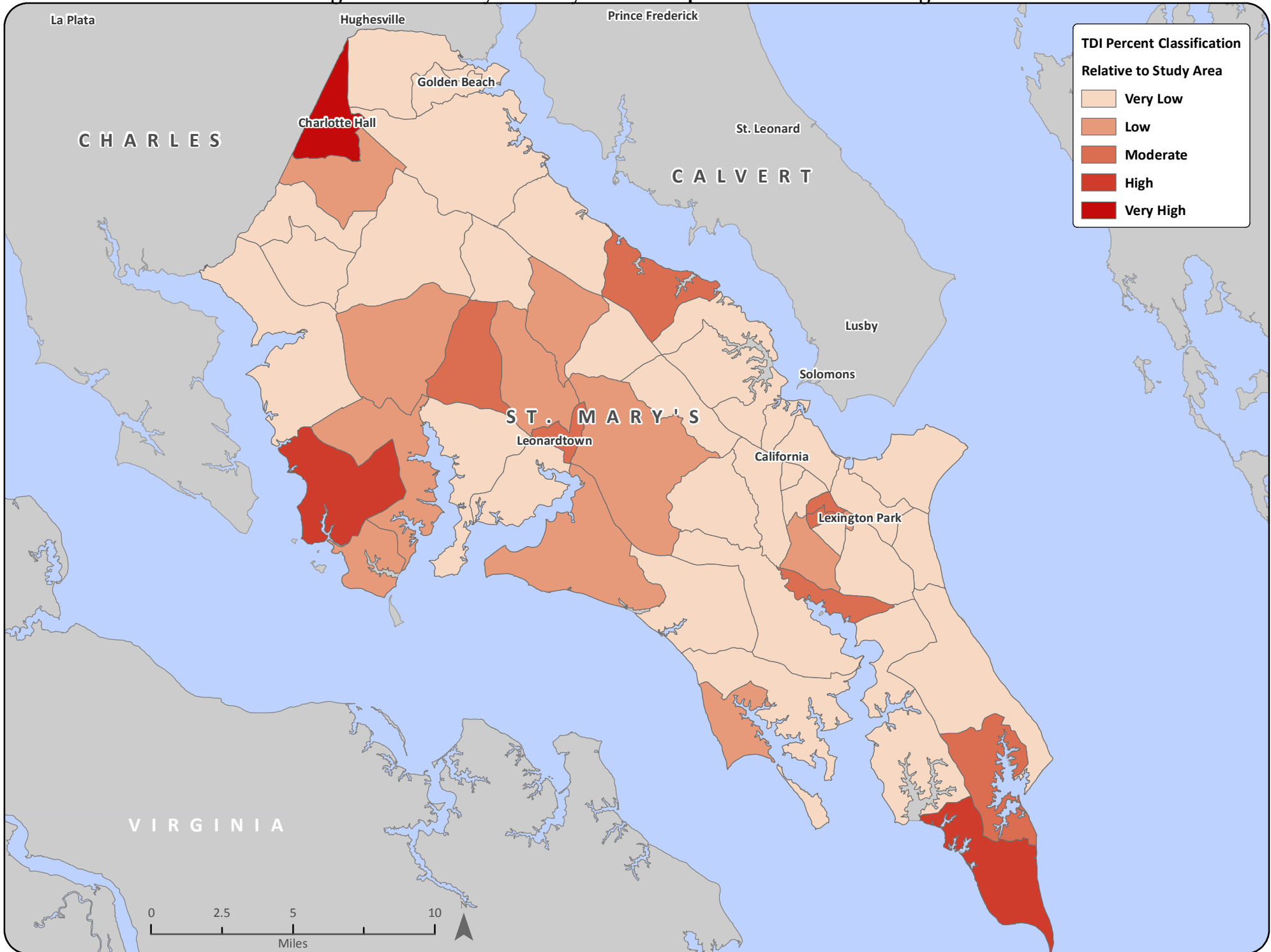


Figure 2-3: St. Mary's County Transit Dependence Index Percentage



## **Autoless Households**

Households without at least one personal vehicle are more likely to depend on the mobility offered by public transit than those households with access to a car. Although autoless households are reflected in both the TDI and TDIP measures, displaying this segment of the population separately is important when many land uses are at distances too far for non-motorized travel. Figure 2-4 displays the relative number of autoless households in the County. The greatest numbers in three main locations: surrounding Lexington Park, just to the south of Leonardtown, and to the north near Charlotte Hall. Though STS routes currently intersect these block groups, a large stretch of the County from Breton Bay to Route 235 in particular lies outside of the STS service area.

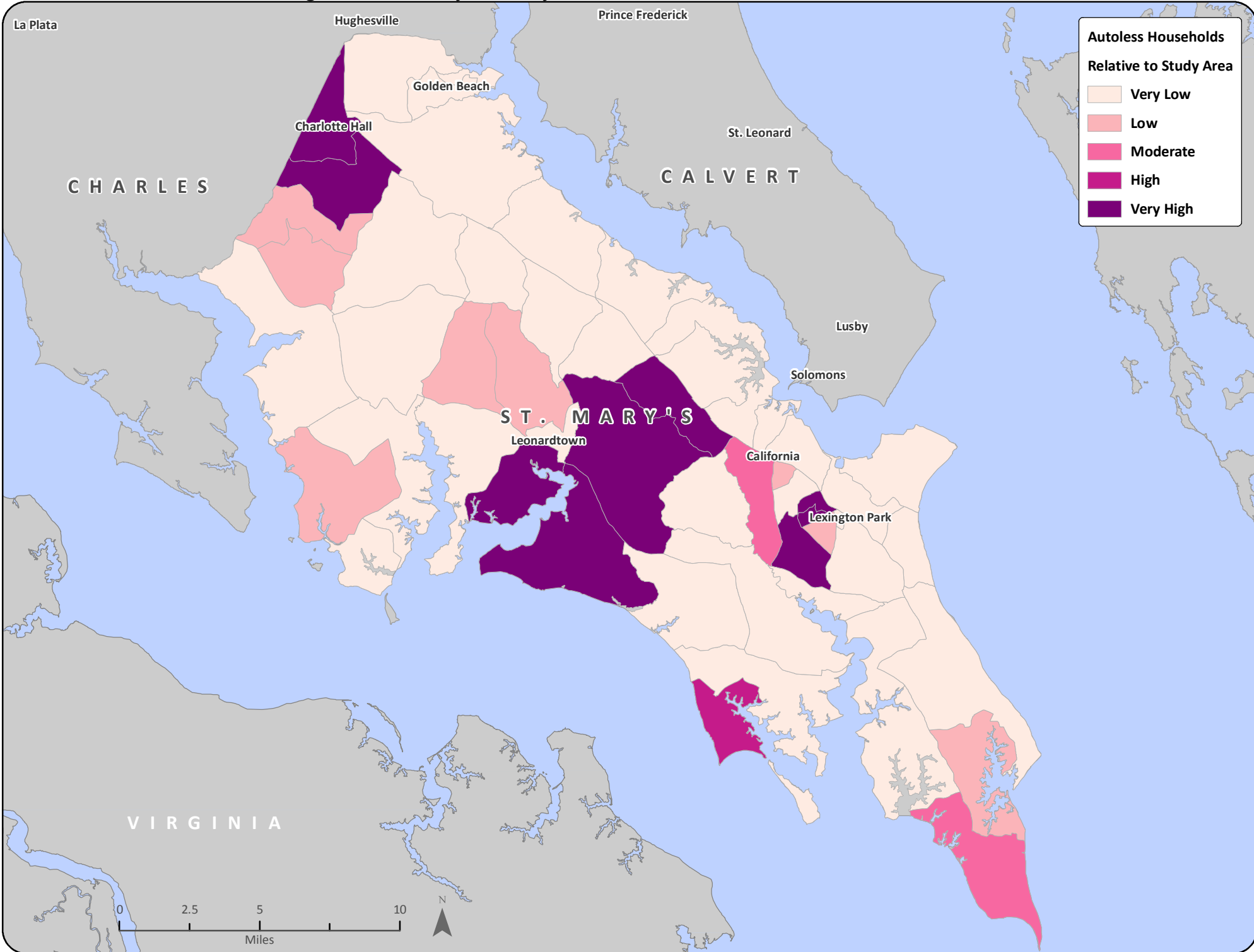
## **Senior Adult Population**

A second socioeconomic group analyzed by the TDI and TDIP indices is the senior adult population. Individuals 65 years and older may scale back their use of personal vehicles as they age, leading to greater reliance on public transportation compared to those in other age brackets. Figure 2-5 displays the relative concentration of senior adults in the County. The block groups classified as very high are located to the north in Charlotte Hall, mid-County by Bushwood, Breton Bay, and between Leonardtown and Hollywood, and to the south in St. Inigoes.

## **TITLE VI ANALYSIS**

As part of the Civil Rights Act of 1964, Title VI prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal subsidies. This includes agencies providing federally funded public transportation. In accordance with Title VI, the following section examines the minority and below poverty populations of St. Mary's County. It then summarizes the prevalence of residents with Limited-English Proficiency (LEP).

Figure 2-4: St. Mary's County Relative Number of Autoless Households



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Figure 2-5: St. Mary's County Relative Number of Senior Adults (65+)

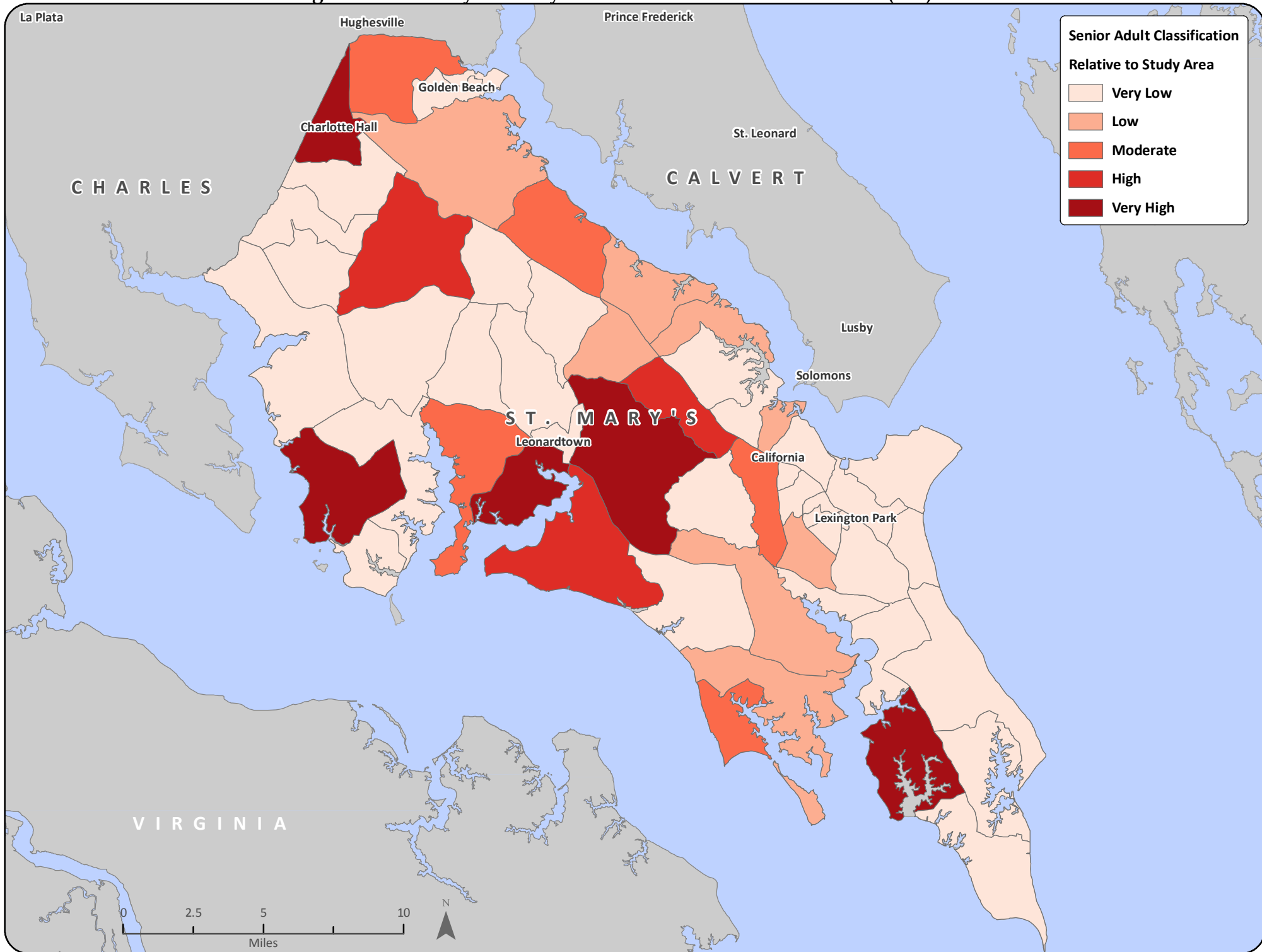
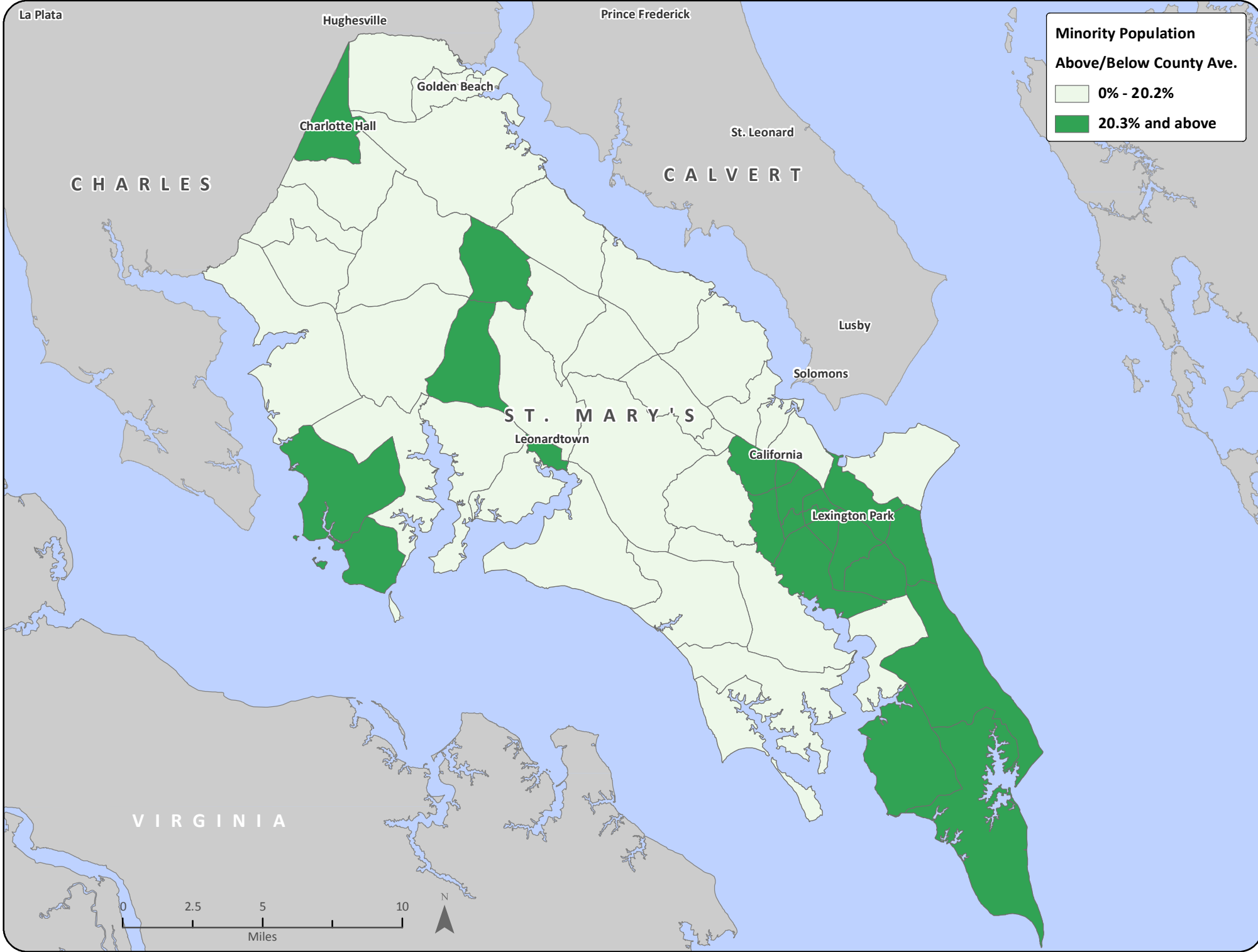


Figure 2-6: St. Mary's County Percentage Minority Population



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## Minority Population

It is important to ensure that areas in St. Mary's County with an above average percentage of racial and/or ethnic minorities are not negatively impacted by any proposed alterations to existing public transportation services. Figure 2-6 depicts St. Mary's County based on the percentage of minority persons per block group. Out of 55 total block groups, 22 have a minority population above the County average (20.2%). These block groups are located in the southern portion of the County through Lexington Park and California, in the area surrounding Leonardtown, in the Seventh District, and in Charlotte Hall.

## Low-Income Population

The second socioeconomic group included in the Title VI analysis represents those individuals who earn less than the federal poverty level. These individuals face financial hardships that make the ownership and maintenance of a personal vehicle difficult, and thus they may be more likely to depend on public transportation. Figure 2-7 depicts the percentage of below-poverty individuals per block group. Out of 55 total block groups, 16 have a below-poverty population above the County average (7.1%). These block groups cover all areas of the County.

## Limited-English Proficiency

In addition to providing public transportation for a diversity of socioeconomic groups, it is also important to serve and disseminate information to those of different linguistic backgrounds. As shown in Table 2-3, St. Mary's County residents predominately speak English (93%). Similar to the rest of Southern Maryland, Spanish is the next most prevalent language (2.6%). Of those households where a non-English language is spoken, most are also able to speak English "very well" (72%). Less than one percent of the total County population speaks English "not well" or "not at all", making the need for resources to address the LEP population relatively low.

## LAND USE ANALYSIS - MAJOR TRIP GENERATORS

Identifying major trip generators in St. Mary's County complements the above demographic analysis by indicating where transit services may be most needed. Trip generators attract transit demand and include common origins and destinations like multi-unit housing, major employers, medical facilities, educational facilities, non-profit

and governmental agencies, and shopping centers. Trip generators are mapped in Figure 2-8 and are listed by type in Appendix B.

The majority of trip generators in St. Mary's County are located in areas of high population density in and around Lexington Park, California, and Leonardtown. Another cluster occurs between Charlotte Hall and the northern border of the County. Overall, the major trip generators appear to be accessible by existing STS routes, as most are located along Route 5, Route 235, Willows Road, Chancellor's Run Road, and Great Mills Road.

Multi-unit, high-density housing includes apartments, subsidized housing, and senior facilities. Most of the County's multi-unit housing is located in Lexington Park along Willows Road, Chancellor's Run Road, and Great Mills Road. These major origins are generally well served by existing fixed routes (the Great Mills Loop, Route 5 Express, and the Southern Route).





*Land use along Great Mills Road (Source: KFH Group)*



*Land use along Route 5 (Source: KFH Group)*

Figure 2-7: St. Mary's County Percentage Below Poverty Population

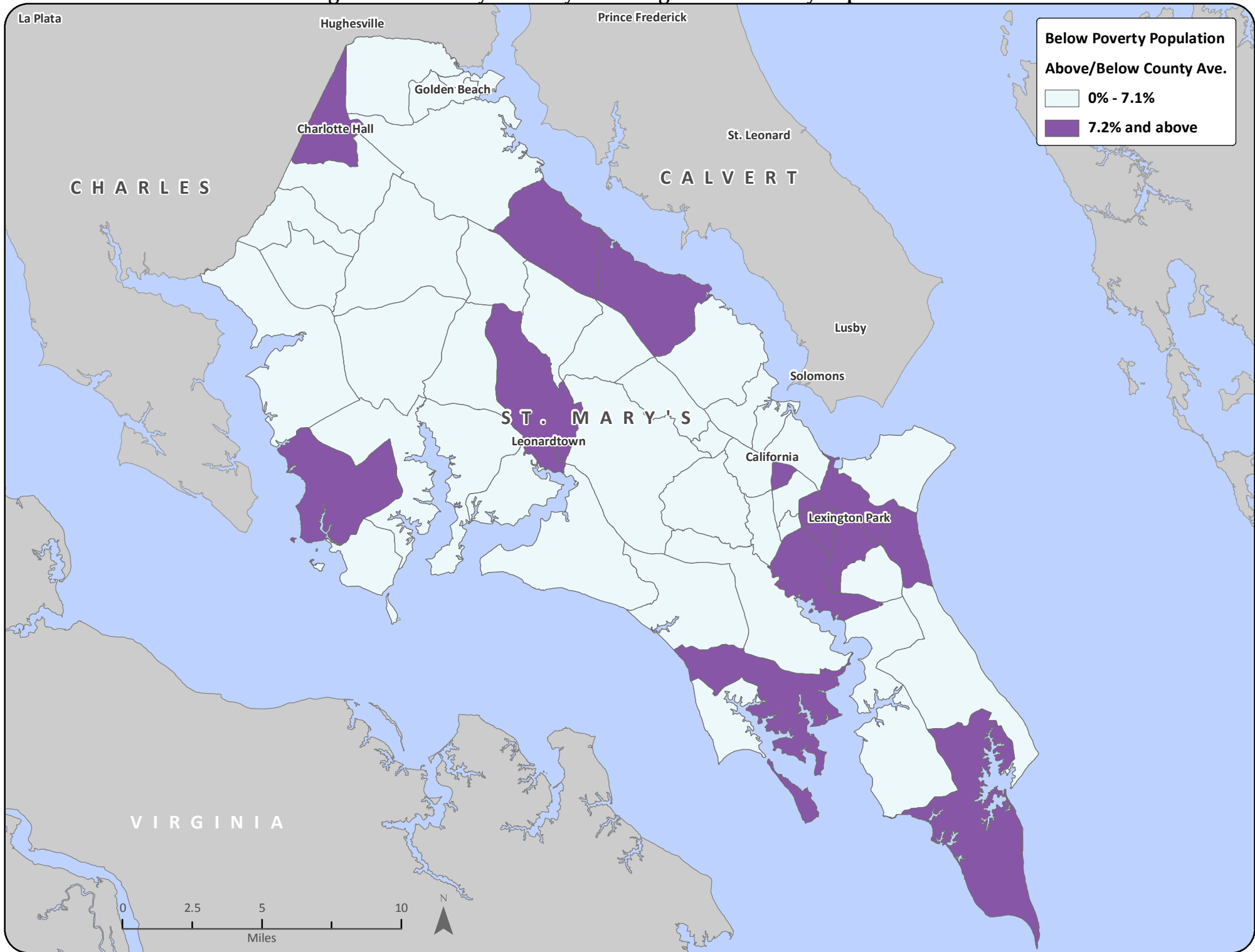


Figure 2-8: St. Mary's County Major Trip Generators

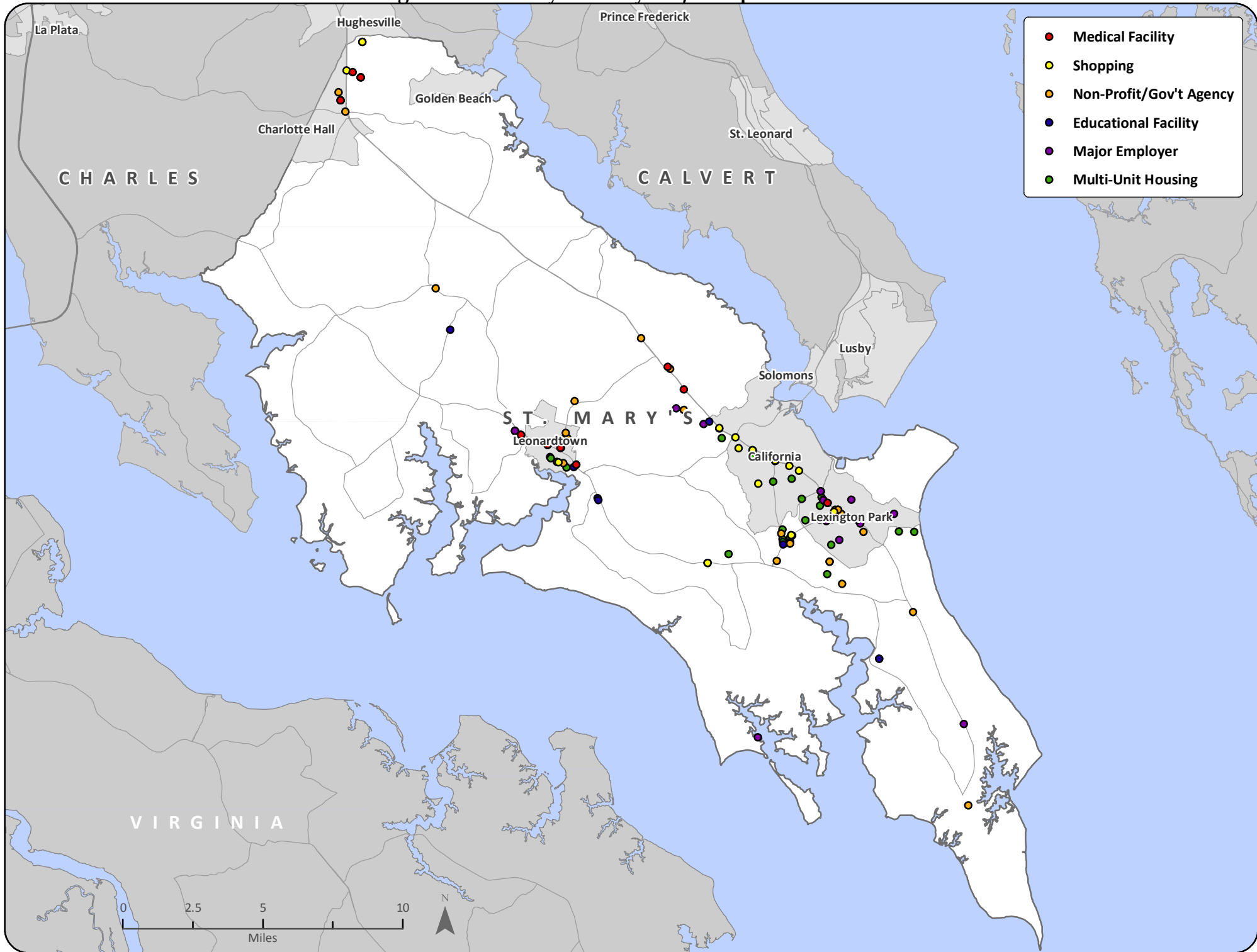


Table 2-3: St. Mary's County Limited English Proficiency

Place of Residence:	St. Mary's County		Calvert County		Charles County		Maryland	
Population Five Years and Older:	94,644		82,808		134,308		5,331,330	
Language Spoken at Home -	#	%	#	%	#	%	#	%
a) English:	88,232	93.2%	78,757	95.1%	125,707	93.6%	4,483,607	84.1%
b) Spanish or Spanish Creole:	2,479	2.6%	1,394	1.7%	3,411	2.5%	344,255	6.5%
c) German:	623	0.7%	313	0.4%	265	0.2%	21,126	0.4%
d) Tagalog:	535	0.6%	141	0.2%	979	0.7%	27,619	0.5%
e) Japanese:	523	0.6%	15	0.0%	213	0.2%	7,013	0.1%
f) Other West Germanic languages:	338	0.4%	0	0.0%	73	0.1%	3,214	0.1%
g) French:	283	0.3%	270	0.3%	382	0.3%	48,901	0.9%
h) All others:	1,631	1.7%	1,918	2.3%	3,278	2.4%	395,595	7.4%
Speak Non-English at Home:	6,412	6.8%	4,051	4.9%	8,601	6.4%	847,723	15.9%
Ability to Speak English--								
a) "Very Well":	4,598	71.7%	3,197	78.9%	6,201	72.1%	513,073	60.5%
b) Less than "Very Well":	1,814	28.3%	854	21.1%	2,400	27.9%	334,650	39.5%

Source: American Community Survey, Five-Year Estimates (2006-2010), Table B16001.

Major employers are located throughout St. Mary's County. According to the County's Department of Economic and Community Development, the largest employers include NAS Patuxent River, St. Mary's Hospital, DynCorp International, BAE Systems, and Wyle. Due to the abundance of companies associated with NAS, a concentration of employment sites is located along Route 235 in California and Lexington Park. Most of the major employers are served by existing fixed-route services.



*Gate 2, NAS Patuxent River (Source: KFH Group)*

Medical facilities are primarily located in Leonardtown and Charlotte Hall. These include St. Mary's Hospital, St. Mary's Hospital Express Care, and the County Health Department. The facilities are generally served by fixed-route transit through the Northern Route, Charlotte Hall Route, Route 5 Express, and Leonardtown Loop.

Educational institutions include colleges, high schools, vocational schools, and workforce development sites. These trip generators are dispersed throughout the County. With the exception of Chopticon High School, all are located along existing fixed routes.

Non-profit and governmental agencies generate transit trips because their clientele often fall within one or more of the categories of transit-dependent populations included in the TDI and TDIP. These agencies typically provide assistance and resources to residents for issues of health, childhood development, life skills, recreation, and nutrition. Most agencies in the County are located in transit-served areas near Lexington Park, Leonardtown, and Charlotte Hall.

As well as functioning as trip destinations for those purchasing essential items and groceries, major shopping centers are also places of employment for County residents. Most shopping centers in the County are adjacent to transit routes, with many located along Route 235 in California and Lexington Park.

## TRAVEL PATTERNS

In addition to considering the County's major employers, it is also important to take into account the commuting patterns of residents working inside and outside of St. Mary's. According to ACS five-year estimates for 2006-2010, 72 percent of St. Mary's County workers 16 years and older work at locations within the County. As shown in Table 2-4, this level of in-county commuting is notably higher than the rest of Southern Maryland. About 20 percent of St. Mary's residents work in other Maryland counties and 7 percent work in other states.

Another source of data that provides an understanding of employee travel patterns is the United States Census Bureau's Longitudinal Employer-Household Dynamics (LEHD) 2010 dataset.<sup>3</sup> LEHD draws on federal and state administrative data from Censuses, surveys, and administrative records. As shown in Figure 2-9, the top five employment destinations for St. Mary's County residents are Leonardtown (3,721 workers), Lexington Park (3,192 workers), California (2,879 workers), Washington, DC (2,541 workers), and Waldorf (1,699 workers). Other high-ranking destinations include La Plata, Baltimore, and Rockville. This data indicates STS could potentially serve a significant number of residents taking employment trips within the County.

## LEXINGTON PARK DEVELOPMENT DISTRICT

The Lexington Park Development District, created by the County in 1988, encompasses a 26 square mile area of the County including the communities of

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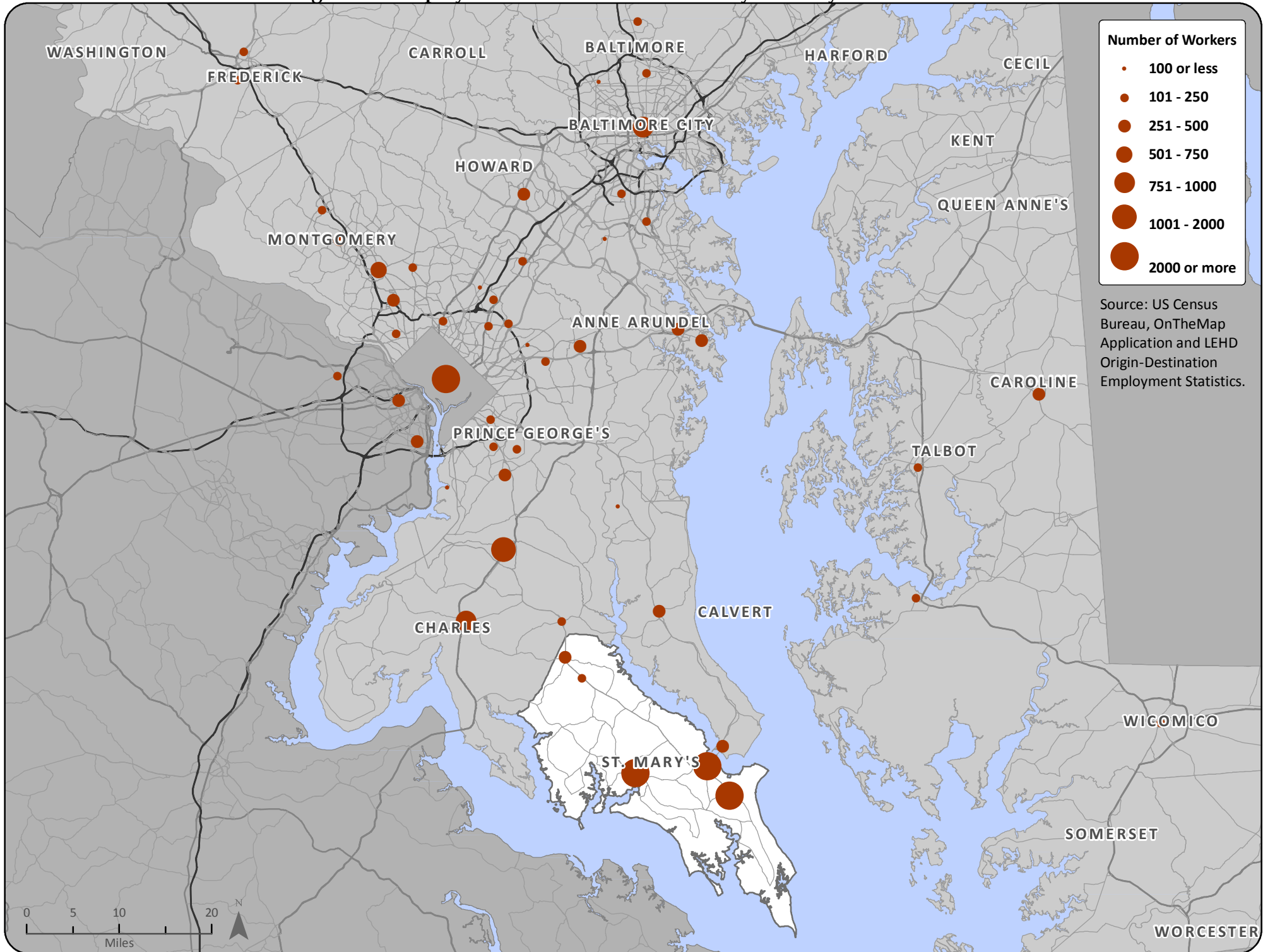
<sup>3</sup>US Census Bureau. OnTheMap Application and 2010 LEHD Origin-Destination Employment Statistics.  
<http://lehd.did.census.gov/led/datatools/onthemap.html>.

**Table 2-4: St. Mary's County Journey-to-Work Travel Patterns**

<b>Place of Residence:</b>	<b>St. Mary's County</b>		<b>Calvert County</b>		<b>Charles County</b>		<b>Maryland</b>	
<b>Workers 16 Years and Over</b>	<b>51,585</b>		<b>45,034</b>		<b>74,408</b>		<b>2,855,936</b>	
<b>Location of Workplace--</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>
In State of Residence	47,768	92.6%	37,543	83.4%	49,396	66.4%	2,359,408	82.6%
a) In County of Residence	37,236	72.2%	18,225	40.5%	27,746	37.3%	1,516,044	53.1%
b) Outside County of Residence	10,532	20.4%	19,318	42.9%	21,650	29.1%	843,364	29.5%
Outside State of Residence	3,817	7.4%	7,491	16.6%	25,012	33.6%	496,528	17.4%
<b>Means of Transportation to Work--</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>
Car, Truck, or Van- drove alone	42,425	82.2%	35,178	78.1%	57,778	77.7%	2,089,717	73.2%
Car, Truck, or Van- carpooled	4,975	9.6%	5,503	12.2%	8,699	11.7%	303,049	10.6%
Public Transportation	1,261	2.4%	1,236	2.7%	4,866	6.5%	248,485	8.7%
Walked	1,012	2.0%	325	0.7%	496	0.7%	71,275	2.5%
Taxicab, motorcycle, bicycle, or other	493	1.0%	375	0.8%	565	0.8%	32,998	1.2%
Worked at Home:	1,419	2.8%	2,417	5.4%	2,004	2.7%	110,412	3.9%

Source: American Community Survey, Five-Year Estimates (2006-2010), Table B08130.

**Figure 2-9: Employment Destinations for St. Mary's County Residents**





Lexington Park, Great Mills, and California.<sup>4</sup> This area is zoned for a variety of development purposes, including residential, commercial, and industrial. The infrastructure is in place to support such development, and in recent years 60% of the County's development has occurred within the district. Table 2-5 provides selected historic and projected demographic data concerning the District and the County as a whole. In keeping with this growth, STS is likely to experience increasing demand for transit services within this District.

## CENSUS DESIGNATED URBANIZED AREA

The Lexington Park and Great Mills area of St. Mary's County has had a more urban pattern of land use and development for several years, and these demographics were reflected in the 2010 Census designation of a new urbanized area, Lexington Park-Great Mills-Chesapeake Ranch Estates. An urbanized area is defined as "a contiguous area with more than 50,000 people and with a population density greater than 1,000 persons per square mile. The area that meets the density definition is included in the boundary of the UZA, regardless of political boundaries."

A number of transportation planning requirements accompany the federal designation of an urbanized area, including a requirement to form a metropolitan planning organization (MPO). Public transportation in the urbanized area will also be funded through a different FTA funding stream, the urban S.5307 program, rather than the rural S.5311 program. Details regarding the formation of the MPO and how the change in funding will affect St. Mary's and Calvert Counties are still being worked out. A map of the newly designated area is shown in Figure 2-10.

## SUMMARY

This chapter analyzed the demographic characteristics of St. Mary's County with an emphasis on transit-dependent populations. The TDI indicated that the County's greatest concentrations of transit-dependent persons are located in Lexington Park, California, and Hollywood. The TDIP highlighted that the outlying, lower density portions of the County also have a high relative proportion of transit-dependent persons.

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<sup>4</sup> Lexington Park Development District Master Plan Draft Report, 2012.

The assessment of major trip generators in comparison with existing transit routes found that many important origins and destinations have some level of regular service. Route 235 and its major intersecting roads contain a significant number of trip generators that are served by STS. An analysis of ridership and performance data in the following chapter will provide a better sense of the effectiveness of these existing services.

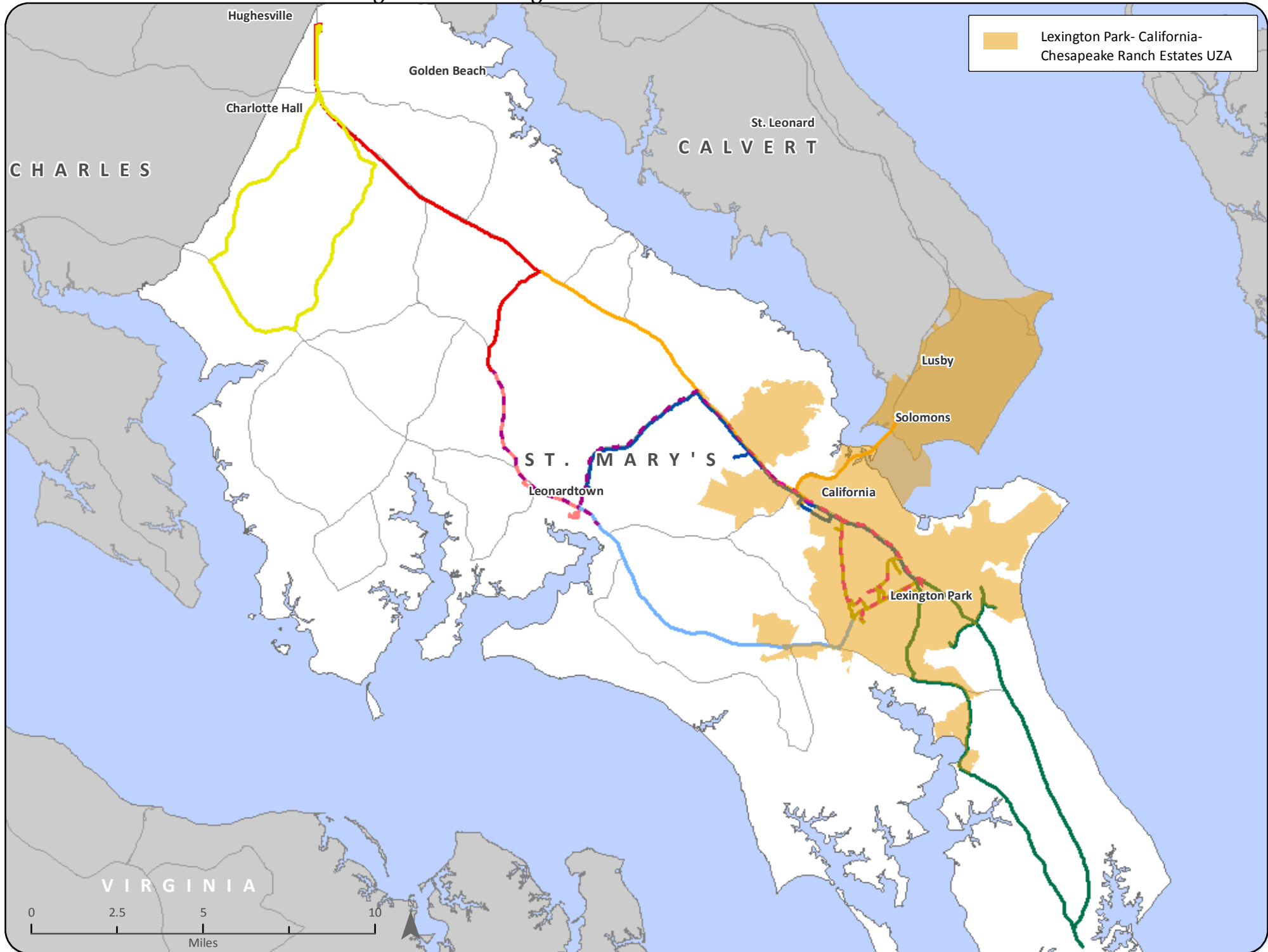
**Table 2-5: Selected Population and Household Data**

	<b>Lexington Park Development District</b>	<b>St. Mary's County</b>
<b>Population</b>		
2000	24,104	86,211
2010	35,582	105,150
2020	52,526	125,150
2030	77,538	148,750
2040	114,461	163,350
<b>Change 2010 to 2030</b>		
Number	41,956	43,600
Percent	118%	41%
<b>Share of County Total</b>		
2000	28%	100%
2010	34%	100%
2020	42%	100%
2030	52%	100%
2040	70%	100%
<b>Households</b>		
2000	9,163	30,642
2010	11,783	37,600
2020	15,152	45,650
2030	19,484	55,200
2040	25,055	61,750
<b>Change 2010 to 2030</b>		
Number	7,701	17,600
Percent	65%	47%

Source: U.S. Census 2010 and Maryland Department of Planning Statistical Preparations.

Provided by St. Mary's County Office of Land Use and Growth Management

Figure 2-10: Existing STS Routes with 2010 Urbanized Area



## Chapter 3

# Review of Existing Services

The following chapter documents and assesses the transportation services currently available in St. Mary’s County. It begins with a discussion of the mission and goals guiding the transit program and the TDP. It then reviews recent public transportation-related plans and studies. Route profiles and transit system performance data are presented and analyzed and the STS vehicle fleet, facilities, technology, management structure, and budget and fare policies are documented. The last major section of the chapter presents public and stakeholder input, including information on other area transportation providers, stakeholder opinions, and the results from the on-board and public opinion surveys.

### STS MISSION AND GOALS

The mission statement of STS is, “To provide safe, dependable, and cost effective transportation to our customers and mobility for all residents.” STS’s goals offer broad policy guidance as to how this mission should be accomplished. Input from staff and Transit Advisory Committee (TAC) members resulted in the development of the following goals:

1. Offer convenient access to medical facilities, employment areas, shopping centers, educational centers/colleges, and community agencies.
2. Work with major employers and educational institutions in the community to maximize transit use among employees and students in the County.
3. Provide adequate mobility options to enable area residents to “age in place.”
4. Promote mobility options that enable area residents to maintain personal independence and be engaged in civic and social life.

5. Coordinate services with local human service agency transportation programs to ensure effective service delivery to the community.
6. Participate in regional mobility initiatives to ensure connectivity throughout the Southern Maryland region.
7. Manage, maintain, and enhance the existing public transportation system.

## **IMPORTANT ISSUES FOR THE TDP**

STS staff and the TAC raised several issues to investigate during the course of the TDP. These issues are outlined below.

- The 2007 TDP recommended implementing a Western Route. This route was approved by the St. Mary's County Board of County Commissioners, but was rejected by the MTA due to funding constraints. The current TDP evaluates the viability of a Western Route.
- Activity at NAS Patuxent River has increased significantly as a result of the Base Realignment and Closure (BRAC) process, leading to additional traffic on all of the main roads that access the base. The TDP considers the transit needs of base employees. In addition, representatives from NAS Patuxent River began attending TAC meetings during the course of the TDP process.
- River Bay Homes, near the base's Third Gate, cannot be accessed when base traffic backs up.
- Sections of FDR Boulevard are under construction and will offer connections to the businesses that front Route 235. New housing is also being built along this road, which should likely be served by STS in the future.
- Over time STS routes have been extended and traffic has increased. This has resulted in routes being tight on time. The TDP re-designs routes and schedules to address this problem.
- Only five of STS' vehicles are currently equipped with bicycle racks.

- The STS dispatcher is at times overwhelmed with the telephone and radio volume. The TDP considers the additional staff positions in the long term.
- The concept of providing connector service to the Maryland Transit Administration (MTA) commuter buses is explored.
- STS has been advised that they are not to have formal bus stops along State roads. The TDP investigates this issue, as there are bus stops long state roads all over Maryland. STS currently allows flag stops, but would like to move toward formal stop locations.
- STS recently improved its infrastructure in a number of ways, including:
  - Procuring scheduling software
  - Adding five new bus shelters
  - Constructing a bus barn (in process)
  - Installing security cameras on the buses (7 currently, 24 more requested from FY14 MTA grant)
- Fares - STS has not had a fare increase in several years and the County would like to explore this option.
- There have been requests to serve Piney Point.

## REVIEW OF PREVIOUS PLANS AND STUDIES

The following section reviews recent plans and initiatives addressing the transportation needs of St. Mary's County residents. The reviewed plans include those specific to transportation, as well as those covering broader issues and planning efforts. In addition to the plans below, the Lexington Park Master Plan is currently under development, and is expected to be completed in mid-2013.

### **St. Mary's County Land Preservation, Parks, and Recreation Plan (LPPRP) (March 2012)**

The 2012 St. Mary's County LPPRP assesses the County's future parks and recreation need and identifies land preservation and natural resource conservation goals. The LPPRP begins by reviewing County characteristics, including demographics. Population growth in the County for the next decade will likely be concentrated in the

Lexington Park area, as well as in Hollywood, Mechanicsville, Chaptico, and Valley Lee. The 65 and over population is projected to increase from 11% to 17% between 2010 and 2020, resulting in increased demand for senior recreation services.

The LPPRP focuses on prioritizing land acquisition, facility development, and facility rehabilitation projects over the next fifteen years. The priority projects described within the document align with the County's vision for development set out in the 2010 Comprehensive Plan: to encourage growth, facilities, and services within the Development Districts of Lexington Park and Leonardtown while allowing for moderate growth in the five Town Centers of Charlotte Hall, New Market, Mechanicsville, Hollywood, and Piney Point.

