

# RTA of Central Maryland/ Howard County

## 2023 Transit Development Plan

Executive Summary Presentation  
October 2023

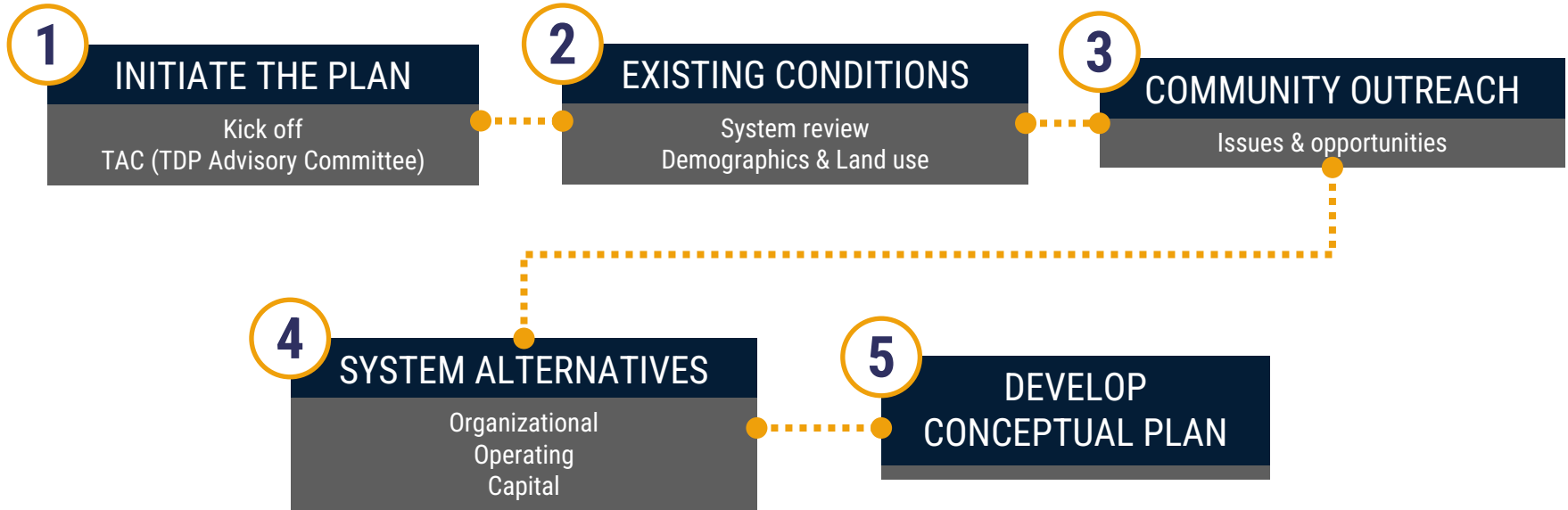




## What is a Transit Development Plan (TDP)?

- Short-term (five year) plan to guide transit growth.
- The TDP planning process identifies:
  - ▷ Referenced studies on pertinent issues not covered in this plan (downtown transit center, bus stop improvements, etc...)
  - ▷ Transit goals and objectives
  - ▷ Unmet transit needs
  - ▷ Alternatives for addressing unmet needs or to improve performance
  - ▷ Phased plan for improvements
  - ▷ Capital and operating budget projections

# The Planning Process





## TDP Goals

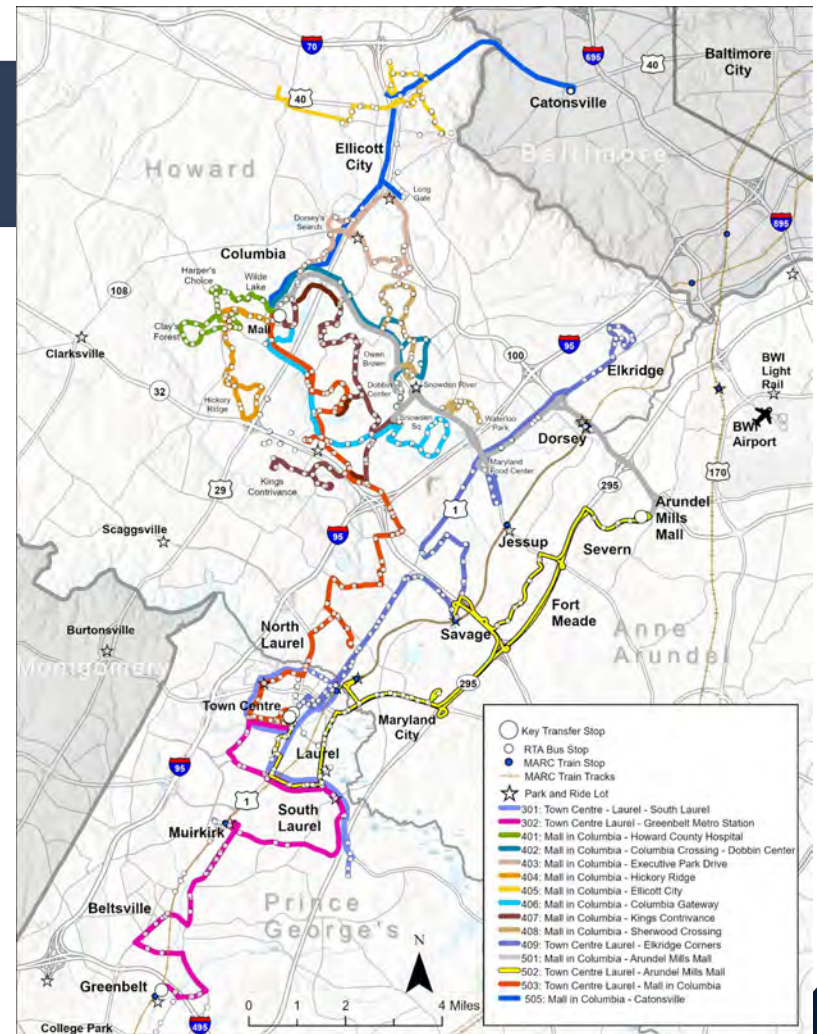
1. Evaluate Alternatives from Previous TDP
2. Set Realistic Performance Goals and Service Improvements
3. Ensure Regional Coordination
4. Increase Ridership
5. Explore Transition towards Electric Buses
6. Study and Implement Bus Rapid Transit (BRT)
7. Enhance Public Transit Circulation/Access in Columbia
8. Enhance Transit Options along Route 1 Corridor
9. Study a Direct Connection between Elkridge and Columbia

# Existing Services



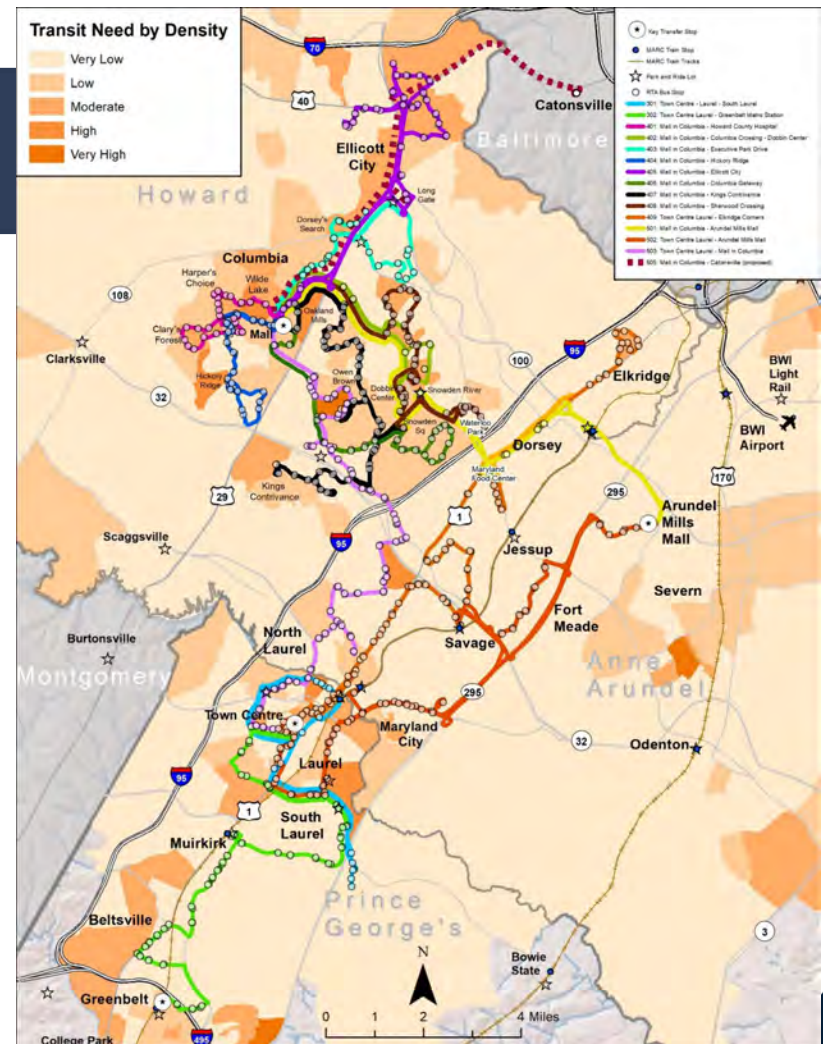
## Regional Transportation Agency

- Organizational Structure
- Fleet
- Facilities
- Technology
- Marketing
- Funding and Fares
- Performance Evaluation
- Other Area Providers



# Transportation Needs

- Population and Employment Profile
- Transit Dependent Population Groups
- Title VI Demographics
- Land Use Profile
- Commuter Data (Census Longitudinal Employer-Household Dynamics LEHD)



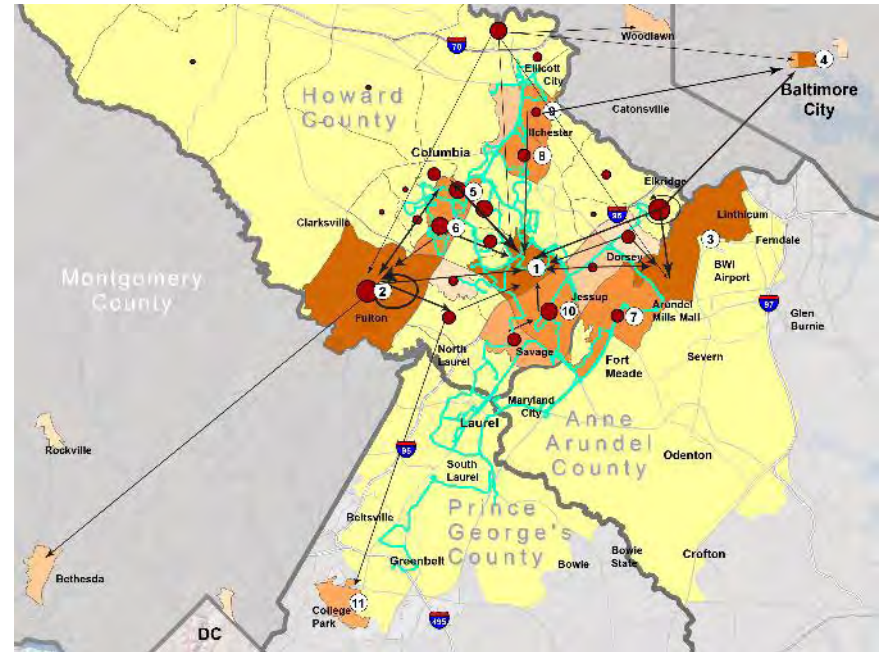
# Community Outreach Process

- Informational presentations
- Public meetings
- Stakeholder Outreach (13 meetings)
- Pop-up events (Columbia Mall & Arundel Mills)
- Surveys
  - ▷ Rider Survey (173 responses)
  - ▷ Mobility Rider Survey (36 responses)
  - ▷ Community Survey (160 responses)



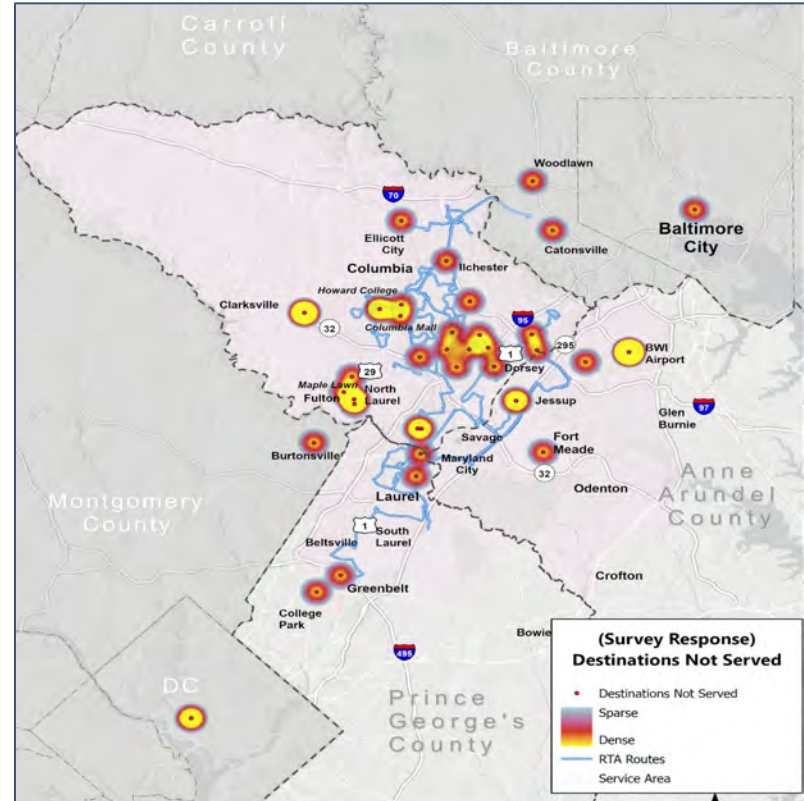
# Issues & Opportunities

- Most areas with high density and need are currently served.
- Limited fixed-route connectivity to Elkridge and Maple Lawn/APL.
- Improved service and outreach to students and older adults.
- More connections to Baltimore and DC regions are requested.
- Improved frequency and reliability



# Locations Where Service is Desired

- BWI Airport
- Washington, D.C./Metro Stations
- Ft. Meade/NSA
- Maple Lawn/Johns Hopkins APL
- Baltimore/Light Rail Stations
- Clarksville
- Laurel
- Towson University
- UMBC





## TDP Alternatives/Major Issues

- Propose concepts for administrative, capital and operational improvements over the next 5 years
- Address local initiatives, community desires, and long-range visions
- Summarize capital vehicle additions and replacements
- Summarize challenges and next steps for expanding number of zero-emission vehicles in RTA fleet
- Represent options, rather than commitments to be considered for the Transit Plan



## Alternatives – Proposed Services

- Columbia to Homewood Campus/Clarksville
- Columbia to Elkridge
- Columbia to BWI/Train Station/LightRail
- Columbia/Laurel to Ft. Meade
- Columbia to Maple Lawn/Johns Hopkins APL
- Laurel to Bowie
- Peak hour express services
- Increase frequency on key routes



# Five-Year Transit Plan

FY 2024	FY 2025	FY 2026	FY 2027	FY 2028
<ul style="list-style-type: none"> <li>• <b>Realignment of Route 405</b></li> <li>• <b>New Route 505 (Catonsville)</b></li> <li>• Extend Route 409 to Lansdowne (Spring '24)</li> </ul>	<ul style="list-style-type: none"> <li>• New Route – Columbia to HoCo BOE/Homewood/ARL (Connection to Clarksville (Phase 1))</li> <li>• Microtransit Pilot along US 1 Corridor</li> </ul>	<ul style="list-style-type: none"> <li>• Extend Route 501 to BWI area</li> <li>• New Route - Columbia-Elkridge</li> <li>• FLASH BRT Extension along US 29 to Downtown Columbia</li> </ul>	<ul style="list-style-type: none"> <li>• New Route - Columbia/Laurel to Ft. Meade</li> <li>• Extend Route between Columbia-HoCo/BOE/Homewood/ARL to Clarksville (Phase 2)</li> </ul>	<ul style="list-style-type: none"> <li>• New Route – Laurel to Bowie</li> <li>• New Route - Columbia to Maple Lawn/Johns Hopkins APL</li> </ul>

\* **Bold items** already implemented in July 2023

# Conceptual Financial Plan for Operating

Proposed Operating Requests	Fiscal Year				
	2024	2025	2026	2027	2028
<b>Proposed Future Projects</b>					
Baseline Operating Cost with Inflation	\$21,646,482	\$22,295,876	\$22,964,752	\$23,653,695	\$24,363,306
Extension Route 409 to Lansdowne	\$83,522	\$344,108	\$354,432	\$365,065	\$376,017
New Route Columbia to Homewood Campus		\$155,177	\$159,832	\$164,627	\$169,566
Extension Route 501 to BWI Airport			\$334,847	\$344,892	\$355,239
New Route Columbia to Elkridge			\$1,103,579	\$1,136,686	\$1,170,787
Integrate Flash BRT Blue Route Extension			\$650,000	\$669,500	\$689,585
New Route Columbia/Laurel to Ft. Meade				\$1,233,501	\$1,270,506
Extension Columbia-Homewood Campus to Clarksville				\$155,177	\$159,832
Extension Route 301 to Bowie					\$311,114
New Route Columbia to Maple Lawn					\$512,995
<b>New Operating Expenses</b>	<b>\$83,522</b>	<b>\$499,285</b>	<b>\$2,602,690</b>	<b>\$4,069,448</b>	<b>\$5,015,641</b>
<b>Total Proposed Operating Expenses</b>	<b>\$21,730,004</b>	<b>\$22,795,161</b>	<b>\$25,567,442</b>	<b>\$27,723,143</b>	<b>\$29,378,947</b>
<b>Anticipated Funding Sources for Operating</b>					
<b>ARPA</b>	\$1,469,000				
<b>State/Federal</b>					
Large Urban	\$1,445,255	\$1,498,544	\$1,635,559	\$1,773,501	\$1,879,449
Section 5307	\$406,478	\$421,465	\$460,001	\$498,797	\$528,595
ADA	\$474,224	\$491,710	\$536,668	\$581,930	\$616,694
SSTAP	\$162,520	\$162,520	\$162,520	\$162,520	\$162,520
Total State Funding	\$2,506,614	\$2,599,037	\$2,836,673	\$3,075,916	\$3,259,670
<b>Local</b>					
Fares, Adverting Revenue, Local Match	\$16,734,913	\$18,121,885	\$19,936,021	\$21,630,479	\$22,932,019
Total Local Funding	\$16,734,913	\$17,621,885	\$19,936,021	\$21,630,479	\$22,932,019
<b>Total Projected/Proposed Operating Revenues</b>	<b>\$21,730,004</b>	<b>\$22,795,161</b>	<b>\$25,567,442</b>	<b>\$27,723,143</b>	<b>\$29,378,947</b>

# Conceptual Financial Plan for Capital\*

Projected Vehicle Requests	Fiscal Year				
	2024	2025	2026	2027	2028
<b>Replacement Vehicles</b>					
30' Heavy Duty Bus	4	4	4	4	4
Small Cutaway	1				
Accessible Van		5			
Total	5	9	4	4	4
<b>Expansion Vehicles</b>					
30' Heavy Duty Bus	0	3	2	2	3
Total	0	3	2	2	3
<b>Projected Vehicle Costs</b>					
Replacement	\$2,100,000	\$2,250,000	\$2,000,000	\$2,000,000	\$2,000,000
Expansion	\$0	\$1,500,000	\$1,000,000	\$1,000,000	\$1,500,000
Total	\$2,100,000	\$3,750,000	\$3,000,000	\$3,000,000	\$3,500,000
<b>Anticipated Funding Sources</b>					
Federal	\$1,200,000	\$3,000,000	\$2,400,000	\$2,400,000	\$2,800,000
State	\$150,000	\$375,000	\$300,000	\$300,000	\$350,000
Local	\$750,000	\$375,000	\$300,000	\$300,000	\$350,000
Total Capital Project Funding	\$2,100,000	\$3,750,000	\$3,000,000	\$3,000,000	\$3,500,000

\*does not include FLASH extension or US1 Micro-transit pilot program



## Conceptual Service Plan

The following slides include service maps and route descriptions for **near-term** expansion options (FY 24 – FY 26):

- Extend Route 409 to Lansdowne via Elkridge
- Service between Columbia & Homewood/ARL (Phase 1)
- Extend Route 501 to BWI MARC/Amtrak Station
- More direct service between Columbia & Elkridge
- Extend Peak Express Bus Rapid Transit (BRT)

Service map and route descriptions for implementations beyond FY 26 include service between Columbia/Laurel & Ft. Meade, service between Columbia & Clarksville via Homewood/ARL (Phase 2), service between Laurel & Bowie, and service between Columbia & Maple Lawn/APL.

# Extend Route 409 to Lansdowne via Elkridge

- Provides a more direct connection to MTA MARC service at Halethorpe and MTA Local Link service for easier access to the greater Baltimore area.
- Improves connections to the new Guilford Park High School along US 1.
- Requires additional resources including an additional vehicle and approximately 4,000 annual service hours.
- Demand should be closely monitored following the extension. This alternative proposes 60-minute frequencies.
- This improvement is expected to cost approximately \$344,108 annually.



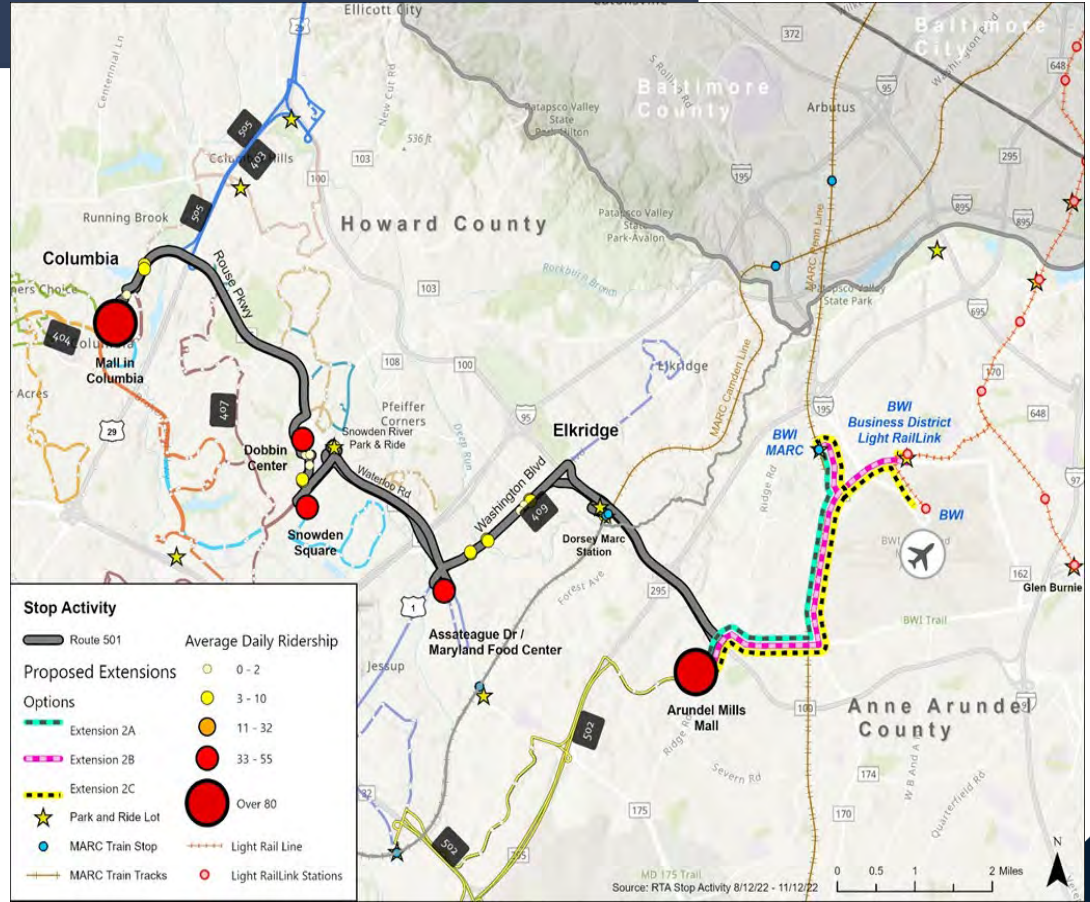
## New Route between Columbia & HoCo BOE/Homewood/ARL & Clarkville (Phase 1)

- First of two-phased implementation of weekday service between Columbia & Clarkville.
- Phase 1 includes stops at Harper's Choice Village Center, Howard County Board of Education, Homewood Campus.
- Phase 2 extends route to River Hill High School and River Hill Village Center.
- 30-minute frequencies during peak periods, hourly frequencies all other times.
- Proposed operating hours are 6am – 11pm.
- Each phase is expected to cost approximately \$155,177 annually.



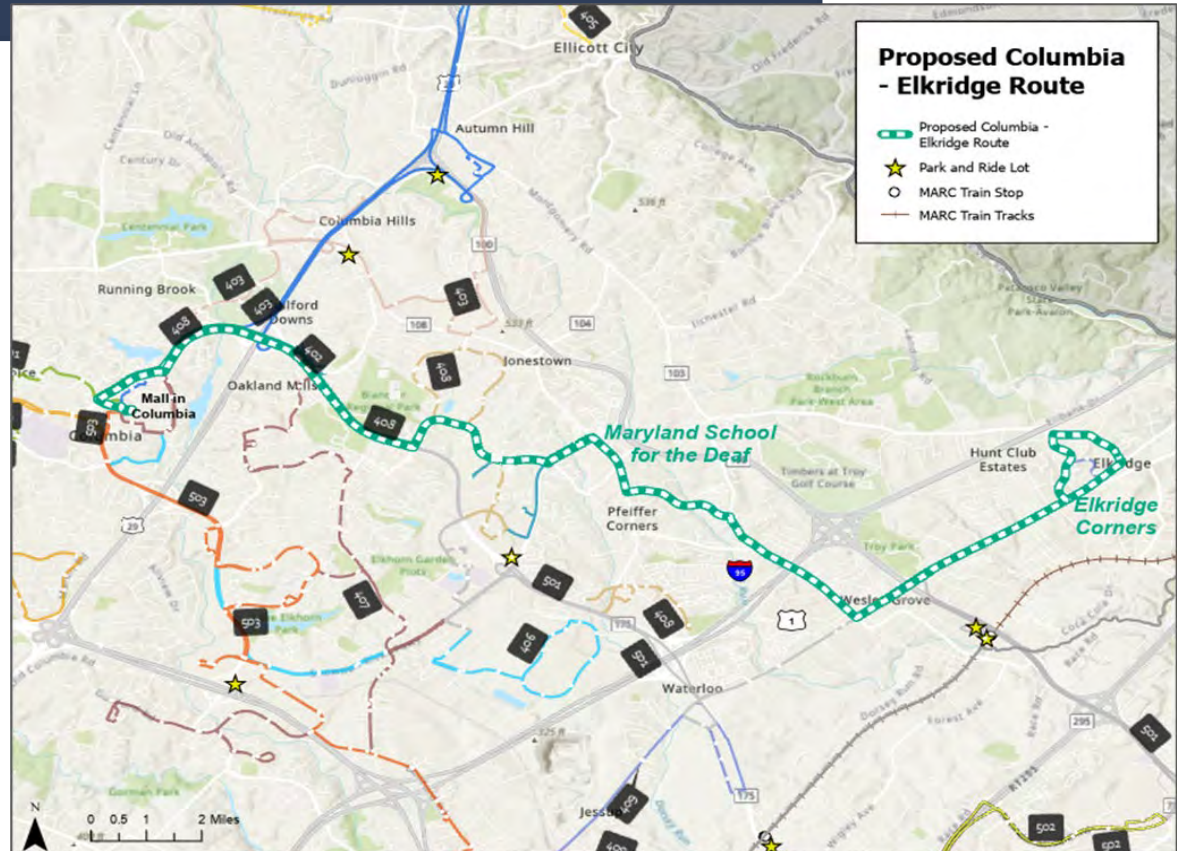
# Extend Route 501 to BWI MARC/Amtrak Station

- Extends Route 501 beyond Arundel Mills Mall to the BWI Train Station.
- Offers an improved connection to BWI (via BWI Courtesy Shuttles) without directly serving the congested passenger terminal.
- BWI's Amtrak/MARC Courtesy Shuttle operates 24/7 on an approximate 10- to 15-minute frequency, providing more opportunities for connections.
- This extension is expected to cost \$334,847 annually.



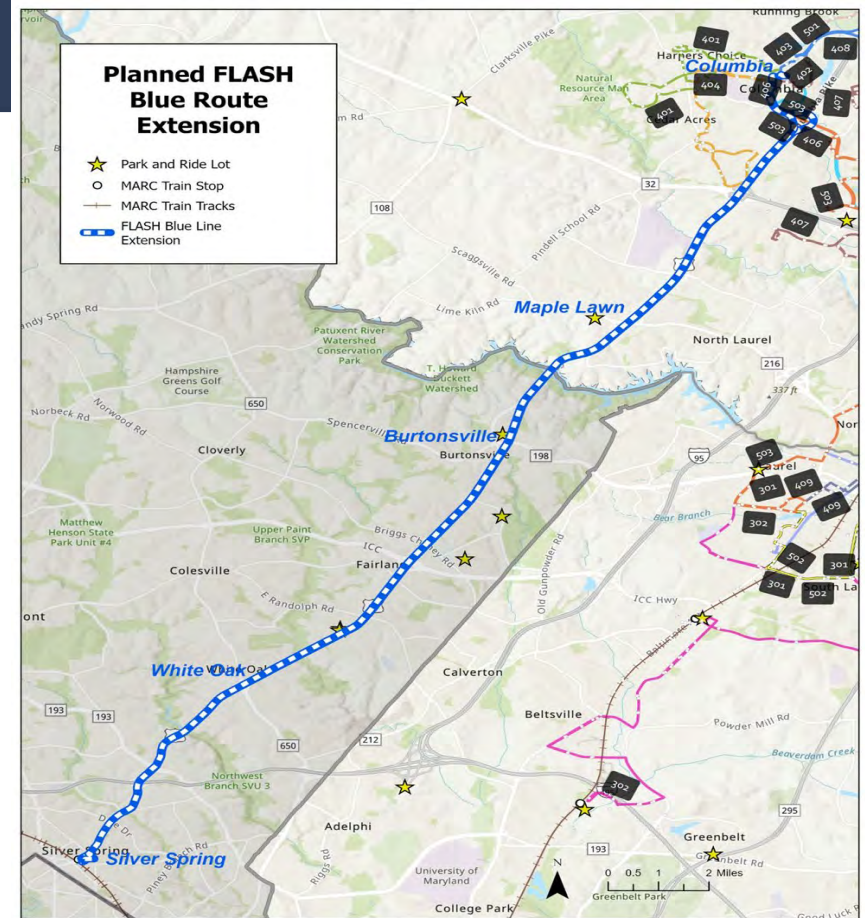
# New Service Between Columbia & Elkrige

- Provides more direct route between Elkrige and Columbia, reducing time in transit, eliminating the need for a transfer.
- New service would feed into the 409 to make connections to destinations in the Baltimore area.
- This new service is expected to cost approximately \$1,103,579.



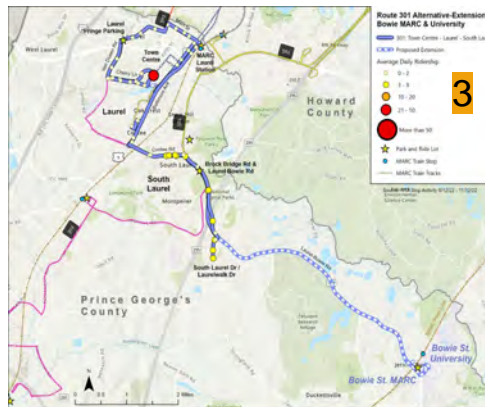
# Extend Peak Express Bus Rapid Transit (Flash BRT)

- Extension of existing FLASH Blue Route from Montgomery County on US-29 to Mall in Columbia.
- Additional stops include Johns Hopkins University Applied Physics Laboratory (APL) and Maple Lawn.
- 30-minute frequencies during peak periods, through-running to Silver Spring.
- Terminates in Silver Spring with connections available to WMATA Metrorail Red Line and MARC Brunswick Line at Silver Spring.
- This extension is expected to cost \$650,000 annually.



# Additional FY 27-28 Expansion Alternatives

- 1) New Route between Columbia/Laurel & Ft. Meade
- 2) New Route between Columbia & Clarksville (Phase 2)
- 3) New Route between Laurel & Bowie
- 4) New Route between Columbia and Maple Lawn/APL





## Contact Information

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# Regional Transportation Agency of Central Maryland Transit Development Plan

## Fiscal Years 2024 - 2028

Draft Final Report – October 2023



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# Chapter 1

## Introduction and Goals for the Plan

### Introduction

This Transit Development Plan (TDP) serves as a guide for public transportation improvements within Howard County and surrounding communities for a short-range (5-year) planning horizon. This is an update to the 2018 Central Maryland TDP and is intended to improve the efficiency and effectiveness of existing public transportation services provided by the Regional Transportation Agency of Central Maryland (RTA). The final TDP will document the history and current state of transit service, identify transportation needs and issues, develop organizational and service alternatives, and provide a comprehensive plan to guide improvements over the five-year planning cycle.

The Maryland Department of Transportation – Maryland Transit Administration (MDOT MTA) requires all Locally Operated Transit Systems (LOTS) in Maryland to conduct a TDP every five years. The LOTS, including Howard County, use their TDP as a basis for preparing the Annual Transportation Plan (ATP) which serves as the annual grant application for federal and state transit funding. To give a new service or service expansion the best chance of acquiring grant funding, the concept or project should be included in the TDP. The planning process for the TDP was guided by Howard County, RTA, Howard County's Multimodal Transportation Board, and MDOT MTA.

This TDP documents the entire planning process and provides conceptual five-year operating, capital, and financial plans. The TDP is organized in the following order:

- **Chapter 1: Introduction and Goals for the Plan**
- **Chapter 2: Review of Existing Services**
- **Chapter 3: Review of Needs**
- **Chapter 4: Community Input**
- **Chapter 5: Organizational and Service Alternatives**
- **Chapter 6: Transit Service Plan**

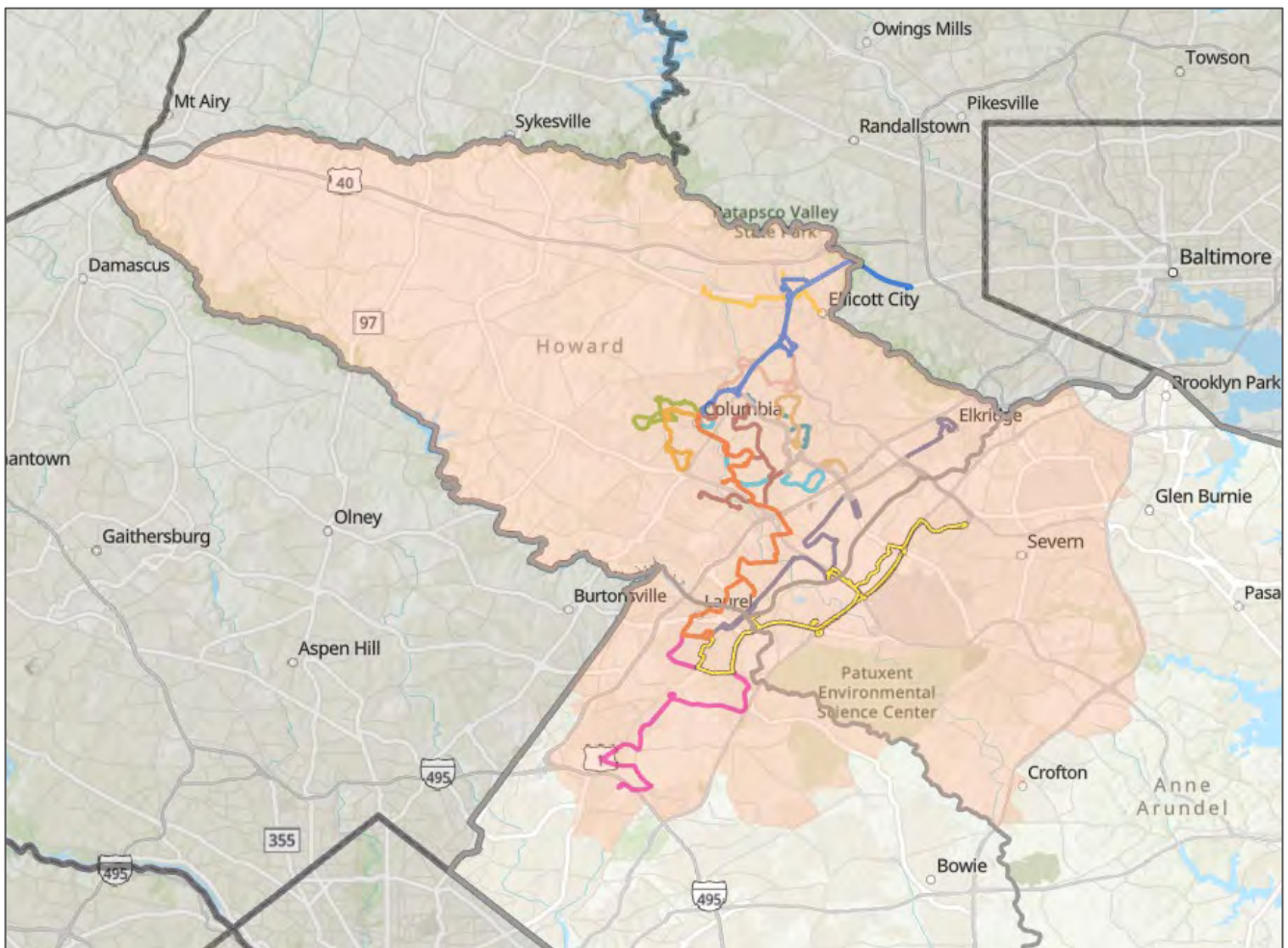
This first chapter highlights Howard County's existing public transportation goals and goals for the TDP. The goals were updated throughout the planning process as additional issues and opportunities came to light.

The latter portion of this chapter includes a review of existing planning reports and studies that specifically impact Howard County and the RTA. The purpose of including this review is to ensure this TDP is consistent with and builds upon other local and regional planning efforts.

## Study Focus

The 2018 Central Maryland TDP was a regional effort with partners from Anne Arundel County, Howard County, Northern Prince George's County, and the City of Laurel. The 2018 TDP primarily focused on RTA service as it was the primary transit service provider in each locality at the time. Since the 2018 TDP, Anne Arundel County has launched Anne Arundel County Transit – taking over former RTA routes and expanding transit throughout the county. The RTA is Howard County's transit operator, and the RTA's service will be the primary focus of this TDP. The RTA was formed through the Central Maryland Transportation & Mobility Commission (CMTMC) which represents Howard County, Anne Arundel County, Northern Prince George's County, and the City of Laurel.

**Figure 1-1: Central Maryland Area – Study Focus Area**



## Guiding Organizations

The development of the TDP was guided by a technical advisory group that consisted of Howard County's Office of Transportation (OOT), the RTA, and MDOT MTA. Input on the TDP process and findings were provided through Howard County's Multimodal Transportation Board (MTB), the Central Maryland Transportation and Mobility Commission (CMTMC), and RTA's Rider Advisory Council (RAC).

### Howard County Office of Transportation (OOT)

The Howard County OOT's primary focus is to increase the efficiency and effectiveness of public transportation services, walking, and bicycling in and around Howard County and ensure that connectivity is front and center in land use planning and site development.

### Regional Transportation Agency of Central Maryland (RTA)

RTA is a public transportation service providing fixed route and paratransit services within Howard County, Anne Arundel County, Northern Prince George's County and the City of Laurel.

### Howard County Multimodal Transportation Board (MTB)

Howard County's MTB advises the County Executive and County Administration on transportation matters, particularly involving the county's local public transportation contractor.

### Central Maryland Transportation & Mobility Commission (CMTMC)

The CMTMC represents Howard County, Anne Arundel County, Northern Prince George's County, and the City of Laurel. The group is responsible for promoting the parties' interests and providing guidance for the transit services operated by RTA.

### RTA Riders' Advisory Council (RAC)

The Riders' Advisory Council (RAC) is the forum for RTA riders, including residents, workers, students, seniors, and persons with disabilities, to engage directly with RTA management and agency partners in Anne Arundel County, Howard County, Prince George's County, and the City of Laurel. The RAC regularly advises the CMTMC.

## Goals for the TDP

An initial step in the planning process is formulating the goals and objectives for the updated TDP. The following goals have been drafted based on meetings and discussions with Howard County and RTA staff. The goals will be used to guide the development of the TDP and will be updated throughout the planning process as additional needs are identified. The following goals are not presented in priority order.

### Goal 1: Evaluate Alternatives from Previous TDP

- Focus on core services to see if recommended alternatives are still pertinent.

### Goal 2: Set Realistic Performance Goals and Service Improvements

- The TDP must be realistic, based in financial reality but also provide a vision for the future.
- Each TDP recommendation should be tied to Howard County's General Plan and functional transportation plans such as Walk Howard and Bike Howard.
- RTA has the capability to implement one to two new services or routes per year.
- Additional operating assistance will be needed for new services.
- Stable formula grants are unlikely to support significant service expansion in FY2024 and FY2025.
- Expanding service frequency during mid-day hours is not an option for the next five years.

### Goal 3: Ensure Regional Coordination

- Ensure regular and consistent communication with neighboring jurisdictions and the MTA.
- Identify routes that can improve connections to regional transportation centers.
- Ensure consistency between the TDP and the ongoing BMC Regional Transit Plan.
- Given the recent implementation of RTA service to Catonsville, invite Baltimore County to participate as a partner jurisdiction with a Memorandum of Understanding.

### Goal 4: Increase Ridership

- Transit ridership has almost rebounded following Covid-19 related declines.
- With full service restored in early FY2024, ridership is expected to further rebound.
- Expand upon partnerships with Howard County Public School System and Howard Community College to increase ridership among students.
- Considering increasing frequencies to improve service and increase ridership.
- RTA's ridership goal is to reach one million rides per year.

## **Goal 5: Explore Transition towards Electric Buses**

- There is great interest in a transition from gas/diesel buses to alternative fuels, specifically electric.
- RTA currently has three BYD electric buses with charging stations.
- Howard County would like expert guidance on planning for electric vehicles.

## **Goal 6: Study and Implement Bus Rapid Transit**

- Priority is to connect Columbia with Montgomery County FLASH BRT service running on US 29.
- Howard County has partnered with Montgomery County on a capital funding request.
- Howard County is looking at FLASH “light” bus stops which would allow level boarding.
- BRT expansion to Broken Land Parkway has also been identified as an area of interest.

## **Goal 7: Enhance Public Transit Circulation/Access in Columbia**

- Examine options to improve transit access in Columbia.
- Work with local advocacy groups in Columbia and update the transit circulator access study.

## **Goal 8: Enhance Transit Options along Route 1 Corridor**

- Increase fixed route service along the US 1 corridor.
- Implement on-demand micromobility services on US 1.

## **Goal 9: Study a Direct Connection between Elkridge and Columbia**

- Continue efforts to improve connectivity to Elkridge, supported by bus service.
- Route 501 provides limited service along US 1 south of Elkridge (between MD 175 and MD 100), new service options need to be identified.

## Review of Previous and Current Plans and Studies

The following section reviews recent plans and current initiatives addressing public transportation in Howard County. The reviewed plans include those specific to transportation, as well as those covering broader issues and planning efforts. Current and ongoing planning efforts will be updated throughout the TDP process. The summarized plans are presented in the following order:

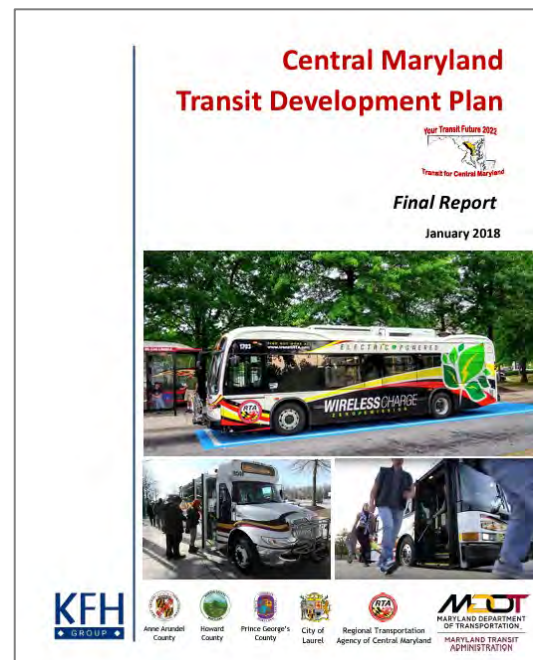
- 2018 Central Maryland Transit Development Plan
- Baltimore Regional Transit Needs Assessment
- MD 32 Enhanced Bus Feasibility Study
- Connecting Our Future: A Regional Transit Plan for Central Maryland
- Zero Emissions Bus Transition Plan
- BWI to Columbia Study (BMC)
- BMC Bus Stop Assessment
- HoCo by Design

### 2018 Central Maryland Transit Development Plan

The Central Maryland TDP, completed in 2018 and the precursor to this TDP, was a regional effort with partners from Anne Arundel County, Howard County, Northern Prince George's County, City of Laurel, RTA, and MDOT – MTA. Since completion of the previous TDP, Anne Arundel County has launched their own county-run public transportation service that provides some services previously provided by the RTA. The TDP consisted of the demographics and land use of the study area, public and stakeholder input, a review of existing services, service alternatives, a transit plan, and future transit development.

#### Howard County Strategies from the 2018 Central Maryland TDP:

- Basic performance and service improvements
  - Replace older, unreliable buses that are outdated and expensive to maintain
  - Streamline fare structure
  - Improved bus stops and bus shelters
- System reconfiguration and service expansions within 18 months (after public hearings)
  - Routes that better align with riders' needs
  - More shorter routes versus fewer longer routes within same service area
  - More direct routes and shorter travel times
  - More weekend and evening service, shorter headways



- Three plus year vision for service expansion
  - Local service Maple Lawn (via APL); Elkridge (via Long Reach), River Hill (via HCPS headquarters); Turf Valley
  - Bus Rapid Transit to Silver Spring
  - Downtown Columbia to Gateway transit corridor
- Mobility
  - Options to address the high cost and rising demand for demand response services
  - Ideas suggested to focus mobility services to where needs are greatest
  - Discussions with affected communities beginning in Spring/Summer of 2018

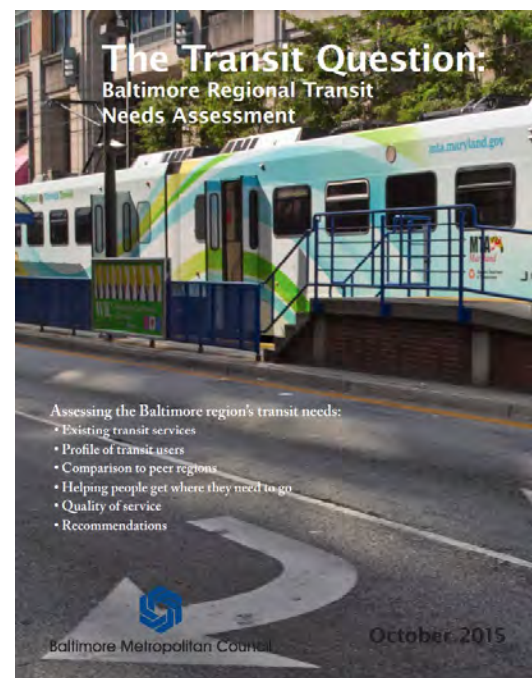
Within the TDP's five-year transit plan, recommended improvements for Howard County were placed into two phases. The first phase included additional routes, 30-minute headways on key routes, and expanded weekend service. Phase 2 included several expansion routes which will be examined through this TDP.

## Baltimore Regional Transit Needs Assessment

Completed in 2015, the Baltimore Regional Transit Needs Assessment includes a review of existing transit services, a profile of transit users, comparisons to peer regions, analysis of travel data, quality of service measures, and future recommendations. The assessment was conducted by the Baltimore Metropolitan Council (BMC) for all member jurisdictions, including Howard County.

The report includes several noteworthy statistics on transit usage and regional comparisons:

- In a 2014 survey, 17% of MARC ridership was made up of Howard County residents
- Howard County has the highest educational attainment in the Baltimore region (2013 ACS)
- From 1990 to 2015, Howard County had the highest population and employment growth rate of all Baltimore area jurisdictions



The assessment's recommendations are primarily aimed at MTA services; however, there are some key takeaways on regionalization efforts and an emphasis on providing improved transit to and from major employers. Relevant recommendations include:

- Improve accessibility at transit stations and stops
- Maintain a good state of repair for transit
- Use transit fares as an economic development tool to incentivize participation in the work force
- Coordinate with MTA, the region, and local governments to ensure consistency of regional policies

- Encourage opportunities for Transit-Oriented Development (TOD)
- Provide real-time arrival information and safety statistics
- Evaluate and expand transit support programs (e.g., guaranteed ride home, ride matching, etc.)
- Establish and fund a two-year effort to review local bus stops
- Study BRT and Bus on Shoulder (BOS)
- Evaluate bus priority strategies

## MD 32 Enhanced Bus Feasibility Study

With a grant from the Baltimore Regional Transportation Board's Unified Planning Work Program, the Anne Arundel County Office of Transportation was tasked with leading a study to determine the feasibility of bus rapid transit or enhanced bus service in the MD 32 corridor between Annapolis and Clarksville. Enhanced bus services include express bus, commuter bus, and bus rapid transit. A key takeaway regarding existing transit services in the area is that the most transit service operates between BWI Airport and BWI MARC Station and between Columbia Mall and East Columbia/Gateway. The major trip generators and targeted growth areas include Parole Town Center, Odenton Town Center, BWI Airport/Business District, Arundel Mills, Fort Meade, National Business Park, US 1 Corridor, Columbia Gateway, and Downtown Columbia. The study laid out four alternative segments, which included Columbia to US 1, US 1 to Odenton, Odenton to MD 3, and MD 3 to Annapolis/Parole. The study also discusses the benefits, drawbacks, and estimated travel times for each segment.

## Connecting Our Future: A Regional Transit Plan for Central Maryland

MDOT MTA created the Central Maryland Regional Transit Plan, which presents goals, objectives, and initiatives to enhance transit service, support the economy, and reduce impacts to the environment for the region by 2045. The main six objectives in the plan includes providing faster, more reliable service, improving the customer experience, growing the ridership, being more equitable, increasing access to jobs and opportunities, and preparing for the future. The plan utilized input from the public through pop-ups, presentations, regional open houses, commission meetings, inter-agency meetings, and online surveys. The overall themes from the public were to increase efficiency and reliability of transit services, improve access to jobs and schools, address personal safety and security concerns, maintain transit vehicles, stations, and stops, make it easier to transfer between different modes and systems, focus on current riders and people who are dependent on transit, reduce emissions, and explore additional funding sources.



Some of the deliverables for customers include:

- Improving on-time performance
- Increasing service on the most congested bus routes
- Rail and bus fleet replacement, including the advancement of a zero-emissions bus program
- One fare platform for all transit providers in the region
- Full ADA accessibility of all bus stops and rail stations

## Zero Emissions Bus Transition Plan

The Anne Arundel County Zero Emissions Bus Transition Plan (ZEB), completed In March 2022, will serve to inform the Howard County TDP to ensure regional coordination. The ZEB plan provides strategic goals to transition the transit fleet to Zero Emission Hybrid buses to achieve emissions reductions over the next decade and to increase the resiliency of the community to the effects of climate change. This plan was recognized by the Federal Transit Administration (FTA) and is included on their website as part of their environmental programs.

Anne Arundel County has committed to purchasing only zero-emission buses and hybrid-electric buses (HEBs) from 2023 onward. In 2023, Anne Arundel County will begin purchasing Battery Electric Buses (BEBs) to achieve the duty cycles of longer routes and blocks with larger energy demands than the current battery electric buses that are available in the current market. Anne Arundel County is committed to achieving a blended fleet by 2033 with the combination of BEBs and HEBs. The plan also lays out the necessary facilities and infrastructure modifications required, including charging stations.

## BMC Bus Stop Assessment

Completed in June 2022, the Bus Stop Assessment provided the Baltimore Metropolitan Council (BMC) with an inventory of the location, condition, and ADA accessibility of more than 1,500 bus stops maintained by six Locally Operated Transit Systems (LOTS) within the BMC's area of interest. Among the LOTS surveyed was RTA and the 453 bus stops it operates within Howard County. The study identified the extent of ADA compliance and amenity deficiencies at the surveyed locations and drafted cost estimates for proposed improvements to bus stops.

The key findings relevant to the Howard County TDP include:

- Less than a third of RTA bus stops have landing pads which fully conform to ADA standards and a third of bus stops have no landing pad at all.
- Only half of the bus stops have adequate lighting and fewer than a quarter have shelters or seating.
- Amenity and accessibility improvements for Howard County bus stops would cost an estimated \$5,857,900 (not including implementation costs), with \$3,804,000 of that going towards ADA accessibility improvements.



## HoCo By Design

Through HoCo By Design (HBD), Howard County's General Plan for the next 20 years, the county establishes its guiding principles as equity for all people and communities, predictability of future land use and common vision, sustainability in both future growth and natural resource conservation, and achievability grounded in stakeholder input and resource limitations. HBD presents the county's vision for transportation in *Chapter 4: County in Motion*. Through extensive public engagement it was identified that while automobiles are and likely will continue to be the primary method of transportation for most members of the community, there is a growing recognition

of the necessity to expand transit and multimodal networks to promote equity, improve roadway safety, and take advantage of Howard County's position as a link between Washington DC and Baltimore. In the context of broader regional connectivity, the plan emphasizes the need for county transit to connect



to the MARC network and to the Montgomery County Flash Bus Rapid Transit and the Purple Line once they are completed. Additionally, the plan lists 38 proposed transportation improvement projects identified in the previous General Plan and still under consideration. Some of these include:

- Constructing a [Downtown Columbia Transit Center](#) to improve service
- Supporting transit-oriented development around the Laurel Park and Dorsey MARC stations
- Widening US 29 to accommodate bus rapid transit connection to Montgomery County
- Constructing a regional trail from Elkridge to Ellicott City as part of a Patapsco Regional Greenway
- Developing the Hickory Ridge Bicycle Corridor to connect surrounding communities to Howard Community College and Downtown Columbia

# Chapter 2

## Review of Existing Services

### Introduction

This chapter provides a comprehensive review of the existing public transportation services in Howard County, western Anne Arundel County, northern Prince George's County, and the City of Laurel. The Regional Transit Agency of Central Maryland (RTA) is the primary focus of this review. However, other public and private transportation providers also serve Howard County and provide connections to destinations in adjacent counties and the greater metropolitan regions of Baltimore and Washington, D.C.

This document serves as a guide to identify any service gaps and areas for improvement in the performance and organizational efficiency of existing transit services. The combined results of the existing service analysis, transit needs analysis, and the community input process will serve as the basis for developing service and organizational recommendations.

This chapter is divided into the following sections:

- **Geography** – General overview of the RTA service area including Howard County, and its unique characteristics.
- **Overview of Existing Transit Services** – Review of regional public transportation providers with a focus on Regional Transportation Agency of Central Maryland (RTA).
- **Funding Sources and Fare Policy** – Operating and capital budget overview with a description of passenger fares.
- **Service Performance Evaluation** – Performance of RTA compared to the Maryland Department of Transportation – Maryland Transit Administration's (MDOT MTA) service standards, route profiles, ridership, and on-time performance.
- **Other Area Transportation Providers** – Identification of other transportation services that operate within or close to Howard County and the RTA service area.

## Geography

The study area for this TDP is a reflection of the RTA service area and includes Howard County, western Anne Arundel County, and northern Prince George's County (including the City of Laurel). Located mid-way between Baltimore and Washington, D.C., this study area (displayed in **Figure 2-1**) is a major transportation link in the northeastern corridor. The study area straddles two metropolitan areas. Howard and Anne Arundel Counties are members of the Baltimore Metropolitan Council (BMC) which serves as the Baltimore region's federally designated Metropolitan Planning Organization (MPO). Whereas Prince George's County is a member of the Metropolitan Washington Council of Governments (COG) which serves as the Washington region's MPO. With the proximity of these two metro areas, they have been combined into the Washington-Baltimore-Arlington (DC-MD-VA-WV-PA) Combined Statistical Area.

## Overview of Existing Transit Services

The RTA provides fixed route service, ADA complementary paratransit, and demand response service for seniors and persons with disabilities in Howard County. The RTA also provides some fixed route service in Anne Arundel and Prince George's County, which is addressed in this plan as it is an integral part of RTA service offerings.

RTA is the primary focus of this TDP; however, the central Maryland region is served by other public transit providers. Agencies with connecting service to RTA include Anne Arundel County Transit (AACT), Prince George's County's TheBus, the Maryland Transit Administration (MTA), and the Washington Metropolitan Area Transit Authority (WMATA). In addition, the MTA provides regional services through MARC commuter rail and the MTA commuter bus program. Each of these providers and their connecting services are profiled later in this chapter.

Specialized transportation services, including demand response services for seniors and persons with disabilities, are provided by the RTA. Other specialized transportation providers focus on the needs of specific population groups. Finally, there are private taxi firms and ride-hailing or transportation network companies (TNCs) such as Uber and Lyft. While only one taxi operator is licensed by Howard County, service providers to and from BWI Airport will provide connections to Howard County.

## Regional Transportation Agency of Central Maryland

RTA serves the citizens of Howard, western Anne Arundel and northern Prince George’s counties, and the City of Laurel with fixed route and demand response service (see **Figure 2-1**). The RTA service area is focused on Howard County and the City of Laurel, but also offers connections to areas of Anne Arundel and Prince George’s counties. RTA provides a local transit connection from these largely suburban counties to the surrounding major metropolitan areas of Baltimore, MD and Washington, D.C.



### Overview of RTA Service

Service is operated seven days a week. All routes operate on weekdays, with service spanning between 5:30 a.m. and 11:55 p.m. Peak hour headways are 60 minutes except for Route 502 (45 min. headways). Off-peak headways vary between 30 and 150 minutes. On Saturdays, twelve of the fourteen routes operate, with service spanning from 7 a.m. to 10 p.m. On Sundays, ten of the fourteen routes operate with service spanning from 9 a.m. to 8 p.m. Weekend headways are 60 minutes except for Route 502 (90 min. headways). **Table 2-1** presents the service characteristics, which include service area, origin-destination, days of service, the span of service, and headways. Detailed route-level characteristics are described in the Route Profiles Section.

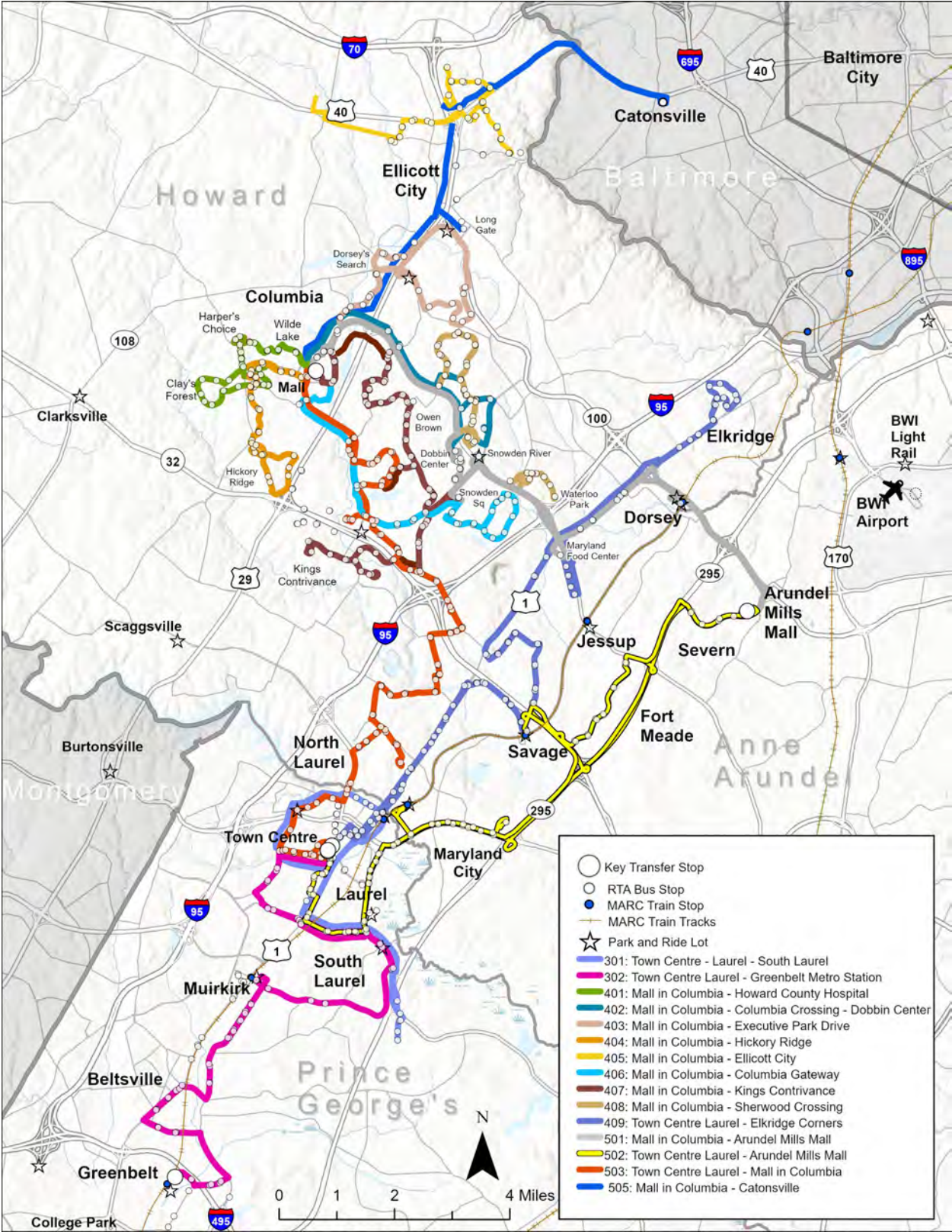
**Table 2-1: Fixed Route Service Characteristics**

Route	County Service Area	Service Characteristics			
		Day	Span	Peak Headways	Off-Peak Headways
301 South Laurel	Prince George’s	Weekdays	7:00am – 7:00pm	60 min.	60 min.
302 Town Centre Laurel – Greenbelt Metro Station	Prince George’s	Weekdays	6:00am – 7:00pm	60 min.	60 min.
		Saturday	9:00am – 6:00pm		
		Sunday	10:00am – 6:00pm		
401 Mall in Columbia – Howard County Hospital & Clary’s Forest	Howard	Weekdays	6:00pm – 11:00pm	30 min.	60 min.
		Saturday	8:00am – 10:00pm	30 min.	
		Sunday	9:00am – 8:00pm	60 min.	
402 Mall in Columbia – Columbia Crossing – Dobbin Center	Howard	Weekdays	7:30am – 5:30pm	60 min.	60 min.
		Saturday	8:30am – 5:30pm		
		Sunday	9:30am – 5:30pm		
403 Mall in Columbia – Executive Park Drive	Howard	Weekdays	6:00am – 10:00pm	60 min.	60 min.
		Saturday	8:00am – 8:00pm		
		Sunday	10:00am – 5:00pm		

Route	County Service Area	Service Characteristics			
		Day	Span	Peak Headways	Off-Peak Headways
404 Mall in Columbia – Hickory Ridge	Howard	Weekdays	6:00am – 9:00pm	60 min.	60 min.
		Saturday	8:00am – 7:00pm		
		Sunday	9:00am – 5:00pm		
405 Ellicott City	Howard	Weekdays	5:30am – 6:00pm	60 min.	60 min.
		Saturday	7:30am – 6:00pm		
406 Mall in Columbia – Columbia Gateway	Howard	Weekdays	7:30am – 5:30pm	60 min.	60 min.
407 Mall in Columbia – Kings Contrivance	Howard	Weekdays	6:00am – 11:00pm	60 min.	60 min.
		Saturday	8:00am – 10:00pm		
		Sunday	9:00am – 8:00pm		
408 Mall in Columbia – Sherwood Crossing	Howard	Weekdays	6:00am – 11:00pm	60 min.	60 min.
		Saturday	8:00am – 10:00pm		
		Sunday	9:00am – 8:00pm		
409 Town Centre Laurel – Elkridge Corners	Howard, Prince George's	Weekdays	6:00am – 7:00pm	60 min.	60 min.
		Saturday	8:00pm – 6:00pm		
501 Mall in Columbia – Arundel Mills Mall	Howard, Anne Arundel	Weekdays	6:00am – 10:00pm	60 min.	60 min.
		Saturday	8:00am – 10:00pm		
		Sunday	9:00am – 6:00pm		
502 Town Centre Laurel – Arundel Mills Mall	Anne Arundel, Howard, Prince George's	Weekdays	6:00am – 10:00pm	45 min.	60 min.
		Saturday	9:00am – 9:00pm	90 min.	90 min.
		Sunday	10:00am – 7:00pm	90 min.	90 min.
503 Town Centre Laurel – Mall in Columbia	Howard, Anne Arundel, Prince George's	Weekdays	6:00am – 8:00pm	60 min.	60 min.
		Saturday	9:00am – 7:00pm		
505 Mall in Columbia – Catonsville via Ellicott City	Baltimore, Howard	Weekdays	6:00am – 9:30pm	60 min.	60 min.
		Saturday	8:00am – 9:30pm		
		Sunday	9:00am – 5:30pm		
RTA Mobility's General Paratransit Service (GPT)	Howard	Weekdays	9:00am – 5:00pm	N/A	N/A
RTA Mobility's ADA Paratransit Service	Howard, Anne Arundel, Prince George's	Available during the same days and times as RTA fixed route service		N/A	N/A

SOURCE: CENTRAL MARYLAND RTA ROUTE MAPS &amp; SCHEDULES, 2023

Figure 2-1: RTA Service Area and Route Network



## Management and Organizational Structure

RTA's management has developed over the past twenty years as different organizational structures evolved in response to the need for a mechanism to support both local and regional services in the region. Over the past two decades, the operation of these services shifted from a private non-profit organization to a management company under contract to provide regional services, to the current model which supports a limited set of joint regional routes. While a regional operations facility was planned and built, the goal of a regional transit authority has not been realized and separate county-based systems have resulted.

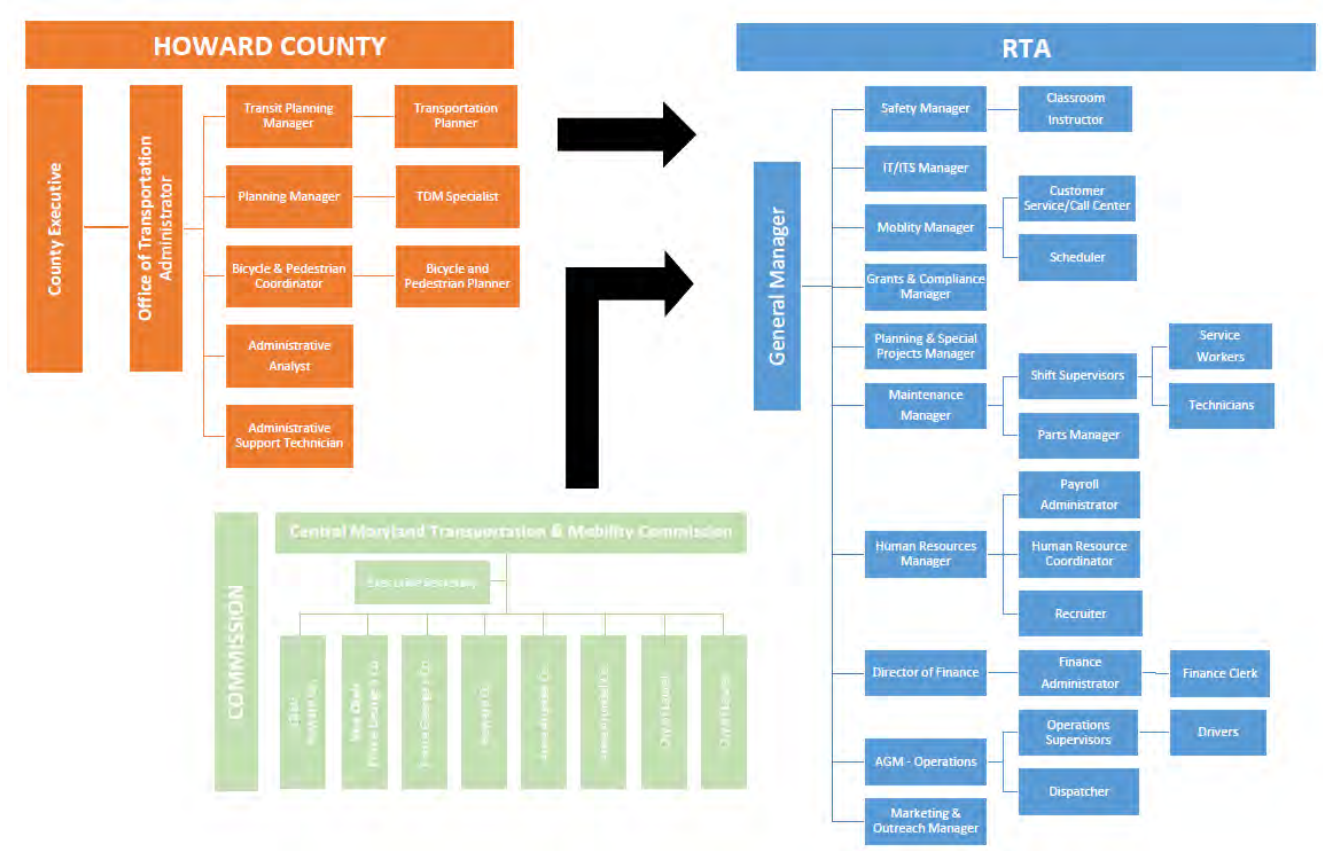
Shortly after the 2018 Central Maryland TDP, RTA Routes in Anne Arundel County were replaced by fixed route services from Anne Arundel County's Office of Transportation (AAOOT), and RTA services in Prince George's County were reduced. The result is that the RTA is much more of a Howard County focused system.

Howard County, through its Office of Transportation, contracts with Transit Management of Central Maryland (TMCM), which is a wholly-owned subsidiary of First Transit (now Transdev) to operate fixed route and paratransit/demand response services in Howard County, and routes linking the county adjacent jurisdictions. TMCM provides most of the administration and management of the transit services, with the county staff role focused on grants administration, contract oversight, and compliance. Howard County is the grant subrecipient for state and federal transit funding for Howard County, and the legal responsibility for public transit rests with the County.

There are continuing elements of the previous efforts to create a regional transit system. Regional coordination is provided under a Memorandum of Understanding (MOU) of the Central Maryland Transportation and Mobility Consortium (CMTMC) which has been signed by Anne Arundel County, Howard County, Prince George's County, and the City of Laurel. The MOU defines each entity as an equal partner in a cooperative effort to maintain an efficient and effective coordinated bus system in central Maryland. With the addition of Route 505 into Catonsville, the CMTMC may consider extending an invitation to Baltimore County to participate as a member jurisdiction.

As described in the MOU, Howard County, on behalf of the four jurisdictions, has contracted with a third-party private firm (TMCM) to manage and operate transit services in the region. Howard County is the contract manager. The MOU creates a commission with representatives of the four jurisdictions to provide policy direction concerning transit services. Each jurisdiction appoints two commissioners, none of which may be employed by the contractor. There is a Rider's Advisory Council whose chair is a non-voting member of the commission. There are commission bylaws that set forth the mission of the commission and its activities, while representing the interests of the parties. A major focus of the CMTMC is the allocation of RTA service hours among the participating jurisdictions to be used in allocating the costs of fixed route and paratransit services provided by the RTA in each jurisdiction.

**Figure 2-2: RTA Organizational Structure**



SOURCE: RTA, JANUARY 2023

For FY2023 the MOU requires each of the partners to allocate funding for their share of the hours of service, based on the actual service provided and adjusted to reflect expected transit funding from the MTA and expected federal relief funding under the American Rescue Plan (ARP) and the Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA). Although the MOU provides the option for the participants to lease individually owned transit assets to TMCM, there are no longer any transit assets used by TMCM that are not owned by Howard County.

In addition to the CMTMC, actual transit service coordination takes place through periodic meetings of the transit program staff representing each of the jurisdictions. On a day-to-day basis, contact between the transit program staff of the parties is another aspect of the administration of the RTA beyond the more formal and less frequent contact provided through the commission.

The key aspect of the transit organizational structure in Howard County is that the County is the funding subrecipient through which funding is provided and that the management and operation of the services are provided by a contractor (TMCM). Routes that provide connections between Howard County and its adjacent jurisdictions are operated under an MOU among the jurisdictions that allocate the cost of the regional routes among them.

## Fleet Structure

Based on an RTA vehicle inventory compiled on August 8, 2023, the overall fleet managed by the RTA includes 89 vehicles, of which fourteen are support/non-revenue vehicles. **Table 2-2** provides an overall RTA fleet inventory. As can be seen in the table, thirteen vehicles are listed as inactive, of which four are paratransit vehicles, two are service vehicles and the remainder (7) are fixed-route transit buses. Current RTA services require a peak pull out of 24 fixed route vehicles and 21 paratransit vehicles. At the same time, RTA is beginning to receive new vehicles ordered over the past three years which will replace vehicles that are past their useful life or are otherwise out of service. The current spare ratio is 37%, compared to MTA guidelines calling for no more than a 20% spare ratio, but the overall RTA spare ratio for “normal” levels of service is difficult to determine at this point owing to turnover in the vehicle fleet. There are 20 new vehicles (nine paratransit and 11 fixed route) entering service in 2023, offsetting the thirteen inactive vehicles.

In comparison to the previous TDP, there have been major improvements in fleet management. Another issue that has been addressed is fleet ownership. The entire fleet is owned (or leased) by Howard County/RTA, and there is no longer any mixed ownership of the fleet. This does not mean that future local capital match for vehicle replacements (or expansions) should be paid entirely by Howard County. There is an opportunity for both Prince George’s and Anne Arundel to contribute to the fleet in the future.

**Table 2-2: RTA Vehicle Inventory**

Fleet #	Status	Year	Vehicle Make/Model	Service Type*	Vehicle Type	Miles
<b>Revenue Vehicles</b>						
12	Active	2015	FORD, FUSION HYBRID	DR	Accessible Car	225,773
14	Active	2015	FORD, FUSION HYBRID	DR	Accessible Car	197,218
16	Active	2021	TOYOTA, CAMRY HYBRID	DR	Accessible Car	7,264
17	Active	2021	TOYOTA, CAMRY HYBRID	DR	Accessible Car	126
18	Active	2021	TOYOTA, CAMRY HYBRID	DR	Accessible Car	0
19	Active	2021	TOYOTA, CAMRY HYBRID	DR	Accessible Car	0
20	Active	2021	TOYOTA, CAMRY HYBRID	DR	Accessible Car	0
21	Active	2021	TOYOTA, CAMRY HYBRID	DR	Accessible Car	0
200	Active	2014	FORD, CUTAWAY	FR	Light Duty	399,667
201	Active	2014	FORD, CUTAWAY	FR	Light Duty	398,768
202	Active	2014	FORD, CUTAWAY	FR	Light Duty	402,502
203	Active	2014	FORD, CUTAWAY	FR	Light Duty	402,103

Fleet #	Status	Year	Vehicle Make/Model	Service Type*	Vehicle Type	Miles
204	Active	2014	FORD, CUTAWAY	FR	Light Duty	439,396
205	Active	2015	FORD, CUTAWAY	DR	Light Duty	350,655
206	Active	2015	FORD, CUTAWAY	DR	Light Duty	298,028
207	Active	2015	FORD, CUTAWAY	DR	Light Duty	285,414
208	Active	2015	FORD, CUTAWAY	DR	Light Duty	298,441
209	Active	2015	FORD, CUTAWAY	DR	Light Duty	325,829
210	Active	2015	FORD, CUTAWAY	DR	Light Duty	295,096
211	Inactive	2015	FORD, CUTAWAY	DR	Light Duty	301,219
212	Active	2015	FORD, CUTAWAY	DR	Light Duty	295,732
213	Active	2017	FORD, CUTAWAY	DR	Light Duty	190,539
214	Active	2017	FORD, CUTAWAY	DR	Light Duty	206,684
215	Active	2017	FORD, CUTAWAY	FR	Light Duty	212,479
216	Inactive	2017	FORD, CUTAWAY	DR	Light Duty	286,337
217	Active	2017	FORD, CUTAWAY	DR	Light Duty	233,203
218	Active	2017	FORD, CUTAWAY	DR	Light Duty	193,235
219	Active	2017	FORD, CUTAWAY	DR	Light Duty	238,265
220	Active	2017	FORD, CUTAWAY	DR	Light Duty	246,515
225	Active	2019	FORD, TRANSIT VAN	DR	Accessible Van	34,618
226	Active	2019	FORD, TRANSIT VAN	DR	Accessible Van	77,620
227	Active	2019	FORD, TRANSIT VAN	DR	Accessible Van	75,455
228	Active	2019	FORD, TRANSIT VAN	DR	Accessible Van	55,269
229	Active	2019	FORD, TRANSIT VAN	DR	Accessible Van	63,796
230	Active	2023	FORD, CUTAWAY	DR	Light Duty	N/A
231	Active	2023	FORD, CUTAWAY	DR	Light Duty	N/A
232	Active	2023	FORD, CUTAWAY	DR	Light Duty	N/A
233	Active	2023	FORD, CUTAWAY	DR	Light Duty	N/A
234	Active	2023	FORD, CUTAWAY	DR	Light Duty	N/A
235	Active	2023	FORD, CUTAWAY	DR	Light Duty	N/A
236	Active	2023	FORD, CUTAWAY	DR	Light Duty	N/A
237	Active	2023	FORD, CUTAWAY	DR	Light Duty	N/A
238	Active	2023	FORD, CUTAWAY	DR	Light Duty	N/A
1701	Active	2016	BYD, TRANSIT BUS	FR	Heavy Duty Large	42,528

Fleet #	Status	Year	Vehicle Make/Model	Service Type*	Vehicle Type	Miles
1702	Active	2016	BYD, TRANSIT BUS	FR	Heavy Duty Large	91,183
1703	Active	2016	BYD, TRANSIT BUS	FR	Heavy Duty Large	76,477
1704	Active	2017	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	289,322
1705	Active	2017	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	259,522
1706	Active	2017	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	242,943
1707	Active	2017	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	238,876
1708	Active	2017	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	264,562
1709	Active	2017	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	265,211
1710	Active	2017	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	239,681
1801	Active	2018	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	182,212
1802	Active	2018	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	188,799
1803	Active	2018	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	204,317
1804	Active	2018	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	229,928
1805	Active	2018	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	187,782
1806	Active	2018	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	197,536
1901	Active	2019	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	155,169
1902	Active	2019	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	139,331
2201	Active	2022	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	N/A
2202	Active	2022	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	N/A
2203	Active	2022	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	N/A
2204	Active	2022	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	N/A
2205	Active	2022	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	N/A
2206	Active	2022	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	N/A
2207	Active	2022	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	N/A
2208	Active	2022	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	N/A
2209	Active	2022	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	N/A
2210	Active	2022	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	N/A
2211	Active	2022	ENC (EL DORADO), TRANSIT BUS	FR	Heavy Duty Medium	N/A
9520	Active	2008	GILLIG HYBRID, TRANSIT BUS	FR	Heavy Duty Large	681,069
9521	Active	2008	GILLIG HYBRID, TRANSIT BUS	FR	Heavy Duty Large	629,574
9525	Active	2009	GILLIG HYBRID, TRANSIT BUS	FR	Heavy Duty Large	632,979
9534	Active	2011	GILLIG HYBRID, TRANSIT BUS	FR	Heavy Duty Large	617,339

Fleet #	Status	Year	Vehicle Make/Model	Service Type*	Vehicle Type	Miles
9535	Active	2011	GILLIG HYBRID, TRANSIT BUS	FR	Heavy Duty Large	561,484
9536	Active	2011	GILLIG HYBRID, TRANSIT BUS	FR	Heavy Duty Large	508,812
9543	Inactive	2014	INTERNATIONAL/ELDORADO, TRUCK BUS	FR	Light Duty	336,128
9545	Inactive	2002	GILLIG, TRANSIT BUS	FR	Heavy Duty Large	N/A
9547	Inactive	2002	GILLIG, TRANSIT BUS	FR	Heavy Duty Large	N/A
9550	Inactive	2002	GILLIG, TRANSIT BUS	FR	Heavy Duty Large	N/A
Support (Non-Revenue) Vehicles						
8	Inactive	2014	FORD, FUSION HYBRID	NR	Support Vehicle	261,689
M1	Active	2015	FORD, PICKUP F250	NR	Support Truck	85,360
M3	Active	2017	CHEVY, PICKUP 2500	NR	Support Truck	71,050
M4	Active	2019	FORD, PICKUP 350	NR	Support Truck	17,948
M5	Active	2023	FORD, F150	NR	Support Truck	N/A
S2	Active	2014	CHEVY, MALIBU	NR	Support Vehicle	157,645
S3	Active	2014	CHEVY, MALIBU	NR	Support Vehicle	138,740
S13	Active	2019	FORD, TRANSIT 150	NR	Support Van	35,042
S14	Active	2019	FORD, TRANSIT 150	NR	Support Van	36,848
S20	Active	2018	FORD, ESCAPE	NR	Support Vehicle	60,512
S21	Active	2018	FORD, ESCAPE	NR	Support Vehicle	77,104
S22	Active	2018	FORD, ESCAPE	NR	Support Vehicle	61,801
S23	Active	2018	FORD, ESCAPE	NR	Support Vehicle	64,235
S24	Inactive	2018	FORD, ESCAPE	NR	Support Vehicle	81,233

\*SERVICE TYPE: DEMAND RESPONSE (DR), FIXED ROUTE (FR), AND NON-REVENUE (NR)  
SOURCE: HOWARD COUNTY OFFICE OF TRANSPORTATION, AUGUST 8, 2023.

## Facilities

RTA Headquarters and administrative offices are located at 8510 Corridor Road, Savage, Maryland 20763. This facility includes office space and a large conference room. The Operations and Maintenance facility is located at 8800 Corridor Road, Annapolis Junction, Maryland 20701. The facility is about one mile away from RTA Headquarters and includes outside parking for buses and cars.

**Figure 2-3: RTA Operations and Maintenance Facility (8800 Corridor Road)**



SOURCE: HOWARD COUNTY, MD

## Major Transfer Points

- Columbia Mall** – The Columbia Mall Transit Center is located at 10300 Little Patuxent Parkway, Columbia, Maryland 21044. The transit center serves as the transfer point for eight RTA routes – Routes 401, 402, 403, 404, 406, 407, 408, 501, 503, and 505. MTA Express Bus 150 to Baltimore, MTA Commuter Buses 310 and 320 to Baltimore, and MTA Commuter Buses 203, 305, 315 and 345 also serve the transit center.
- Towne Centre at Laurel** – The transfer center at Towne Centre at Laurel is located at 14708 Baltimore Avenue, Laurel, Maryland 20707. The transit center serves as the transfer point for five RTA routes – Routes 301, 302, 409, 502, and 503. Also serving the transit center are WMATA local bus routes 89M and Z7.
- Arundel Mills Mall** – This transfer center is located at 7000 Arundel Mills Circle, Hanover, Maryland 21076. The transit center serves as the transfer point for two RTA routes – Routes 501, and 502. MTA local bus Route 75 and commuter bus Route 201 also serve the transit center.
- Greenbelt Metro Station** – The Metro Station is located at 5600 Greenbelt Metro Drive, Maryland 20740. The station serves as the transfer point for RTA route 302, TheBus routes 11 and 16, and WMATA routes 89M, C2, G12, G14, and R12. The station also has access to WMATA rail, MTA MARC commuter rail (Baltimore Camden line), and intercity bus lines.
- Catonsville Walmart** – This transfer point is located at 6205 Baltimore National Pike, Catonsville, MD 21228. The transfer point connects RTA's Route 505 to MTA Routes 77, 150, and CityLink Purple as well as UMBC's Route 40.

**Figure 2-4: Columbia Mall Transit Center**



## Technology

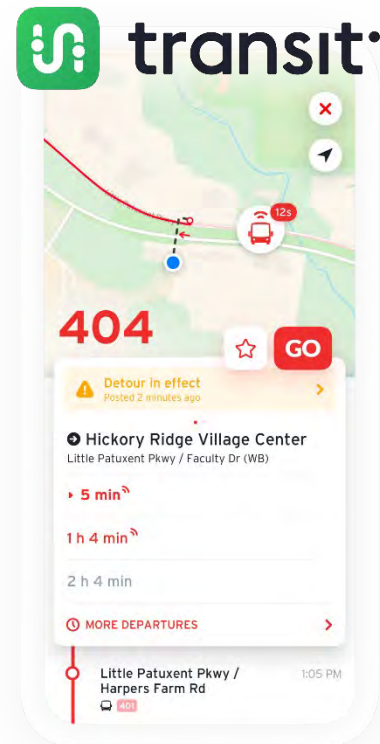
The *Transit App* is RTA's officially endorsed mobile app. It provides a trip planner with real-time arrival information for transportation services across the entire region. Through a partnership between RTA and the *Transit App*, fare passes can be purchased through the app for mobile fare payment. The app also provides services alerts and a real-time bus tracker for specific routes.

Beyond the typical range of administrative tools and technologies, RTA employs several advanced technologies for public transit service. These include communication systems, video monitoring systems, vehicle tracking systems, fare validation systems, and automatic passenger counters. Bus stop annunciators became operational in October, 2023.

## Marketing

RTA conducts a wide range of marketing and advertising activities to educate the public, local agencies, and community leaders about the transit service. RTA participates in numerous community events and sets up informational displays with giveaway items. Recent outreach activities have included free far days, Bike-to-Work Week, Car Free Day, and local employment fairs. A recent focus has been engaging with high school and college students. RTA also provides travel training, on a limited basis, for individuals with limited experience riding the bus (e.g., students, seniors, individuals with disabilities, etc.).

RTA is very active through social media engagement with riders and the community. RTA maintains a Facebook account and X/Twitter account to engage with the users and provide notices of service alerts, upcoming events, and other key information. The primary source of RTA information is the website ([transitrt.com](http://transitrt.com)). The website provides detailed service schedules, maps, contact information, and other resources for riders.



**Figure 2-5: Transit App**

## Funding Sources

MTA's Office of Local Transit Support (OLTS) administers Federal and State funding for the LOTS in Maryland, including RTA. During fiscal year 2023, RTA was awarded funding from the following programs:

- **FTA Section 5307** –Federal (and State matching when State finances allow) funding for small urban areas of the State (areas with a population of 50,000 to 200,000). Funds can be used to subsidize operating, capital, or administrative costs. For operating and administrative expenses, the FTA will fund up to 50 percent with the other 50 percent being funded locally (sometimes with State support). For capital expenses, the FTA will fund up to 80 percent, with a minimum of 20 percent State and local match required. These funds are allocated by the FTA to small urban areas. Allocations are published annually in the Federal Register. The State provides some of the non-Federal share and MTA staff are responsible for the administration of these grant funds. The systems apply annually for funds to be used for operating or capital.
- **Large Urban Capital and Operating Assistance**– State funds for operating and capital assistance in large urban areas. In FY 2022, eligibility for these funds is limited to the City of Annapolis, Anne Arundel County, Cecil County, Howard County, Montgomery County, Prince George's County, and Queen Anne's County.
- **Americans with Disabilities Act (ADA) Funding** – State funding for public transit systems that operate fixed routes are eligible to apply for these funds, as these are the only systems required by law to provide complementary paratransit service to individuals with disabilities. The State ADA funding program requires a minimum of 10 percent local match and can only be used for operating expenses. In some cases, this funding has been used to leverage additional 5307 funding. Howard County uses it to help support its ADA paratransit services.
- **Washington Area Grant**-- State funding for Montgomery, Prince George's County, and Howard County to support eligible Local Bus Service operated in those counties. The program was established through state legislation in 1980 to complement the state aid provided to support Washington Metropolitan Area Transit Authority (WMATA) bus and rail services in Maryland. It provides both capital and operating funding for services provided in Montgomery and Prince George's Counties, subject to particular eligibility requirements, definitions, and performance measures. It is administered by the OLTS program despite being part of the overall Washington area transit funding provided by MDOT. Howard County receives WAG funding because of its services operated in Prince George's County.
- **SSTAP (Statewide Special Transportation Assistance Program)** – State funds to provide transportation for seniors and individuals with disabilities. This funding is distributed to the counties (and the City of Baltimore) on a formula basis annually to support specialized transportation services. In Howard County, this funding is used to support the General Public paratransit program.

Howard County applied for operating assistance from the state. Capital applications under the MTA program are for funding from MTA's Public Transportation Program (PTP) which includes state Large Urban, Section 5307, Section 5311, and FTA Section 5339 capital funding. MTA-OLTS may utilize capital funding from the different programs in its PTP category to address needs.

## Operating Budget

RTA's operating budget for fiscal year 2022 was \$20.4 million.

**Table 2-4: RTA FY2022 Budget**

Program Name	Share	Operating Assistance
Large Urban	State	\$1,298,738
	Local	\$7,701,193
	<b>Subtotal</b>	<b>\$8,999,931</b>
MTA's PTP Capital Assistance	Federal	\$2,427,340
	State	\$303,418
	F&S Subtotal	\$2,730,758
	Local	\$303,414
	<b>Subtotal</b>	<b>\$3,034,172</b>
Section 5307	Federal	\$1,107,496
	State	\$369,165
	F&S Subtotal	\$1,476,662
	Local	\$2,756,307
	<b>Subtotal</b>	<b>\$4,232,969</b>
ADA	State	\$430,000
	Local	\$1,715,225
	<b>Subtotal</b>	<b>\$2,145,225</b>
SSTAP	State	\$162,520
	Local	\$1,829,069
	<b>Subtotal</b>	<b>\$1,991,589</b>
Total MTA – Funded Programs	Federal	\$3,534,836
	State	\$2,563,841
	F&S Subtotal	\$6,098,677
	Local	\$14,305,208
	<b>Total</b>	<b>\$20,403,885</b>

## Capital Budget

RTA's FY2022 capital budget (most recently completed prior to the start of this planning process) was \$3,034,175 and included seven heavy-duty buses to be replaced and preventative maintenance for the entire fleet. As demonstrated in **Table 2-5**, this budget requires a 10 percent local funding match to secure federal and state funds.

**Table 2-5: RTA FY2022 Capital Budget**

Capital Project Plan FY 2022 Future Vehicle Requests				
Project Name or Brief Description	Vehicle Replaced	Total FY20 Project Cost	Requested Funding Source	PTP Local
2002 Gillig Heavy Duty Transit Bus	9545	\$417,025	PTP (90% Federal, 10% Local)	\$41,702.50
2002 Gillig Heavy Duty Transit Bus	9547	\$417,025		\$41,702.50
2014 Ford Phoenix	201	\$417,025		\$41,702.50
2014 Ford Phoenix	200	\$417,025		\$41,702.50
2014 Ford Phoenix	202	\$417,025		\$41,702.50
2014 Ford Phoenix	203	\$417,025		\$41,702.50
2014 Ford Phoenix	204	\$417,025		\$41,702.50
Preventive Maintenance	--	\$115,000		\$11,500.00
		\$3,034,175		\$303,417.50

**Table 2-6** includes projected capital requests for FY 2023.

**Table 2-6: RTA Projected Capital Requests**

Capital Project Plan Future Vehicle Replacements				
Vehicle Fleet Number	Vehicle Replaced	Total	Fiscal Year	Requested Funding Source
9521	30' Heavy Duty	\$417,025	FY23	PTP
9535	30' Heavy Duty	\$417,025	FY23	PTP
205	Small Cutaway	\$87,888	FY23	PTP
206	Small Cutaway	\$87,888	FY23	PTP
207	Small Cutaway	\$87,888	FY23	PTP
208	Small Cutaway	\$87,888	FY23	PTP

## Fare Policy

RTA's fare policy allows for free trips for children (5 and under) and seniors (60 and older or persons with disabilities). Students enrolled at a public middle school, high school, and Howard Community College may ride for free. Senior citizens can receive a Free Ride Card after applying on the RTA website.

**Table 2-7: RTA Fare Policy**

Fare Type	Amount
One-Way, Cash	\$2.00
Children, Aged 5 and Under	Free
Seniors, Aged 60 and Older or Persons with Disability	Free
Students at Public Middle School, High School, and Howard County Community College	Free
Paying with your phone	
90-minute Pass	\$2.00
Full Day Pass	\$5.00
10-Ride Ticket Book	\$15.00
Monthly Pass	\$40.00
RTA Mobility	
One-way, ADA	\$4.00
One-way, General Paratransit (GPT)	\$5.00
ADA 10-Ride Ticket Book: System Wide	\$35.00
GPT 10-Ride Ticket Book	\$50.00

SOURCE: RTA WEBSITE

## Regional Transfers

MTA CharmCards and WMATA SmarTrip Cards are accepted on some routes under some conditions. RTA fare boxes are simple drop boxes, not electronic registering fareboxes, therefore if a CharmCard or SmarTrip cardholder wants to ride an RTA bus, they show the card to the driver. If they are at a stop where it is allowed, the driver records the boarding, but the RTA receives no revenue (except for the \$1 cash add-on fare for SmarTrip cardholders), as it has no way to accept the stored value on the card or to bill MTA or WMATA.

MTA CharmCards are accepted only at the following locations:

- On Route 501 at Arundel Mills Mall, and Snowden River Park and Ride stops
- On Route 405 at the Route 40 and Normandy Woods Drive stop
- On Route 407 at the Oakland Mills Village Center stop
- On New Route 505, as of July 1, 2023, Catonsville Walmart at US 40 and Rolling Road.

SmarTrip Cards can be used to pay RTA fares, with an additional \$1 fee, at the following locations.

- Routes 301, 302, 502, and 503 at the Laurel Mall stop
- Route 501, 502 at the Arundel Mills Mall stop
- Route 302 at the Greenbelt Metro Station stop
- Routes 301, 302, 502, and 503 at all shared WMATA Metro bus stops; except for the 4th Street Northbound shared stops

## Sales Locations

Cash fare is accepted on the bus or passes can be purchased at the following locations. In addition, customers can also mail a check to the RTA or pay online with PayPal, and the fare media will be mailed to the customer.

<p>Regional Transportation Agency (RTA) 8510 Corridor Road, Suite 110 Savage, Maryland 20763 Hours of operations for ticket sales:</p>	<p>Bain Center 5470 Ruth Keeton Way Columbia, MD 21044 Hours of operations for ticket sales Monday-Friday: 9 a.m. – 4 p.m.</p>
<p>Monday-Friday: 8:30 a.m.- 4:30 p.m.</p>	<p>(Paratransit only – Howard County 10-Ride)</p>
<p>East Columbia 50+ Center 6600 Cradlerock Way Columbia, MD 21045 (Paratransit only – Howard County 10-Ride)</p>	<p>Elkridge Senior Center 7071 Montgomery Road, Elkridge 6540 Washington Blvd. Elkridge, MD 21075 Hours of operations for ticket sales Monday-Friday: 9 a.m. – 4 p.m.</p>
	<p>(Paratransit only – Howard County 10-Ride)</p>
<p>Glenwood Senior Center 2400 Route 97 Cooksville, MD 21723 410-313-5442 Hours of operations for ticket sales Monday-Friday: 9 a.m. – 4 p.m.</p>	<p>Howard Community College Finance Student Monthly Passes Senior/Disabled Monthly pass (\$16.00) 10901 Little Patuxent Parkway Columbia, MD 21044 410-772-4800 Hours of operations for ticket sales Mon-Thurs 8:45am-7:30pm, Friday 8:45 a.m. – 5 p.m.</p>
<p>(Paratransit only – Howard County 10-Ride)</p>	<p>(Must be a current student at HCC and show I.D.)</p>

Longwood Senior Center  
 6150 Foreland Garth  
 Columbia, MD 21045  
 410-313-7217  
 Hours of operations for ticket sales  
 Monday-Friday: 9 a.m. – 4 p.m.

(Paratransit only – Howard County 10-Ride)

North Laurel 50+ Center  
 9411 Whiskey Bottom Road  
 Laurel, MD 20723  
 Hours of operations for ticket sales  
 Monday-Friday: 9 a.m. – 4 p.m.

(Paratransit only – Howard County 10-Ride)

Central Maryland Regional Transit  
 312 Marshall Avenue, Suite 100  
 Laurel, Maryland 20707  
 240)-581-5800  
 Hours of operations for ticket sales

Monday-Friday: 8:30 a.m. – 4:30 p.m.

Ellicott City Senior Center  
 9401 Frederick Road  
 Ellicott City, MD 21042  
 410-313-1400  
 Hours of operations for ticket sales  
 Monday-Friday: 8:30 a.m. – 4 p.m.

(Paratransit only – Howard County 10-Ride)

Kings Contrivance Village Center  
 7251 Eden Brook Drive  
 Columbia, MD 21046  
 410-381-9600  
 Hours of operations for ticket sales  
 Monday-Thursday: 9 a.m. – 9 p.m.  
 Friday: 9 a.m. – 5 p.m.  
 Saturday: 10 a.m. – 1 p.m.  
 (Assorted 10-Ride books, Regular Fare; \$13.50,  
 10-Ride Reduced Senior/Disabled; \$4.50,  
 10-Ride Reduced Student; \$4.50.  
 No Monthly Passes, No Paratransit)

Oakland Mills Community Association  
 5851 Robert Oliver Place  
 Columbia, MD 21045  
 410-730-4610  
 Hours of operations for ticket sales  
 Monday-Friday: 9 a.m. – 5 p.m.  
 (Assorted 10-Ride books, Regular Fare; \$13.50,  
 10-Ride Reduced Senior/Disabled; \$4.50,  
 10-Ride Reduced Student; \$4.50.  
 No Monthly Passes, No Paratransit)

## Service Performance Evaluation

This section presents a summary of system-wide performance and route by route comparisons. More detailed information is available in **Appendix A: RTA Route Profiles**.

MDOT MTA applies performance standards to the LOTS to monitor the effectiveness and efficiency of each system's services. The performance standards are based on a composite of hundreds of national peer agencies with similarly sized operations. Services are rated as "Successful," "Acceptable" or "Needs Review" based on how they perform in each of the operating measures.

These standards are utilized in determining whether new services requested by each system should be funded based on their potential for success. MDOT MTA's current standards for urban transit service are shown in **Table 2-8**.