Among other priority projects, the extension of the Three Notch Trail is notable as a component of the County's pedestrian-bicycle network and for its potential to link communities and schools to parks and recreation facilities in the County's most populous areas. When completed, the Three Notch Trail will run parallel to MD 5 and 235 for 25 miles from Charlotte Hall to Lexington Park.

### **Southern Maryland Coordinated Public Transit - Human Services Transportation Plan (2010)**

The Federal Transit Administration's (FTA) Section 5310 (Elderly Individuals and Individuals with Disabilities), Section 5316 (Job Access and Reverse Commute (JARC)), and Section 5317 (New Freedom) programs require that projects funded through these programs are derived from a locally developed, coordinated public transit-human services transportation plan. The Southern Maryland Coordinated Public Transit-Human Services Transportation Plan, developed in 2007 and then updated in October 2010, meets this requirement.<sup>1</sup> The plan includes an inventory of transportation resources in the region as well as strategies to improve transportation for older adults, people with disabilities, and people with lower incomes.

The major focus of the coordinated transportation planning process-involved input from local stakeholders on unmet transportation needs in Southern Maryland. The following needs were identified as priority issues for St. Mary's County:

1. Address the communication gap between agencies concerning client transportation and coordinate trips based on available capacity.

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<sup>1</sup>Available at [www.kfhgroup.com/SouthernMaryland.htm](http://www.kfhgroup.com/SouthernMaryland.htm).



2. Provide additional service options for social and shopping trips, particularly for older adults.
3. Centralize/promote easy access to information concerning services, trip options, and providers.
4. Expand medical trips outside of the County, especially return trips from dialysis.
5. Expand transit availability for all trip purposes in the evenings (late shifts) and on weekends.
6. Expand demand-response/ specialized services, particularly for dialysis.
7. Provide greater service to job training and job sites.

### **St. Mary's County, Maryland Comprehensive Plan (2010)**

Adopted in March 2010, the St. Mary's County Comprehensive Plan sets out a vision for a "well-maintained, multimodal transportation system [that] facilitates the safe, convenient, affordable, and efficient movement of people, goods, and services..." The plan contains a transportation element as well as referencing the County's 2006 Transportation Plan. The plan notes that although the car is the primary means of transportation in the County, demand for and use of transit is growing.

The plan states the objective of encouraging use of STS and the policy of promoting transit through regional coordination. Specific actions include developing employer outreach programs and continuing to improve STS connectivity with systems in Charles and Calvert Counties. The plan notes the need to facilitate mixed-use development supportive of alternative transportation, especially in the principle development districts of Lexington Park and Leonardtown. It also details goals to promote biking and walking, including a policy of accommodating bicycles on STS vehicles.

### **Capitol Health Care Network Rural Initiative (2009)**

St. Mary's County was one of four rural focus areas selected in this study commissioned by the Department of Veterans Affairs (VA). The study assessed the quality of care available to veterans with the goal of enhancing veterans' health through

transportation to VA facilities. Recommendations to improve transportation options available to rural veterans like those in St. Mary's County included:

- Implementing a concerted outreach program to inform veterans of the transportation service available to them,
- Establishing payment mechanisms with public transit providers to increase access to local transportation options,
- Developing feeder systems that transport veterans from remote areas to established transportation routes that serve VA health care facilities, and
- Developing initiatives aimed specifically at providing transportation for homeless veterans.

### **St. Mary's County Transit Development Plan (2007)**

The last St. Mary's County TDP was completed in August, 2007.<sup>2</sup> The TDP identified the following transit needs based on 2000 Census data, transit rider surveys, and stakeholder input:

- Out-of County medical trips,
- Extended evening service to meet the needs of second/third shift workers,
- More frequent service on existing public transit routes,
- Expanded public transit coverage in rural parts of the County, and
- Increased availability of demand-response and door-to-door services.

The TDP proposed multiple service improvement alternatives. The five-year implementation plan recommended expanded marketing efforts, shifting to a distance based Statewide Specialized Transportation Assistance Program (SSTAP) fare, introducing a day pass, and increasing the price of monthly passes by five dollars. Among other changes, short-term improvements included minor stop adjustments and a division of the Leonardtown-Lexington Park Route into two separate routes. Long-term route improvements included a new Western Route serving the County's Seventh District and increasing the frequency of the Great Mills Loop from one hour to 30 minutes. Of these recommendations, marketing efforts have increased, a day pass has been introduced, and minor stop adjustments have been implemented. Service expansions have not occurred.

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<sup>2</sup>Available at [www.stmarysmd.com/docs/TDPReport.pdf](http://www.stmarysmd.com/docs/TDPReport.pdf).

## St. Mary's County Transportation Plan (August 2006)

The 2006 St. Mary's County Transportation Plan describes improvement projects for roadways, transit, bicycle facilities, trails, and sidewalks based on existing County conditions and travel demand forecasts through 2025. Like the 2010 Comprehensive Plan, the Transportation Plan notes rapid growth in STS service and ridership (57,000 non-Americans with Disabilities (ADA) passengers in 1998 to over 320,000 in 2005). It recommends the following system improvements:

- Provide Sunday bus service in the Lexington Park/California/Leonardtwn area.
- Add bus stop amenities at major transfer locations (First Colony in California and the MVA in Loveville).
- Provide a permanent public location for a transfer point in the Oakville area.
- Add services along the remainder of the MD 4 corridor, Indian Bridge Rd, MD 249, MD 243 (Compton), St. Clements Shore, and Colton Point.
- Coordinate with the Patuxent River NAS to improve connections from nearby locations such as Tulagi Place to the base.
- Add bike racks to buses on the Southern Route (catering to St. Mary's College students).
- Increase service frequency from hourly to every half hour in Lexington Park, Leonardtown, and California. These areas have the highest load volumes and at times demand exceeds capacity.
- Increase service frequency after 6:30 p.m. along major routes.
- Improve bus service over the Thomas Johnson Bridge from Calvert County.

The Transportation Plan also recommends that both STS and MTA explore providing real time information at their bus stops. The plan notes the travel demand management efforts led by the Tri-County Council for Southern Maryland, including rideshare and guaranteed ride home programs, employer outreach, support for tele-commute and tele-work, and regional coordination with MTA, Washington

Metropolitan Area Transit Authority, Charles County's VanGO and Calvert County Public Transportation.

### **Southern Maryland Mobility Management Plan (October 2012)**

The Tri-County Council for Southern Maryland (TCCSMD) recently participated in a regional mobility management program with the goal of efficiently managing and delivering coordinated transportation services in Calvert, Charles, and St. Mary's Counties. In September 2011, TCCSMD hired a Mobility Management Coordinator through a Federal Transit Administration (FTA) Section 5317 (New Freedom) Program grant. The Coordinator worked with public and private providers, responding to phone calls from customers with mobility needs and issues, and making presentations on the program to area agencies, groups, and committees. A mobility management action plan was finalized in October 2012, and included a vision for a one-stop Southern Maryland Mobility Management Call Center. The program was recently discontinued, as grant funds for FY14 were not approved.

### **NAS Patuxent River Transportation Improvement Plan, Pre-Final Report, October 2012**

NAS is completing a Transportation Improvement Plan (TIP). The goals of the TIP focus on reducing vehicle congestion, decreasing the number of single occupant vehicles on base, establishing a parking plan that is compatible with anti-terrorism and security constraints, avoiding environmental impacts, and considering the transportation impacts of the implementation of a "Red-line", which is the separation of mission critical and non-mission critical functions.

A transportation survey concerning travel behavior and employee attitudes was conducted as part of the plan development. One of the survey's important findings was that about 50% of the respondents indicated that they were willing to consider an alternative to using their personally owned vehicle to travel to work. The most commonly listed incentive to facilitate a mode change was "receipt of a financial offset for using a vanpool or mass transit" (25%).

The final plan will include recommendations with regard to anti-terrorism/force protection standards and security constraints; implementation of a "Red-line"; roadway recommendations; complete streets and parking facilities; travel demand management; and pedestrian and bicycle recommendations.

The following TDM strategies are included in the Pre-Final Report:

- Establishing an Employee Transportation Coordinator for the base;
- Developing Alternative Mobility Hubs;
- Enhancing parking management strategies;
- Encouraging ridesharing;
- Continuing to operate a Base Taxi Service or shuttle;
- Implementing pedestrian connections;
- Encouraging and promoting use of alternative vehicles; and
- Encouraging and promoting telecommuting when possible.

## SYSTEM CHARACTERISTICS

### Management and Institutional Structure

As shown in Figure 3-1, STS is a unit of the St. Mary's County Department of Public Works and Transportation (DPW&T). The Transportation Division Manager oversees STS, along with public works vehicle maintenance and non-public school bus operations. STS is staffed by a Supervisor who is responsible for the administration and daily operations of the community transportation program, a Transportation Specialist/Trainer, who is responsible for training staff and dispatching when needed, and three Transportation Specialists (dispatchers). There are ten full-time drivers, five part-time drivers, and 35 intermittent drivers. Maintenance is conducted by DPW&T.

STS provides fixed-route public transit services in the more populated corridors of the County and paratransit services (including ADA paratransit and service funded through SSTAP).

### Funding Sources

The MTA's Statewide Planning Office administers federal and state funding for Locally Operated Transit Systems (LOTS) in Maryland. For FY 2013, St. Mary's County applied to the MTA through the Annual Transportation Plan (ATP) application for funding through the following programs:

- FTA Section 5311 - Includes federal and state funds that are allocated for public transportation operating in rural areas. Both capital and operating funds are available through this program.

- Americans with Disabilities Act (ADA) funds - This is a State grant that is used to help subsidize ADA complementary paratransit.
- SSTAP - This is a State program that provides funding assistance to provide transportation for elderly people and people with disabilities.

Figure 3-1: Organizational Chart

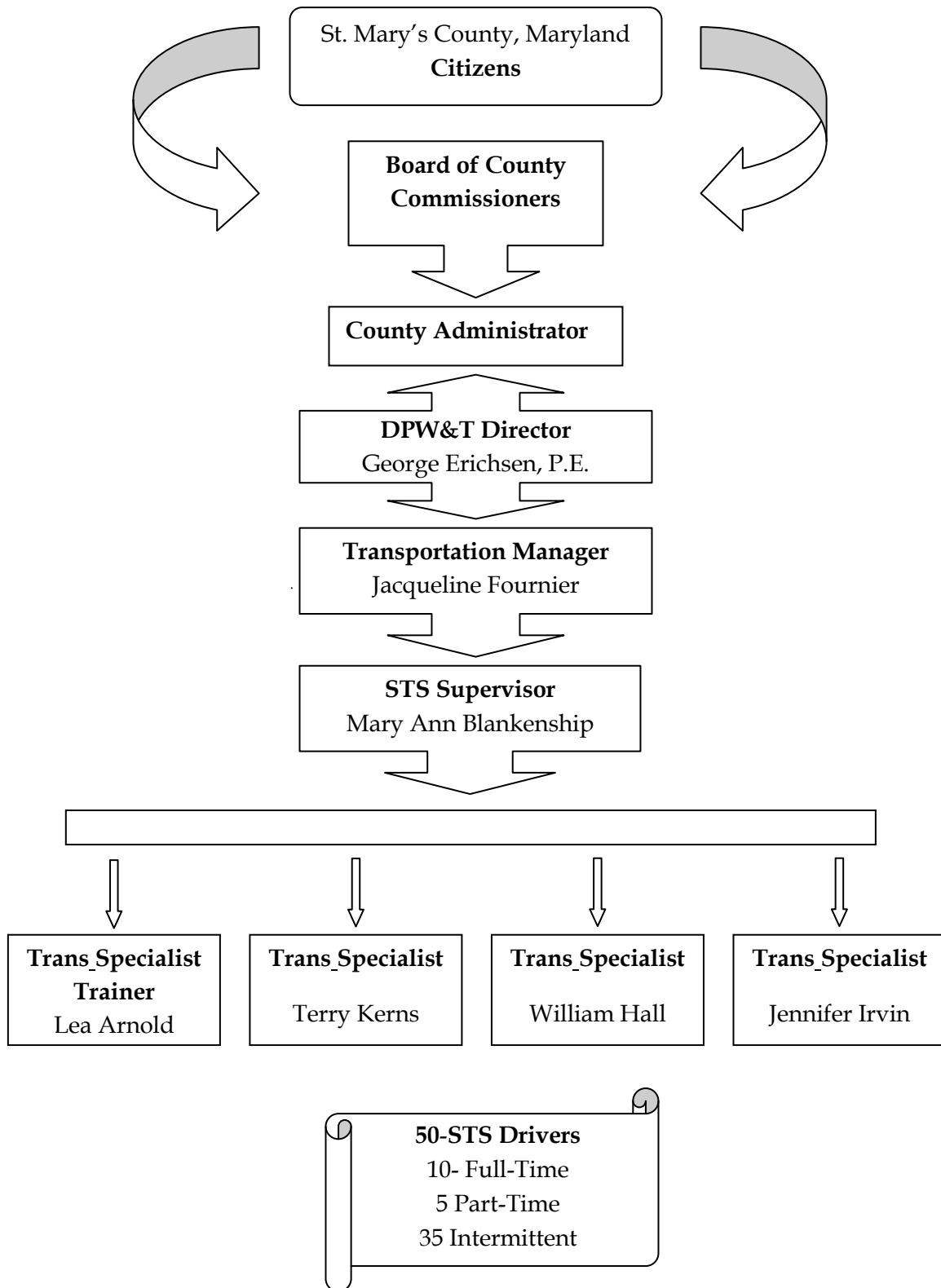


Table 3-1 displays the Maryland LOTS grant programs through which STS receives funding, along with the federal, state, and local shares associated with the programs.

**Table 3-1: Maryland LOTS Grant Programs**

Federal/State Program	Type of Assistance	Maximum Federal Share	Typical* State Share	Typical* Minimum Local Share	Eligible recipients
Section 5309	Capital	80%	10%	10%	LOTS
Section 5311	Operating	50% of net operating deficit	25% of net operating deficit	25% of net operating deficit	LOTS operating in rural areas as defined by the FTA
	Capital	80%	10%	10%	
Section 5316	Operating	50% of net operating deficit	0%	50%	LOTS and private non-profit agencies
	Capital	80%	0%	20%	
ADA	Operating		90%	10%	LOTS that operate ADA complementary paratransit
SSTAP	Operating		Max. 75% of net operating deficit	Min. 25% of net operating deficit	LOTS or Aging Program
	Capital		95%	5%	

\*State share may vary depending upon currently budgetary limitations and total cost of the project to be funded.

## Budget

For FY13, the STS operating budget is just over \$2.8 million. This is about 9.6% higher than the FY12 STS operating budget. The STS operating budget for FY13 is provided in Table 3-2. The FY13 capital budget for FY13 is \$273,632. Table 3-3 provides the details associated with the capital budget.



**Table 3-2: STS FY 2013 Operating Budget**

<b>Program</b>	<b>Amount</b>
Public Transportation	\$ 2,205,995
ADA	\$ 243,756
SSTAP	\$ 288,778
Job Access III	\$ 97,135
<b>TOTAL</b>	<b>\$ 2,835,664</b>

**Table 3-3: STS FY 2013 Capital Budget**

<b>Item</b>	<b>Amount</b>
2 Medium-Duty Buses	\$ 232,632
Two Wheel Chair Track and Flip Seats	\$ 6,000
Preventive Maintenance	\$ 35,000
<b>TOTAL</b>	<b>\$ 273,632</b>

## EXISTING SERVICES

STS provides fixed-route, demand-response (ADA paratransit and SSTAP), and agency contract transit service throughout St. Mary's County (see Figure 3-2). It is a division of the County Department of Public Works and is located on St. Andrews Church Road in California. In FY12, STS provided a total of 439,769 passenger trips.

### Fixed-Route

During weekdays, STS operates eight routes with nine vehicles from approximately 6:00 a.m. to 6:00 p.m. This includes the Leonardtown/Lexington Park North and Southbound, Leonardtown Loop, Great Mills Loop, Calvert Connection, Rt. 5 Express, Charlotte Hall, Northern, and Southern routes. The Charlotte Hall Route continues service until about 9:00 p.m., along with a modified Leonardtown Route (6:00 p.m. to 9:00 p.m.) and a Great Mills/California Route (6:00 p.m. to 10:00 p.m.).

On Saturdays, the three evening routes also operate throughout the day and into the evenings, with the addition of Northern and Southern service from 6:00 a.m. to 6:00

p.m. Great Mills/California is the only route operating on Sundays, from 6:00 a.m. to 8:00 p.m.

***Service and Route Performance- FY10-12***

Table 3-4 provides detailed operating data for FY 2007-12, presented by service type. As these data show, the system as a whole grew significantly, with a 32% increase in service hours, a 17% increase in ridership, and a 44% increase in operating costs.



STS fixed route vehicle (Source: KFH Group)



Passengers boarding an STS vehicle (Source: KFH Group)

Figure 3-2: St. Mary's County Existing Transit Routes

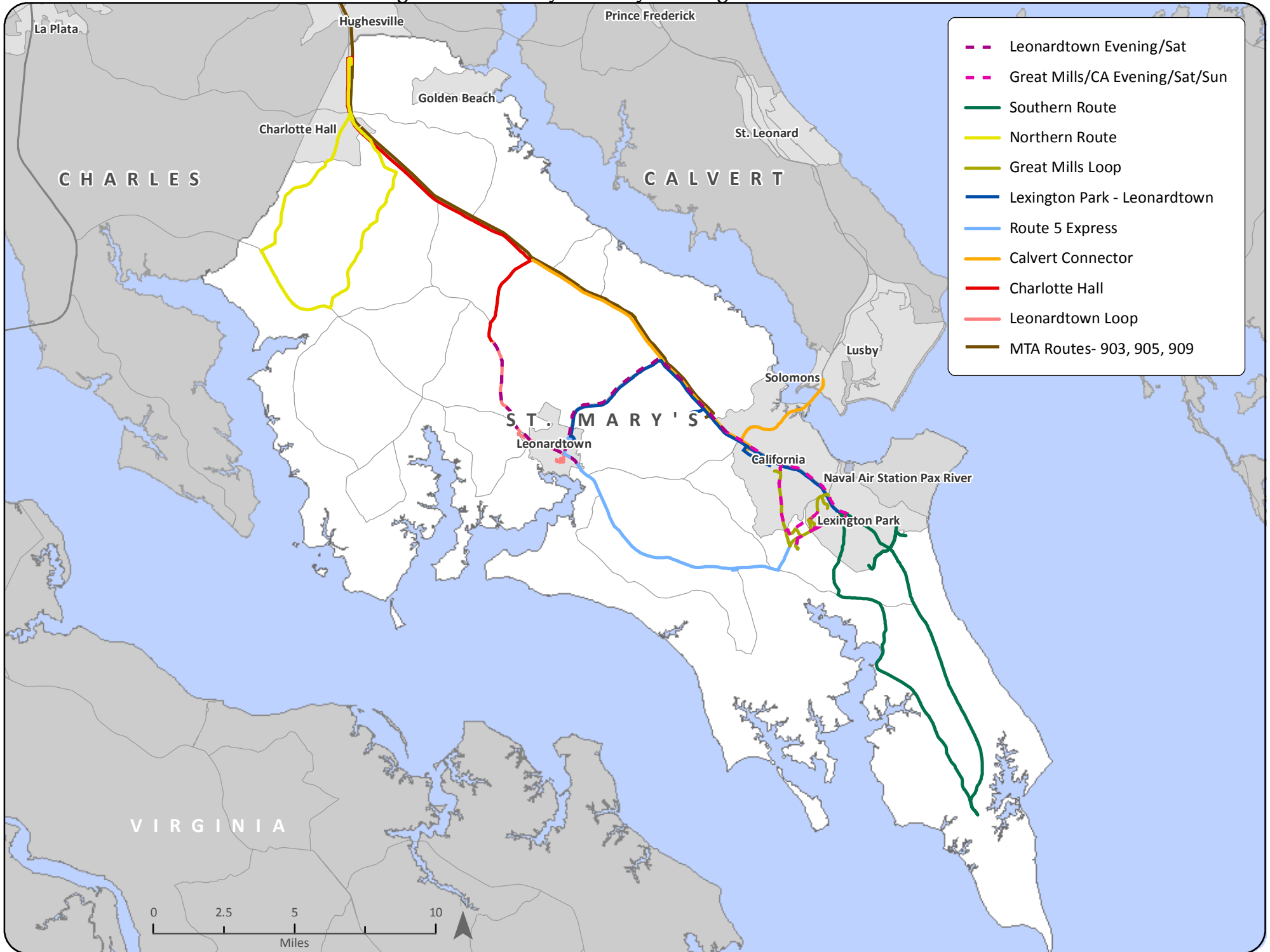


Table 3-4: STS PERFORMANCE DATA, FY 2007-2012

Service				
FY 2007	Fixed Routes	ADA Paratransit*	SSTAP*	TOTAL
Total Passenger Trips	365,079	5,312	4,710	375,101
Total Service Miles	730,266	111,540	47,738	889,544
Total Service Hours	32,432	5,423	4,775	42,630
Total Operating Costs	\$ 1,430,997	\$ 171,142	\$ 188,334	\$ 1,790,473
Total Farebox Receipts	\$ 235,277	\$ 20,986	\$ 12,277	\$ 268,540
Other Local Revenue	\$ 412,519	\$ 19,199	\$ 45,003	\$ 476,721
Cost/Hour	\$ 44.12	\$ 31.56	\$ 39.44	\$ 42.00
Cost/Mile	\$ 1.96	\$ 1.53	\$ 3.95	\$ 2.01
Cost/Trip	\$ 3.92	\$ 32.22	\$ 39.99	\$ 4.77
Local Operating Revenue Ratio	45.3%	23.5%	30.4%	41.6%
Farebox Recovery	16.4%	12.3%	6.5%	15.0%
Passenger Trips/Mile	0.50	0.05	0.10	0.42
Passenger Trips/Hour	11.26	0.98	0.99	8.80

Service				
FY 2008	Fixed Routes	ADA Paratransit*	SSTAP*	TOTAL
Total Passenger Trips	385,721	5,266	4,148	395,135
Total Service Miles	757,609	136,014	67,740	961,363
Total Service Hours	33,958	7,086	2,771	43,815
Total Operating Costs	\$ 1,569,963	\$ 196,197	\$ 196,816	\$ 1,962,976
Total Farebox Receipts	\$ 238,817	\$ 23,022	\$ 12,013	\$ 273,852
Other Local Revenue	\$ 504,953	\$ 37,091	\$ 52,522	\$ 594,566
Cost/Hour	\$ 46.23	\$ 27.69	\$ 71.03	\$ 44.80
Cost/Mile	\$ 2.07	\$ 1.44	\$ 2.91	\$ 2.04
Cost/Trip	\$ 4.07	\$ 37.26	\$ 47.45	\$ 4.97
Local Operating Revenue Ratio	47.4%	30.6%	32.8%	44.2%
Farebox Recovery	15.2%	11.7%	6.1%	14.0%
Passenger Trips/Mile	0.51	0.04	0.06	0.41
Passenger Trips/Hour	11.36	0.74	1.50	9.02

MTA Performance Standards (see Appendix):

Red= "Needs Review," Blue= "Acceptable," Green= "Successful"

\*Paratransit/SSTAP productivity may be inaccurate due to miscounted trips.

Table 3-4 STS PERFORMANCE DATA, FY 2007-2012 (continued)

Service				
FY 2009	Fixed Routes	ADA Paratransit*	SSTAP*	TOTAL
Total Passenger Trips	400,371	6,848	4,169	411,388
Total Service Miles	770,865	141,831	89,920	1,002,616
Total Service Hours	35,426	8,089	3,115	46,630
Total Operating Costs	\$ 1,736,885	\$ 202,448	\$ 208,644	\$ 2,147,977
Total Farebox Receipts	\$ 321,692	\$ 38,098	\$ 13,663	\$ 373,453
Other Local Revenue	\$ 524,528	\$ 29,450	\$ 63,907	\$ 617,885
Cost/Hour	\$ 49.03	\$ 25.03	\$ 66.98	\$ 46.06
Cost/Mile	\$ 2.25	\$ 1.43	\$ 2.32	\$ 2.14
Cost/Trip	\$ 4.34	\$ 29.56	\$ 50.05	\$ 5.22
Local Operating Revenue Ratio	48.7%	33.4%	37.2%	46.2%
Farebox Recovery	18.5%	18.8%	6.5%	17.4%
Passenger Trips/Mile	0.52	0.05	0.05	0.41
Passenger Trips/Hour	11.30	0.85	1.34	8.82

Service				
FY 2010	Fixed Routes	ADA Paratransit*	SSTAP*	TOTAL
Total Passenger Trips	382,827	6,967	4,897	394,691
Total Service Miles	890,444	175,734	81,657	1,147,835
Total Service Hours	36,362	7,222	3,055	46,639
Total Operating Costs	\$ 1,957,879	\$ 228,796	\$ 238,792	\$ 2,425,467
Total Farebox Receipts	\$ 266,029	\$ 32,985	\$ 11,663	\$ 310,677
Other Local Revenue	\$ 920,087	\$ 59,024	\$ 96,050	\$ 1,075,161
Cost/Hour	\$ 53.84	\$ 31.68	\$ 78.16	\$ 52.01
Cost/Mile	\$ 2.20	\$ 1.30	\$ 2.92	\$ 2.11
Cost/Trip	\$ 5.11	\$ 32.84	\$ 48.76	\$ 6.15
Local Operating Revenue Ratio	60.6%	40.2%	45.1%	57.1%
Farebox Recovery	13.6%	14.4%	4.9%	12.8%
Passenger Trips/Mile	0.43	0.04	0.06	0.34
Passenger Trips/Hour	10.53	0.96	1.60	8.46

MTA Performance Standards (see Appendix):

Red= "Needs Review," Blue= "Acceptable," Green= "Successful"

\*Paratransit/SSTAP productivity may be inaccurate due to miscounted trips.

Table 3-4 STS PERFORMANCE DATA, FY 2007-2012 (continued)

Service				
FY 2011	Fixed Routes	ADA Paratransit*	SSTAP*	TOTAL
Total Passenger Trips	390,324	8,056	3,494	401,874
Total Service Miles	868,564	192,403	95,388	1,156,355
Total Service Hours	35,993	11,883	5,001	52,877
Total Operating Costs	\$ 1,971,609	\$ 235,126	\$ 242,699	\$ 2,449,434
Total Farebox Receipts	\$ 266,280	\$ 33,158	\$ 15,606	\$ 315,044
Other Local Revenue	\$ 933,875	\$ 69,504	\$ 97,619	\$ 1,100,998
Cost/Hour	\$ 54.78	\$ 19.79	\$ 48.53	\$ 46.32
Cost/Mile	\$ 2.27	\$ 1.22	\$ 2.54	\$ 2.12
Cost/Trip	\$ 5.05	\$ 29.19	\$ 69.46	\$ 6.10
Local Operating Revenue Ratio	60.9%	43.7%	46.7%	57.8%
Farebox Recovery	13.5%	14.1%	6.4%	12.9%
Passenger Trips/Mile	0.45	0.04	0.04	0.35
Passenger Trips/Hour	10.84	0.68	0.70	7.60

Service				
FY 2012	Fixed Routes	ADA Paratransit*	SSTAP*	TOTAL
Total Passenger Trips	424,672	10,552	4,545	439,769
Total Service Miles	875,738	235,422	120,686	1,231,846
Total Service Hours	35,466	14,236	6,354	56,056
Total Operating Costs	\$ 2,067,823	\$ 264,585	\$ 250,370	\$ 2,582,778
Total Farebox Receipts	\$ 331,773	\$ 45,439	\$ 17,238	\$ 394,450
Other Local Revenue	\$ 992,960	\$ 84,146	\$ 102,078	\$ 1,179,184
Cost/Hour	\$ 58.30	\$ 18.59	\$ 39.40	\$ 46.07
Cost/Mile	\$ 2.36	\$ 1.12	\$ 2.07	\$ 2.10
Cost/Trip	\$ 4.87	\$ 25.07	\$ 55.09	\$ 5.87
Local Operating Revenue Ratio	64.1%	49.0%	47.7%	60.9%
Farebox Recovery	16.0%	17.2%	6.9%	15.3%
Passenger Trips/Mile	0.48	0.04	0.04	0.36
Passenger Trips/Hour	11.97	0.74	0.72	7.85

MTA Performance Standards (see Appendix):

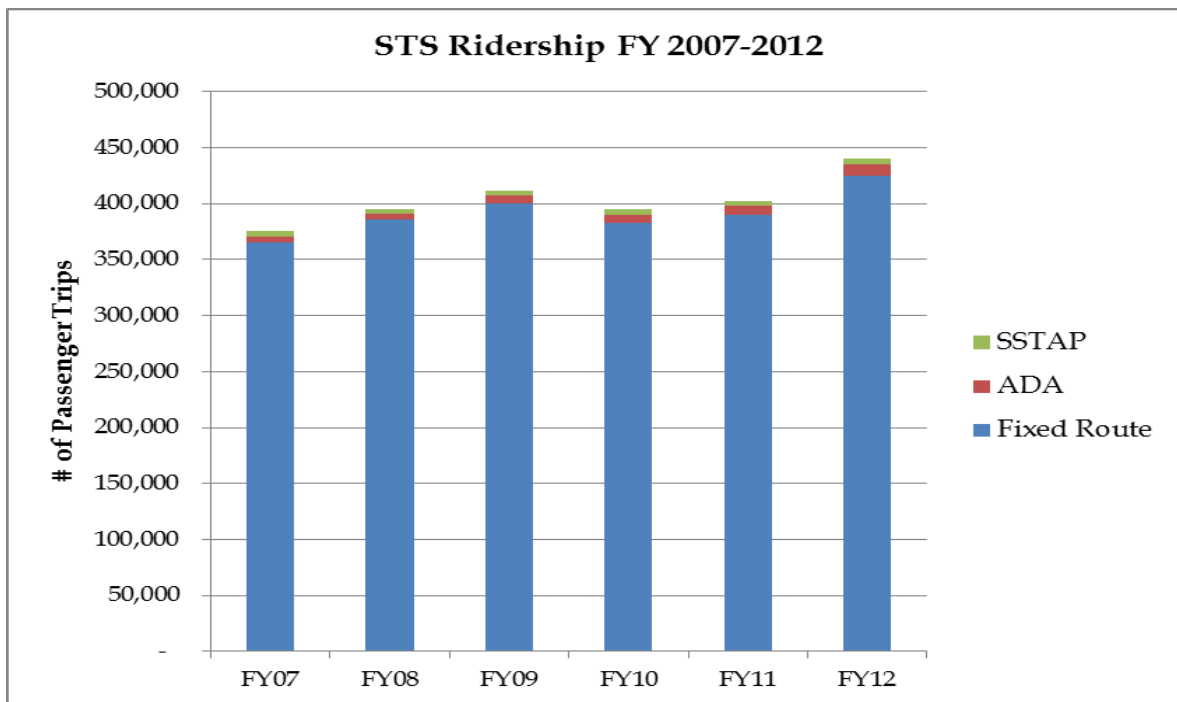
Red= "Needs Review," Blue= "Acceptable," Green= "Successful"

\*Paratransit/SSTAP productivity may be inaccurate due to miscounted trips.

Table 3-4 STS PERFORMANCE DATA, FY 2007-2012 (continued)

Change FY 07-12	Service			
	Fixed Routes	ADA Paratransit*	SSTAP*	TOTAL
Total Passenger Trips	16.3%	98.6%	-3.5%	17.2%
Total Service Miles	19.9%	111.1%	152.8%	38.5%
Total Service Hours	9.4%	162.5%	33.1%	31.5%
Total Operating Costs	44.5%	54.6%	32.9%	44.3%
Total Farebox Receipts	41.0%	116.5%	40.4%	46.9%
Other Local Revenue	140.7%	338.3%	126.8%	147.4%
Cost/Hour	32%	-41%	0%	10%
Cost/Mile	20%	-27%	-47%	4%
Cost/Trip	24%	-22%	38%	23%
Local Operating Revenue Ratio	42%	109%	57%	46%
Farebox Recovery	-2%	40%	6%	2%
Passenger Trips/Mile	-3%	-6%	-62%	-15%
Passenger Trips/Hour	6%	-24%	-27%	-11%

\*Paratransit/SSTAP productivity may be inaccurate due to miscounted trips.



The fixed-route service hours only increased slightly during this time period (9.4%), while the paratransit hours (both ADA and SSTAP) increased much more significantly (163% and 33%, respectively). Farebox recovery improved by an average of 2%. Productivity increased for the fixed routes, improving 6%. Table 3-4 also shows that productivity on ADA Paratransit and SSTAP decreased significantly over the six years. However, the study team's review of driver manifests revealed that these numbers were very likely accounting errors, due to the changeover to demand response software. Because of these and other possible allocation errors, the breakout data included in Table 3-4 present an inaccurate picture of ADA Paratransit and SSTAP performance.

### *MTA Performance Measures*

The MTA has established performance standards for the LOTS in the State as a tool for monitoring their services for effectiveness and efficiency (Appendix C). This rating structure is used as a basis for offering technical assistance. The program is set up such that services can be rated as "Successful", "Acceptable", or "Needs Review" based on how they perform in each of the operating measures. In addition, these standards are utilized in determining whether new services requested by the systems should be funded based on their potential for being successful.



The performance standards are derived from a compilation of sources that include industry research, industry experience, and peer reviews. The performance standards assessed for each route include:

- Operating Cost Per Hour - total cost of operations with respect to total service hours, which is calculated as the time from when the driver pulls out for service until the driver returns from service.
- Operating Cost Per Mile - total cost of operations with respect to total service miles, which is calculated as miles from driver pull-out to driver pull-in, including deadhead mileage.
- Operating Cost per Passenger Trip - total cost of operations with respect to total ridership, which is calculated as each passenger boarding counted as one passenger trip.
- Farebox Recovery - total farebox receipts with respect to total operating cost.
- Passenger Trips per Mile - total passenger trips with respect to the total service miles.
- Passenger Trips per Hour - total passenger trips with respect to the total service hours.

It is important to highlight that the MTA guidelines involving cost (cost per mile, cost per hour, and cost per trip) were developed using data that are now several years old, and these have not been adjusted by MTA to reflect general inflation in transportation costs, or fuel cost increases. Based on this, KFH Group modified the operating cost ranges using the Consumer Price Index (CPI) and assuming a base year of 2004. Appendix C shows the modified MTA performance standards, including those that apply to small urban fixed-route services, rural fixed-route services, and demand response services.

The most useful single measure is the passenger trips per service hour, as it reflects usage in relation to the amount of service provided. The majority of transit operating costs are hourly (wages and benefits), so higher values of trips per hour reflect better use of resources.

The STS fixed routes can generally be classified as small urban fixed-route services. When comparing STS fixed-route performance with the MTA performance

standards for small urban fixed-route, STS is successful or acceptable in all of the categories except for farebox recovery ratio and passenger trips per mile. The farebox recovery ratio was 16% for STS in FY12 versus the acceptable standard of 20%. STS completed 0.48 passenger trips per mile versus the acceptable standard of 0.65. In the case of passenger trips per mile, it is important to note that some STS routes serve rural areas, necessitating greater mileage than a typical small urban fixed route system. For the ADA and SSTAP services, several measures fall into the “needs review” category; however, as noted above, these numbers do not reflect actual performance due to a miscalculation of total trips.

### ***Route Profiles***

The route profiles found in Figures 3-3 through 3-12 provide an inventory of each STS fixed-route. Each profile outlines a range of productivity data including annual passenger trips, service hours, service miles, and operating cost; average number of passenger trips per revenue hour; and operating cost per revenue hour, revenue mile, and passenger trip. Finally, each details major origins and destinations – high-density housing, medical facilities, major employers, educational facilities, non-profit and governmental agencies, and shopping – within a ¾ mile of the route. This distance shows the area served by ADA complementary paratransit service.

As these data indicates, the highest performing fixed-route is the Great Mills Loop, providing 19.6 passenger trips/hour. The Northern Route exhibits the lowest fixed-route productivity, providing 3.7 trips/hour.

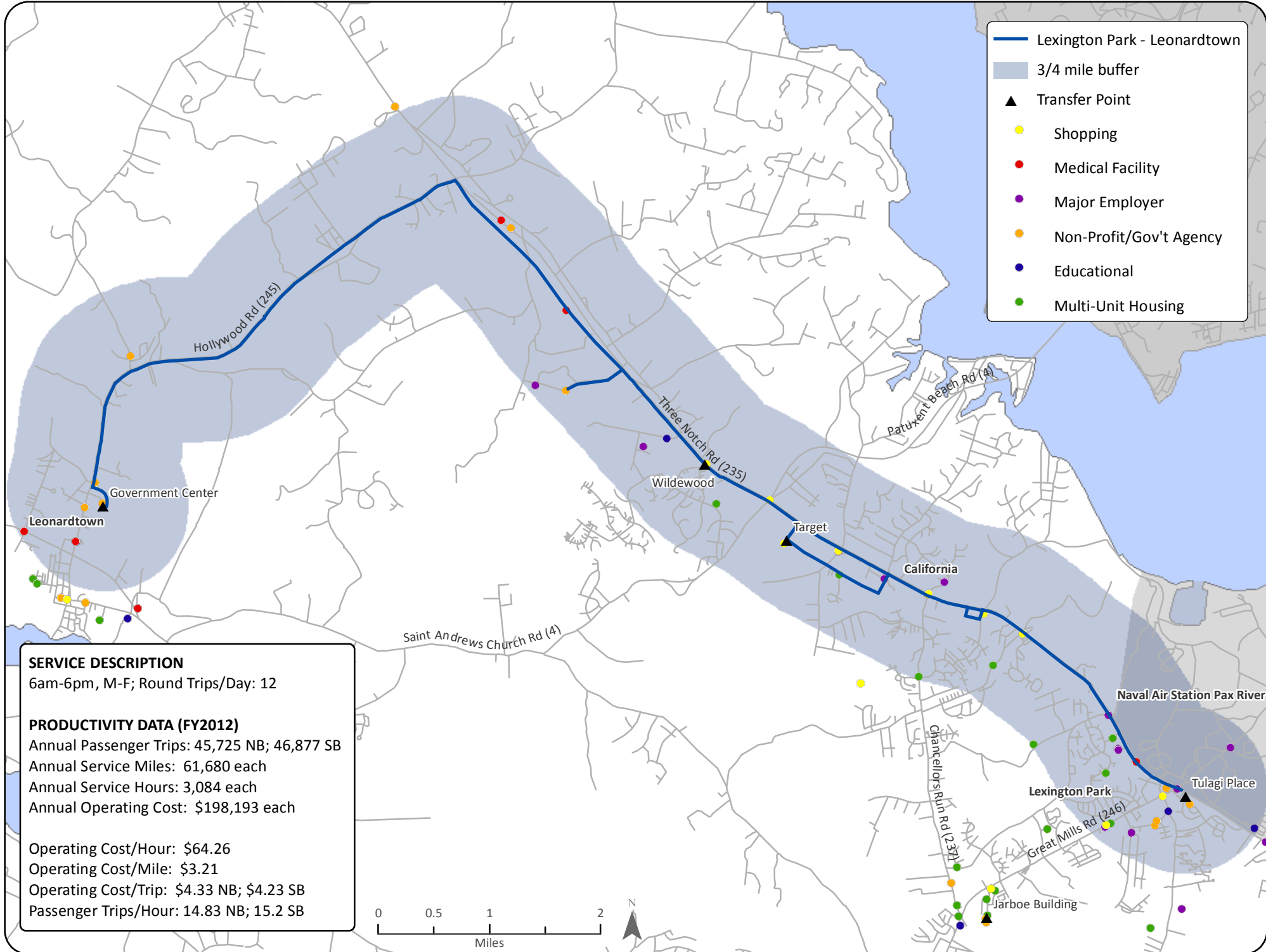
### ***On-Time Performance and Ridership***

Supplementing STS’s FY 2012 performance data, the following section draws on on-off counts conducted by the MTA in October 2012. The counts included a review of on-time performance and a stop-by-stop analysis of ridership, based on a sample of total trips on STS’s weekday and Sunday routes. Though the Saturday routes were also observed, the data sample collected is too small to draw quantitative conclusions.<sup>3</sup> The review did not include evening routes (6:00 p.m. onward) due to time constraints, though these routes could still be observed at the TAC’s request. The review was conducted over multiple days and therefore does not represent a true sampling of STS ridership. However, despite limitations, the findings described below provide a useful record of STS performance by route and by stop.

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<sup>3</sup> Performance and ridership was estimated based on data from 8 or 10 of 12 total runs for weekday routes, and 6 of 14 runs for Sunday. Saturday routes were observed for 2 or 3 runs of 15 or 16 total.

**Figure 3-3: Leonardtown to Lexington Park North/Southbound Route Profile**

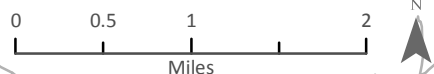


- Lexington Park - Leonardtown
- 3/4 mile buffer
- ▲ Transfer Point
- Shopping
- Medical Facility
- Major Employer
- Non-Profit/Gov't Agency
- Educational
- Multi-Unit Housing

**SERVICE DESCRIPTION**  
 6am-6pm, M-F; Round Trips/Day: 12

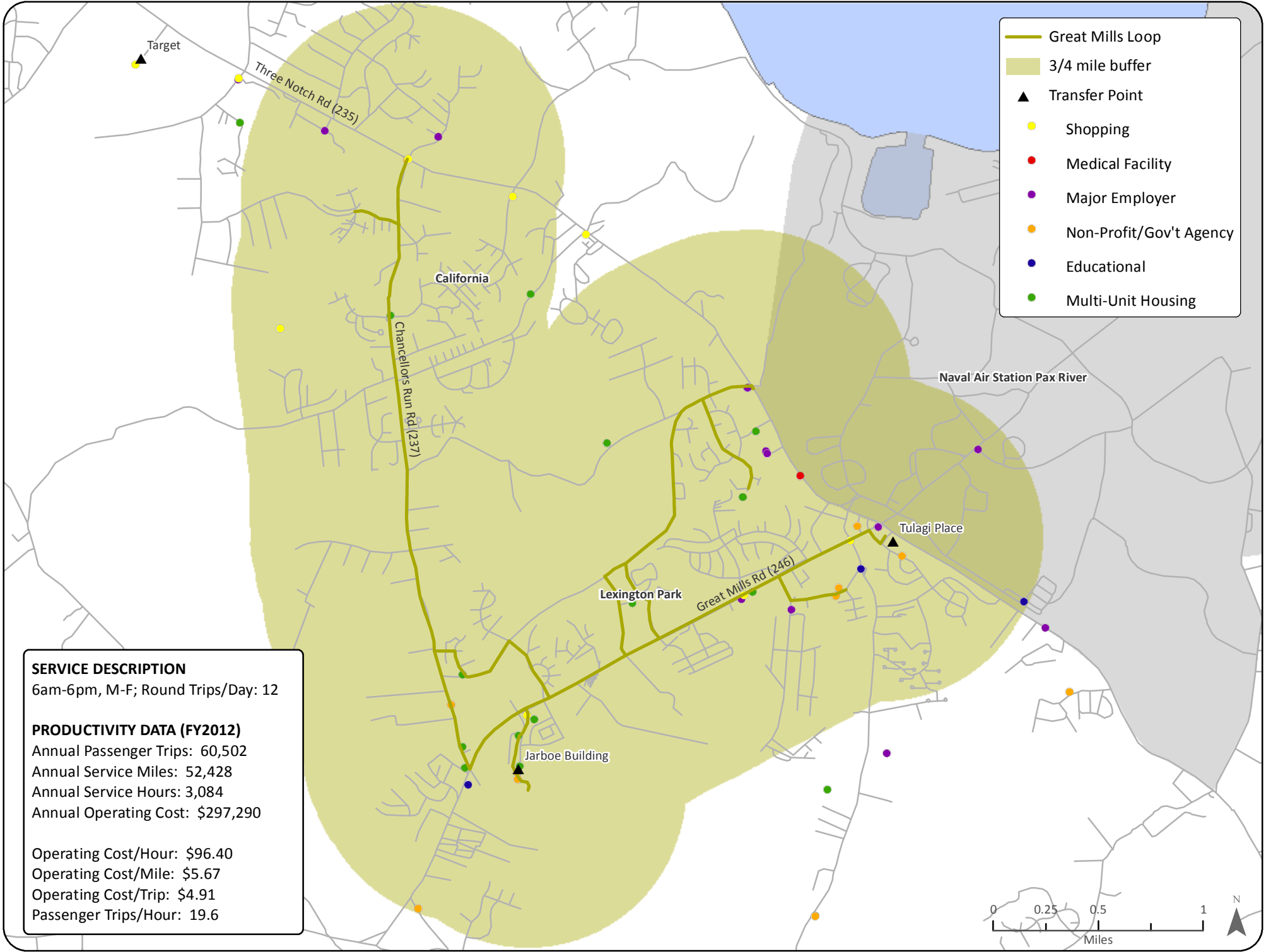
**PRODUCTIVITY DATA (FY2012)**  
 Annual Passenger Trips: 45,725 NB; 46,877 SB  
 Annual Service Miles: 61,680 each  
 Annual Service Hours: 3,084 each  
 Annual Operating Cost: \$198,193 each

Operating Cost/Hour: \$64.26  
 Operating Cost/Mile: \$3.21  
 Operating Cost/Trip: \$4.33 NB; \$4.23 SB  
 Passenger Trips/Hour: 14.83 NB; 15.2 SB



3-23

Figure 3-4: Great Mills Loop Route Profile



- Great Mills Loop
- 3/4 mile buffer
- ▲ Transfer Point
- Shopping
- Medical Facility
- Major Employer
- Non-Profit/Gov't Agency
- Educational
- Multi-Unit Housing

**SERVICE DESCRIPTION**  
 6am-6pm, M-F; Round Trips/Day: 12

**PRODUCTIVITY DATA (FY2012)**  
 Annual Passenger Trips: 60,502  
 Annual Service Miles: 52,428  
 Annual Service Hours: 3,084  
 Annual Operating Cost: \$297,290

Operating Cost/Hour: \$96.40  
 Operating Cost/Mile: \$5.67  
 Operating Cost/Trip: \$4.91  
 Passenger Trips/Hour: 19.6

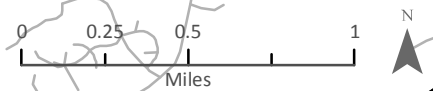
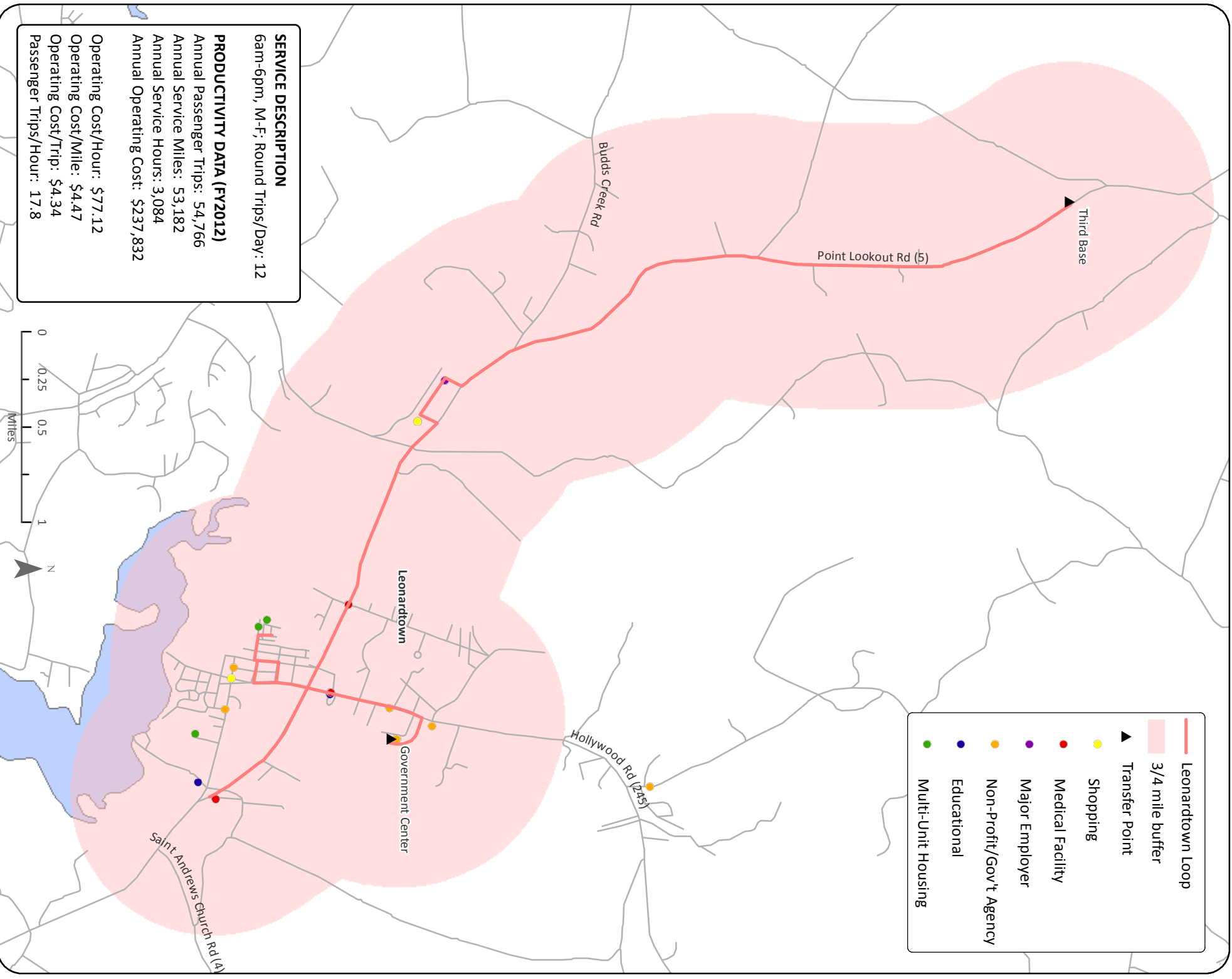


Figure 3-5: Leonardtown Loop Route Profile



- Leonardtown Loop
- 3/4 mile buffer
- ▲ Transfer Point
- Shopping
- Medical Facility
- Major Employer
- Non-Profit/Gov't Agency
- Educational
- Multi-Unit Housing

**SERVICE DESCRIPTION**  
 6am-6pm, M-F; Round Trips/Day: 12

**PRODUCTIVITY DATA (FY2012)**  
 Annual Passenger Trips: 54,766  
 Annual Service Miles: 53,182  
 Annual Service Hours: 3,084  
 Annual Operating Cost: \$237,832

Operating Cost/Hour: \$77.12  
 Operating Cost/Mile: \$4.47  
 Operating Cost/Trip: \$4.34  
 Passenger Trips/Hour: 17.8

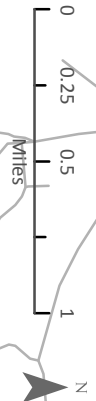
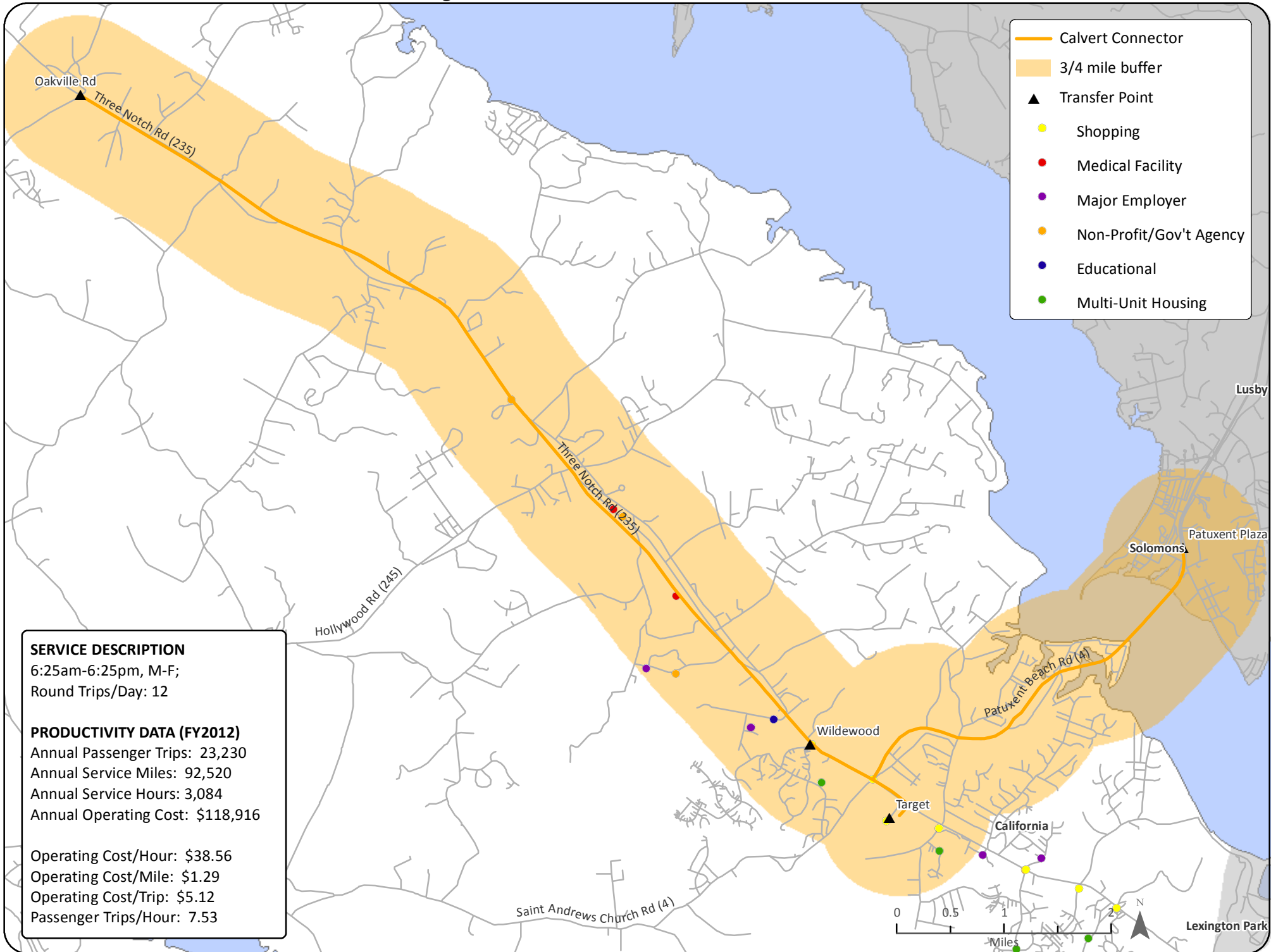


Figure 3-6: Calvert Connection Route Profile



- Calvert Connector
- 3/4 mile buffer
- ▲ Transfer Point
- Shopping
- Medical Facility
- Major Employer
- Non-Profit/Gov't Agency
- Educational
- Multi-Unit Housing

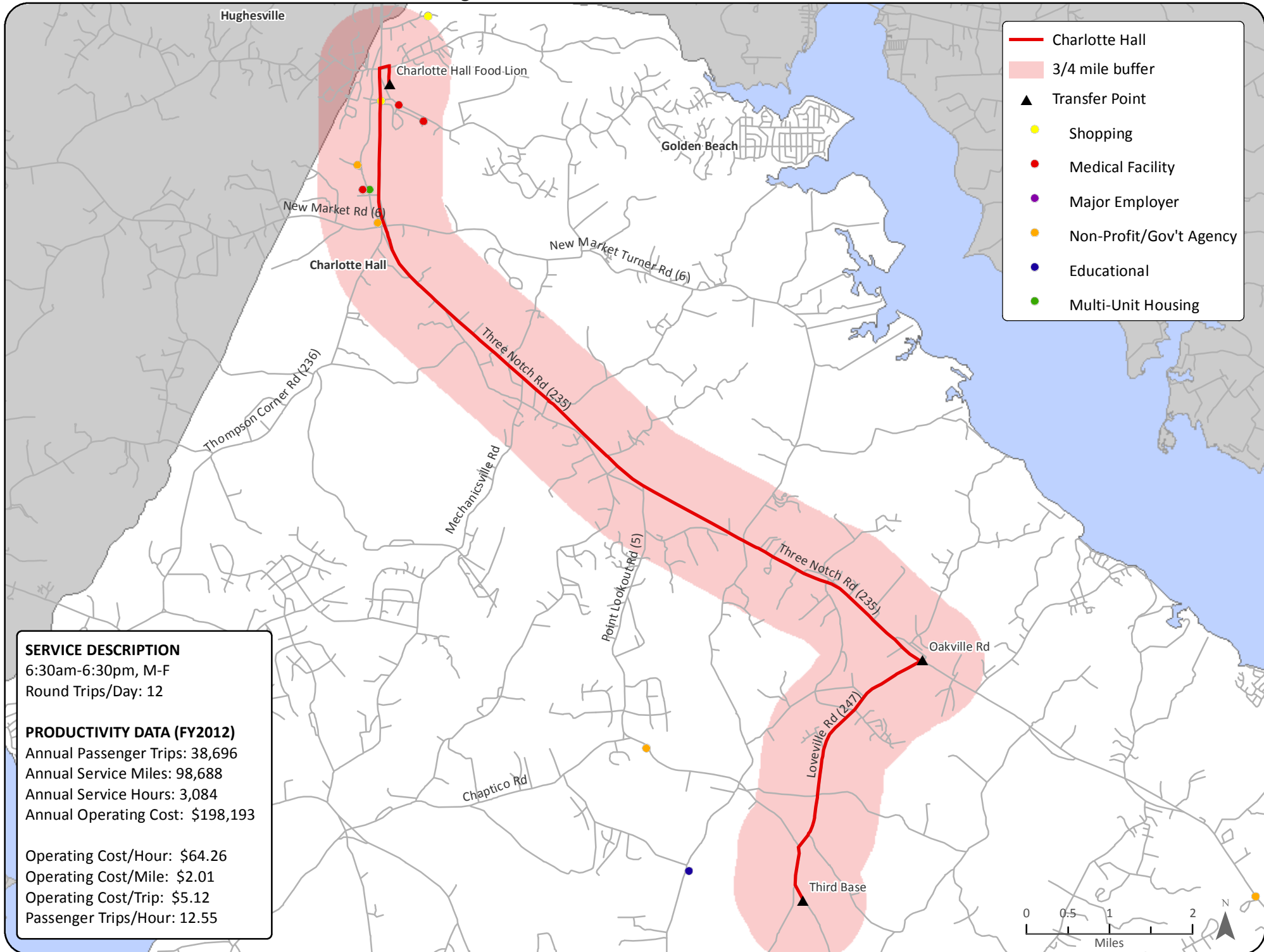
**SERVICE DESCRIPTION**  
 6:25am-6:25pm, M-F;  
 Round Trips/Day: 12

**PRODUCTIVITY DATA (FY2012)**  
 Annual Passenger Trips: 23,230  
 Annual Service Miles: 92,520  
 Annual Service Hours: 3,084  
 Annual Operating Cost: \$118,916

Operating Cost/Hour: \$38.56  
 Operating Cost/Mile: \$1.29  
 Operating Cost/Trip: \$5.12  
 Passenger Trips/Hour: 7.53



Figure 3-7: Charlotte Hall Route Profile



- Charlotte Hall
- 3/4 mile buffer
- ▲ Transfer Point
- Shopping
- Medical Facility
- Major Employer
- Non-Profit/Gov't Agency
- Educational
- Multi-Unit Housing

**SERVICE DESCRIPTION**  
 6:30am-6:30pm, M-F  
 Round Trips/Day: 12

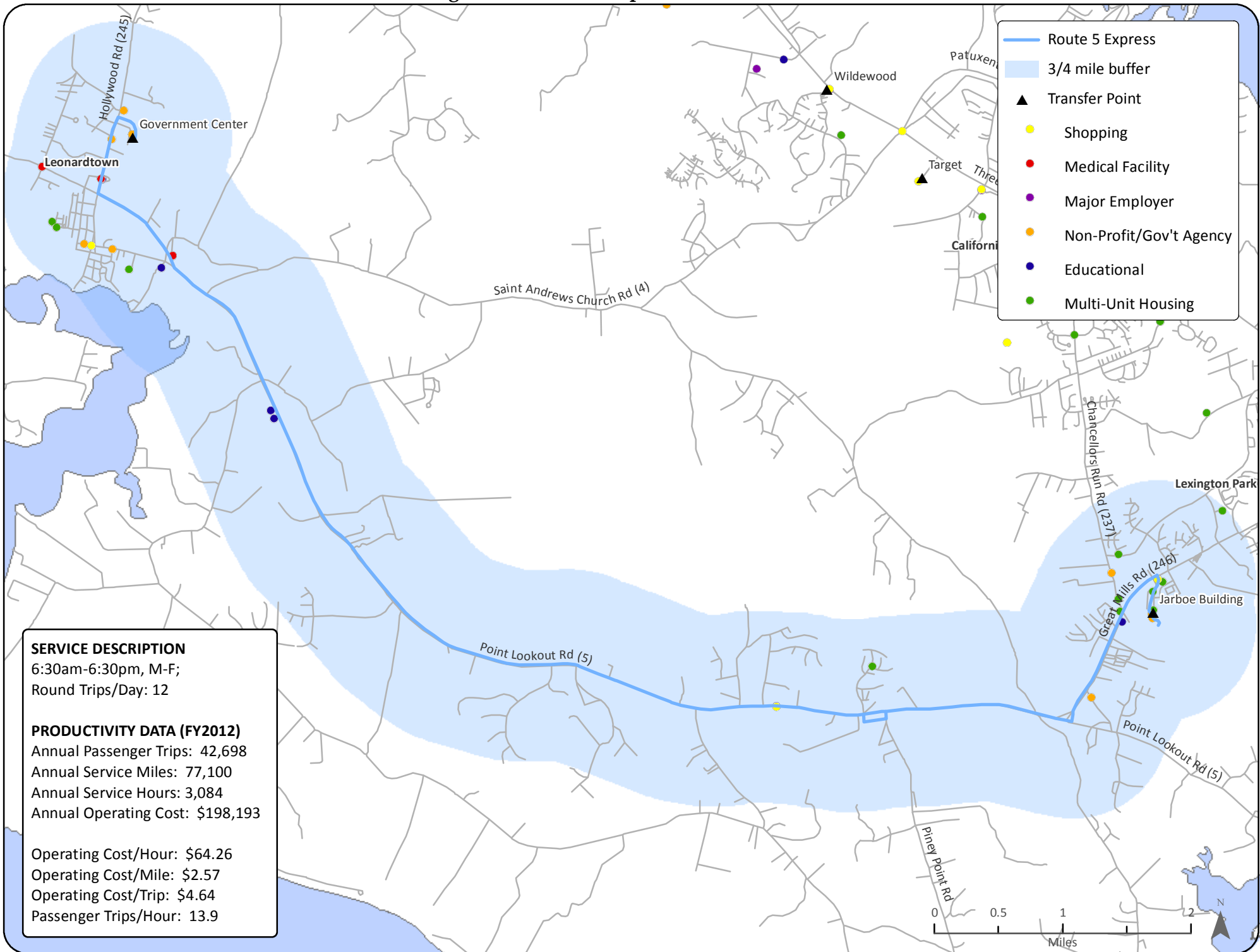
**PRODUCTIVITY DATA (FY2012)**  
 Annual Passenger Trips: 38,696  
 Annual Service Miles: 98,688  
 Annual Service Hours: 3,084  
 Annual Operating Cost: \$198,193

Operating Cost/Hour: \$64.26  
 Operating Cost/Mile: \$2.01  
 Operating Cost/Trip: \$5.12  
 Passenger Trips/Hour: 12.55



3-27

Figure 3-8: Route 5 Express Route Profile



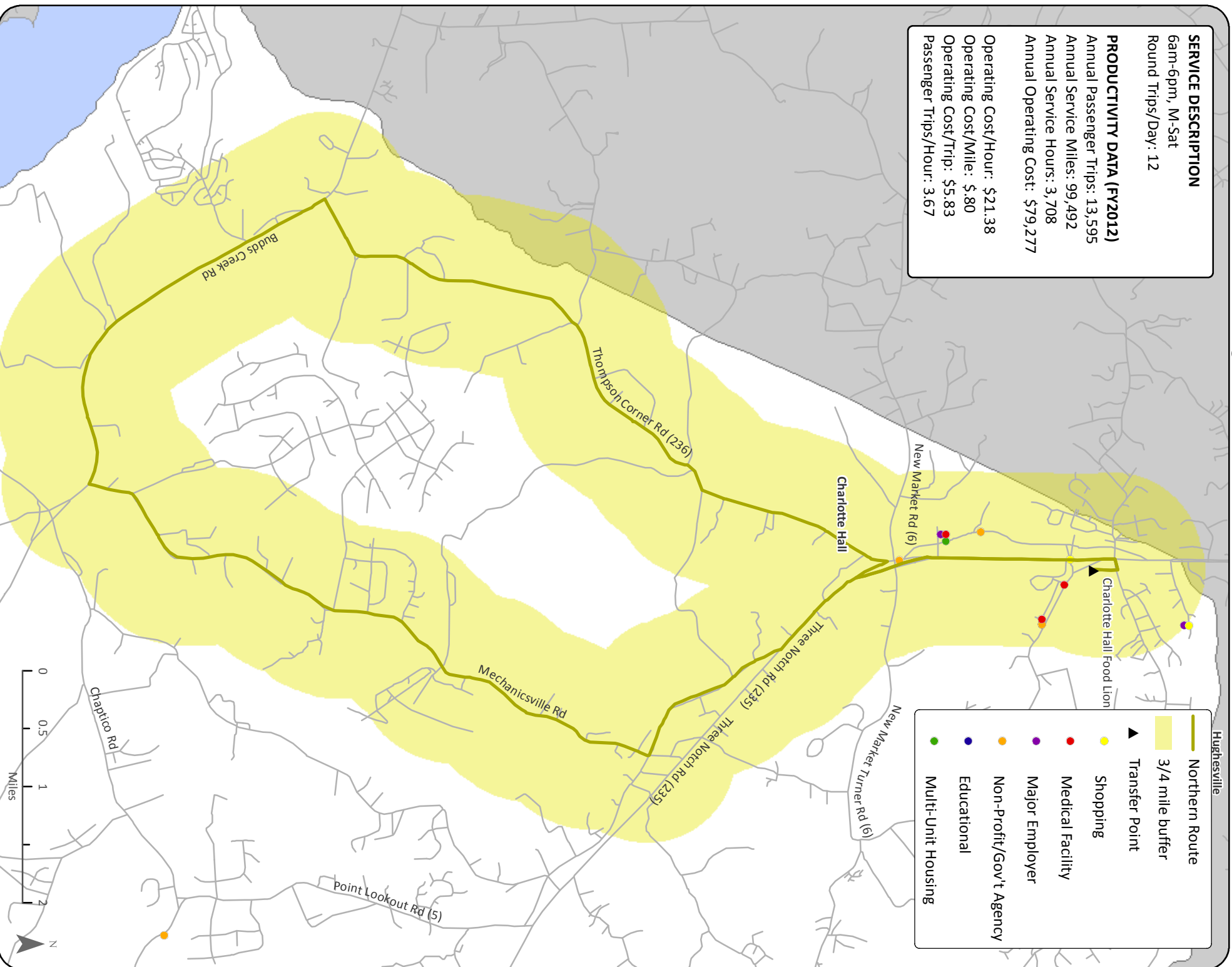
**SERVICE DESCRIPTION**  
 6:30am-6:30pm, M-F;  
 Round Trips/Day: 12

**PRODUCTIVITY DATA (FY2012)**  
 Annual Passenger Trips: 42,698  
 Annual Service Miles: 77,100  
 Annual Service Hours: 3,084  
 Annual Operating Cost: \$198,193

Operating Cost/Hour: \$64.26  
 Operating Cost/Mile: \$2.57  
 Operating Cost/Trip: \$4.64  
 Passenger Trips/Hour: 13.9



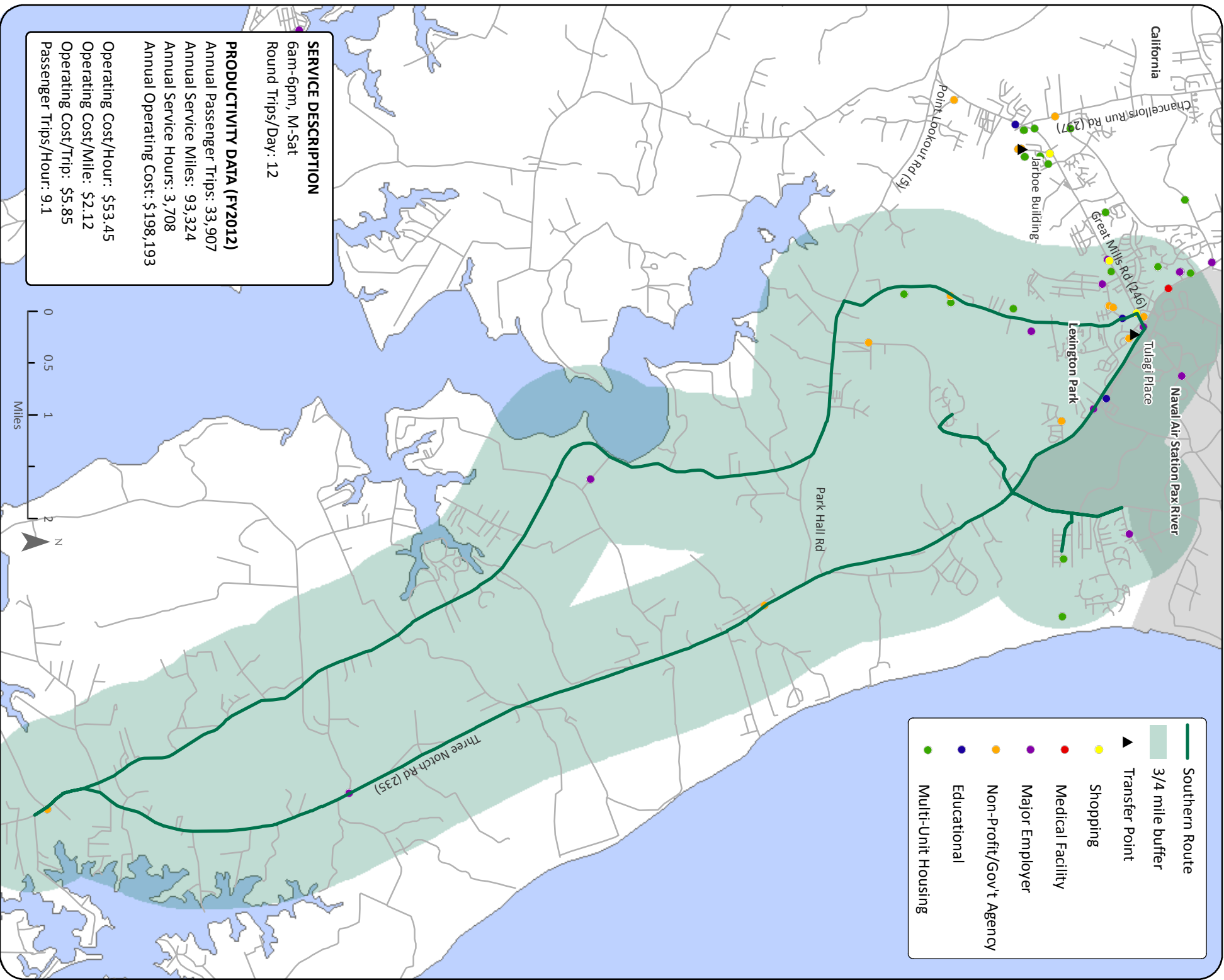
Figure 3-9: Northern Route Profile



SERVICE DESCRIPTION	
6am-6pm, M-Sat	
Round Trips/Day:	12
PRODUCTIVITY DATA (FY2012)	
Annual Passenger Trips:	13,595
Annual Service Miles:	99,492
Annual Service Hours:	3,708
Annual Operating Cost:	\$79,277
Operating Cost/Hour:	\$21.38
Operating Cost/Mile:	\$.80
Operating Cost/Trip:	\$5.83
Passenger Trips/Hour:	3.67

	Northern Route
	3/4 mile buffer
	Transfer Point
	Shopping
	Medical Facility
	Major Employer
	Non-Profit/Gov't Agency
	Educational
	Multi-Unit Housing

Figure 3-10: Southern Route Profile



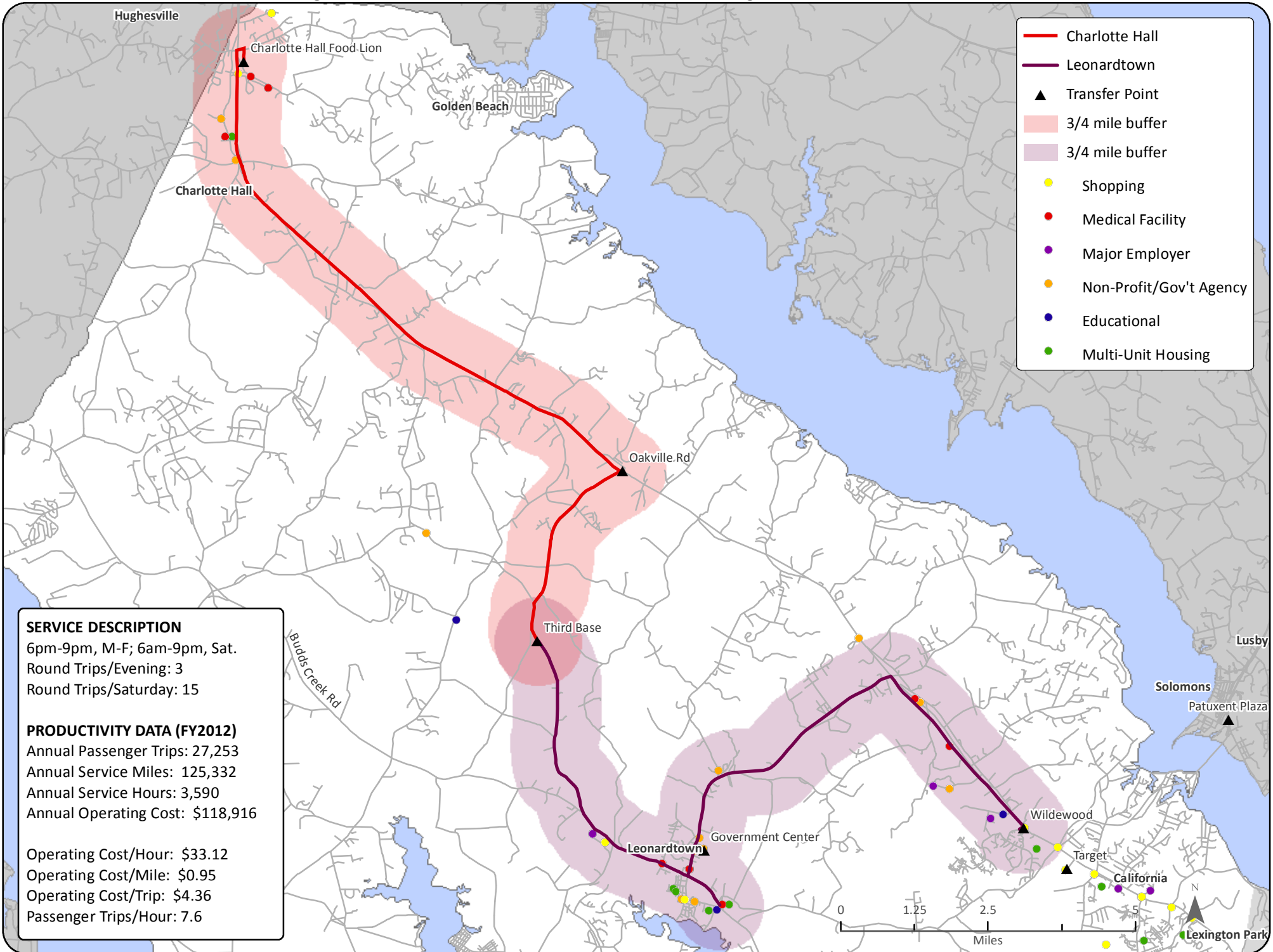
- Southern Route
- 3/4 mile buffer
- ▲ Transfer Point
- Shopping
- Medical Facility
- Major Employer
- Non-Profit/Gov't Agency
- Educational
- Multi-Unit Housing

**SERVICE DESCRIPTION**  
 6am-6pm, M-Sat  
 Round Trips/Day: 12

**PRODUCTIVITY DATA (FY2012)**  
 Annual Passenger Trips: 33,907  
 Annual Service Miles: 93,324  
 Annual Service Hours: 3,708  
 Annual Operating Cost: \$198,193

Operating Cost/Hour: \$53.45  
 Operating Cost/Mile: \$2.12  
 Operating Cost/Trip: \$5.85  
 Passenger Trips/Hour: 9.1

Figure 3-11: Leonardtown/Charlotte Hall (Evenings, Sat.) Route Profile



**SERVICE DESCRIPTION**

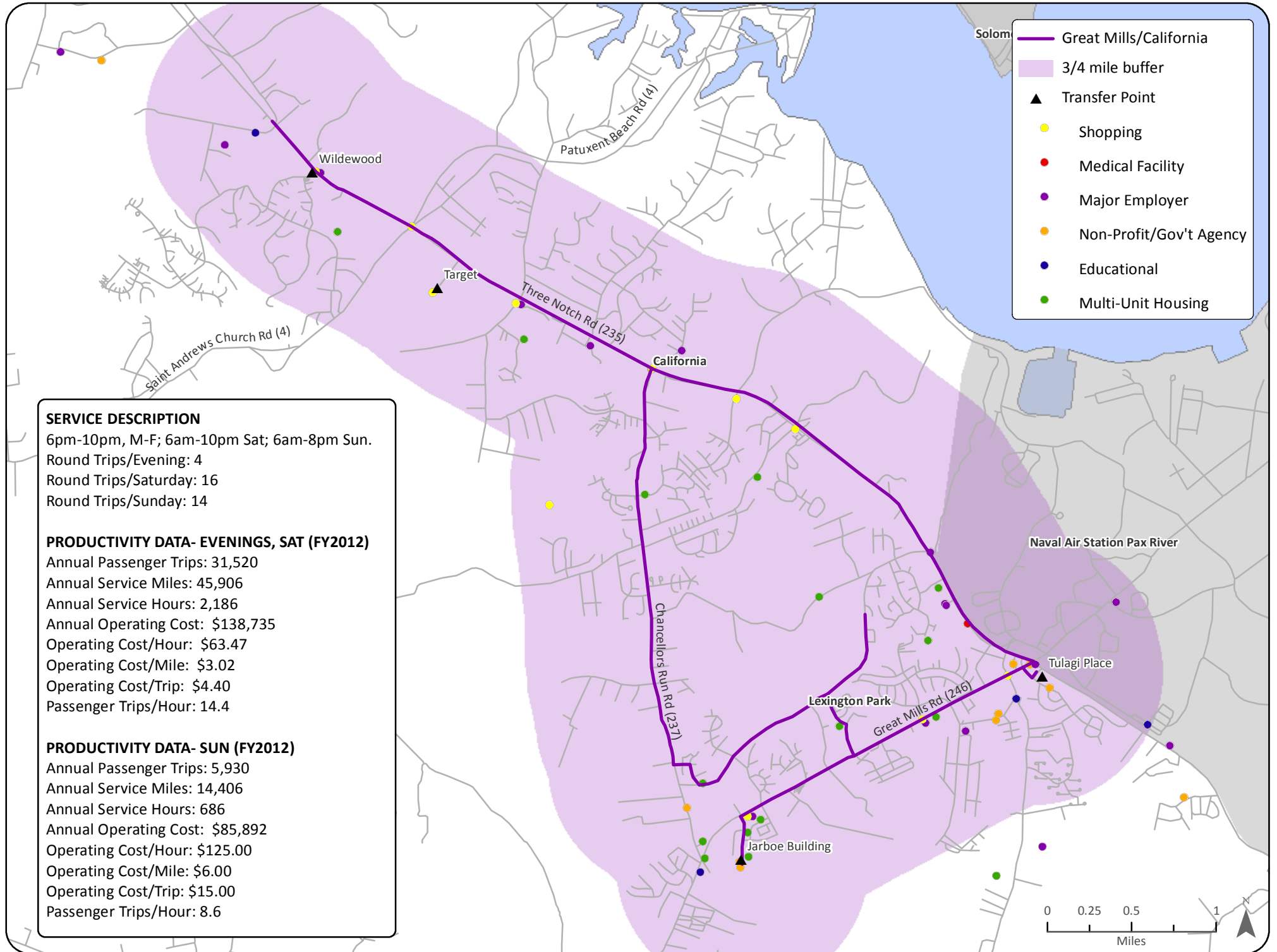
6pm-9pm, M-F; 6am-9pm, Sat.  
 Round Trips/Evening: 3  
 Round Trips/Saturday: 15

**PRODUCTIVITY DATA (FY2012)**

Annual Passenger Trips: 27,253  
 Annual Service Miles: 125,332  
 Annual Service Hours: 3,590  
 Annual Operating Cost: \$118,916

Operating Cost/Hour: \$33.12  
 Operating Cost/Mile: \$0.95  
 Operating Cost/Trip: \$4.36  
 Passenger Trips/Hour: 7.6

Figure 3-12: Great Mills/California (Evenings, Sat, Sun.) Route Profile



3-32

To determine route punctuality, actual times were compared to scheduled times at three to five major arrival and departure points. For example, the Southern Route had three time points per run (Tulagi Place, Ridge Market, and the return to Tulagi), while the Calvert Connection had four (Target, the Oakville transfer stop, Patuxent Plaza, and the return to Target). These trip segments were then classified as early, on-time (0-5 minutes late), or late (more than 5 minutes late). Trip segments that were more than 15 minutes late (a subset of the late category) were also noted. Table 3-5 portrays STS's on-time performance by route and for the system as a whole.

**Table 3-5: On-Time Performance by Route**

	Trip Segments	Early (>0 minutes early)	On Time (0-5 minutes late)	Late (>5 mins. late)	Very Late (>15 mins. late)
Calvert Connection	40	25%	65%	10%	0%
Charlotte Hall	50	22%	68%	10%	0%
Great Mills Loop	24	0%	71%	29%	0%
Great Mills/CA	18	11%	89%	0%	0%
Leonardtown Loop	24	4%	71%	25%	8%
L/L Northbound	30	3%	80%	17%	0%
L/L Southbound	30	0%	57%	43%	0%
Northern	21	5%	95%	0%	0%
Rt5 Express	32	0%	72%	28%	0%
Southern	24	33%	67%	0%	0%
<b>System Average</b> (weekdays + Sun.)	29	10%	73%	16%	1%

Overall, 73% of all trip segments operated on-time. Sixteen percent were late, with only 1% defined as "very late" (more than 15 minutes behind schedule). The Northern Route performed the best, followed by the Great Mills/California Sunday Route and the Lexington Park/Leonardtown Northbound. These routes had 80% or more of their trip segments on time. Conversely, less than 70% of the segments for the Leonardtown/Lexington Park Southbound, the Calvert Connection, the Southern Route, and Charlotte Hall ran on time. The Leonardtown Loop stood out as the only route with very late trips (8%). On the day of observation, stop requests at the Bean Building and the Jarboe Medical Center caused delays on the Leonardtown/Lexington Park Southbound Route. Traffic across the Solomons Bridge caused delay for the Calvert Connection, but its performance also suffered because many morning trips left Target too early. Similarly, many of the trips on the Southern Route left the Ridge Market earlier than scheduled.

STS carried a daily average of 1,725 riders on its nine weekday (6:00 a.m. to 6:00 p.m.) routes. This observation aligns with STS's FY 2012 passenger trip data. The Great Mills Loop was the busiest line, carrying 22% of total weekday ridership. Together with the Lexington Park/Leonardtown North and Southbound, it carried about half of the total ridership. The Great Mills Loop, the Great Mills/California Saturday, and the Lexington Park/Leonardtown North and Southbound all had loads of greater than 18 passengers at some point during observations (very close to if not standing room only conditions). Conversely, the least busy lines, the Northern Route and the Calvert Connection, carried only 148 and 151 estimated daily riders, respectively.

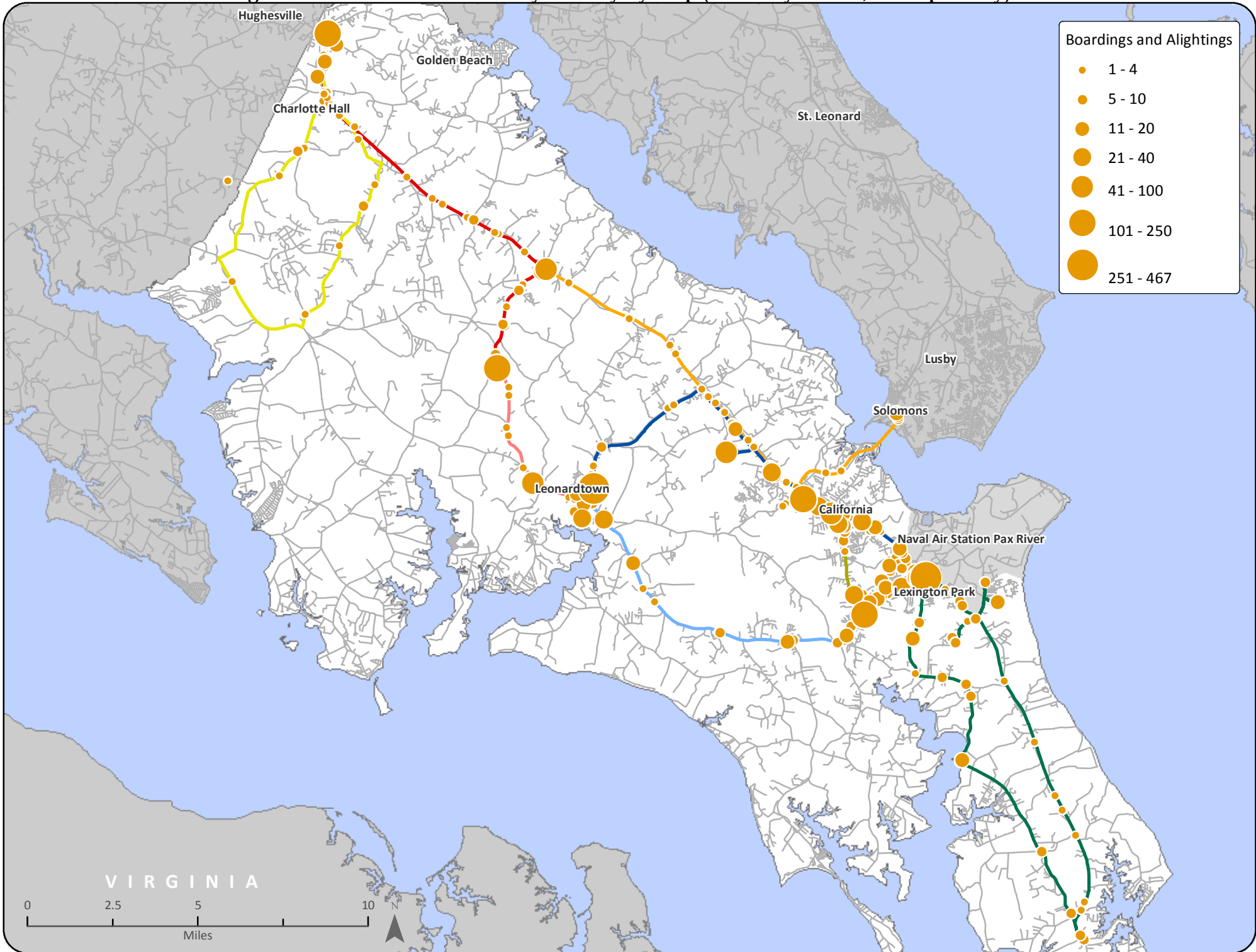
Figure 3-13 displays system-wide weekday ridership by stop, and Table 3-6 summarizes the top ten highest ridership stops. Both the map and the table consider ridership to be the total activity at a given stop, or the sum of daily boardings and alightings.<sup>4</sup> As expected, the busiest stops were the system's transfer points: Tulagi Place, the Governmental Center, the Jarboe Building, etc. Other high volume stops (30 to 40 estimated boardings and alightings) not listed in Table 3-6 include Willows Rd. at Great Mills Rd., the San Souci Plaza Dollar Tree, Cedar Lane Apartments, and Fox Chase Dr. at Lexington Dr. In contrast, about half of the 279 observed stops had between 1 and 4 daily boardings and alightings. In some cases, these locations were very close to one another, reflecting the nature of the flag stop system. Overall, STS's greatest activity (and also core service) occurs along the residential and commercial area of Great Mills Road, the commercial destinations on Route 235 throughout California, and the residential, human service, medical, and commercial uses surrounding Leonardtown.

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<sup>4</sup> Figure 3-13 visually under-represents Northern ridership. Though included in the 148 estimated daily total, 75 boardings and alightings occurred at unknown points along the route and could not be mapped.

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Figure 3-13: Estimated Total Daily Activity by Stop (Weekday Routes, 6am-6pm only)



**Table 3-6: Greatest Total Daily Activity by Stop**

Stop	Boardings + Alightings	Routes
Tulagi Place	467	LL NB/SB, GM Loop, Southern
Governmental Center	350	LL NB/SB, LT Loop, Rt5 Express
Lexwood Dr. at Joe Baker Ct.	246	Rt5 Express, GM Loop
Third Base/Citgo	200	Charlotte Hall, LT Loop
Target	132	LL NB/SB, Calvert
Charlotte Hall Food Lion	106	Charlotte Hall, Northern
Wal-Mart	73	LL NB/SB
Leonardtown Food Lion/Family Dollar	56	LT Loop
Oakville Rd. (Boatman’s Mart)	44	Calvert, Charlotte Hall
Pathways (Airport View Rd.)	43	LL SB, Calvert



*Third Base (Source: KFH Group)*





*Governmental Center (Source: KFH Group)*



*Tulagi Place (Source: KFH Group)*

### ***Demand-Response***

STS provides complementary ADA paratransit service for eligible riders within a  $\frac{3}{4}$  mile of all fixed routes. Fares are \$2.00 one-way, \$4.00 round trip, and \$2.00 for each additional stop request. Demand-response transportation for seniors and persons with disabilities is provided in all other areas of the County through the SSTAP. SSTAP service is divided into zones by the day of the week:

- Zone 1: Monday - Ridge, Lexington Park, Great Mills, Callaway, Piney Point, Tall Timbers, St. Inigoes areas, and Mechanicsville.
- Zone 2: Tuesday - Mechanicsville, Charlotte Hall, and Golden Beach areas.
- Zone 3: Wednesday - Lexington Park, Leonardtown, Hollywood, Breton Bay, Compton, Avenue, Chaptico, and Wicomico Shores areas.
- Zone 4: Thursday - all Zones or all County on this day. (All areas)
- Zone 5: Friday - Lexington Park, Wildewood, California, Hollywood, and Oakville areas.

SSTAP picks up riders in the morning (approximately 10:00 a.m.) and returns them home between noon and 1:00 p.m. SSTAP fares are \$3.00 one-way, with \$3.00 for each additional stop request and/or attendant.

### **Agency Transportation**

STS also provides regularly scheduled trips to the Department of Aging and Human Services' three senior activity centers: the Garvey Center in Leonardtown, the Loffler Center in Great Mills, and the Northern Center in Charlotte Hall. The round trip fare is \$1.00. Other County agencies like the Health Department and the Department of Social Services purchase STS tickets for their clients, as do several private non-profit agencies. STS no longer provides trips to the Vivian Ripple Center in Hollywood, as the Department of Aging's adult medical daycare program was privatized in 2010.

### **Review of Fare Policy**

The fixed-route fare is \$1.00 for a one-way trip, with a transfer fee of \$.50. All day passes are \$3.00 and monthly passes are \$40.00. Seniors (60+), persons with

disabilities, Medicare Card Holders, students, and children are charged half fare. Riders can also purchase a 10-ticket sheet at a discount of \$.85 each.

St. Mary's County has expressed interest in raising fares, as there has not been a fare increase in 18 years. For comparative purposes, KFH Group assembled the fixed-route fare policies for all of the LOTS. These are presented in Table 3-7. As the table indicates the base fare of \$1.00 for the fixed routes is lower than or equal to all of the other fixed-route services in the State. Charles County and Harford County each have the same base fare, while all of the other fixed-route service are priced higher, ranging from \$1.25 to \$3.00. Neighboring Calvert County has a base fare of \$1.50, though their Shuttle fare is only \$.75 per ride.

### **Marketing and Advertising**

STS conducts a number of marketing and advertising activities throughout the year to educate the public, community leaders, and county and state agencies about the transit program. A major focus of the marketing and advertising program this past year has been the re-design and publication of the ride guide and schedule booklet. The re-designed booklet was published and distributed throughout the community in the spring of 2012. In addition to the schedule booklet, STS also advertises on Channel 95, the local government channel, and STS information is featured on the St. Mary's County website.

STS staff conducted ongoing marketing and advertising activities of the following:

- STS participates in the St. Mary's County Fair, providing an STS bus display. Staff members distribute schedules, paratransit applications, employment applications, and various promotional items each year at the Fair.
- STS is a member of the County's Chamber of Commerce.
- STS is a member of the Relocation Assistance Coordination Committee of Patuxent River NAS.
- STS provides an information display for the annual "Transition Conference" held by St. Mary's County Schools for students with disabilities.
- STS provides a display on Disability Awareness Day, with drivers demonstrating wheelchair lift deployment.
- STS has transit information posted at NAS Patuxent River.