**Table 2-8: MDOT MTA Performance Standards**

Urban Fixed route Bus	Revised LOT Performance Standards		
	Successful	Acceptable	Needs Review
Operating Cost per Hour	<\$66.11	\$66.11 - \$86.45	>\$111.87
Operating Cost per Passenger Trip	<\$7.12	\$7.12 - \$8.14	>\$8.14
Local Operating Revenue Ratio	<\$3.81	\$3.81 - \$4.58	>\$4.58
Farebox Recovery Ratio	>25%	20% - 25%	<20%
Passenger Trips per Mile	>2.25	1.75 - 2.00	<1.75
Passenger Trips per Hour	>30.0	20.0 - 30.0	<20.0

SOURCE: MTA 2017 LOTS MANUAL ATTACHMENT 3.F, MTA PERFORMANCE STANDARDS

**Table 2-9** presents RTA's system-wide statistics and performance information including unlinked passenger trips, services supplied (vehicle service hours), effectiveness (passenger trips per service hour), financial indicators (operating cost, farebox revenue, and farebox recovery ratio), and efficiency (operating cost per passenger trip and operating cost per hour).

**Table 2-9: RTA System-Wide Performance Data (FY 2022)**

Route	Unlinked Passenger Trips	Vehicle Service Hours	Financial			Farebox Recovery Ratio	Local Recovery Ratio	Passengers per Service Hour	Cost per Trip
			Operating Cost	Farebox Revenue	Fare Revenue / Passenger				
301: South Laurel	18,278	3,861	\$394,619	\$14,134	\$0.77	3.6%	N/A	4.7	\$21.59
302: Laurel – Greenbelt	57,813	9,478	\$975,003	\$44,399	\$0.77	4.6%	N/A	6.1	\$16.86
401: Clary's Forest	58,240	5,894	\$605,087	\$35,623	\$0.61	5.9%	6.90%	9.9	\$10.39
402: Dobbin Center	16,376	5,169	\$424,018	\$9,992	\$0.61	2.4%	3.40%	4	\$25.89
403: Executive Park Drive	21,435	4,921	\$499,784	\$13,223	\$0.62	2.6%	3.70%	4.4	\$23.32
404: Hickory Ridge	20,914	5,068	\$516,242	\$12,780	\$0.61	2.5%	3.50%	4.1	\$24.68
405: Ellicott City	25,880	9,821	\$1,006,576	\$15,886	\$0.61	1.6%	2.60%	2.6	\$38.89
406: Columbia Gateway	2,866	1,649	\$160,883	\$1,644	\$0.57	1.0%	1.90%	1.7	\$56.13
407: Kings Contrivance	69,546	11,678	\$1,200,018	\$42,983	\$0.62	3.6%	4.60%	6	\$17.26
408: Waterloo Park	59,035	11,078	\$1,137,218	\$36,067	\$0.61	3.2%	4.20%	5.3	\$19.26
409: ElkrIDGE Corners	42,428	8,995	\$924,950	\$28,325	\$0.67	3.1%	4.10%	4.7	\$21.80
501: Arundel Mills – Columbia	79,512	11,660	\$1,198,065	\$52,202	\$0.66	4.4%	5.40%	6.8	\$16.37
502: Laurel – Arundel Mills	48,950	9,804	\$181,711	\$20,358	\$0.42	11.2%	N/A	5	\$3.71
503: Laurel – Columbia	74,224	11,992	\$1,214,851	\$47,955	\$0.65	3.9%	5.10%	6.2	\$18.89
<b>Totals</b>	<b>595,497</b>	<b>111,068</b>	<b>\$10,439,025</b>	<b>\$375,571</b>	<b>-</b>	<b>3.6%</b>	<b>N/A</b>	<b>5.4</b>	<b>-</b>
<b>Averages</b>	<b>42,536</b>	<b>7,933</b>	<b>\$745,645</b>	<b>\$26,827</b>	<b>\$0.63</b>	<b>3.83%</b>	<b>N/A</b>	<b>5.1</b>	<b>\$22.50</b>

Note: Service was not restored to pre-pandemic (FY2019) levels until November 2022 (after FY2022)

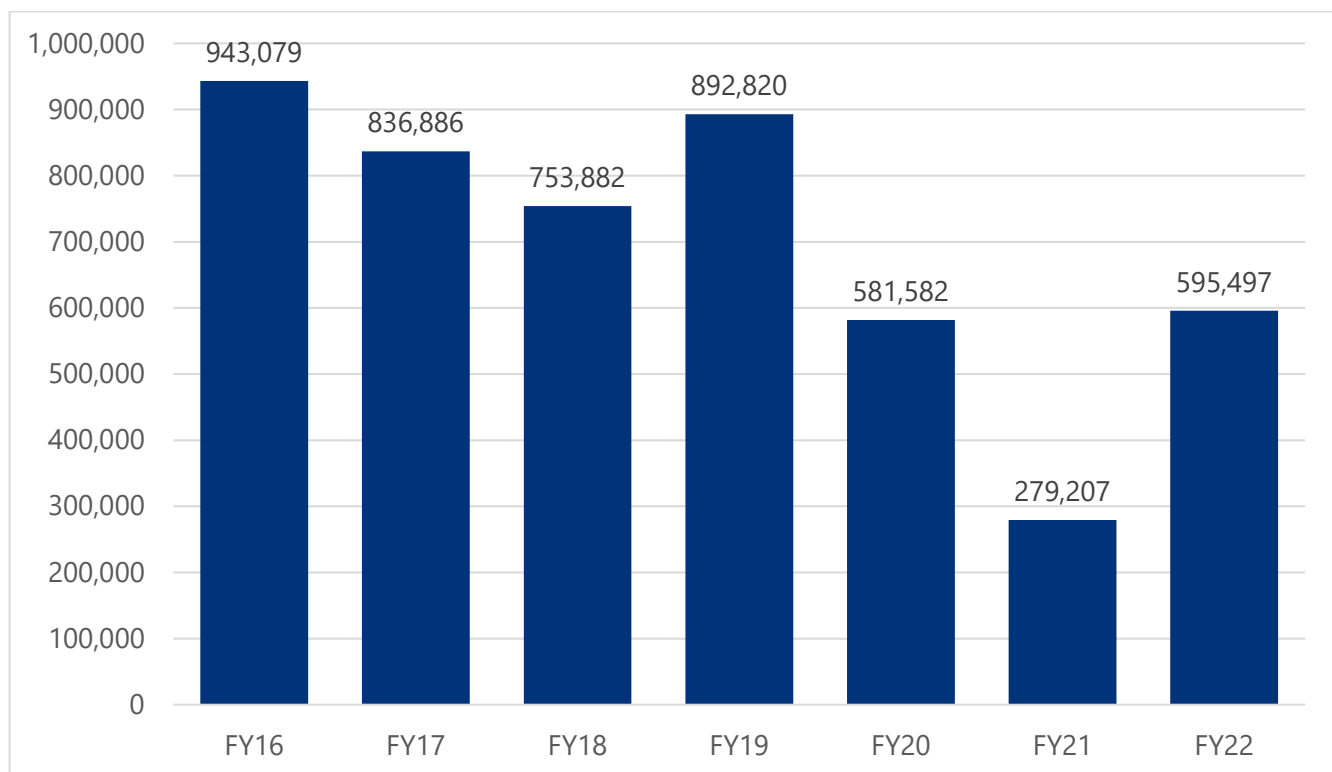
## Fixed Route Ridership

### Ridership by Year

**Figure 2-6** depicts the annual fixed route ridership trends between FY2016 and FY2022. In the past seven years, systemwide ridership for RTA's fixed route service peaked in FY2016 at 943,079 total trips. Ridership gradually decreased in FY2017 and FY2018, hitting a low of 753,882 trips in FY2018. Ridership rebounded in FY2019 to 892,820 annual trips. However, ridership was dramatically reduced in FY2020 and FY2021 due to COVID-19 pandemic related travel restrictions and reduced service hours.

The ridership decline in FY2020 and FY2021 and the subsequent rise in FY2022 mirrors national trends due to the public's adjustment to the COVID-19 pandemic and increased work from home opportunities. In FY2022, ridership numbers increased by 113% from the previous year. However, FY2022 ridership still represents a decrease of 32% since FY2019.

**Figure 2-6: RTA Total Fixed Route Ridership, FY 2016 – 2022**

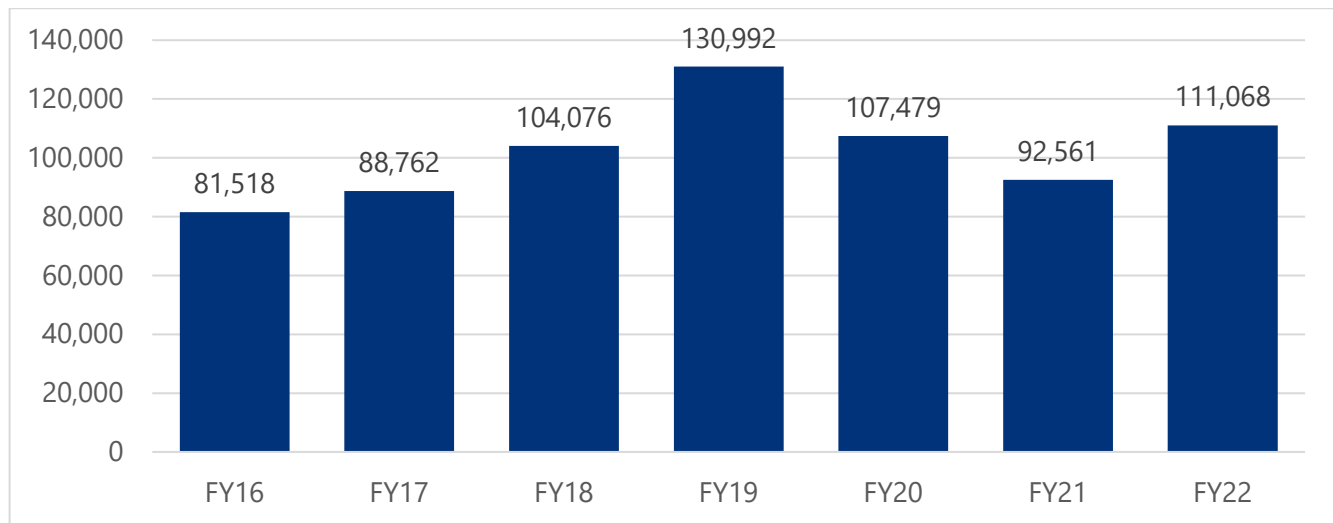


SOURCE: HOWARD COUNTY ANNUAL TRANSPORTATION PLANS (ATPs) AND RTA PERFORMANCE DATA:

## Productivity by Year

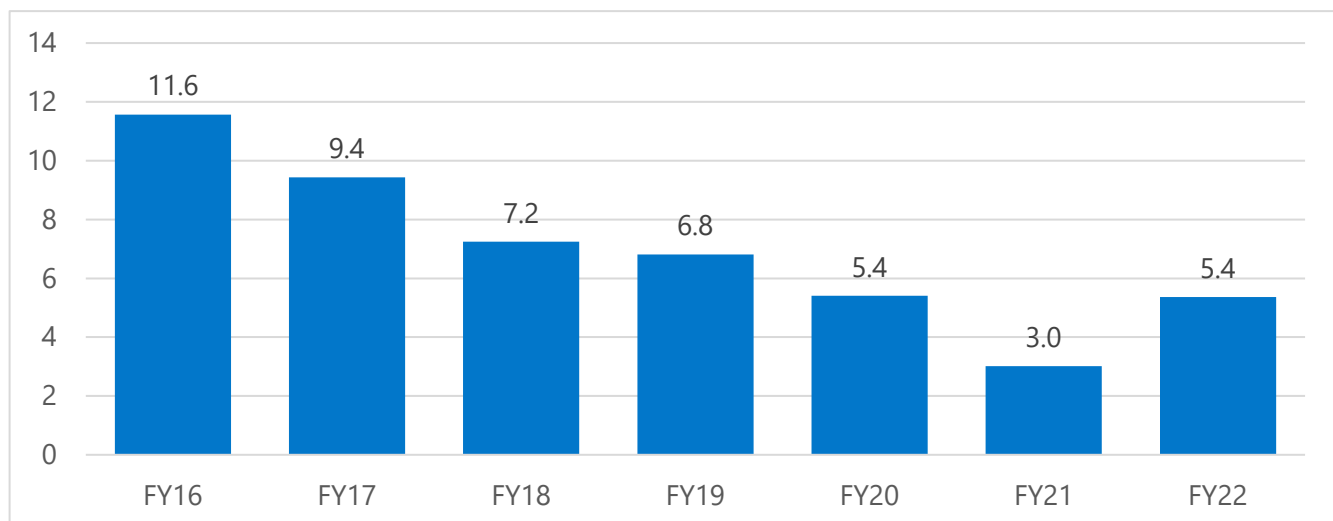
From FY2016 to FY2019, system service hours had a steady long-term growth trend, though it dropped in FY2020 because of the onset of the COVID-19 pandemic. In FY2022, annual service hours totaled about 111,000 service hours. This is an 18% decrease in annual service hours from FY2019 (131,000 hours). **Figure 2-7** depicts the overall trend.

**Figure 2-7: RTA Fixed Route Annual Service Hours FY16 – FY22**



Comparing ridership and service hours provides a trip per hour performance metric. Shown in **Figure 2-8**, from FY2016 to FY2021 there was a steady decline in trips per service hour. In FY2022, the number of trips per service hour rebounded to 5.4, on par with FY2020 but still below pre-pandemic numbers.

**Figure 2-8: RTA Fixed Route Trips per Service Hour FY16 – FY22**



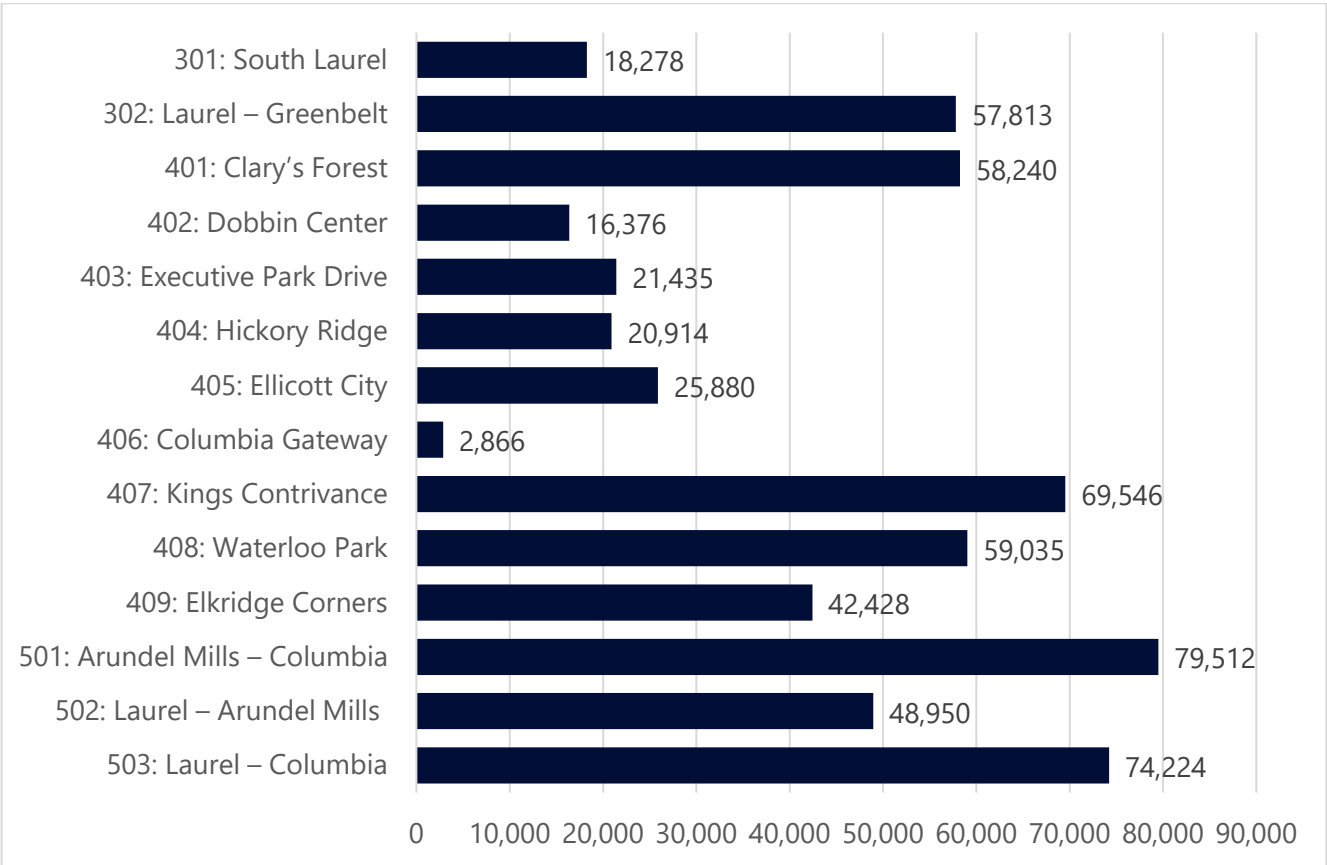
## Fiscal Year 2022 Fixed Route Performance

### Fixed Route Ridership

Figure 2-9 displays the fixed route ridership ranking by route. Notable findings include:

- Route 501: Arundel Mills – Columbia ranks first with about 80,000 trips, closely followed by the 503 Laurel – Columbia route (74,000 trips) and the 407 Kings Contrivance route (70,000 trips).
- System-wide, there are an average of 42,536 boardings per route, and seven of the fifteen routes are below that average.
- The Howard County focused (400 series) routes account for 53.2% of boardings, the regional (500 series) routes account for 34% of boardings, and the Laurel focused (300 series) routes account for 12.8% of boardings.
- Ridership in FY2022 was still being impacted by reduced service levels which were not restored to pre-pandemic levels until FY2023.

Figure 2-9: RTA Fixed Route Ridership by Route (FY2022)

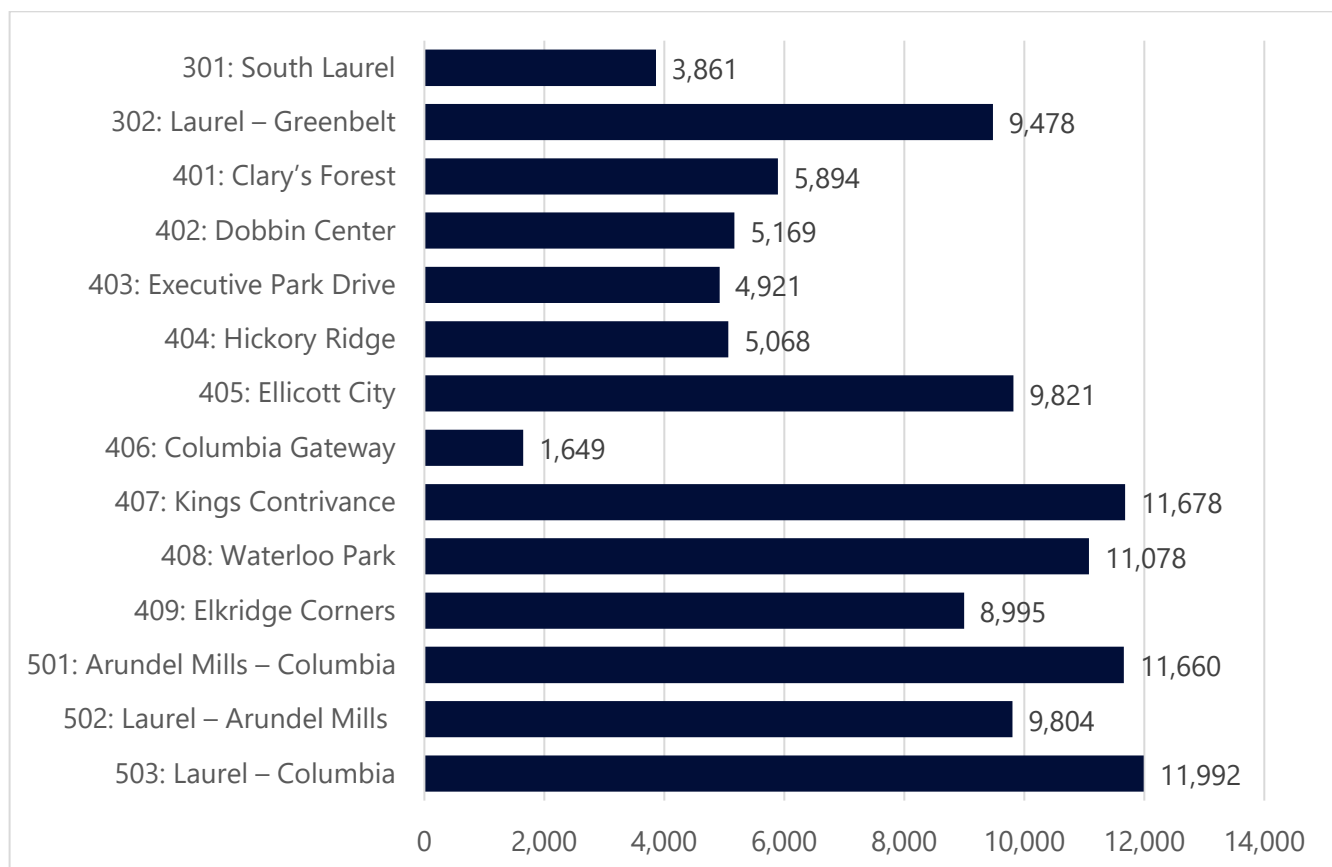


## Fixed Route Service Hours

**Figure 2-10** displays the vehicle service hours ranking by route. Notable findings are:

- Route 503 Laurel – Columbia provides the most hours of all routes, with 11,992 service hours. This is closely followed by Routes 407 and 501. Each of these three routes provided about 11% of the system-wide hours supplied.
- The 406 Columbia Gateway provided 1649 service hours, the fewest of the routes, totaling just 1% of the system-wide hours supplied.
- The nine routes almost exclusively serving Howard County (400 series) account for 57% of service hours, while the five other RTA routes service multiple jurisdictions (300, and 500 series) account for 43% of service hours.
- FY2022 service hours were 84% of FY2019 service hours due to continued driver shortage.

**Figure 2-10: Service Hours by Route**

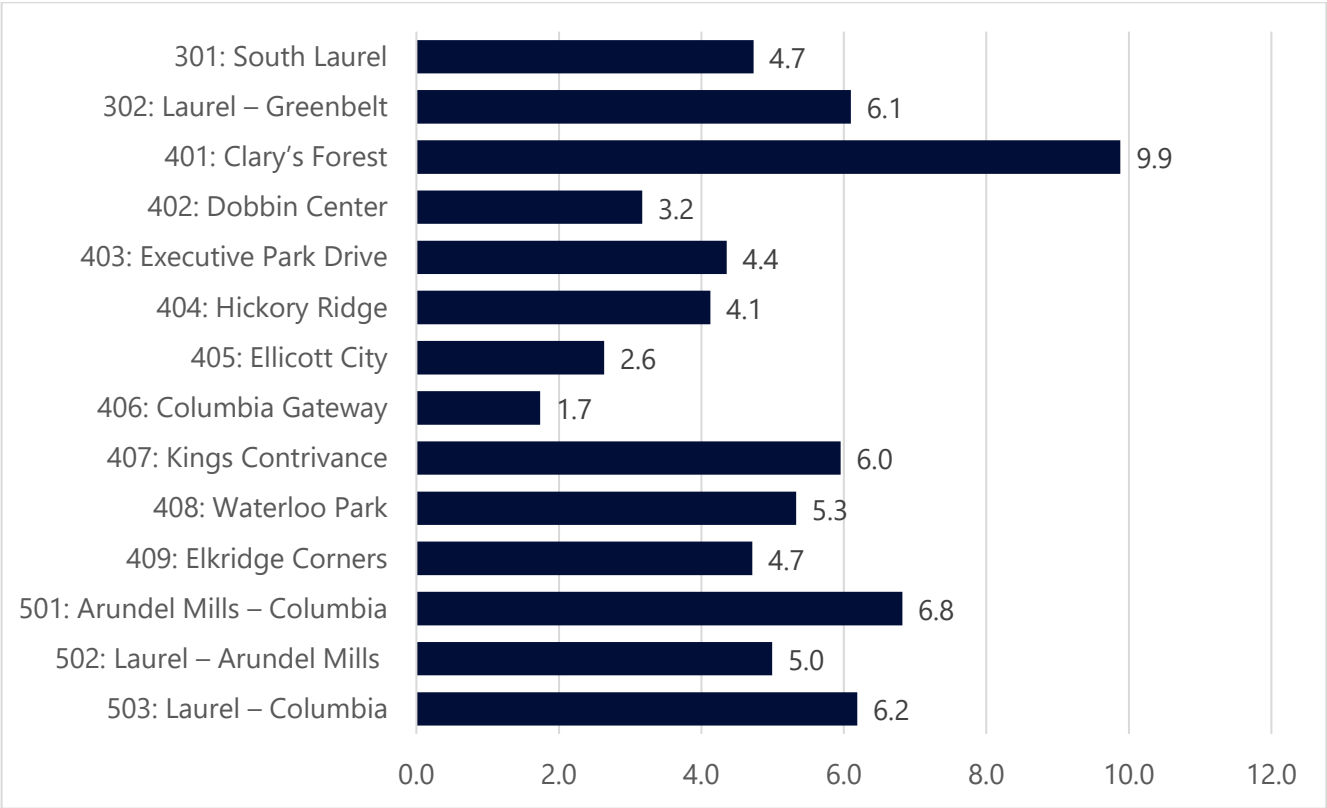


### Fixed Route Passenger Boardings per Service Hour

Figure 2-11 displays passenger boardings per service hour, ranked by route. Notable findings include:

- Route 401 Clary’s Forest route transported 10 passengers per hour, the highest-ranking route.
- The average boardings per service hour are 5.4 passengers (FY22).
- Routes 302, 401, 407, 408, 501, and 503 exceeded the average boardings per service hour.
- Route 406 Columbia Gateway transported 1.7 passengers per hour, the lowest ranking route.
- In FY2019, prior to the pandemic, the average passenger per hour was 6.8.

Figure 2-11: Passenger Boardings per Service Hour by Route (FY2022)



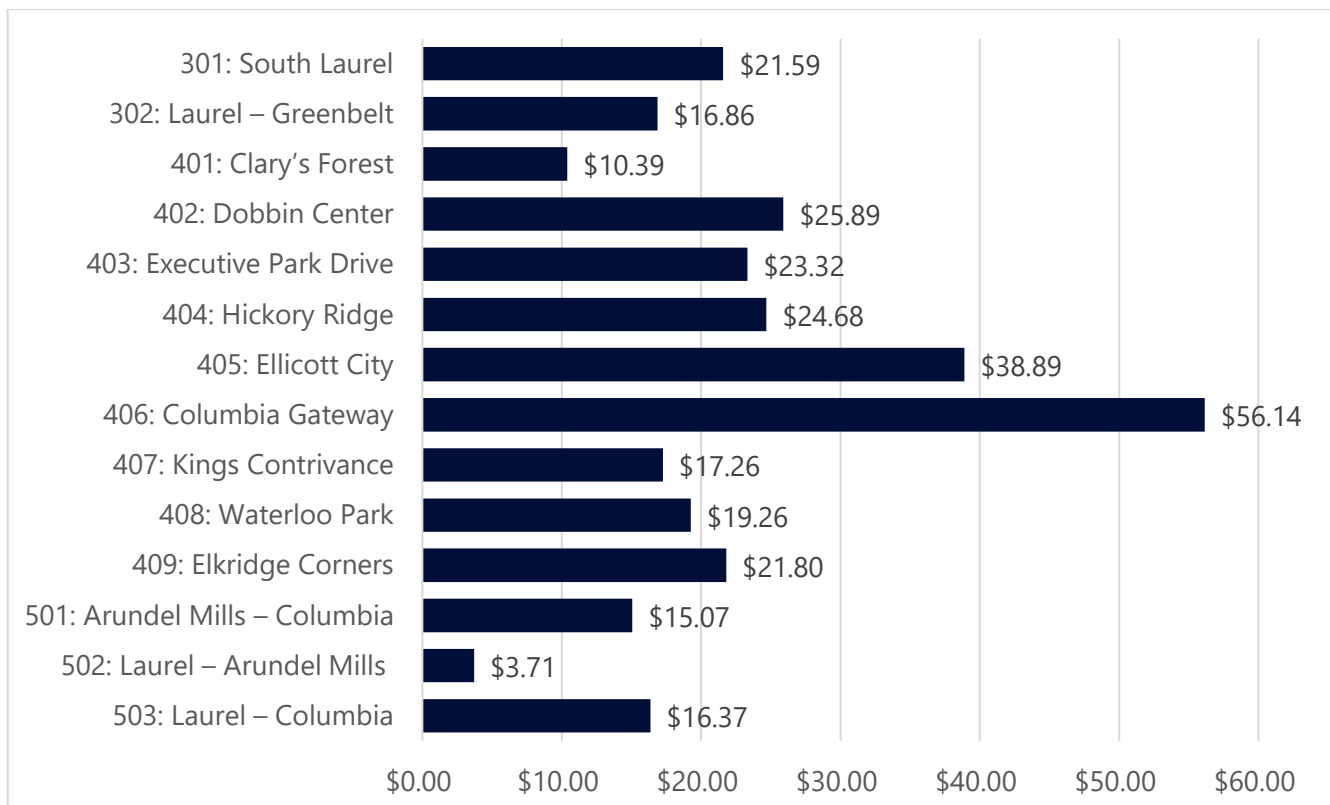
## Fixed Route Operating Costs and Farebox Recovery

### Operating Costs per Trip

**Figure 2-12** presents the operating cost ranked by route. Notable findings include:

- Route 502 Laurel – Arundel Mills was the most affordable to operate on a per trip basis, at \$3.71 spent per passenger trip. The most expensive was Route 406 Columbia Gateway route, at \$56.13 per trip, which was 15 times greater than the 502 to operate.
- While the 406 costs significantly more to operate per trip, its overall cost was 1.5% of total operating costs, as it provides significantly fewer service hours. Route 502 has a similar overall cost, making up 1.7% of total operating costs.
- The average operating cost per trip was \$22.50. Five routes have a cost per trip greater than the average (Routes 403, 404, 402, 405, and 406).
- Howard County focused (400 series) routes account for 62% of fixed route operating costs. Whereas routes serving multiple jurisdictions (300 and 500 series) account for 38% of the operating cost.

**Figure 2-12: Operating Cost Per Trip by Route**

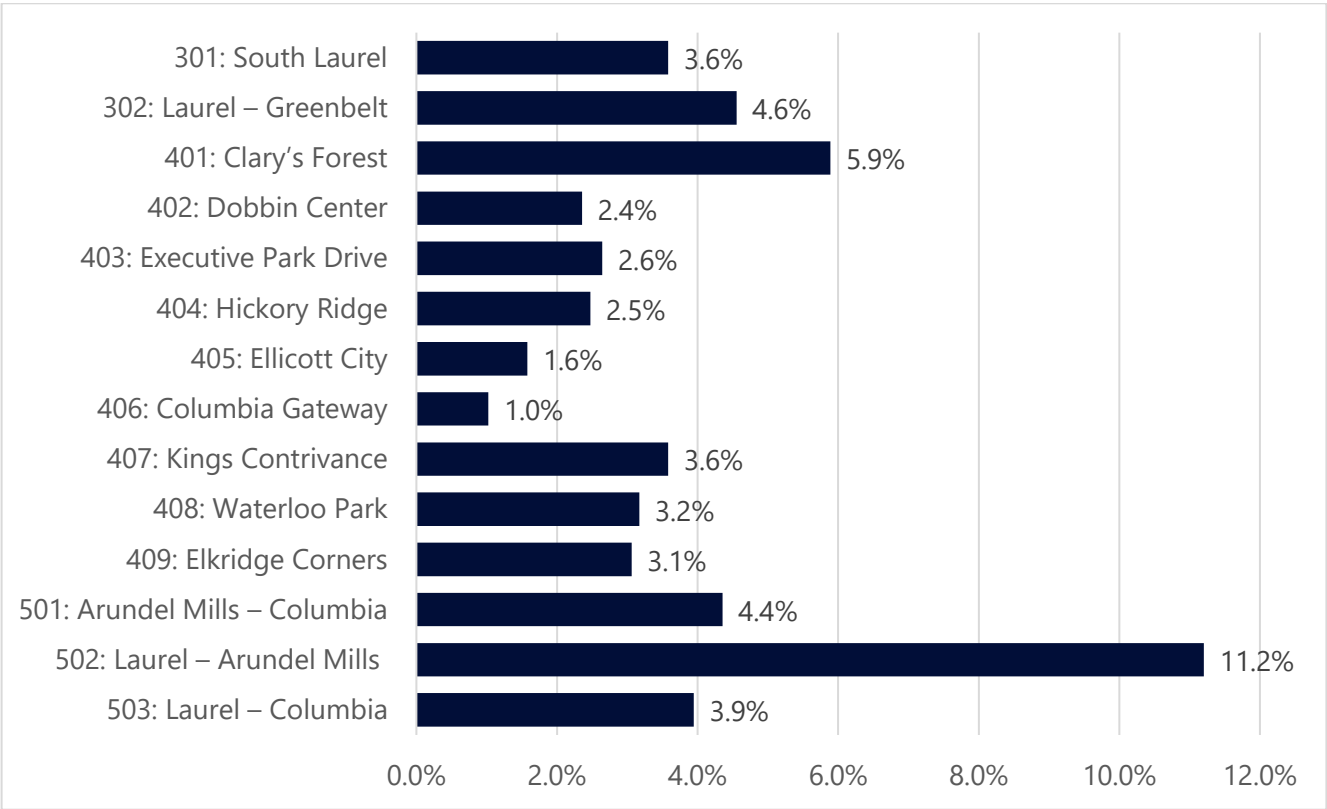


## Farebox Recovery Ratio

Figure 2-13 displays the farebox recovery ratio ranking by route. Notable findings include:

- Route 502 Laurel – Arundel Mills route has the highest ratio by far – at 11.2%. The next highest ratio is the 401 Clarys Forest route at 5.9%
- The remaining farebox recovery ratios vary from 1% to 4.6%
- The system average is 3.8%, with nine of the routes below that level.

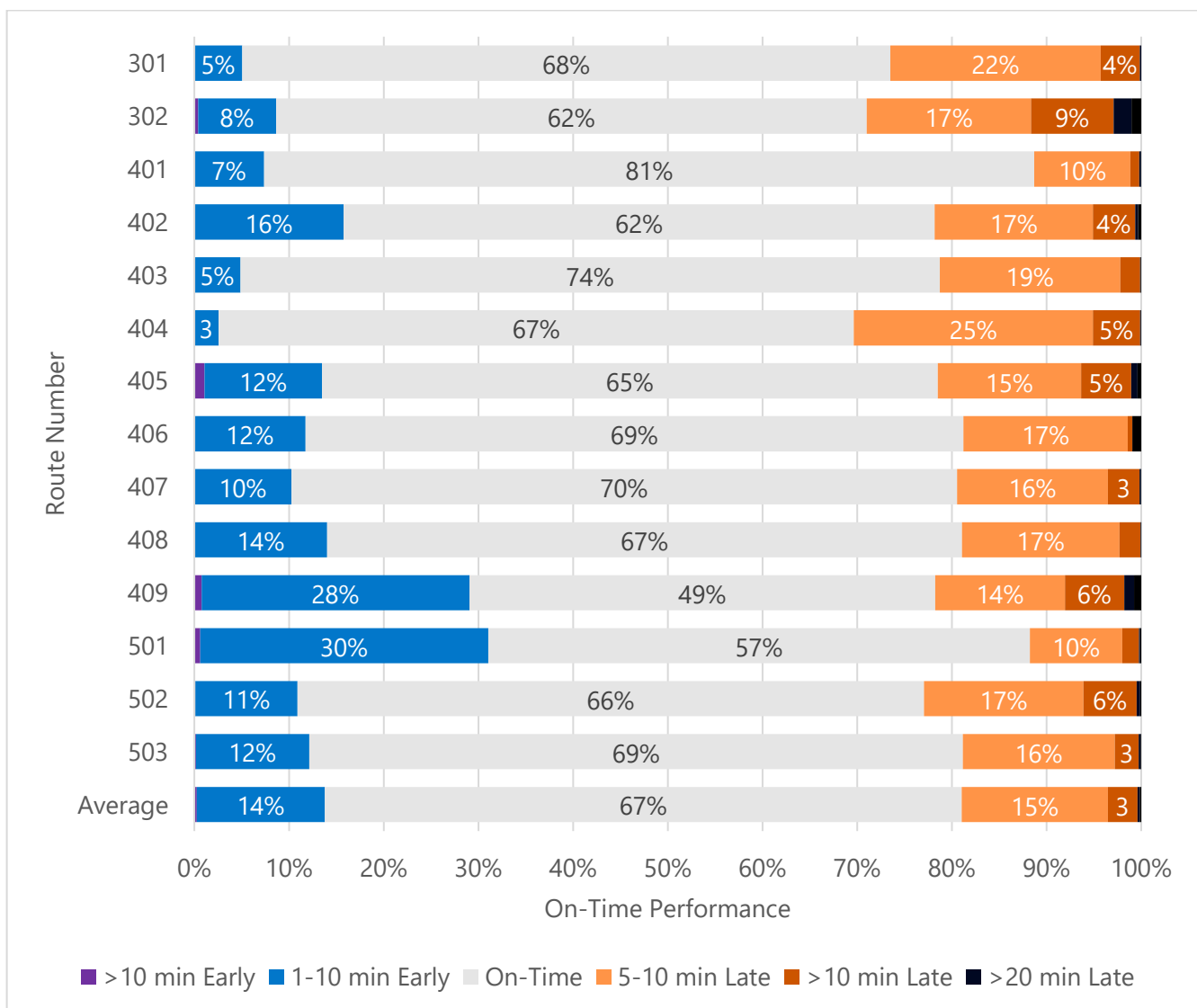
Figure 2-13: FY2022 Farebox Recovery Ratio by Route



## Fixed Route On-Time Performance

System-wide on-time performance was calculated using RTA’s Fixed Route Ridership Data obtained from August 12 to November 12, 2022. **Figure 2-14** and **Table 2-10** summarize the performance by route. Service on a route is considered early if a bus departs more than one minute before the scheduled time, and it is considered late if it departs more than five minutes after the scheduled time. The percentage shown atop each bar in **Figure 2-14** is the percentage of total bus stop departures within the three-month study period which fell within the on-time performance standards. The corresponding number of on-time, early, and late departures are found in **Table 2-10**.

**Figure 2-14: RTA On-Time Performance by Route**



SOURCE: RTA ON-TIME PERFORMANCE DATA, THREE MONTH SAMPLE (AUG. 12 TO NOV 12, 2022)

Systemwide, on-time performance averages out to 67%, though performance varies greatly between routes. The 401 has the best performance with 81% on-time arrivals, nine routes (301, 403, 404, 405, 406, 407, 408, 502, 503) were between 65% and 74%, three routes (302, 402, 501) were between 57% and 62% and route 409 had the worst performance at 51% on-time. Of departures that were not on time systemwide, most were either 5-10 minutes late (15% of all departures) or 1-10 minutes early (14%). The only notable outliers in those categories were line 404 where 25% of departures were 5-10 minutes late and routes 409 and 501 where 28% and 30% of departures respectively were 1-10 minutes early. Outside of these categories, only 3.4% of departures were greater than 10 minutes early or late.

**Table 2-10: Detailed RTA Bus Performance by Route**

On-Time Performance Class																
Route	>10 Min Early		1-10 Min Early		On-Time		5-10 Min Late		>10 Min Late		>20 Min Late		>30 Min Late		Total	
301	0	0%	33	5%	447	<b>68%</b>	145	22%	27	4%	1	0%	0	0%	653	
302	6	0%	122	8%	923	<b>62%</b>	257	17%	129	9%	28	2%	15	1%	1,480	
401	0	0%	383	7%	4,232	<b>81%</b>	528	10%	49	1%	9	0%	1	0%	5,202	
402	0	0%	99	16%	392	<b>62%</b>	105	17%	28	4%	2	0%	2	0%	628	
403	0	0%	253	5%	3,823	<b>74%</b>	987	19%	109	2%	3	0%	3	0%	5,178	
404	0	0%	96	3%	2,495	<b>67%</b>	939	25%	186	5%	3	0%	1	0%	3,720	
405	50	1%	567	12%	2,979	<b>65%</b>	692	15%	242	5%	31	1%	18	0%	4,579	
406	0	0%	25	12%	148	<b>69%</b>	37	17%	1	0%	0	0%	2	1%	213	
407	1	0%	747	10%	5,125	<b>70%</b>	1,163	16%	243	3%	11	0%	2	0%	7,292	
408	2	0%	873	14%	4,184	<b>67%</b>	1,036	17%	138	2%	5	0%	1	0%	6,239	
409	12	1%	446	28%	775	<b>49%</b>	216	14%	99	6%	16	1%	12	1%	1,576	
501	53	1%	2,656	30%	4,990	<b>57%</b>	851	10%	154	2%	11	0%	9	0%	8,724	
502	2	0%	209	11%	1,280	<b>66%</b>	326	17%	109	6%	7	0%	2	0%	1,935	
503	9	0%	692	12%	3,988	<b>69%</b>	927	16%	145	3%	13	0%	3	0%	5,777	
Total	135	0%	7,201	14%	35,781	<b>67%</b>	8,209	15%	1,659	3%	140	0%	71	0%	53,196	

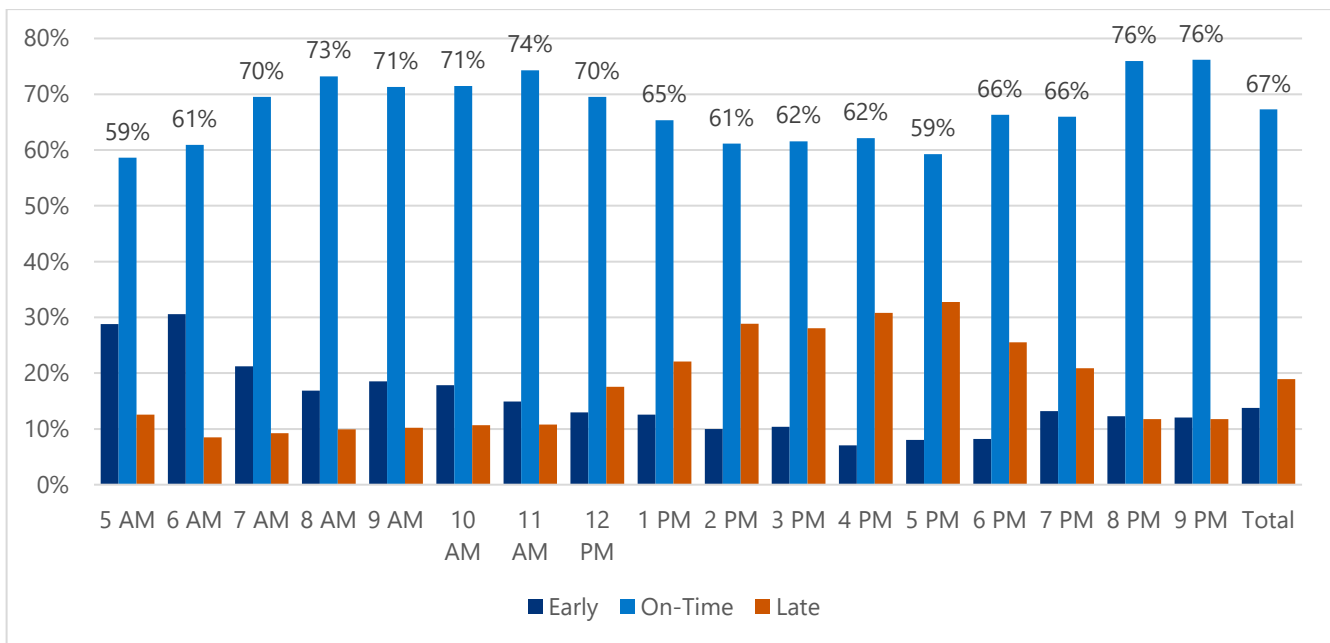
SOURCE: RTA ON-TIME PERFORMANCE DATA, THREE MONTH SAMPLE (AUG. 12 TO NOV 12, 2022)

On-time performance varied little between weekdays and weekends – on-time performance was 68% for the former and 65% for the latter. Performance for each day of the week fell between 64% and 68% except for Monday when performance was 74% (**Table 2-11**). Throughout the course of the day, service is best in the morning and late evening. Performance dips below 62% for the hours between 2:00 pm and 5:00 pm (**Figure 2-15**).

**Table 2-11: RTA Bus Performance by Day of Week**

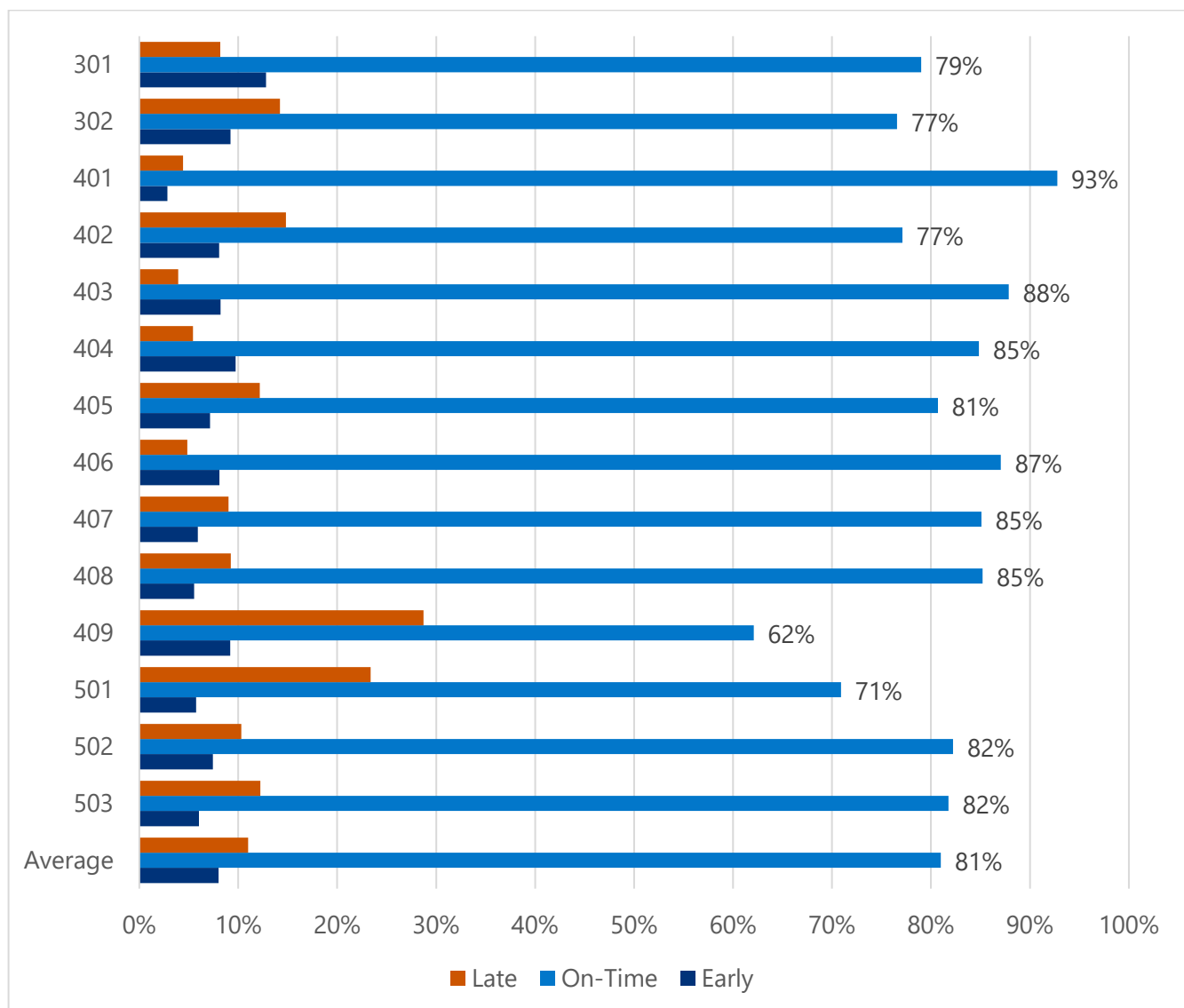
Day of Week	On-Time Performance Class						
	> 10 Min Early	1-10 Min Early	On-Time	5-10 Min Late	> 10 Min Late	> 20 Min Late	> 30 Min Late
Monday	0%	15%	<b>74%</b>	10%	1%	0%	0%
Tuesday	0%	14%	<b>67%</b>	16%	3%	0%	0%
Wednesday	0%	14%	<b>68%</b>	14%	3%	0%	0%
Thursday	0%	13%	<b>67%</b>	16%	3%	0%	0%
Friday	0%	12%	<b>68%</b>	16%	3%	0%	0%
<i>Weekday Total</i>	<i>0%</i>	<i>13%</i>	<i><b>68%</b></i>	<i>15%</i>	<i>3%</i>	<i>0%</i>	<i>0%</i>
Saturday	0%	12%	<b>66%</b>	17%	5%	0%	0%
Sunday	0%	16%	<b>64%</b>	16%	3%	0%	0%
<i>Weekend Total</i>	<i>0%</i>	<i>14%</i>	<i><b>65%</b></i>	<i>16%</i>	<i>4%</i>	<i>0%</i>	<i>0%</i>
Total	0%	14%	<b>67%</b>	15%	3%	0%	0%

**Figure 2-15: RTA On-Time Performance by Time of Day**



To place RTA’s performance in context, MTA’s average on-time performance (defined as less than two minutes early or seven minutes late) for its core bus systems was 72% between August and November 2022. WMATA Metrobus performance was slightly better, averaging 77% on time by the same standard as MTA between July and September 2022. If MTA/WMATA’s standard (on-time is two minutes early to seven minutes late) is applied to RTA’s on-time performance data then its systemwide on-time performance rises to 81% (Figure 2-16), exceeding its regional peers. Nevertheless, improving on-time performance must remain a priority in order to increase public confidence in the system and boost ridership. This is of particular importance for RTA given the system’s long headways and the common use of the system as a connecting service to other transit networks.