**Table 3-7: Maryland Fixed-Route Transit Services -- Comparison of Fare Policies**

System	Base Fare	ADA Paratransit Fare	Senior/ Disabled Fare	Transfers	Pass Details	Discount Tickets
STS	\$1.00	\$2.00	\$0.50	\$0.50	Monthly pass=\$40	10 tickets= .85 each
				\$0.25	Senior/Disabled monthly pass= \$20 \$3.00 all day pass	10 tickets, senior/ disabled= .50 each
Allegany County Transit	\$2.00	\$4.00	\$1.00	Free		15-ride pass= \$27.50
City of Annapolis	\$2.00	\$4.00	\$1.00	n.a.	All Day Pass= \$4.00; Seniors and People with Disabilities= \$2.00; Weekly Pass = \$20; Monthly Pass= \$80; Quarterly Pass = \$200; Annual Pass = \$500; Summer Youth Pass = \$35.	
Calvert County Public Transportation - Route Bus	\$1.50	\$2.00	\$0.50	n.a.	All day pass=\$3.00; Seniors, disabled, and Youth=\$1.25	Adult 10-trip ticket= \$12.00; Senior/ child= \$6.00
Calvert County Public Transportation - Shuttle Bus	\$0.75		\$0.25	n.a.	All day pass=\$1.50; Seniors, disabled, and Youth=\$.75	Adult 10-trip ticket= \$6.00; Senior/ child= \$2.00
Cecil County Transit	\$2.00	\$4.00	\$1.00	n.a.		
Charles County VANGo	\$1.00	\$1.50	\$0.50	n.a.	All day pass= \$2.00; Seniors/ disabled= \$1.	Discount ticket books= \$8.00 for \$10 worth of VanGO coupons.
Connect-A-Ride	\$1.75	\$3.00	\$0.85	n.a.	Regular Fare Monthly Pass= \$96.50; Reduced Fare Monthly Pass= \$48.25	10-ride pass= \$15.75; 10-ride reduced pass= \$7.85

System	Base Fare	ADA Paratransit Fare	Senior/ Disabled Fare	Transfers	Pass Details	Discount Tickets
Frederick County Transit	\$1.25	\$2.00 medical; \$3.00 other	\$0.60	Free	Regular Fare Monthly Pass= \$45; Senior/Disabled/Youth Monthly Pass= \$30; Summer Freedom Pass= \$10.	10-trip ticket= \$12. 20-trip ticket = \$22; Senior/Disabled 10-trip= \$5.50. 20-trip= \$11.00; Youth 10-trip= \$8.00.
Harford Transit Link (1)	\$1.00	\$2.00	\$0.50	Free		Adult 12-ride pass= \$10; Senior/ disabled 12-ride pass= \$5.
Howard Transit	\$2.00	\$2.50	\$1.00	Free	Regular Fare Monthly Pass= \$47; Reduced Fare Monthly Pass= \$16.	10-ride ticket= \$13.50; Reduced Fare 10-ride ticket = \$4.50.
MTA Local Bus (2)	\$1.60	\$1.85	\$0.55	n.a.	Adult day pass= \$3.50; Seniors/ disabled= \$1.20; Weekly pass= \$16.50; Adult Monthly Pass= \$64; Seniors/Disabled= \$16.50	20 Mobility tickets = \$37.00
Montgomery County Ride-On (3)	\$1.80	\$3.60	\$0.90	No paper transfers	Regular Fare Monthly Pass= \$45; Monthly Youth Cruiser Pass= \$11; Summer Youth Cruiser= \$18.	
Montgomery County Ride-On Smartrip fare	\$1.60	\$3.20	\$0.80; free 9:30am-3pm M-F	Free w/ Smartrip		
Prince George's County The Bus	\$1.25	\$1.25	\$ -	n.a.	University of Maryland students and staff ride free	
Shore Transit	\$3.00	\$5.00	\$1.50	n.a.	Weekly pass= \$25; 14-day pass= \$50; 21-day pass= \$75; 30-day pass= \$100.	

System	Base Fare	ADA Paratransit Fare	Senior/ Disabled Fare	Transfers	Pass Details	Discount Tickets
County Commuter- Washington County	\$1.25	\$2.00	.95 peak, .60 off-peak	Free	Regular Fare Monthly Pass= \$50; Semi-annual=\$250. Annual= \$450. Senior/Disabled Monthly, peak=\$38; off-peak= \$23. Semi-annual, peak=\$190; off-peak=\$115; Annual, peak=\$342; off-peak= \$207.	Adult 42-ride= \$48; 21-ride= \$25; Senior/Disabled, 42-ride, peak= \$34, off peak= \$22; 21-ride, peak= \$19; off-peak= \$12; Student, 42-trip= \$32; 21-trip= \$17.
(1) The Harford/Cecil Connect has a higher fare.						
(2) The neighborhood shuttles have a lower fare and the express buses have a higher fare.						
(3) The Route 70 Express has a higher fare.						

- STS is a member of the St. Mary's County Commission on Persons with Disabilities.
- STS is a member of the Transportation Association of Maryland.
- STS works with the following organizations on a regular basis:
  - St. Mary's County Board of County Commissioners
  - NAS Patuxent River
  - Tri-County Council of Southern Maryland
  - St. Mary's County Department of Aging
  - St. Mary's County Department of Social Services
  - The Center for Life Enrichment
  - Pathways, and
  - St. Mary's College of Maryland.

### **Fleet, Facilities, and Technology**

As shown in Table 3-8, the STS fleet includes a total of 25 revenue vehicles. One vehicle (H-29) was recently removed from the fleet and is due to be replaced. Another five function as backup vehicles, for a spare ratio of 20%. All of the vehicles are lift-equipped. Eighteen of the vehicles are used for STS fixed routes and/or back-up and seven are used for ADA paratransit and/or SSTAP. Of the 25 vehicles, 23 are cutaways and two are medium duty transit buses. All are equipped with radio communications. STS is in the process of procuring routing and scheduling software.

The STS facility is part of the Department of Public Works and Transportation facility in California. Bus maintenance is provided on-site, and STS is planning to build a "bus barn" adjacent to the facility. This structure will provide shelter for the vehicles.

STS also procured scheduling software for the paratransit program. The implementation of this technology should help improve paratransit productivity. Security cameras are also being installed on the vehicles.

Table 3-8: St. Mary's Transit Vehicle Inventory

Fleet ID	Vehicle ID #	Model Year	Make	Vehicle Type	Lift?	Capacity	Funding Source	Nov. 2012 Mileage	Status	Avg. Annual Mileage	Estimated Replacement Year	Notes
H-24	1FDXE40F4XHB71806	1999	FORD	Cutaway	Y	16/2	SSTAP	565,282	Active	25,072	FY 2008	Replaced
H-25	1FDXE45F1YHA99537	2000	FORD	Cutaway	Y	16/4	SSTAP	648,833	Active	28,631	FY 2009	Replaced
H-26	1FDXE4551HB77713	2001	FORD	Cutaway	Y	16/4	SSTAP	603,712	Active	54,883	FY 2012	To be replaced
H-27	1FDXE45F52HA10382	2002	FORD	Cutaway	Y	16/4	5311	625,812	Active	62,581	FY 2013	To be replaced
H-30	1FDXE45F43HB11074	2003	FORD	Cutaway	Y	18/2	5311	424,278	Active	47,142	FY 2014	
H-31	1FDXE45F3HB23665	2003	FORD	Cutaway	Y	18/2	5311	351,734	Active	39,082	FY 2014	
H-32	1FDWE45F43HB90564	2003	FORD	Cutaway	Y	18/2	5311	425,939	Active	47,327	FY 2014	
H-34	1FDWE45F83HB90566	2003	FORD	Cutaway	Y	18/2	5311	601,323	Active	66,814	FY 2014	
H-35	1FDXE45P95HB19960	2006	FORD	Cutaway	Y	16/2	5311	293,229	Active	48,872	FY 2015	
H-36	1FDXE45P05HB19961	2006	FORD	Cutaway	Y	16/2	RCB	290,481	Active	48,414	FY 2015	
H-37	1FDXE45P25HB19962	2006	FORD	Cutaway	Y	16/2	RCB	353,645	Active	58,941	FY 2015	
H-38	1FDXE45P55HB24895	2006	FORD	Cutaway	Y	16/2	5311	312,481	Active	52,080	FY 2015	
H-39	1FDXE45PX6DB13707	2006	FORD	Cutaway	Y	16/2	5311	337,684	Spare	56,281	FY 2015	
40	1FDFE45P99DA15588	2009	FORD	Cutaway	Y	16/2	5311	213,311	Spare	71,104	FY 2016	
41	1FDFE45P79DA15590	2009	FORD	Cutaway	Y	16/2	5311	206,005	Spare	68,668	FY 2016	
42	1FDFE45P49DA15580	2009	FORD	Cutaway	Y	12/2	5311	140,539	Active	46,846	FY 2016	
43	1FDFE45P69DA15581	2009	FORD	Cutaway	Y	12/2	5311	127,540	Active	42,513	FY 2016	
44	1FDFE45P89DA15582	2009	FORD	Cutaway	Y	12/2	5311	142,157	Active	47,386	FY 2017	
45	1FDFE45P79DA15587	2009	FORD	Cutaway	Y	16/2	5311	169,449	Active	56,483	FY 2017	
46	1FDFE45P09DA15589	2009	FORD	Cutaway	Y	16/2	5311	219,878	Spare	73,293	FY 2017	
47	1FDFE45P99DA15591	2009	FORD	Cutaway	Y	16/2	5311	165,887	Active	55,296	FY 2017	
48	1FDFE45P69DA24801	2009	FORD	Cutaway	Y	16/2	RCB	182,057	Active	60,686	FY 2017	
49	1FDFE45P89DA24802	2009	FORD	Cutaway	Y	16/2	RCB	166,583	Spare	55,528	FY 2017	
50	1GBG5U1998F414606	2009	CHEVY	Medium	Y	22/2	5311	80,028	Active	26,676	FY 2018	
51	1GBG5U1958F414750	2009	CHEVY	Medium	Y	22/2	5311	78,566	Active	26,189	FY 2018	

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## PUBLIC AND STAKEHOLDER INPUT

In addition to drawing on recent studies and plans, KFH Group conducted stakeholder interviews by phone and email in an attempt to gain information on public transportation needs in St. Mary's County. The following section describes these outreach efforts, detailing service types, clients, and perspectives on transit need throughout the County.

This section also includes the results of an on-board STS rider survey and a general public community survey. The on-board survey provides insight on current rider characteristics, route patronage, rider satisfaction, and potential service improvements. The general public survey provides information concerning typical trip patterns, awareness, and attitudes toward STS, and need for current or potential transit services.

### Other Area Providers

Other transportation services are available to St. Mary's County residents in addition to those offered by STS. Private providers within St. Mary's County include Patriot Medical Transport Services in Mechanicsville, Robert Hall's Goldstar Limo in Hollywood, and Thomas and Son Transport in Lexington Park. The only (confirmed) taxi service is Chesapeake Cab Service in Lexington Park, which operates 24 hours a day, 7 days a week.

In addition, MTA Commuter Bus Routes 903, 905, and 909 run from California and Charlotte Hall to Washington, DC, Monday through Friday. Northbound service runs from 4:15 a.m. to 7:35 a.m. Southbound service begins at 12:15 p.m., with the last trip to St. Mary's County arriving in California at 7:21 p.m. One-way fares are \$4.25 to or from Charlotte Hall and \$5.75 to or from California, with monthly pass and ten-trip ticket discounts available. To meet increased commuter demand, a 500-space Park and Ride lot off of Golden Beach Road in Charlotte Hall has recently been completed. This site is just to the north of MTA's previous location to the rear of the Charlotte Hall Farmers Market. The County recently declined another possible Park and Ride facility at the northeast corner of Route 5 and Route 6. Current lots include:

- Charlotte Hall Shopping Center: ~300 spaces
- St. Mary's County Regional Airport: ~89 spaces
- Tulagi Place: ~60 spaces
- Clements (Route 234 and 242): ~17 spaces

- Mechanicsville (Route 5 and 235): ~24 spaces
- Leonardtown (Route 5 at Loveville salt barn): ~25 spaces



MTA 909 Commuter Bus (Source: KFH Group)

## Human Service Agencies, Non-Profits, and Other Stakeholders

An important task within the TDP process was soliciting perspectives on current transit need and suggestions for service improvements from County stakeholders. The stakeholders contacted include human service agencies, educational institutions, housing complexes, departments of the St. Mary's County Government, and other County entities that interact with or may have an interest in coordinating with STS. The contacted stakeholders are listed below, followed by summaries segmented by those that provide transportation and those that do not.<sup>5</sup>

- ARC of Southern Maryland\*
- Bay Community Support Services
- Cedar Lane Apartments and Assisted Living\*

<sup>5</sup>Agencies that KFH Group was unable to interview are noted with asterisks. These include agencies that did not respond to initial contacts.

- The Center for Life Enrichment
- Charlotte Hall Veterans Home
- Charlotte Hall Community Based Outpatient Clinic
- Chesapeake Shores Nursing Home
- College of Southern Maryland
- Leah's House\*
- Lexington Park Adult Community/Senior Apartments
- New Towne Village Senior Housing\*
- Pathways, Inc.
- Patuxent River (NAS)
- River Bay Town Homes\*
- St. Mary's County Department of Aging and Human Services
- St. Mary's County Department of Social Services
- St. Mary's County Department of Economic Development\*
- St. Mary's County Department of Land Use & Growth Management
- St. Mary's County Health Department
- St. Mary's County Recreation and Parks Department\*
- St. Mary's County Chamber of Commerce
- St. Mary's Adult Medical Day Care
- St. Mary's Nursing Center
- St. Mary's Caring Soup Kitchen\*
- St. Mary's College
- St. Mary's Hospital\*
- Southern Maryland Center for Independent Living
- Three Oaks Shelter\*
- TRICO\*
- United Cerebral Palsy\*
- Victory Woods Housing
- Walden Sierra\*
- Wildewood Retirement Village\*

## **Stakeholders that Provide Transportation**

### ***Bay Community Support Services (BAYCSS)***

BAYCSS provides supported living and employment services for individuals with disabilities in St. Mary's, Charles, Calvert, and Anne Arundel Counties. BAYCSS serves about 70 individuals at its Lexington Park office. In addition to providing client transportation with agency vans and personal staff vehicles, BAYCSS purchases STS tickets for clients who are able to use the system. Currently, this only represents about

10% of BAYCSS clients. The organization would like clients to use STS more frequently, but routes do not always correspond to client residences or work schedules. Other clients aren't able to make the walk to bus stops. Citing limitations in days and times, BAYCSS sees a need for better STS connections to Charles and Calvert Counties.

### *The Center for Life Enrichment (TCLE)*

TCLE is a private non-profit currently serving about 300 adults with physical and mental disabilities in St. Mary's and Calvert Counties. TCLE provides transportation for its clients. These trips are primarily for employment, as well as trips to medical appointments and to and from the Center itself. TCLE operates about 50 vehicles, providing over 60,000 hours of service, 50,000 one-way trips, and about 900,000 miles annually. Fourteen routes with two to four runs per day are concentrated in Lexington Park and Leonardtown. The routes are tailored to clients' changing employment needs. TCLE vehicles are able to access Patuxent River NAS, transporting clients that work at the commissary. However, every individual and driver must have a base ID, a significant expense for TCLE at \$159 per year per ID.

TCLE has also purchased tickets from STS, and would like to see more of its capable clients use the services. However, many of the clients' families are resistant to the idea and seem to prefer that their loved ones use TCLE's door-to-door transportation instead. TCLE and STS have a working relationship, and occasionally STS will contact the organization to ask if a TCLE route can accommodate someone that STS cannot (e.g. an individual living outside the ¾ mile ADA buffer). The greatest transportation challenge for TCLE is serving clients who live or work in the outlying areas of the County. If possible, TCLE would like to see STS expand its paratransit service beyond the ¾ mile buffer.

### *Charlotte Hall Veterans Home*

The Charlotte Hall Veterans Home is a 456-bed nursing and assisted living facility operated by HMR Veterans Services, Inc. and funded through the Maryland Department of Veterans Affairs. The Veterans Home provides transportation for the approximately 420 veterans living on-site. Two vans and six buses accommodate both medical trips and trips for special events and errands. From January to September 2012, the Veterans Home arranged shared trips to 2,672 medical appointments.

The medical trips are region-wide, including two round trips per day to the VA Medical Center in DC. The Veterans Home usually provides two local (in-County) round trips per day for medical purposes, while the Activities Department provides

regular trips for local errands (like Walmart) and less frequent trips for special outings (Dover Downs, Skyline Drive, etc).

Veterans Home staff were not immediately familiar with STS services, despite the fact that the Veterans Home is a stop on the Charlotte Hall Route. This may be due to the fact that some residents have accessibility issues and are unable to use fixed routes.

### ***Charlotte Hall Community Based Outpatient Clinic (CBOC)***

The CBOC provides a variety of medical services for veterans living in Southern Maryland. CBOC is a division of the Washington DC VA Medical Center through the US Department of Veterans Affairs. The clinic currently operates on the campus of the Charlotte Hall Veterans Home, Monday through Friday, 8:00 a.m. to 4:30 p.m. A new and expanded clinic is under construction (to be completed in 2013) to better meet rising demand for services.

CBOC provides transportation for its clients to the Washington DC VA Medical Center on Tuesdays and Thursdays, leaving the CBOC parking lot at 6:30 a.m. and returning in the afternoon. CBOC will also arrange for wheelchair-bound veterans to be picked up at their homes and transported to DC on a more flexible schedule. Disabled American Veterans (DAV) volunteer drivers are also a source of some trips to DC.

CBOC does not provide transportation to its Charlotte Hall site, and a few clients use STS's fixed-route and ADA service to reach the clinic. Though most clients living in St. Mary's County are able to reach the site, transportation for veterans coming from Charles County and Calvert County is a reoccurring problem. Staff has received feedback that those lacking rides from family or friends struggle to make transit connections between the counties. Though CBOC and the Veterans Home have pursued transportation coordination, the efforts have been unsuccessful due to the entities' state versus federal structure.

### ***Chesapeake Shores Nursing Home***

Chesapeake Shores is a 123-bed nursing facility located on Great Mills Road in Lexington Park. The facility provides daily transportation for its residents for various appointments, averaging about 2,400 trips per year. Chesapeake Shores staff members were not very familiar with STS, but they had received feedback from some residents who were dissatisfied with the long wait times for return trips when using STS. Staff felt that demand for transit in St. Mary's and adjoining Counties is growing, and more routes are needed to serve local shopping centers.

### *Pathways, Inc.*

With locations in Hollywood, Charlotte Hall, and Waldorf, Pathways, Inc. is a private non-profit serving adults with physical and mental disabilities. The agency runs a rehabilitation program with residential, case management, and vocational services for approximately 250 clients per year, as well as a clinical services program for about 1,000 clients per year.

Pathways provides client transportation for those who live beyond STS routes, taking individuals from their homes to and from the day program and to other destinations like doctors' offices and grocery stores. Pathways' community support program has six vehicles, and the residential program has two 14-passenger vans, two minivans, and about four cars. Pathways also purchases tickets and monthly passes from STS for its day program participants, spending about \$1,300 per month. Some clients also use STS's ADA services. Overall, the agency has a very positive impression of STS. Pathways' Hollywood location was not always a STS stop; the stop has "made a world of difference" for clients. In the past, STS staff has also made presentations at Pathways explaining STS services. The only negative feedback Pathways reports concerns the customer service of certain STS dispatchers.

Transportation remains a challenge for clients who do not qualify for ADA or SSTAP and do not live near fixed routes (the Seventh District, the southern portion of the County, etc.). Increasing route frequency and Sunday hours would be advantageous for Pathways clients. Many have had to ask their employers to be accommodating on shift times due to STS schedules.

### *St. Mary's County Department of Aging and Human Services*

The St. Mary's County Department of Aging has an agreement with STS to provide transportation to and from the County's three Senior Centers. In addition, the Department has operated the Senior Rides program since 2007. Volunteer drivers transport income-eligible County residents 60 years and over. About 150 individuals have applications on file, but Senior Rides regularly serves a core group of about thirty-five. Fares are based on distance, and most trips are medical related. Trip requests are limited to four per month, Monday through Friday, 8:00 a.m. to 5:00 p.m. The program is also limited by the availability of volunteers. Senior Rides has about six active drivers at any given point, and the program often lacks volunteers willing to drive to and from the Seventh District. Volunteer recruitment is by word of mouth and through the Department's Retired and Senior Volunteer Program (RSVP).

Senior Rides staff cite several ongoing transportation concerns. Although the program was intended to be a service of last resort (for example, for those needing transportation on days when SSTAP is unavailable), the vast majority of riders regularly chooses to use Senior Rides over STS. They prefer a comfortable car, personal interaction, and no wait times. Staff feels that seniors are intimidated by STS vehicles and the wheelchair lift. A smaller vehicle or van might alleviate this fear. A related issue is the time required by individuals who do use STS to travel to the County's Senior Centers. Staff sees a need for more flexible, frequent service; a trip to a Senior Center for a hot lunch can end up taking the entire day. Staff also speculated that senior ridership may not increase even if STS expanded its routes. Though new service may appeal to younger individuals, many seniors did not grow up with public transportation and feel uncomfortable using the bus.

### ***St. Mary's County Health Department***

The St. Mary's County Health Department provides non-emergency medical transportation for Medicaid eligible County residents. It utilizes department vehicles, gas vouchers, ambulance and taxi services, and STS bus tickets. The Health Department serves roughly 250 individuals per month. In FY12, it received 17,000 requests for trips. STS provided about 20% of these, slightly less than the proportion served by gas vouchers and department vehicles. Health Department staff try to encourage the use of STS, but they sometimes feel that they are forcing clients to ride the bus. Clients prefer door-to-door, personalized transportation by agency vehicles, avoiding long STS trip times. Staff has heard complaints about STS's on-time performance. Addressing this issue as well as shortening ride times with express routes would be significant improvements.

### ***St. Mary's Adult Medical Day Care***

Formerly part of the St. Mary's County Department of Aging, St. Mary's Adult Medical Day Care has been operated by the private non-profit El Shaddai Health Care since July 2010. The facility remains at the Vivian Ripple Center in Hollywood. The Adult Medical Day Care program serves approximately 40 individuals, with daily attendance of about thirty-five. The program provides participants with transportation to and from the Center and to doctors' appointments with five wheelchair equipped vans. The vans follow set routes, picking participants up at their homes. Only about three individuals do not utilize this transportation. Staff speculated that some participants may be able to use STS, but not for trips of extended duration.

### ***St. Mary's Nursing Center***

St. Mary's Nursing Center is a 180-bed facility located in Leonardtown adjacent to St. Mary's Hospital and the County Health Department. The Nursing Center provides transportation for its residents to medical appointments and other activity program outings. It uses one van and transports approximately 2 to 3 residents per day. Though some residents occasionally use STS, it is much more common that family members use STS to visit loved ones at the Nursing Center. Staff related that one family member in particular has had to ride almost the entire Leonardtown Loop just to travel the short distance between the Nursing Center and Cedar Lane Apartments. Staff also noted that the Nursing Center could potentially display and distribute STS schedules if desired.

### **Stakeholders Who Do Not Provide Transportation**

#### ***College of Southern Maryland (CSM)***

CSM has four campuses: La Plata and Waldorf in Charles County, Prince Frederick in Calvert County, and Leonardtown in St. Mary's County. According to CSM staff, students are aware of and use STS regularly; the Leonardtown campus is a stop on the Route 5 Express and the Leonardtown Loop.

Transportation has been an ongoing discussion for the CSM student government. The college does not currently provide transportation for its students, but the idea of a campus to campus shuttle system exists. The discussion is still in a very early stage, primarily due to the logistical challenge of covering the long distances between four campuses in three counties.

The greatest unmet need from the CSM perspective is that students living in one county struggle to reach campuses in other counties. Currently, students who do not drive are limited in their education options; they may lack the transportation to access a program only offered at a different campus. Despite connections with VanGo and the Calvert system, trips between counties are very long and sometimes return trips are impossible due to hours of service.

#### ***Patuxent River Naval Air Station***

Patuxent River NAS is a 6,294 acre installation located to the east of Route 235 in Lexington Park. Patuxent River NAS is the economic driver and largest source of jobs for St. Mary's County; as of FY11 Patuxent River NAS employed approximately 9,500 civilian employees, 10,000 contractors, and 3,000 active duty military personnel. Recent



growth has led to significant traffic impacts at the base's three external gates along Route 235. Despite the military presence in the County and the associated delays on STS routes, STS has had a limited relationship with Patuxent River NAS up to this point.

The TAC and other County stakeholders have noted their concern about this lack of communication; STS fixed-route vehicles currently cannot enter the base due to the logistics of security and screening. The Southern Route, Great Mills Loop, and Leonardtown/Lexington Park Routes pass by Gate 2 (Route 235 at Great Mills Road), and the Leonardtown/Lexington Park Route also passes by Gate 1 (Route 235 at Pegg Road). However, given the size of the base and the distance from the gates to internal destinations, using STS is currently unrealistic for most Patuxent River NAS employees and residents. STS's ADA paratransit vehicles are able to enter the base, but only because both the driver and the passenger have proper identification.

Despite the historical lack of coordination between STS and Patuxent River NAS, Patuxent River NAS is aware of and working to address the unmet transportation needs of its employees. Its October 2012 Transportation Improvement Plan focuses on reducing congestion and single occupancy vehicle (SOV) use, among other goals. The Plan includes analyses of traffic, pedestrian, and parking conditions, as well as a survey of employee transportation habits.

The employee survey received more than 3,900 responses through SurveyMonkey.com. According to respondents, almost 93% commute to Patuxent River NAS by SOV, and only 6.5% carpool or vanpool. Actual vehicle counts were even more stratified, with 98% SOV and 2% carpool/vanpool. Although about 35% of respondents stated that they liked driving alone and would likely not change, 25% said that a financial incentive for vanpool or transit use would encourage them to stop driving alone. Within the base, most respondents continue to drive personal vehicles between buildings. However, 10% used the Base Taxi service. The Base Taxi provided 4,500 trips per month to mission-related stops only (not lunch or shopping), and was an option for carpoolers. However, due to funding, the service was cancelled in March 2013.

The Transportation Improvement Plan outlines several travel demand management strategies to encourage a mode shift away from SOV commuting and on-base travel. These include establishing an employee transportation coordinator to facilitate ridesharing, creating a bikeshare program, modifying the Base Taxi into a regularly scheduled shuttle, and developing internal and external "alternative mobility hubs." Notably, the external hub at Gate 2 would serve as a stop for STS and a transfer point to bikeshare and the shuttle. In the long-term, the Plan also discusses

consolidating critical, high security functions within an internal “Red-line” and allowing open access at the current gates (implemented by 2035). This shift would allow STS vehicles as well as vanpools and other commuter transportation to access the base itself, particularly civilian employment sites like the commissary.

Importantly, the Plan recommends initiating a transportation working group with County stakeholders like STS. The TAC is a potential starting point; Patuxent River NAS representatives have participated in the TDP process.

### ***Lexington Park Adult Community/Senior Apartments***

Residents of the Lexington Park Adult Community/Senior Apartments on Pegg Road are regular users of STS. According to staff, residents would benefit from more accessible bus stops. Senior and disabled residents especially have trouble if, for example, they are dropped off at one end of a shopping center and lack an accessible path to their destination. Strengths of STS from the Lexington Park Adult Community perspective include extensive routes and on-time buses. Despite these features, staff has received feedback that disabled residents have difficulty making daily trips.

### ***St. Mary's County Chamber of Commerce***

The Chamber of Commerce has a basic familiarity with STS. Regarding transportation need in the County, Chamber staff receives a number of requests for commuter bus service during the day to supplement the MTA's current rush hour schedules. Moving forward, the Chamber would like to see STS service catering to the employees of area businesses, as well as continuing to serve those without the financial means to own and maintain a personal car.

### ***St. Mary's County Department of Social Services (DSS)***

St. Mary's County DSS administers a wide range of public assistance programs for low-income individuals as well as families and children in crises. According to staff, clients are regular users of STS. Many clients have conveyed the need for additional evening and weekend service and expanded route coverage. Others live in outlying locations and lack a means to access fixed routes.

The DSS purchases STS tickets and monthly passes to distribute to clients. In FY12, the DSS purchased 2,015 individual tickets and 203 monthly passes. The agency spends about \$10,000 per year on this, in addition to providing local funding for JARC.

One important service improvement from the DSS perspective is providing enhanced customer education on how to use existing STS routes, including transferring both within and beyond the County. The agency would like to see feeder van routes connecting outlying areas of the County with STS routes, possibly run by private contractors. Investigating an electronic fare card system is another potential initiative for STS to pursue. Overall, the DSS envisions expanded STS services without negative stigma for users. It would like STS to frame its operations in terms of county-wide sustainability goals, e.g. reduced emissions and traffic congestion. STS should also consider routes accessing Patuxent River NAS.

### ***St. Mary's County Department of Land Use & Growth Management (LUGM)***

St. Mary's LUGM is in the process of building a relationship with STS. The Staff are now attending TAC meetings and hope to use this TDP to increase dialogue with STS on future development in the County.

LUGM's chief observation concerning STS is the need for shorter, more direct, and more frequent routes. A system of small loops with longer back and forth connections has the potential to reduce travel times and encourage ridership in comparison to large, convoluted loops. LUGM's Lexington Park Master Plan (in progress) focuses on denser development on Great Mills Road and Route 235/FDR Boulevard; with the adoption of the Master Plan and the eventual completion of FDR, STS could consider a 30-minute loop traveling outbound on FDR and inbound on Route 235. LUGM hopes to include design standards for better transit accessibility in the Master Plan, as well as requiring facilities like bus stops and dedicated pull offs for new development.

LUGM also stresses the need for clearly marked bus stops and more user friendly accommodations for bicycles on STS vehicles. Another short-term improvement would be to distribute and post simple individual route maps. These maps could be color coded to match the newly developed schedule brochure for ease of understanding. Finally, STS should continue to anticipate increases in ridership, especially with new growth expected surrounding Lexington Park. Runs on some routes like the Route 5 Express are already very crowded, indicating a need for larger vehicles or more frequent service.

### ***St. Mary's College of Maryland***

Located off of Route 5 in southern St. Mary's County, St. Mary's College has approximately 2,000 students. Overall, the St. Mary's College community seems unfamiliar with STS. College staff is more likely to use the buses than students, though

several survey respondents mentioned knowing of STS and seeing STS buses on the roads. The general impression of the system, however, is one of unpredictable, limited, and infrequent routes. Some noted that learning about STS requires proactivity on the part of students and staff, indicating that STS could increase its outreach and engagement with the College. Respondents were receptive to the idea of using public transit, with the caveat that it would have to be efficient and reliable. In the case of STS, a common theme was a desire for a direct route with minimal travel time to Lexington Park from campus and back.

### ***Southern Maryland Center for Independent Living (SMCIL)***

SMCIL is a nonprofit advocacy, information, and educational center that promote independent living for the disabled. Located in Mechanicsville, SMCIL serves residents of Calvert, Charles, and St. Mary's Counties. SMCIL's Mobility Manager assists clients with transportation options through information and referrals. Many clients are newly disabled, so the Mobility Manager helps them "navigate the bureaucracy of public transit".

The most pressing transportation concerns for SMCIL clients are: 1) minimal inter-county connections, 2) a lack of service to the more remote areas of St. Mary's County like Scotland and Piney Point, and 3) limited options for veterans trying to travel from Southern Maryland to the DC Veterans Hospital.

SMCIL would like to see STS address the issue of establishing bus stops on state roads, specifically a bus stop for SMCIL at the intersection of Route 5 and Mechanicsville Road. Additionally, SMCIL sees a need to review and revise the SSTAP schedule to reflect the County's changing population. Finally, SMCIL would like STS to work with Patuxent River NAS to address the issue of getting all STS vehicles on base. This is a particular concern because the base commissary is a potential employer for SMCIL clients.

### ***Victory Woods Housing***

Victory Woods is a senior housing complex located near the intersection of FDR Boulevard and Buck Hewitt Road in Lexington Park. According to management staff, residents regularly use STS, and resident surveys have indicated positive feedback towards the possibility of a regularly available bus system. Management expressed interest in being added as a stop on an STS route, and felt that services in the County should be expanded to keep pace with the growing number of seniors who do not drive. Victory Woods is currently served through the STS SSTAP service.

## **On-board Rider and General Public Surveys**

The evaluation of the transportation system and services in St. Mary's County includes both an on-board rider and a general public survey (see Appendix D for full survey results). The rider survey provides insight into trip characteristics, level of satisfaction, and potential improvements. As a complement, the general public survey gathers knowledge from St. Mary's County residents concerning typical travel patterns, awareness of STS, and need for current or potential transit services.

### ***On-board Rider Survey***

The on-board rider surveys were administered on October 9 and 10, 2012. Riders were approached and asked to complete the survey on the Leonardtown/Lexington Park Northbound and Southbound Routes, the Leonardtown Loop, and the Route 5 Express on Tuesday the 9th, and on the Great Mills Loop, Northern Route, Calvert Connection, and Charlotte Hall Route on Wednesday the 10th. The bulk of responses were completed by riders on the Leonardtown/Lexington Park Routes. A total of 304 completed surveys were collected over the two days.

Results from the on-board survey illustrate a regular ridership base who uses the system for work and personal errands and who has limited mobility options. Riders have a generally positive outlook toward STS, but note room for improvement regarding service span, telephone customer service, and availability of posted/printed schedules.

Of those responding, nearly half noted that they were making one transfer (47%), while over a third were not making any transfers (37%). Almost an equal number of riders estimated that their trip would take over an hour (20%), between 15 and 30 minutes (19%), or between 30 and 45 minutes (19%). Most riders stated that their trip purpose was work related, followed by errands/personal business, shopping, and medical. As for frequency of use, the vast majority of surveyed riders (85%) stated they use STS services at least once a week, with the most popular response being five to six days per week.

The on-board survey also asked riders some basic demographic questions in order to determine a typical rider profile. Over half of those responding (66%) stated that they did not have a valid driver's license and that there were zero working vehicles in their households (56%). Most riders were 26-55 years of age (59%), while only a small number of respondents were 65 and over (5%). Over half had an annual household income of less than \$15,000. Most described themselves as either being

employed full-time (32%) or being unemployed (21%). Riders classified themselves predominately as Caucasian (43%) or African American (43%).

The on-board survey also asked riders to rate their satisfaction with STS and offer comments and suggestions regarding public transportation within the County and the broader region. Overall, survey participants were satisfied with STS service. In all fifteen categories, 45% to 55% of respondents described themselves as satisfied with services in the particular area of question. Days of service, frequency of service, availability of information, and safety and security rated highest. When asked which improvements would be most useful to them, respondents overwhelmingly chose more weekend service (54%) and service available later at night (52%). Those categories with the most respondents describing themselves as either not satisfied or very dissatisfied included hours of service (18%), telephone customer service (17%), days of service (15%), and posted/printed schedules (15%).

Finally, an open-ended question and comment space sought to determine how riders feel about STS in general. The responses reiterated the desire for later evening hours (especially on the Southern Route), and expanded service on Sundays. Riders also expressed concern about crowding on some routes, as well as lack of priority seating for the disabled and elderly near the front of vehicles. Others cited safety issues; flag stops along major roadways mean that riders may cross lanes of traffic after alighting.

### ***General Public Community Survey***

Whereas the on-board rider survey results highlight the characteristics and outlook of current bus riders, information from the general public survey may allow STS to attract new users. The STS community survey was completed by 346 individuals, 223 online and 123 in hard copy. The survey was available online through SurveyMonkey.com through September and October 2012. It was publicized on the STS website, on the St. Mary's Library website, the Chamber of Commerce website, online news sites like Baynet.com and SoMD.com, and through an all-student/staff email at St. Mary's College. Hard copies were available at several community venues during the month of October, including County libraries and the Department of Social Services.

The majority of survey respondents (62%) drive themselves for transportation, while others rely on rides from friends and family (22%). More than 70% of the community respondents stated that they were aware of the transportation services provided by STS. However, only about a quarter currently use public transportation (STS, MTA commuter buses, vanpools, etc.). Most respondents that do use public

transportation indicated that they ride STS multiple times per week, followed by those who ride the 909 and 905 MTA commuter buses.

Of non-users, 38% do not know if or where service is available, 32% think the hours of operation are too limited, 32% prefer to drive, and 29% state that service is not available near their origins and destinations. Increased service coverage and public education concerning existing services could encourage STS ridership, as 89% of the community survey respondents indicated that they would use public transportation if there was a service that met their specific travel needs. A large number of respondents (84%) also stated that there is a need for additional or improved public transportation in St. Mary's County.

The survey results highlighted a desire to see additional or improved services primarily in Lexington Park, St. Mary's City, California, and Leonardtown. Respondents also specifically noted places including the Seventh District/Chaptico area, Piney Point/Tall Timbers, St. Mary's College, and Patuxent River NAS. When asked about transportation linkages, respondents noted the need for additional commuter options to DC, for example, MTA service to Leonardtown. Many of the open-ended comments also mentioned the limited current transportation options to and from DC and the Branch Avenue Metro Station. Many requested expanded hours and weekend service for MTA commuter buses.

Other common themes emerged from the open-ended portion of the survey. Many respondents discussed the limited mobility of St. Mary's College students without personal cars. The students could be a source of transit ridership, both for local transportation to Lexington Park and regional service to the DC area. Many respondents commented that they were unaware of current STS services and did not know of the available options. Similarly, many noted the need for better signage and prominently marked bus stops. These changes could increase public awareness of STS and make using the system easier for all riders.

Several respondents described how STS buses routinely stop in the travel lanes of major roads like Route 235; this is a hazard for STS riders and other drivers. Finally, respondents noted that they would like to save gas money and take advantage of STS services. However, the same trip that may take twenty minutes by car can take two hours by STS. For example, on the Southern Route, riders boarding at River Bay Townhomes or near Patuxent River NAS Gate 3 must ride the entire route (approximately 55 minutes) to reach Tulagi Place three miles away. Respondents cited the need for direct, express-like routes, in contrast to current loops that extend travel times and may not always allow for convenient transfers.

## STAKEHOLDER SUMMARY

St. Mary's County has a good foundation in public transportation, with core service covering major origins and destinations in Lexington Park and Leonardtown. However, as one resident described, using STS is often "complicated and very time consuming". The stakeholder input described above provides the following insight into unmet needs and priorities for potential system improvements:

- Explore expanded evening hours and additional Sunday routes.
- Enhance connections to Charles and Calvert Counties.
- In areas of highest demand, reduce travel times with more direct route configurations or increased frequency.
- Consider fixed-route service to outlying areas of the County.
- Make STS more user friendly through greater availability of printed schedules and system maps.
- Increase system marketing, especially to St. Mary's College and College of Southern Maryland students and Patuxent River NAS employees.
- Address current crowding issues and anticipate future growth in ridership.
- Continue efforts to install bus shelters and clearly marked signage.
- Establish a policy to prevent dangerous flag stops on major thoroughfares.
- Ensure quality service for transit dependent populations, but also appeal to a larger audience by framing operations in light of sustainability, congestion relief, etc.
- Expand transportation options to the Washington, DC area in cooperation with MTA.



## **OTHER ISSUES TO ADDRESS**

In addition to the stakeholders' suggestions, the following issues are also addressed in subsequent chapters of the TDP:

- Fare structure.
- On-time performance of the fixed routes.
- The high level of transfer activity.



## Chapter 4

# Service and Organizational Alternatives

### INTRODUCTION

This chapter provides a series of service and organizational alternatives that meet identified transit needs in St. Mary's County. The alternatives were developed based on gaps in current services, recommendations from previous studies, and input from riders, residents, and other stakeholders. The study team presented the alternatives to STS staff and the TAC on January 30, 2013. Their feedback and refinements of the alternatives ultimately led to the five-year transit plan set out in Chapter 5.

The alternatives (as proposed in January 2013) focus on the following:

#### Short-term

- System-wide efficiency improvements
- Revenue enhancement
- Bus stop safety improvements
- Continued mobility enhancements
- Partnership/increased coordination with Charles and Calvert Counties
- Opportunities with NAS Patuxent River
- Communication and public information opportunities

#### Mid-term

- Park and Ride/Commuter Bus Connectivity
- Extended evening hours (Southern Route)
- Sunday service expansion
- Increased frequency in Lexington Park/Great Mills
- MTA commuter bus connection to Leonardtown
- Rural fixed route service expansion

## Long-term

- Additional staff
- Real-time bus information
- Electronic fare collection
- Transition to larger vehicles

Each alternative is detailed in this section and includes (where applicable):

- A summary of the service alternative,
- Potential advantages and disadvantages,
- Likely ridership impacts, and
- An estimate of the operating and capital costs.

It should be noted that these alternatives were designed to serve as a starting point and to be modified based on changing needs and additional stakeholder input. Due to uncertainty concerning the availability of funding, the alternatives are presented as short-, mid-, or long- term. Short-term alternatives are either cost neutral or incur minimal costs given the potential benefits achieved, and are actions STS can take right away. The mid- and long-term alternatives are also priorities for the system, but may require more resources than are feasible within the next few years.

## SHORT-TERM ALTERNATIVES

### Short-term Service Alternatives (S-1): System-wide Efficiency Improvements

STS's fixed-route system currently consists of eight main weekday routes (6 a.m. to 6 p.m.), three evening routes (until approximately 10 p.m.), five Saturday routes, and one Sunday route. This alternative proposes county-wide improvements resulting in seven weekday routes running roughly the same 6 a.m. to 6 p.m. span. Importantly, the new configuration emphasizes cross-county linkages and minimizes transfers by combining existing loops with connector routes. While these proposed route modifications are presented separately below for ease of understanding, they function as a system. It should also be noted that if this alternative is implemented, several of the other potential service alternatives may also be affected.

#### *Service Alternative S-1A: California Route*

First, the proposed "California Route" is a hybrid of the current Leonardtown/Lexington Park North/Southbound and the Great Mills Loop. Two

buses would run hourly to and from the Governmental Center and Tulagi Place, travelling along Great Mills Rd. and Chancellors Run Rd. rather than Rt. 235 in Lexington Park. A map of this route alternative is shown in Figure 4-1.

#### ***Service Alternative S-1B: Revised Charlotte Hall/Leonardtown Route***

Next, a revised Charlotte Hall/Leonardtown Route combines the current Charlotte Hall Route with the Leonardtown Loop. Through-riders would not be forced to transfer at Third Base and instead could go directly to and from the Governmental Center and the Charlotte Hall Food Lion. Figure 4-2 provides a map of this route alternative.

#### ***Service Alternative S-1C: Revised Great Mills/Route 5 Express Route***

The proposed Great Mills Route is also a hybrid route, a combination of the Rt. 5 Express and the Great Mills Loop. It would travel to and from the Governmental Center and Tulagi Place via Rt. 235, Pegg Road, Great Mills Road, and Rt. 5. This route alternative is shown in Figure 4-3.

#### ***Service Alternative S-1D: County-Span, Calvert Connection, and Northern***

The next three proposed routes (County-Span, Calvert Connection, and Northern) would be coordinated to share two buses, with each individual route operating on two-hour headways. The County-Span Route creates a one-seat ride between Tulagi Place and Charlotte Hall via Rt. 5 and 235, with hourly headways. Currently, riders traveling between those two points must transfer twice. The proposed County-Span Route is shown in Figure 4-4.

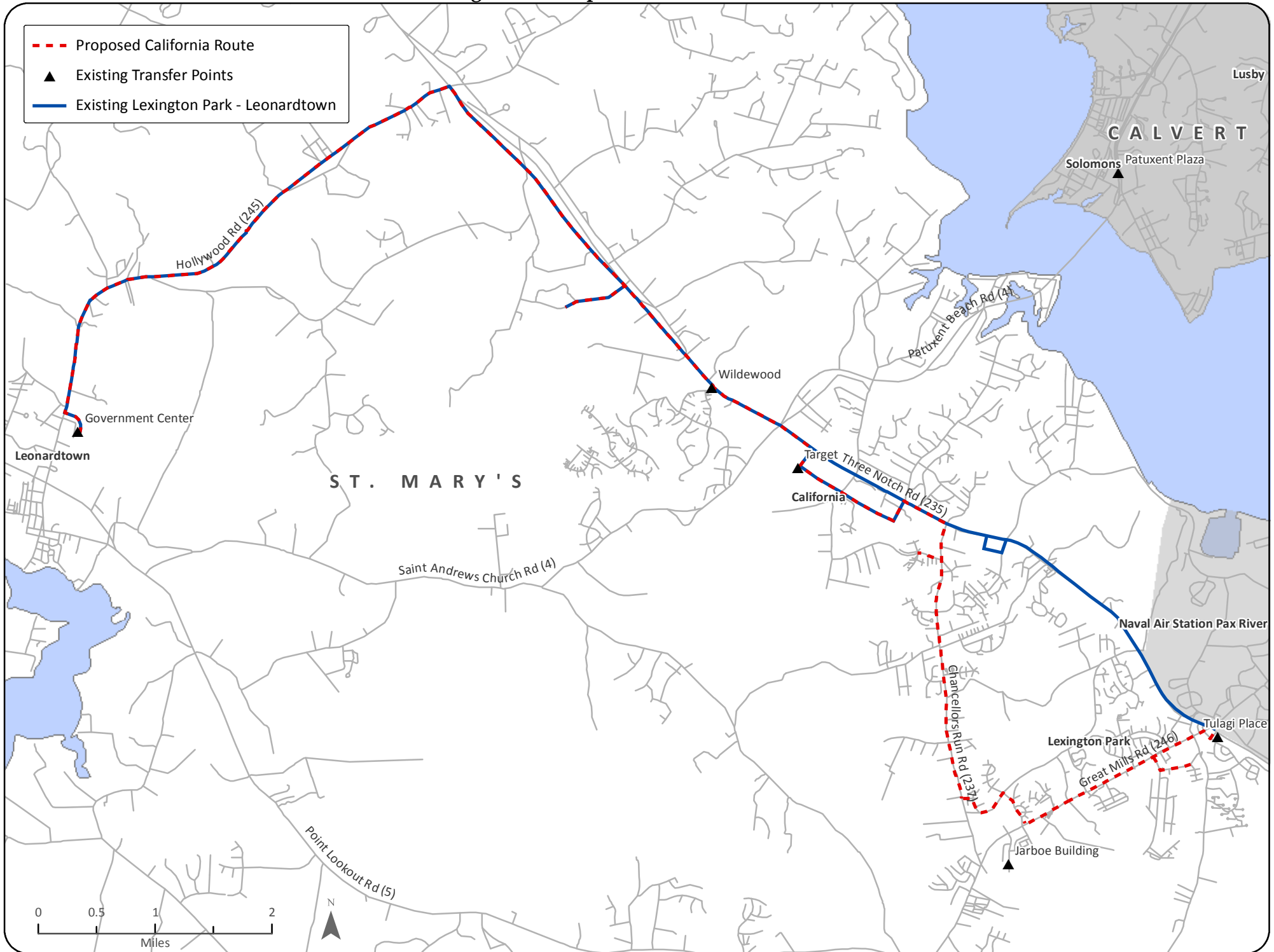
The Calvert Connection would run between Tulagi Place and Solomons, rather than making a connection at Oakville Road. This would eliminate the transfer that currently occurs in an area of low activity. Figure 4-5 provides a map of the proposed revised Calvert Connection.

The Northern routing would remain basically the same. Though the frequency of the existing Northern and Calvert routes would decrease to once every two hours without additional resources, riders would still have hourly service along Rt. 235 between Rt. 4 and Tulagi Place.

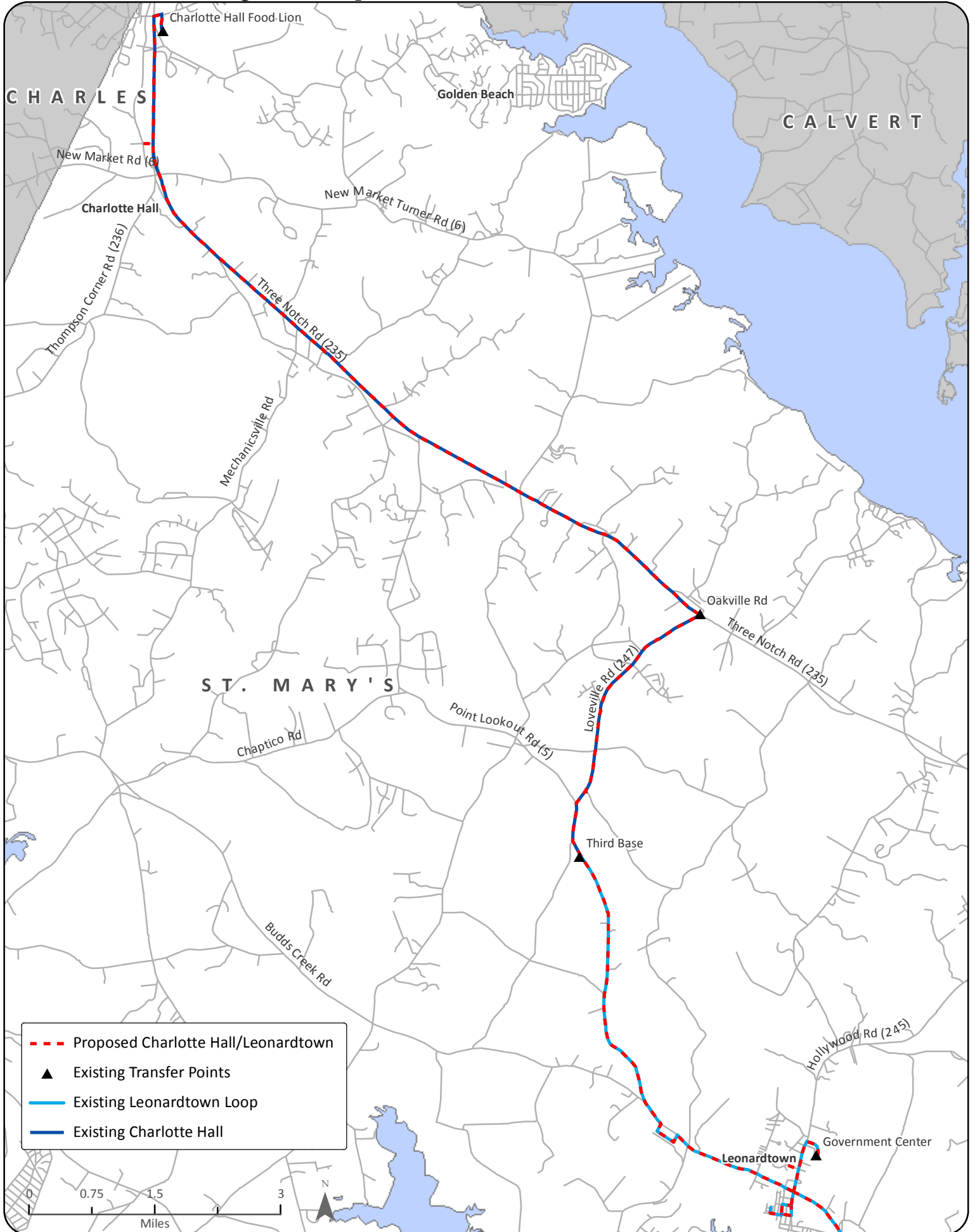
#### ***Service Alternative S-1E: Southern Route***

The routing of the Southern Route would remain unchanged.

Figure 4-1: Proposed California Route



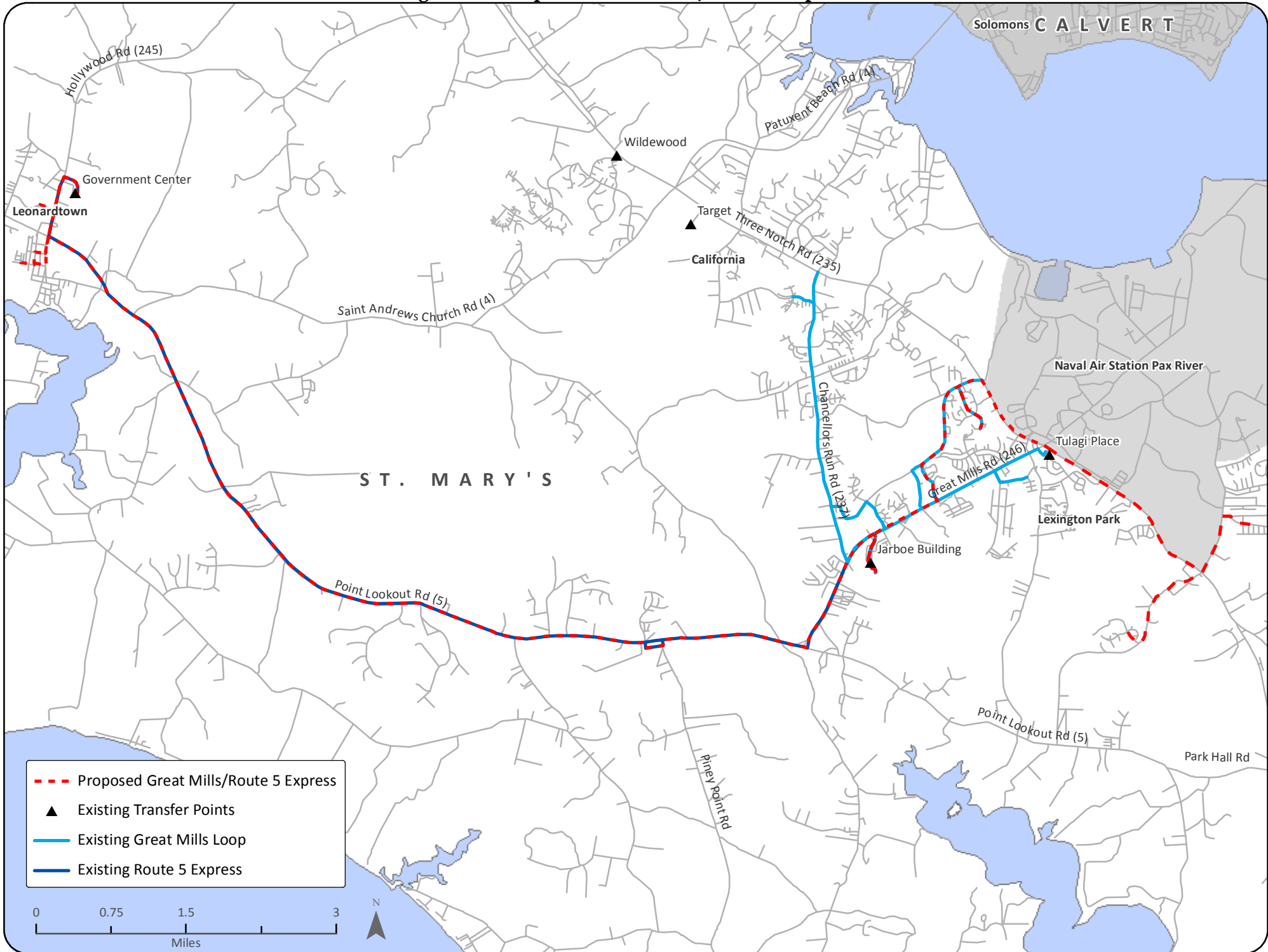
**Figure 4-2: Proposed Charlotte Hall/Leonardtwn Route**



- - - Proposed Charlotte Hall/Leonardtwn
- ▲ Existing Transfer Points
- Existing Leonardtown Loop
- Existing Charlotte Hall



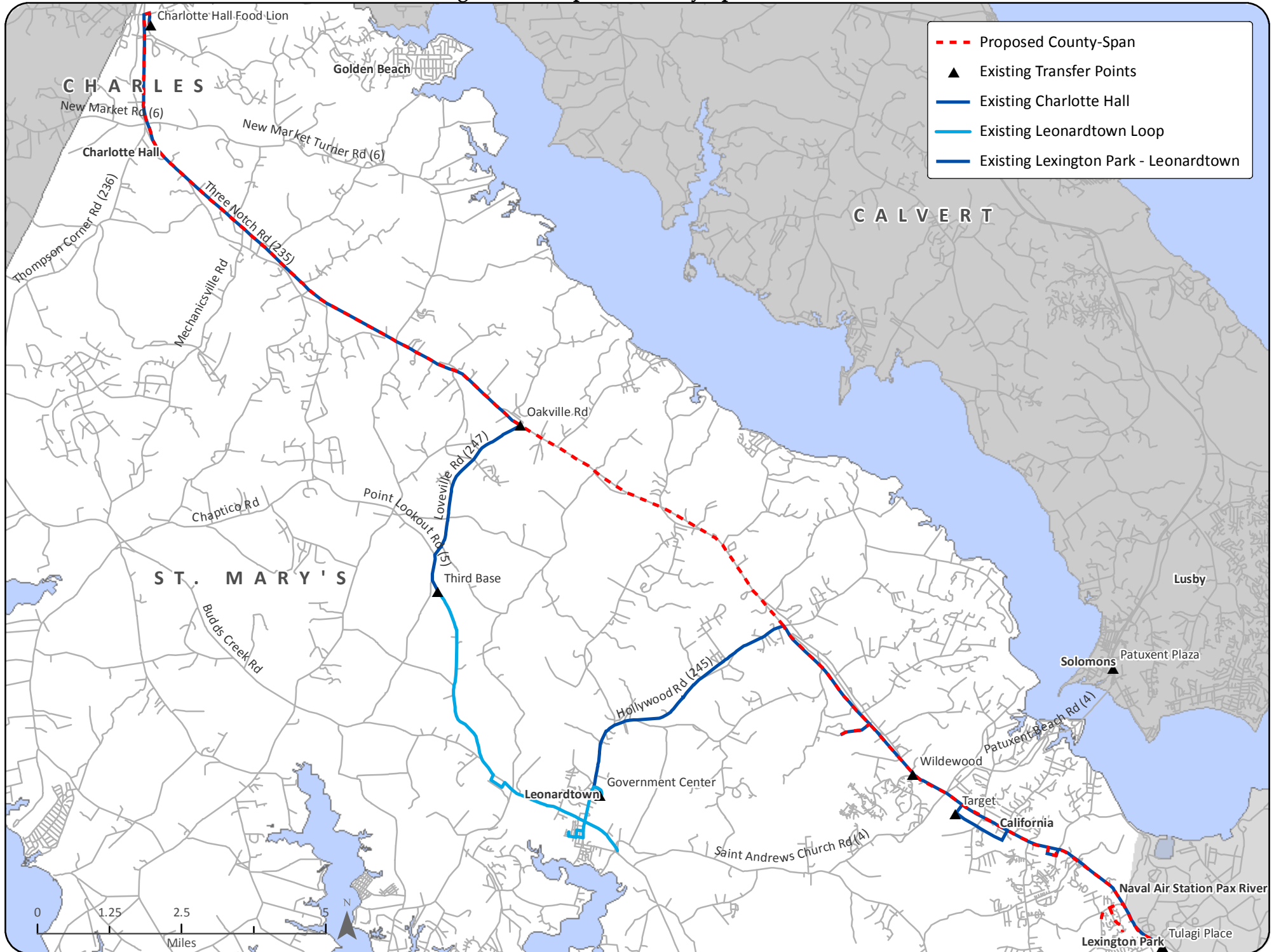
Figure 4-3: Proposed Great Mills/Route 5 Express



4-6

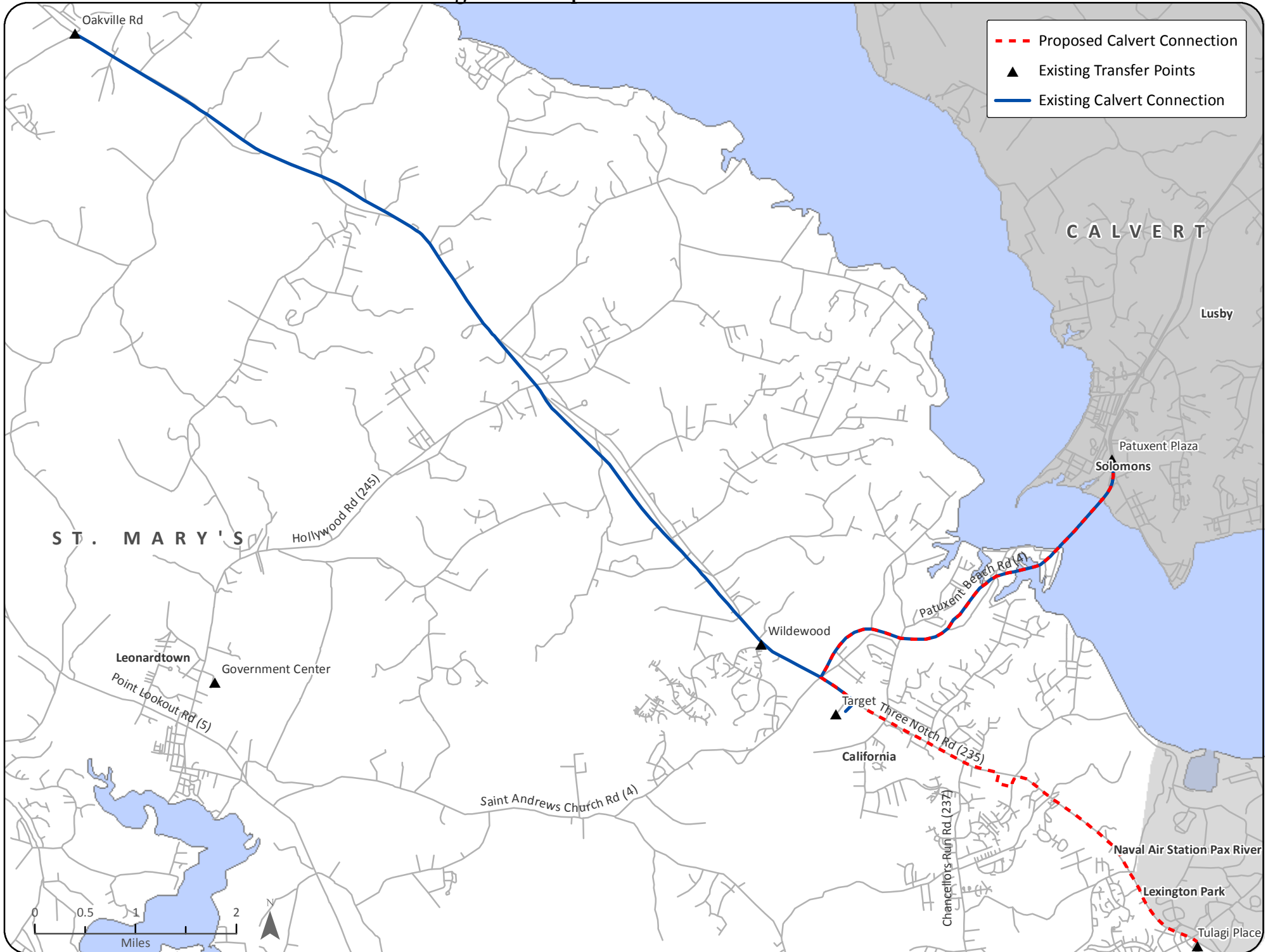


Figure 4-4: Proposed County-Span Route



4-7

Figure 4-5: Proposed Calvert Connection



### *Service Alternative S-1F: Saturdays and Evenings*

On Saturdays and weekday evenings, the current Great Mills/California Route would remain unchanged. The current Saturday Leonardtown and Charlotte Hall routes would also remain essentially the same, though merged together to eliminate the need for transfers at Third Base. The Northern and Southern Routes would run at a reduced frequency (every 2 hours) compared to current Saturday service, but riders would gain Saturday service on the County-Span Route. Sunday service would remain unchanged.

#### *Advantages*

- Uses data from on-off counts to maximize service along high ridership corridors and to/from key origins and destinations.
- Reduces transfers by combining routes. This makes STS more convenient, appealing, and inexpensive for riders.
- Promotes on-time performance by eliminating many of the current timed transfers and thus the possibility of “domino effect” delays.
- Adjusts scheduling timing for the first and last trips of the day to allow for enhanced connectivity.

#### *Disadvantages*

- Service frequency is reduced for the Calvert and Northern Routes on weekdays and for the Northern and Southern Routes on Saturdays. This could be overcome with additional resources.

#### *Implementation Issues*

- Such a significant change will result in the need for an extensive pre-implementation education campaign to reduce rider confusion.
- The route and schedule adjustments will require that STS print and distribute new maps and schedules. STS will also need to update its website to reflect the changes.

#### *Expenses*

- The route and schedule adjustments described above are roughly cost-neutral, unless another vehicle is added to mitigate the proposed reduction in headways on the Calvert and Northern Routes.
- Route map re-design and printing is included in the advertising contract with Cheseldine, but there may be expenses above and beyond a typical re-printing.

***Ridership***

- The changes will reduce the need for transfers, thus enhancing service for riders. This along with likely improved on-time performance may increase ridership slightly over time. However, the industry-standard methodology for counting passenger trips is such that each time a person boards a bus it is considered a trip; therefore if the route revision results in fewer transfers, ridership will appear to drop.

**Short-term Service Alternative S-2: County-Span West**

The 2007 TDP also proposed a County-Span West route, but rather than using Route 235, the proposed route used the western travel path, providing service between Charlotte Hall and Lexington Park (Tulagi Place) via Leonardtown. This proposed route combines the current Charlotte Hall, Route 5 Express, and Leonardtown Loop routes. The proposed route would operate using similar resources (3 buses) and would provide hourly headways. We have carried this proposal to this set of alternatives as well, as there may be some merit in re-consideration. It offers some similarities with the proposed County-Span Route, most notably a one-seat ride between Lexington Park and Charlotte Hall, though not as direct.

The County-Span West alternative would not alter the STS routes (Southern, Northern, Great Mills, Lexington Park/Leonardtown, or Calvert Connection), other than minor time adjustments that may be needed for transfer opportunities. The County-Span West Route is shown in Figure 4-6.

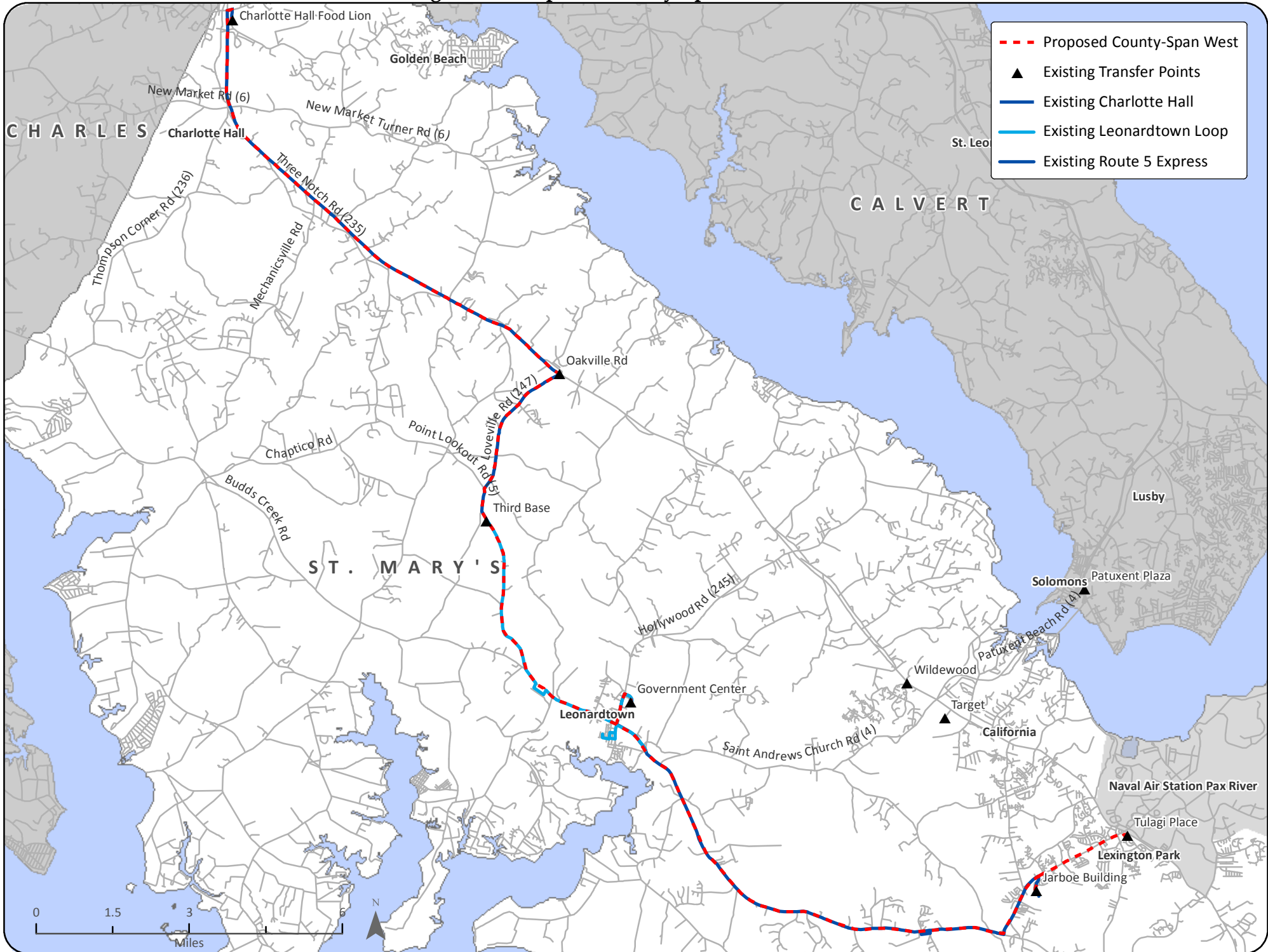
***Advantages***

- Uses data from on-off counts to maximize service along high ridership corridors and to/from key origins and destinations.
- Reduces the number of transfers required between major activity centers. This makes STS more convenient, appealing, and inexpensive for riders.
- Promotes on-time performance by eliminating many of the current timed transfers and thus the possibility of “domino effect” delays.

***Disadvantages***

- The proposed three-hour cycle (hourly headways, with three buses) will require schedule adjustments for the other routes in the system (and VanGO) in order to offer a timed transfer opportunity.

Figure 4-6: Proposed County-Span West Route



4-11

***Implementation Issues***

- The change will result in the need for a pre-implementation education campaign to reduce rider confusion.
- The route and schedule adjustments will require that STS print and distribute new maps and schedules. STS will also need to update its website to reflect the changes.

***Expenses***

- The route and schedule adjustments described above are roughly cost-neutral.
- Route map re-design and printing is included in the advertising contract with Cheseldine, but there may be expenses above and beyond a typical re-printing.

***Ridership***

- The changes will reduce the need for transfers, thus enhancing service for riders. This along with likely improved on-time performance will likely increase ridership slightly over time. However, the industry-standard methodology for counting passenger trips is such that each time a person boards a bus it is considered a trip; therefore if the route revision results in fewer transfers, ridership will appear to drop.

**Short-term Service Alternative S-3: Revenue Enhancements**

Currently, STS fixed route fare is \$1.00 for a one-way trip, with a transfer fee of \$.50. The County has expressed interest in raising fares, as they have remained the same for 18 years despite continued increases in operating costs. The current STS fare is lower than or equal to all of the other fixed-route services in the State (a \$1.00 to \$3.00 range). Charles County has a fare of \$1.00, while Calvert County's base fare is \$1.50.

This alternative recommends that STS increase its fixed route fare to \$1.25 or \$1.50, while leaving the transfer fee at \$0.50. An increased fare addresses budgetary constraints and more closely aligns STS's fares to the actual cost of providing rides. A fare increase would also address the only area where the STS fixed routes do not meet the MTA's performance guidelines, farebox recovery ratio. STS fixed routes currently have a farebox recovery ratio of 16% (meaning that farebox revenue covers 16% of the operating costs). A fare increase is likely to be a hardship for some riders. However, taken in conjunction with the proposed route restructuring described above, it is also likely that fewer riders would need to pay the \$.50 transfer fee, thus reducing the effect of the increase (which will also reduce its revenue-generating potential).

The relationship between fares and ridership, or demand elasticity, is a critical consideration for fare policy. In general, ridership decreases as fares increase. Previous research calculates demand elasticity as  $-0.3$  to  $-0.4$ , meaning that a 10% increase in fares results in a 3% to 4% decrease in ridership.<sup>1,2</sup> Fare elasticity varies in different contexts: riders may be less sensitive to a fare increase if their trip is non-discretionary, or if they have limited access to substitute modes. This analysis uses  $-0.3$ , recognizing that the majority of the riders of STS do not have an alternative means of travel and are likely less sensitive to a fare increase than are choice riders.

Table 4-1 summarizes ridership and revenue projections based on STS's FY12 data. The analysis considers service as it currently operates and does not account for any future service improvements. The first two calculations assume that there is an across the board fare increase of either 25% or 50%, including passes and tickets, but not transfer fees. These calculations show that STS would increase fare revenue by about \$56,000 (17% increase) by implementing a 25% increase; and would increase fare revenue by just under \$109,000 (33% increase) by implementing a 50% fare increase.

Another set of calculations was performed to estimate the effect of increasing only the cash fares. These calculations are not as straight forward, as exact ridership per pass is difficult to estimate. The estimates show that STS could expect about an 11% increase in fare revenue if the cash fee were to be raised 25% and a 20% increase in fare revenue if the cash fee were to be raised 50%. A final calculation kept the fare at \$1.00, eliminating the transfer fee but charging for every boarding. The associated ridership changes are also provided for each scenario. Keeping the \$1.00 fare has the least effect on ridership (an estimated loss of 1%) and implementing an across the board 50% increase has the most effect on ridership (an estimated loss of 11%).

If STS implements service improvements that reduce system-wide transfers, it should consider increasing fares to \$1.50 rather than \$1.25 to account for lost transfer revenue. The calculations above and included in Table 4-1 do not reflect the possible change in transfer volume.

#### *Advantages*

- Increases annual farebox revenue by between \$31,000 and \$109,000.
- Improves the farebox recovery ratio.

#### *Disadvantages*

- Creates a financial hardship for some riders.

<sup>1</sup>Hanly, M., and Dargay, J. (1999). Bus Fare Elasticities: A Literature Review. Report to the Department of the Environment, Transport and the Regions.

<sup>2</sup>Pham, L., and Linsalata, J. (1991). Fare Elasticity and its Application to Forecasting Transit Demand. APTA. [www.apta.com/resources/reportsandpublications/Documents/effects\\_of\\_fare\\_changes.pdf](http://www.apta.com/resources/reportsandpublications/Documents/effects_of_fare_changes.pdf).

**Table 4-1: Estimated Effects of Fare Increase Scenarios**

<b>Fare Increase Scenarios</b>	<b>Average Fare</b>	<b>Fixed Route Ridership</b>	<b>Fare Revenue</b>	<b>Farebox Recovery</b>	<b>Additional Fare Revenue From 2012</b>	<b>Percentage Additional Fare Revenue</b>	<b>Change in Ridership (1)</b>
Current Scenario	\$ 0.78	424,672	\$ 331,773	16%	\$ -	0%	0%
1. Increase all fares 25%, with transfers remaining \$0.50	\$ 0.98	397,068	\$ 387,969	19%	\$ 56,196	17%	-7%
2. Increase all fares 50%, with transfers remaining \$0.50	\$ 1.17	376,684	\$ 440,732	21%	\$ 108,959	33%	-11%
3. Increase only the cash fares (not the passes or the transfers) 25%	\$ 0.90	408,110	\$ 367,838	18%	\$ 36,065	11%	-4%
4. Increase only the cash fares (not the passes or the transfers) 50%	\$ 1.00	396,879	\$ 397,288	19%	\$ 65,515	20%	-7%
5. Keep the \$1.00 fare; eliminate transfer	\$ 0.87	419,024	\$ 363,158	18%	\$ 31,385	9%	-1%

Notes:

(1) Assumes a fare elasticity of  $-0.30$ , meaning that for every 10% fare increase there is a 3% loss in ridership

(2) Cash fares/ transfers are used by 60% of riders, the remainder use passes (36%) and tickets (4%)



### ***Implementation Issues***

- Raising the day pass will result in additional dollar bills in the farebox, which could be problematic from an operational perspective.

### ***Expenses***

- Expenses to implement the fare change would be minimal. STS would need to advertise the change to the public through various forms of media.

### ***Ridership***

- Annual trips are estimated to decrease by between 1% and 11%, depending upon the scenario chosen.

## **Short-term Alternative S-4: Bus Stop Safety Improvements**

STS is a flag stop system, with drivers allowing passengers to board and alight along the routes in addition to at established stops and shelters. The 2007 TDP discussed limiting the use of on-demand and flag stops, noting that they can slow operating speeds and become hazardous in more urban, high ridership areas. The 2007 TDP recommended that routes within Lexington Park and Great Mills operate with designated bus stops and shelters only. Although STS has installed additional shelters over the past five years, it did not fully adopt the flag stop recommendation. STS staff noted that this is a priority for the current TDP and would be enthusiastically supported by STS drivers.

Survey respondents for this TDP also raised the issue of flag stops. Several respondents described how STS buses stop in the travel lanes of major roads like Rt. 235, creating a potentially dangerous situation for STS riders and other drivers. Others commented that stops are too frequent along certain roads. Similarly, on-off counts showed that some stops only have a few boardings/alightings over the course of a day yet are within a short distance of other low activity stops.

Related to flag stop safety is the need for guidance on the issue of bus stops along State Highways. KFH Group researched State policy with regard to bus stops along State Highways and did not find a prohibition.

This alternative proposes to establish a policy eliminating flag stops on certain major thoroughfares and within Lexington Park and Great Mills. STS should determine set stops within the area roughly bounded by Great Mills Road, Chancellors Run Road, and Rt. 235.

***Advantages***

- Reduces delay and increases operating speed in urbanized areas with high ridership routes.
- Eliminates potentially dangerous flag stops and discourages riders from flagging down the vehicles along routes without shoulders and sidewalks.

***Disadvantages***

- May adversely impact those whose mobility limitations make it difficult or impossible to reach fixed stops and those who live far from fixed stops. STS will need to re-educate riders with regard to the flag stop policy.

***Expenses***

- Expenses to implement the change would include the cost of additional bus stop signs.
- Bus stop signs are about \$100 installed. Assuming 20 or so stops are added, the capital cost will be about \$2,000.

***Ridership***

- A flag and bus stop policy is unlikely to impact ridership in the near term.

**Short-term Alternative S-5: Continued Mobility Enhancements**

Bicycle racks on buses enhance the mobility of riders by making transit more accessible. Individuals whose origins or destinations are not directly along fixed routes may become riders if they are able to complete their trips by bike. Combining bicycling and transit may also save time for current riders, making STS more appealing overall. Currently, five STS vehicles are equipped with bicycle racks. STS purchased four racks in 2012, and should continue these purchases for all of its vehicles.

***Advantages***

- Makes transit more viable and convenient by allowing for “last-mile” connections by bicycle.
- Completing the installation for the fleet will allow the most flexibility for STS and the riders, rather than “guessing” where the racks may be needed on any given day.

***Disadvantages***

- Bicycle loading and unloading may cause some delay.

**Expenses**

- STS's recent purchase cost \$3,293 for four bicycle racks. Twenty additional racks would total just under \$17,000.

**Ridership**

- The installation of bicycle racks may result in a small increase in ridership.

**Short-term Alternative S-6: Partnership/Increased Coordination with Charles and Calvert Counties**

This alternative proposes that STS continue its efforts to coordinate transit services with Charles County's VanGO and with Calvert County Public Transportation. Currently, STS links with those systems at the Patuxent Plaza in Solomons Island and the Charlotte Hall Food Lion. Despite this coordination, stakeholders and survey respondents noted the difficulty of transferring between systems and making inter-County trips, especially to points in Calvert County. STS should continue to work with Calvert County Public Transportation, attempting to establish timed transfers despite the constraints of limited resources. STS should also continue to communicate with VanGO, ensuring coordination in light of possible route adjustments. While these alternatives do not include this option, there were some requests to connect from STS to LaPlata and this should be considered for the future.

**Advantages**

- Easy and intuitive inter-County transfers extend the reach and utility of STS.
- Offers residents additional mobility, especially those living near County borders.

**Disadvantages**

- Commitment of STS staff time to strengthen county-to-county relationships.

**Expenses**

- The expenses associated with this alternative would be minimal, unless an expansion route is developed, for example to LaPlata.

**Ridership**

- Coordination with Charles and Calvert Counties may result in a small increase in ridership.

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## Short-term Alternative S-7: Opportunities with NAS Patuxent River

Although NAS Patuxent River is the County's largest employer, STS and NAS do not coordinate transportation. Stakeholder feedback and general public survey results emphasized the need to establish a STS-NAS relationship, especially given the transportation needs of civilian service industry employees. NAS's Transportation Improvement Plan also reiterates a complementary desire to reduce employee SOV commuting. New development and base activity is projected to continue, bringing more cars and people to NAS and the surrounding area in the future.

This alternative proposes that STS establish a working relationship with the community/transportation planners at NAS. STS should ensure that NAS representatives remain members of the TAC and are updated of STS service and capital improvements. In the short term, STS and NAS should consider how to publicize existing connections between the transit system and the base. For example, NAS can publicize that the Base Taxi (two 10 passenger vans) will stop at Tulagi Place; STS can publicize that the Southern Route, Great Mills Loop, and Leonardtown/Lexington Park Route pass by Gates 1 and 2. In the future, both parties should be alert for opportunities to establish some form of dedicated STS-NAS service. For example, Tulagi Place could become a regular stop for the Base Taxi, if and when it matures into a scheduled shuttle.<sup>3</sup>

### *Advantages*

- Improves awareness of STS among NAS employees and all County residents.
- In the long-term, STS-NAS coordination could help address issues of congestion and delays along Rt. 235.
- Depending on the funding source, a STS-NAS route could provide additional transit service without the need for County-funded operating expenses.

### *Disadvantages*

- Commitment of STS staff time to work with NAS planners.
- Possibility that NAS leadership will not prioritize the effort or support it financially.

### *Expenses*

- The expenses associated with this alternative would be minimal in the short term. Long-term improvements like a dedicated NAS-STS service would require significantly more operating and capital expenses.

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<sup>3</sup> The Base Taxi service was cancelled as of March 18, 2013.

### ***Ridership***

- Establishing a relationship with NAS could result in an increase in ridership, as NAS employees would become more aware of STS and its services.

### **Short-Term Alternative S-8: Communication and Public Information Opportunities**

STS currently provides some passenger amenities like bus stop shelters and signs along its routes. These include five new ADA accessible bus shelters with solar lighting and benches. Shelters and information are also located at Tugali Place and the Governmental Center. Some stops have round bus stop signs with the STS phone number, but these are far from comprehensive and do not include route schedules.

STS redesigned and published its schedule and information booklet in the spring of 2012. Though the redesign was a significant improvement from its previous materials, additional improvements are possible. Fifteen percent of on-board survey respondents described themselves as dissatisfied with both printed and posted schedules. Riders also conveyed that the booklets have not been generously distributed due to a limited (and costly) supply.

Inconsistent signage, few posted schedules, and the limited distribution of printed booklets are not issues for regular riders, but they pose barriers for new riders who are unfamiliar with the system. Many community survey respondents who do not patronize STS noted the need for better signage and prominently marked bus stops; the lack of signage and schedules makes STS a “phantom bus.”

This alternative proposes improving passenger information and printed materials by continuing efforts to install bus shelters, signage, and simplified schedules/maps at key stops. The signs and information would supplement the newly installed bus shelters and make the system more user-friendly. In addition, creating a more easily reproducible information booklet with revised schedules and maps would encourage greater distribution and availability for all interested community members. The current route map could be presented as two different maps (at a minimum), portraying weekday service versus evenings/weekends at a glance, with detailed insets for Leonardtown and Lexington Park. Regardless of design changes, any route adjustments that occur as a result of this TDP would necessitate a reprinting of schedules. Additional copies of the schedule should also be considered, as the current contract with Cheseldine includes only 500 copies each run.

Route adjustments would also necessitate updating destination signs on STS vehicles. STS expressed interest in shifting from its current scrolling destination signs

to electronic versions. Depending on costs, this could occur as retrofits to current vehicles or as new vehicles are purchased.

#### *Advantages*

- Provides riders with specific information regarding stops and routes.
- Increases public awareness/visibility of STS within the community.

#### *Disadvantages*

- Installation of signs, schedules, and shelters requires capital expenditures.
- Printing new booklets may require negotiation between STS and Cheseldine Management Consulting. Cheseldine sells advertising for STS (on buses and shelters, and within the schedule booklet) and oversaw the last printing.

#### *Expenses*

- STS has a stock of approximately 15 round bus stop signs it can install immediately at little to no cost.
- New bus stop signs with schedules are generally about \$100 installed. Adding signs to approximately 100 stops within the system would total about \$10,000.
- A shelter with a bench and solar lighting is approximately \$5,000. Adding 10 new shelters throughout the system would cost a total of \$50,000.
- Additional printing costs, above and beyond the contracted amount from Chelseldine, are estimated to be about \$13,500 annually for 8,000 schedules books.
- Retrofitting an existing vehicle with an electronic destination sign would cost between \$1,000 and \$4,000.

#### *Ridership*

- It is likely that providing more information about STS for the public and current riders will result in a small increase in ridership.

## **MID-TERM ALTERNATIVES**

### **Mid-Term Alternative M-1: Park and Ride/Commuter Bus Connectivity**

Current STS schedules do not always allow for straightforward transfers to MTA commuter bus service to Washington, DC. This alternative proposes that STS adjust its service to facilitate employment trips, meeting morning MTA buses in Charlotte Hall

and potentially California. There are three basic ways in which this concept could be implemented:

- Divert existing routes to serve the MTA Park and Ride lots on designated trips. This option would work better for Charlotte Hall than it would for California, as there are more commuter bus trips to connect to and from.
- Implement a tripper bus from Tulagi Place to and from the MTA Park and Ride lot in California.
- Implement a targeted shuttle route based on the origins of the commuter bus riders.

There may also be the possibility of MTA extending the Route 909 to Tulagi Place, which would negate the need for a route diversion or tripper bus. A targeted shuttle may still be desired.

#### *Advantages*

- Offering diversions to the MTA Park and Ride lots enhances the utility of the STS network without additional operating expenses.
- If specific, targeted routes were implemented – provides a more convenient way for riders to access the commuter bus network, particularly those who do not have vehicles.

#### *Disadvantages*

- Stop diversions would reduce schedule buffers and may cause delay on affected trips.
- Trippers or shuttle routes would increase annual operating expenses.

#### *Expenses*

- If trippers or shuttles operated for three hours in the morning and three hours in the afternoon, for a total of six additional daily operating hours, the annual operating expenses would be about \$89,000 annually.
- With an average farebox recovery of 16%, the net deficit for this service would be about \$75,000.
- Trippers or shuttle routes may require additional capital, or could potentially be operated with existing paratransit vehicles.

#### *Ridership*

- Coordinating with MTA commuter buses could result in a slight increase in ridership over time.

### **Mid-Term Alternative M-2: Extended Evening Hours (Southern Route)**

Currently STS provides service from roughly 6 a.m. to 6 p.m. Evening service continues on the Charlotte Hall Route and the Leonardtown Route until about 9 p.m., and on the Great Mills/California Route until about 10 p.m. For many who work outside of traditional shifts, this service span does not facilitate employment trips; rider surveys indicated that extended hours are priority service improvements.

This alternative would extend evening hours on the Southern Route. Eighteen percent of riders were dissatisfied with current hours, and open-ended responses noted the desire for later hours on the Southern Route especially. Adding an additional one to three hours on the Southern Route would fill the evening coverage gap. Extending service by one hour only would result in about 260 (M-F) or 310 (M-Sa) additional annual service hours; three hours would result in about 770 (M-F) or 930 (M-Sa) additional annual service hours.

#### ***Advantages***

- Addresses a need for extended hours articulated via stakeholder interviews and surveys.

#### ***Disadvantages***

- Extended hours would increase annual operating expenses.

#### ***Expenses***

- One additional evening hour on weekdays only would cost about \$15,000 in operating expenses, while three additional evening hours would cost about \$45,000. No additional capital would be required.
- With an average farebox recovery of 16%, the net deficit for this service would be about \$12,500 or \$38,000 respectively.

#### ***Ridership***

- Using an estimate of 6.5 passenger trips per hour, extended evening service would generate between 1,700 and 6,000 additional passenger trips annually.

### **Mid-Term Alternative M-3: Sunday Service Expansion**

STS currently provides Sunday service from 6 a.m. to 8 p.m. on the Great Mills/California Route only. Though this route covers a critical area of high transit demand, much of the County still lacks any Sunday transportation options. Leonardtown in particular stands out as a population and activity center in need of Sunday service, an idea expressed during the TDP process by STS staff.



Responses to the on-board survey also confirmed that riders would like expanded Sunday service. The most popular response to the question concerning most useful improvements was more weekend service (54%), and open-ended responses specifically noted Sundays. Additional transportation would benefit both weekend shift workers and those needing to run errands and grocery shop.

This alternative proposes that STS offer Sunday service to Leonardtown, using a similar schedule as the Saturday Leonardtown Route. This would allow riders to transfer at the Wildewood Shopping Center and connect to the existing Sunday Great Mills/California Route. Depending on demand, the route could be adjusted to offer more complete coverage of downtown Leonardtown, rather than continuing north on Route 5 to Third Base. In the future, STS could also consider Sunday service on the Charlotte Hall Route, making the connection at Third Base necessary. Adding Sunday service to Leonardtown comparable to current service on the Great Mills/California Route would result in about 700 additional service hours per year.

If STS chooses to implement a major route re-structuring, the details regarding scenario would change.

#### *Advantages*

- Offers additional mobility for STS users beyond Lexington Park and California, facilitating employment trips and essential shopping.
- Addresses a need for weekend service articulated in community surveys.

#### *Disadvantages*

- Additional service would increase annual operating expenses.

#### *Expenses*

- Using STS's FY 2012 average fixed-route operating cost of \$58.30 per hour, approximately 14 additional Sunday service hours would cost about \$40,000 annually in operating expenses. No additional capital would be required.
- Farebox recovery is likely to be lower than the average 16% on Sunday, estimated to be about 8 percent.
- Using a farebox recovery of 8 percent, the net deficit for this service would be about \$36,800.

#### *Ridership*

- Assuming similar ridership to current Sunday service, 686 annual service hours are likely to generate about 6,000 trips.

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### Mid-Term Alternative M-4: Increased Frequency in Lexington Park/Great Mills

As recommended in the 2007 TDP, this alternative again proposes 30-minute frequency on the Great Mills Loop (or any reconfiguration of that route). The Great Mills Loop has the highest ridership in the STS network, and its service area covers the highest population densities in the County. Both general public and rider survey respondents noted increased frequency as a desired improvement. Offering service every 30 minutes in Lexington Park and Great Mills will make trips within that area more convenient and help to relieve crowding on peak runs.

#### *Advantages*

- Improves access to residential and commercial origins and destinations along the County's highest density corridors.
- Relieves current crowding and anticipates future growth in ridership.
- Addresses the need for higher frequency service articulated in surveys.

#### *Disadvantages*

- Adding a second bus to the Great Mills Loop would possibly reduce productivity (i.e., service frequency will double, but ridership will likely not) and add to annual operating costs.

#### *Expenses*

- Using STS's FY 2012 average fixed-route operating cost of \$58.30 per hour, the operating costs to implement a second bus on the Great Mills Loop are estimated to be about \$180,000 annually (3,084 additional service hours).
- With an average farebox recovery of 16 percent, the net deficit for this service would be about \$151,000.
- A vehicle would also be needed; a medium duty bus is about \$140,000.
- If the routes are re-structured, there may be a need for a second additional vehicle to implement 30-minute headways in Lexington Park/Great Mills.

#### *Ridership*

- Assuming average ridership (lower than the current Great Mills Loop), a second vehicle is likely to generate about 37,000 additional trips per year.

### Mid-Term Alternative M-5: MTA Commuter Bus Connection to Leonardtown

MTA commuter buses currently serve St. Mary's County via Park and Ride lots in Charlotte Hall and California. However, when asked about transportation linkages, many general public survey respondents noted the need for additional commuter options to Washington, DC. Ridership on the 903, 905, and 909 routes has been growing

by approximately 5 percent each year over the past five years. MTA reports the following average daily ridership:

Route	Destination	2012 Ave. Daily Ridership
903	To/From Charlotte Hall	125
905	To/From Charlotte Hall	500
905	To/From California	15
909	To/From California	115

Given growing ridership and demand for commuter bus service, this alternative proposes that STS work with the MTA to implement commuter bus service to and from Leonardtown.

#### *Advantages*

- Expands transportation options for Leonardtown area residents without increasing STS operating expenses.

#### *Disadvantages*

- Possibility that the MTA will not support this option financially.

#### *Expenses*

- Assuming MTA financing, this alternative would be cost-neutral for STS.

#### *Ridership*

- Establishing a commuter bus extension to Leonardtown is unlikely to impact STS ridership in the near term.

### **Mid-Term Alternative M-6: Rural Fixed Route Service Expansion to the Seventh District and Piney Point**

Fixed route and complementary paratransit service in the northwestern portion of St. Mary's County is currently available along the Northern Route only. A gap in service occurs in the area between this route and Leonardtown, including Seventh District communities like Avenue and Clements. The 2007 TDP recognized this gap and made a long-term recommendation for a Western Route, operating in a loop between Leonardtown and Chaptico. It proposed weekday service from 6 a.m. to 6 p.m. with one vehicle and 60 minute headways (3,384 hours and 96,000 miles annually). The Western Route was approved by the St. Mary's Board of County Commissioners but rejected by the MTA due to funding constraints.

In addition to the Seventh District, service is also lacking in Piney Point along Rt. 249. STS staff have researched and proposed a possible route to Piney Point, specifically serving a women's shelter (Leah's House), the Lundenberg School of Seamanship, and the Island Inn hotel. The STS research effort included a petition signed by 178 residents supporting the proposed route. Several respondents to this TDP's community survey also mentioned the need for service to Piney Point/Tall Timbers.

This alternative proposes that STS implement deviated fixed route service to the Seventh District and Piney Point. Given the rural nature of these areas, service would alternate days of the week between the two routes, resulting in two to three days of service each, or have very long headways. These routes could also be operated in conjunction with the Northern Route to minimize added expense, again dependent upon implementation of a route re-structuring.

#### *Advantages*

- Offers service to residents in more rural areas of the County, facilitating basic mobility and work trips.
- Addresses a need for additional coverage as described in rider and general public surveys.
- Could draw on underutilized operating resources and address the relatively low productivity of the current Northern Route by alternating days of service to the Seventh District, Piney Point, and Northern Route communities.

#### *Disadvantages*

- Would increase annual operating expenses if implemented in addition to current services.
- Would reduce service to current riders if implemented in conjunction with the Northern Route.
- Ridership may be limited as few trip generators are located along the western edge of the County.
- Limited frequency may deter riders.

#### *Expenses*

- This service would be cost-neutral if implemented in conjunction with the Northern Route.
- If implemented in addition to current services, 3,084 additional service hours would cost about \$180,000 annually in operating expenses. A vehicle would also be required, costing approximately \$60,000 in capital expenses.
- With an average farebox recovery of 16 percent, the net deficit for this service would be about \$151,000.

***Ridership***

- Assuming slightly higher ridership than the current Northern Route, 3,084 service hours is likely to generate about 15,000 trips.

## **LONG-TERM ALTERNATIVES**

### **Long-term Alternative L-1: Real-Time Bus Information**

Real-time bus information allows riders to know the exact location of their desired buses via electronic media. The basic technology includes GPS transponders on vehicles that use satellite technology to transmit the vehicles' locations. Riders can receive this information online, by cell phone, and through electronic screens at bus stops.

This alternative recommends that STS purchase a real-time information package for its fixed routes. Real-time bus information would help eliminate rider anxiety about delays and reliability, making the system easier and more convenient to use. It would also allow dispatchers to see the location of all vehicles at a given time.

***Advantages***

- Supplements published route schedules by providing riders with real-time information.
- Enhances the rider experience and may attract new, choice riders.

***Disadvantages***

- The only disadvantage is cost.

***Expenses***

- The cost to implement real-time bus information is variable. There is typically a one-time cost per vehicle for the hardware and ongoing monthly operating expenses. A low end system is likely to be about \$10,000 per vehicle and a high end system about \$17,500 per vehicle. Monthly operating expenses also vary depending upon the system chosen.

***Ridership***

- Providing real-time information may result in a small increase in ridership.

## **Long-term Alternative L-2: Electronic Fare Collection**

Currently STS collects farebox revenues in simple mechanical fareboxes at the front of each vehicle. In the future, STS should consider electronic fareboxes in order to simplify the boarding and fare collection process. STS can look to Charles County as an example; VanGO equipped all of its buses with GFI Genfare electronic fareboxes in the spring of 2011.

Electronic fareboxes expand fare options for riders by accepting cash as well as cards and passes. In comparison to mechanical fareboxes, electronic versions can help reduce delays during boardings and minimize the need for drivers to monitor fare collection. An electronic system could eventually accommodate smart cards, which deduct fares from a value stored on a microchip and track trip data.

### ***Advantages***

- Makes fare collection and boarding easier for drivers and riders. May reduce security issues associated with handling cash on vehicles. Expands fare and fare loading options both for riders and for agencies/human service organizations that purchase tickets in bulk.
- Compatible with smart cards (for future improvements).