**Figure 2-16: RTA Performance by MTA/WMATA On-Time Standards**



## Demand Response Service

In addition to fixed route services in the region, demand response services in central Maryland are available to older adults and persons with disabilities.

RTA's demand-response service is called RTA Mobility. This service provides the ADA complementary paratransit and general paratransit (GPT) service throughout Howard County and ADA complementary paratransit zone of the RTA service areas in Anne Arundel and Prince George's County. This section will provide a review of these services.

### RTA Mobility

RTA Mobility is a curb-to-curb paratransit service that is available to older adults ages 60 or older and individuals with a disability. Two types of RTA Mobility paratransit service are provided – the Americans with Disabilities Act (ADA) Complementary Paratransit service and General Paratransit (GPT) service.

Public transit agencies that operate fixed route services are required to provide ADA complementary paratransit service within  $\frac{3}{4}$ -mile of the fixed route and be made available to persons with a disability regardless of age. Individuals needing RTA ADA complementary paratransit service are required to go through a certification process that includes completing a two-part application followed by a face-to-face interview. **Figure 2-17** displays all RTA Mobility trip origins and destinations between October 12 – December 12, 2022.

**Table 2-12** provides a breakdown of RTA Mobility trip types. In FY 2022, GPT accounted for 37% of all RTA Mobility trips, while in FY 2019, GPT accounted for 52% of all RTA Mobility trips. In contrast, FY 2022 ADA trips accounted for 63% of all RTA Mobility trips compared to 47.6% of trips in FY 2019. The impact of the pandemic is likely still suppressing the use of ADA and GPT trips. In early FY2022, RTA began running Phase 3 of the COVID-19 Mitigation Reduced Service Plan which represented a service level of 76% of the pre-COVID service hours.

**Table 2-12: RTA Mobility Trip Types, FY22 and FY19**

Trip Type	FY 2022	% of Trips	FY 2019	% of Trips
ADA	36,119	63%	43,532	47.6%
GPT	22,470	37%	47,792	52.3%
Total	58,589	100%	91,324	100%

SOURCE: RTA MOBILITY

**Table 2-13: RTA Mobility Service Characteristics**

Service and Operating Characteristics	Weekdays*	Saturday (ADA only)	Sunday (ADA only)
Span of Service	8:00am – 5:00pm	9:00am – 4:00pm	9:30am – 3:30pm
One-Way Trips	58,589 (includes weekend)	N/A	N/A
Daily Service Miles	2,164 (includes weekend)	N/A	N/A
Daily Service Hours	144 (includes weekend)	N/A	N/A

\* INCLUDES MEDICAL TRIPS TO BALTIMORE CITY TO SELECTED HOSPITALS M,W,F  
SOURCE: RTA MOBILITY FY2022 ATP

Overall, the RTA Mobility program provided 58,589 trips in FY2022 compared to 91,324 trips in FY2019, a decrease of 35.8%. In addition, overall operating costs over the same period increased by 2.2% from about 3.9 million to 3.5 million. FY 2022 GPT service's total costs were approximately \$1.6 million which accounted for 48% of the overall paratransit program costs. **Table 2-14** displays the performance characteristics of RTA Mobility Services in FY2022 compared to FY2019. Between October 12, 2022 and December 12, 2022, there were 32,759 RTA Mobility trips, averaging 7 miles and 13 minutes in duration for each trip.

**Table 2-14: RTA Mobility Performance Characteristics, FY2022 and FY2019**

Performance Characteristics	FY 2022*	FY 2019
Ridership	58,589	91,324
Vehicles Miles	789,834	1,068,786
Vehicle Hours	52,668	61,825
Operating Cost	\$3,481,973	\$3,899,926
Fare Revenue	\$252,971	\$258,667

\*ADDS TRIPS FROM LAUREL ATPS  
SOURCE: RTA MOBILITY FY2022 ATP

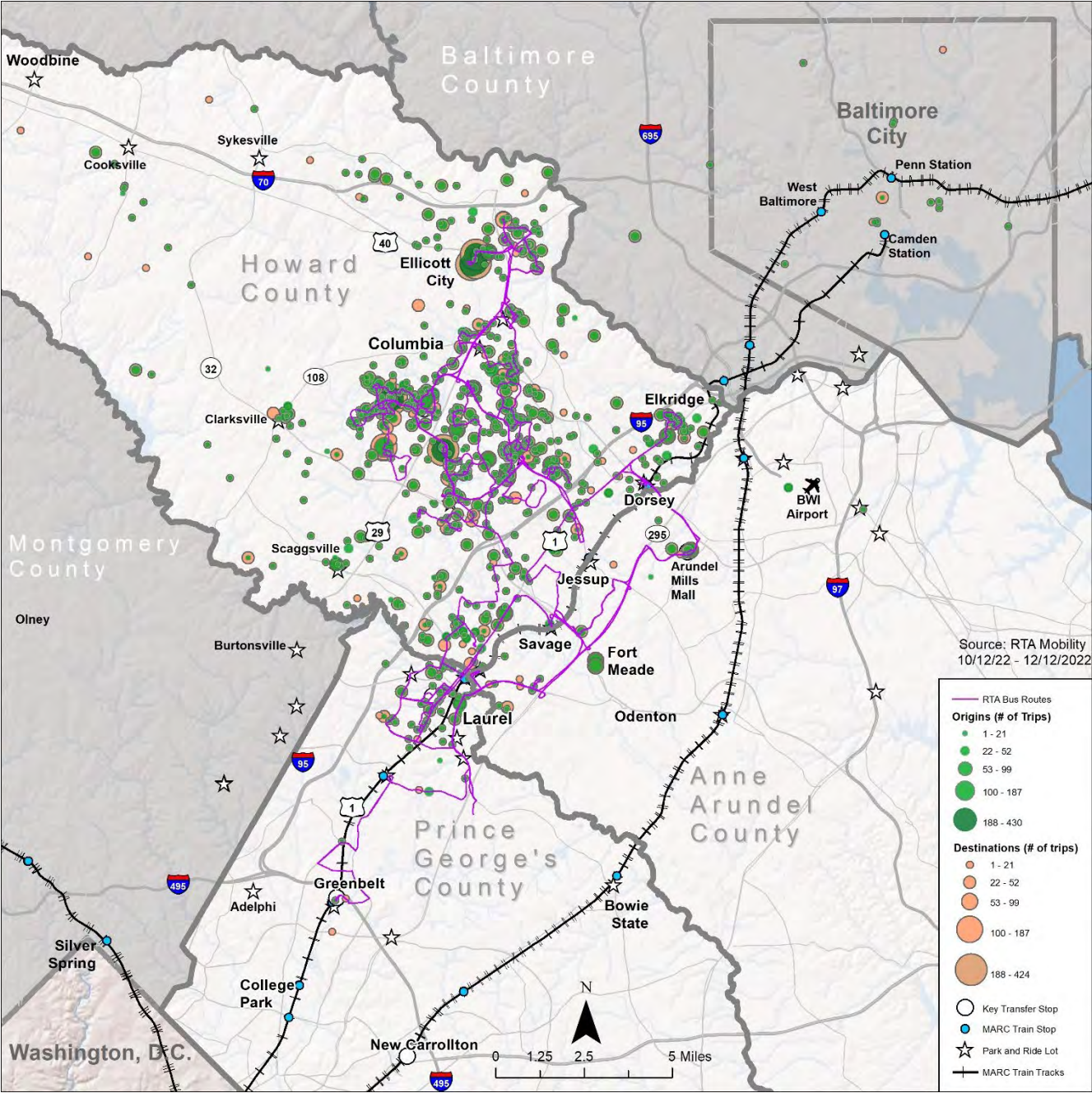
Using a ridership sample from October 12 – December 12, 2022, the analysis found that more than 96% of all RTA Mobility Trips had an origin or destination stop in Howard County, while 1.8% of stops were in Prince George's County or City of Laurel, 0.8% were in Baltimore County, and 0.5% were in Anne Arundel County.

**Table 2-15: RTA Mobility Riders by Jurisdiction**

Type of Trip	Howard County	% of Type	Anne Arundel County	% of Type	Prince George's County / City of Laurel	% of Type	Baltimore County	% of Type	Total
ADA	6,794	94.7%	64	1%	212	3%	103	1.4%	7,173
GPT	4,540	100%	-----						4,540
Total	11,334	<b>96.7%</b>	64	<b>0.5%</b>	212	<b>1.8%</b>	103	<b>0.8%</b>	11,713

SOURCE: RTA MOBILITY OCTOBER 12 – DECEMBER 12, 2022

Figure 2-17: RTA Mobility Origins and Destinations



## ADA Paratransit

Trips on ADA complementary paratransit service can be scheduled from one to seven days in advance. The ADA fare for a one-way trip is \$4.00, an increase from the \$2.50 fare from the 2018 TDP. Trips must begin and end within  $\frac{3}{4}$  of a mile of a current RTA fixed route and service is available on the same days and times as RTA's fixed route service.

ADA complementary paratransit service is provided with a combination of sedans and cutaways (small buses). In FY2022, approximately 63 percent of all RTA Mobility trips were ADA trips and cost approximately \$1.8 million, which accounts for 39% of the overall cost for the paratransit program.

## General Paratransit (GPT) Service

GPT service is provided only in Howard County, serving residents that are ages 60 and older and disabled adults ages 18 to 59. Adults ages 18 to 59 must be determined eligible for the service after completing the certification process. Unlike the ADA service, trips on the GPT may be outside of the  $\frac{3}{4}$ - mile transit shed.

GPT service is available Monday through Friday 8:00 a.m. to 5:00 p.m. and costs \$5.00 for a one-way trip, an increase from the \$2.50 fare from the 2018 TDP. Reservations must be made at least two business days in advance and up to seven days in advance. Eligible trips include medical appointments, senior centers, social service agencies, places of employment, and colleges. Medical trips to select hospitals in Baltimore are provided Monday, Wednesday, and Friday.

**Table 2-16** displays the GPT demand-response trips (Howard County only) that occurred both within a  $\frac{3}{4}$  mile and a  $\frac{1}{4}$  mile transit shed. A  $\frac{3}{4}$  mile transit shed was used since this is what is used for ADA complementary paratransit service and a  $\frac{1}{4}$  mile transit shed was used as this is the generally accepted reasonable walking distance to a transit stop. Out of a total of 4540 General Paratransit Trips (GPT) from October 12<sup>th</sup> – December 12<sup>th</sup>, 2022, approximately 71% of GPT origins or destinations are within  $\frac{3}{4}$  mile from the transit shed, while 63% of GPT origins or destinations are within  $\frac{1}{4}$  mile from the transit shed.

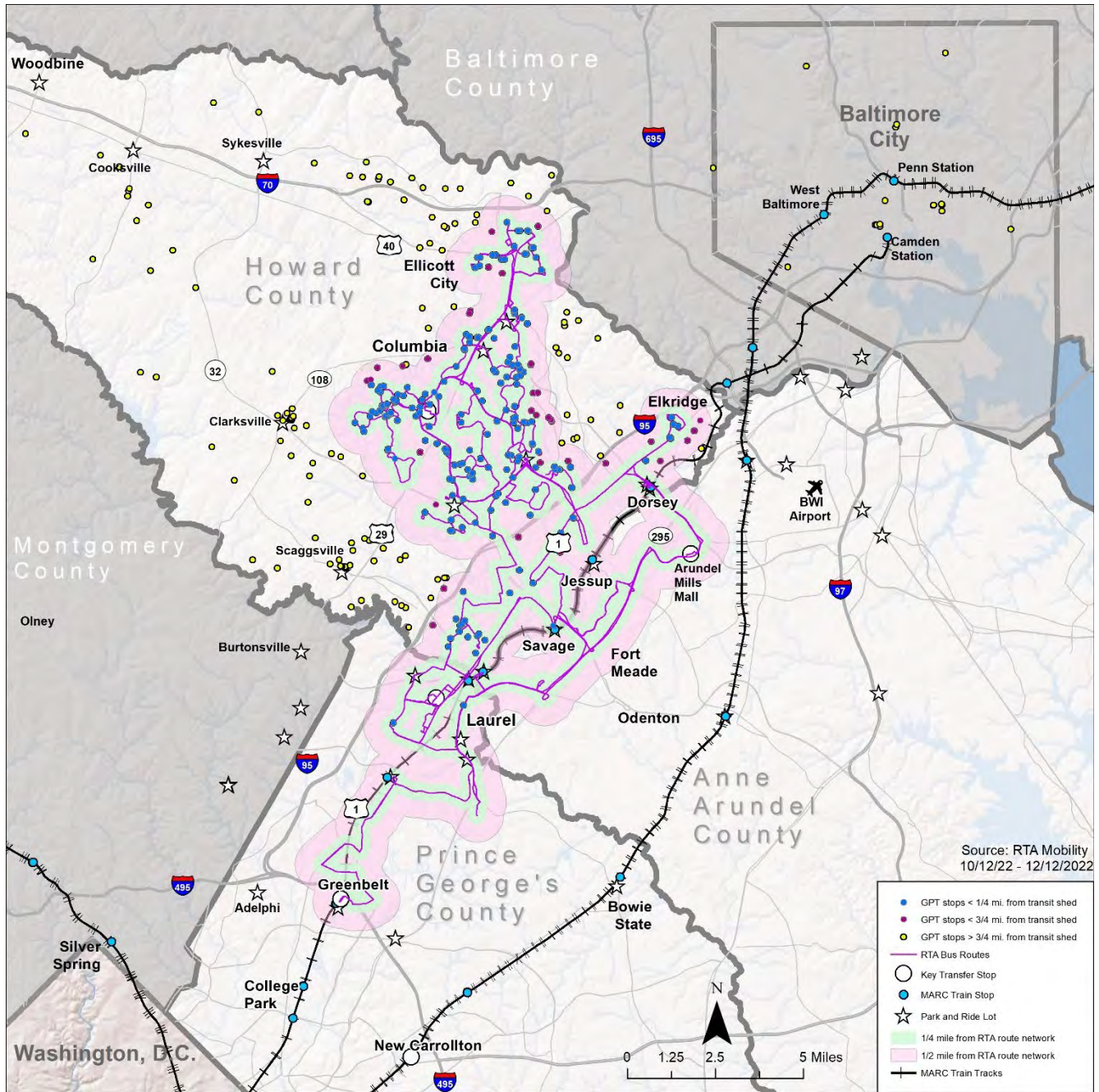
**Figure 2-18** displays the GPT origins and destinations within  $\frac{1}{4}$  mile, within  $\frac{3}{4}$  mile, and outside  $\frac{3}{4}$  mile of the RTA network.

**Table 2-16: General Paratransit Trips within Transit Shed**

Trip End	RTA Transit Shed			
	$\frac{3}{4}$ mile from Transit Shed		$\frac{1}{4}$ mile from Transit Shed	
	#	%	#	%
Origins	3233	71.2%	2859	63%
Destinations	3208	70.6%	2868	63.2%

SOURCE: RTA MOBILITY OCTOBER 12 – DECEMBER 12, 2022

**Figure 2-18: General Paratransit Trips (GPT) within Transit Shed**



The top RTA Mobility trip origins and destinations are displayed in **Table 2-17** and **Table 2-18**. For both origins and destinations, the top five locations are the same (Ellicott / Miller Senior Center Plus, Davita Woodside Court in Columbia, Ellicott City Dialysis Center, Davita Dialysis Center in Columbia, and Lorien Nursing Home in Columbia). These trips made up about 14% of all RTA Mobility trips. Other notable locations include the Maryland Live! Casino at Arundel Mills, Bain Senior Center in Columbia, and Weis Market Place in Laurel. Of the top 17 trip origins, ten are in Columbia, two are in Ellicott City, two are in Elkridge, one each in Hanover, Laurel, and Fort Meade. The top destinations are similar.

The trip sample results show that the most common trip purpose was Employment (41%), followed by Medical (12.9%), and Dialysis Davita (12.4%). Top employers include Weis Market, Home Depot, Maryland Live! Casino, Wegman's, Giant Food Store, and the NSA Visitor Control Center. Other top purposes include shopping, Giant Food Store, senior centers, and education (mostly Howard Community College). All dialysis trips made up at least 18.8% of all trips, which made it the second-most common trip purpose. **Figure 2-19** displays RTA Mobility Trip Purposes by percentage. **Figure 2-20** displays the top RTA Mobility trip types by origin and purpose.

**Table 2-17: RTA Mobility Top 17 Trip Origins**

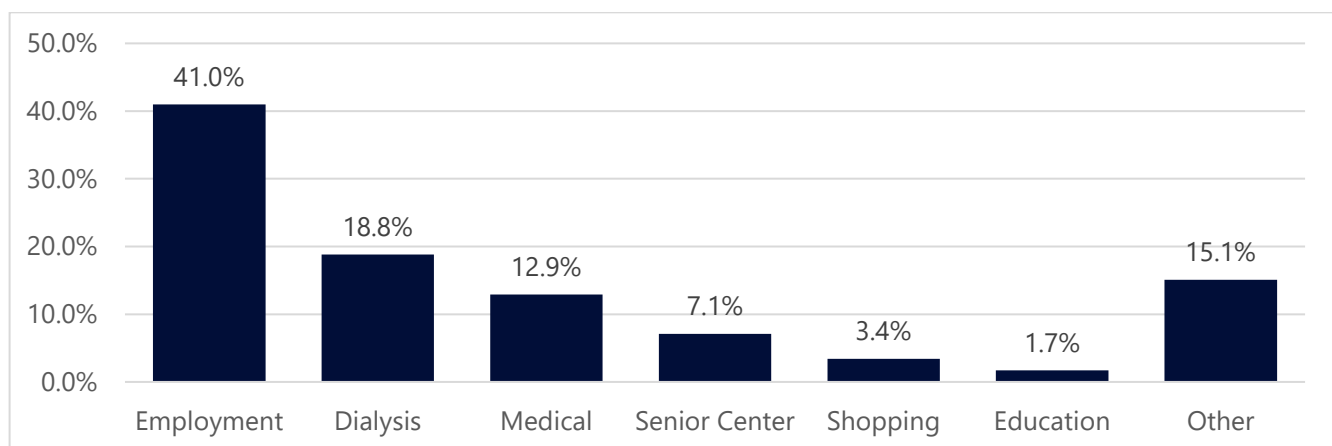
Name	Address	Trips
Ellicott / Miller Senior Center Plus	9401 Frederick Rd, Ellicott City	430
Davita Woodside Court	6304 Woodside Ct, Columbia	351
Ellicott City Dialysis Center	3419 Plum Tree Dr, Ellicott City	310
Davita Dialysis Center	5999 Harpers Farm Rd, Columbia	306
Lorien Nursing Home	6334 Cedar Ln, Columbia	187
Maryland Live! Casino & Hotel Maryland	7002 Arundel Mills Cir, Hanover	99
Bain Senior Center	5470 Ruth Keeton Way, Columbia	98
Weis Market Place	9250 Washington Blvd N, Laurel	96
Howard County General Hospital	10710 Charter Dr, Columbia	92
Howard Community College	10901 Little Patuxent Pkwy, Columbia	83
Elkridge Senior Center or Library	6540 Washington Blvd, Elkridge	79
Weis Market	6551 Waterloo Rd, Elkridge	76
Wegman's – Pharmacy	8855 McGaw Rd, Columbia	72
BJ's Restaurant and Brewhouse	6181 Columbia Crossing Cir	70
Clay's Crossing Apartments	11335 Little Patuxent Pkwy Unit	70
Home Depot	9051 Snowden River Pkwy, Columbia	68
Williams & Elizabeth Building Door-to-Door (Behind Visitor Center)	9800 Savage Rd, Fort Meade	67

SOURCE: RTA MOBILITY OCTOBER 12 – DECEMBER 12, 2022

**Table 2-18: RTA Mobility Top 17 Trip Destinations**

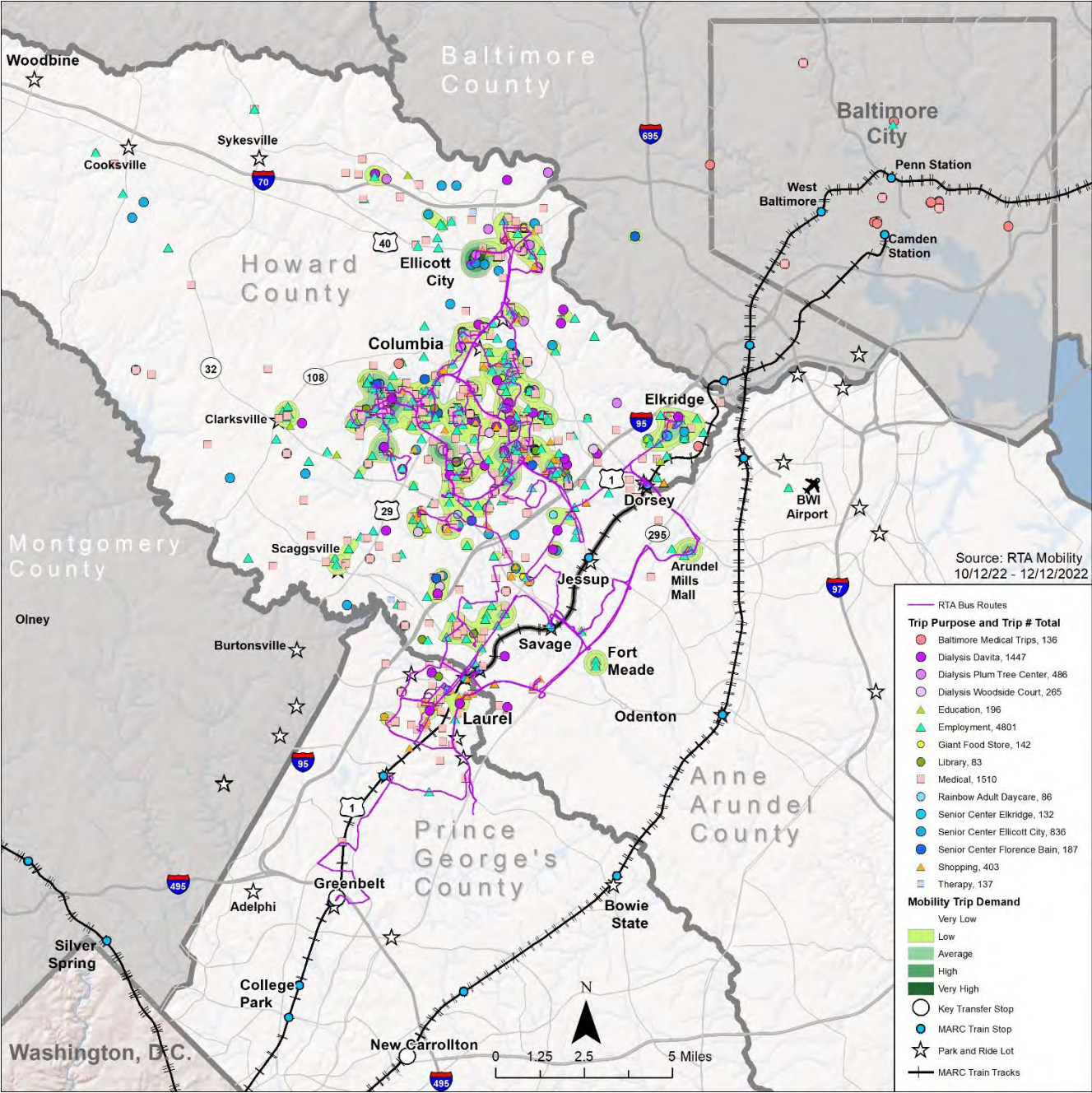
Name	Address	Trips
Ellicott / Miller Senior Center Plus	9401 Frederick Rd, Ellicott City	424
Davita Woodside Court	6304 Woodside Ct, Columbia	310
Ellicott City Dialysis Center	3419 Plum Tree Dr, Ellicott City	295
Davita Dialysis Center	5999 Harpers Farm Rd	214
Lorien Nursing Home or Dialysis Center	6334 Cedar Ln, Columbia	163
Howard Community College	10901 Little Patuxent Pkwy, Columbia	96
Howard County General Hospital	10710 Charter Dr, Columbia	95
Wegman's – Pharmacy	8855 McGaw Rd, Columbia	92
Weis Market Place	9250 Washington Blvd N	90
Bain Senior Center	5470 Ruth Keeton Way, Columbia	88
Weis Market	6551 Waterloo Rd, Elkridge	81
Howard County General Hospital	10710 Charter Dr, Columbia	92
Maryland Live! Casino & Hotel Maryland	7002 Arundel Mills Cir, Hanover	99
Heartlands Senior Living Village	3004 N Ridge Rd, Ellicott City	79
Giant Food at Chatham Mall	9200 Baltimore National Pike	78
Residence	6564 Quilting Way, Columbia	75
Stevens Forest Elm School	6045 Stevens Forest Elm School	72
Elkridge Senior Center or Library	6540 Washington Blvd, Elkridge	72

SOURCE: RTA MOBILITY OCTOBER 12 – DECEMBER 12, 2022

**Figure 2-19: RTA Mobility Trips by Purpose**

SOURCE: RTA MOBILITY OCTOBER 12 – DECEMBER 12, 2022

Figure 2-20: RTA Top Trip Types by Origin and Purpose



## Summary Observations – RTA Services

### Ridership

#### Rebounding from the Pandemic

Overall ridership has declined since the 2018 TDP. While the 2018 TDP cited multiple factors for a declining trend in ridership, such as the growth of transportation network alternatives, poor service quality, on-time performance and service quality, the past four years dealt with the challenges of the 2020 COVID-19 pandemic and the rise of working from home. However, there are signs that ridership has been rebounding or stabilizing since the onset of the pandemic. FY2022 ridership was 720,538 trips, which is about a 19% decline from FY2019. The RTA's service hours were similarly constrained, operating at 84% or less of FY2019 hours until November 2022 (FY2023).

#### Existing Ridership Patterns

Ridership data at the stop level identified three patterns. First, much of the ridership occurs at eight locations: Columbia Mall, Arundel Mills Mall, Town Centre Laurel, Harper's Choice, Owen Brown Village Center, Dobbin Center, and Snowden Square. Secondly, there are a few routes with relatively steady ridership throughout the route. These routes include the Laurel routes (301, 302), the 401, 403, 407, 409, and two of the regional routes (501, 503). Third, there are routes with high clusters of ridership along the alignment, and other segments with little to no daily ridership. Those routes include the 402, 404, 405, 406, 408, and 502.

The highest ridership routes are those that link the most activity centers. For example, the 501 transports the most passengers, connecting five major activity centers (Mall in Columbia, Dobbin Center, Snowden Square, Maryland Food Center, and Arundel Mills) and two transfer locations, one of which connects passengers to Washington, D.C., and two to Baltimore. Similarly, the 401 Harper's Choice / Clary's Forest route achieves the highest productivity in terms of boardings per service hour, reflecting the demand between activity centers and the overall shorter length of the route.

#### Passenger Boardings per Service Hour

System-wide, there is an average of six passenger boardings per vehicle service hour. The 408 Waterloo Park route most closely resembles the system-wide rate, with 5.3 boardings per hour. The 401 Clary's Forest route achieves about 10 passenger boardings per hour (the highest among all routes), while the 406 Columbia Gateway route performs an average of 1.7 boardings per hour, well below the average. Factors contributing to the high performance are (1) long span of service, (2) 30-minute frequencies Monday – Saturday except after 6:00 pm, (3) connections to multiple routes, and (4) service to multiple and diverse activity centers (Mall in Columbia, Village Centers, Howard County General Hospital, etc).

## Transfer Locations

While this review did not conduct a thorough transfer analysis, based on boarding and alighting data, and connections to RTA and other transit systems including MTA, WMATA Metrobus, WMATA Metrorail, TheBus (Prince George's), and OOT (Anne Arundel), several locations are identified as primary transit facilities: Arundel Mills Mall, Town Centre laurel, Mall in Columbia, and Greenbelt Metro Station. MARC stations in the service area did not have high numbers of riders transferring to or from an RTA bus.

## Span of Service and Frequency

### Saturday: Lack of Early Morning Service

A common theme from the rider survey was the limited span of service on weekends. For the routes that operate on Saturday, there was a desire for routes to start early in the morning to service employment shifts that start before RTA's current service times.

### Headways

Route 401 Clary's Forest / Harper's Choice is the only route that has 30-minute headways (except Sundays) and it is also the most productive route largely due to ridership from Howard Community College. The second-most productive route, the 501 Arundel Mills – Columbia could be a prime candidate for increased service frequency.

## Operational Issues

### On-Time Performance

The observed on-time performance varies, with a system average of 67% weekday on-time arrivals (less than a minute early and no more than 5 minutes late). Route 401 has the best performance with 81% on-time arrivals, nine routes were between 65% and 74%, three routes were between 57% and 62% and route 409 had the worst performance at 51%. The overall system average is a marked improvement from the 2018 TDP when the average for on-time arrivals was 48%.

RTA's on-time performance exceeds or equals that of nearby peer transit systems if a peer system's on-time performance standard is applied to RTA's data. However, improving on-time performance should remain a priority to increase public confidence and boost ridership. This is of particular importance for RTA given the one-hour headways for most routes, the dispersed nature of popular destinations and the use of RTA to connect to MTA commuter and express routes during peak hours and other local transit networks.

## Other Area Transportation Providers

The RTA service area has many options for regional connections. Four agencies operate transit services within the RTA service area, which is mid-way between Baltimore and Washington, D.C.

The Maryland Transit Administration (MTA) operates local bus, express bus, commuter bus, and commuter rail (MARC) within the service area, primarily providing connections to Baltimore. The MTA also operates light rail service from Baltimore but not within the RTA service area.

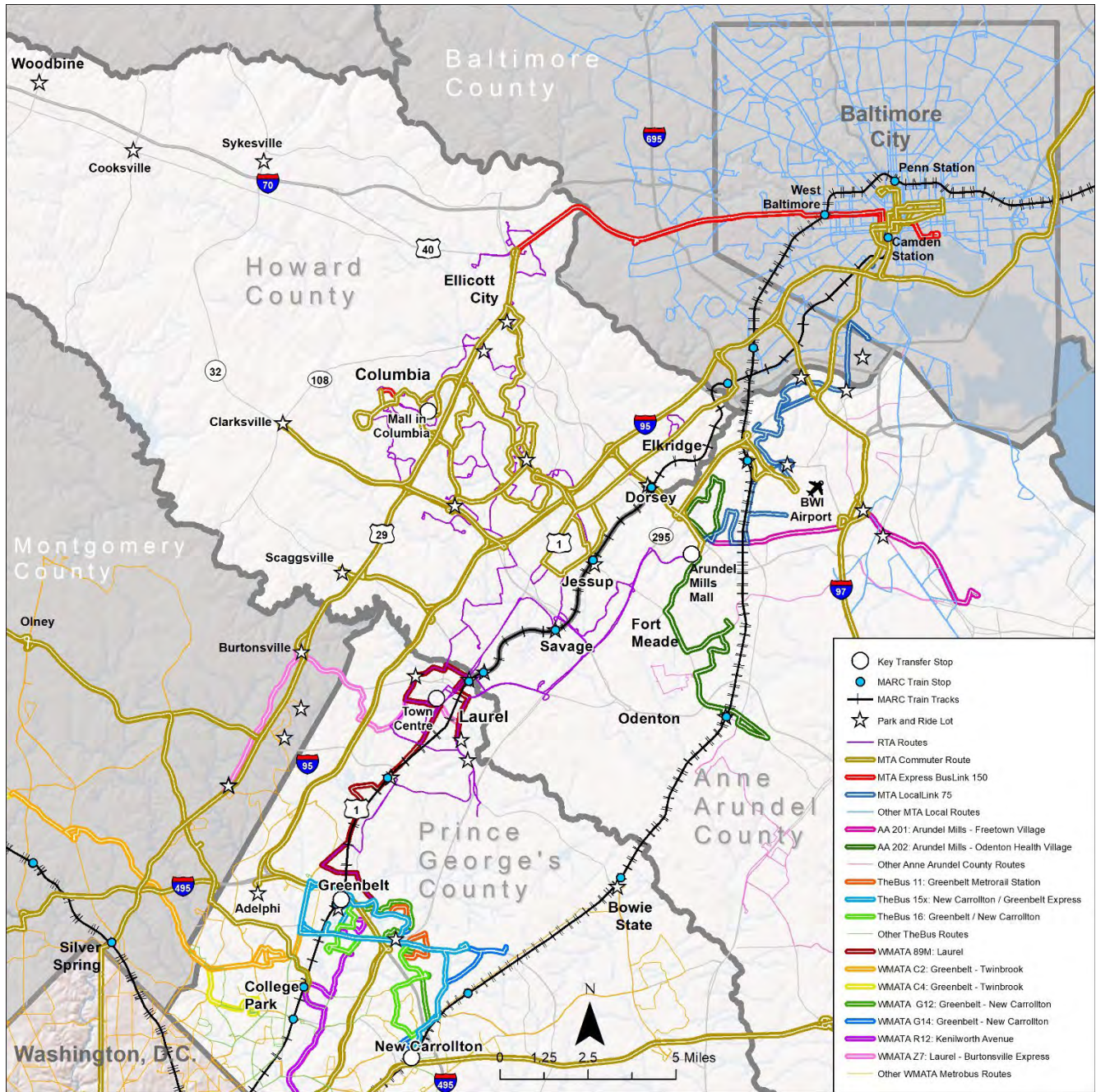
Washington Metropolitan Area Transit Authority (WMATA) provides local and express bus, and heavy rail services (Greenbelt) near the service area, primarily providing connections to Washington, D.C. WMATA provides transfers to RTA at Greenbelt Station and in Laurel.

Finally, TheBus operates local bus service within Prince George's County, with transfers available to RTA at Greenbelt Station and Laurel.

Anne Arundel County Office of Transportation (AAOOT) operates local bus service within Anne Arundel County with transfers available to RTA at Arundel Mills Mall in Severn.

These regional connections which intersect with the RTA service area are displayed in **Figure 2-21**.

**Figure 2-21: Regional Transportation Connections in RTA Service Area**



## Maryland Transit Administration (MTA)

The MTA operates 10 bus routes – one express and nine commuter routes within the RTA service connections. More detailed information on the 10 MTA bus routes is provided in **Appendix B**. This is a reduction from the 2018 TDP when MTA ran 18 bus routes (four local, one express, and thirteen commuter routes). There is one commuter rail line – the MARC Camden Line – within the RTA service area.

**Table 2-19** identifies the route, origin and destination, type of service, days of operation, and routes that intersect with the RTA. In mid-2017, MTA completed a comprehensive restructuring and rebranding of its Baltimore-area services under the name BaltimoreLink. This description presents the revised BaltimoreLink services in Central Maryland.

**Table 2-19: MTA Intersecting Bus Services**

Route	Origin-Destination	Type	Days of Operation
<b>MTA Service – Howard County</b>			
150	Columbia (Harpers Choice) – Baltimore (Harbor East)	Express	Weekday
201	Gaithersburg – Arundel Mills Mall – BWI Business District	Commuter	Weekday
203	Snowden River Park and Ride to Bethesda	Commuter	Weekday
305	Columbia to Silver Spring and Washington, D.C.	Commuter	Weekday
310	Columbia to Baltimore (John Hopkins Hospital)	Commuter	Weekday
315	Ellicott City (Lotte Plaza) to Silver Spring and Washington, D.C.	Commuter	Weekday
320	Downtown Baltimore to Jessup/Columbia	Commuter	Weekday
325	Columbia to Spring and Washington, D.C.	Commuter	Weekday
335	Clarksville/Columbia to Washington, D.C.	Commuter	Weekday
345	Ellicott City/Columbia to Washington, D.C. via I-95	Commuter	Weekday
<b>MTA Service – Anne Arundel County</b>			
75	Patapsco Lightrail Station – Arundel Mills	Local	Daily
201	Gaithersburg – Arundel Mills Mall – BWI Business District	Commuter	Weekday

**Table 2-20: MTA Intersecting Rail Services**

Route	Origin-Destination	Type	Stations
Camden Line	Baltimore Camden Station – Washington, D.C. Union Station	Commuter Rail	Jessup, Savage, Laurel, Muirkirk College Park

## Maryland Area Regional Commuter (MARC) Train

The MTA provides regional connections to the study area with two commuter rail lines that link Baltimore and Washington, D.C. with stops in the study area.

The MARC Camden Line links Washington, D.C., and Baltimore, with its terminus in Baltimore at Camden Station. The MARC services share the tracks with CSX freight services. Stations in the study area include Dorsey, Jessup, Savage, and Laurel Park—which are all on the Howard/Anne Arundel County line. In the portion of Prince George’s County served by the RTA, Camden line trains stop at Laurel, Muirkirk, and Greenbelt stations. In the morning, there are six westbound trains headed for Washington and four northbound, with the pattern reversed in the evening. However, there is limited service in Jessup with just one morning westbound and one evening eastbound train. There are no mid-day or weekend trains.

The MARC Penn Line also serves the electrified Northeast Corridor tracks with Amtrak, with stops formerly in the study area including at the BWI MARC/Amtrak station and Odenton, which are served by MTA and Anne Arundel County Transit (which replaced the RTA Lines in the area).

**Table 2-21** summarizes the station locations, level of service, available parking, and bus transit connections at each of the MARC stations in the study area.

**Table 2-21: MARC Service in Central Maryland (Camden Line)**

Station Name	Number of Trips (All on Weekdays)	Location	Number of Parking Spaces	Connecting Bus Service		
				MTA Route #	RTA Route #	WMATA Route #
<b>MARC – Anne Arundel County Stations</b>						
<b>Dorsey</b>	<u>AM</u> 4 Eastbound, 6 Westbound <u>PM</u> 7 Eastbound, 4 Westbound	7000 Deerpath Rd at MD 100, Elkridge, MD 21075	802 spaces	201 Commuter	501	None
<b>Jessup</b>	<u>AM</u> 0 Eastbound, 1 Westbound <u>PM</u> 1 Eastbound, 0 Westbound	8 Old Jessup Rd, Jessup, MD 20794	75 spaces	None	None	None
<b>Savage</b>	<u>AM</u> 4 Eastbound, 6 Westbound <u>PM</u> 7 Eastbound, 4 Westbound	9009 Dorsey Run Rd, Annapolis Junction, MD 20710	914 spaces	None	409, 502	None
<b>Laurel Park</b>	<u>AM</u> 4 Eastbound, 6 Westbound <u>PM</u> 7 Eastbound, 4 Westbound	Laurel Racetrack Rd, Laurel, MD 20725	300 spaces	None	502	None
<b>MARC – Prince George’s County Stations</b>						
<b>Laurel</b>	<u>AM</u> 4 Eastbound, 6 Westbound <u>PM</u> 7 Eastbound, 4 Westbound	22 Main St, Laurel, MD 20707	396 spaces	None	301, 409	89M
<b>Muirkirk</b>	<u>AM</u> 4 Eastbound, 6 Westbound <u>PM</u> 7 Eastbound, 4 Westbound	7012-B Muirkirk Rd, Beltsville, MD 20705	650 spaces	None	302	None

## Park and Ride Lots

There are 19 park-and-ride lots or facilities in the RTA service area. Eleven of which are in Howard County, seven are in Prince George's County, and one is in Anne Arundel County. The facility with the largest number of spaces is in the Greenbelt MARC/Metro station in Prince George's County, which provides 3,399 spaces.

**Table 2-3: Park and Ride Facilities in RTA Service Area**

Name	Address	City/ Town	County	Zip Code	# of Spaces
Broken Land East	9601 Broken Land Pkwy	Columbia	Howard	21046	346
Broken Land West	9601 Broken Land Pkwy	Columbia	Howard	21046	346
Clarksville	5020 Signal Bell Ct	Clarksville	Howard	21029	170
Long Gate	4951 Meadowbrook Ln	Ellicott City	Howard	21043	302
MARC Dorsey Station	Dorsey Station Dr	Hanover	Howard	21076	802
MARC Jessup Station	8001 Old Jessup Rd	Jessup	Howard	20794	100
MARC Laurel Racetrack Station	10101 Columbia St	Laurel	Howard	20723	300
Oakland Ridge	9380 Presbyterian Circle	Columbia	Howard	21045	99
Scaggsville	11260 Scaggsville Rd	Fulton	Howard	20759	416
Snowden River	8880 Snowden River Pkwy	Columbia	Howard	21045	305
West Friendship	2030 Sykesville Rd	Sykesville	Howard	21784	88
MARC Savage Station	909 Dorsey Run Rd	Annapolis Junction	Anne Arundel	20701	822
B/W Parkway Armory	64 Southway	Greenbelt	Prince George's	20770	123
MARC/Metro Greenbelt Station	5600 Greenbelt Metro Dr	Greenbelt	Prince George's	20770	3,399
MARC Muirkirk Station	7012 Muirkirk	Beltsville	Prince George's	20705	650
Montpelier Recreational Fringe Parking	Laurel Bowie Rd (MD-197) & Brock Bridge Rd	Laurel	Prince George's	20708	70
South Laurel Fringe Parking	Laurel Bowie Rd (MD-197) and Briarcroft Ln	Laurel	Prince George's	20708	684
MARC Laurel Station	22 Main St & Lafayette Ave	Laurel	Prince George's	20707	299
Laurel Fringe Parking	Old Sandy Spring Rd & Van Dusen Rd	Laurel	Prince George's	20707	56

## Anne Arundel County Office of Transportation

Currently, the Anne Arundel County Office of Transportation (AAOOT) provides a variety of public transit services. All services are currently fare-free, though in the past AAOOT did charge a fare for their services, and they might revisit their policy in the future.

Transit services include fixed route services, shuttle services, on-demand services, ADA complementary paratransit, and general paratransit services.

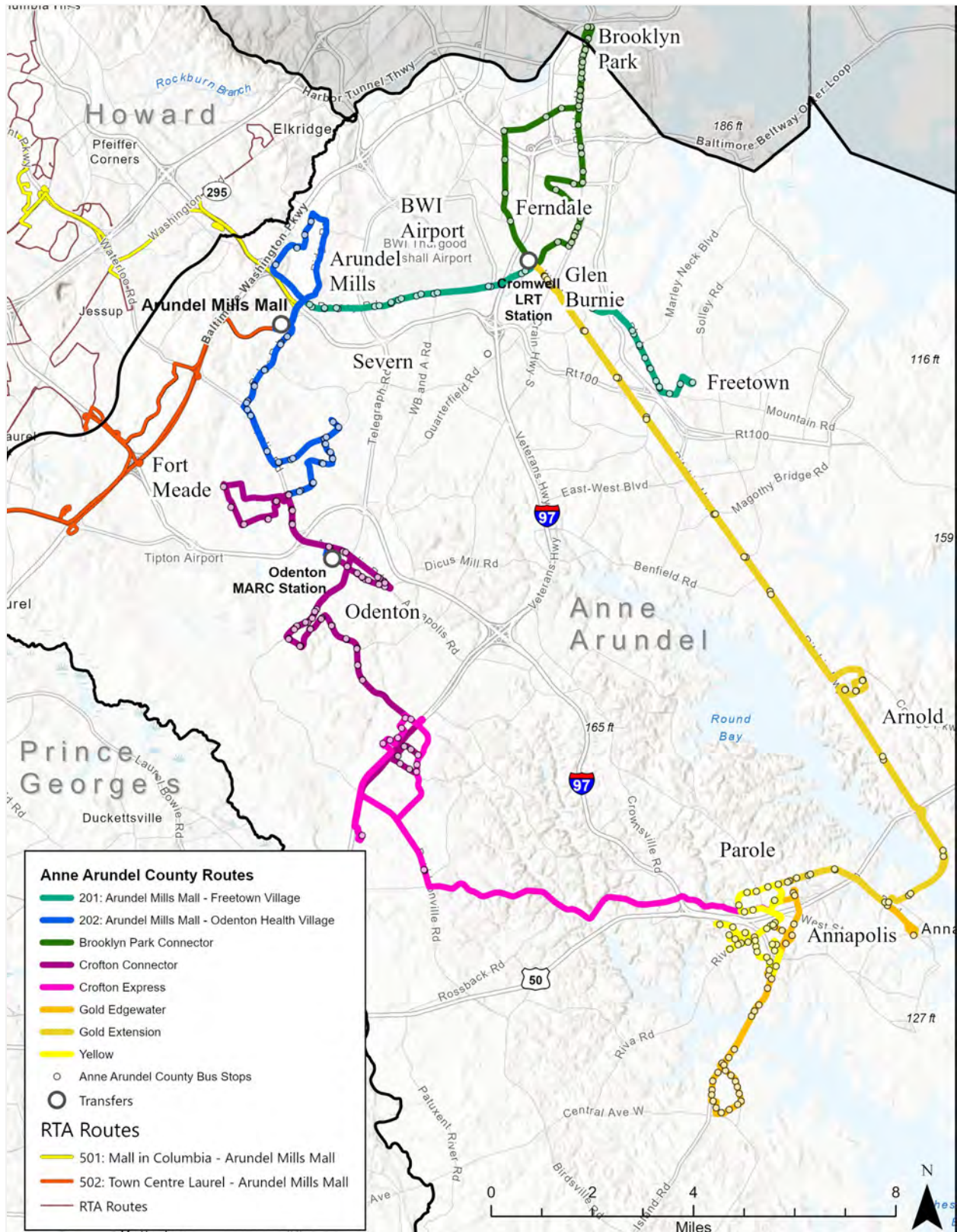
Two routes connect to Arundel Mills Mall, Route 201 (Arundel Mills – Freetown Village) and Route 202 (Arundel Mills – Odenton Health Village). These routes were formerly run by RTA and currently connect to RTA routes 501 (Arundel Mills – Mall in Columbia) and 502 (Arundel Mills – Town Centre in Laurel). The OOT Route 201 includes a stop at the Cromwell station which connects to the MTA light rail network. The OOT Route 202 includes a stop at the Odenton Marc Station which is part of the MARC Penn Line.

**Figure 2-22** displays the AAOOT fixed route services adjacent to the RTA service area.

AAOOT provides on-demand services in southern Anne Arundel County (South County Call N' Ride) and northern Anne Arundel County (the Northern County Call N' Ride Service), which provides service Monday – Friday between 7:00 am and 7:00 pm. General paratransit services are provided for eligible customers who have a disability that prevents them from making some or all trips on fixed route services.

In the 2018 Central Maryland TDP, RTA provided fixed route services within Anne Arundel County. Since then, the county has replaced those RTA routes with its fixed route services through the Anne Arundel County Office of Transportation (AAOOT). AAOOT serves two routes in the RTA service area which stop at Arundel Mills Mall, where transfers are available to RTA (501, 502) and MTA (LocalLink 75, Commuter 201).

**Figure 2-22: Anne Arundel County Transit Routes in RTA Service Area**



**Table 2-22: Anne Arundel County Transit Routes in RTA Service Area**

Route	Key Stops	# of Trips	Headway	Span from Arundel Mills Mall	RTA Route Number	Transfer
AA 201: Arundel Mills Mall – Freetown Village	Arundel Mills Mall, Sun Valley Shopping Center, Freetown Village, Cromwell LRT	24	15-95 min	6:45am – 12:39am	501 502	Arundel Mills Mall
AA 202: Arundel Mills Mall – Odenton Health Village	Arundel Mills Mall, Preston Gateway Dr. (Amazon Warehouse), Meade Village, Odenton MARC Station, Odenton Health Campus	12	15-95 min	6:15am – 12:17am	501 502	Arundel Mills Mall

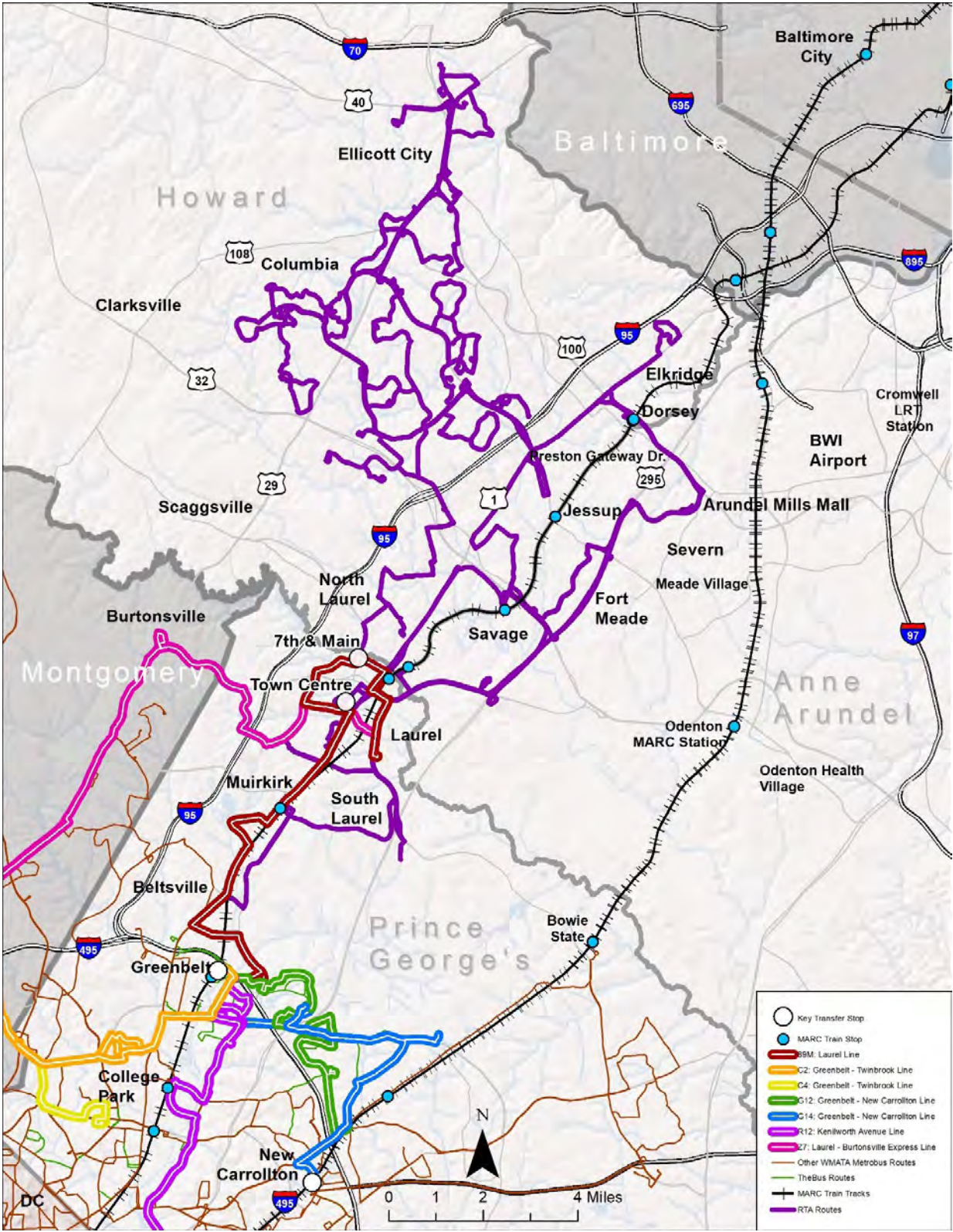
## Washington Metropolitan Area Transit Authority (WMATA)

WMATA is the regional transit service provider for the Washington area. Neither Howard County nor Anne Arundel County is a member of the WMATA Compact that defines the membership in WMATA. However, Prince George’s County is a member, and so portions of the RTA study area in northern Prince George’s County are served by WMATA as well as Prince George’s county system, The Bus. Several WMATA Metrobus routes offer service to/from the City of Laurel in Prince George’s County and are potential alternative services or transfer opportunities for RTA riders. RTA passengers on one of five routes (301, 302, 409 502, and 503) arriving at Town Centre at Laurel can transfer to WMATA Metrobus Routes 89M (to Beltsville and Greenbelt station) or the Z7 (to Burtonsville and Silver Spring).

RTA passengers on Route 302 (Town Centre – Greenbelt) arriving at Greenbelt station can transfer to multiple WMATA Metrobus routes; with destinations including College Park, Hyattsville, Wheaton, Twinbrook, New Carrollton, and Deanwood. In addition, passengers can transfer to WMATA rail and access the Washington, D.C. region.

Previously, Metrobus Route B30 connected to BWI Thurgood Marshall Airport but this route was removed. Metrobus Route Z7 links Laurel with the Burtonsville Park and Ride in Montgomery County, as well as Silver Spring Metrorail Station. **Table 2-23** provides more information on these WMATA services.

Figure 2-23: WMATA Routes in RTA Service Area



**Table 2-23: WMATA Routes in RTA Service Area**

Route	Key Stops	Number of Trips	Headway	Span	RTA Route Number	Transfer
89M: Laurel Line	South Laurel Park and Ride Lot, Towne Centre Shopping Center, Laurel Plaza, Beltsville, Greenbelt Station	Weekdays Only Southbound AM: 9, PM: 13 Northbound AM: 8, PM: 13	<u>AM</u> 45-60 min. <u>PM</u> 40-60 min. <u>Late PM</u> 60 min.	5:20 a.m. to 11:47 p.m.	301, 302, 409, 502, 503	Town Centre at Laurel, Greenbelt Station
Z7: Laurel – Burtonsville Express Line	South Laurel Park and Ride Lot, Town Centre Shopping Centre, Laurel Regional Hospital, Burtonsville Crossing Park and Ride Lot, Silver Spring Station	Weekdays Only Southbound AM: 6, PM: 3 Northbound AM: 2, PM: 6	<u>AM</u> 30-35 min. <u>PM</u> 40 min.	4:59 a.m. to 5:44 p.m.	301, 302, 409, 502, 503	Town Centre at Laurel
G12: Greenbelt – New Carrollton	Greenbelt Station, Capital Office Park, North End, Old Greenbelt, Roosevelt Center, South End / Old Greenbelt, Greenbelt East, Doctors Community Hospital, Lanham, New Carrollton Station	Weekdays Only Eastbound AM: 10, PM: 17 Westbound AM: 11, PM: 14	<u>AM</u> 30-60 min. <u>PM</u> 30-60min.	7:00 a.m. to 10:42 p.m. (eastbound)	302	Greenbelt Station
G14: Greenbelt Rd. – Good Luck Rd. Line	Greenbelt Station, Beltway Plaza, Roosevelt Center, South End / Old Greenbelt, NASA – Goddard Space Flight Center, Goddard Corporate Park, Lanham, New Carrollton Station	Weekdays Only Eastbound AM: 12, PM: 15 Westbound AM: 11, PM: 15	<u>AM</u> 30-60 min. <u>PM</u> 30-60min.	5:15 a.m. to 11:02 p.m. (eastbound)	302	Greenbelt Station
R12: Greenbelt - Deanwood	Greenbelt Station, Beltway Plaza, College Park Station, Kenilworth Towers, Deanwood Station	Weekdays Only Southbound AM: 12, PM: 14 Northbound AM: 12, PM: 16	<u>AM</u> 30-60 min. <u>PM</u> 30-60min	5:00 p.m. to 12:17 p.m. (southbound)	302	Greenbelt Station
C2/C4: Greenbelt – Twinbrook Line	Greenbelt Station, Hyattsville Crossing, Wheaton Station, Twinbrook Station	Weekdays Only Southbound AM: 12, PM: 14 Northbound AM: 12, PM: 16	<u>AM</u> 30-60 min. <u>PM</u> 30-60min	5:40 a.m. to 12:42 (westbound)	302	Greenbelt Station

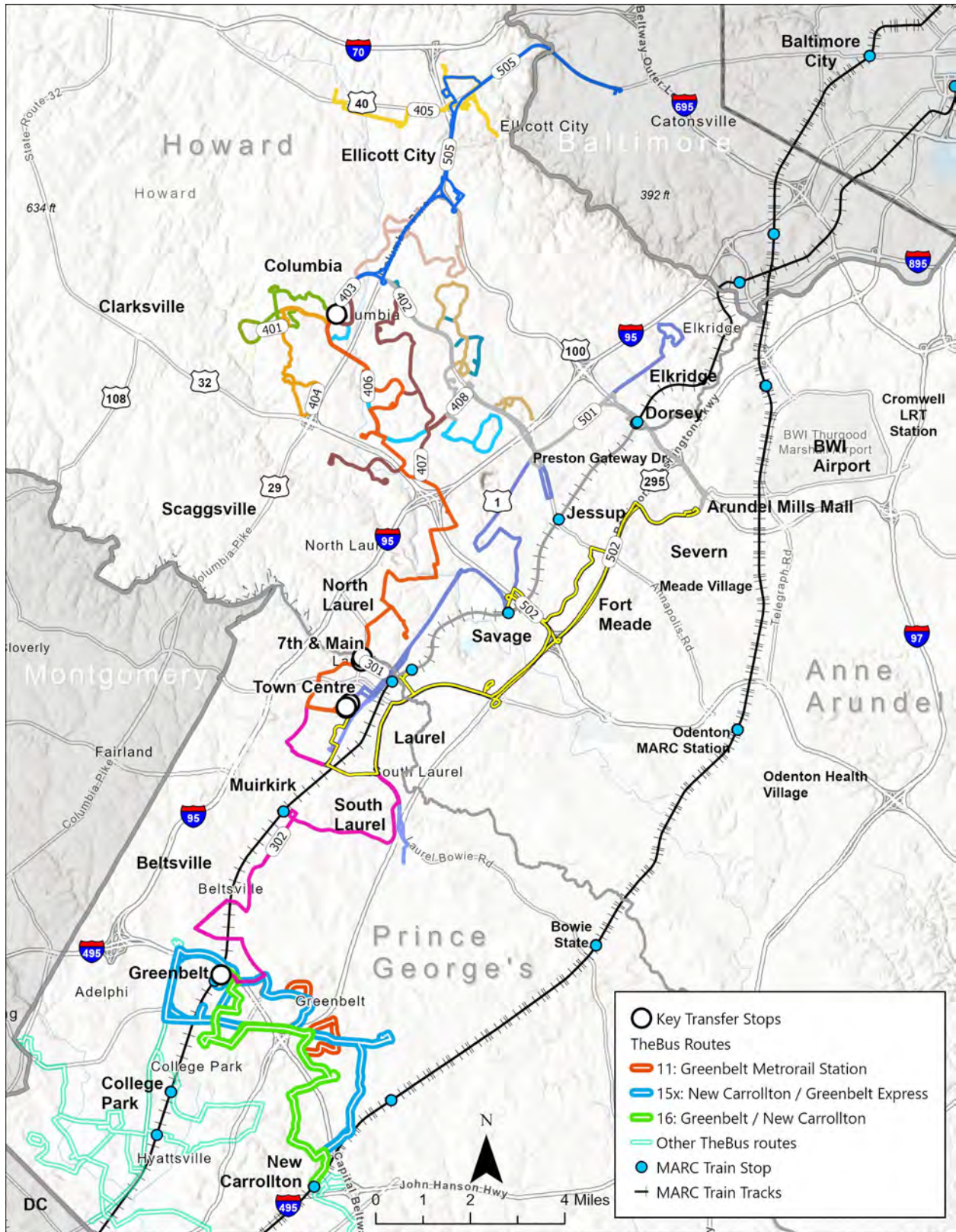
## TheBus (Prince George’s County)

TheBus is the public transportation system serving Prince George’s (PG) County, providing Monday – Saturday service. There are 28 bus routes operating, with most connecting to Washington Metro stations within PG county. There are three TheBus routes that stop at Greenbelt Station which has connections to RTA (Route 302) and WMATA Metrorail and Metrobus routes.

**Table 2-24: TheBus Routes in RTA Service Area**

Route	Key Stops	Number of Trips	Headway	Span	RTA Route Number	Transfer
11: Greenway Center	Greenbelt Station, Greenbelt Federal Courthouse, Crescent Road at Parkway	25	30 min.	6:28am – 6:57pm	302	Greenbelt Station
15x: New Carrollton via NASA	New Carrollton Metrorail Station, Goddard Spaceflight Center Visitor Center, Greenbelt Station Community, Greenbelt Station	14	40 min.	6:00am – 8:05pm	302	Greenbelt Station
16: New Carrollton via Lamont Dr.	New Carrollton Metrorail Station, Riverdale Road at Carrollton Mall, Doctors Community Hospital, Beltway Plaza, Greenbelt Station	26	30 min.	6:00am – 7:11pm	302	Greenbelt Station

**Figure 2-24: TheBus (Prince George's County) Routes in RTA Service Area**



## Other Area Providers and Purchasers

Other public and private transportation services are available to area residents in addition to those offered by RTA. Residents also have access to intercity buses, regional rail services, commuter bus services, local transit connections, and multiple park-and-ride locations. Specialized door-to-door transportation is provided by local human service transportation providers and other private transportation providers within the study area. These service providers are detailed in this section.

### Intercity Buses

#### Greyhound

Greyhound provides intercity bus service in Maryland. Their Baltimore to Washington, D.C. route travels the Baltimore-Washington Parkway through Central Maryland. There is a Greyhound stop at the 7-Eleven at 605 7th Street, in Laurel, where passengers can transfer to the 503/E. Greyhound offers intercity connections across the US and into Mexico and Canada. (<https://www.greyhound.com/en-us/bus-station-190245>).

#### OurBus

OurBus currently runs two round trips a day, generally on Tuesday, Wednesday, Saturday, and Sunday from Columbia (MD) to New York City, with a stop in Robbinsville Township in New Jersey before continuing to New York. The bus stops once in the morning, and once in the afternoon at the Broken Land Park & Ride, East Lot. OurBus offers curbside intercity bus service, operating across the U.S.

### Amtrak Rail Service

Amtrak serves one stop in Central Maryland--the BWI Marshall Airport Rail Station, in Anne Arundel County. It is linked to the airport terminal by a free shuttle bus. Three types of Amtrak service call at the BWI Station: the Acela Express, which travels between Washington, D.C., and Boston; the Northeast Regional, which runs between Virginia Beach, Washington, D.C., New York, Hartford, and Boston; the Silver Service/Palmetto trains which run from New York, through Washington, D.C. and into Miami; and the Vermonter, which runs between Washington, D.C. and St. Albans in northern Vermont. (<https://www.amtrak.com/northeast-train-bus-stations>)

## Human Service Agencies

### Government/Public Entities

#### Anne Arundel County Department of Health

The Anne Arundel County Department of Health offers Medical Assistance Transportation under the Medicaid program. They provide rides to approved medical providers for people covered for full medical assistance, live in Anne Arundel County, and have no other means of transportation. Clients are encouraged to use public transit and the Department of Aging Transportation before contacting them to schedule a ride. Rides must be scheduled at least two days in advance, and are offered Monday through Friday from 8:00 a.m. to 2:30 p.m. The service is free.

<https://www.aahealth.org/medical-assistance-transportation/>

#### Anne Arundel County Department of Aging and Disabilities (AADOAD)

The Anne Arundel County Department of Aging and Disabilities (DOAD) is the local Area Agency on Aging (AAA) for Anne Arundel County. DOAD provides a range of services to meet the needs of seniors and adults with disabilities, including operating a van shuttle service and taxi subsidy program.

The demand-response transportation program is operated in collaboration with First Transit, using a fleet of 41 vehicles. First Transit provides drivers, dispatch, and intake and DOAD staff provides oversight and scheduling. Vehicles are owned by Anne Arundel County and maintained by Anne Arundel County Office of Central Services. Eligible riders include people ages 55 and older and people with disabilities. The focus of the program is to provide transportation to the senior center and medical appointments. DOAD asks for donations from riders to help offset the cost of providing transportation services but does not charge a fee.

DOAD's subsidized taxi program, called the taxi voucher program, provides eligible participants with \$10 worth of taxi fare coupons for a \$5 fee. A maximum of \$75/month in coupons can be purchased. People with verified employment of at least twenty hours per month can purchase an additional \$40 worth of coupons. Eligible participants must be ages 55 or older, or be ages 18 or older and have a verifiable transportation disability.

There is a disability verification form requiring verification from a physician, psychiatrist, psychologist, or program director of a social service agency (serving the developmentally disabled). In some cases, persons with particular medical conditions are eligible to purchase additional coupons.

<http://www.aacounty.org/services-and-programs/taxi-voucher-program>

#### Howard County Health Department

Within the Health Department, the Medical Assistance/HealthChoice Transportation Program provides transportation services, for Howard County residents who are Medical Assistance/HealthChoice recipients, to medical providers who accept these programs.

All active Medical Assistance/Health/Choice clients who use mobility devices and need accessible non-emergency transportation may use Area Agency on Aging (AAA) Transport. AAA Transport conducts the screening for eligible recipients and requires 24-hour advance reservations for rides to approved medical providers. The Health Department encourages individuals requesting transportation services to exhaust all other options before seeking Medical Assistance transportation; this includes directing clients to RTA Mobility. Transportation is provided to those with an active Medical Assistance number from Monday through Friday between the hours of 5:00 a.m. and 9:00 p.m., with limited Saturday service. Business hours for scheduling appointments are Monday through Friday from 8:00 a.m. to 3:00 p.m.

## Nonprofit Agencies

### Active Day of Harford Medical Adult Day Care

Active Day provides adult daycare services for older adults and people with disabilities. They provide door-to-door transportation services for clients to medical and recreational destinations. Their fleet accommodates both ambulatory and non-ambulatory individuals.

### American Cancer Society

The American Cancer Society's "Road To Recovery" program provides transportation for cancer patients to cancer related medical appointments. Patients must be able to walk unassisted to and from the vehicle or have an accompanying caregiver to assist. Patients under the age of 18 must be accompanied by a legally responsible adult. It can take several business days to coordinate riders which are provided by volunteers, so riders should schedule ride requests well in advance.

### The Arc of Howard County

The Arc of Howard County provides services to individuals with intellectual and developmental disabilities. Services include employment, family and individual support, respite care, residential services, day programs, and retirement support. The Arc provides transportation for clients to their service centers using their fleet of vehicles and drivers. However, transportation services were suspended in February 2021 due to the COVID-19 pandemic.

### The Arc of the Central Chesapeake Region

The Arc of the Central Chesapeake Region serves Anne Arundel County and is a non-profit agency,

providing residential services, community supported homes, employment, education, and advocacy. They serve people with cognitive disabilities and their families. They operate their own vehicles, providing clients transportation to employment and services.

### **The Arc of Prince George's County**

The Arc of Prince George's County provides support and services for people with cognitive disabilities and their caregivers. They are a membership organization serving Prince George's County. The Arc of Prince George's County facilitates transportation for clients through MetroAccess or their own transportation services. Transportation is provided between Arc programs and participants' homes, and between Arc programs and community locations.

(<https://www.thearcofpgc.org/our-programs/adult/transportation/>)

### **Athelas Institute, Inc.**

The Athelas Institute, Inc. provides residential, employment, and educational services to adults with cognitive disabilities. They serve Howard and Baltimore Counties, and parts of Anne Arundel and Carroll Counties. They provide door-to-door transportation for clients to grocery stores, doctor appointments, and errands with attendants. They have wheelchair accessible vehicles and require advanced reservations.

### **Bello Machre**

Bello Machre is a non-profit, residential, and support service agency serving people with cognitive and developmental disabilities. They operate and run their own vehicles in Anne Arundel County and parts of Carroll County.

### **Columbia Association**

One of the community services provided by the Columbia Association is a free Seniors Events Shuttle. This service provides curb-to-curb evening (after 4:30 pm) and weekend transportation shuttle to cultural events throughout Howard County for groups of four or more older adults (aged 60 and over). These events include theaters, art exhibits, and concerts. Service is provided for groups of four or more. Smaller groups are referred to as Neighbor Ride. The Special Events Shuttle is open to all Howard County residents. Columbia Association does not use their own vehicles for this service, but contracts with senior living communities who provide their vehicles for this service. In FY 2017 this service provided 1,374 passenger trips. (<https://www.columbiaassociation.org/>).

## Disabled American Veterans Transportation Program (DAV)

DAV is a non-profit agency that supports veterans across the United States. Their Maryland office is located in Baltimore. They help veterans with non-emergency medical transportation, benefit claims, and employment. DAV provides transportation to Veterans Administration medical centers for injured veterans.

(<https://www.dav.org/>)

## Neighbor Ride

Neighbor Ride provides affordable, volunteer-based supplemental transportation to older adults in Howard County. Passengers are transported door-to-door by volunteer drivers in personal vehicles. Passengers may utilize Neighbor Ride for religious services, classes, volunteer activities, social outings, medical appointments, and shopping. They do not provide rides to the airport, cruise terminals, Amtrak stations, or gaming venues. They will drive passengers to the Baltimore and Washington, D.C. areas. The maximum one-way distance is 35 miles from pick up. Rides can be scheduled by phone or website at least three days in advance. Fees are based on mileage: if less than one mile one-way the fare is \$10 round trip. Mileage and fees increase incrementally with a 20 to 35 mile one way trip costing \$36 round trip.

(<http://neighborride.org>)

## Partners in Care

Partners in Care is a community non-profit organization dedicated to helping seniors and adults with disabilities to live independently in their own homes. Established in 1993, Partners in Care uses a time-banking system to tap into its network of 2,400 members to support seniors and adults with disabilities in their daily tasks. They serve Anne Arundel County, Calvert County, Fredrick County, and the Upper Shore. Transportation is one of their most requested services and is available seven days per week including evenings and weekends. Ride requests for appointments have to be made at least one week in advance. Once a request is made, volunteer matchmakers match passengers with an available driver in the area. Members may request up to one ride per week. Partners in Care offers an on-demand Mobility Bus service for wheelchair users and individuals who require the use of a lift to board the bus.

(<https://partnersincare.org/about-us/faq/>)

## Winter Growth

Winter Growth provides medical day, respite care, assisted living, and assisted transportation for older adults and adults with disabilities in Howard County. Winter Growth's Assisted Transportation drivers provide rides for local medical appointments with modest fees and subsidies available for income-eligible passengers.

(<https://www.wintergrowthinc.org/transportation/>)

## Woods Adult Day Services

Woods Adult Day Services is a non-profit organization providing adult medical day care in Anne Arundel County. They operate their own handicapped accessible vehicles, providing rides for clients to adult day care, medical, recreation, and shopping.

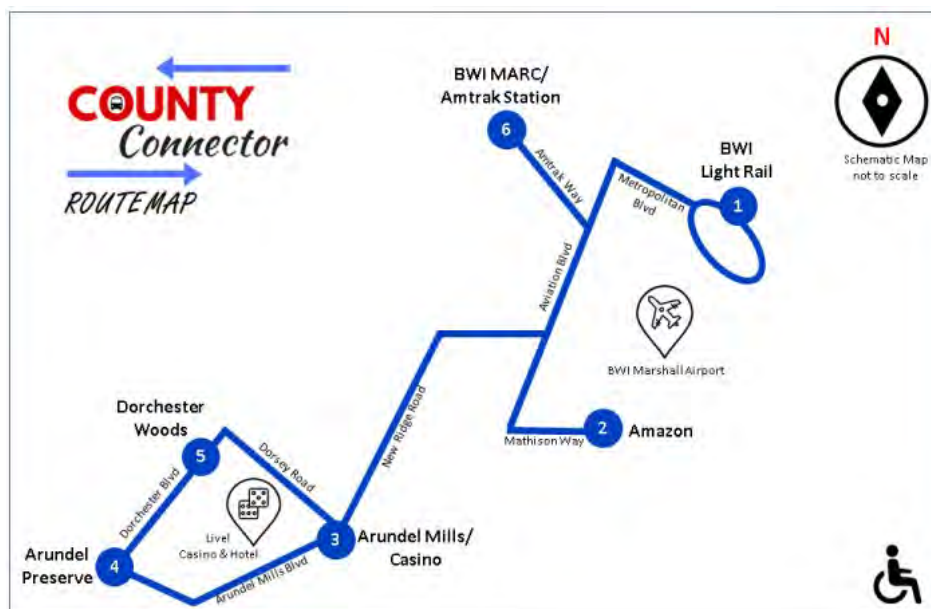
(<https://www.woodsadulldayservices.com/essential-services>)

## Private Transportation Providers

### BWI Marshall Airport

Baltimore Washington International Marshall Airport in Linthicum, Maryland, offers both domestic and international flights. Ground transportation options for BWI Marshall Airport include taxi, bus, van/shuttle, rail service, and car rental. Taxi service from the airport is provided by BWI Airport Taxi and is available 24 hours a day. Taxis going to the airport are open to all local cab companies. Hotel courtesy shuttles, Supreme Airport Shuttle, and Bay Runner Shuttle provide shuttle service to and from the airport. Amtrak, MARC, and MTA Light Rail are the available rail services at or near the airport. Bus services include MTA Commuter Bus Route 201 (connects Gaithersburg with Shady Grove, Arundel Mills, and BWI) and MTA LocalLink 75 (connects to Baltimore). The County Connector Shuttle operated by the BWI Business Partnership, in conjunction with the Anne Arundel County Office of Transportation, provides a free 15 min. shuttle ride (365 days a year) from the BWI Marc/Amtrak station to key locations in the area, including Arundel Mills Mall. RTA no longer runs direct service to the airport. In FY22, the County Connector served 71,025 riders.

**Figure 2-25: County Connector Service Map**



## Taxi and Private Car Service

Central Maryland is served by several taxi and private transportation services:

- AA County Cab (Rides originating in Anne Arundel County)
- AAA Transport (Anne Arundel, Prince George's)
- American Limousines (Howard County)
- Anne Arundel Taxi Inc. (Anne Arundel County)
- Associated Cab of A.A. County / SunCab (Brooklyn, Glen Burnie, Pasadena, Severna Park, Linthicum, Hanover, Annapolis)
- Beltway Transportation Service (Howard, Anne Arundel, Prince George's)
- BWI Airport Taxi (Howard, Anne Arundel, Prince George's)
- Columbia Taxi Service (Serves regional airports from Howard County and surrounding areas)
- Diamond Cab of AA County (Hanover, Glen Burnie, Brooklyn, Severna Park)
- Independent Taxi Association Inc. (Baltimore City, Baltimore County, and Anne Arundel County)
- Laurel Taxi (Laurel, Fulton, Beltsville, Burtonsville, Annapolis Junction)
- Prince George's County Call-A-Cab provides taxi vouchers at a 50 percent reduced rate for senior and people with disabilities through a network of taxicabs that accept the discount vouchers.
- Ride Taxi (Howard County, PG County, Montgomery County, Anne Arundel County, Baltimore and Washington metropolitan regions).
- Uzurv (Baltimore City, Baltimore County, Anne Arundel County)

## Private Non-Emergency Transportation Service Organizations

### National Security Agency (NSA) Transportation Services

NSA Transportation Services runs two in-house shuttles Monday – Friday for employees between the Odenton MARC station and Fort Meade.

(<https://home.army.mil/meade/index.php/about/Garrison/transportation>)

### Home Life Help Services

Home Life Help Services specialize in wheelchair transport. They provide transportation, for a fee to the general public, for non-emergency medical appointments and airport transport. Their service area covers Maryland suburban counties.

### Med-Care Transportation

Med-Care Transportation provides 24-hour accessible van transportation services to the general public for a fee. Transportation must be arranged in advance. They serve Annapolis and Baltimore City, as well as Anne Arundel, Baltimore, Carroll, Harford, Howard, Montgomery, and Prince George's Counties.

## Saferide

Saferide provides accessible non-emergency medical transportation to the general public for a fee. They have wheelchair accessible vehicles and offer personal care attendant service. Reservations must be made in advance. They serve Anne Arundel and Baltimore, and Carroll, Harford, and Howard Counties. Fees start at \$19.95.

## Transport-U

Transport-U provides accessible non-emergency medical transportation to the general public for a fee. They require 24-hour advance notice and have wheelchair accessible vehicles. They provide both door-to-door and door-through-door services. They serve Annapolis, Anne Arundel, Baltimore City, Baltimore County, Carroll, Harford, Howard, Montgomery, and Prince George's Counties. (<http://www.mdtrip.org/transit-directory/>)

## Associations

### BWI Business Partnership

The BWI Business Partnership is a non-profit, membership organization that includes nearly 175 local and regional businesses and government agencies. The oldest Transportation Management Association (TMA) in the country according to the Association of Commuter Transportation, the BWI Business Partnership works with major employers in Central Maryland to promote ride sharing and transit use. The organization promotes public policy that centers on good transportation resources and business infrastructure in the BWI area, which includes BWI Marshall Airport, National Security Agency, Fort Meade, and Arundel Mills Mall. The BWI Business Partnership supports improvements to transportation in the corridor, including operating employment-targeted shuttle service and promoting commuting alternatives.

The BWI Business Partnership operates the Mills Ride Shuttle that takes Arundel Mills and Maryland Live! employees to and from the Cromwell Light Rail Station when local transit is unavailable. The shuttle is free and runs 365 days a year. On weekdays and Saturdays, the shuttle runs from 9:15 p.m. to 11:30 p.m. There are special schedules for Sundays and holidays. (<https://www.bwipartner.org/transportation/millside>).

## Transportation Network Companies (TNCs)

Uber and Lyft provide on-demand, ride-hailing transportation services in the region. Service is available 24 hours a day, 7 days a week, though the supply of vehicles varies by time of day and geographic area. Customers are required to set up an account with Uber or Lyft and link a debit/credit card to their account. No cash is exchanged between drivers and passengers, and two or more passengers can split payments. Both Uber and Lyft offer several classes of service at different costs, which vary by the vehicle used and whether the ride is shared with other passengers. To reserve a trip, customers are required to use a smartphone to request a vehicle, indicating their pickup location and destination. Passengers are sent the type, color, and license plate number of the vehicle coming to pick them up. Upon arrival at the requested origin, drivers wait two minutes for passengers. After two minutes, the driver cancels the trip and charges the passenger a cancellation fee.

# Chapter 3

## Review of Needs

### Introduction

This chapter analyzes demographic and land use data to assess the need for transit in and around the RTA's service area including Howard County and portions of Anne Arundel and Prince George's counties. Data ranging from major trip generators to population subgroups are documented and analyzed. Data sources include the 2020 Census and the American Community Survey (ACS) 2017-2021 five-year estimates.

The study area for this TDP was defined using three basic areas:

- Areas currently served by RTA's fixed route and Mobility/ADA service.
- RTA's General Paratransit (GPT) service area including all of Howard County.
- Areas within Anne Arundel and Prince George's counties that are within close proximity to RTA services.

This review will assist in the identification of underserved and unserved population areas that should be considered for future public transit service enhancements. Combined with the results of the review of existing services and community outreach, this information will provide the basis for developing service recommendations.

This chapter is divided into the following sections:

- **Population and Employment** – Overview of the study area's population growth, population projections, and employment density.
- **Transit Dependent Populations** – Description of socio-economic demographic groups that typically show a propensity to use transit services.
- **Title VI Demographic Analysis** – Review of low-income, minority, and limited English proficiency populations.
- **Land Use Profile** – Detailed listing of major trip generators in the study area and analysis of regional employment commuting patterns.
- **Summary of Needs** – Brief synopsis of the trends, patterns, and potential needs identified throughout the memo.

## Population and Employment

### Historical Population

As shown in **Table 3-1**, since 2000, each of the three counties in the RTA service area has experienced moderate to high population growth. Howard County has seen the greatest percentage population increase (34.1%), Prince George's has the second-greatest increase (20.7%), and Anne Arundel showed a 20.1% increase – all above the state's overall percentage increase of 16.6%.

In the ten years from 2010 to 2020, Howard County has shown significant population growth (15.8%). Both Anne Arundel (9.8%) and Prince George's (7.7%) have also continued to grow; however, the population growth rate in Prince George's County was lower than the Maryland state average (9%) during this period.

**Table 3-1: Historical Populations**

County / Area	2000	2010	2020	% Change 2010 - 2020	% Change 2000 - 2020
Howard	247,842	287,085	332,317	15.8%	34.1%
NW Anne Arundel	489,656	537,656	588,261	9.8%	20.1%
N. Prince George's	801,515	863,420	967,201	7.7%	20.7%
Region Total	1,539,013	1,688,161	1,887,779	9.7%	22.7%
State of Maryland	5,296,486	5,773,552	6,177,224	9.0%	16.6%

SOURCE: U.S. CENSUS BUREAU

## Future Population Projections

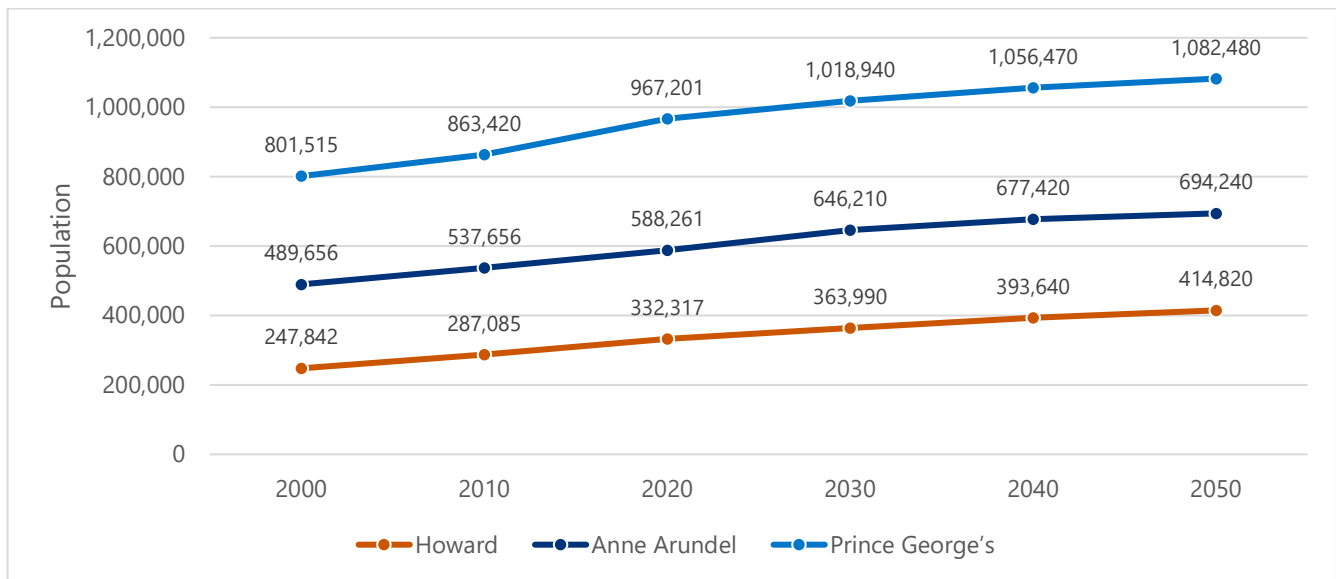
Population projections developed by the Maryland Department of Planning, shown in **Table 3-2**, estimate that the population for Howard, Anne Arundel, and Prince George’s counties will continue to increase over the next thirty years. The projections indicate that Howard County’s significant population growth rate in the 2010s (15.8% growth) will likely be more representative of regional trends in the 2020s (projected 9.5% growth rate) and in the coming decades. **Figure 3-1** provides a visualization of historical population growth and future population projections.

**Table 3-2: Future Population Projections**

Area	2020 Census	2030	2040	2050	% Change 2020 - 2030	% Change 2020-2040	% Change 2020-2050
Howard	332,317	363,990	393,640	414,820	9.5%	15.6%	19.9%
Anne Arundel	588,261	646,210	677,420	694,240	9.9%	13.2%	15.3%
Prince George’s	967,201	1,018,940	1,056,470	1,082,480	5.3%	8.4%	10.6%
Region Total	1,887,779	2,029,140	2,127,530	2,191,540	7.5%	11.3%	13.9%
State of Maryland	6,177,224	6,576,840	6,909,050	7,183,020	6.5%	10.6%	14.0%

SOURCE: MARYLAND DEPT. OF PLANNING, PROJECTIONS AND STATE DATA CENTER, DEC. 2022

**Figure 3-1: Historical Population and Future Population Projections**



SOURCE: U.S. CENSUS BUREAU AND MARYLAND DEPT. OF PLANNING, PROJECTIONS AND STATE DATA CENTER, DEC. 2022

## Demographic Change – Aging Population

In addition to overall population growth, another factor that will affect the need for public transportation is the aging of the baby boomer generation in the central Maryland region. **Table 3-3** provides projections from the Maryland Department of Planning, indicating that from 2025 to 2045 the population of those aged 60 and above will increase by 13.1 percent in Anne Arundel County, 25.8 percent in Howard County, and 27 percent in Prince George’s County.

While a significant number of persons continue to drive as they age, the percentage of non-drivers increases as the cohort ages, increasing the need and demand for public transportation to maintain mobility. Howard and Anne Arundel County have programs to provide general demand-responsive transportation to seniors, aged 55 and above in Anne Arundel, and 60 and above in Howard County. In Prince George’s County, demand response service is available to all residents, but priority is given to senior and disabled persons. A program dedicated to older adults is also available. The implication is that these services will face calls to expand. There will also be a need to implement and maintain quality fixed-route services and provide travel training to those who do not know how to use public transportation.

**Table 3-3: Central Maryland 60+ Population Projections by Jurisdiction**

Area	2025	2035	2045	% Change 2025-2035	% Change 2035-2045	% Change 2025-2045
Howard	83,260	97,204	104,768	16.7%	7.8%	25.8%
Anne Arundel	145,500	158,624	164,524	9.0%	3.7%	13.1%
Prince George’s	208,440	243,699	264,645	16.9%	8.6%	27.0%
Region Total	437,200	499,527	533,937	14.3%	6.9%	22.1%
State of Maryland	1,554,717	1,747,399	1,842,011	12.4%	5.4%	18.5%

SOURCE: MARYLAND DEPT. OF PLANNING, PROJECTIONS AND STATE DATA CENTER, DEC. 2020

## Population Density

The population of the region is not spread uniformly across this large area but is concentrated in several population centers that have developed around historic communities, transportation facilities, or as a result of planned development. **Figure 3-2** presents a map of the region showing the population density in terms of persons per square mile.

As illustrated in the population density map, the central Maryland region has a greater population density in eastern Howard County (near Columbia, Ellicott City, and the Route 1 corridor), in northern and northwestern Anne Arundel County (near Laurel, Maryland City, and Severn), and in northern Prince George's County (near Laurel, Greenbelt, and College Park). Much of western Howard County and large areas within Anne Arundel County are rural by policy, as the counties have adopted land-use plans that preserve low density and limit intensive development. Much of the region has developed with typical suburban land use patterns and relatively low residential density. Concentrations of multi-family and townhouse development are located in the region's town centers.

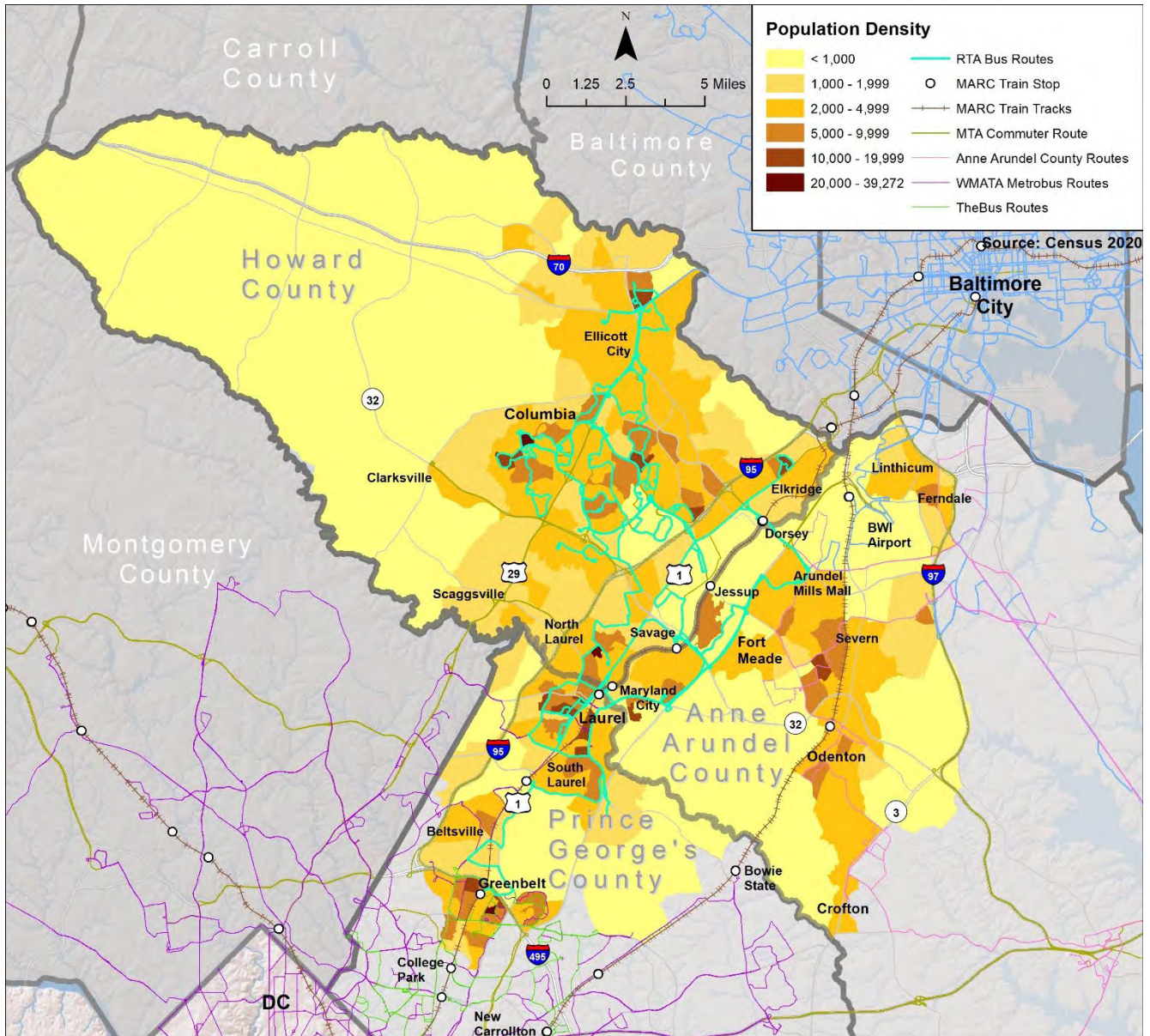
Population density is often an effective indicator of the types of public transit services that are most feasible within a given area. While exceptions exist, an area with a density of 2,000 persons per square mile will generally be able to sustain frequent, daily fixed route transit service. Conversely, an area with a population density below 2,000 persons per square mile may be better suited for deviated fixed routes, flex schedules, or on-demand services. As can be seen in **Figure 3-2**, the existing transit network generally provides service in or between the areas with supportive population density. However, there are areas with potentially supportive population density in each county that lack fixed-route service (or have limited service).

In Howard County, these populations include the Ilchester neighborhood between Elkrigde and Columbia, areas in greater Ellicott City, areas around Clarksville south of River Hill village, and North Laurel.

In northwestern Anne Arundel County, these populations include Maryland City, Jessup, areas outside of Arundel Mills in Severn, Fort Meade, Odenton, Crofton, and areas just north of BWI Airport including Linthicum and Ferndale. While these areas have fixed route service from the Anne Arundel Office of Transportation, residents of these areas must connect at Arundel Mills to access RTA services.

In northern Prince George's County, most populations are covered with at least some fixed route service from one of three transit systems (RTA, TheBus, and/or WMATA), however, parts of South Laurel and Beltsville have limited RTA service.

**Figure 3-2: Population Density**



## 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 use transit services. These transit dependent populations include individuals who may not have access to a personal vehicle or are unable to drive themselves due to disability. Determining the location of these populations assists in the evaluation of current transit services and the extent to which the services meet community needs.

### Transit Dependence Index

The Transit Dependence Index (TDI) is an aggregate measure displaying relative concentrations of transit dependent populations. The TDI aggregates census data from the American Community Survey's Five-Year Estimates (2017-2021).

Five factors make up the TDI calculation:

1. Population Density
2. Autoless Households
3. Old Adult Population (aged 65 and above)
4. Youth Populations (aged 10 to 17)
5. Below Poverty Populations

For each factor, individual census block groups were classified according to the prevalence of vulnerable populations relative to the study area average. The factors were then put into the TDI equation to determine the relative transit dependence of each block group.

**Figure 3-3** displays the results of the TDI analysis of the RTA service area and adjacent areas in central Maryland, which includes all of Howard County, block groups within one mile of an RTA bus route in northern Prince George's County, and block groups west of I-97 and west of Crain Highway (MD Route 3) in northern Anne Arundel County.

The TDI analysis is based on the density of populations with higher levels of transit need. Areas shown in darker shading are reflective of a higher density of persons with a potentially greater need for public transportation. The high-need areas are somewhat scattered, but again the existing transit network generally connects these areas, especially in Columbia. Most of Columbia's higher density areas are concentrated in ten self-contained villages; however, there is a high-need residential block group in the Hickory Ridge village area that has fewer RTA bus stops relative to other villages such as Owen Brown or Harper's Choice. **Figure 3-4** displays the RTA network along with the TDI analysis.

**Figure 3-3: Transit Dependence Index**

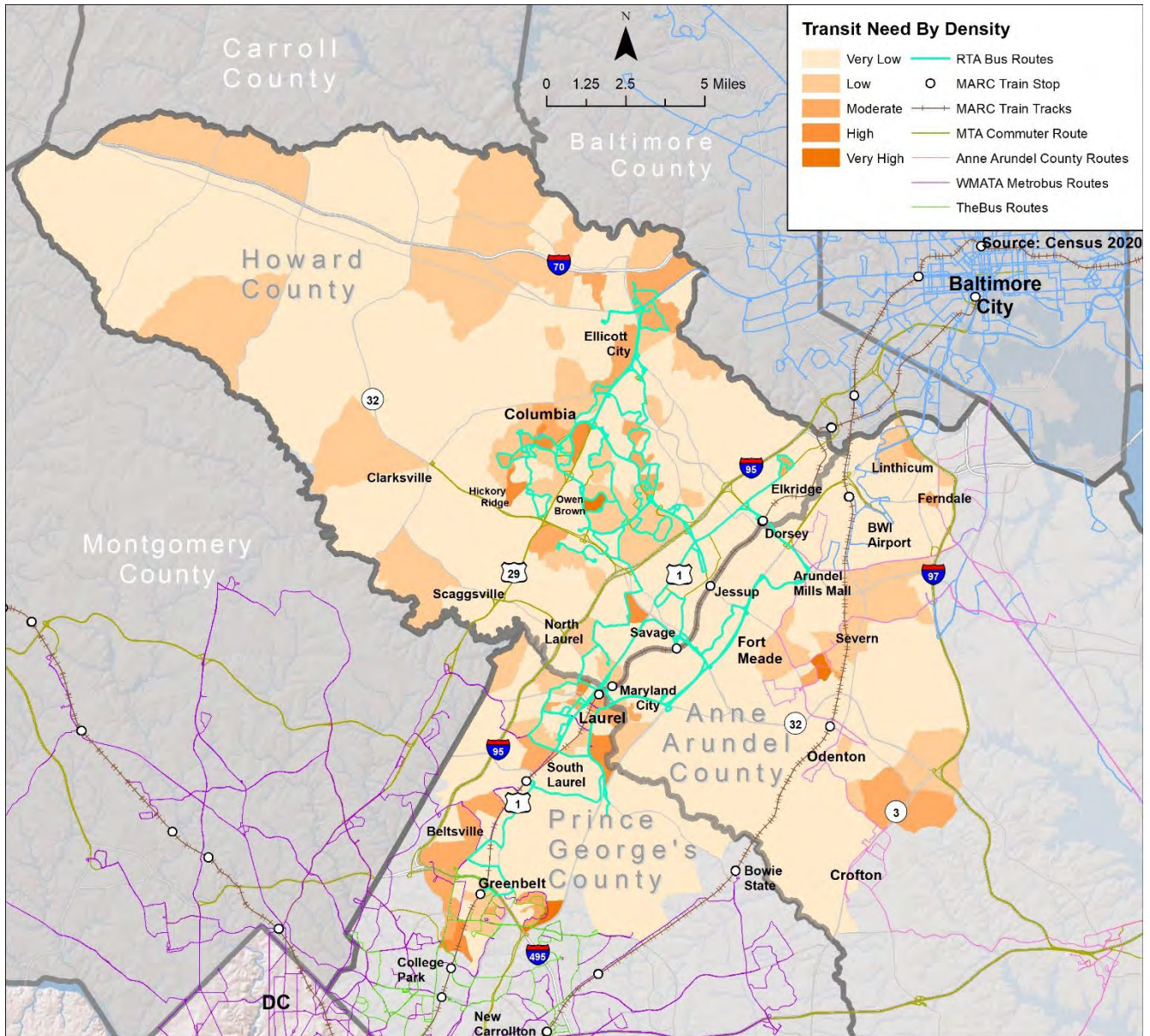
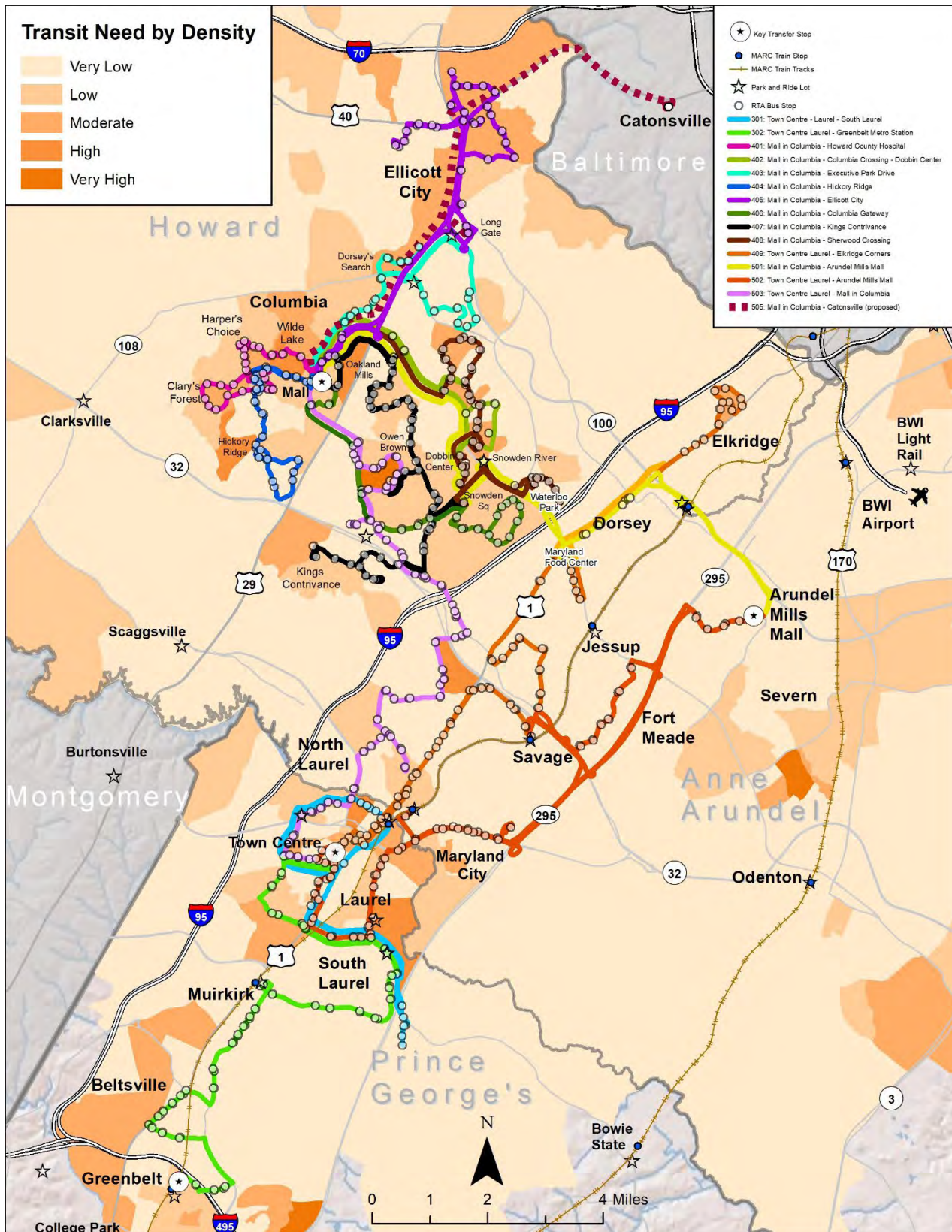


Figure 3-4: Transit Dependence Index by RTA Route

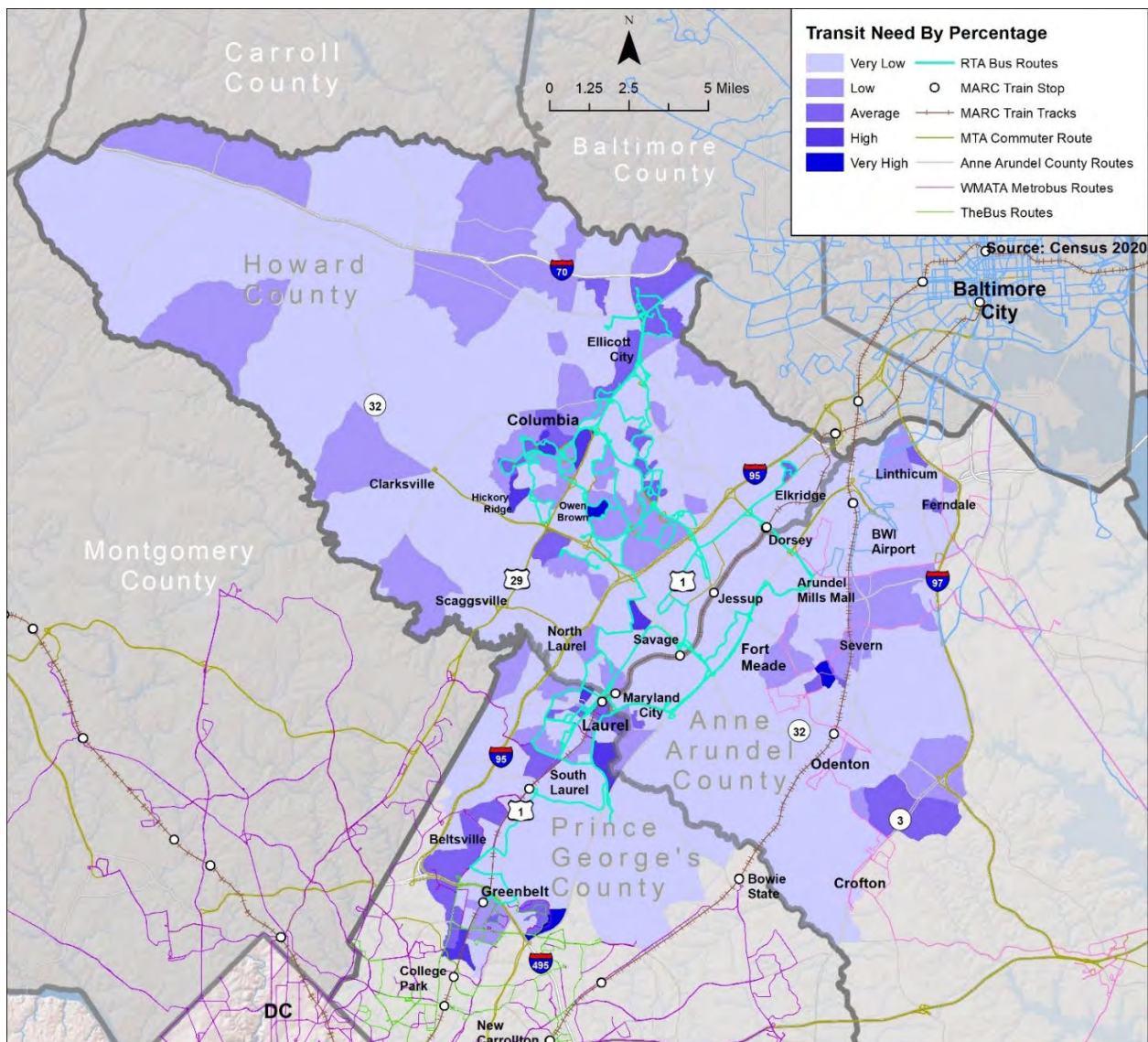


## Transit Dependence Index Percentage

The Transit Dependence Index Percent (TDIP) provides a complementary analysis to the TDI measure. It is nearly identical to the TDI measure except for the population density factor. Removing population density from the TDI highlights transit needs in areas with smaller populations by utilizing absolute population numbers from the demographic groups.