### ***Disadvantages***

- Installation of fareboxes requires capital and operating expenses.
- Will require publicity and rider education on farebox use.

### ***Expenses***

- VanGO purchased electronic fareboxes for \$12,850 each plus some additional fees. Adding fareboxes to 13 of the vehicles would total about \$167,000.
- There are also annual operations and maintenance costs of about \$1,250 each, for a total of \$16,250 annually.

### ***Ridership***

- Electronic fareboxes are unlikely to impact ridership in the near term.

## **Long-term Alternative L-3: Additional Staff for Street Supervision and Marketing/ Public Relations**

The STS Supervisor currently handles STS's day-to-day operations, under the direction of a Transportation Manager and with the assistance of four Transportation Specialists. The demands of the position currently do not allow time for street supervision or in-depth marketing or public relations.

This alternative proposes hiring two additional staff members: one to provide street supervision as the system grows and matures and a second to lead STS's marketing and public relations efforts.

The Street Supervisor would oversee the drivers while they are on the road, emphasizing quality control, helping with operational issues, and providing general supervision. A supervisory presence at the transfer points would likely facilitate on-time performance, could provide additional passenger information, and would be helpful in the event of bus breakdowns or severe traffic problems. The Street Supervisor could also oversee a ghost rider program to better monitor service quality.

The marketing staff member could spearhead a vision plan for STS beyond the scope of this TDP, guiding its transition from a rural to an urban system. Among other duties, the position would work closely with the County's Public Information Officer. The position could also conduct outreach to potential riders, including St. Mary's College and College of Southern Maryland students and NAS Patuxent River employees. STS to date has mainly targeted its information campaigns and presentations to human service organizations; new staff could begin to focus on major employers as well. The position could partner with the Tri-County Council's Employer Outreach/Rideshare Coordinator, adding a dimension of commuter services to STS's operations. Marketing efforts could begin to explore angles of sustainability and congestion relief, in addition to STS's traditional roles.

#### *Advantages*

- Adds human capacity as STS grows, allowing staff to maintain a manageable workload.
- Improves the professionalism of the system as it grows.
- Helps STS enhance its image within the County and in Southern Maryland
- Better serves current and potential riders through additional community outreach.

#### *Disadvantages*

- The only disadvantage is cost.

#### *Expenses*

- A street supervisor is likely to earn about the same at the current trainer, which is about \$27,000 annually, plus fringe benefits, which were 30% for the operations staff in FY12.
- A full-time marketing staff member is likely to earn about \$ 35,000 annually, plus fringe benefits, which were 43% in FY12 for administrative staff.

### ***Ridership***

- Increased street supervision and marketing/public relations efforts could result in increases in ridership over time by improving quality and educating more people about the program.

## **Long-term Alternative L-4: Transition to Larger Vehicles**

Growth in ridership in recent years has led to crowding on several runs of many of STS's high ridership routes. Stakeholders and riders noted that the Route 5 Express is very crowded, and on-off count observations confirmed near standing room only conditions during runs of the Great Mills Loop, the Great Mills/California Saturday Route, and the Lexington Park/Leonardtwn North and Southbound.

STS's fixed route fleet is composed primarily of 16-passenger Ford Cutaway vehicles, as well as two 22-passenger Chevy vehicles. To address current and future crowding issues, this alternative recommends that STS transition its core fixed route fleet to larger, heavy-duty transit vehicles. This could occur gradually, focusing the highest ridership routes first. Transitioning to larger vehicles achieves a similar end as increasing route frequency: accommodating riders and adding capacity. However, purchasing larger vehicles only incurs incremental capital costs and slightly higher operating costs, while increasing the frequency of the existing fleet doubles operating costs.

### ***Advantages***

- Relieves crowding and improves on-board conditions, especially for those riders who have difficulty standing.
- Larger vehicles have the capacity for front-entrance wheelchair loading. Drivers would no longer have to exit the bus to assist wheelchair riders, reducing associated delays.
- Larger vehicles typically have a longer life span (typically 15 years, rather than 8 years).

### ***Disadvantages***

- The capital and maintenance costs of larger vehicles are greater than those associated with the makes/models in STS's current fleet.
- Would require extensive route adjustments, as larger vehicles cannot maneuver in tight spaces like shopping center parking lots.
- The distance from drop off points to rider destinations may increase due to the issue described above, impacting those riders with limited mobility.



**Expenses**

- The cost of a 30-foot, heavy duty transit vehicle is currently about \$300,000.

**Ridership**

- Providing larger vehicles would allow for greater passenger loads but is unlikely to impact ridership in the near term.

**SUMMARY**

This chapter provided a range of short- mid- and longer-term alternatives for STS and the TAC to consider, in recognition of the uncertain future funding scenario. The basic premise behind the alternatives is to help STS continue its transition from a mostly rural and human service transit provider to a suburban transit system. STS has grown significantly in the past ten years and more suburban-style transit features are needed now and will continue to be needed in the future.

The alternatives presented in this chapter were considered a starting point for the five-year plan. Based on feedback and guidance from STS and the TAC, the alternatives were modified into the recommended transit plan described in Chapter 5.



# Chapter 5

## Five-Year Plan

### INTRODUCTION

This five-year plan is the product of the St. Mary's County Transit Development Plan, which has been developed over the course of a nine-month period. The recommended projects were derived through detailed analysis of existing community transportation services, rider and non-rider community input, a transit needs analysis, alternatives analysis, and committee discussion.

One of the most significant features of the five-year plan is the recommendation to re-structure the STS fixed routes to provide more convenient connections for public transit riders and reduce the number of transfers required. Guidance from the Maryland Transit Administration (MTA) indicated that in the near-term there is not likely to be funding available for service expansion; as such, this plan calls for primarily cost-neutral improvements. There are some expansionary projects included in the plan, should funding become available, either through the MTA or the County.

The recent designation of Lexington Park and California as an urbanized area may open up additional funding opportunities through the S. 5307 program. The details on funding levels are still emerging, but initial guidance suggests that the urbanized area will be eligible for about \$1 million for FY13 (partial). The full appropriation will be approximately double. The counties will be eligible to apply for the 5307 funding through the Annual Transportation Program (ATP) process. However, MTA will not be able to include any 5307 federal funding in a grant until the counties have set up a MPO and projects are approved by the MPO through the TIP process, and then amended into the STIP. Decisions regarding the development of an MPO for this region are still evolving, and elements of this five-year plan may change as the federal funding scenario changes. Expansionary projects are discussed, and listed in the financial plan in an "unassigned" column.

The plan is organized in the following seven sections:

- **Service Plan** - Describes the service projects included in the plan. The service plan is organized into three sections: short-term, mid-term, and long-term.
- **Organizational Plan** - Describes the organizational projects included in the plan. The organizational plan is also organized into three sections: short-term, mid-term, and long-term.
- **Title VI Analysis** - Provides an analysis of the recommended projects with respect to compliance with Title VI of the Civil Rights Act of 1964.
- **Implementation Schedule** - Outlines the activities that are planned for implementation in each of the five years of the planning period.
- **Financial Plan for Operations** - Describes the expenses and associated funding that will be required to implement the five-year plan.
- **Capital Plan** - Provides the vehicle replacement plan, as well as the plan for other capital such as maintenance equipment, technology upgrades, and facilities.
- **Financial Plan for Capital** - Describes the expenses and associated funding that will be required to purchase the capital needed to implement the five year plan.

## SERVICE PLAN

The service plan includes all of the public transit service projects planned for inclusion over the five-year planning horizon. Project descriptions and estimated costs are included in this section. The plan is organized into three phases and focuses on the following service initiatives:

### Short-Term

- System-wide efficiency improvements
- Bus stop safety improvements
- Continued mobility enhancements

### **Mid-Term**

- Park and Ride/commuter bus connectivity
- Extended evening hours (Southern Route)
- Sunday service expansion
- Increased frequency in Lexington Park/Great Mills
- MTA commuter bus connection to Leonardtown
- Rural fixed route service expansion
- Improved passenger transfer facilities

### **Long-Term**

- Real-time bus information
- Electronic fare collection
- Transition to larger vehicles

The details concerning each of these service proposals are outlined below.

### **Short-Term**

#### ***System-Wide Efficiency Improvements***

The proposed efficiency improvements are achieved through a system-wide restructuring of STS's routes and schedules. The new configuration emphasizes cross-county linkages and minimizes transfers, thereby enhancing connectivity and promoting on-time performance. For example, riders traveling from Tulagi Place to Charlotte Hall must transfer twice on the current system; they would have a direct trip on the proposed County-Span Route. In addition, eliminating timed transfers at stops like Third Base, Oakville Road, and the Jarboe Building reduces the possibility of delays snowballing throughout the entire system.

The components of the proposed system are summarized in Table 5-1. Figure 5-1 illustrates the proposed system as compared to STS's current routes. Proposed schedules are included in Appendix E. The efficiency improvements are cost-neutral, though costs are associated with printing new maps and schedules, conducting extensive rider outreach and education, and updating vehicle destination signs.

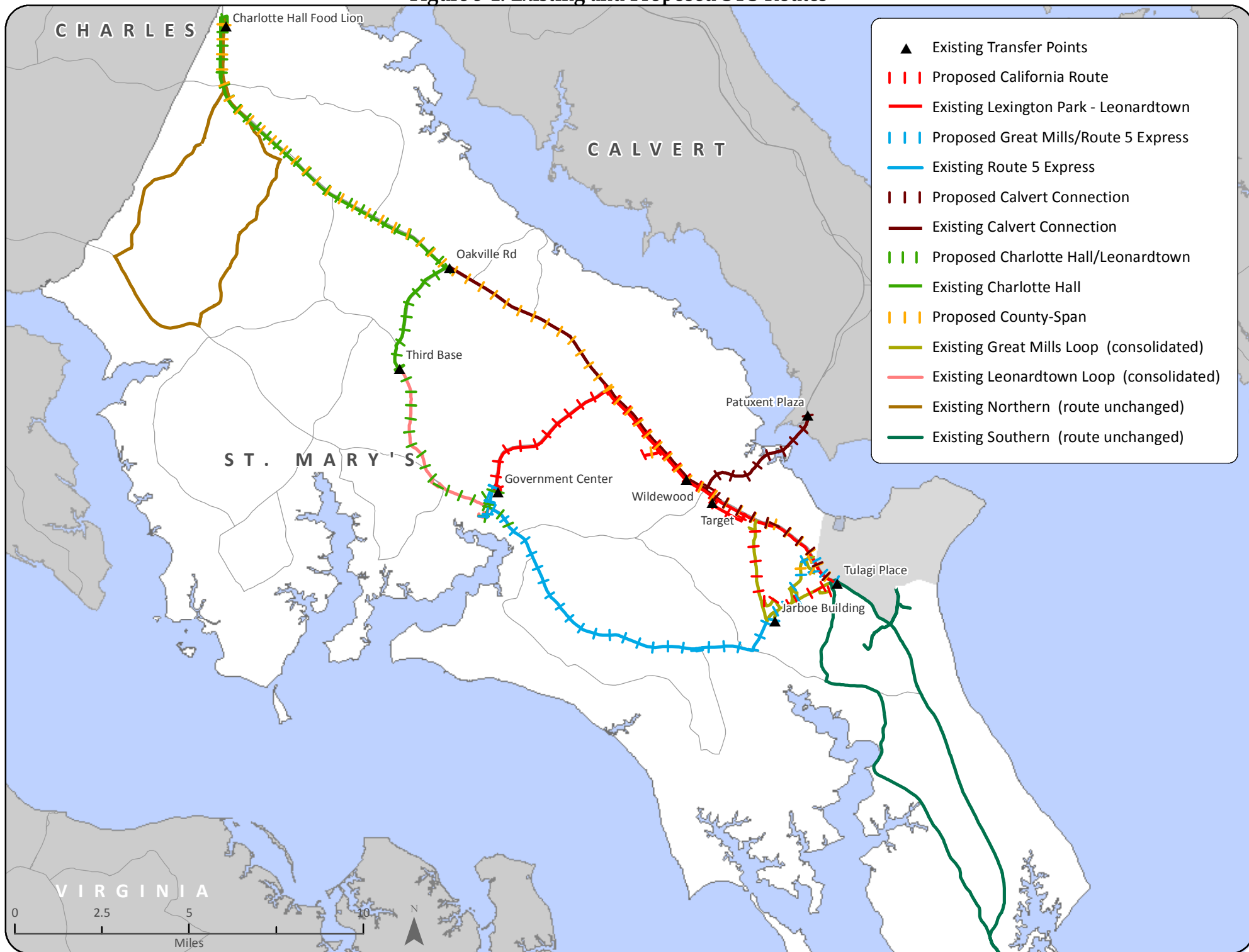
**Table 5-1: System Characteristics**

<b>Route</b>	<b>Description</b>	<b>Endpoints</b>	<b>Headway</b>
California Route	Hybrid of current Leonardtown/Lexington Park Route and Great Mills Loop	Governmental Center, Tulagi Place	1 hr
Charlotte Hall/ Leonardtown Route	Hybrid of current Charlotte Hall Route and Leonardtown Loop; no transfer at Third Base	Charlotte Hall Food Lion, Governmental Center	1 hr
Great Mills/Rt. 5 Express	Hybrid of current Rt. 5 Express and Great Mills Loop; no transfer at Jarboe Building	Governmental Center, Tulagi Place	1 hr
County-Span	Follows Three Notch Road; operates Mon-Sat.	Charlotte Hall Food Lion, Tulagi Place	2 hrs
Calvert Connection	No transfer at Oakville Road	Patuxent Plaza, Tulagi Place	2 hrs
Northern	Routing essentially unchanged	Charlotte Hall Food Lion	2 hrs
Southern	Routing essentially unchanged	Tulagi Place	1 hr, 2 hrs on Sat.
Great Mills/ California Route (Sat., Sun., Evening)	Routing essentially unchanged	Wildewood Center, Tulagi Place	1 hr
Charlotte Hall/ Leonardtown Route (Sat., Evenings)	Routing essentially unchanged; no transfer at Third Base	Charlotte Hall Food Lion, Governmental Center	1 hr

### ***Bus Stop Safety Improvements***

STS can take several steps in the short-term to ensure rider safety at bus stops. First, all time points listed in the revised schedules should be signed. Next, STS should sign all stops within Great Mills Road and Chancellors Run Road, as well as on Route 235 between Great Mills and Route 4. Given existing and projected levels of both ridership and traffic, this subset of the County's official urbanized area is no longer suited to a flag stop system. Once signed, drivers should only allow boarding and alighting at the designated stops within the area. Despite possibly conflicting directives, state-level policy does not prohibit STS from establishing and signing stops where it deems safe to do so, including along Route 235. STS has a stock of approximately 15 round bus stop signs it can install immediately at little to no cost.

Figure 5-1: Existing and Proposed STS Routes



5-5

### ***Continued Mobility Enhancements***

Bicycle racks on buses enhance the mobility of riders by making transit more viable and convenient. Seven of the 25 STS vehicles are currently equipped with bicycle racks. STS should continue its efforts to equip all vehicles with racks. The plan implements this recommendation by continuing to include bicycle racks on all vehicle replacements, starting with the four vehicles that were requested in the FY2014 ATP.

### **Mid-Term**

#### ***Park and Ride/Commuter Bus Connectivity***

STS has multiple options it can pursue in order to increase connectivity with the MTA commuter bus system. These include 1) diverting existing routes to the Charlotte Hall Park and Ride lot(s) on designated trips, 2) implementing a tripper bus between Tulagi Place and the California Park and Ride lot, and 3) implementing a targeted shuttle route for commuter bus riders. Diverting existing routes will have a slight incremental increase in costs for STS. Implementing any type of tripper or shuttle service will result in significant new operating costs, estimated to be about \$91,000 per year (six hours of service per day, 261 days).

In addition, the MTA may extend its Route 909 to Tulagi Place. Should this route extension be implemented, it would not be necessary to implement any sort of tripper or shuttle service, as Tulagi Place serves as an STS service hub.

STS has indicated that for the short and mid-term, it will divert existing routes to the Charlotte Hall Park and Ride and to the new Golden Beach Park and Ride upon request. In addition, STS is supportive of the concept of the MTA Commuter Bus extension to Tulagi Place.

#### ***Extended Southern Route Evening Hours***

STS's Southern Route currently operates until 5:45 p.m., resulting in a significant gap in evening service coverage. Given rider feedback indicating that extended hours are priority service improvements, STS should extend evening hours on the Southern Route. This service would generate additional passenger trips but also add to operating expenses. STS should extend the service by one to three hours, as funding allows. Annual operating costs for three hours are estimated to be about \$54,000.



### ***Sunday Service Expansion***

To address the need for expanded weekend service articulated by riders and other stakeholders, STS should implement Sunday service on the proposed Charlotte Hall/Leonardtown Route. This service would complement STS's current Sunday service and facilitate employment and essential shopping trips for residents outside of Lexington Park and California. Sunday service on the proposed Charlotte Hall/Leonardtown Route would generate additional passenger trips but also increase operating expenses (approximately \$36,300 annually for a 12 hour service span).

### ***Increased Frequency in Lexington Park/Great Mills***

The current Great Mills Loop has the highest ridership in the STS network, and Great Mills, Lexington Park, and California will continue to be areas of high growth and transit demand within the County. As funding allows, STS should increase frequencies to every 30 minutes within this service area. One possible option would have an additional vehicle operating a modification of the proposed California Route, leaving Tulagi Place on the half hour and continuing to Target before returning south. Estimated annual operating costs for weekday increased frequencies would be \$227,700.

Prior to implementation, STS should assess the Health Enterprise Zone (HEZ) route planned for mid-2013 by St. Mary's Hospital. The HEZ route would cover the zip codes of Great Mills, Lexington Park, and Park Hall, overlapping much of STS's priority area for 30 minute frequencies. Coordinating with St. Mary's Hospital and capitalizing on HEZ operating funds could make increased frequencies a viable short-term (rather than mid-term) recommendation.

### ***MTA Commuter Bus Connection to Leonardtown***

Given growing ridership and demand for commuter bus service within St. Mary's County, STS should work with the MTA to implement commuter bus service to and from Leonardtown. Though STS would not be financially responsible for the service, STS and the TAC felt it was important to include this option in the TDP. Enhanced commuter bus service is an outstanding need in St. Mary's County, and the service would expand transportation options for Leonardtown area residents. This recommendation is cost neutral with regard to operating and capital costs.

### ***Rural Fixed Route Service Expansion***

Much of both the Seventh District and Piney Point lack STS fixed route and paratransit service. In line with recommendations from the 2007 TDP, as well as

stakeholder input during this TDP process, STS should implement deviated fixed route service to these communities. Deviated service would facilitate basic mobility for residents not served by SSTAP. Given likely demand and the overall rural nature of the area, the service would alternate days of the week between the two routes, or operate daily with very long headways. The service would require operating expenses (approximately \$216,400 annually) as well as capital expenses for an additional vehicle.

### *Improved Passenger Transfer Facilities*

As STS ridership and operations continue to grow, improved facilities are needed at the system's key transfer points. Tulagi Place and the Governmental Center currently have limited passenger amenities; waiting for the bus is inhospitable in poor weather. STS should invest in improved facilities at these two transfer points, including pavilion-like shelters and possibly restrooms for drivers.

The Germantown Transit Center (pictured below) serves as an example. Located along Aircraft Road in Montgomery County, the site has two sheltered bus bays and a 180 square foot structure with two restrooms for drivers. Washington County Commuter also recently constructed a new passenger transfer center in Hagerstown. This facility, also shown below, has space for several vehicles, as well as a ticket booth and restrooms for the drivers. The construction cost for the Hagerstown facility was about \$950,000.



Germantown Transit Center (Source: Google Streetview)



Hagerstown Transfer Center (Source: Kevin Cerrone)

## Long-Term

### *Real-Time Bus Information*

STS should purchase a real-time information package for its fixed routes. Real-time bus information allows riders to know the exact location of their desired buses via electronic media, making the transit system easier and more convenient to use. Real-time information also allows dispatchers to see the location of all vehicles at a given time. A package would require one-time hardware costs for each vehicle (approximately \$288,000) in addition to ongoing monthly operating expenses.

### *Electronic Fare Collection*

Like Charles County's VanGO, STS should transition to electronic fareboxes for its fixed route vehicles. Electronic fareboxes simplify the boarding and fare collection process. In comparison to STS's current mechanical fareboxes, electronic versions would help reduce delays and minimize the need for drivers to monitor rider fares. An electronic system would also be compatible with smart cards, a possible future improvement. Equipping STS vehicles with electronic fareboxes would involve up front capital costs (approximately \$360,000) and annual operations/maintenance costs.

### *Transition to Larger Vehicles*

To address current and future crowding issues, STS should transition its fixed route fleet to 30-foot, heavy duty transit vehicles. In comparison to STS's current 16-

and 22-passenger vehicles, larger vehicles would have a longer life span, relieve crowding on high ridership routes, and allow for front-entrance wheelchair loading. Rather than increasing the frequency of the existing fleet (and doubling operating costs), transitioning to larger vehicles adds capacity with incremental capital costs and slightly higher operating costs. Prior to implementation, STS would need to make extensive route adjustments, as larger vehicles cannot maneuver in tight spaces like shopping center parking lots.

## ORGANIZATIONAL PLAN

The organizational plan includes recommended changes that affect the way that transit is guided, administered, and/or managed in St. Mary's County. While the basic structure for administering community transportation in the County is well established, there are several recommendations for organizational changes for the five-year period. Recommendations concerning rates and fares are also included in this section.

### Short-term

- Revenue enhancement
- Partnership/increased coordination with Charles and Calvert Counties
- Opportunities with NAS Patuxent River
- Communication and public information opportunities

### Mid-Term

- No mid-term organizational recommendations

### Long-Term

- Additional staff

### Short-Term

#### *Revenue Enhancement- Increased Fixed Route Fares*

Currently, the STS fixed route fare is \$1.00 for a one-way trip, with a transfer fee of \$.50. The County has expressed interest in raising fares, as they have remained the same for 18 years despite continued increases in operating costs. The current STS fare is lower than or equal to all of the other fixed-route services in the State (a \$1.00 to \$3.00 range). Charles County has a fare of \$1.00, while Calvert County's base fare is \$1.50. An increased fare addresses budgetary constraints and more closely aligns STS's fares to the actual cost of providing rides.

The alternatives (Chapter 4) included a number of potential fare increase scenarios for STS to consider. The full effects of a fare increase will be difficult to measure for STS, given the decision to re-structure the routes, a move that will reduce the need for passengers to transfer. In order to increase fare revenue, given the reduced transfer fees, it is recommended that the base fare be raised from \$1.00 to \$1.50, with the senior/disabled fare raised from \$0.50 to \$ 0.75. While this appears to be large fare increase, it should be noted that about 22 percent of the riders are already paying these fares through a \$1.00/\$0.50 fare and a \$.50/\$0.25 transfer fee.

Along with the base fare increase, it is recommended that the prices for other fare media also be increased. Table 5-2 provides a list of these recommendations.

**Table 5-2: Current and Proposed Fares**

Fare Category	Current Fare	Proposed Fares	Change
Base Cash Fare	\$ 1.00	\$ 1.50	50%
Senior/Disabled Fare	\$ 0.50	\$ 0.75	50%
Transfer Fee- Base	\$ 0.50	\$ 0.50	0%
Transfer Fee- Senior/Disabled	\$ 0.25	\$ 0.25	0%
Monthly Pass- Base	\$ 40.00	\$ 45.00	13%
Monthly Pass- Senior/Disabled	\$ 20.00	\$ 22.00	10%
Daily Pass	\$ 3.00	\$ 4.00	33%
Discount Tickets	\$ 0.85	\$ 1.20	41%
Discount Tickets- Senior/Disabled	\$ 0.50	\$ 0.60	20%

A full analysis of the implications of the recommended fare increases are provided in Table 5- 3. Fare data from September through November 2012, coupled with FY12 annual ridership and fare revenue, were used to estimate how the fare changes are likely to affect the average fares paid, ridership, and fare revenue. An estimate of how many trips currently use a transfer (i.e., are already paying the \$1.50 or \$0.75), but will not need one under the new scenario was also considered. The total current transfer rate is 22 percent. It is estimated, based on the level of ridership seen at the transfer locations that have high activity primarily as a result of their status as a transfer point (Third Base, Oakville Road, and Lexwood Drive at Joe Baker Court), that the transfer rate will be reduced to 12%, meaning that 10% of the riders who currently transfer will not need to in the future and their fares will remain unaffected.

**Table 5-3: STS Fixed Route Fare Structure- Current and Recommended**

Current Fare Statistics (1)		% of Ridership	Annual Ridership (FY12)	Estimated Fare Revenue
Ave. Cash Fare Paid	\$ 0.97	61%	259,050	\$ 251,278
Ave. Daily Pass Fare Paid	\$ 0.80	16%	67,948	\$ 54,358
Ave. Ticket Fare Paid	\$ 0.29	4%	16,987	\$ 4,926
Ave. Monthly Pass Fare Paid	\$ 0.34	19%	80,688	\$ 27,434
Total			424,672	\$ 337,996
Average Fare			\$ 0.80	

(1) Based on Sept/Oct/Nov FY13 fare data      Average Fare, all categories, FY12      \$      0.78  
(2) Includes transfers      Fare Revenue, fixed routes, FY12      \$    331,773

### Estimated Statistics for Proposed Changes

Category	Current Riders	Estimated # who no longer will need to transfer	Estimated New Ridership based on Elasticity and Reduced Transfers (3)	Estimated New Average Fare	Estimated New Fare Revenue
Cash Fare	259,050	25,905	198,173	\$ 1.31	\$ 259,508
Daily Pass	67,948		61,153	\$ 1.06	\$ 65,067
Ticket	16,987		14,948	\$ 0.41	\$ 6,112
Monthly Pass	80,688		77,460	\$ 0.38	\$ 29,760
Totals	424,672		351,735	\$ 1.02	\$ 360,447
			Ridership Change (0.17)	Revenue Change	9%

Estimated Farebox Recovery  
Under New Fare Policies

17%

(3) Assumes a fare elasticity of 30%, meaning that for every 10% increase in fare revenue there is a 3% loss in ridership. Assumes 10% of current riders will be eliminating a transfer.

This analysis shows that the average fare (when considering all payment media and fare categories) is estimated to rise from about \$0.80 to \$1.02, an increase of 29%, with total fare revenue increasing from about \$331,773 to \$360,447, an increase of 9%. This level of fare revenue will increase the fixed route farebox recovery ratio from 16% to 17%. As these data show, the fare increase is substantially offset by the lower ridership numbers that will result from fewer transfers. The actual number of people served will likely remain similar to current levels, but the number of passenger trips will go down, as an estimated 10% of the people who currently make two trips to get from point A to point B will be making just one trip, and paying one fare.

If the Board of County Commissioners agrees with the recommendation to raise STS fares, several steps will be required. Any revision of the STS fares requires approval by the MTA prior to public announcement of the proposed change. After MTA approval, the Board of County Commissioners must give 30 days' notice prior to the fare increases and, during or after the 30 days, provide an "opportunity for public comment" in a "public forum" conducted in accordance with written procedures. This required procedure constitutes a public hearing under Article 25, Section 3(r) of the Annotated Code of Maryland, with the attendant requirement of publication of a notice in two separate weeks.

### *Continued Partnership and Coordination with Charles and Calvert Counties*

STS should continue its efforts to coordinate transit services with Charles County's VanGO and with Calvert County Public Transportation. Currently, STS links with those systems at the Patuxent Plaza in Solomons Island and the Charlotte Hall Food Lion. Despite this coordination, stakeholders and survey respondents noted the difficulty of transferring between systems and making inter-County trips, especially to points in Calvert County. STS should continue to work with Calvert County Public Transportation, attempting to establish timed transfers despite the constraints of limited resources. STS should also continue to communicate with VanGO, ensuring coordination in light of possible route adjustments.

While this plan does not include this option, there were some requests to connect from STS to LaPlata. This should be considered for the future, with either STS or VanGO taking the lead. It may make more sense for VanGO to operate a route from Charlotte Hall to LaPlata, as much of the area served would be in Charles County. This area is rural in nature, thus service in the corridor is likely to experience relatively low productivity as compared to the more urban corridors in the region.

There may also be a need to further coordinate services between VanGO and STS when the new Hughesville campus of the College of Southern Maryland is open.

Continuing to partner with Charles and Calvert Counties is a cost neutral recommendation with regard to operating or capital costs.

### ***Partnership and Coordination with NAS Patuxent River***

Although NAS Patuxent River is the County's largest employer, STS and NAS do not coordinate transportation. Stakeholder feedback and general public survey results emphasized the need to establish a STS-NAS relationship, especially given the transportation needs of civilian service industry employees. NAS's Transportation Improvement Plan also reiterates a complementary desire to reduce employee SOV commuting. New development and base activity is projected to continue, bringing more cars and people to NAS and the surrounding area in the future.

This recommendation proposes that STS establish a working relationship with the community/transportation planners at NAS. STS should ensure that NAS representatives remain members of the TAC and are updated of STS service and capital improvements. In the short term, STS and NAS should consider how to publicize existing connections between the transit system and the base. For example, STS can publicize which routes pass by Gates 1 and 2. In the future, both parties should be alert for opportunities to establish some form of dedicated STS-NAS service. The original recommendation in this plan was for the Base Taxi to regularly serve Tulagi Place, providing a connection between STS and NAS. The Base Taxi has recently been discontinued, not for lack of ridership, but because of funding constraints. If and when the Base Taxi is re-instated, or some other form of shuttle service is initiated, it is recommended that it serve Tulagi Place on a regular basis.

A higher level of coordination between STS and NAS would improve awareness of STS among NAS employees and may help address issues concerning congestion and delays along Route 235 associated with NAS. This recommendation is cost neutral with regard to operating and capital costs.

### ***Passenger Amenities, Communication, and Public Information Opportunities***

STS redesigned and published its schedule and information booklet in the spring of 2012. Though the redesign was a significant improvement from its previous materials, additional improvements are possible. Fifteen percent of on-board survey respondents described themselves as dissatisfied with both printed and posted schedules. Riders also conveyed that the booklets have not been generously distributed due to a limited (and costly) supply.



Inconsistent signage, few posted schedules, and the limited distribution of printed booklets are not issues for regular riders, but they pose barriers for new riders who are unfamiliar with the system. Many community survey respondents who do not patronize STS noted the need for better signage and prominently marked bus stops; the lack of signage and schedules makes STS a “phantom bus.”

It is recommended that STS improve passenger information and printed materials by continuing efforts to install bus shelters, signage, and simplified schedules/maps at key stops. The signs and information would supplement the newly installed bus shelters and make the system more user-friendly. In addition, creating a more easily reproducible information booklet with revised schedules and maps would encourage greater distribution and availability for all interested community members. The current route map could be presented as two different maps (at a minimum), portraying weekday service versus evenings/weekends at a glance, with detailed insets for Leonardtown and Lexington Park. Regardless of design changes, the route adjustments resulting from this TDP will necessitate a reprinting of schedules. Additional copies of the schedule should also be considered, as the current contract with Cheseldine includes only 500 copies each run.

Route adjustments would also necessitate updating destination signs on STS vehicles. STS expressed interest in shifting from its current scrolling destination signs to electronic versions. Depending on costs, this could occur as retrofits to current vehicles or as new vehicles are purchased.

There are some costs associated with improving passenger amenities and public information. These are highlighted below:

- STS has a stock of approximately 15 round bus stop signs it can install immediately at little to no cost.
- New bus stop signs with schedules are generally about \$100 installed. Adding signs to approximately 100 stops within the system would total about \$10,000.
- A shelter with a bench and solar lighting is approximately \$5,000. Adding 10 new shelters throughout the system would cost a total of \$50,000.
- Costs for STS to increase the number of brochures printed to 2,000 each run (8,000 annually), assuming a similar brochure, would be \$18,000 annually, with a \$4,500 advertising credit, resulting in a net cost of \$13,500 annually.
- Retrofitting an existing vehicle with an electronic destination sign would cost between \$1,000 and \$4,400 per sign, depending on the complexity of the sign.

## Mid to Long-Term

### *Additional Staff for Street Supervision and Marketing/ Public Relations*

The STS Supervisor currently handles STS's day to day operations, under the direction of a Transportation Manager and with the assistance of four Transportation Specialists. The demands of the position currently do not allow time for street supervision or in-depth marketing or public relations.

As the system grows and matures, it is recommended that STS hire two additional staff members: one to provide street supervision and a second to lead STS's marketing and public relations efforts.

The Street Supervisor would oversee the drivers while they are on the road, emphasizing quality control, helping with operational issues, and providing general supervision. A supervisory presence at the transfer points would likely facilitate on-time performance, could provide additional passenger information, and would be helpful in the event of bus breakdowns or severe traffic problems. The Street Supervisor could also oversee the ghost rider program to better monitor service quality.

The marketing staff member could spearhead a vision plan for STS beyond the scope of this TDP, guiding its transition from a rural to a suburban system. Among other duties, the position would work closely with the County's Public Information Officer. The position could also conduct outreach to potential riders, including St. Mary's College and College of Southern Maryland students and NAS Patuxent River employees. STS to date has mainly targeted its information campaigns and presentations to human service organizations; new staff could begin to focus on major employers as well. The position could partner with the Tri-County Council's Employer Outreach/Rideshare Coordinator, adding a dimension of commuter services to STS's operations. Marketing efforts could begin to explore angles of sustainability and congestion relief, in addition to STS's traditional roles.

The costs associated with additional staff are estimated below:

- A street supervisor is likely to earn about the same as the current trainer, which is about \$27,000 annually, plus fringe benefits, which were 30% for the operations staff in FY12.
- A full-time marketing staff member is likely to earn about \$ 35,000 annually, plus fringe benefits, which were 43% in FY12 for administrative staff.

## TITLE VI ANALYSIS

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin. Public transportation agencies have the ability and responsibility to enhance the social and economic quality of life for people in their communities. As such, public transportation agencies must ensure that changes in services do not have a disproportionately high negative impact on below poverty or minority populations.

Chapter 2 included maps that show the distribution of minority and below poverty populations in St. Mary's County. In addition, Appendix F outlines the key short-term service changes in light of Title VI requirements. Appendix F also includes maps that depict the distribution of below poverty and minority populations along with proposed STS routes.

Overall, minority and below poverty individuals stand to benefit from the proposed service changes included in this TDP, as do all St. Mary's County residents. The proposed routes would minimize transfers and likely reduce chronic delay throughout the system. The proposed routes would also have nearly the same geographic coverage as existing routes. In cases of reduced frequency, the changes reflect both route productivity and the proximity of alternative routes. The recommended fare adjustments reflect the need to bring STS closer to its farebox recovery goals. STS should continue its monitoring and evaluation efforts once these service changes are implemented to ensure that below poverty and minority populations do not experience adverse and disproportionate impacts.

## IMPLEMENTATION SCHEDULE

This section of the plan provides an implementation schedule for the activities that have been described in this plan. It should be noted the implementation of some of the initiatives listed on this schedule and described in the plan are dependent upon available funding, which may necessitate future revisions to the schedule. This schedule does not include the vehicle replacement and expansion activities, as these are presented with the Capital Plan.

### **Year 1 (FY2014)**

#### System-Wide Efficiency Improvements

- Modify existing routes to facilitate connectivity and reduce transfer activity.

- Begin serving the new Golden Beach MTA Park and Ride upon request.

#### Passenger Amenity Improvements

- Install large bus shelter at the St. Mary's County Regional Airport
- Implement bus stop safety improvements, including the establishment of a defined urban area of signed-only stops, sign installation, driver training, and an education and marketing campaign for existing riders and the general public.
- Update vehicle destination signs. This can be done either in house by changing current scroll signs, or with capital purchases of electronic signs (in future years).

#### Safety and Security

- Install an additional 24 cameras so that all vehicles are equipped with cameras.

#### Fare Increase

- Before implementing any fare increase, STS must secure approval from the MTA and follow the required protocol, which includes a public hearing.

#### Conduct Public Hearing

- Before implementing the system-wide efficiency improvements and the proposed fare increase, STS must provide opportunity for public input. STS will follow established policies and procedures for this process.

#### Update Schedules, System Maps, and the STS Website

- Update the current information booklet with revised schedules and maps.
- Update and provide this new information on the STS website.
- Develop marketing materials to promote the new routes and the new flag/bus stop policy. Advertise through local media.

#### On-going Monitoring and Planning Activities

- Initiate on-going monitoring and planning activities, making minor route adjustments on an annual basis as needed.

## **Years 2 through 5 (FY2015 - FY2018), As Funding Allows**

### Bus Stop Safety Improvements

- Continue to install bus stop signs and shelters as needed.

Continue the purchase and installation of bicycle racks via vehicle replacement.

### Evening Hours on the Southern Route

- Initiate three additional hours of service on the Southern Route, until approximately 10 p.m. Market the extension to riders and the general public.

### Sunday Service Expansion

- Begin operating the Saturday Leonardtown/Charlotte Hall Route on Sundays as well. Market the new service to riders and the general public.

### Increase Commuter Bus Connectivity

- Offer route deviations to Park and Ride facilities in Charlotte Hall on certain trips. Advocate for an MTA commuter bus connection to Leonardtown.

### Restore Frequency on Calvert, Northern, and Southern Routes

- Operate an additional vehicle to restore these routes to hourly headways.

### Increased Frequency in Lexington Park/Great Mills.

- Begin operating an additional vehicle on the California Route, offering 30 minute frequencies between Tulagi Place and the First Colony/Target shopping center, Monday to Friday. Market the increased service to riders and the general public.

### Fixed Route Service to the Seventh District and Piney Point

- Based on previous planning efforts and stakeholder feedback, develop a route and schedule serving the Seventh District and Piney Point. Begin operations with an additional vehicle. Market the new service to riders and the general public.

### Hire Additional Staff

- Hire two additional staff members: one to provide street supervision and a second to lead STS's marketing and public relations efforts.

### Upgrade Transfer Facilities

- Construct improved facilities at Tulagi Place and Governmental Center, including pavilion-like shelters and driver restrooms. Prioritize improvements at Tulagi Place.

### Transition to Electronic Fareboxes

- Equip STS vehicles with electronic fareboxes. Educate drivers and riders on farebox use.

### Institute Real-Time Passenger Information

- Purchase a real-time information package and install corresponding information screens at selected bus stops. Update the STS website to provide the information, and market its availability to riders and the general public.

## **FINANCIAL PLAN FOR OPERATIONS**

While TDP research revealed that additional transit services are desired by the community, initial guidance from STS and MTA (January 2013) indicated that funds are not available for expansion during the five-year period. As such, only minor increases for schedule printing and inflation have been added to the operations budget. It is likely that these additional costs can be covered through the fare increase.

Recent developments with regard to the creation of the Lexington Park - Great Mills - Chesapeake Ranch Estates (Calvert County) urbanized area have resulted in the possibility that additional federal funds may be available for STS during the five-year period. This urbanized area will receive a federal transit funding allocation that is higher than what is currently provided through the S.5311 rural program (likely to be about \$2 million annually). This allocation will not be available until an MPO is established, and there will need to be an agreement with Calvert County concerning how to split the funds.

Given that additional funds may become available, the TDP budgets each include an “unassigned” column. In this column are the costs associated with the mid- and long-term projects that were previously thought not to be feasible given financial constraints. Once more information is learned about the timing of the S.5307 allocation, some of these projects may be assigned an implementation year. Table 5-4 provides the financial plan for operations for the five-year period.

## **CAPITAL PLAN**

This section details the capital infrastructure needed to implement the operating and organizational plan presented above, and to maintain the current level of service. The capital plan includes a vehicle replacement plan to improve the quality of service of the existing transit system. It also includes capital for maintenance support, passenger amenities, including bus shelters and facilities, electronic fareboxes, electronic destination signs, and communications equipment. Bike racks on the vehicles are also recommended, to be added as vehicles are replaced.

### **Vehicle Replacement Plan**

The capital plan for the vehicles was developed by applying FTA/MTA vehicle replacement standards to the current vehicle fleet inventory for STS as presented in Chapter 3. These vehicle replacement standards are as follows:

#### ***Buses***

- Heavy Duty Bus (over 35'): at least 12 years of service or an accumulation of at least 500,000 miles.
- Heavy Duty Bus (under 35'): at least ten years of service or an accumulation of at least 350,000 miles.
- Medium Duty Bus (under 30', 15,000 lbs. < 23,000 lbs.): at least eight years of service or an accumulation of at least 250,000 miles.
- Light Duty Small Bus (15,000 lbs or less): at least six years of service or an accumulation of at least 200,000 miles.

#### ***Raised Roof Vans, Standard Vans, Mini-Vans, and Automobiles***

- At least four years of service and an accumulation of 150,000 miles; or
- At least five years of service and an accumulation of 100,000 miles; or
- At least six years of service regardless of mileage.

**Table 5-4: STS TDP Financial Plan for Operations**

<b>Projects</b>	<b>FY 2014</b>	<b>FY 2015</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY2018</b>	<b>Unassigned- Pending Funding</b>
FY2014 Proposed Operating Budget, with inflationary increases, less preventive maintenance funds covered by federal and state grants (capitalized)	\$ 2,747,878	\$ 2,857,793	\$ 2,972,105	\$ 3,090,989	\$ 3,214,629	
TDP Proposals						
Increase number of schedule brochures printed	\$ 13,500	\$ 14,040	\$ 14,602	\$ 15,186	\$ 15,793	
Extended Southern Route Evening Hours- 3 hours						\$ 54,089
Restore Calvert, Northern, Southern to hourly headways						\$ 216,355
Additional Sunday Service						\$ 36,292
Increased Frequency, M-F- Lexington Park/Great Mills						\$ 227,696
Rural Fixed Route Service Expansion- Seventh District/Piney Point						\$ 216,355
Additional Staff						\$ 85,150
<b>Total New Operating Expenses</b>	<b>\$ 13,500</b>	<b>\$ 14,040</b>	<b>\$ 14,602</b>	<b>\$ 15,186</b>	<b>\$ 15,793</b>	<b>\$ 835,937</b>
<b>Subtotal Proposed Transit Operating Expenses</b>	<b>\$ 2,761,378</b>	<b>\$ 2,871,833</b>	<b>\$ 2,986,706</b>	<b>\$ 3,106,175</b>	<b>\$ 3,230,422</b>	<b>\$ 4,066,359</b>



**Table 5-4: STS TDP Financial Plan for Operations - Projected Operating Revenues (continued)**

<b>Anticipated Funding Sources for Operating</b>	<b>FY 2014</b>	<b>FY 2015</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY2018</b>
<i>Federal</i>					
FTA S.5311/S.5307	\$ 596,429	\$ 620,286	\$ 645,098	\$ 670,902	\$ 697,738
Note: STS will be eligible for significantly more federal funds (up to \$2 million-operating and capital) under the S.5307 program once an MPO is established and agreement is made with Calvert County.					
<b>Subtotal, Federal</b>	<b>\$ 596,429</b>	<b>\$ 620,286</b>	<b>\$ 645,098</b>	<b>\$ 670,902</b>	<b>\$ 697,738</b>
<i>State</i>					
Operating Assistance	\$ 198,810	\$ 206,762	\$ 215,033	\$ 223,634	\$ 232,580
ADA	\$ 135,000	\$ 140,400	\$ 146,016	\$ 151,857	\$ 157,931
SSTAP	\$ 131,054	\$ 136,296	\$ 141,748	\$ 147,418	\$ 153,315
<b>Subtotal, State</b>	<b>\$ 464,864</b>	<b>\$ 483,459</b>	<b>\$ 502,797</b>	<b>\$ 522,909</b>	<b>\$ 543,825</b>
<i>Local</i>					
Local Cash Match	\$ 1,253,061	\$ 1,303,183	\$ 1,355,311	\$ 1,409,523	\$ 1,465,904
Contract Revenue	\$ 40,000	\$ 41,600	\$ 43,264	\$ 44,995	\$ 46,794
Passenger Fares- Fixed Route, SSTAP and ADA	\$ 396,447	\$ 412,305	\$ 428,797	\$ 445,949	\$ 463,787
Advertising	\$ 41,850	\$ 43,524	\$ 45,265	\$ 47,076	\$ 48,959
<b>Subtotal, Local</b>	<b>\$ 1,731,358</b>	<b>\$ 1,800,612</b>	<b>\$ 1,872,637</b>	<b>\$ 1,947,542</b>	<b>\$ 2,025,444</b>
<b>Total Projected/Proposed Operating Revenues</b>	<b>\$ 2,792,651</b>	<b>\$ 2,904,357</b>	<b>\$ 3,020,531</b>	<b>\$ 3,141,353</b>	<b>\$ 3,267,007</b>
<i>Surplus to be put toward reserve /capital match or reduction of County match.</i>	\$ 31,273	\$ 32,524	\$ 33,825	\$ 35,178	\$ 36,585

Applying these standards to the existing fleet provided a baseline estimate of capital needs for the next five years just to maintain the existing level of service. The standards indicate that different types of vehicles have different expected lifespans. The builders of these vehicles are required to designate the projected life-cycle when the vehicles are submitted for testing by the FTA, and the vehicles are designed to meet these standards. Vehicles are not typically designed to greatly exceed the expected life; consequently maintenance costs for over-age vehicles can significantly increase operating costs. In addition, the reliability of vehicles generally declines as they age, particularly after their design life is exceeded. This decrease in vehicle reliability also affects operating costs and impacts the quality of service for passengers. Table 5-5 provides the current vehicle inventory, along with the estimated replacement years.

### **Preventive Maintenance**

Capital assistance is available for financing capital equipment needed for an efficient, effective, and coordinated transportation system. Costs associated with preventive maintenance (consistent with eligible FTA guidelines) are eligible for reimbursement as a capital expense. Broadly speaking, preventive maintenance expenses include the costs of maintaining vehicles and facilities, and these expenses occur every year. STS receives grant funds for preventive maintenance through their annual application to the MTA since FTA will pay 80% of capital costs under these programs.

## **FINANCIAL PLAN FOR CAPITAL**

### **Vehicles**

Table 5-6 provides the financial plan for vehicle replacement and expansion. The plan is based on the vehicle replacement needs identified above, beginning with the FY14 grant cycle. As with the financial plan for operations, expansion vehicles are identified separately from the replacement vehicles, without assigning a year.

### **Facilities, Equipment, and Other Capital**

The financial plan for facilities, equipment, and other capital is provided in Table 5-7. As with the previous financial plans, the plan includes a five-year “constrained” element, and an “unassigned” column. The most significant item included in the “unassigned” category is an improved transfer facility for Tulagi Place. While there is also a need for improvements at the Governmental Center, Tulagi is a higher priority, given the higher ridership levels and lack of facilities.