**Figure 3-5** presents a map showing areas with a high relative percentage of typically transit dependent demographic groups. There are several areas with projected moderate to high transit needs that have limited service from RTA. This includes areas around Ellicott City, Hickory Ridge, Kings Contrivance Village in Columbia, Greenbelt, Beltsville, South Laurel, and Severn.

**Figure 3-5: Transit Dependence Index Percentage**



## Analysis of Individual Needs Factors

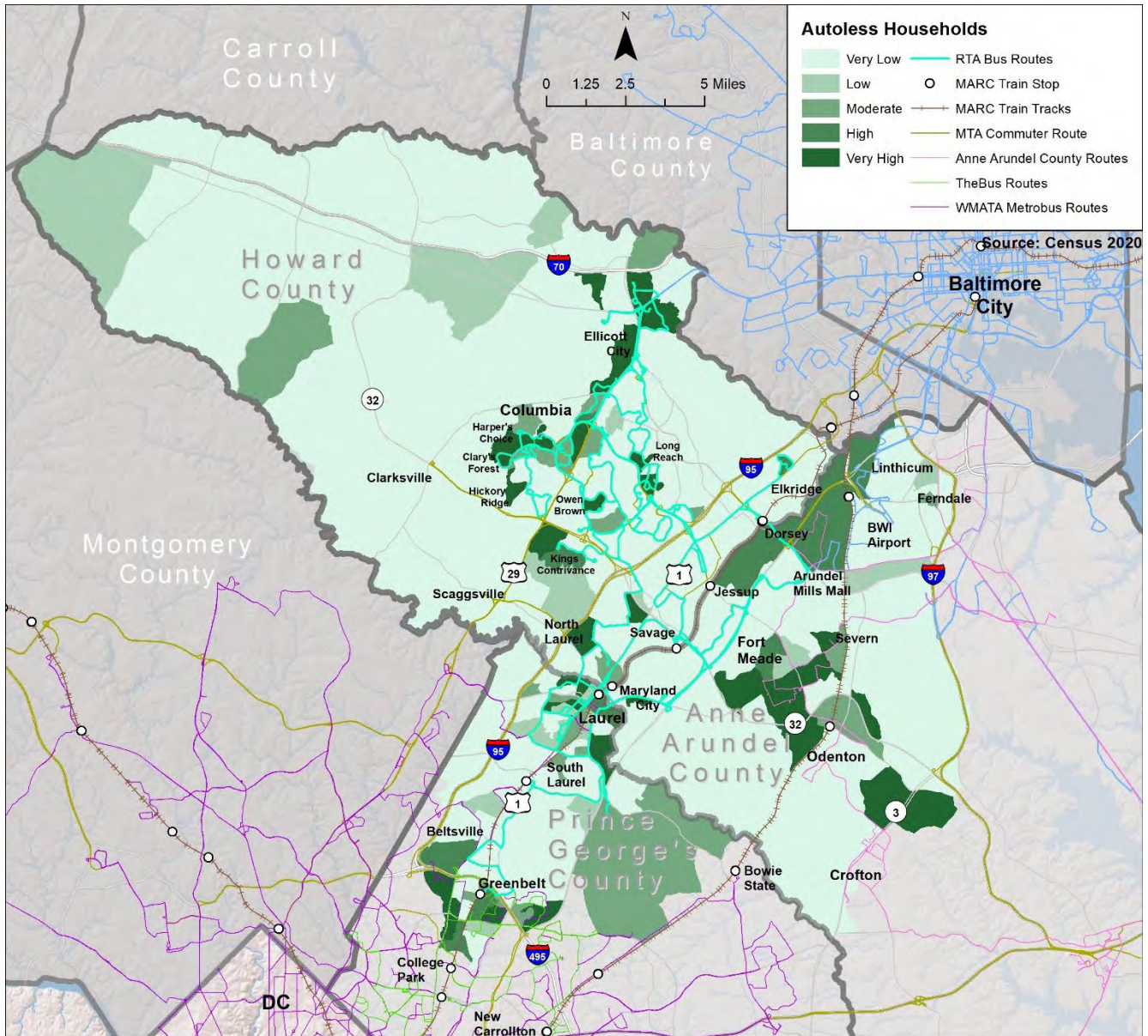
As noted above, the use of a combined index of potential transit dependence can sometimes mask variations that may indicate a greater or lesser need for transit based on the impact of one or two factors. For that reason, each of the factors is presented separately.

### Autoless Households

Households without at least one personal vehicle are more likely to depend upon the mobility offered by public transit than those households with access to a car. Although households with no automobiles are reflected in both the TDI and TDIP measures, displaying this segment of the population is important because many land uses in the region are at distances too far for non-motorized travel. **Figure 3-6** presents the relative density of households with no personal vehicles available along with the existing RTA and MTA transit networks. The results of many years of planning have led to relatively high concentrations of autoless households in and around Columbia. Most of these locations are served at some level by the existing transit network; however, there are some areas worth highlighting.

- In Columbia, the villages of Hickory Ridge and Kings Contrivance have very high numbers of autoless households but have limited bus stops serving the village. However, the villages of Long Reach, Owen Brown, Harper’s Choice, and Clary’s Forest have a relatively higher number of bus stops and services.
- In northern Ellicott City, there is a block group that is very high in autoless households unserved by the RTA network and a large block group in southern Ellicott City along Columbia Pike with limited service from along Route 405.
- In Anne Arundel County, these areas include much of Fort Meade, Odenton, a part of Maryland City, and Severn as well as Hanover, just west of BWI Airport.
- In Prince George’s County, these areas include Laurel and South Laurel (served by the RTA network), and areas mostly served by WMATA Metrobus and TheBus in College Park and Greenbelt.

**Figure 3-6: Autoless Households**



## Older Adult Population

Individuals ages 65 and older may scale back their use of personal vehicles as they age, leading to a greater reliance on public transportation compared to those in other age brackets. Illustrated in **Figure 3-7**, the older adult population is more dispersed throughout the region.

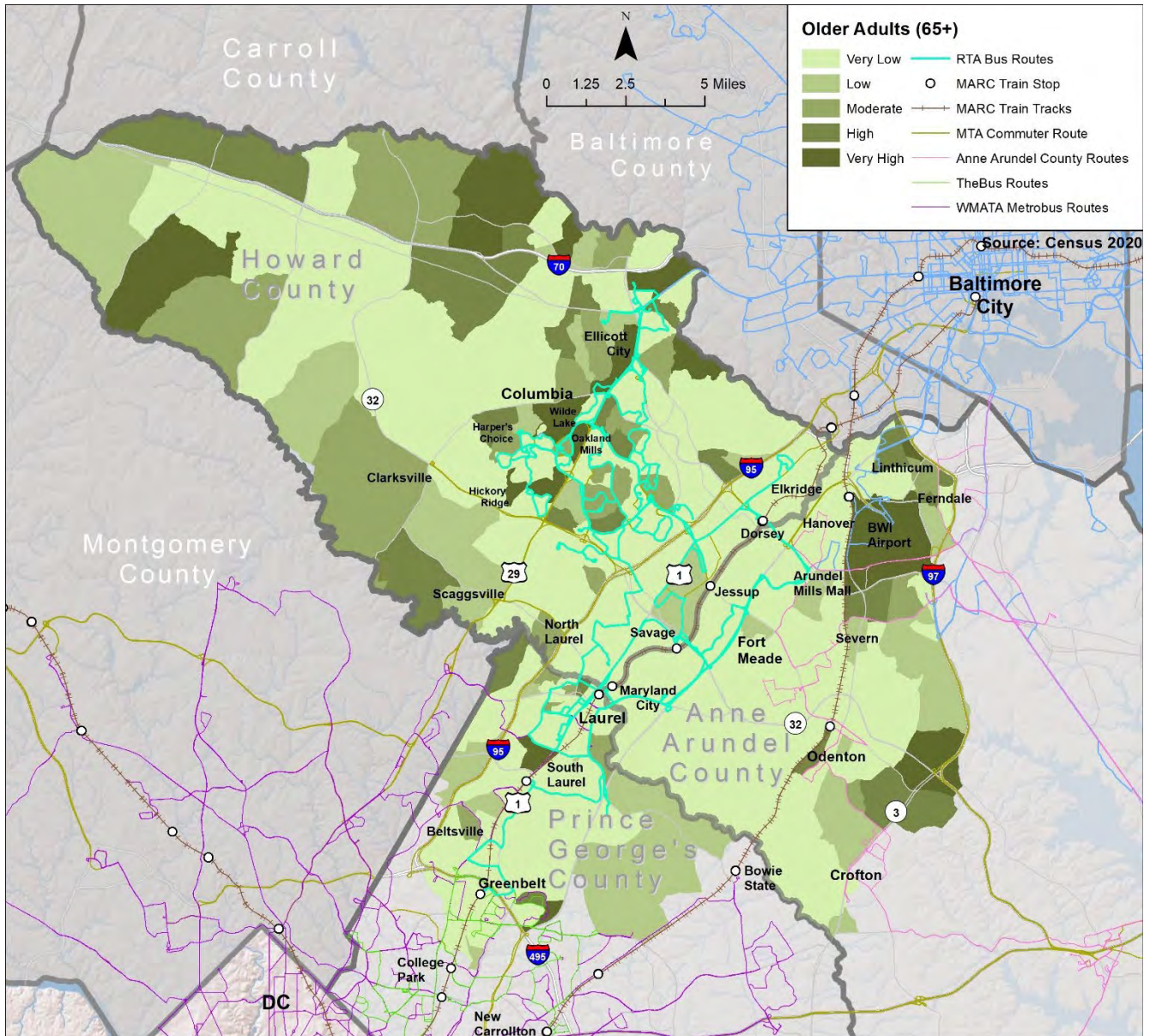
- Areas in rural northern and northwestern Howard County, outer areas of Ellicott City, and areas near BWI airport, all show higher densities of older adults but are not served by RTA fixed-route services.
- In Columbia, the villages of Wilde Lake, Oakland Mills, and Hickory Ridge show higher densities of older adults.
- In both Anne Arundel and Howard Counties there are significant county-wide demand response programs providing transportation for senior populations in areas with limited fixed-route transit service.
- In Prince George's County, a part of Laurel and Greenbelt has higher densities of older adults.

## Youth Population

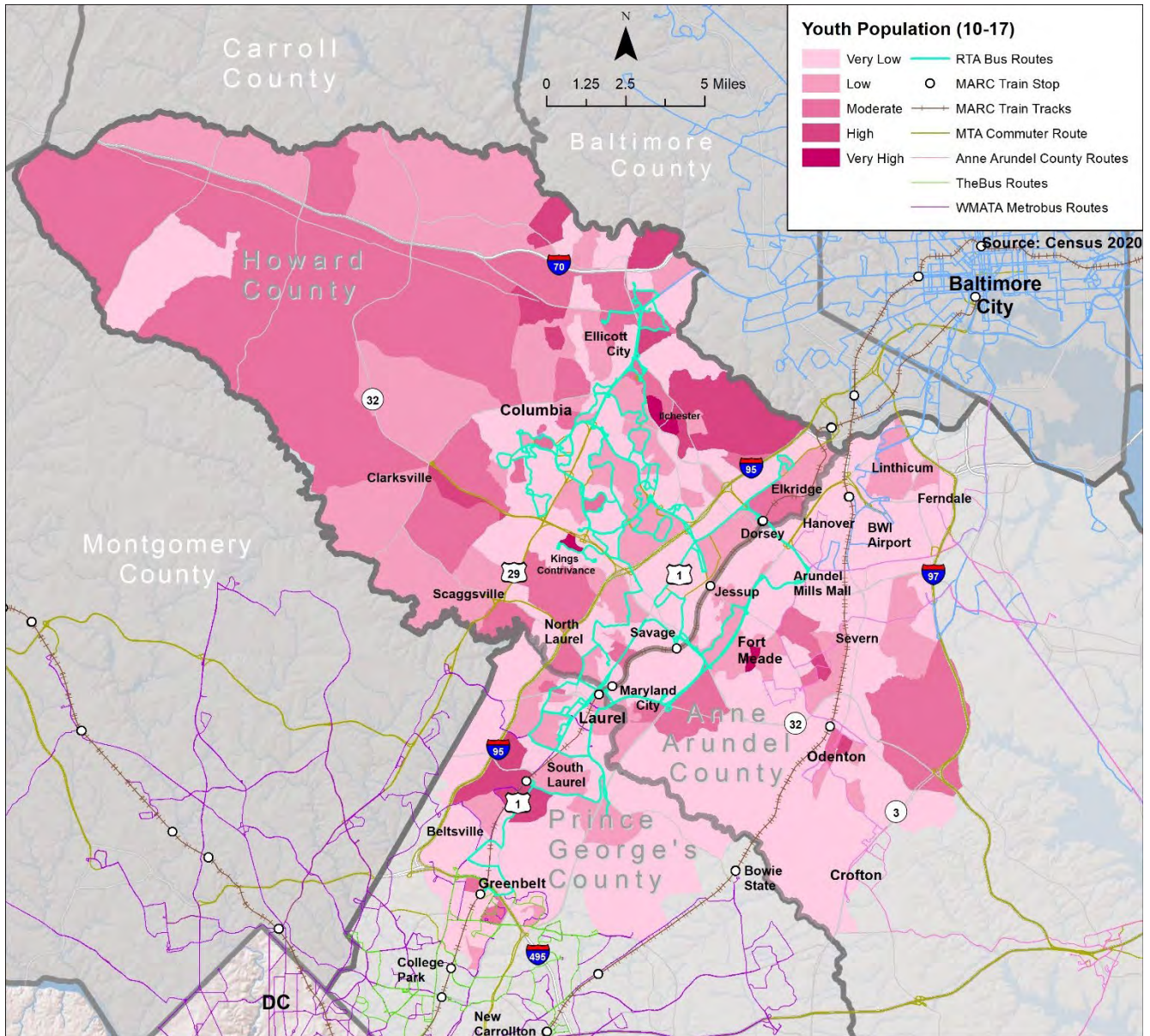
Youths and teenagers, ages 10 to 17, who cannot drive or are just starting to drive but do not have an automobile available may utilize public transit to reach jobs, activities, shopping, or social activities. Recent challenges related to later school start times and student transportation have highlighted the need for additional youth transportation options. The youth population is dispersed throughout the study area, the density of youth populations can be seen in **Figure 3-8**.

- In Howard County, there are concentrations of youth and teens in the outer lower-density areas of Ellicott City and Ilchester that currently lack fixed route services.
- In Prince George's County, higher concentrations of youth population are lacking RTA or MTA service in the lower-density areas west of South Laurel.
- In Anne Arundel County, these areas include a block group in Fort Meade.

**Figure 3-7: Older Adult Population**



**Figure 3-8: Youth Population**



## Individuals with Disabilities

Individuals with disabilities may be unable to operate a personal vehicle and consequently be more likely to rely on public transportation. Enhancing access to bus stops and maintaining the availability of demand-response transportation are good strategies to best meet the need. **Figure 3-9** displays that disabled populations are dispersed throughout the region, generally in proportion to the overall population density.

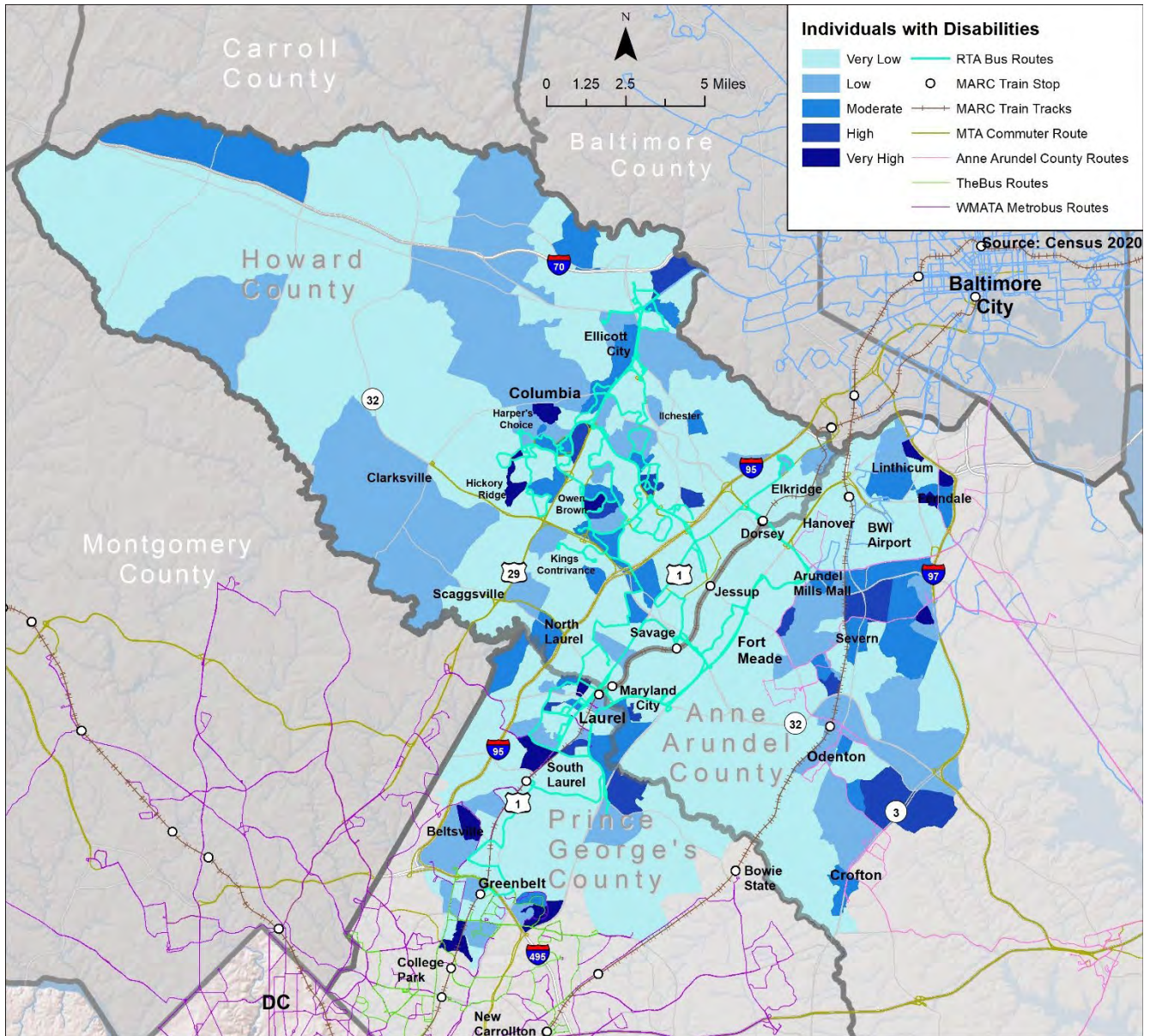
- In Columbia, several block groups stand out as having relatively higher numbers of individuals with disabilities, including the villages of Hickory Ridge, Owen Brown, and Harper’s Choice.
- In the northeastern part of Ellicott City, there is a block group with a high number of individuals with disabilities.
- In Anne Arundel County, these areas include a block group in Severn and Odenton, and several between I-97 and the MARC Penn line including in Linthicum Heights and Severn, which have demand response service but have limited fixed route transit service through the Anne Arundel Office of Transportation.
- Other areas with higher numbers of individuals with disabilities include parts of Laurel, South Laurel, Beltsville, Greenbelt, and College Park.
- Maintaining the availability of demand-response transportation for persons with disabilities is likely to be the best way to meet the needs in these areas.

## Title VI Demographic Analysis

Minority populations, low-income populations, and populations with limited English proficiency are federally protected. Federally funded public transportation providers are mandated to consider these three population groups when considering transit improvement projects. 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.

Executive Order 12898: Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations augments Title VI to include federal protection for low-income populations. This section examines the minority and populations living below the poverty level in central Maryland and summarizes the prevalence of residents with Limited-English Proficiency (LEP).

**Figure 3-9: Individuals with Disabilities**



## Minority Populations

Per FTA Circular 4702.1B: Title VI Requirements and Guidelines for Federal Transit Administration Recipients, transit grant recipients are mandated to ensure there are no disparate impacts towards minority persons for transit improvement projects. To determine whether a transit investment would have a disparate impact it is necessary to first understand where concentrations of minority individuals reside. **Figure 3-10** provides a map of the service area showing the Census block groups shaded according to whether they have minority populations above or below the service area average (53%). In **Figure 3-10**, the first two levels of shading are below the average percentage of minorities —e.g. “Above Average” to “High” are all above 53% percent minority population.

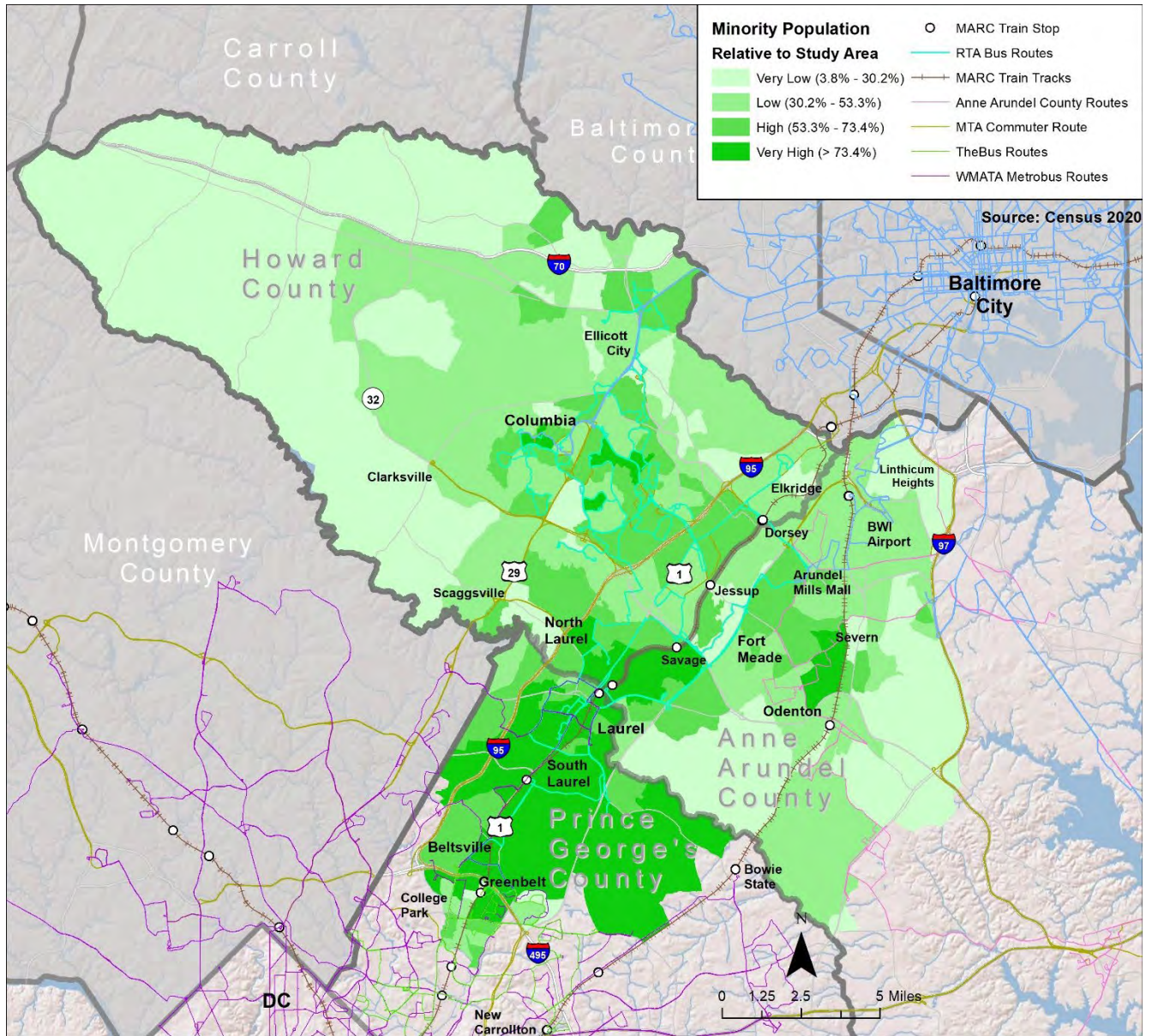
- Generally, RTA routes cover areas with above average levels of minority populations, but some areas on both ends of the RTA network such as parts of Ellicott City, North/West and South Laurel, Greenbelt, and rural areas between South Laurel and Bowie, have limited RTA fixed-route service.
- Residents of north Prince George’s County, which generally has a much higher percentage of minority populations, also have access to WMATA and TheBus fixed route services, which connect residents mostly to the south in Washington, D.C. as well as adjacent counties.
- In Anne Arundel County, these areas include Severn and areas south of Savage.

## Low-Income Populations

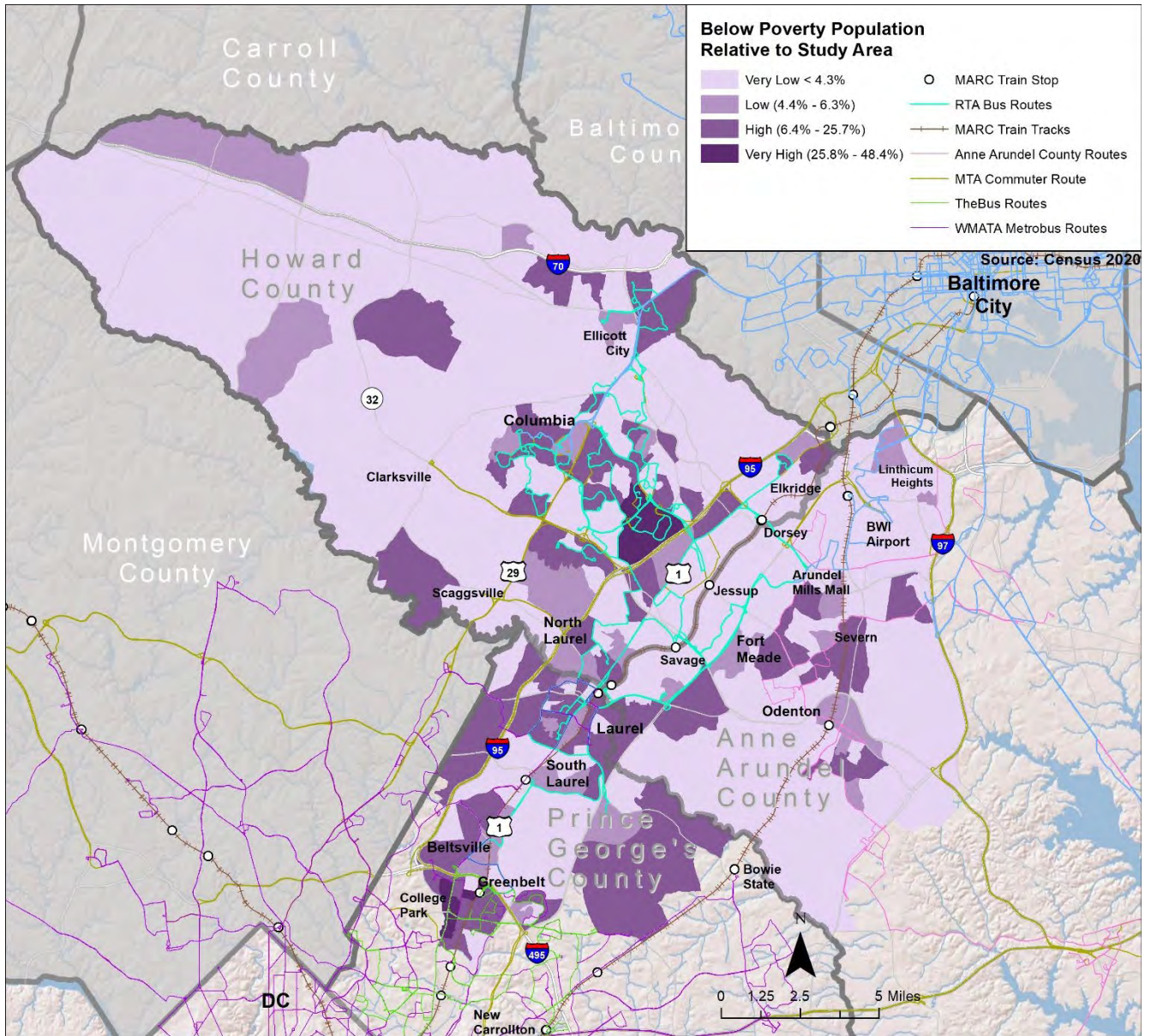
FTA Circular 4703.1: Environmental Justice Policy Guidance for Federal Transit Administration Recipients provides guidance for identifying and analyzing low-income populations. The Circular identifies low-income populations as “persons whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines”. A low-income population means any readily identifiable group of low-income persons who live in geographic proximity. These individuals face financial hardships that may make ownership and maintenance of a personal vehicle difficult and may be more likely to depend on public transportation. **Figure 3-11** presents a map showing the percentage of the population living below the poverty level by the Census block group. The areas that are below the average for the region (6.4%), are indicated by the first two levels of shading.

- RTA routes generally cover places with above-average levels of populations below the poverty level.
- Some unserved areas include block groups in rural Howard County, a low density and largely industrial/commercial-zoned block group in Columbia, and areas on the ends of the RTA fixed-route network such as Elkridge, Ellicott City, western Laurel, and College Park.
- In Anne Arundel County, these areas include Maryland City, Laurel, Severn, Fort Meade, and Arundel Mills Mall.

**Figure 3-9: Minority Populations**



**Figure 3-11: Below-Poverty Level Populations**



## 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 3-4**, residents of the central Maryland study area (Howard, Anne Arundel, and Prince George's Counties) predominately speak English only (approximately 81%). Spanish is the next most prevalent language, spoken by 8.9 percent of the regional population aged 5 years and over, though only 4.4 percent are Spanish speakers with Limited English Proficiency (LEP). The next most prevalent language is Korean at 1.8 percent, among which 0.5 percent are persons with LEP.

Among residents who speak a language other than English at home, 60 percent, or 185,386 people can speak English "very well" and are considered as part of the "Non-LEP Population". The remaining 40 percent speak English "less than very well" and are considered part of the "LEP Population" (122,283 people) and constitute 7.5 percent of the regional population. Only the Spanish-speaking population exceeds the five percent threshold while there are thirteen language groups each with over 1,000 LEP speakers in the regional population. These results suggest a need to make sure that transit materials are available in Spanish and possibly Korean.

**Table 3-4: Limited English Proficiency for Central Maryland Study Area**

Central MD Study Area	Total Population	Percent of Total Population	LEP Population	LEP Population as Percent of Total Population
Study Area Total Population (Ages 5+)	1,638,861	100%	-	-
Speaks English Only	1,331,192	81.2%	-	-
<b>Speaks Language Other than English</b>	<b>307,669</b>	<b>18.8%</b>	-	-
Non LEP Population	185,386	11.3%	-	-
LEP Population	122,283	7.5%	-	-
<b>Language Spoken - Total Population 5 years and older</b>				
Spanish or Spanish Creole	145,774	8.89%	72,151	4.40%
Korean	29,810	1.82%	8,903	0.54%
Chinese	16,046	0.98%	7,222	0.44%
African Languages	15,367	0.94%	6,524	0.40%
Tagalog	15,106	0.92%	3,582	0.22%
French (incl. Patois, Cajun)	12,038	0.73%	3,374	0.21%
Vietnamese	9,410	0.57%	3,120	0.19%

Central MD Study Area	Total Population	Percent of Total Population	LEP Population	LEP Population as Percent of Total Population
Other Indic Languages	6,655	0.41%	2,359	0.14%
Other Asian Languages	5,952	0.36%	2,012	0.12%
French Creole	5,717	0.35%	1,716	0.10%
Urdu	5,390	0.33%	1,562	0.10%
Hindi	5,378	0.33%	1,354	0.08%
Gujarati	4,125	0.25%	1,006	0.06%
Arabic	3,720	0.23%	917	0.06%
Other Indo-European Languages	3,571	0.22%	825	0.05%
German	3,108	0.19%	685	0.04%
Portuguese or Portuguese Creole	2,748	0.17%	637	0.04%
Russian	2,685	0.16%	603	0.04%
Persian	2,196	0.13%	578	0.04%
Italian	1,952	0.12%	443	0.03%
Japanese	1,519	0.09%	416	0.03%
Other Pacific Island Languages	1,417	0.09%	412	0.03%
Mon-Khmer, Cambodian	1,124	0.07%	311	0.02%
Other and Unspecified Languages	920	0.06%	264	0.02%
Polish	854	0.05%	230	0.01%
Greek	726	0.04%	227	0.01%
Other Slavic Languages	646	0.04%	181	0.01%
Armenian	579	0.04%	160	0.01%
Serbo-Croatian	543	0.03%	126	0.01%
Other West Germanic Languages	530	0.03%	95	0.01%
Thai	497	0.03%	72	0.00%
Laotian	455	0.03%	72	0.00%
Hungarian	333	0.02%	64	0.00%
Hebrew	320	0.02%	45	0.00%
Other Native North American Languages	227	0.01%	24	0.00%
Scandinavian Languages	134	0.01%	11	0.00%
Navajo	97	0.01%	0	0.00%

SOURCE: AMERICAN COMMUNITY SURVEY, FIVE-YEAR ESTIMATES (2017- 2021), TABLE S1601

## Land Use Profile

### Regional Employment Travel Patterns

It is important to account for the commuting patterns of residents working inside and outside of the current RTA service area. The region is unique in having significant employment within each county, commuting between counties, and significant commuting to both Baltimore and Washington, D.C. The RTA service area is defined as northwest Anne Arundel County (west of I-97 and MD-3), north Prince George's County (between Laurel and Greenbelt and block groups 1 mile within the current RTA fixed route system), and all of Howard County.

According to 2019 inflow/outflow job count data for the RTA service area (displayed in **Table 3-5**), a very high proportion of residents work outside of their respective county, with northern Prince George's County having the largest percentage (89.6%) and northwest Anne Arundel County closely behind with the second-highest percentage (84.6%). Fewer Howard County residents work outside of the county (about 70%), and twice as many residents work within the county compared to northwest Anne Arundel County residents.

**Table 3-5: Inflow/Outflow Job Counts for RTA Service Area Residents**

County of Residence	Employment Location			
	In-County		Outside County	
	Count	Percentage	Count	Percentage
Howard	46,910	29.5%	111,959	70.5%
(Northwest) Anne Arundel	10,477	15.4%	57,461	84.6%
(North) Prince George's	6,710	9.1%	57,789	89.6%

SOURCE: US CENSUS, ONTHEMAP APPLICATION AND LEHD ORIGIN-DESTINATION EMPLOYMENT STATISTICS (2019)

## Job Destinations by Place

**Table 3-6** and **Figure 3-12** present the location of the top fifteen job destinations for Howard, northern Prince George’s, and northwestern Anne Arundel County residents. Altogether these jobs make up about 60% of the job destinations for RTA service area residents. Most of these jobs are concentrated in Baltimore (10% or 34,000 workers), followed by Columbia (28,000 workers) and Washington, D.C. (12,000 workers). When D.C. and Baltimore are combined, they represent about 14% of all destinations – transit connections are provided through MTA commuter bus service, but are not connected by RTA.

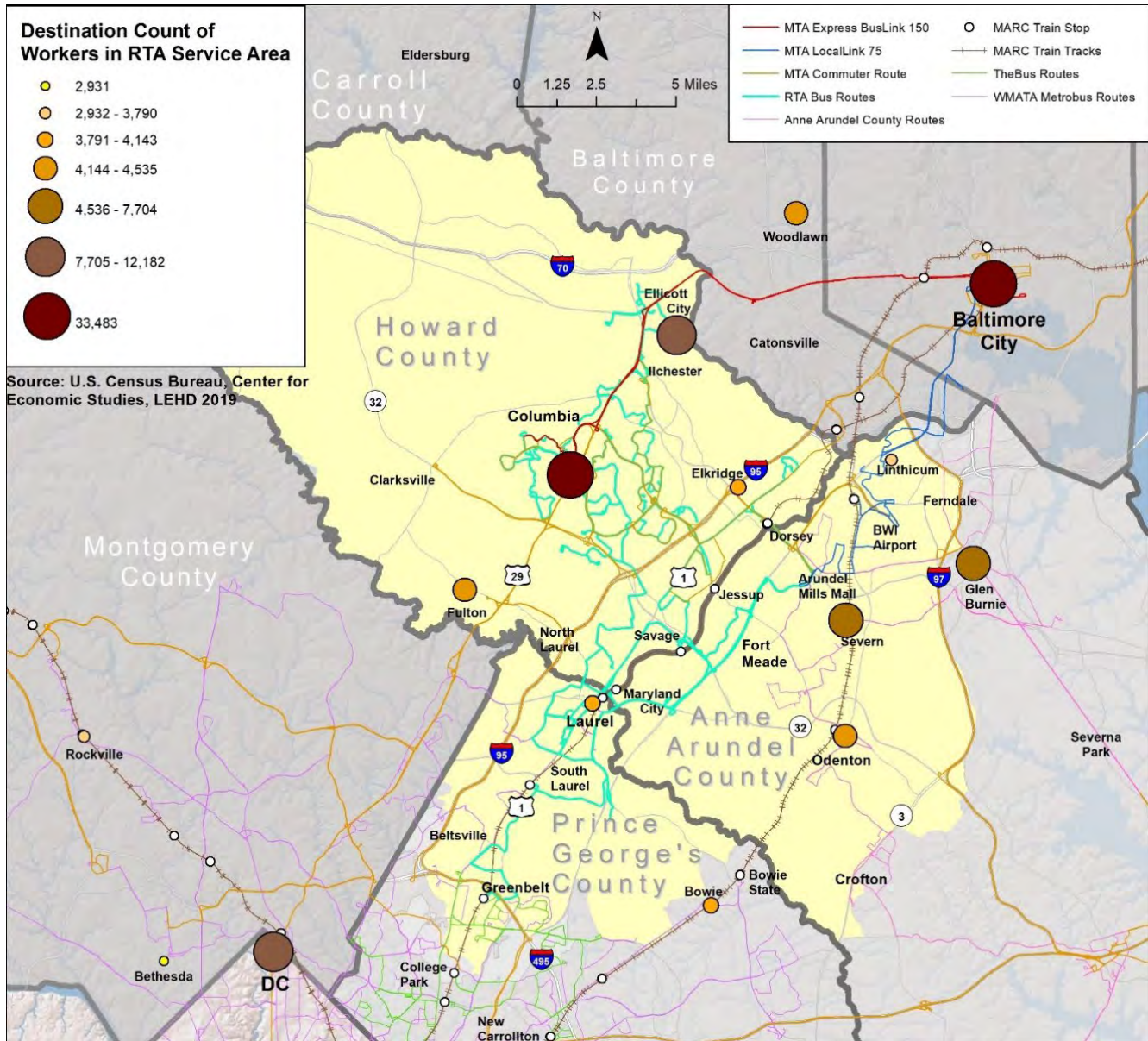
In Howard County – Columbia, Ellicott City, and Elkridge – are among the top fifteen job destinations representing about 47,000 jobs. In Anne Arundel County, top job locations including Arundel Mills Mall in Severn, Glen Burnie, Odenton, and Linthicum represent about 23,000 jobs. In Prince George’s County, top job locations include Laurel and Bowie, which represent about 7,800 jobs. Top job locations are also found in Montgomery County in Rockville and Bethesda. Several top destinations are not served by the RTA including Fulton (the location for the Scaggsville Park and Ride) in Howard County. Other locations are accessible via transferring from RTA to another transit provider; these include Glen Burnie, Odenton, and Linthicum in Anne Arundel County; Rockville and Bethesda in Montgomery County; and Bowie in Prince George’s County.

**Table 3-6: Job Destinations for RTA Service Area Residents**

Job Locations	Count	Share
All Places (Cities, CDPs, etc.)	340,094	100%
Baltimore	33,483	9.8%
Columbia (Howard)	27,617	8.1%
Washington, DC	12,182	3.6%
Ellicott City (Howard)	11,327	3.3%
Glen Burnie (Anne Arundel)	7,704	2.3%
Severn (Anne Arundel)	6,728	2.0%
Odenton (Anne Arundel)	4,535	1.3%
Fulton (Montgomery)	4,333	1.3%
Woodlawn (Baltimore)	4,282	1.3%
Laurel (Prince George's)	4,143	1.2%
Elkridge (Howard)	3,989	1.2%
Bowie (Prince George's)	3,985	1.2%
Linthicum (Anne Arundel)	3,790	1.1%
Rockville (Montgomery)	3,767	1.1%
Bethesda (Montgomery)	2,931	0.9%
All other locations	134,796	39.6%

SOURCE: US CENSUS, ONTHEMAP APPLICATION AND LEHD ORIGIN-DESTINATION EMPLOYMENT STATISTICS (2019)

**Figure 3-12: Job Destinations for RTA Service Area Residents**



**Table 3-7** displays the top ten job destinations for Howard County residents. There are about 159,000 residents who are workers, with the top employment destinations being Columbia (14.2%), Baltimore (12.3%), and Ellicott City (5.1%). Washington, D.C. is the 4th most common destination with about 7,807 workers or five percent of all workers. Fulton, MD (2.7%) in Montgomery County is the 5th most common destination, and is about 10 minutes west of Scaggsville which has a MTA commuter bus stop. Rockville, MD in Montgomery County and Woodlawn (20 minutes east of Ellicott City) in Baltimore County are the next most common destinations, with 1.8% of destinations each. For Howard County residents, there are no cities from Prince George’s County in the top 10 most common job destinations. However, there are three Montgomery County cities in the top ten destinations (Fulton, Rockville and Bethesda).

**Table 3-7: Top Job Destinations for Howard County Residents**

Job Destination	Count	Share
All Places (Cities, CDPs, etc.)	158,868	100%
Columbia (Howard)	22,588	14.2%
Baltimore	19,555	12.3%
Ellicott City (Howard)	8,160	5.1%
Washington, DC	7,807	4.9%
Fulton (Montgomery)	4,333	2.7%
Rockville (Montgomery)	2,921	1.8%
Woodlawn (Baltimore)	2,838	1.8%
Linthicum (Anne Arundel)	2,576	1.6%
Elkridge (Howard)	2,556	1.6%
Bethesda (Montgomery)	2,382	1.5%
All Other Locations	83,152	52.3%

SOURCE: US CENSUS, ONTHEMAP APPLICATION AND LEHD ORIGIN-DESTINATION EMPLOYMENT STATISTICS (2019)

In Anne Arundel County (displayed in **Table 3-8**), there are about 67,938 residents who are workers, with the top employment destinations being Baltimore (9.8%), Washington, DC (7.7%) and Columbia (6%). The next most common destinations are outside the RTA service area (Parole, Glen Burnie, Odenton, Linthicum), all of which are about 2.5-4% of destinations. Severn has a similar percentage at 3% or about 2,000 workers. Jessup, which is on the border of Howard and Anne Arundel, is 1.8% of all destinations.

**Table 3-8: Top Job Destinations for Northwestern Anne Arundel County Residents**

Job Destination	Count	Share
All Places (Cities, CDPs, etc.)	67,938	100%
Baltimore, MD	6,645	9.8%
Washington, DC	5,214	7.7%
Columbia, MD (Howard)	4,053	6.0%
Parole, MD (Anne Arundel)	2,659	3.9%
Glen Burnie, MD (Anne Arundel)	2,341	3.4%
Severn, MD (Anne Arundel)	2,072	3.0%
Odenton, MD (Anne Arundel)	1,842	2.7%
Linthicum, MD (Anne Arundel)	1,709	2.5%
Annapolis, MD	1,236	1.8%
Jessup, MD (Anne Arundel)	1,209	1.8%
All other locations	38,958	57.3%

SOURCE: US CENSUS, ONTHEMAP APPLICATION AND LEHD ORIGIN-DESTINATION EMPLOYMENT STATISTICS (2019)

In northern Prince George’s County (displayed in **Table 3-9**), which includes the region between Laurel and Greenbelt, there are about 36,000 workers employed (as a whole, the county has about 440,000 workers). About 1/5 of the workers in northern Prince George’s County are employed in Washington, D.C. The next most common destinations are Columbia (3.4%), followed closely by Baltimore, Beltsville, and College Park with more than 3% each of all destinations. Other top destinations include Rockville, Bethesda, and Silver Spring in Montgomery County which each represent almost 3% of all destinations. Laurel is the 8<sup>th</sup> most common destination (2.4%) or 1,531 workers, while Greenbelt is the 10<sup>th</sup> most common (1.8%).

**Table 3-9: Top Job Destinations for Northern Prince George’s County Residents**

Job Destination	Count	Share
All Places (Cities, CDPs, etc.)	64,499	100%
Washington, DC	12,819	19.9%
Columbia, MD	2,221	3.4%
Baltimore, MD	2,153	3.3%
Beltsville, MD	1,972	3.1%
College Park, MD	1,892	2.9%
Rockville, MD	1,788	2.8%
Bethesda, MD	1,715	2.7%
Laurel, MD	1,531	2.4%
Silver Spring, MD	1,213	1.9%
Greenbelt, MD	1,157	1.8%
All other locations	36,038	55.9%

SOURCE: US CENSUS, ONTHEMAP APPLICATION AND LEHD ORIGIN-DESTINATION EMPLOYMENT STATISTICS (2019)

## Home Origins by Place

The top seventeen home origins for Howard, north Prince George's, and northwestern Anne Arundel County employees make up about 38% of all origins. All other origins make up less than 1% of the total. Baltimore and Columbia combined make up almost 14% of all origins. The next most common origins are Ellicott City (3.7%), Glen Burnie (2.7%), Severn (2.3%), and Washington, D.C. (1.7%). Several of these top origins are outside of the RTA service area including Glen Burnie, Odenton, Ilchester, Bowie, Woodlawn, and Eldersburg. Of these places, five are in Howard County, four are in Anne Arundel, and three are in Prince George's.

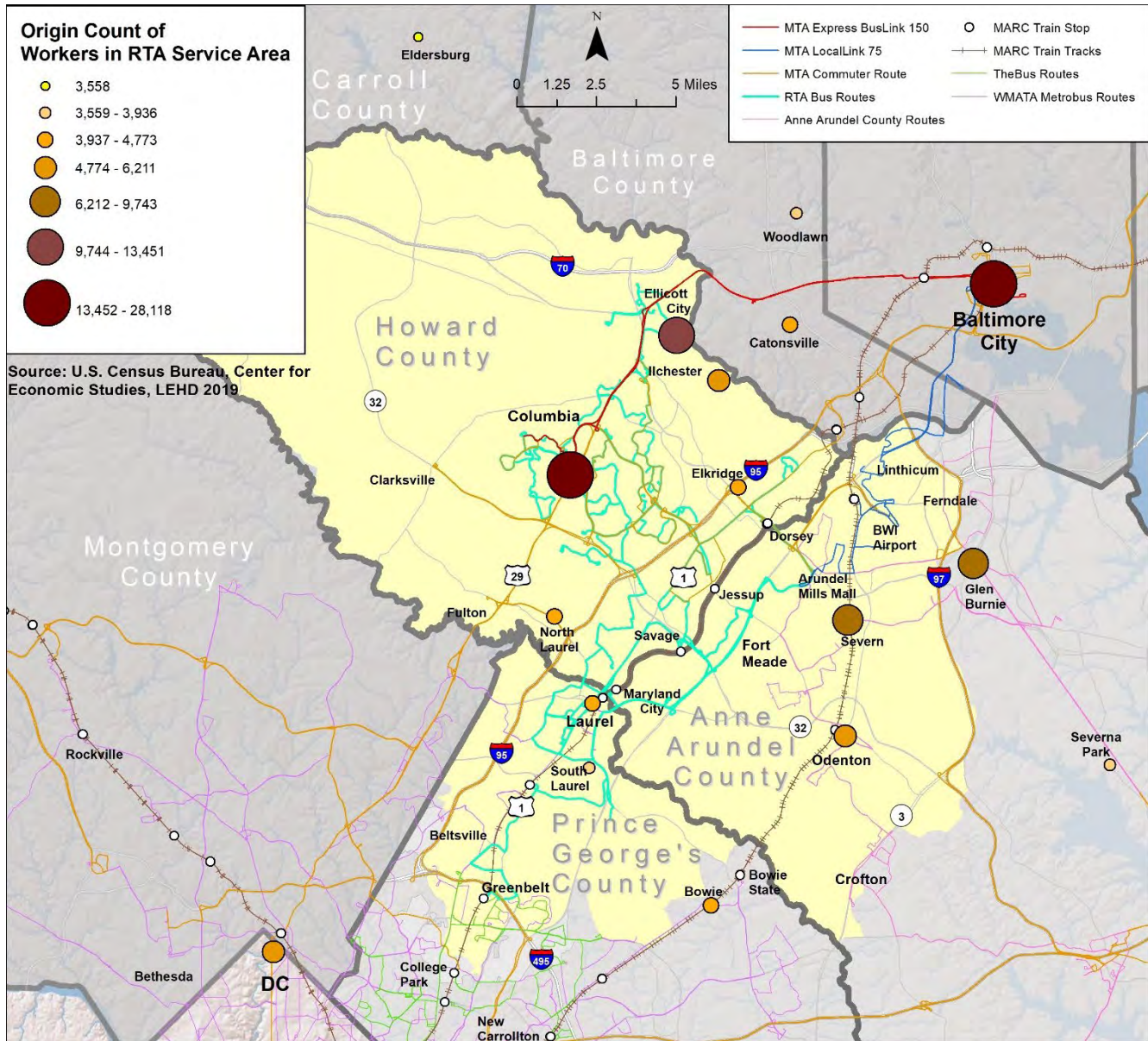
A closer look at the home origins for people employed in the current RTA service area region (Howard, northwest Anne Arundel, and north Prince George's Counties) is displayed in **Table 3-10** and **Figure 3-13**.

**Table 3-10: Origins for Howard, North Prince George's, and Northwest Anne Arundel Employees**

Home Origins	Count	Share
All Places (Cities, CDPs, etc.)	364,499	100%
Baltimore, MD	28,118	7.7%
Columbia, MD (Howard)	21,251	5.8%
Ellicott City, MD (Howard)	13,451	3.7%
Glen Burnie, MD (Anne Arundel)	9,743	2.7%
Severn, MD (Anne Arundel)	8,565	2.3%
Washington, DC	6,211	1.7%
Odenton, MD	5,908	1.6%
Ilchester, MD (Howard)	5,426	1.5%
Catonsville, MD (Baltimore)	4,773	1.3%
Bowie	4,606	1.3%
Laurel, MD	4,579	1.3%
Elkridge, MD (Howard)	4,544	1.2%
North Laurel (Howard)	4,289	1.2%
Woodlawn, MD	3,936	1.1%
Severna Park, MD	3,848	1.1%
South Laurel, MD	3,790	1.0%
Eldersburg, MD (Carroll)	3,558	1.0%
All Other Locations	227,903	62.5%

SOURCE: US CENSUS, ONTHEMAP APPLICATION AND LEHD ORIGIN-DESTINATION EMPLOYMENT STATISTICS (2019)

**Figure 3-13: Origins of Howard, Anne Arundel, and Prince George's County Employees**



In 2019, there were about 183,000 people employed in Howard County. Their top home origin is Columbia (8.9%) with 16,222 workers, followed by Baltimore (7.7%), and Ellicott City (5.6%). Ilchester (2.1%) is the 4<sup>th</sup> most common origin with 3,900 workers living there. While there is no RTA fixed route service in Ilchester, there are some riders who use RTA Mobility demand-response services. Glen Burnie, (2.0%) and Severn in Anne Arundel County are the fifth and sixth most common origins respectively. While Severn is served by RTA at Arundel Mills, Glen Burnie is served by Anne Arundel County Transit and MTA. The next most common origins are Eldersburg (1.8%) in Carroll County and Catonsville (1.7%) in Baltimore County. RTA's recently established Route 505 would connect Columbia to the Catonsville Walmart. Overall, about 5% of Howard County workers reside in northwest Anne Arundel County while less than 3% reside in north Prince George's County (mostly from Laurel, South Laurel, and Bowie). **Table 3-11** displays the top home origins of people employed in Howard County.

**Table 3-11: Origins of People Employed in Howard County**

Home Origin	Count	Share
All Places (Cities, CDPs, etc.)	183,273	100%
Columbia, MD (Howard)	16,222	8.9%
Baltimore, MD	14,190	7.7%
Ellicott City, MD (Howard)	10,284	5.6%
Ilchester, MD (Howard)	3,900	2.1%
Glen Burnie, MD (Anne Arundel)	3,701	2.0%
Severn, MD (Anne Arundel)	3,440	1.9%
Eldersburg, MD (Carroll)	3,351	1.8%
Catonsville, MD (Baltimore)	3,155	1.7%
Elkridge, MD (Howard)	3,111	1.7%
North Laurel (Howard)	2,643	1.4%
All Other Locations	119,276	65.1%

SOURCE: US CENSUS, ONTHEMAP APPLICATION AND LEHD ORIGIN-DESTINATION EMPLOYMENT STATISTICS (2019)

In northwest Anne Arundel County (displayed in **Table 3-12**), there are about 107,000 people whose employer is in the county. Their top home origin is Baltimore (11%), followed by Glen Burnie (4.8%), and Severn (3.9%). The next most common origins include Columbia (2.9%), Odenton (2.8%), Ellicott City (2.1%) and Severna Park (1.9%). Just about 5% of northwest Anne Arundel workers are from Howard County, while less than 1% are from Prince George's County. **Table 3-12** displays the top home origins of people employed in northwest Anne Arundel County.

**Table 3-12: Origins for People Employed in Northwest Anne Arundel County**

Home Origin	Count	Share
All Places (Cities, CDPs, etc.)	107,574	100%
Baltimore, MD	11,804	11.0%
Glen Burnie, MD (Anne Arundel)	5,147	4.8%
Severn, MD (Anne Arundel)	4,144	3.9%
Columbia, MD (Howard)	3,108	2.9%
Odenton, MD (Anne Arundel)	2,977	2.8%
Ellicott City, MD (Howard)	2,215	2.1%
Severna Park, MD (Anne Arundel)	1,993	1.9%
Pasadena, MD (Anne Arundel)	1,841	1.7%
Crofton, MD (Anne Arundel)	1,546	1.4%
Dundalk, MD (Anne Arundel)	1,408	1.3%
All Other Locations	71,891	66.4%

SOURCE: US CENSUS, ONTHEMAP APPLICATION, AND LEHD ORIGIN-DESTINATION EMPLOYMENT STATISTICS (2019)

In north Prince George's County (displayed in **Table 3-13**), there are about 74,000 employees. Their top home origins are Washington, D.C. (4.6%), Baltimore (2.9%), and Bowie (2.7%). Bowie is the most common home origin within north Prince George's County. The next most common origins are Columbia (2.6%), Laurel (2.3%), and South Laurel (2.1%). Other origins include places outside the county such as Silver Spring (1.4%) and Severn (1.3%). About 6% of workers employed in north Prince George's County reside in Howard County (primarily Columbia, Ellicott City, and Elkridge).

**Table 3-13: Home Origins for People Employed in North Prince George's County**

Home Origin	Count	Share
All Places (Cities, CDPs, etc.)	73,652	100%
Washington, DC	3,359	4.6%
Baltimore, MD	2,124	2.9%
Bowie, MD (Prince George's)	1,955	2.7%
Columbia, MD (Howard)	1,921	2.6%
Laurel, MD (Prince George's)	1,715	2.3%
South Laurel, MD (Prince George's)	1,525	2.1%
Greenbelt, MD (Prince George's)	1,297	1.8%
Silver Spring, MD (Montgomery)	1,000	1.4%
Severn, MD (Anne Arundel)	981	1.3%
Ellicott City, MD (Howard)	952	1.3%
All Other Locations	56,823	77.2%

SOURCE: US CENSUS, ONTHEMAP APPLICATION AND LEHD ORIGIN-DESTINATION EMPLOYMENT STATISTICS (2019)

## Home Origins by Census Tract

After examining regional travel patterns from a regional perspective and by place, the next section summarizes travel patterns at a more local level, by census tract.

**Table 3-14** presents the locations of the top 17 origins, for anyone who works in the vicinity of the current RTA fixed-route service area, by census tract. The top 17 census tracts where these RTA service area workers reside in are pretty evenly spread out in eastern Howard County, except for one census tract in Anne Arundel County (0.5% of workers) which includes parts of Jessup and Severn. This is a relatively low density area which is served by Route 502.

Most of the census tracts where workers reside in are in central or western Columbia, while one is in north Elkrige, the tract with the 2<sup>nd</sup> most workers (0.8% or 1332 workers), which is served by Route 409, but which does not serve major job centers in Howard County without a transfer, such as Columbia. Two other census tracts with a high volume (but not high density) of RTA service area worker residences are in southwest Howard County (which includes Fulton and Maple Lawn) and northern Ellicott City (0.6% or 1075 people), both of which does not have any RTA fixed route service.

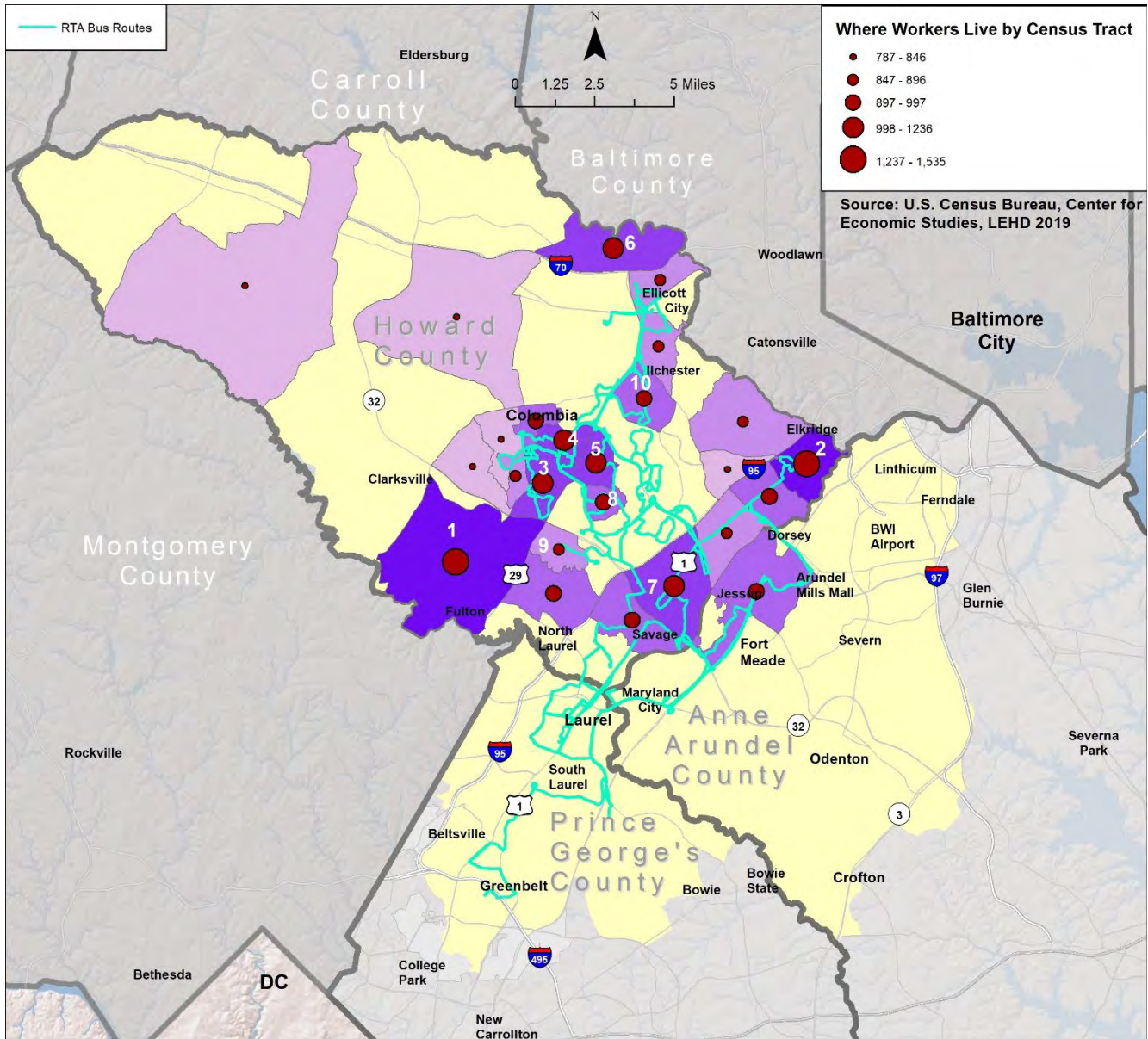
**Table 3-14: Home Origins for RTA Service Area Workers by Census Tract**

Rank	Census Tract	Count	Share
	All Census Tracts	170,088	100%
1	6051.02 (Fulton)	1,535	0.9%
2	6012.01 (Elkrige)	1,332	0.8%
3	6056.02 (Columbia)	1,236	0.7%
4	6054.02 (Columbia)	1,164	0.7%
5	6066.03 (Columbia)	1,149	0.7%
6	6021 (Ellicott City)	1,075	0.6%
7	6069.01 (Savage)	1,069	0.6%
8	6067.04 (Columbia)	997	0.6%
9	6068.06 (North Laurel)	987	0.6%
10	6023.02 (Ellicott City)	977	0.6%
11	6055.03 (Columbia)	959	0.6%
12	6012.04 (Ellicott City)	955	0.6%
13	6069.05 (Savage)	951	0.6%
14	7401.02 (Jessup and Severn)	932	0.5%
15	6012.03 (Ellicott City)	896	0.5%
16	6026 (Ellicott City)	890	0.5%
17	6028 (Ellicott City)	881	0.5%

SOURCE: US CENSUS, ONTHEMAP APPLICATION AND LEHD ORIGIN-DESTINATION EMPLOYMENT STATISTICS (2019)

**Figure 3-14** displays where workers who live near RTA fixed route service reside. The top ten census tracts where these workers reside are labeled. Outside of Columbia, areas where many workers reside generally live in the outskirts of the RTA fixed route service area (Ellicott City, Fulton and Elkrigde).

**Figure 3-14: Where RTA Service Area Workers Reside By Census Tract (Ranked)**



## Job Destinations by Census Tract

**Figure 3-15** presents the locations of the top seventeen destinations by census tract, for those Howard County residents that live in the current RTA fixed route service area (mostly southern and eastern Howard County). This includes those who live in Columbia, Ellicott City, Elkridge, Savage and Fulton. The census tract where most residents are employed (4.2% of residents) is in southeastern Columbia, which is covered by Route 406 (Columbia Gateway). However, the closure of the Howard County Gateway complex and the rise of work from home opportunities has meant that Route 406 ridership has declined dramatically. The census tract where the 2<sup>nd</sup> most residents are employed (3.0%) is in Fulton, which is a relatively low-density area west of Columbia Pike and south of MD-32, including Maple Lawn. However, this area is not served by any RTA fixed route. The next census tract with the most residents employed (2.7%) is another low-density area which includes Arundel Mills Mall, Linthicum Heights and areas west and north of BWI Airport. The census tract where the 4<sup>th</sup> most residents are employed (2.5%) is in Baltimore City. Residents commuting to Baltimore City from Howard County do not have RTA service, but only have limited service through MTA Express Route 150.

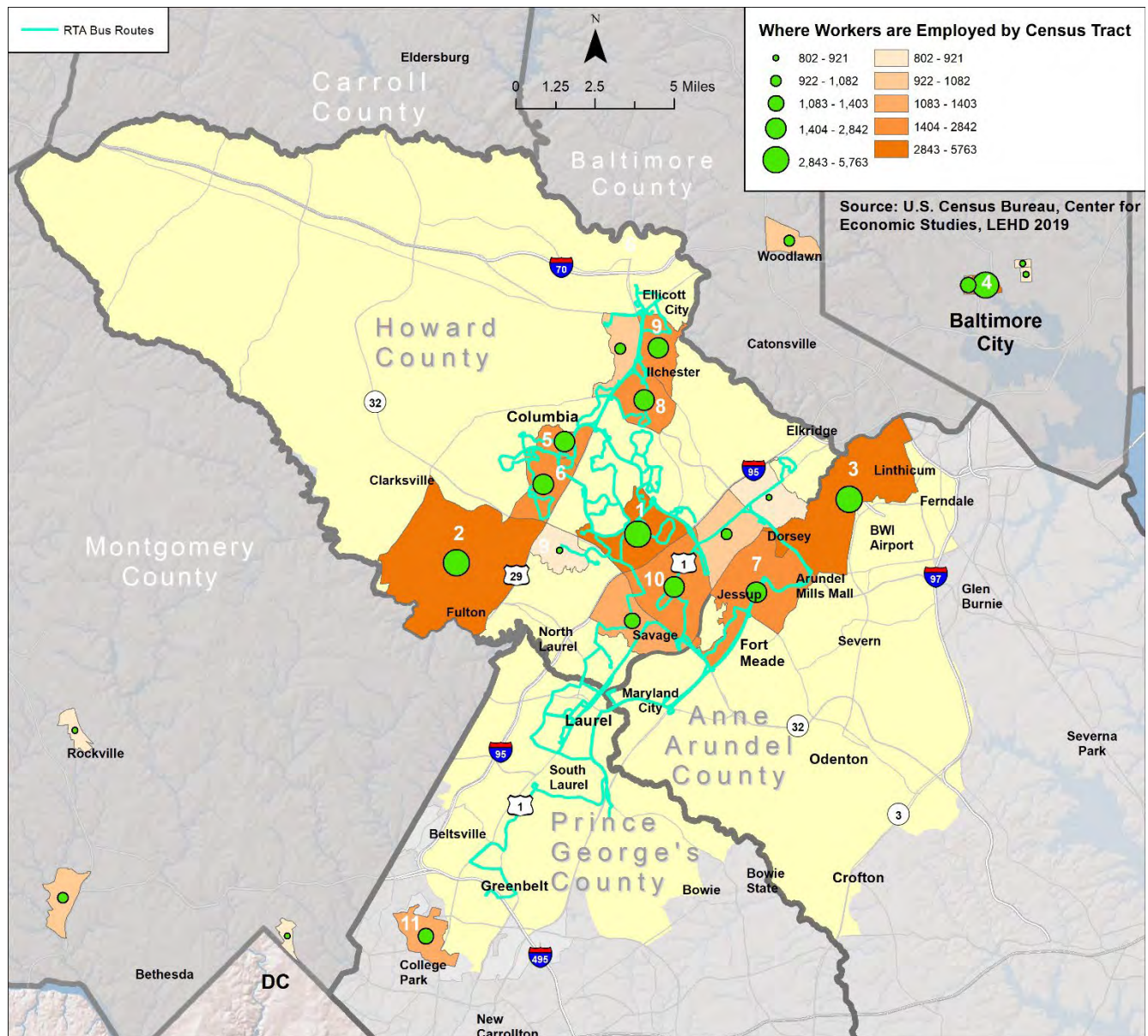
**Table 3-15: Job Destinations for RTA Service Area Residents by Census Tract**

Rank	Census Tract	Count	Share
	All Census Tracts		
1	6067.07 (Columbia)	5,763	4.2%
2	6051.02 (Fulton)	4,089	3.0%
3	7512 (Linthicum Heights)	3,731	2.7%
4	401 (Baltimore city)	3,432	2.5%
5	6054.02 (Columbia)	2,842	2.1%
6	6056.02 (Columbia)	2,664	2.0%
7	7401.02 (Severn)	1,989	1.5%
8	6023.02 (Ellicott City)	1,882	1.4%
9	6028 (Ellicott City)	1,848	1.4%
10	6069.01 (Savage)	1,815	1.3%
11	8072 (College Park)	1,403	1.0%
12	402 (Baltimore city, MD)	1,275	0.9%
13	6069.05 (Savage)	1,229	0.9%
14	6012.03 (Elkridge/Jessup, MD)	1,082	0.8%
15	6023.06 (Ellicott City, MD)	1,036	0.8%
16	7060.13 (Bethesda, MD)	1,028	0.8%
17	4011.02 (Woodlawn, MD)	981	0.7%

SOURCE: US CENSUS, ONTHEMAP APPLICATION AND LEHD ORIGIN-DESTINATION EMPLOYMENT STATISTICS (2019)

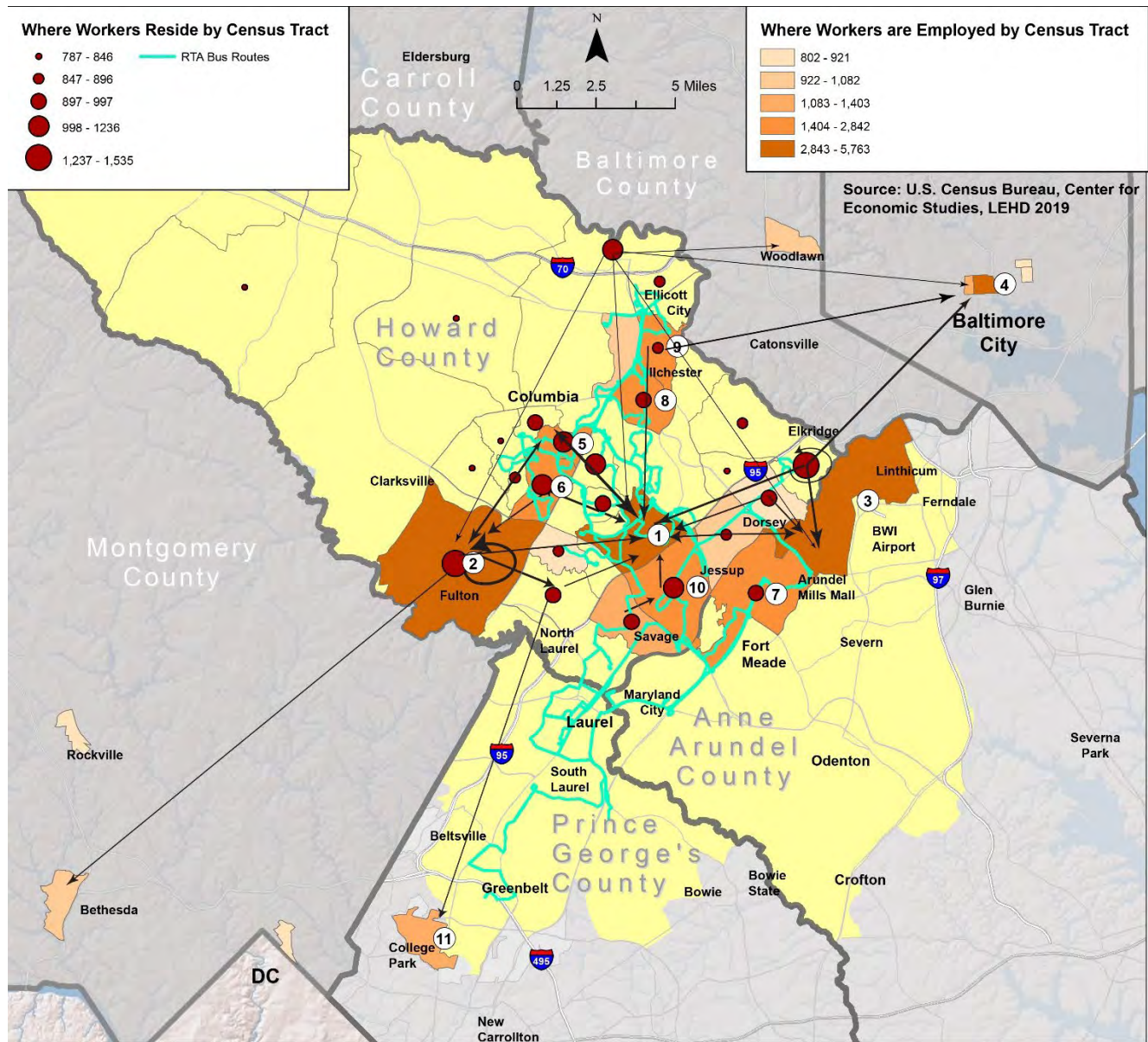
Overall work trends suggest that most workers will continue working at the office at lower rates compared to pre-pandemic levels. While most census tracts in Columbia have high fixed route coverage, there are destinations such as Fulton, Maple Lawn, and Linthicum Heights (which includes the BWI Business District) that do not have any RTA fixed route services as an option.

**Figure 3-15: Where RTA Service Area Workers in Eastern Howard County Are Employed By Census Tract**



**Figure 3-16** displays the general commuter patterns of residents that live near RTA fixed route service, along with rankings of census tracts with the most workers.

**Figure 3-16: Where RTA Service Area Workers in Eastern Howard County Reside and Work By Census Tract**



## Summary of Needs

When combining the demographic, land-use, and commuter trends contained within this section the following needs and themes emerge:

- A significant number of residents in the current RTA service area rely on jobs from counties and areas outside of the region (particularly Washington D.C. and Baltimore). While some Howard County residents can conveniently commute to Washington D.C. through several MTA commuter bus routes, there is only one limited express route for morning commuters to Baltimore. However, employment destination must be considered with other factors for using transit due to ongoing work-from-home trends.
- Places located on the periphery of the current RTA service area such as Fulton/Maple Lawn, Elkrigde and Ellicott City could be better served by fixed route service to Columbia or shorter range trips to nearby job destinations or other trips generators that do not include Columbia.
- Among the counties in the RTA service area, Howard County's population has grown the most in the past 20 years (by 32%), followed by Anne Arundel. In the next twenty years, Howard County's population is projected to continue growing at a higher percentage than the state's average.
- While Howard County grew the most on a percentage basis compared to Prince George's or Anne Arundel County in the past twenty years, it is projected to grow slower in the next thirty years.
- The senior or older adult population (60 years of age and older) is projected to grow by 26% in the next twenty years in Howard and Prince George's Counties, which is more than the state average (18%). Rural areas in north and western Howard County which are served by RTA Mobility also have very high concentrations of older adults. The implications include greater calls to expand or modify the existing demand response programs in the county.
- In Howard County, the most transit dependency is concentrated in Columbia's villages such as King's Contrivance or Owen Brown. While villages generally have access to some fixed route service, access to bus stops among the villages can vary. For example, there is a high need in mostly residential block groups in Hickory Ridge village that have fewer RTA stops relative to other villages. Parts of Ellicott City, which is only served by one fixed route, also have high transit dependency and many autoless households.
- In northwest Anne Arundel County, transit dependency is primarily found around Severn and Odenton. Residents accessing RTA have to connect to RTA services at Arundel Mills. However, there are also Howard County residents, particularly near Elkrigde and Dorsey who commute towards Linthicum Heights for work, and do not have fixed route service as an option. There are also many autoless households and individuals with disabilities in Maryland City near Laurel. In north Prince George's County, there is high transit dependency in Laurel and Greenbelt.

# Chapter 4

## Community Outreach

### Introduction

This chapter summarizes the community outreach process and the input that was received during the development of the TDP.

This information will assist in the identification of underserved and unserved areas and populations that should be considered for future service improvements and expansions. Combined with the results of the review of existing services and review of needs, this information will provide a basis for developing future service recommendations.

This chapter is organized into the following sections:

- **Stakeholder Input:** Review of input from a list of community stakeholders.
- **Public Meetings:** Four meetings were held throughout RTA's service area.
- **RTA Customer (Rider) Survey:** Review of rider feedback collected onboard buses, handed out at transit stops, and collected through the survey website.
- **RTA Mobility Paratransit Survey:** Assessment of feedback from Americans with Disabilities Act (ADA) riders and General Paratransit (GPT) via surveys distributed onboard vehicles and direct mailed to customers.
- **RTA Community (General Public) Transportation Survey:** a review of the feedback received during four public meetings held throughout the RTA's service area and email links through HOAs.
- **Survey Comparisons:** Discussion on differences and similarities among the three surveys.
- **Summary of Community Feedback:** A review of all the community input received for the TDP.

## Stakeholder Input

Local stakeholders are a critical part of the community outreach process, they serve a large array of clients with varied transportation needs and possess a unique understanding of transportation challenges. Stakeholder outreach was conducted between January and March of 2023.

### Identified Stakeholders

Through consultation with Howard County and RTA, key stakeholders (below) were invited to participate in the TDP planning process. Those that provided specific feedback **bold**:

- Arundel Mills Mall
- **BWI Business Partnership**
- Central Maryland Transportation Alliance
- Chin Association of Maryland
- Chinese American Parent Association of Howard County
- **City of Laurel, Economic and Community Development**
- Columbia Association
- Community Action Council of Howard County
- Downtown Columbia Partnership
- **Ft. Meade/National Security Agency**
- **Grassroots**
- HCPSS Hispanic Achievement Program
- Howard Community College
- **Howard County Board of Education**
- Howard County Chamber of Commerce
- Howard County Commission on Aging
- **Howard County Council**
- **Howard County Department of Planning and Zoning**
- Howard County Department of Social Services
- **Howard County Library System**
- Howard Hughes Corporation
- **John Hopkins University Applied Physics Laboratory**
- Korean Community Service Center of Greater Washington
- La Alianza Latina Commission
- **Liminus Network for New Americans**
- **Maple Lawn Homeowners Association**
- Maryland Food Center
- **MTA Commuter Bus**
- **Neighbor Ride**
- **Prince George's County, Department of Public Works and Transportation**
- Salvation Army
- The Mall in Columbia

The study team reached out to each stakeholder, providing background information on the TDP and requesting feedback on transportation needs and potential improvements. Stakeholder input spanned a range of topics which have been categorized into the following six sections as seen below.

- Organizational Information
- Staff/Client Transit Usage
- Transit Improvements
- Unmet Needs
- Strengths and Weaknesses of Transit
- Vision for Public Transit

## Organizational Information

To aid in framing the stakeholder input, it is important to first understand how each stakeholder organization serves the community. The services that each stakeholder organization provides varied greatly from local government agencies and research institutions, library systems, on-demand transportation, transit advocacy groups, chambers of commerce, recovery centers, business partnerships, and immigrant services. All organizations serve the general Howard County area, with some extending into Baltimore or Washington, DC, and northern Prince George's and Anne Arundel Counties. The clientele served are just as varied as the services provided, including the federal government, the general public, the homeless, food and housing insecure, those in mental health crises, low-income populations, new immigrants, refugees, asylees, asylum seekers, and first-generation Americans.

## Staff/Client Transit Usage

Most of the stakeholders responded that their staff and clients use public transit on a regular basis; however, about 40% of stakeholders noted that they were not aware of anyone who uses public transit. Of those organizations with frequent transit users, representatives noted that transit trips were primarily based in Howard County with most also noting regional trips in areas surrounding the Baltimore and Washington metropolitan areas.

Going further on transportation usage, stakeholders were asked if they assisted their clients or staff in finding transportation when needed. The vast majority of stakeholders said that they do provide assistance finding alternative transportation options. Similarly, the stakeholders were asked if they provided any form of financial assistance to clients for their transportation needs. Roughly 20% of stakeholders said that they do provide financial assistance of those clients and staff that qualify.

## Transit Improvements

The area's stakeholders know their clients well and they know their needs. To elaborate on their client's transportation needs, they were asked what is the most important thing that could be done to improve transit services. Similar to the survey results, most of the responses fell under three general categories: better reliability, higher frequency, and better connectivity to other systems or cities. Some stakeholders recognize the challenges presented to those who rely on transit such as long waiting times for transfers and the availability, or lack of service in certain areas.

When asked for any specific improvements, responses included more frequency, expanded routes, better or more connections to other systems (WMATA, MTA) and to Washington, D.C., and Baltimore. One stakeholder mentioned a need for improving first and last mile access, suggesting the implementation of on-demand services.

## Unmet Needs

While some of the unmet needs were similar to the desired improvements, there were a variety of different answers to this question. Among some of the unique responses were calls for safer walking and biking infrastructure, better bus waiting facilities at bus stops, and the need for transit to be more responsive to an aging population. Connections to other transit services were also noted, including connections to the MTA core service area and WMATA Metrorail. Many of the respondents called for expanded service to areas with difficult to reach or no transit service such as areas along the Route 1 corridor, Ellicott City, River Hill/Clarksville, Maple Lawn, Scaggsville, the Board of Education, local high schools, Ft. Meade and BWI Airport.

## Strengths and Weaknesses of Transit

Stakeholders were asked to give their opinions on what are the strengths and weaknesses of the current regional public transit network. Most responses echoed the same sentiments, mentioning reliability and frequency. Some stakeholders went into a bit more detail when giving their thoughts.

### Strengths

- Number of routes serving Howard County
- Affordability of transit service
- Supportive of walkable developments
- Regional connections to MARC, MTA, RTA, and WMATA

### Weaknesses

- The lack of service near Interstate 70
- Lack of service around high schools
- Limited number of bus stops
- Bus only (vs. rail, etc.) service limits ridership from the professional contingent

## Vision for Public Transit

Stakeholders were asked to describe their vision or dream for public transit in the region. Almost every comment mentioned equitable transit access for everyone in the community. Shorter ride times, dependability, and increased frequency were also common topics. One stakeholder called for a transit system that lessens car dependence and benefits the environment, but also noted that it must be reliable and efficient. Among the more unique responses was a call for local control of the regional bus system, referring to MTA service, and for more on-demand services that would meet the community's first and last mile needs. Lastly, one comment was particularly poignant and summarized many of the opinions succinctly:

*"The vision is for a system that is connected, runs on a frequent schedule thereby allowing anyone who uses it to not feel hamstrung for using it. I would like to see a system robust enough that people choose it because it is the best option and not because they have no other choice."*

## Public Meetings

Throughout the month of January 2023, four public meetings were held throughout RTA's service area to inform the public of the TDP and to gather comments, opinions, and suggestions from the greater public on how RTA is operating and how it can improve. Public outreach meetings were held at the following locations:

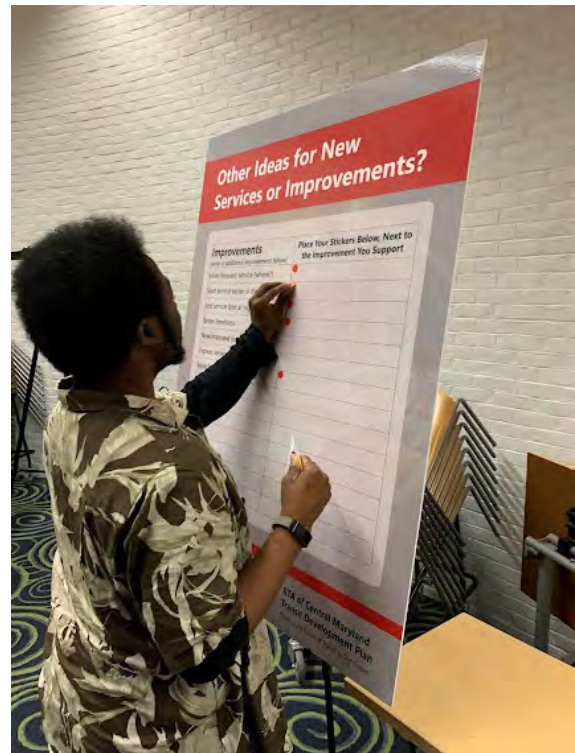
- **Ellicott City** (George Howard Building)  
January 10<sup>th</sup>, 2023, 2:00 p.m. to 4:00 p.m.
- **Columbia** (Columbia Library)  
January 11<sup>th</sup>, 2023, 6:00 p.m. to 7:30 p.m.
- **Hanover** (Anne Arundel Community College)  
January 18<sup>th</sup>, 2023, 6:00 p.m. to 7:30 p.m.
- **North Laurel** (North Laurel Community Center)  
January 26<sup>th</sup>, 2023, 6:00 p.m. to 7:30 p.m.

Common themes at each of the public meetings were the need for expanded services, the reliability of existing service/vehicle conditions, and other specific requests. The following summarizes common themes that were discussed and specific requests that came from the public meetings:

## Expanded Service and Access

Expanding services to provide more direct connections was the most common theme throughout each of the four public meetings. Many participants focused on the need for increased frequency or improved employment connections among other topics. The following specific service improvements and expansions were noted by public meeting participants:

- 30-Minute Frequency on Most/All Routes
- Columbia to Annapolis (Direct Connection)
- Columbia to BWI Airport (Direct Connection)
- Columbia to Elkridge (Direct Connection)
- Connections to Baltimore universities
- Connections to Light Rail Stations
- Expanded service in Western Howard County
- Expand RTA Mobility services
- Howard County to Ft. Meade/NSA



**Figure 4-1: Public Meeting Participant Provides Input on Ideas for Future Improvements**

## Transit Vehicles

Vehicle reliability and buses breaking down were mentioned by several meeting participants. These issues have led to people being late for work and missing medical appointments among other things. Others commented that they have experienced issues with the lack of bike racks on select vehicles. The primary issue relates to consistency, as there is no guarantee that the next bus will have a bike rack. This is especially important for riders who must travel long distances from the bus stop to reach their destination. One rider reported that their morning bus has a bike rack, but the evening bus does not. RTA only permits bikes to be stored on exterior bike racks, and not onboard the vehicle. The lack of consistency discourages riders who rely on their bike and can limit their mobility options. RTA recently purchased 20 new vehicles that were put into revenue service June 2023. This should have a positive impact on many of the reliability issues and consistency of bike rack equipped vehicles.

## Specific Requests

The following outlines some of the more specific requests that originated from the public meetings.

- Direct service between Columbia and the BWI Airport was the most common specific request. Several participants noted that large employment centers have recently opened in the airport area.
- The need for expanded and improved services on the Route 1 corridor, specifically around the North Laurel area, was mentioned several times. Recommendations included increased frequency and expanded connectivity to MTA services and Metrorail Stations.
- Expanded service to Catonsville was suggested to provide an additional transfer opportunity to MTA local bus service. (Route 505 Columbia- Catonsville was implemented July 2023)
- Additional bus stops will provide a transfer opportunity for Routes 407 and 503 in Guilford – both routes overlap on a short stretch of Guilford Road near the intersection of Gerwig Lane.
- Route 407 should be extended to serve Snowden Square, as there are many stores and offices.
- RTA Mobility should extend their hours and provide trips for all purposes, expanding beyond the current restrictions for only work, medical, and senior centers trips. *(Note: RTA Mobility provides county-wide demand response service; however, trips outside of the ADA Paratransit area are restricted by trip purpose.)*
- Better connections are needed to the MARC Penn Line. The Penn line has all day, evening, and weekend service to Baltimore and Washington, D.C. but is not served by RTA.
- Service around high schools should be analyzed. Bus stops at high schools should also be improved.

## RTA Customer Survey

As the group that interfaces with RTA's services the most, feedback from RTA customers/riders is a pivotal part of the community outreach effort. The survey sought out information on riders' transportation needs and habits, their feelings on the strengths and weaknesses of the system, as well as some of their demographic information. Respondents also had the opportunity to provide open-ended feedback about RTA's services. Detailed summary responses to the RTA customer survey are provided in [Appendix C](#).

### Survey Outreach Efforts

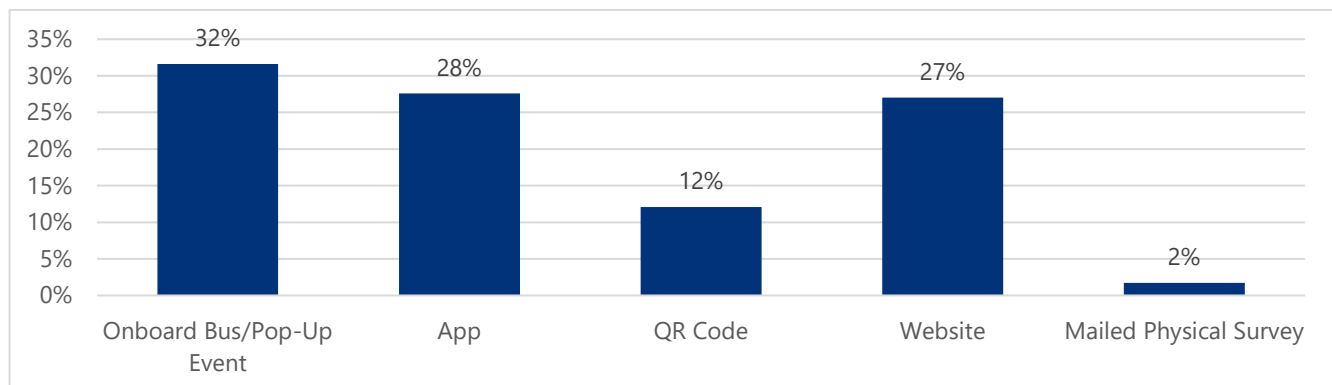
The RTA Customer Survey was available starting on December 5, 2022 and closed on March 31, 2023. The survey period was extended due to a relatively low response rate and in order to accommodate additional outreach, including a survey pop-up event at The Mall in Columbia (see [Figure 4-2](#)). Out of the three TDP surveys (RTA Customer, RTA Mobility, and Community), the customer survey had the highest number of responses at 174 (out of 370 total surveys received).



**Figure 4-2: Riders Complete Surveys at The Mall in Columbia**

The customer survey was placed onboard all RTA vehicles along with a survey drop box. Push notifications were sent through the Transit App, RTA's official real-time mobile application. Surveys were also advertised through public outreach materials including QR codes on posters and handouts as well as a website link to the survey. The response rates for each of these methods are shown in [Figure 4-3](#).

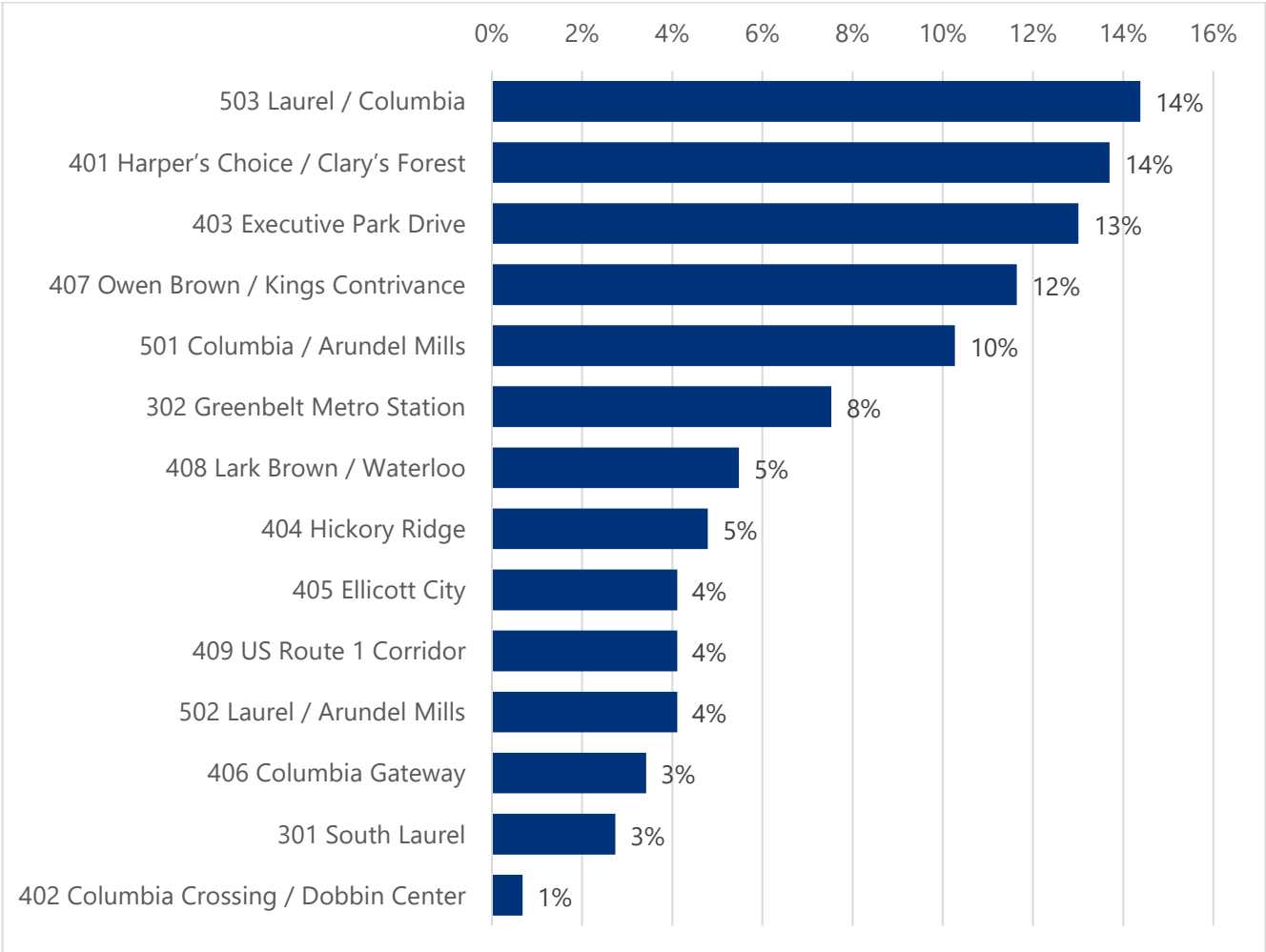
**Figure 4-3: Survey Collection Methods**



## Trip Information

The survey first asks RTA riders questions about their trip patterns. Riders from each route are represented in the survey results. The most common routes used by respondents were Route 503 Laurel/Columbia, 401 Harper’s Choice / Clary’s Forest, and 403 Executive Park Drive. **Figure 4-4** shows the distribution of routes.