Table 5-5: STS Vehicle Inventory with Replacement Years

Fleet ID	Vehicle ID #	Model Year	Make	Vehicle Type	Lift?	Capacity	Funding Source	Nov. 2012 Mileage	Status	Avg. Annual Mileage	Estimated Replacement Year
H-24	1FDXE40F4XHB71806	1999	FORD	Cutaway	Y	16/2	SSTAP	565,282	Active	25,072	FY2008
H-25	1FDXE45F1YHA99537	2000	FORD	Cutaway	Y	16/4	SSTAP	648,833	Active	28,631	FY2009
H-26	1FDXE4551HB77713	2001	FORD	Cutaway	Y	16/4	SSTAP	603,712	Active	54,883	FY2012
H-27	1FDXE45F52HA10382	2002	FORD	Cutaway	Y	16/4	5311	625,812	Active	62,581	FY2013
H-29	1FDWE45F32HB111787	2002	FORD	Cutaway	Y	16/4	5311		Inactive		FY2013
H-30	1FDXE45F43HB11074	2003	FORD	Cutaway	Y	18/2	5311	424,278	Active	47,142	FY2014
H-31	1FDXE45F3HB23665	2003	FORD	Cutaway	Y	18/2	5311	351,734	Active	39,082	FY2014
H-32	1FDWE45F43HB90564	2003	FORD	Cutaway	Y	18/2	5311	425,939	Active	47,327	FY2014
H-34	1FDWE45F83HB90566	2003	FORD	Cutaway	Y	18/2	5311	601,323	Active	66,814	FY2014
H-35	1FDXE45P95HB19960	2006	FORD	Cutaway	Y	16/2	5311	293,229	Active	48,872	FY2015
H-36	1FDXE45P05HB19961	2006	FORD	Cutaway	Y	16/2	RCB	290,481	Active	48,414	FY2015
H-37	1FDXE45P25HB19962	2006	FORD	Cutaway	Y	16/2	RCB	353,645	Active	58,941	FY2015
H-38	1FDXE45P55HB24895	2006	FORD	Cutaway	Y	16/2	5311	312,481	Active	52,080	FY2015
H-39	1FDXE45PX6DB13707	2006	FORD	Cutaway	Y	16/2	5311	337,684	Spare	56,281	FY2015
40	1FDFE45P99DA15588	2009	FORD	Cutaway	Y	16/2	5311	213,311	Spare	71,104	FY2015
41	1FDFE45P79DA15590	2009	FORD	Cutaway	Y	16/2	5311	206,005	Spare	68,668	FY2015
42	1FDFE45P49DA15580	2009	FORD	Cutaway	Y	12/2	5311	140,539	Active	46,846	FY2016
43	1FDFE45P69DA15581	2009	FORD	Cutaway	Y	12/2	5311	127,540	Active	42,513	FY2016
44	1FDFE45P89DA15582	2009	FORD	Cutaway	Y	12/2	5311	142,157	Active	47,386	FY2016
45	1FDFE45P79DA15587	2009	FORD	Cutaway	Y	16/2	5311	169,449	Active	56,483	FY2017
46	1FDFE45P09DA15589	2009	FORD	Cutaway	Y	16/2	5311	219,878	Spare	73,293	FY2017
47	1FDFE45P99DA15591	2009	FORD	Cutaway	Y	16/2	5311	165,887	Active	55,296	FY2017
48	1FDFE45P69DA24801	2009	FORD	Cutaway	Y	16/2	RCB	182,057	Active	60,686	FY2017
49	1FDFE45P89DA24802	2009	FORD	Cutaway	Y	16/2	RCB	166,583	Spare	55,528	FY2017
50	1GBG5U1998F414606	2009	CHEVY	Medium <30	Y	22/2	5311	80,028	Active	26,676	FY2018
51	1GBG5U1958F414750	2009	CHEVY	Medium <30	Y	22/2	5311	78,566	Active	26,189	FY2018

**Table 5-6: TDP Financial Plan for Vehicle Replacement and Expansion**

<b>Number of Vehicles</b>	<b>FY 2014</b>	<b>FY 2015</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY2018</b>	<b>Unassigned- Pending Funding</b>
Replacement	4	5	3	5	2	0
Expansion	0	0	0	0	0	3
<b>Total Vehicles</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>3</b>
<i>Vehicle Types:</i>						
Medium Duty Low Floor Bus- 30'	4 \$ 771,924	5 \$ 964,910	\$ -	5 \$ 964,910	2 \$ 385,964	2 \$ 385,964
Medium Duty Bus- Less than 30'	\$ -	\$ -	3 \$ 175,692	\$ -	\$ -	1 \$ 58,564
<i>Vehicle Costs</i>						
Replacement	4 \$ 771,924	5 \$ 964,910	3 \$ 175,692	5 \$ 964,910	2 \$ 385,964	\$ -
Expansion	\$ -	\$ -	\$ -	\$ -	\$ -	3 \$ 444,528
<b>Total Projected Vehicle Costs</b>	<b>\$ 771,924</b>	<b>\$ 964,910</b>	<b>\$ 175,692</b>	<b>\$ 964,910</b>	<b>\$ 385,964</b>	<b>\$ 444,528</b>
<i>Anticipated Funding Sources</i>						
Federal S. 5311/S.5307	\$ 616,979	\$ 771,928	\$ 140,554	\$ 771,928	\$ 308,771	\$ 355,622
State	\$ 77,122	\$ 96,491	\$ 17,569	\$ 96,491	\$ 38,596	\$ 44,453
Local	\$ 77,892	\$ 96,491	\$ 17,569	\$ 96,491	\$ 38,596	\$ 44,453
<b>Total Vehicle Funds</b>	<b>\$ 771,994</b>	<b>\$ 964,910</b>	<b>\$ 175,692</b>	<b>\$ 964,910</b>	<b>\$ 385,964</b>	<b>\$ 444,528</b>

Note: No expansion vehicles are included in this schedule due to funding constraints. Should additional funds become available expansion vehicles will be needed for increased frequency in Lexington Park/Great Mills and for rural fixed route service expansion.

**Table 5-7: STS TDP Financial Plan for Facilities, Equipment, and Other Capital**

Projects	FY 2014	FY 2015	FY 2016	FY2017	FY2018	Unassigned- Pending Funding
<i>Facilities and Maintenance</i>						
Transfer Facility Upgrades- Tulagi	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,000,000
Preventive Maintenance	\$ 95,000	\$ 98,800	\$ 102,752	\$ 106,862	\$ 111,137	
Maintenance Shop Equipment and Tools (TBD)	\$ 14,000	\$ 35,000	\$ 20,000	\$ 20,000	\$ 20,000	
Office Furniture	\$ -	\$ 1,500	\$ 1,500	\$ 1,500	\$ 1,500	
Office Equipment	\$ -	\$ 500	\$ 500	\$ 500	\$ 500	
<i>Technology</i>						
Electronic Destination Signs	\$ -	\$ 105,600	\$ -	\$ -	\$ -	
Electronic Fareboxes	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 360,000
Real-Time Passenger Information	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 288,000
Routine Computer Upgrades	\$ -	\$ 2,000	\$ 2,000	\$ 2,000	\$ 2,000	
Bus Cameras	\$ 45,000	\$ -	\$ -	\$ -	\$ -	
<i>Passenger Amenities</i>						
Bus Stop Signs	\$ -	\$ 10,000	\$ 1,000	\$ 1,000	\$ 1,000	
Passenger Wait Shelters	\$ 12,000	\$ 10,000	\$ 5,000	\$ 5,000	\$ 5,000	
<b>Total Projected Non-Vehicle Capital Expenses</b>	<b>\$ 166,000</b>	<b>\$ 263,400</b>	<b>\$ 132,752</b>	<b>\$ 136,862</b>	<b>\$ 141,137</b>	<b>\$ 1,648,000</b>
<i>Anticipated Funding Sources</i>						
	FY 2014	FY 2015	FY 2016	FY2017	FY2018	
Federal S. 5311/S.5307	\$ 132,800	\$ 210,720	\$ 106,202	\$ 109,490	\$ 112,909	
State	\$ 16,600	\$ 26,340	\$ 13,275	\$ 13,686	\$ 14,114	
Local	\$ 16,600	\$ 26,340	\$ 13,275	\$ 13,686	\$ 14,114	
<b>Total Projected Non-Vehicle Capital Funds</b>	<b>\$ 166,000</b>	<b>\$ 263,400</b>	<b>\$ 132,752</b>	<b>\$ 136,862</b>	<b>\$ 141,137</b>	



**Appendix A:**

**St. Mary's Transit - Transportation Advisory Committee Contacts**

## St. Mary's Transit - Transportation Advisory Committee Contacts

Debbie Barker Department of Aging & Human Services	<a href="mailto:Debbie.barker@stmarysmd.com">Debbie.barker@stmarysmd.com</a>	301-475-4200x1064
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**Appendix B:**  
**St. Mary's Major Trip Generators**

**Table B-1: Shopping in St. Mary's County**

<b>Name</b>	<b>Address</b>	<b>Place</b>	<b>Zip</b>
Bay Center	Three Notch Rd & Saint Andrews Church Rd	California	20619
First Colony Center	45101 First Colony Way	California	20619
Hickory Hills Shopping Center	Chancellors Run Rd & Three Notch Rd	California	20619
Laurel Glen Shopping Center	Old Rolling Rd & Alton Ln	California	20619
San Souci Plaza	Three Notch Rd & MacArthur Blvd	California	20619
Wildewood Centre	Three Notch Rd & Wildewood Blvd	California	20619
Food Lion	20955 Point Lookout Rd	Callaway	20620
Charlotte Hall Shopping Center	Three Notch Rd & Golden Beach Rd	Charlotte Hall	20622
McKay's Plaza	37670 Mohawk Dr	Charlotte Hall	20622
Downtown Leonardtown	Washington St & Fenwick St	Leonardtown	20650
Leonardtown Centre	Leonardtown Rd & Compton Rd	Leonardtown	20650
Lexington Village	22555 Three Notch Road	Lexington Park	20653
McKay's	46075 Signature Ln	Lexington Park	20653
Millison Plaza	Shangri-La Dr & Great Mills Rd	Lexington Park	20653
St. Mary's Square	Great Mills Rd & Saratoga Dr	Lexington Park	20653
Ridge Market	13270 Point Lookout Rd	Ridge	20680

**Table B-2: Medical Centers in St. Mary's County**

<b>Name</b>	<b>Address</b>	<b>Place</b>	<b>Zip</b>
Charlotte Hall Veterans Home	29449 Charlotte Hall Rd	Charlotte Hall	20622
Chesapeake Regional Cancer Center	30770 Business Center Dr	Charlotte Hall	20622
St Mary's Hospital Express Care	37767 Market Dr	Charlotte Hall	20622
Hollywood Medical Center	24435 Mervell Dean Road	Hollywood	20636
Philip J. Bean Medical Center	24035 Three Notch Road	Hollywood	20636
Leonardtwn Dialysis	40865 Merchants Ln	Leonardtwn	20650
St. Mary's County Health Department	21580 Peabody St	Leonardtwn	20650
St. Mary's Home for the Elderly	22680 Cedar Lane Ct	Leonardtwn	20650
St. Mary's Hospital	Point Lookout Rd & Moakley St	Leonardtwn	20650
St. Mary's Nursing Center	21585 Peabody St	Leonardtwn	20650
Trico Corporation	21770 FDR Blvd	Lexington Park	20653

**Table B-3: Educational Institutions in St. Mary's County**

<b>Name</b>	<b>Address</b>	<b>Place</b>	<b>Zip</b>
Southern Maryland Higher Education Center	44219 Airport Rd	California	20619
Great Mills High School	21130 Great Mills Rd	Great Mills	20634
College of Southern Maryland (CSM)	22950 Hollywood Rd	Leonardtown	20650
Forrest Career and Technology Center	24005 Point Lookout Rd	Leonardtown	20650
Leonardtown High School	23995 Point Lookout Rd	Leonardtown	20650
St. Mary's Ryken High School	22600 Camp Calvert Rd	Leonardtown	20650
CSM Lexington Park Training Center	21795 Shangri-La Dr	Lexington Park	20653
Chopticon High School	25390 Colton Point Rd	Morganza	20660
UMD University College - Patuxent River	22095 Fortin Circle	Patuxent River	20670
St. Mary's College of Maryland	18952 E Fisher Rd	St. Mary's City	20653

**Table B-4: Major Employers in St. Mary's County**

<b>Name</b>	<b>Address</b>	<b>Place</b>	<b>Zip</b>	<b>Number of Employees</b>
Naval Air Station Patuxent River	Naval Air Station Patuxent River	Patuxent River	20670	10,965
St. Mary's Hospital	Point Lookout Rd & Moakley St	Leonardtown	20650	1,107
DynCorp International	47230 Vaughn Road	Patuxent River	20670	1,066
BAE Systems	23481 Cottonwood Pkwy	California	20619	850
Wyle Laboratories	22300 Exploration Dr	Lexington Park	20653	622
SAIC	47332 Eagan McAllister Ln	Lexington Park	20653	550
Computer Science Corporation (CSC)	21841 Three Notch Rd	Lexington Park	20653	500
L-3 Services Group	22560 Epic Drive	California	20619	472
St. Mary's College of Maryland	18952 E Fisher Rd	St. Mary's City	20653	410
Lockheed Martin	46611 Corporate Drive	Lexington Park	20653	402
Booz Allen Hamilton	350 Bradley Blvd	Lexington Park	20653	376
Charlotte Hall Veterans Home (HMR Veterans Services, Inc)	29449 Charlotte Hall Rd	Charlotte Hall	20622	372
General Dynamics	44421 Airport Rd	California	20619	352
Wal-Mart	45485 Miramar Way	California	20619	350
J.F. Taylor	21610 S Essex Dr	Lexington Park	20653	320
Sabre Systems	48015 Pine Hill Run Rd	Lexington Park	20653	256
Northrop Grumman	43986 Airport View Dr	Hollywood	20636	250
ManTech International	46610 Expedition Dr	Lexington Park	20653	231
Burch Oil	24660 Three Notch Rd	Lexington Park	20653	230
St. Mary's Nursing Center	21585 Peabody St	Leonardtown	20650	211
Paul Hall Center for Maritime Training and Education	45353 Saint Georges Ave	Piney Point	20674	210
McKay's	multiple locations			315*
Food Lion	multiple locations			284*
McDonald's	multiple locations			270*

Source: <http://www.stmarysmd.com/decd/majoremployers.asp>

\*Total employees at multiple locations

**Table B-5: Non-Profit/Governmental Agencies in St. Mary's County**

<b>Name</b>	<b>Address</b>	<b>Place</b>	<b>Zip</b>
United Way of Saint Mary's County	22685 Three Notch Rd	California	20619
Alternatives for Youth, Inc.	30049 Business Center Dr	Charlotte Hall	20622
Big Brothers Big Sisters of Southern Maryland	30065 Business Center Dr	Charlotte Hall	20622
Charlotte Hall Branch Library	37600 New Market Rd	Charlotte Hall	20622
Northern Senior Center	29655 Charlotte Hall Rd	Charlotte Hall	20622
Loffler Senior Center	21905 Chancellor's Run Rd	Great Mills	20634
Margaret Brent Recreation Center	29679 Point Lookout Rd	Helen	20659
Holland Forest Head Start Center	41950 Satchel Paige Way	Hollywood	20636
Hollywood Recreation Center	24400 Mervell Dean Rd	Hollywood	20636
Pathways, Inc.	44065 Airport View Dr	Hollywood	20636
The Center for Life Enrichment	25089 Three Notch Rd	Hollywood	20636
ARC of Southern Maryland	41900 Fenwick St	Leonardtwn	20650
Birthright	41635 Fenwick St	Leonardtwn	20650
Garvey Senior Center	41780 Balridge St	Leonardtwn	20650
Joseph D. Carter Multi-Service Center	23110 Leonard Hall Dr	Leonardtwn	20650
Leonardtwn Branch Library	23250 Hollywood Rd	Leonardtwn	20650
St. Mary's County Department of Social Services	23110 Leonard Hall Dr	Leonardtwn	20650
Boys and Girls Club of Southern Maryland	multiple locations	Lexington Park	20653
Carver Recreation Center	47382 Lincoln Avenue	Lexington Park	20653
Hunting Creek Head Start Center	46925 Crocus Street	Lexington Park	20653
Jarboe Head Start Center	21161 Lexwood Drive	Lexington Park	20653
Lexington Park Branch Library	21677 FDR Blvd	Lexington Park	20653
Patuxent Woods Head Start Center	46021 Radford Lane	Lexington Park	20653
Rock Creek Foundation for Mental Health	150 Millison Plaza	Lexington Park	20653
St. Mary's Caring	20850 Langley Road	Lexington Park	20650
Three Oaks Center	46905 Lei Dr	Lexington Park	20653
Trico Corporation	21770 FDR Blvd	Lexington Park	20653
United Cerebral Palsy	21815 Three Notch Rd	Lexington Park	20653
American Legion Hall	13390 Point Lookout Rd	Ridge	20680



**Table B-6: Multi-Unit Housing in St. Mary's County**

<b>Name</b>	<b>Address</b>	<b>Place</b>	<b>Zip</b>
Apartments of Wildewood	23314 Surrey Way	California	20619
Laurel Glen Apartments	22760 Laurel Glen Rd	California	20619
Hunting Meadows Apartments	Hunting Meadows Ct & Hunting Quarter Dr	Callaway	20620
Charlotte Hall Veterans Home	29449 Charlotte Hall Rd	Charlotte Hall	20622
Chancellors Run Apartments	45882 Chancellors Run Rd	Great Mills	20634
Foxchase Village	45970 Foxchase Dr	Great Mills	20634
Greenview Village Apartments	436 Military Ln	Great Mills	20634
Hickory Hills East Townhouses	Iverson Dr & Amber Dr	Great Mills	20634
Breton Bay Apartments	22954 Gregory Dr	Leonardtown	20650
Cedar Lane Apartments I & II	22680 Cedar Ln Ct	Leonardtown	20650
Leonardtown Village Apartments	41485 Connelly St	Leonardtown	20650
New Towne Village	Dorsey St & Norris St	Leonardtown	20650
Abberly Crest Apartments	Willows Dr & Willows Rd	Lexington Park	20653
Hunting Creek Apartments	46925 Crocus St.	Lexington Park	20653
Indian Bridge Apartments	21165 Great Mills Rd	Lexington Park	20653
Joe Baker Village Apartments	Joe Baker Ct & Lexwood Dr	Lexington Park	20653
Lex Woods Apartments	21284 Lexwood Ct	Lexington Park	20653
Lexington Park Senior Apartments	21895 Pegg Rd	Lexington Park	20653
Lexington Village Apartments	21633 Liberty St	Lexington Park	20653
Mayfaire Apartments	21295 Mayfaire Ln	Lexington Park	20653
Queen Anne Park Apartments	21691 Eric Rd	Lexington Park	20653
Saint Mary's Landing	21590 Pacific Dr	Lexington Park	20653
Spring Valley Apartments	46533 Valley Ct	Lexington Park	20653
Spyglass at Cedar Cove	21620 Spyglass Way	Lexington Park	20653
The Greens at Hilton Run	46860 Hilton Dr	Lexington Park	20653
River Bay Townhomes	48100 Baywoods Rd	Lexington Park	20653
Valley Drive Estates	22004 Valley Dr	Lexington Park	20653
Victory Woods	22611 FDR Blvd.	Lexington Park	20653



**Appendix C:**  
**MTA Performance Standards**

## Appendix C: MTA Performance Standards

Table C-1 shows the modified MTA performance standards, including those that apply to small urban fixed-route services; as well as those for demand response and rural fixed-route services.

**Table C-1: MTA Performance Standards**

<b>LOTS Small Urban Fixed-Route Service</b>	<b>Successful</b>	<b>Acceptable</b>	<b>Needs Review</b>
Operating Cost per Hour	< \$54	\$54-\$60	> \$60
Operating Cost per Mile	< \$3.00	\$3.00-\$4.15	>\$4.15
Operating Cost per Passenger Trip	< \$4.75	\$4.75-\$7.15	> \$7.15
Local Operating Revenue Ratio	> 50%	40% -50%	< 40%
Farebox Recovery Ratio	> 25%	20-25%	< 20%
Passenger Trips per Mile	> 0.75	0.65-0.75	< 0.65
Passenger Trips per Hour	> 12	8 - 12	< 8

<b>LOTS Demand Response and Rural Fixed-Route Service</b>	<b>Successful</b>	<b>Acceptable</b>	<b>Needs Review</b>
Operating Cost per Hour	< \$36	\$36-\$48	> \$48
Operating Cost per Mile	< \$1.80	\$1.80-\$3.00	>\$3.00
Operating Cost per Passenger Trip	< \$10.75	\$10.75-\$15.50	> \$15.50
Local Operating Revenue Ratio	> 40%	30% -40%	< 30%
Farebox Recovery Ratio	>15%	7-15%	< 7%
Passenger Trips per Mile	> 0.25	0.15-0.25	< 0.15
Passenger Trips per Hour	> 4	2.5 - 4	< 2.5

**Appendix D:**  
**STS Community Survey and Rider Survey**

## Appendix D: STS Community Survey

\*Percentages based on those responding to each question

### Q1: How do you usually get where you need to go within the community?

I drive	62%
A friend or family member drives me	22%
I use public transportation	11%
I take a taxi	1%
I ride a bicycle	1%
I walk	3%

### Q2: Are you aware of the community transportation services that are provided by STS?

Q3: Do you currently use public transportation (STS, MTA commuter buses, taxis, van/carpools)? 28%

Q4: If yes, please indicate which type of transportation you typically use: 74%

STS	77%
MTA Commuter Buses	23%
Taxis	18%
Van pools or carpools	15%
Other	17%

D-%

**Appendix D: STS Community Survey (continued)**

**Q5: If you do not use any form of public transportation, please indicate why not.**

No service is available near my home/work/school.	29%
I prefer to drive.	32%
Don't know if service is available or stop locations.	38%
I have limited mobility so it is hard to use the bus.	3%
Buses are unreliable/late.	18%
Need my car for work/school.	14%
Need my car before/after work/school.	13%
Need my car for emergencies/overtime.	12%
The bus is uncomfortable.	4%
It might not be safe/I don't feel safe.	12%
The bus is expensive.	12%
Bus trips take too much time.	26%
The hours of operation are too limited.	32%
Have to wait too long for the bus.	20%

**Q6: Do you think there is a need for additional or improved public transportation in St. Mary's County?**

Yes:	84%	No:	17%
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**Q7: If yes, indicate where within the County there is need for additional or improved public transit.**

California	40%
Charlotte Hall	24%
Golden Beach	17%
Leonardtown	40%
Lexington Park	50%
Western St. Mary's County	19%
Southern St. Mary's County	39%
St. Mary's City	49%
Other	26%

**Appendix D: STS Community Survey (continued)**

**Q8: Please indicate if you think the following regional public transportation linkages are needed.**

Additional service connecting St. Mary's to Calvert County	46%
Additional service connecting St. Mary's to Charles County	43%
Additional options for commuter transportation to Baltimore	55%
Additional options for commuter transportation to DC	80%
Other	11%

**Q9: Would you use public transportation services in the region if there was a service that met your travel needs?**

Yes:	89%	No:	11%
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**Q10: In what town/community do you live?**

#1	<u>Lexington Park (67)</u>
#2	<u>St. Mary's City (38)</u>
#3	<u>Leonardtown (29)</u>

**Q11: Do you have Internet access?**

Yes:	90%	No:	10%
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**Q12: Do you have a disability that prevents you from driving?**

Yes:	7%	No:	93%
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**Q13: Including yourself, how many people live in your home?**

One:	19%	Four or more:	33%
Two:	27%	NA/Dorm:	4%
Three:	17%		

**Q14: Do you have a valid driver's license?**

Yes:	80%	No:	20%
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**Appendix D: STS Community Survey (continued)**

**Q15: How many working cars/trucks/SUVs/motercycles are there in your household?**

Zero:	<u>17%</u>	Three:	<u>15%</u>
One:	<u>32%</u>	Four or more:	<u>8%</u>
Two:	<u>28%</u>		

**Q16: Which best describes your current employment status?**

Full-time:	<u>29%</u>	Student/Staff at CSM:	<u>8%</u>
Part-time:	<u>14%</u>	Student/Staff at SMCM:	<u>63%</u>
Retired:	<u>6%</u>	Unemployed:	<u>2%</u>
Homemaker:	<u>1%</u>		

**Q17: Please provide your comments regarding public transportation in the County or broader region.**

## Appendix D (continued)

### *SMCM students as potential market, student mobility*

Students and the community desperately need more accessible public transportation, now more than ever. Not only is the lack of public transportation in the St. Mary's area a severe limiting factor in student mobility and in terms of internships and other working opportunities off campus (most of which require transportation to be taken care of by the students themselves), it is also an inhibitor in the growth of St. Mary's College of Maryland in terms of prospective students that look at the school, evaluate, and choose (or not choose) the school based on a number of factors, one of which is potentially how accessible public transportation to and from key areas around the school, or further away, such as Washington D.C, etc.

I am not aware that there is any public transportation at all. There should be public transportation from St. Mary's College in to town because students without cars have no other way to get there.

Students have a hard time getting into town from St. Mary's College of Maryland. Additionally, there is no trains/buses that take students to Baltimore or DC on the weekends. The buses only run mon-friday and students have classes then, this needs to change.

Frequent and safe transportation from SMCM to town would be beneficial for many students on campus,

Providing STS service to St. Mary's City would be an added bonus for those do not have a vehicle that need to do shopping, banking or explore St. Mary's County.

I don't know much about the schedules, and there seem to be limited stops in the places I want to go so I have never really used them. I wish there were better transportation services connecting my school to the cities like Baltimore and DC.

There needs to be more information available to students

We need the STS to run to at least 10pm to the college.

SMCM is a bit isolated. For students without cars, the campus is almost all they ever see. I just think it would be nice if there was a service that allowed those students to get into town to shop, eat, etc. It would help attract students to the College and might add a bit more money to the town's economy. It wouldn't have to be frequent, because most students have a friend who has a car, I think just a couple times a day, a few days a week would work.

I always use taxis because there's no bus station close to St. Mary's college! And taxis are too expensive for a student like me to be able to afford. So, I would much rather to use buses.

### *Unaware of current services*

People would use it more if they knew more about it,

## Appendix D (continued)

I had no idea we even had public transportation...?

I never hear about it or don't know about it.

I am not aware of the forms of public transportation in the region, however; I would be willing to take public transportation offered by the St. Mary's Transit System if there were more options for commuter transportation.

I do not know too much about it because I am a student at SMCM but I would definitely like to know more about public transportation in the area. My friends drive me wherever I need to go usually. Thanks!

No one really knows about it but if it was more prominent and worked then I would definitely use it.

I've heard rumors that there is public transportation available but I've yet to ever see it on campus or near campus. Better advertisement of its existence might be beneficial

I had no idea it existed. Would like to learn more about it. Could be very helpful as I do not have a license yet.

I don't know what options are available.

Do not know the bus schedule or hours.

### *Service hours*

I think that there should be an expanded schedule during the evening and/or weekend route(s). My school schedule is often very constricted because bus to St Mary's College and to my home (Calvert Connection) stop at the 5 o'clock hour. Because of this, I cannot take any later classes or attend any extra on-campus activities, which can often be beneficial or even supplemental for current classes. This has caused me lots of stress on my own time, and those in my classes whom I work on projects with.

I live near Winters Sheet Metal and typically work 7-5 Monday through Friday. I really wish that the bus ran a half day on Saturday and possibly an evening until 7 or 8.

I think there would be a large demand for late-night service, given the lack of taxi services.

It's great we need it. Need night time until 11pm.

I work late at night and I will have to catch a cab to get home. Short hrs of evening/night hrs are inconvenient. It will be nice that there can be more connections to various areas, and run every 30 minutes instead of every hr. Other than that, I appreciate that STS helps people get to places.

### *Transportation to DC, airports*

I enjoy the transportation to DC but don't like having to drive to Charlotte Hall for more frequent service. An increase in service on the 909 would help.

Light Rail that runs more often to DC would be great. Especially if it ran late at night and during the day. Not just during rush hour.

It would be terrific to be able to take the bus to DC, Annapolis, or Baltimore and go to a Metro and connect to these areas on the weekends.

Would love to see light rail to this area. Would like more choices in public transportation to local areas and the greater D.C. and Baltimore area.

Would like to take it to and from airports and larger shopping malls.

## Appendix D (continued)

As indicated in my response to question #7, the western side (i.e., the Leonardtown side) is very much underserved by Dillon bus service. I feel that this needs to be remedied and provisions should be made for Maryland/St. Mary's County tax payers to provide transportation service from Leonardtown northward on the larger MTA-funded buses (i.e., Dillon or Keller). The STS system then could provide the feeder routes into the larger buses. (Note: I do not expect Dillon or Keller to travel to the peripheral sections of the County -- but they should travel at least to the Leonardtown area.

We need much better public transportation. We also need a commuter rail that will take us into Baltimore, DC and the airports. It is hard to live down here without a car!

Would definitely take advantage of service to Waldorf, DC, or Baltimore from Southern Maryland. Airport shuttles from either one of the area hotels or Wildewood would also be a great idea.

It is really difficult to get to/from an airport, or for out-of-town visitors to get to St. Mary's County, without a car... either driving and parking or renting a car. Additional airport transportation services would be helpful.

Public transportation would be a great help if it were to travel from St. Mary's to DC or Baltimore via Southern MD hubs such as Lexington Park.

We need a closer metro station.

Would be nice to be able to take day trips to cities like Baltimore and DC without worry of expensive parking and parking limitations

It would be amazing if there was more transportation from southern St. Mary's county to Baltimore and Washington DC or to the closest Metro Station (Branch Avenue).

please please create commuter buses that go from st. mary's college to d.c. in the weekend!!

There should be more commuter transportation links to DC, There should also be metro stations around St. Mary's City to make it easier for people to get around,

There needs to be more transportation from St. Mary's College to the Baltimore/DC metro area.

I think more services need to be extended to D.C.

Weekend travel to DC should be expanded

I would use buses to DC but I don't have a car to drive to California. The only buses leave too early in the morning for me to get a ride

### *Coverage*

Public transportation should have additional routes added. Thank you.

there needs to be a bus going down to St. George's Island.

Does not meet the need of the residents. Is too infrequent, too limited in where it goes, takes too long to get from one place to another.

More routes, should have some routes for base workers up and down Rt235 daily.

Would like to see STS on base at Pax River.

The Seventh District is a needed area for service.

I need public transportation that reaches Cedar Cove

## Appendix D (continued)

Need more routes in southern end of county and need to reduce cost for daily commuters.

### *Frequency*

If I get off work or out of an appointment 5 minutes after a bus leaves, I need to wait an hour. It would make it better if the bus came AT LEAST ever 30 minutes. I need to walk at least a mile from work to the closest bus stop. I am messy and sweaty by the time I get to work.

This is probably why many people don't utilize the mass transportation in Southern Maryland

Service is infrequent and not direct at all

I would use public transportation if they ran more regularly. If I wanted to go home for a weekend, the commuter bus to DC would not be available, and I would only be able to get as far as Charlotte Hall on STS buses.

More frequent runs and more stops would make me more likely to use the bus.

For single parents who have to be at work at 730am, 1st they need to drop off kids before they go to work, then have to wait another 45 min to 1hr for another bus to get to work @ 845. Now you're late to work. Emergency and you need to get your child from child care when you step off the bus to get your child you now have to wait another 45min to 1 hr with a child that is cold and hungry. Anyone who has toddlers and works knows the frustration of trying to keep the little one content and missing work. Paycheck will be short while you're still waiting in the cold for the bus.

I have heard from clients that it takes too long b/c they have to go so far out of the way and then wait for a connection. Not enough runs/hrs and for those that work late hrs at fast food places.

### *Stopping in travel lanes*

Stop on travel lanes of 50 MPH road instead of using the shoulder. Stop on Great Mills Road every 50 feet by St Marys Square. Never pull out of travel lanes when they stop, then take off without using a signal and cut across multiple lanes without warning.

PLEASE hire some safer drivers. I'm tired of being cut off by STS drivers. It's horribly scary. Also, please provide the proper infrastructure for buses. Having them stop alongside route 235 to pick someone up of the side of the road (where there is no bus stop) during the evening rush hour is a serious traffic hazard and quite dangerous for those of us commuting home. Please set up designated bus stops, and only run between them. My tax money should not be spent picking people up from their homes, have them drive themselves or walk to the bus stops.

Your drivers need training on how to merge into traffic and not ride bumpers of the cars in front of them how to use mirrors when making lane changes and not just change lanes be very close to having bus run into me or hitting front of car

### *Marked bus stops, specific new stops*

Marked pickup places. I don't know where to stand so I hobble over to the pick-up stop

At the Charlotte Hall library we have to call for bus pickups for our customers. We have more and more folks needing your services.

Please make us a regular stop.

Need a bus stop at Charlotte Hall Library--crowded parking lot would be helped by people riding bus to library for market, library, trail

## Appendix D (continued)

The stops/times are not well advertised around campus, so many do not know where they can get a ride as well as where the bus stops in town. If there was a more complete schedule I believe students would try to use it more. Also, many students are not aware of how much it costs, so that limits them as well

Can't find bus stops at all.

Bus Stop signs would be helpful around the college and southern parts of the county.

Thrilled that we have bus service. :) ~ There is no signage for the STS at St. Mary's College...Students barely know it exists. Many lament that they feel stuck in St. Mary's City. They are always REALLY happy to learn that the bus exists. But with no signage, it's like a phantom bus, and many don't explore it. ~ The college has put a bench at the foot of Fisher Rd & rte 5, where there is a not-used road so the bus has room to pull over & let people off and on (Much safer than on the sloping curved hill where the crosswalk is).

Needs to identify the routes and time. Write it down all the bus number and route in each bus stop in order for the new people like me to take it. Like there is in the train stops. right now I don't know which bus to take and where is going to stop and the rate.

Posted bus stops with posted bus schedules that are actually met. you know, like a real public transport system.

More locations of bus stops would do better.

Buses don't run early enough to use for work. No signs to indicate where the stops are.

### *Express Routes, shorter travel time, more direct routes*

The public transportation in Lexington Park takes too long to get to Leonardtown or Charlotte Hall. There needs to be express buses to get from Lexington Park to Leonardtown and Lexington Park to Charlotte Hall or Waldorf. You have to take 2 buses just to get to Leonardtown town. And 3 to get to Charlotte Hall.

In the past I tried to use public transit to get to work and save gas \$\$, but I found that it would take 2 buses and I would have to leave more than 2 1/2 hrs early. The same trip took 20 min by car. That's the main reason I don't use STS.

I'm a married 20-something who would love to be able to take a bus to my work, that is 4 miles away. I live in an apartment complex that has a bus stop, but the current bus schedule would make me transfer somewhere and then wait 50 min until I could take the next bus. I would much prefer to be a one-car household (instead of 2 car household) but the lack of public transportation makes that difficult.

It takes too long to get anywhere.

I would take your service to and from work every day BUT it only runs one way. I could take it from Ridge to the college in the morning, but not home in the evenings. The last run would strand me in Lexington Park. From the college to Ridge would take almost an hour. Long time for 7 miles. The price is perfect - cheaper than driving, but not convenient.

More emphasis should be placed on educating the public on the available bus routes. High volume times should employ the use of direct services. For example, an express service to Leonardtown, Lexington Park, College of Southern Maryland and St. Mary's College of Maryland. In addition, information on how to contact the Administrative Offices of the STS to request specific service (park and ride) for large community events, where limited parking may be an issue.

Having to take one bus loop to another to another to get anywhere outside the general area of where you live that keeps me from using it.

## Appendix D (continued)

Its okay that the STS bus only comes once every hour. But, the route makes so many stops and does not go directly to a destination that you want to go that it takes so long to get where you want. If I drove to the hospital, it would take 20 minutes to get there. The bus takes around 1 to 2 hours.

I would ride a bus down from Leonardtown to St. Mary's College and back if it ran at manageable times and took no more than 30-35 minutes (since my commute in my own car takes about 25 minutes). It would be lovely not to drive.

For people who need to use the bus I have observed that the experience is complicated and very time consuming. For ex. someone needing to get to a location that would take 30 mins by car, may take 1/2 day of time to accomplish the same trip.

STS connections from Lexington Park to Leonardtown takes too long to complete the loop. People are on the bus for 2hrs to get from Lex Park to Leonardtown. This takes up too much time and difficult to plan. Buses stop at 5pm this is very limited.

It is not efficient enough. It would take 2 hrs to get from point A to B and that is travelling locally. Also cannot afford to pay for the bus to and from everyday.

Knowing that there is not a high usage for STS on Sundays I feel at least 1 bus should run for the ones that do need help with transportation.

There should be an express route for Charlotte Hall as well as since vango goes past 231 and STS goes near 231 a bus should be put down 231.

Also for employees that work graveyard shift. There should be a grave yard shift STS running...

The hour ride from gate 3 to Tulagi and that the last one leaves there at 5pm.

Everyone in my neighborhood of Riverbay wishes we were on the Lexington Park Rt due to we have to ride for 1 hr out of our way just to get to Tulagi Place. Also, we have no service after 5pm or on Sundays which makes it difficult for us, due to we work past 5pm and would like to be able to get out on Sundays.

### *Miscellaneous*

Very limited to main arteries - outlying areas need some type of connection to ride bus routes currently offered. At the price of gas and maintaining a car if there was a good bus service it may be used by more people

After living in areas that have really good public transportation, I do miss it. Public transportation helps cut down on pollution, traffic, and allows me to do something else (handwork, reading, emails) while getting around.

Because of my hours at work, I would not be able to use public transportation, but it would be helpful to have service to the Tall Timbers/Piney Point area for employees with transportation issues to be able to come to work.

Very limited options and many people seem to have a negative opinion about any form of public transport.

I have not used the system, however as I get older and especially with the price of gas if the service is convenient I will use it.

We do not need any county public transportation. In order to better St Mary's county, I recommend discontinuing the program.

STS is good but not always good enough. I understand when there is an accident the bus system gets screwed up. But what makes me upset is when is first thing in the morning once or twice the rt 5 express is unavailable until 7am cause no driver was able to start at 630 am. You guys need to HAVE extra drivers ready to go. Plus I've have drivers be rude to me about my disability when they say I don't have one cause I look normal. IT NEEDS TO STOP.

Our Nanny doesn't have a license and using the bus, I drive to meet her at Leonardtown Center, the buses are always on time give or take a few mins, she is very comfortable using the bus and thankful it is available for her to use. Keep up the good work

## Appendix D (continued)

I cannot believe that in an area so heavily populated with commuters that there is no rail system, and that the local government is allowing construction to take place on what was the railway, thus ensuring there will not be rail in the future.

It needs significant improvement.

It is terrible, with limited options, limited hours, inconvenient. Investment in public transportation must be a far higher priority. Given the benefits -- closer communities, fewer cars on the road (emissions, road maintenance, traffic), better for environment -- it should be as high a priority as every other transportation expense.

Limited

Public transportation as currently provided seems to be of little utility

I am from China since 1990 and live by myself in the St. Mary's County. The major problem for a single and elder person living here is the lack of public transportation service. It would cause an extreme difficulty when I need to go to hospital for surgery or medical treatment.

It would be nice if there was a bus system that stopped on Medleys Neck Rd near the Kingston development. There are many families in this area and would be beneficial.

Need expanded service for ADA. Current service severely limits options for riding. No Sunday service and limited Saturday service. Hard to change schedules when the current ADA is above capacity.

As a Director of a Wellness and Recovery center for people with mental health issues, I talk to people EVERY day looking for affordable housing and wanting a job. Without transportation, they can get neither. There is affordable housing all over St. Mary's but mostly where the buses don't go so that low income people cannot move to these areas because there is no transportation out of those areas. Piney point is a prime example. One of our members found an affordable place to live but could not move there because there is no transportation to or from the area. There are many areas like this too far from the bus routes.

We need more bike routes. Our county should be doing everything in its power to create biking infrastructure as our region continues to become more congested.

There is zero service that I am aware of to Scotland, MD.

I live on Indian Bridge Rd. no stops close enough to walk to in a reasonable time. I would visit DC and Baltimore and this is not practical with the current system

My biggest issue with the public transportation in Saint Mary's County, is the sheer lack of manners and propriety by some of the riders AS WELL as the drivers. The buses just don't feel safe to me, and the drivers have repeatedly made me feel as if they're put out that they have to do their job. I DON'T use the system if I can help it.

I have an elderly person in the home who does not drive. It would be nice to have regular trips to locations so she get around during the day.

NOTE: This may already exist. It does, maybe it just need to be communicate more...like in the newspaper and such.

There is only one bus that stops at a convenient place for me (Wildewood Shopping Center). Also, the bus drops me off at an inconvenient place where I am required to cross the street through traffic.

I would use it more if I was able to find a schedule that was in my area.

It runs late too often. I missed a class and had to wait an hour at Food Lion because Charlotte Hall was late to catch Van-Go at Food Lion.



## Appendix D (continued)

I lived in Prince Frederick & moved to Charlotte Hall it took me 2 hours to get to Prince Frederick. The STS bus was really pretty good except when they had to pick up a wheel chair rider and it was an hour and the STS was taking me BACK to the original bus they had picked me up from because it had taken too long to do all the transfers for the wheel rider. The driver didn't ask me what I wanted to and when I saw we were on our way back to CH and not connecting with the Solomon's Bus I asked to be put out. I registered to take classes in the LaPlata because it was cheaper and quicker to get to LaPlata from CH than it was to get to Leonardtown campus because of the time VanGo connects with CH STS bus. But not to forget the Prince Frederick Campus in only 10-15 miles down 231 from Hughsville/CH, but there was not one bus that connected or went that way. During that time I met many people that needed to get to Prince Frederick by way of 231 for a quicker time and the PF Campus has less people attending the college there and has smaller classes but I couldn't get there because I don't have a car @ this time and my on transpiration is to take the STS OR VanGo. The STS Saturday Bus took 5 to 6 hours for less than an hour appointment located by the hospital. Maybe in time things will be better for the bus riders. thank you for hearing me  
The partial closing of Gate 3 is exacerbating the already congested and painful commute and traffic problem around NAS Pax River  
It works, just need bigger buses during the work peak hours. Hazzard to be standing!

Unfriendly to students

I love public transportation and would be happy to use it.

If there was connections to Baltimore, it would easier for me to get home, which right now is very hard...

Any form of transportation from the college to DC would be welcome; students' options for getting home are extremely limited.

Bus to town would be nice but not needed

There are areas in the transportation system in St. Mary's County that could improve. Thank you for the survey!

It would be nice if there was more transportation from St. Mary's city to other parts of the county or even to Baltimore

What public transportation!?! Service is woefully inadequate. St. Mary's County needs an urban-style public transportation/bus system.

I think it is very much lacking and makes things inconvenient for many.

Even though I don't use public transportation often, I do know a lot of people that do and sometimes have to be forced into missing important things to do with their children or other events because they cannot get there after certain hours of the day or there is not public transportation in there area.

I work at the college and live close by the campus. I plan to age in my home (I'm in my 60s). I'm concerned about the availability of transportation to Lexington park for grocery shopping when I no longer feel up to coping with traffic --say within the next 20 years.

I never rode on it.

Help.

Too limited.

Public transportation is a vital service for many residents and should be given the highest priority.

It has improved over the 15yrs I've worked in the county. SSTAP and ADA are helpful programs for disabled adults.

Bus service needs to be expanded, streamlined, more official(?)

Bigger buses.

## Appendix D (continued)

Thank God for STS.

Never used it.

3 mile walk to bus pickup. maybe a bus could cut through country lake in main entrance and out back of neighborhood.

Costs too much with transfers

Some citizens in SMC cannot afford vehicles and rely on public transportation. Some of the complaints are there are safety issues buses do not run in their area or b/c of their work hrs buses stop running. The cost is also a concern. Some individuals are on a fixed income and cannot afford the fees especially when they have to transfer or they have children that make riding less cost effective.

On most of the bus routes the driver fails to make the priority seating available to the physically challenged clients b/c others are in these seats and the driver never asks them to move. The drivers are the ones who should do this not the riders. When a physically challenged rider falls b/c of this your driver will be at fault for failing to make priority available.

If I need to drive and park/leave car to catch bus might as well drive to destination. I have family members who commutes from DC to airport but can't get from airport to myrtle point by bus.

Would like to see metro stop in Waldof. Stop the bus transportation easier access, reduce cost, less on the road.

I don't see it used much, something should be done to increase and encourage use.

I have looked at the current STS schedules and personally find them hard to understand. I have used DC metro transit many times and would use similar service if it was available in our area. I travel often to DC and Frederick County, and if there was a way for me to take a single form of transit ie MARC train, metro etc, from California to DC/Frederick, I would definitely use it- probably 1-3 times per month on average.

Overcrowded, too many people have to stand on the bus, and that makes it not really safe. Sometimes the whole isle is filled up with people standing.

Thank you for trying to better public transportation in our area!

The STS bus is horrible! The drivers are rude! Robin is extremely rude and needs to be fired. I stopped riding the bus b/c of her. Its hard to get to work when depending on the bus. B/c the bus doesn't go everywhere. And there's people on the bus who are intoxicated. and smelly. There needs to be cameras on the bus.

The buses need to be bigger and have better drivers.

There appears to me limited access to other counties outside St.

Mary's

On the occasions where I have used the bus, only once did I find the driver friendly and helpful for a new rider. Living in Town Creek, I find it extremely cumbersome to get to the Target transfer stop to catch a bus Northbound. I can easily walk to WalMart but there is no northbound bus from that shopping center. One day on a trip to an appt. at Anchor in Charlotte Hall, I was put on 4 different buses when I was told I would be put on the 5th bus after an hr and a half and almost missing my appt. I asked to be let out at Golden Beach Rd. and I walked the rest of the way, out of breath, a few minutes late and with my blood pressure through the roof.

**Appendix E:**  
**Proposed Schedules**

## CALIFORNIA ROUTE

**From LEONARDTOWN to LEXINGTON PARK via CALIFORNIA (SOUTHBOUND)**

**Monday through Friday 6 am to 6 pm**

Governmental Ctr. (Transfer Stop)	MD 245 opp. McIntosh Rd.	MD 235 S. opp. H'wood Med. Ctr.	Bean Medical Center	Pathways (Airport View Rd.)	Wildewood Center (Medical Ctr./Belk)	Walden Sierra	First Colony BJs/Staples	First Colony Target	Laurel Glen Shop. Ctr. (K-Mart)	Wal-Mart	Amber Dr. & Meath Rd. (Hickory Hills)	Fox Chase Dr. at Lexington Dr.	Westbury Blvd. at Great Mills Rd.	Lexington Park Library	Tulagi Place (Transfer Stop)
--	--	--	--	--	--	*	*	--	--	--	5:42	5:48	5:51	--	5:58
6:00	6:04	6:11	--	--	6:15	*	*	6:23	6:25	6:28	6:32	6:38	6:41	--	6:48
7:00	7:04	7:11	--	--	7:15	*	*	7:23	7:25	7:28	7:32	7:38	7:41	--	7:48
8:00	8:04	8:11	*	8:14	8:17	*	*	8:25	8:27	8:30	8:34	8:40	8:43	8:48	8:53
9:00	9:04	9:11	*	9:14	9:17	*	*	9:25	9:27	9:30	9:34	9:40	9:43	9:48	9:53
10:00	10:04	10:11	*	10:14	10:17	*	*	10:25	10:27	10:30	10:34	10:40	10:43	10:48	10:53
11:00	11:04	11:11	*	11:14	11:17	*	*	11:25	11:27	11:30	11:34	11:40	11:43	11:48	11:53
12:00	12:04	12:11	*	12:14	12:17	*	*	12:25	12:27	12:30	12:34	12:40	12:43	12:48	12:53
1:00	1:04	1:11	*	1:14	1:17	*	*	1:25	1:27	1:30	1:34	1:40	1:43	1:48	1:53
2:00	2:04	2:11	*	2:14	2:17	*	*	2:25	2:27	2:30	2:34	2:40	2:43	2:48	2:53
3:00	3:04	3:11	*	3:14	3:17	*	*	3:25	3:27	3:30	3:34	3:40	3:43	3:48	3:53
4:00	4:04	4:11	*	4:14	4:17	*	*	4:25	4:27	4:30	4:34	4:40	4:43	4:48	4:53
5:00	5:04	5:11	*	--	5:15	*	*	5:23	5:25	5:28	5:32	5:38	5:41	5:46	5:51
6:00	6:04	6:11	*	--	6:15	*	*	6:23	6:25	6:28	6:32	6:38	6:41	--	6:48

## CALIFORNIA ROUTE

**LEXINGTON PARK to LEONARDTOWN via CALIFORNIA (NORTHBOUND)**

**Monday through Friday 6 am to 6 pm**

Tulagi Place (Transfer Stop)	Great Mills Rd. at Millison Plaza	Westbury Blvd. at Great Mills Rd.	Fox Chase Dr. at Lexington Dr.	Amber Dr. & Meath Rd. (Hickory Hills)	Wal-Mart	Laurel Glen Shop. Ctr. (K-Mart)	First Colony Target	First Colony BJs/Staples	Wildewood Center (Medical Ctr./Belk)	MD 235 N. at H'wood Med. Ctr.	MD 245 opp. McIntosh Rd.	Governmental Center (Transfer Stop)
6:00	6:03	6:07	6:10	6:16	6:22	6:26	6:29	*	6:36	6:44	6:50	6:53
7:00	7:03	7:07	7:10	7:16	7:22	7:26	7:29	*	7:36	7:44	7:50	7:53
8:00	8:03	8:07	8:10	8:16	8:22	8:26	8:29	*	8:36	8:44	8:50	8:53
9:00	9:03	9:07	9:10	9:16	9:22	9:26	9:29	*	9:36	9:44	9:50	9:53
10:00	10:03	10:07	10:10	10:16	10:22	10:26	10:29	*	10:36	10:44	10:50	10:53
11:00	11:03	11:07	11:10	11:16	11:22	11:26	11:29	*	11:36	11:44	11:50	11:53
12:00	12:03	12:07	12:10	12:16	12:22	12:26	12:29	*	12:36	12:44	12:50	12:53
1:00	1:03	1:07	1:10	1:16	1:22	1:26	1:29	*	1:36	1:44	1:50	1:53
2:00	2:03	2:07	2:10	2:16	2:22	2:26	2:29	*	2:36	2:44	2:50	2:53
3:00	3:03	3:07	3:10	3:16	3:22	3:26	3:29	*	3:36	3:44	3:50	3:53
4:00	4:03	4:07	4:10	4:16	4:22	4:26	4:29	*	4:36	4:44	4:50	4:53
5:00	5:03	5:07	5:10	5:16	5:22	5:26	5:29	*	5:36	5:44	5:50	5:53
6:00	6:03	6:07	6:10	6:16	6:22	6:26	6:29	*	6:36	--	--	--

2

**CHARLOTTE HALL ROUTE****From LEONARDTOWN to CHARLOTTE HALL via LOVEVILLE (NORTHBOUND)****Monday through Friday 6 am to 6 pm**

Governmental Ctr. (Transfer Stop)	St. Mary's Nursing Ctr. (Peabody St.)	Cedar Lane Apts.	College of Southern Maryland	St. Mary's Hospital	McKay's -- Shops at Breton Bay	Family Dollar/Food Lion -- Leo'town Ctr.	MD 5 opp. MD 234 (Budds Creek Rd.)	MD 5 opp. Third Base	MD 247 opp. Busy Corner Rd.	MD 247 & MD 235	MD 235 N. & New Market Turner Rd.	MD 235 N. & Cmrc. Pk. Rd. (Tidewater)	MD 5 N. at Farmers Market	Char. Hall Food Lion (Transfer Stop)
6:00	*	6:06	6:09	6:14	6:20	6:22	6:26	6:31	6:33	6:37	6:41	6:47	6:50	6:53
7:00	*	7:06	7:09	7:14	7:20	7:22	7:26	7:31	7:33	7:37	7:41	7:47	7:50	7:53
8:00	*	8:06	8:09	8:14	8:20	8:22	8:26	8:31	8:33	8:37	8:41	8:47	8:50	8:53
9:00	*	9:06	9:09	9:14	9:20	9:22	9:26	9:31	9:33	9:37	9:41	9:47	9:50	9:53
10:00	*	10:06	10:09	10:14	10:20	10:22	10:26	10:31	10:33	10:37	10:41	10:47	10:50	10:53
11:00	*	11:06	11:09	11:14	11:20	11:22	11:26	11:31	11:33	11:37	11:41	11:47	11:50	11:53
12:00	*	12:06	12:09	12:14	12:20	12:22	12:26	12:31	12:33	12:37	12:41	12:47	12:50	12:53
1:00	*	1:06	1:09	1:14	1:20	1:22	1:26	1:31	1:33	1:37	1:41	1:47	1:50	1:53
2:00	*	2:06	2:09	2:14	2:20	2:22	2:26	2:31	2:33	2:37	2:41	2:47	2:50	2:53
3:00	*	3:06	3:09	3:14	3:20	3:22	3:26	3:31	3:33	3:37	3:41	3:47	3:50	3:53
4:00	*	4:06	4:09	4:14	4:20	4:22	4:26	4:31	4:33	4:37	4:41	4:47	4:50	4:53
5:00	*	5:06	5:09	5:14	5:20	5:22	5:26	5:31	5:33	5:37	5:41	5:47	5:50	5:53

2

**CHARLOTTE HALL ROUTE****From CHARLOTTE HALL to LEONARDTOWN via LOVEVILLE (SOUTHBOUND)****Monday through Friday 6 am to 6 pm**

Char. Hall Food Lion (Transfer Stop)	Golden Beach Park and Ride	Charlotte Hall Veterans Home	MD 5 S. at New Market Plaza	MD 235 S. & MD 5 (Wawa)	MD 247 & MD 235	MD 247 & Busy Corner Rd.	MD 5 at Third Base	MD 5 at MVA	McKay's -- Shops at Breton Bay	Family Dollar/Food Lion -- Leo'town Ctr.	MD 5 & Wash. St. (Burchmart)	Leopardtown Vil./ New Towne Vil.	Park Ave. & Wash. St. (PNC Bank)	St. Mary's Nursing Ctr. (Peabody St.)	Governmental Ctr. (Transfer Stop)
--	--	--	--	--	--	--	--	--	--	--	--	5:50	5:53	--	5:58
--	--	--	--	--	--	--	6:28	6:30	6:34	6:36	6:41	6:44	6:47	*	6:52
7:00	*	7:08	7:11	7:17	7:22	7:25	7:28	7:30	7:34	7:36	7:41	7:44	7:47	*	7:52
8:00	*	8:08	8:11	8:17	8:22	8:25	8:28	8:30	8:34	8:36	8:41	8:44	8:47	*	8:52
9:00	*	9:08	9:11	9:17	9:22	9:25	9:28	9:30	9:34	9:36	9:41	9:44	9:47	*	9:52
10:00	*	10:08	10:11	10:17	10:22	10:25	10:28	10:30	10:34	10:36	10:41	10:44	10:47	*	10:52
11:00	*	11:08	11:11	11:17	11:22	11:25	11:28	11:30	11:34	11:36	11:41	11:44	11:47	*	11:52
12:00	*	12:08	12:11	12:17	12:22	12:25	12:28	12:30	12:34	12:36	12:41	12:44	12:47	*	12:52
1:00	*	1:08	1:11	1:17	1:22	1:25	1:28	1:30	1:34	1:36	1:41	1:44	1:47	*	1:52
2:00	*	2:08	2:11	2:17	2:22	2:25	2:28	2:30	2:34	2:36	2:41	2:44	2:47	*	2:52
3:00	*	3:08	3:11	3:17	3:22	3:25	3:28	3:30	3:34	3:36	3:41	3:44	3:47	*	3:52
4:00	*	4:08	4:11	4:17	4:22	4:25	4:28	4:30	4:34	4:36	4:41	4:44	4:47	*	4:52
5:00	*	5:08	5:11	5:17	5:22	5:25	5:28	5:30	5:34	5:36	5:41	5:44	5:47	*	5:52

3	GREAT MILLS ROUTE													
	From LEXINGTON PARK to LEONARDTOWN via GREAT MILLS (NORTHBOUND)													
	Monday through Friday 6 am to 6 pm													
Tulagi Place (Transfer Stop)	Spring Valley Dr. at Valley Ct.	Lex. Park Active Adult Community	Liberty St. at Pacific Dr.	Lexwood Dr. at Joe Baker Ct.	Great Mills Rd. opp. Great Mills H.S.	Soup Kitchen at Langley Rd.	Great Mills Rd. at MD 5 (Sheetz)	MD 5 opp. Callaway Mktpl. (Food Lion)	MD 5 opp. Leonardtown H.S.	Cedar Lane Apts.	College of Southern Maryland	St. Mary's Hospital	St. Mary's Nursing Ctr. (Peabody St.)	Governmental Ctr. (Transfer Stop)
6:00	6:08	6:11	6:14	6:18	6:22	-	6:24	6:28	6:35	6:39	6:42	6:47	*	6:52
7:00	7:08	7:11	7:14	7:18	7:22	-	7:24	7:28	7:35	7:39	7:42	7:47	*	7:52
8:00	8:08	8:11	8:14	8:18	8:22	*	8:24	8:28	8:35	8:39	8:42	8:47	*	8:52
9:00	9:08	9:11	9:14	9:18	9:22	*	9:24	9:28	9:35	9:39	9:42	9:47	*	9:52
10:00	10:08	10:11	10:14	10:18	10:22	*	10:24	10:28	10:35	10:39	10:42	10:47	*	10:52
11:00	11:08	11:11	11:14	11:18	11:22	*	11:24	11:28	11:35	11:39	11:42	11:47	*	11:52
12:00	12:08	12:11	12:14	12:18	12:22	*	12:24	12:28	12:35	12:39	12:42	12:47	*	12:52
1:00	1:08	1:11	1:14	1:18	1:22	*	1:24	1:28	1:35	1:39	1:42	1:47	*	1:52
2:00	2:08	2:11	2:14	2:18	2:22	-	2:24	2:28	2:35	2:39	2:42	2:47	*	2:52
3:00	3:08	3:11	3:14	3:18	3:22	-	3:24	3:28	3:35	3:39	3:42	3:47	*	3:52
4:00	4:08	4:11	4:14	4:18	4:22	-	4:24	4:28	4:35	4:39	4:42	4:47	*	4:52
5:00	5:08	5:11	5:14	5:18	5:22	-	5:24	5:28	5:35	5:39	5:42	5:47	*	5:52
6:00	6:08	6:11	6:14	6:18	-	-	-	-	-	-	-	-	-	-

3	GREAT MILLS ROUTE													
	From LEONARDTOWN to LEXINGTON PARK via GREAT MILLS (SOUTHBOUND)													
	Monday through Friday 6 am to 6 pm													
Governmental Ctr. (Transfer Stop)	St. Mary's Nursing Ctr. (Peabody St.)	Leonardtown Vil./New Towne Vil.	Park Ave. & Wash. St. (PNC Bank)	MD 5 at Leonardtown H.S.	Food Lion at Callaway Marketplace	Great Mills Rd. at MD 5 (Sheetz)	Soup Kitchen at Langley Rd.	Great Mills Rd. at Great Mills H.S.	Lexwood Dr. at Joe Baker Ct.	Liberty St. at Pacific Dr.	Lex. Park Active Adult Community	Spring Valley Dr. at Valley Ct.	Tulagi Place (Transfer Stop)	Hermanville Road area
-	-	-	-	-	-	-	-	-	5:25	5:29	5:32	5:35	5:42	Note A
-	-	-	-	-	-	-	-	-	6:25	6:29	6:32	6:35	6:42	Note A
7:00	-	-	-	7:07	7:15	7:19	*	7:21	7:25	7:29	7:32	7:35	7:42	Note A
8:00	-	-	-	8:07	8:15	8:19	-	8:21	8:25	8:29	8:32	8:35	8:42	Note A
9:00	*	9:08	9:11	9:16	9:24	9:28	9:29	9:31	9:35	9:39	9:42	9:45	9:52	--
10:00	*	10:08	10:11	10:16	10:24	10:28	10:29	10:31	10:35	10:39	10:42	10:45	10:52	--
11:00	*	11:08	11:11	11:16	11:24	11:28	11:29	11:31	11:35	11:39	11:42	11:45	11:52	--
12:00	*	12:08	12:11	12:16	12:24	12:28	12:29	12:31	12:35	12:39	12:42	12:45	12:52	--
1:00	*	1:08	1:11	1:16	1:24	1:28	1:29	1:31	1:35	1:39	1:42	1:45	1:52	--
2:00	*	2:08	2:11	2:16	2:24	2:28	-	2:30	2:34	2:38	2:41	2:44	2:51	--
3:00	*	3:08	3:11	3:16	3:24	3:28	-	3:30	3:34	3:38	3:41	3:44	3:51	--
4:00	*	4:08	4:11	4:16	4:24	4:28	-	4:30	4:34	4:38	4:41	4:44	4:51	--
5:00	*	5:08	5:11	5:16	5:24	5:28	-	5:30	5:34	5:38	5:41	5:44	5:51	--
6:00	*	6:08	6:11	6:16	6:24	6:28	-	6:30	6:34	6:38	6:41	6:44	6:51	--

Note A: Sunoco: 46 mins. past hour. Greenbriar: 49 mins. past hour  
River Bay: 54 mins. past hour. Tulagi: on the hour

**4****COUNTY-SPAN ROUTE****From LEXINGTON PARK to CHARLOTTE HALL (NORTHBOUND)****Monday through Friday 6 am to 5 pm**

Tulagi Place (Transfer Stop)	MD 235 N. at Toyota Dealership	San Souci Plaza (Dollar Tree)	MD 235 N. & Old Rolling Rd.	Pathways (Airport View Rd.)	MD 235 N. at H'wood Med. Ctr.	MD 235 N. at S. Sandgates Rd.	MD 235 N. & MD 247	MD 235 N. & New Market Turner Rd.	MD 235 N. & Cmrc. Pk. Rd. (Tidewater)	MD 5 N. at Farmers Market	Char. Hall Food Lion (Transfer Stop)
6:00	6:05	6:09	6:16	--	6:24	6:29	6:33	6:37	6:43	6:46	6:49
8:00	8:05	8:09	8:16	8:22	8:28	8:33	8:37	8:41	8:47	8:50	8:53
10:00	10:05	10:09	10:16	10:22	10:28	10:33	10:37	10:41	10:47	10:50	10:53
12:00	12:05	12:09	12:16	12:22	12:28	12:33	12:37	12:41	12:47	12:50	12:53
2:00	2:05	2:09	2:16	2:22	2:28	2:33	2:37	2:41	2:47	2:50	2:53
4:00	4:05	4:09	4:16	4:22	4:28	4:33	4:37	4:41	4:47	4:50	4:53

**4****COUNTY-SPAN ROUTE****From CHARLOTTE HALL to LEXINGTON PARK (SOUTHBOUND)****Monday through Friday 8 am to 7 pm**

Char. Hall Food Lion (Transfer Stop)	Charlotte Hall Veterans Home	MD 5 S. at New Market Plaza	MD 235 S. & MD 5 (Wawa)	MD 235 S. & MD 247	MD 235 S. & S. Sandgates Rd.	MD 235 S. opp. H'wood Med. Ctr.	Pathways (Airport View Rd.)	MD 235 S. & Old Rolling Rd.	San Souci Plaza (Dollar Tree)	Jarboe Medical Center	MD 235 S. & Valley Dr.	Tulagi Place (Transfer Stop)
8:00	8:08	8:11	8:17	8:22	8:25	8:30	8:33	8:39	8:43	*	8:50	8:53
10:00	10:08	10:11	10:17	10:22	10:25	10:30	10:33	10:39	10:43	*	10:50	10:53
12:00	12:08	12:11	12:17	12:22	12:25	12:30	12:33	12:39	12:43	*	12:50	12:53
2:00	2:08	2:11	2:17	2:22	2:25	2:30	2:33	2:39	2:43	*	2:50	2:53
4:00	4:08	4:11	4:17	4:22	4:25	4:30	4:33	4:39	4:43	*	4:50	4:53
6:00	6:08	6:11	6:17	6:22	6:25	6:30	--	6:37	6:41	--	6:48	6:51

# 5

## CALVERT CONNECTION

Between LEXINGTON PARK and SOLOMONS

Monday through Friday 7 am to 6 pm

Tulagi Place (Transfer Stop)	MD 235 N. at Toyota Dealership	San Souci Plaza (Dollar Tree)	MD 235 N. & Old Rolling Rd.	MD 4 & Oak Rd.	Patuxent Plaza, Calvert County (Transfer Stop)	MD 4 & Oak Rd.	MD 235 S. & Old Rolling Rd.	San Souci Plaza (Dollar Tree)	J. Patrick Jarboe Medical Center	MD 235 S. & Valley Dr.	Tulagi Place (Transfer Stop)
7:00	7:05	7:09	7:16	7:20	7:27	7:34	7:39	7:43	*	7:50	7:53
9:00	9:05	9:09	9:16	9:20	9:27	9:34	9:39	9:43	*	9:50	9:53
11:00	11:05	11:09	11:16	11:20	11:27	11:34	11:39	11:43	*	11:50	11:53
1:00	1:05	1:09	1:16	1:20	1:27	1:34	1:39	1:43	*	1:50	1:53
3:00	3:05	3:09	3:16	3:20	3:27	3:34	3:39	3:43	*	3:50	3:53
5:00	5:05	5:09	5:16	5:20	5:27	5:34	5:39	5:43	*	5:50	5:53



# 6

## NORTHERN ROUTE

Between CHARLOTTE HALL and BUDDS CREEK via MECHANICSVILLE

Monday through Saturday 7 am to 6 pm

Char. Hall Food Lion (Transfer Stop)	Business Center Dr. (Social Security)	Golden Beach Park & Ride	Northern Senior Center	Charlotte Hall Veterans Home	MD 5 S. at New Market Plaza	Old Village Rd. & Mechanicsville Rd.	Mechanicsville Rd. opp. Carpenter La.	Mechanicsville Rd. & Yowaiski Mill Rd.	MD 234 & MD 236 (Race-N-In)	MD 236 opp. Ryceville Rd.	Ryceville Rd. & Brookline Rd.	MD 236 & Woodburn Hill Rd.	Charlotte Hall Post Office	Business Center Dr. (Social Security)	Golden Beach Park & Ride	Char. Hall Food Lion (Transfer Stop)
7:00	7:03A	*	*	7:11	7:14	7:18	7:21	7:26	7:31	7:35	*	7:38	7:43	7:45	*	7:48
9:00	9:03A	*	*	9:11	9:14	9:18	9:21	9:26	9:31	9:35	*	9:38	9:43	9:45	*	9:48
11:00	11:03A	*	*	11:11	11:14	11:18	11:21	11:26	11:31	11:35	*	11:38	11:43	11:45	*	11:48
1:00	1:03A	*	*	1:11	1:14	1:18	1:21	1:26	1:31	1:35	*	1:38	1:43	1:45	*	1:48
3:00	3:03A	*	*	3:11	3:14	3:18	3:21	3:26	3:31	3:35	*	3:38	3:43	3:45	*	3:48
5:00	5:03A	*	*	5:11	5:14	5:18	5:21	5:26	5:31	5:35	*	5:38	5:43	5:45	*	5:48

Note A: This trip does not stop here on Saturdays

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**SOUTHERN ROUTE**

Between LEXINGTON PARK and RIDGE and ST. MARY'S CITY

Monday through Friday 6 am to 6 pm

Tulagi Place (Transfer Stop)	Baywoods & Cast- away (River Bay)	Pine Hill Run & Ata- lanta (NAS Gate 3)	Green Leaf & Silver Slate (Greenbriar)	MD 235 & Mattapan Rd.	MD 235 & Trapp Rd.	MD 5 at Southridge Lounge/Ridge Apts.	Ridge Market	MD 5 opp. St. Peter Claver Rd.	MD 5 at St. Mary's Col. (Mill Field Dr.)	MD 5 & MD 489 (Green Door)	MD 5 & Willows Rd.	Willows Rd. at Abberly Crest	Willows Rd. & Great Mills Rd.	Tulagi Place (Transfer Stop)
--	--	*	--	--	--	--	--	--	--	--	5:51	5:54	5:56	5:58
6:00	6:06	*	6:11	6:19	6:23	6:27	6:28	6:31	6:37	6:41	6:43	6:46	6:48	6:50
7:00	7:06	*	7:11	7:19	7:23	7:27	7:28	7:31	7:37	7:41	7:43	7:46	7:48	7:50
8:00	8:06	*	8:11	8:19	8:23	8:27	8:28	8:31	8:37	8:41	8:43	8:46	8:48	8:50
9:00	9:06	*	9:11	9:19	9:23	9:27	9:28	9:31	9:37	9:41	9:43	9:46	9:48	9:50
10:00	10:06	*	10:11	10:19	10:23	10:27	10:28	10:31	10:37	10:41	10:43	10:46	10:48	10:50
11:00	11:06	*	11:11	11:19	11:23	11:27	11:28	11:31	11:37	11:41	11:43	11:46	11:48	11:50
12:00	12:06	*	12:11	12:19	12:23	12:27	12:28	12:31	12:37	12:41	12:43	12:46	12:48	12:50
1:00	1:06	*	1:11	1:19	1:23	1:27	1:28	1:31	1:37	1:41	1:43	1:46	1:48	1:50
2:00	2:06	*	2:11	2:19	2:23	2:27	2:28	2:31	2:37	2:41	2:43	2:46	2:48	2:50
3:00	3:06	*	3:11	3:19	3:23	3:27	3:28	3:31	3:37	3:41	3:43	3:46	3:48	3:50
4:00	4:06	*	4:11	4:19	4:23	4:27	4:28	4:31	4:37	4:41	4:43	4:46	4:48	4:50
5:00	5:06	*	5:11	5:19	5:23	5:27	5:28	5:31	5:37	5:41	5:43	5:46	5:48	5:50
6:00	6:06	*	6:11	--	--	--	--	--	--	--	--	--	--	6:17

7

**SOUTHERN ROUTE**

Between LEXINGTON PARK and RIDGE and ST. MARY'S CITY

Saturday 7 am to 7 pm

Tulagi Place (Transfer Stop)	Baywoods & Cast- away (River Bay)	Pine Hill Run & Ata- lanta (NAS Gate 3)	Green Leaf & Silver Slate (Greenbriar)	MD 235 & Mattapan Rd.	MD 235 & Trapp Rd.	MD 5 at Southridge Lounge/Ridge	Ridge Market	MD 5 opp. St. Peter Claver Rd.	MD 5 at St. Mary's Col. (Mill Field Dr.)	MD 5 & MD 489 (Green Door)	MD 5 & Willows Rd.	Willows Rd. at Abberly Crest	Willows Rd. & Great Mills Rd.	Tulagi Place (Transfer Stop)
7:00	7:06	*	7:11	7:19	7:23	7:27	7:28	7:31	7:37	7:41	7:43	7:46	7:48	7:50
9:00	9:06	*	9:11	9:19	9:23	9:27	9:28	9:31	9:37	9:41	9:43	9:46	9:48	9:50
11:00	11:06	*	11:11	11:19	11:23	11:27	11:28	11:31	11:37	11:41	11:43	11:46	11:48	11:50
1:00	1:06	*	1:11	1:19	1:23	1:27	1:28	1:31	1:37	1:41	1:43	1:46	1:48	1:50
3:00	3:06	*	3:11	3:19	3:23	3:27	3:28	3:31	3:37	3:41	3:43	3:46	3:48	3:50
5:00	5:06	*	5:11	5:19	5:23	5:27	5:28	5:31	5:37	5:41	5:43	5:46	5:48	5:50
7:00	7:06	*	7:11	--	--	--	--	--	--	--	--	--	--	7:17

**GREAT MILLS / CALIFORNIA ROUTE**

**Between CALIFORNIA and GREAT MILLS**

**Mon. through Fri. 6 pm to 11 pm; Saturday 6 am to 11 pm; Sunday 6 am to 9 pm**

Wildewood Center (near McMillan's)	First Colony Target	Laurel Glen Shop. Ctr. (K-Mart)	Wal-Mart	Chan. Run & Amber (near Hickory Hills)	Fox Chase Dr. at Lexington Dr.	Lexington Park Active Adult Community	Liberty St. & Pegg Rd.	Lexwood Dr. at Joe Baker Ct.	Great Mills Rd. at St. Mary's Square	Tulagi Place (Transfer Stop)	MD 235 N. & McArthur Bl. (San Souci)	MD 235 N. & Old Rolling Rd.	Wildewood Center (near McMillan's)
<b>SATURDAY and SUNDAY</b>													
--	6:06	6:09	6:11	6:14	6:19	6:23B	6:25	6:30	6:35	6:40	6:45	6:48	6:56
7:00	7:06	7:09	7:11	7:14	7:19	--	7:22	7:27	7:32	7:37	7:42	7:45	7:53
8:00	8:06	8:09	8:11	8:14	8:19	8:23B	8:25	8:30	8:35	8:40	8:45	8:48	8:56
9:00	9:06	9:09	9:11	9:14	9:19	--	9:22	9:27	9:32	9:37	9:42	9:45	9:53
10:00	10:06	10:09	10:11	10:14	10:19	10:23B	10:25	10:30	10:35	10:40	10:45	10:48	10:56
11:00	11:06	11:09	11:11	11:14	11:19	--	11:22	11:27	11:32	11:37	11:42	11:45	11:53
12:00	12:06	12:09	12:11	12:14	12:19	12:23B	12:25	12:30	12:35	12:40	12:45	12:48	12:56
1:00	1:06	1:09	1:11	1:14	1:19	--	1:22	1:27	1:32	1:37	1:42	1:45	1:53
2:00	2:06	2:09	2:11	2:14	2:19	2:23B	2:25	2:30	2:35	2:40	2:45	2:48	2:56
3:00	3:06	3:09	3:11	3:14	3:19	--	3:22	3:27	3:32	3:37	3:42	3:45	3:53
4:00	4:06	4:09	4:11	4:14	4:19	4:23B	4:25	4:30	4:35	4:40	4:45	4:48	4:56
5:00	5:06	5:09	5:11	5:14	5:19	--	5:22	5:27	5:32	5:37	5:42	5:45	5:53
6:00	6:06	6:09	6:11	6:14	6:19	6:23B	6:25	6:30	6:35	6:40	6:45	6:48	6:56
<b>7 DAYS per WEEK</b>													
7:00	7:06	7:09	7:11	7:14	7:19	--	7:22	7:27	7:32	7:37	7:42	7:45	7:53
8:00	8:06	8:09	8:11	8:14	8:19	8:23B	8:25	8:30	8:35	8:40	8:45	8:48	8:56A
<b>MONDAY through SATURDAY</b>													
9:00	9:06	9:09	9:11	9:14	9:19	--	9:22	9:27	9:32	9:37	9:42	9:45	9:53
10:00	10:06	10:09	10:11	10:14	10:19	--	10:22	10:27	10:32	10:37	10:42	10:45	--

Note A: This trip does not stop here on Sundays

Note B: This trip ONLY stops here on Sundays (served by County-Span Route on Saturdays)

12

**LEONARDTOWN ROUTE**

From CALIFORNIA to CHARLOTTE HALL via LEONARDTOWN (NORTHBOUND)

Monday through Friday 6 pm to 9 pm; Saturday 6 am to 9 pm

Wildwood Center (near McMillan's)	MD 245 & MD 235	MD 245 opp. Leonard Hall Dr.	St. Mary's Nursing Ctr.	Cedar Lane Apts.	Park Ave. & Wash. St. (PNC)	MD 5 at Ledo Pizza	McKay's -- Shops at Breton Bay	MD 5 opp. Third Base Store	MD 247 opp. Busy Corner Rd.	MD 247 & MD 235	MD 235 N. & New Market Turner Rd.	MD 235 N. & Cmrc. Pk. Rd. (Tidewater)	MD 5 N. at Farmers Market	Char. Hall Food Lion (Transfer Stop)
<b>SATURDAY only</b>														
6:00	6:07	6:12	*	6:17	--	6:20	6:25	6:31	6:33	6:37	6:41	6:47	6:50	6:53
7:00	7:07	7:12	*	--	7:17	7:20	7:25	7:31	7:33	7:37	7:41	7:47	7:50	7:53
8:00	8:07	8:12	*	8:17	--	8:20	8:25	8:31	8:33	8:37	8:41	8:47	8:50	8:53
9:00	9:07	9:12	*	--	9:17	9:20	9:25	9:31	9:33	9:37	9:41	9:47	9:50	9:53
10:00	10:07	10:12	*	10:17	--	10:20	10:25	10:31	10:33	10:37	10:41	10:47	10:50	10:53
11:00	11:07	11:12	*	--	11:17	11:20	11:25	11:31	11:33	11:37	11:41	11:47	11:50	11:53
12:00	12:07	12:12	*	12:17	--	12:20	12:25	12:31	12:33	12:37	12:41	12:47	12:50	12:53
1:00	1:07	1:12	*	--	1:17	1:20	1:25	1:31	1:33	1:37	1:41	1:47	1:50	1:53
2:00	2:07	2:12	*	2:17	--	2:20	2:25	2:31	2:33	2:37	2:41	2:47	2:50	2:53
3:00	3:07	3:12	*	--	3:17	3:20	3:25	3:31	3:33	3:37	3:41	3:47	3:50	3:53
4:00	4:07	4:12	*	4:17	--	4:20	4:25	4:31	4:33	4:37	4:41	4:47	4:50	4:53
5:00	5:07	5:12	*	--	5:17	5:20	5:25	5:31	5:33	5:37	5:41	5:47	5:50	5:53
<b>MONDAY through SATURDAY</b>														
6:00	6:07	6:12	*	6:17	--	6:20	6:25	6:31	6:33	6:37	6:41	6:47	6:50	6:53
7:00	7:07	7:12	*	--	7:17	7:20	7:25	7:31	7:33	7:37	7:41	7:47	7:50	7:53
8:00	8:07	8:12	--	--	--	8:15	8:20	8:26	--	--	--	--	--	--

12

**LEONARDTOWN ROUTE**

From CHARLOTTE HALL to CALIFORNIA via LEONARDTOWN (SOUTHBOUND)

Monday through Friday 6 pm to 9 pm; Saturday 6 am to 9 pm

Char. Hall Food Lion (Transfer Stop)	Golden Beach Park and Ride	Charlotte Hall Vet. Home	MD 5 S. at New Market Plaza	MD 235 S. & MD 5 (Wawa)	MD 247 & MD 235	MD 247 & Busy Corner Rd.	MD 5 at Third Base Store	MD 5 at Shops at Breton Bay	MD 5 & Wash. St. (Burchmart)	Park Ave. & Wash. St. (PNC Bank)	Cedar Lane Apts.	St. Mary's Nursing Ctr. (Peabody St.)	MD 245 & Leonard Hall Dr. (Library)	MD 245 & MD 235	Wildwood Center (near McMillan's)
<b>SATURDAY only</b>															
--	--	--	--	--	--	--	--	--	--	6:38	--	*	6:42	6:47	6:53
7:00	--	7:08	7:11	7:17	7:22	7:25	7:28	7:32	7:36	--	7:38	*	7:42	7:47	7:53
8:00	--	8:08	8:11	8:17	8:22	8:25	8:28	8:32	8:36	8:38	--	*	8:42	8:47	8:53
9:00	--	9:08	9:11	9:17	9:22	9:25	9:28	9:32	9:36	--	9:38	*	9:42	9:47	9:53
10:00	--	10:08	10:11	10:17	10:22	10:25	10:28	10:32	10:36	10:38	--	*	10:42	10:47	10:53
11:00	--	11:08	11:11	11:17	11:22	11:25	11:28	11:32	11:36	--	11:38	*	11:42	11:47	11:53
12:00	--	12:08	12:11	12:17	12:22	12:25	12:28	12:32	12:36	12:38	--	*	12:42	12:47	12:53
1:00	--	1:08	1:11	1:17	1:22	1:25	1:28	1:32	1:36	--	1:38	*	1:42	1:47	1:53
2:00	--	2:08	2:11	2:17	2:22	2:25	2:28	2:32	2:36	2:38	--	*	2:42	2:47	2:53
3:00	--	3:08	3:11	3:17	3:22	3:25	3:28	3:32	3:36	--	3:38	*	3:42	3:47	3:53
4:00	--	4:08	4:11	4:17	4:22	4:25	4:28	4:32	4:36	4:38	--	*	4:42	4:47	4:53
5:00	--	5:08	5:11	5:17	5:22	5:25	5:28	5:32	5:36	--	5:38	*	5:42	5:47	5:53
<b>MONDAY through SATURDAY</b>															
6:00	*	6:08	6:11	6:17	6:22	6:25	6:28	6:32	6:36	6:38	--	*	6:42	6:47	6:53
7:00	*	7:08	7:11	7:17	7:22	7:25	7:28	7:32	7:36	--	7:38	*	7:42	7:47	7:53
8:00	*	8:08	8:11	8:17	8:22	8:25	8:28	8:32	8:36	8:38	--	*	8:42	8:47	8:53

**14****COUNTY-SPAN ROUTE****From LEXINGTON PARK to CHARLOTTE HALL (NORTHBOUND)****Saturday 6 am to 5 pm**

Tulagi Place (Transfer Stop)	Lex. Park Active Adult Community	Spring Valley Dr. at Valley Ct.	MD 235 N. at Toyota Dealership	MD 235 N. & McArthur Bl. (San Souci)	MD 235 N. & Old Rolling Rd.	MD 235 N. at H'wood Med. Ctr.	MD 235 N. at S. Sandgates Rd.	MD 235 N. & MD 247	MD 235 N. & New Market Turner Rd.	MD 235 N. & Cmrc. Pk. Rd. (Tidewater)	MD 5 N. at Farmers Market	Char. Hall Food Lion (Transfer Stop)
6:00	6:06	6:09	6:14	6:17	6:20	6:28	6:33	6:37	6:41	6:47	6:50	6:53
8:00	8:06	8:09	8:14	8:17	8:20	8:28	8:33	8:37	8:41	8:47	8:50	8:53
10:00	10:06	10:09	10:14	10:17	10:20	10:28	10:33	10:37	10:41	10:47	10:50	10:53
12:00	12:06	12:09	12:14	12:17	12:20	12:28	12:33	12:37	12:41	12:47	12:50	12:53
2:00	2:06	2:09	2:14	2:17	2:20	2:28	2:33	2:37	2:41	2:47	2:50	2:53
4:00	4:06	4:09	4:14	4:17	4:20	4:28	4:33	4:37	4:41	4:47	4:50	4:53

**14****COUNTY-SPAN ROUTE****From CHARLOTTE HALL to LEXINGTON PARK (SOUTHBOUND)****Saturday 8 am to 7 pm**

Char. Hall Food Lion (Transfer Stop)	Charlotte Hall Veterans Home	MD 5 S. at New Market Plaza	MD 235 S. & MD 5 (Wawa)	MD 235 S. & MD 247	MD 235 S. & S. Sandgates Rd.	MD 235 S. opp. H'wood Med. Ctr.	MD 235 S. & Old Rolling Rd.	San Souci Plaza (Dollar Tree)	Lex. Park Active Adult Community	Spring Valley Dr. at Valley Ct.	MD 235 S. & Valley Dr.	Tulagi Place (Transfer Stop)
8:00	8:08	8:11	8:17	8:22	8:25	8:30	8:37	8:40	8:43	8:46	8:50	8:53
10:00	10:08	10:11	10:17	10:22	10:25	10:30	10:37	10:40	10:43	10:46	10:50	10:53
12:00	12:08	12:11	12:17	12:22	12:25	12:30	12:37	12:40	12:43	12:46	12:50	12:53
2:00	2:08	2:11	2:17	2:22	2:25	2:30	2:37	2:40	2:43	2:46	2:50	2:53
4:00	4:08	4:11	4:17	4:22	4:25	4:30	4:37	4:40	4:43	4:46	4:50	4:53
6:00	6:08	6:11	6:17	6:22	6:25	6:30	6:37	6:40	6:43	6:46	6:50	6:53



**Appendix F:**  
**Title VI of the Civil Rights Act of 1964**

## APPENDIX F

### TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin. The FTA provides guidance to help public transportation agencies verify that service and fare changes are not discriminatory in nature. When contemplating a service change, transportation agencies must:

1. Describe proposed changes and the rationale behind them.
2. Provide a list of modes the service changes would impact.
3. Describe the impacts of service changes on below poverty and/or minority communities. In particular, establish why the proposed service would not have a disproportionately high and adverse effect on below poverty and/or minority populations.
4. Describe transit alternatives available to riders impacted by proposed changes.
5. Identify measures, if any, that would be taken to avoid, minimize, or mitigate any adverse effects of the service, or enhancements or offsetting, if any, that would be implemented in conjunction with the service.
6. Describe how the agency intends to reach out and involve minority and below poverty populations to make sure their viewpoints are considered.
7. Determine whether it is necessary to disseminate information that is accessible to Limited English Proficient (LEP) persons. If so, describe the steps that will be taken to provide information in languages other than English.

Items one through five will be addressed for each proposed service change. Items six and seven are addressed below.

#### MINORITY AND BELOW POVERTY INVOLVEMENT

To satisfy the requirements of Title VI, STS will continue to reach out to minority and below poverty populations to make sure their viewpoints are considered. Prior to any route or fare adjustments, STS will hold public hearings and advertise both in the newspaper and on all STS vehicles. Given STS's average rider profile, alerting current riders is an effective method to reach many of the County's below poverty and minority residents. The on-board survey conducted to inform this TDP also captured these viewpoints; more than half of on-board respondents described themselves as other than Caucasian, and more than half classified themselves as having an annual household income of less than \$15,000.



## LIMITED ENGLISH PROFICIENCY

STS must determine whether it is necessary to disseminate information accessible to persons with LEP. According to the 2006-2010 American Community Survey, 6,412 St. Mary's County residents five years and older speak non-English at home (6.8%). Only 660 individuals (0.7%) are able to speak English "not well" or "not at all." The need for resources to address the LEP population is therefore relatively low. Despite this, STS accommodates LEP individuals by having some Spanish language phrases on its flyers. Staff also does its best to accommodate any calls or in-person inquiries by non-English speakers.

## PROPOSED SERVICE CHANGES

As required under Title VI, maps of St. Mary's County's minority and below poverty populations are shown in Chapter 2. In Census block groups where the population in question is greater than the average for all block groups, STS must demonstrate that the proposed service and fare changes avoid discrimination. The service and fare changes are listed below, including responses to the FTA's guidance to help verify that the changes are not discriminatory in nature, and therefore comply with Title VI requirements.

This Title VI analysis only deals with changes classified in the TDP as short-term. If and when STS is able to implement any of the mid- or long-term recommendations, the County will need to revisit the impacts and conduct a more extensive Title VI analysis. However, based on a summary review, the mid- and long-term recommendations all involve increased levels of service in areas of high transit need.

Minority and below poverty individuals would share proportionately in the benefits of many of the proposed short-term service and organizational changes: bus stop safety improvements, mobility enhancements, coordination with Charles and Calvert Counties and with NAS Patuxent River, and improved passenger information/printed materials. These changes would positively affect all service area populations. No measures to avoid, minimize, or mitigate adverse effects, or enhancements or offsetting, would need to be implemented to ensure non-discrimination.

The proposed short-term service changes also include a reconfiguration of the STS network with nearly the same geographic coverage as current service. However, the changes reduce frequency from every hour to every two hours on the Northern Route (Monday - Saturday), the Calvert Connection (Monday - Friday), and the Southern Route (Saturday only). Figures F-1 and F-2 overlay the Northern, Southern, and proposed Calvert Routes on the distribution of below poverty and minority populations by block group. The service changes also include modifications to the fixed

route fare structure, which affect riders County-wide. Because of the potential impacts of these service changes, they are reviewed in depth below.

### **Implement Efficiency Improvements - Reduce Northern Route Frequency**

1. The proposed system-wide efficiency improvements include reducing frequency on the Northern Route from every hour to every two hours. In order to make the overall improvement package cost-neutral, the Northern Route is one of three routes coordinated to share two buses. The Northern Route currently has the lowest productivity of all of STS's fixed routes (about 3.7 trips/hour), and reducing service on this route allows for enhanced, one-seat service along the Three Notch Road corridor (the proposed County-Span Route).
2. This change would impact STS's fixed-route service.
3. The service change would not have a disproportionately high and adverse effect on below poverty or minority populations. Of the eight block groups within .25 miles of the Northern Route, only one is classified as having an above average minority or below poverty population.
4. Impacted riders will still be able to use any of the six daily runs scheduled for the Northern Route. Those in the eastern portion of the Northern Route's service area may also be able to access the proposed County-Span Route.
5. No measures to avoid, minimize, or mitigate adverse effects, or enhancements or offsetting, would need to be implemented to ensure non-discrimination.

### **Implement Efficiency Improvements - Reduce Calvert Connection Frequency**

1. The proposed system-wide efficiency improvements include reducing frequency on the Calvert Connection from every hour to every two hours. Similar to the Northern Route, the Calvert Connection is also one of the three routes coordinated to share two buses. The Calvert Connection currently has the second lowest productivity of all of STS's fixed routes (about 7.5 trips/hour), and reducing service on this route allows for enhanced, one-seat service along the Three Notch Road corridor (the proposed County-Span Route).
2. This change would impact STS's fixed-route service.

3. The service change would not have a disproportionately high and adverse effect on below poverty populations, and is unlikely to have that same effect on minority populations. Of the eleven block groups within .25 miles of the proposed Calvert Connection, five are classified as having above average below poverty populations and seven are classified as having above average minority populations. However, all five and all seven block groups fall along Route 235, which would continue to have hourly service in conjunction with the proposed County-Span Route.
4. Impacted riders will still be able to use any of the six daily runs scheduled for the Calvert Connection. Those with origins or destinations along Route 235 may also be able to use the proposed County-Span Route.
5. No measures to avoid, minimize, or mitigate adverse effects, or enhancements or offsetting, would need to be implemented to ensure non-discrimination.

### **Implement Efficiency Improvements - Reduce Southern Route Frequency**

1. The proposed system-wide efficiency improvements include reducing frequency on the Southern Route from every hour to every two hours on Saturdays; Monday through Friday service would continue to be hourly. As the Calvert Connection does not run on weekends, the Southern, Northern, and County-Span Routes would share two buses on Saturdays, leading to the reduced frequency. Though some residents may have a harder time traveling locally on Saturdays, they would benefit from improved connections to the entire county through the proposed County-Span Route. In addition, STS data show that average daily ridership on the Southern Route is much lower on Saturdays compared to weekdays, by about 40 percent (115 average boardings for weekdays vs. 70 for Saturdays).
2. This change would impact STS's fixed-route service.
3. Of the twelve block groups within .25 miles of the Southern Route, eleven are located in above average minority areas and eight are located in above average below poverty areas. However, given the relatively low Saturday ridership, the service change is not anticipated to have a disproportionately high and adverse effect on minority and below poverty populations. Also, much of the activity on the Southern Route occurs in the higher density areas surrounding Great Mills. Six of the eleven affected minority block groups and six of the eight affected below poverty block groups are within .25 miles of the Saturday Great Mills/California Route.

4. Impacted riders will still be able to use any of the seven Saturday runs scheduled for the Southern Route. Those in the northern portion of the Southern Route's service area may also be able to access the proposed County-Span Route or the Great Mills/California Route.
5. No measures to avoid, minimize, or mitigate adverse effects, or enhancements or offsetting, would need to be implemented to ensure non-discrimination.

### **Adjust Fixed Route Fare Structure**

1. This proposal adjusts STS fixed route fares from \$1.00 to \$1.50 for the general public and from \$.50 to \$.75 for seniors and individuals with disabilities. Transfers remain \$.50, while a day pass increases from \$3 to \$4, a ten pack of tickets increases from \$.85 to \$1.20 each (or \$.50 to \$.60 discounted), and a monthly pass increases from \$40 to \$45 (or \$20 to \$22 discounted). STS's fares have remained the same for 18 years. An increase may allow the farebox recovery ratio to move from "needs review" to "acceptable" under MTA standards.
2. This change would impact STS's fixed route service.
3. The fare increases may adversely affect minority and below poverty individuals. However, the system-wide efficiency improvements included in this TDP reconfigure the STS network and reduce the need for riders to make transfers. Those riders who currently pay \$1.50 (base fare and a transfer) may in some cases pay the same amount (\$1.50 base fare) for their trip.
4. Impacted riders may be eligible to for subsidized tickets through County departments or human service agencies.
5. To minimize adverse effects, STS would not raise fixed route fares prior to implementing system-wide efficiency improvements. As discusses above, this would mean that many riders would no longer be burdened by transfer fees.

Figure F-1: Percentage Minority Population with Proposed Route Changes

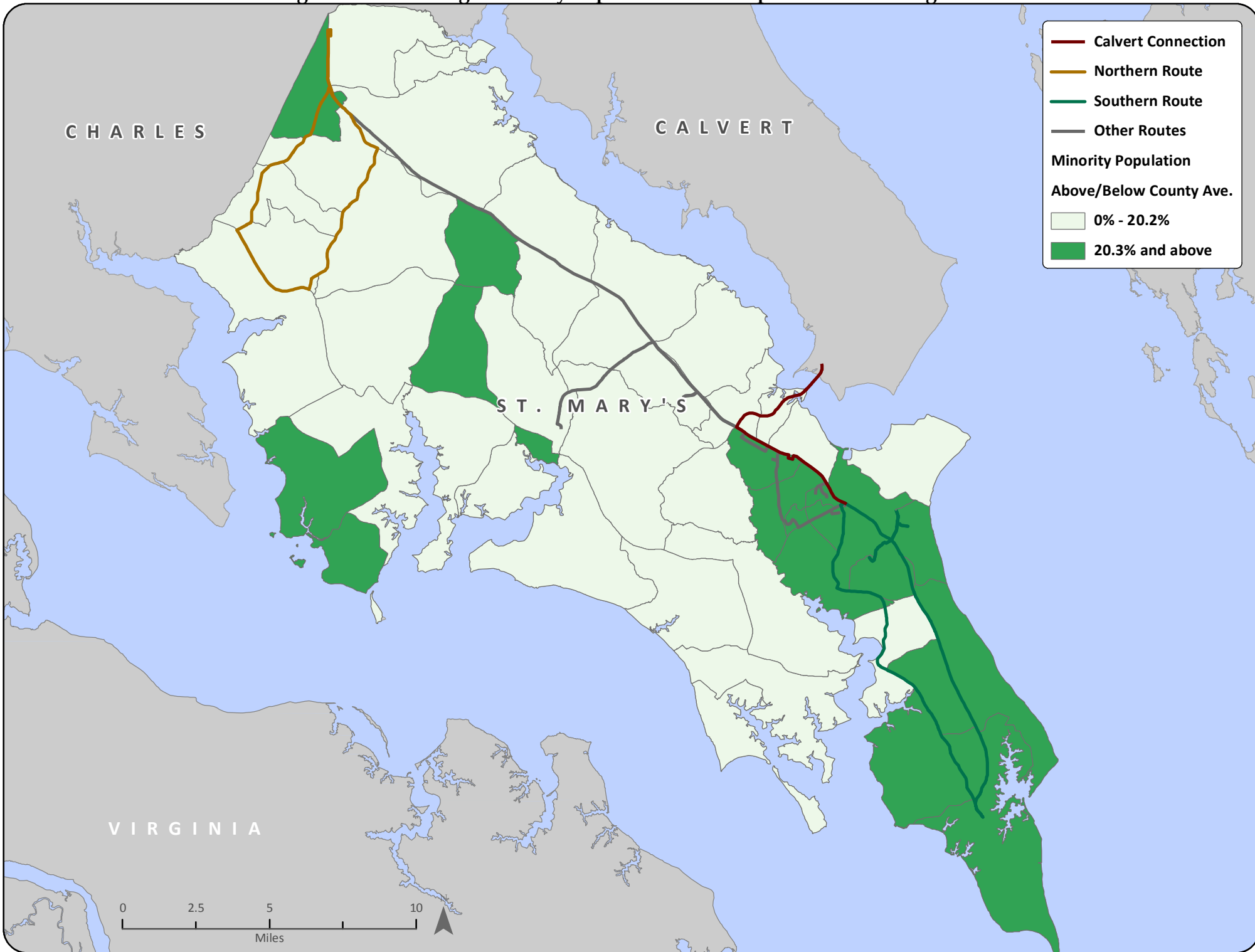


Figure F-2: Percentage Below Poverty Population with Proposed Route Changes