**Figure 4-4: Route of Origin**

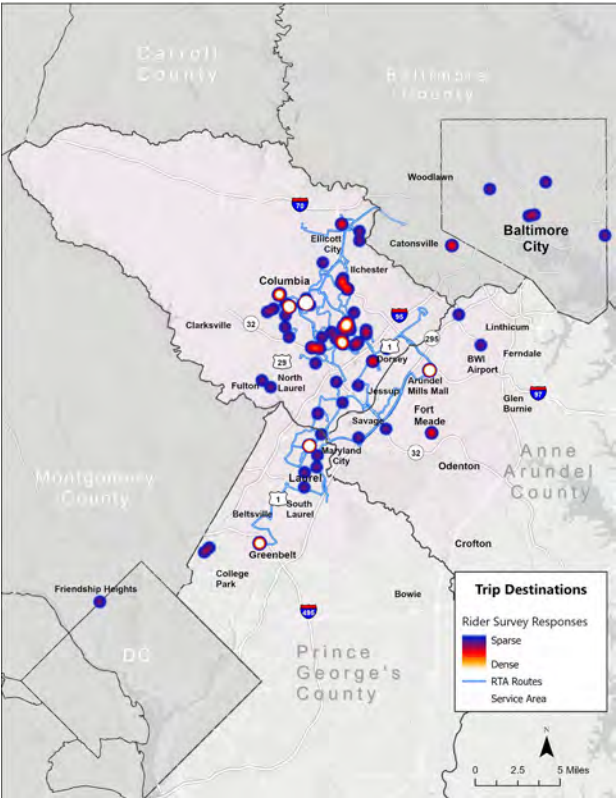
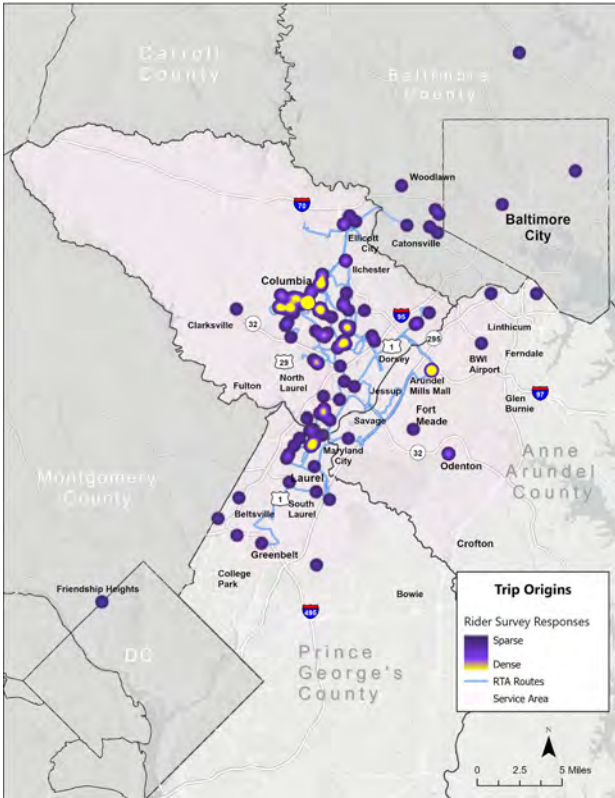


### Trip Origins and Destinations

Customers were asked to list their origin and destination stops. The most common origin stop was by far The Mall in Columbia which was also the most common destination stop. Some of the common origins included Arundel Mills Mall and Laurel Town Center. Other major destinations include Snowden Square shopping center, Towne Centre Laurel, Arundel Mills Mall, and the Greenbelt Metrorail Station. It should be noted that there were more destinations in Baltimore City than there were origin trips. The origins and destinations can be seen in **Figures 4-5** and **4-6**.

**Figure 4-5: Trip Origins**

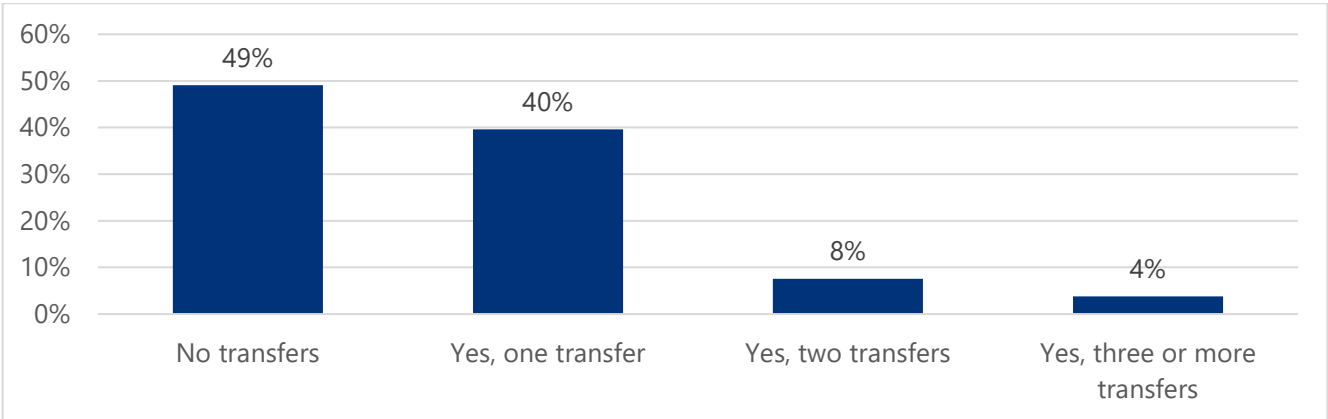
**Figure 4-6: Trip Destinations**



## Transfer Activity

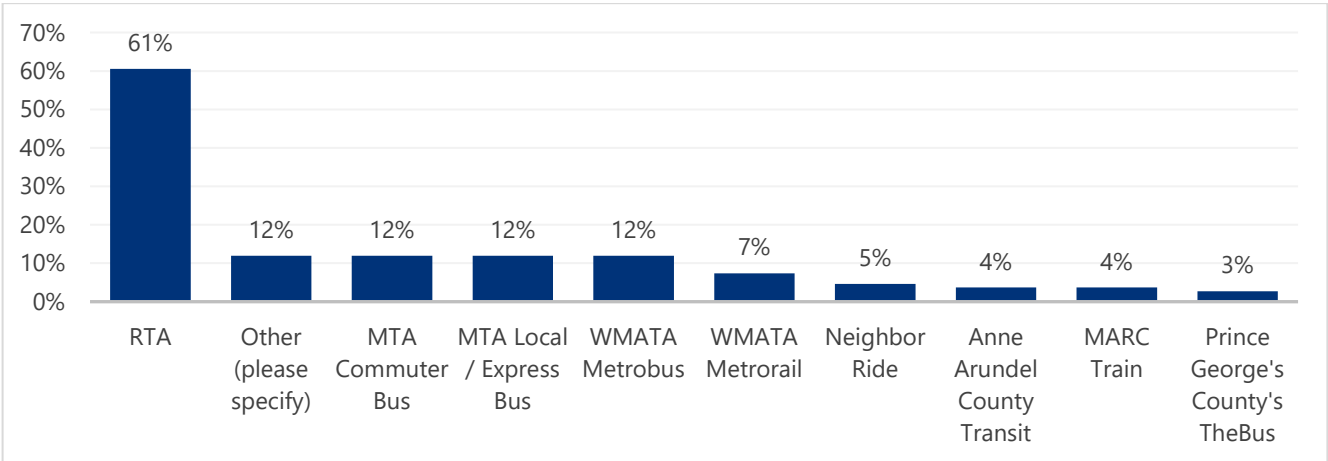
Next, the survey question inquired about transfers. Almost 50% of respondents said that their trip involved no transfers, while 40% said their trip involved one transfer. Fewer people said their trips required two, or three or more transfers. **Figure 4-7** displays these findings.

**Figure 4-7: Transfer Information**



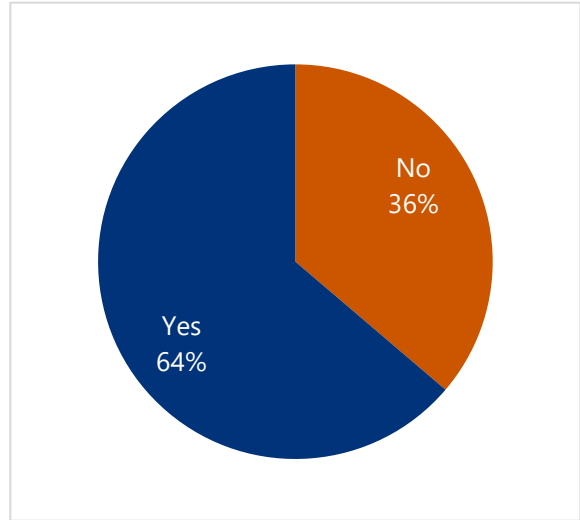
The next section of the customer survey asks about transferring to or from other transit services. RTA’s service area in central Maryland overlaps with several other agencies, so trips using other transit services are possible, but how common are they? Most respondents, 61%, transferred to another RTA bus route. The figure below illustrates this and shows the other services riders transferred to or from. Just under RTA, MTA Local and Commuter Buses and WMATA Metrobus had the most transfers, followed by WMATA Metrorail, as shown in **Figure 4-8**. There was an option to provide an open-ended response by choosing “other.” Some of the responses include MTA City Link, the County Connector, and rider sharing services such as Uber or Lyft.

**Figure 4-8: Agency Transfers**



## Destinations Not Served by Transit

RTA strives to serve an array of destinations to fit the needs of its diverse customer base. When asked if there are destinations that need to be reached regularly that transit does not serve, 64% of respondents replied no, meaning the current routes reach all their desired destinations. Still, 36% of those surveyed indicated that transit does not serve destinations they wish to reach. While some of the individual responses were for places that currently have transit service, it could be interpreted as these trips were not available for individuals, not that the destinations themselves do not have transit service. This is reflected in **Figure 4-9**. **Figure 4-10** shows the individual responses for those that replied Yes. See below for the destinations that are not served by transit.



**Figure 4-9: Are All Desired Destinations Served by Transit?**

## Trip Purpose

To get a better understanding of the customers' destinations they were asked what the purpose of their trip was. This can help RTA take a more targeted approach to serving specific destinations. A strong majority of customers, 61%, said the purpose of their trip was for work. Other common purposes were shopping, at 27%, and social/recreation at 15%. **Figure 4-11** shows these results.

**Figure 4-10: Purpose of Trip**

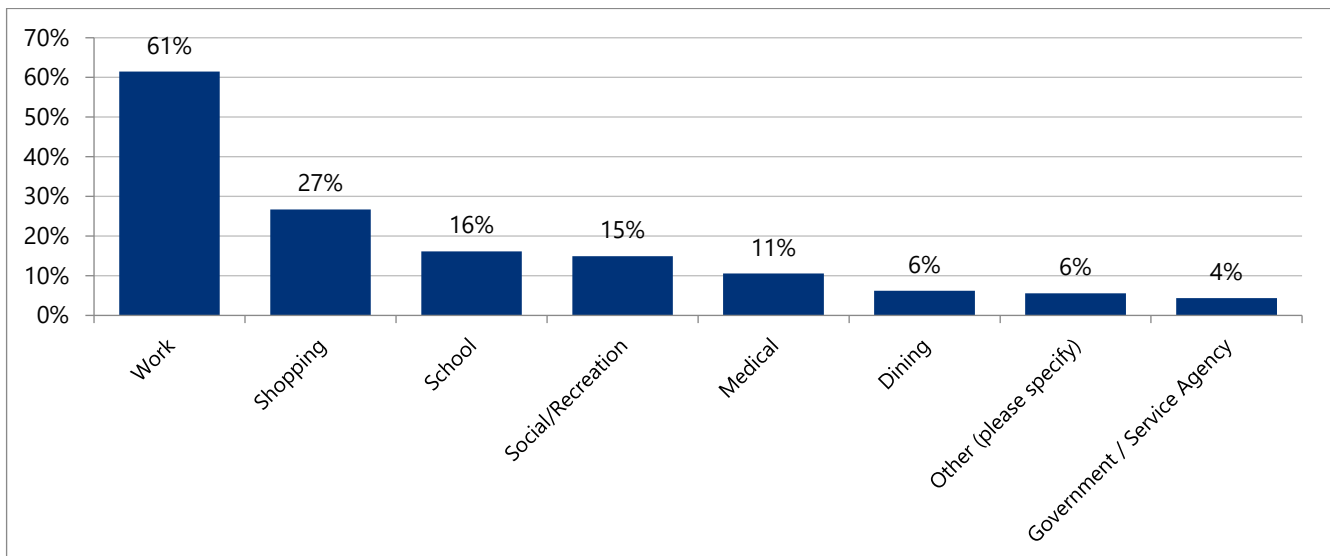
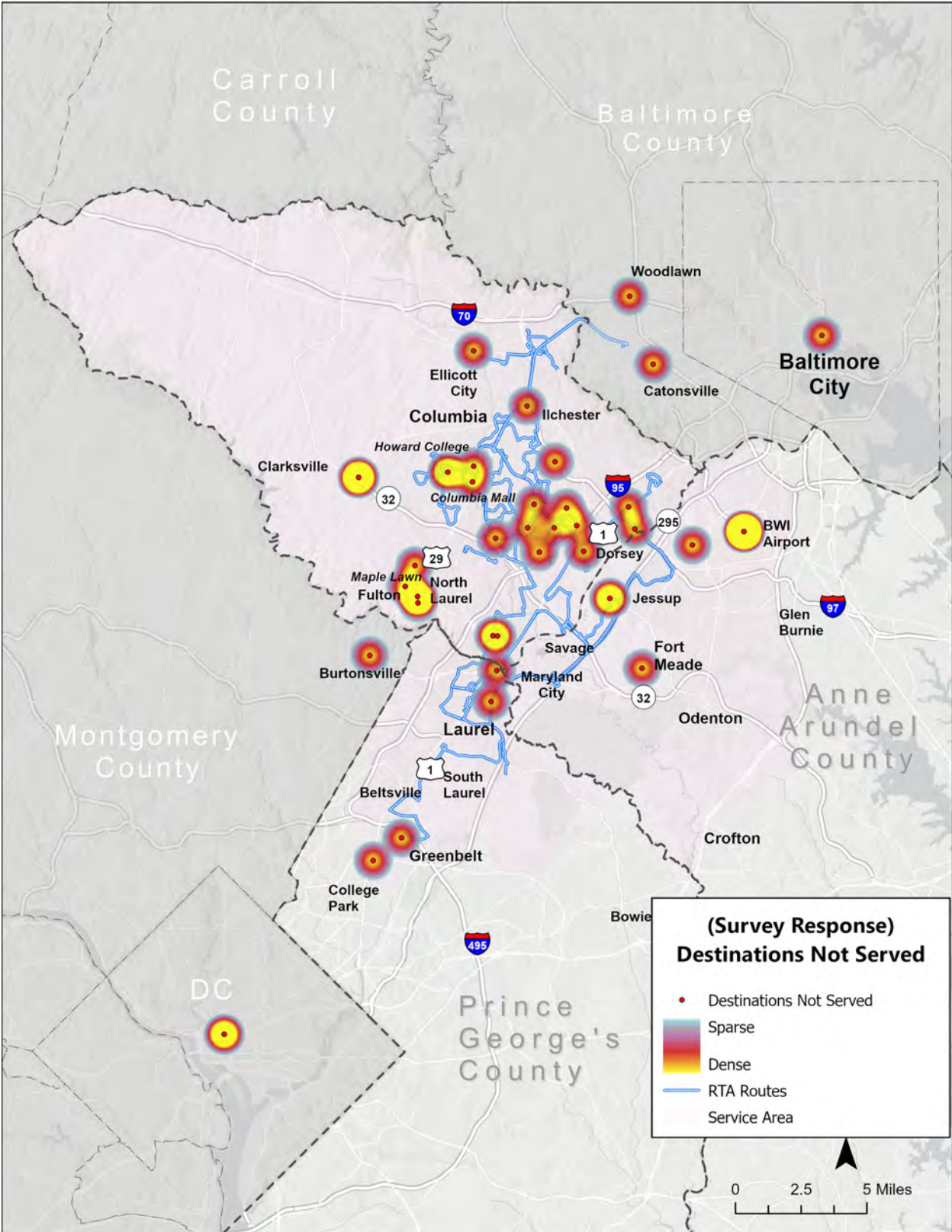


Figure 4-11: Distribution of Desired Destinations Not Served by Transit

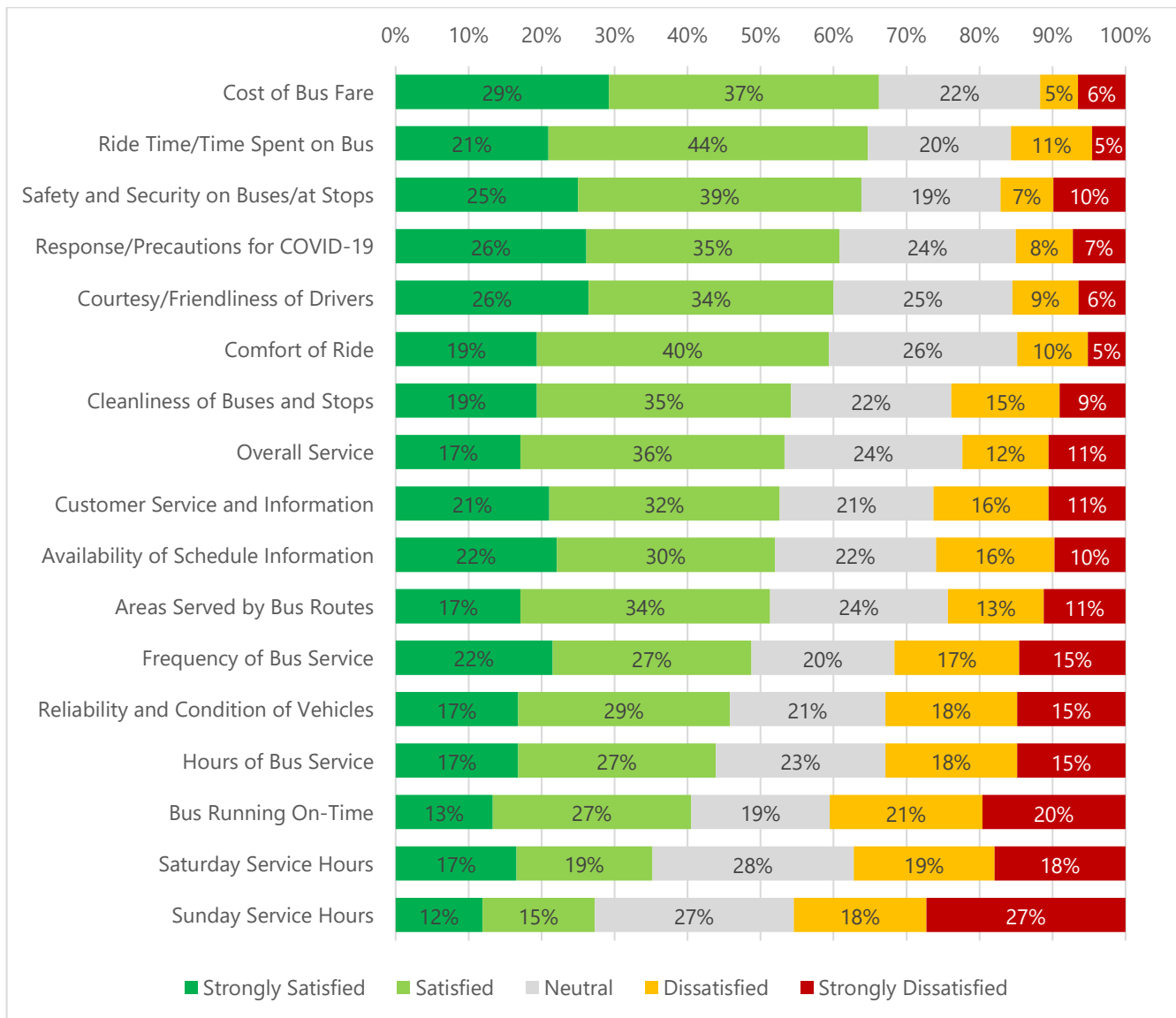


## Rider Satisfaction

### Satisfaction with RTA Service

A vital element of the customer survey dealt with rider satisfaction. Respondents were asked to rate 17 aspects of RTA’s service, from strongly satisfied to strongly dissatisfied. Riders were most dissatisfied with Sunday’s hours of operations, a sentiment that is echoed in the previous transit development plan. The cost of bus fare had the highest proportion of strongly satisfied responses. **Figure 4-12** illustrates the responses.

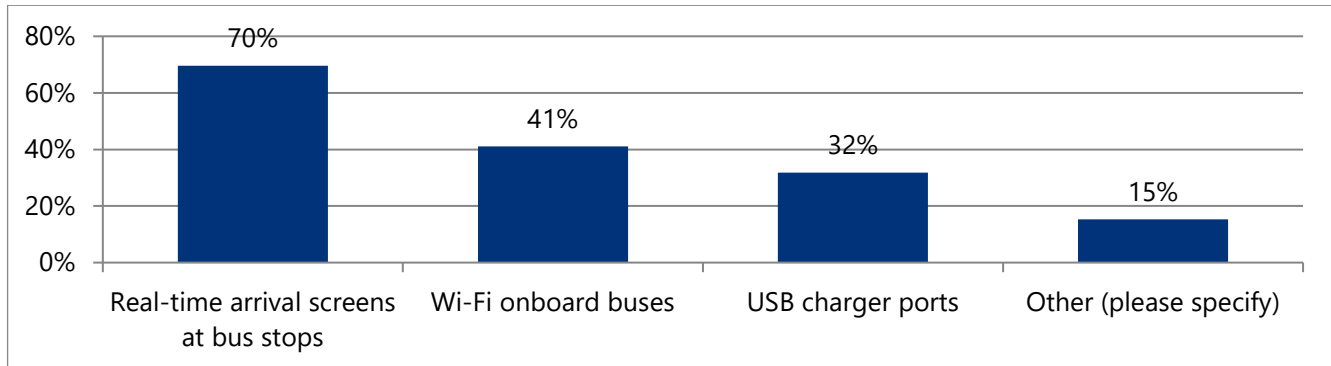
**Figure 4-12: Rider Satisfaction**



## Potential Technological Improvements

When considering aspects that could improve riders' experiences, the survey asked customers which technological improvements would provide them with the most benefit. As shown in **Figure 4-13**, most customers would find real-time arrival screens at bus stops beneficial, followed by Wi-Fi onboard buses.

**Figure 4-13: Technological Improvements with the Most Benefit**



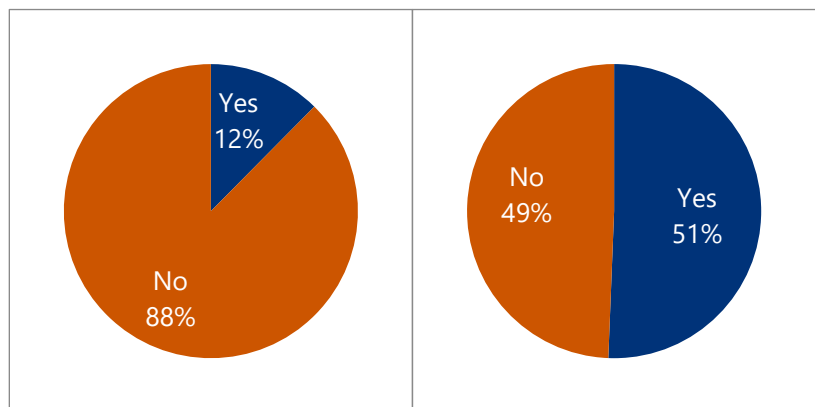
## Rider Profile

To gain insights on existing riders, the survey asked questions pertaining to frequency of transit use, employment information, and other aspects to create a rider profile.

### Vehicle Availability

The survey asked riders if they own a car or other vehicle. Only 12% of surveyed riders said that they own a vehicle and 88% indicated that they do not own a vehicle (see **Figure 4-14**).

A follow-up question asked if riders have a driver's license. Responses to this question were evenly split with 51% of riders reporting that they do have a driver's license and 49% reporting that they do not (see **Figure 4-15**).



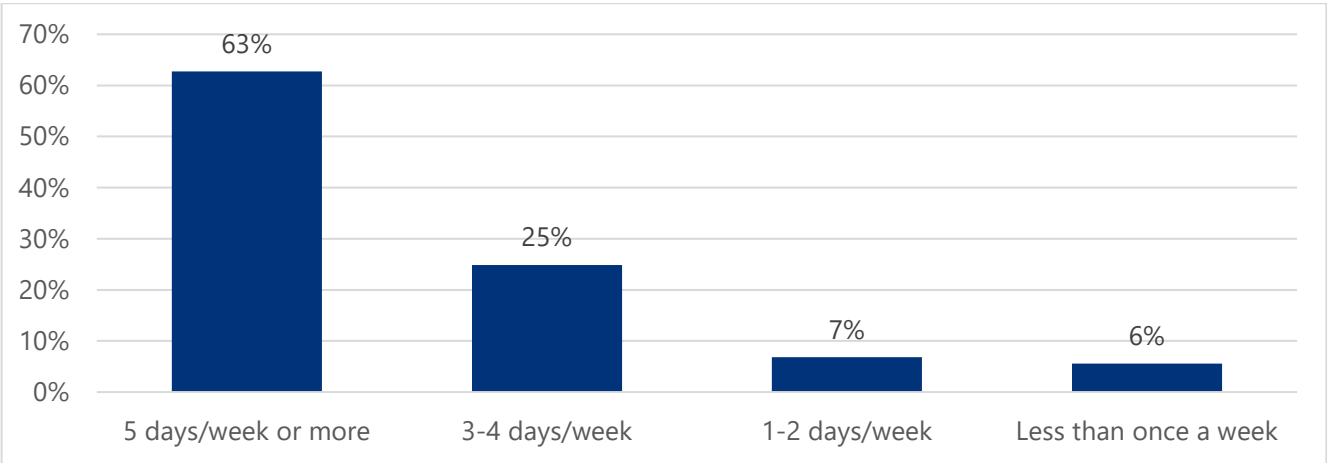
**Figure 4-14: Vehicle Ownership**

**Figure 4-15: Driver's License**

### Transit Usage

The next question was utilized to gauge how often riders used public transport. The survey results show that the majority, 63%, of survey respondents use public transit five days per week. The next group, those who ride 3-4 days per week, make up 25% of customers, as shown in **Figure 4-16**.

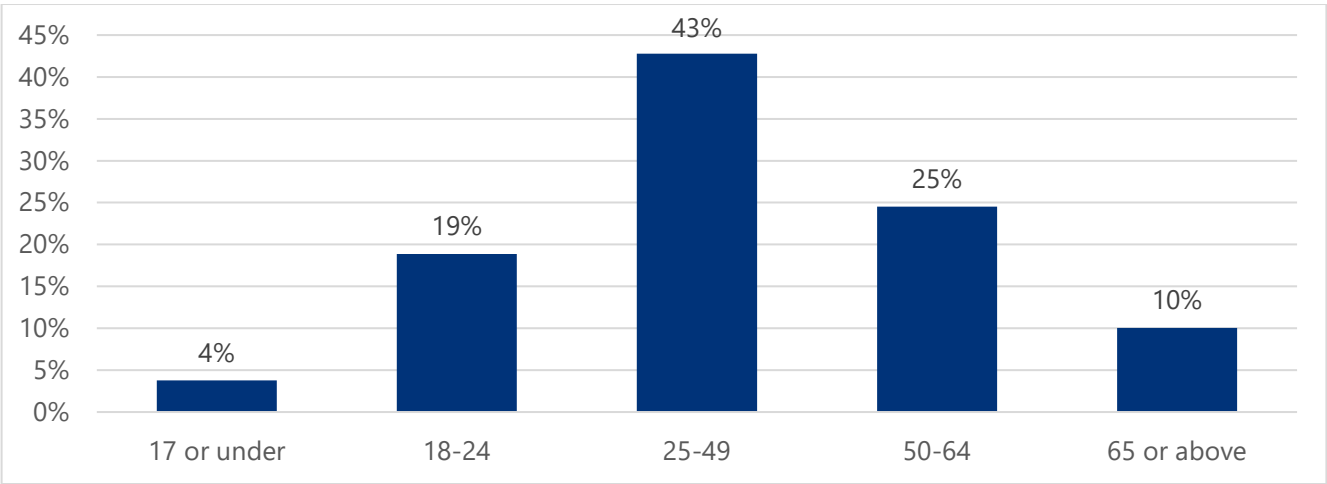
**Figure 4-16: Frequency of Transit Use**



### Age Distribution

Questions pertaining to demographic information were presented to respondents. Riders were asked to choose one of the given age ranges. The bulk of responses indicated they were under the age of 49. See **Figure 4-17** for details on all age groups of riders surveyed.

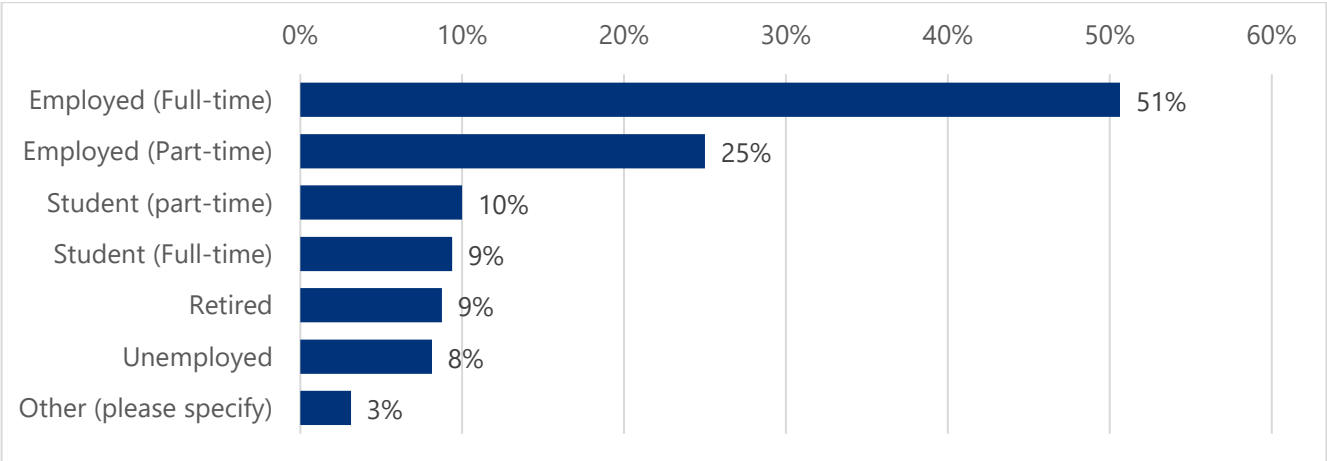
**Figure 4-17: Age Distribution**



### Employment Status

Riders were also asked about their employment status. A majority of riders (51%) indicated they were employed full-time, which is consistent with the previous question of trip purpose. Further, 25% said that they were employed part-time and 10% indicated that they were part-time students. These findings can be found in **Figure 4-18**.

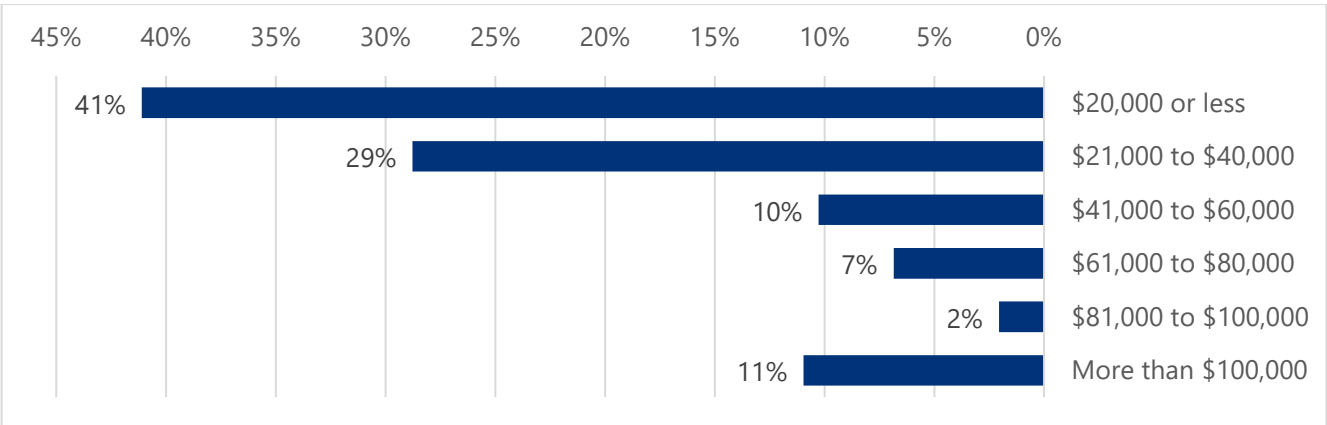
**Figure 4-18: Employment Status**



### Annual Household Income

The rider survey also asked riders about their annual household income. The vast majority of riders, or 70%, earned less than \$40,000 annually. There is a notable amount of riders whose annual income is \$100,000 and over at 11%. Just 10% of RTA customers earned between \$41,000 and \$60,000. **Figure 4-19** provides details on these trends.

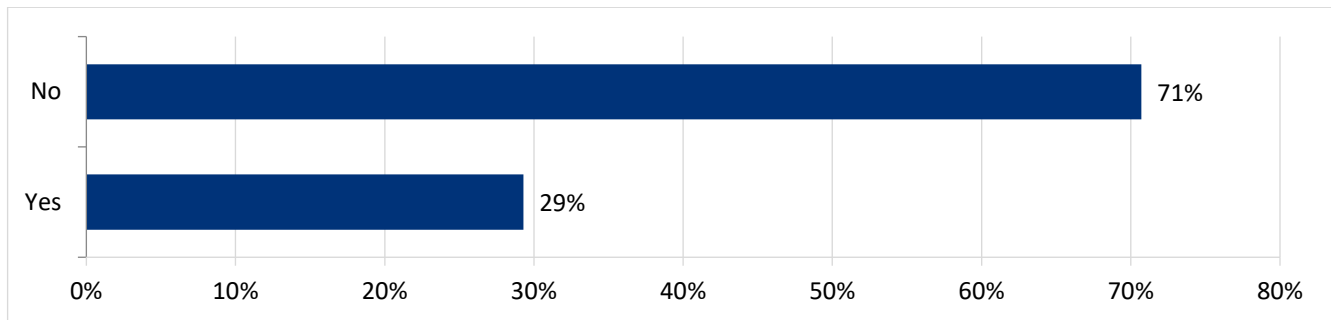
**Figure 4-19: Annual Household Income**



## Language Spoken at Home

When asked if RTA riders spoke any language other than English at home, 71% indicated they did not. Of the 29% who replied yes, some of the individual responses included American Sign Language, French Creole, Spanish, Mandarin, Punjabi, French, Creole, Twi, Georgian, Swahili, and Urdu. **Figure 4-22** shows the yes or no responses and **Table 4-1** lists the individual responses with the most common shown at the top of the table.

**Figure 4-22: Language Other than English Spoken at Home?**



**Table 4-1: Individual Responses of Languages Spoken**

Language	Count
Spanish	11
Creole/French Creole	4
American Sign Language (ASL)	2
French	2
Nepali	2
Urdu	2
Georgian	1
Igbo	1
Italian	1
Jamaican	1
Latin	1
Mandarin	1
Marathi	1
Punjabi	1
Spanish Hebrew	1
Swahili	1
Twi	1
Yoruba	1

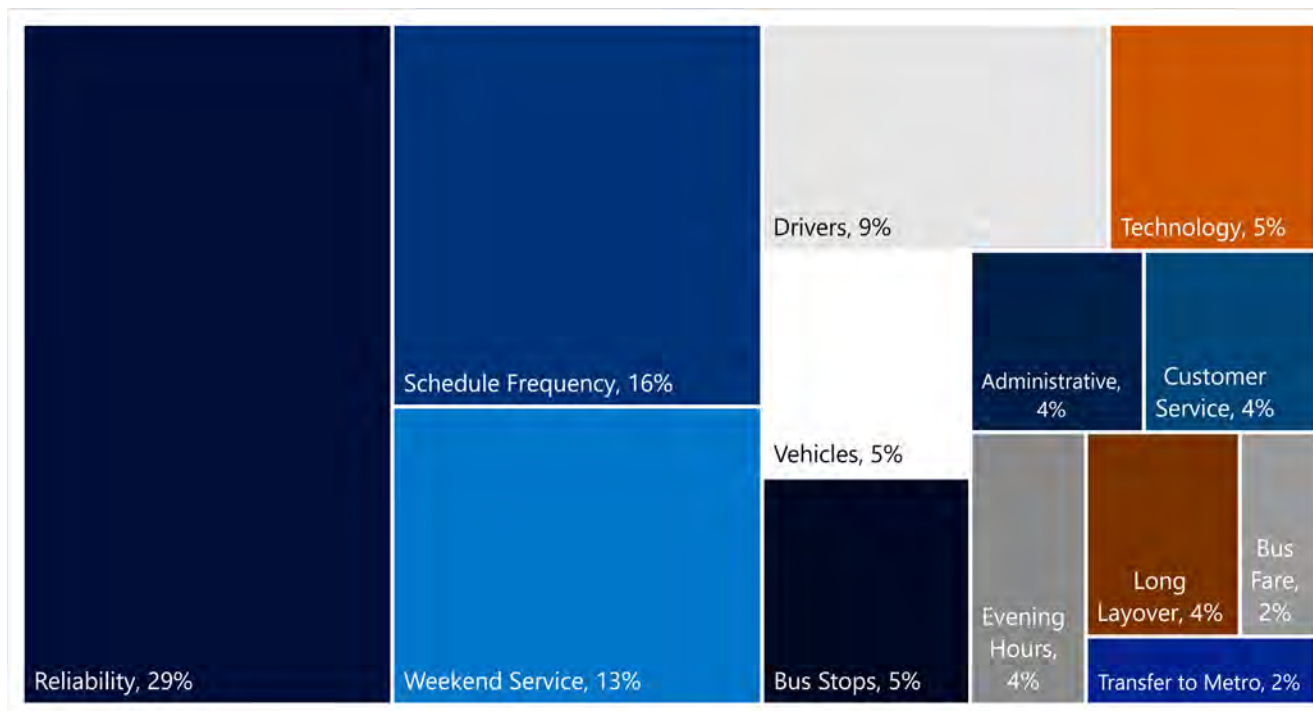
## Rider Comments

The customer survey gave riders the chance to share their thoughts on RTA and public transit at large in central Maryland. For the most part, riders were concerned with issues of reliability, frequency, and weekend service. This is somewhat similar to the comments in the previous TDP. Here is an example of a comment regarding frequency.

“I have a problem getting to work in the morning. Most of the time I’m late for work. No bus and no driver for route 405.”

The rider comments were put into various categories that best represented the subject matter of each comment. The distribution of categories can be found below in **Figure 4-23**.

**Figure 4-23: Rider Comment Categories**



A strong majority of riders’ comments dealt with reliability, whether the bus showed up on time or at all, buses breaking down, etc. Frequency was also a common theme in customer comments, occupying 16% of comments; riders would like buses to run more frequently. The issue of frequency and being late to work came up multiple times as well. While RTA has added weekend service since the last transit development plan, riders still wish to see better service and frequency on weekends since many of them still must work on weekends. Thirteen percent of respondents indicated issues with weekend bus service. Further comments can be found below organized by the above categories.

## Reliability

- “The bus is a blessing, however it’s very limiting to time and certain areas. Like Sundays I would like to go to church but the bus doesn’t run in my area at that time and I don’t have any alternative and have to use Lyft which is more expensive.”
- “Please whenever the bus is not able to get to Columbia at the scheduled time, the riders should be informed via the app. It is frustrating that you would be waiting for the bus and it doesn’t come at the scheduled time.”
- “Reliability has been an issue plaguing the RTA for years. I think more people in the community would be interested in riding public transit if the headways weren’t so infrequent and reliability wasn’t an issue. At its worst, it’s a guessing game to whether or not I’ll have a way home from work or school. Service hours are also awful for the workforce that doesn’t get out until later at night or has to work in the early morning hours.”

## Schedule Frequency

- “Need [the] buses to be on time and consistent.”
- “More buses needed. One every hour is too few.”
- “Frequency and reliability is the most important. RTA has satisfactory reliability but frequency isn't good at all. A bus every hour isn't very useful for most people so that impacts ridership negatively.”

## Weekend Service

- “Everything is good but the bus could be more on time. The bus colors was easier and having all of the buses running on Sundays would help.”
- “The 503 should go from Columbia to the Laurel Town Centre at 8pm instead of 7pm on Saturdays”

## Drivers

- “Some drivers have to be more professional and not let emotions determine their judgment or choice of words.”
- “Sometimes the drivers miss people at stops, such as the 409 bus stop at Howard Road and Route 1 in Savage, going north. The driver needs to look and see if anyone is at the less-used stops, not just whiz on by.”

## Vehicles

- "In the past, the buses were clean. But today, the interior of the buses is very dirty and smells sometimes."
- "Clean the buses."
- "Buses are so dirty."

## Bus Stops

- "I would like that all the buses provide a stop key, It's better to ask the stop."
- "Sometimes the drivers miss people at stops... the driver needs to look and see if anyone is at the less-used stops, not just whiz on by."

## Evening Hours

- "The buses need to run until midnight. Many people end up stranded because they work evenings or have to travel in the evenings. Also the buses should be every 30 mins. That will help the overall economy. Many people have trouble getting to work which leads to unemployment. Also we need more intercounty Access."

## Transfer to Metro

- "Please start a direct service to metro station over the weekends."

## Administrative

- "Please offer training on how to ride the bus - perhaps through high schools or partner with libraries. Get more people to ride!"
- "Give the drivers a raise and keep salaries competitive to other companies drivers-besides the consumer is the precious cargo on board and drivers are responsible for driving-safety-comfort-cleanliness and quality of life during their ride"

## Layover Waiting on Bus

- “Open bus doors 5 minutes to scheduled depart times at the mall to leave on time, add a bus stop on Columbia Road in front of Columbia Glade apartments and add more bus depots with shelters”
- “Letting all riders get on the busses 10 minutes early in fall and freezing conditions.”

## Technology

- “need to have a way to have accurate arrival times because I have experienced only this bus being late or not arriving.”
- “You guys need to run later and adjust your bus stops. And develop you own app and put a tracker on the bus so that we can see where the bus is and get an accurate time of when it is coming. Also weekend services for all buses, 95% of workers work on the weekends and it's a hassle and expensive paying for Ubers or Lyft.”

## Customer Service

- “Better customer service, accurate info when calling the office.”

## Bus Fares

- “Thank you for serving the community. Cheaper fares & later evening hours.”

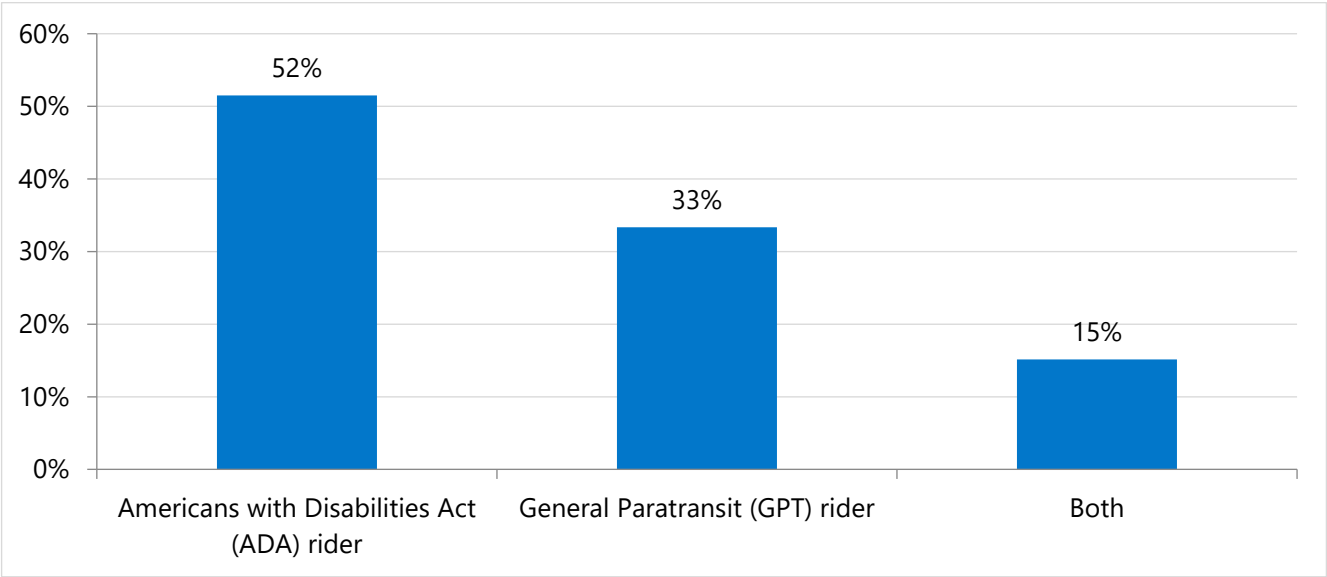
# RTA Mobility Paratransit Survey

The RTA Mobility Paratransit Survey was distributed to riders by several methods. Most riders received their surveys onboard vehicles, while others were directly mailed surveys. A smaller number of riders completed their surveys online through the QR code or TDP Website. There were 36 total responses for the paratransit survey. Detailed summary responses to the RTA Mobility customer survey are provided in **Appendix D**.

## Rider Type

Participants were asked which type of rider they are. The options were the Americans with Disabilities Act (ADA), General Paratransit (GPT), or both. Over half of the respondents, 52%, reported that they are ADA riders. Thirty-three percent of riders said they were GPT and the remaining 15% said they were both ADA and GPT. **Figure 4-24** shows the responses to this question.

**Figure 4-24 Rider Type**

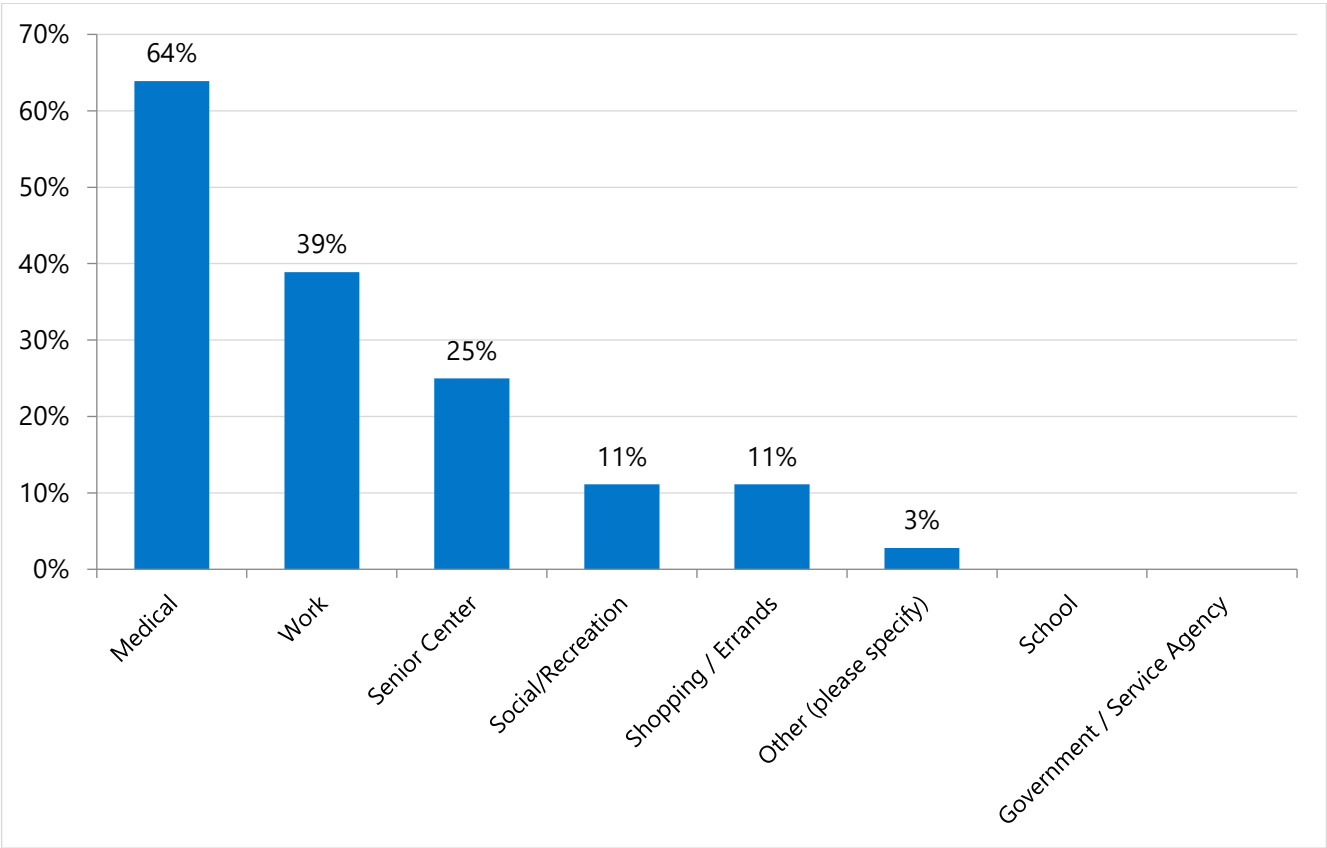


# Usage Information

## Trip Purpose

Riders were asked what the purpose of their trip was. More than one option could be selected for this question and the options included work, school, medical, social/recreational, senior center, government/service agency, shopping/errands, and other. Out of these options, 64% said the purpose of their paratransit trip was medical. Thirty-nine percent replied that they were using paratransit for work and 25% were going to a senior center. One person chose the "other" option and indicated that they use paratransit for voting. The results can be found below in **Figure 4-25**.

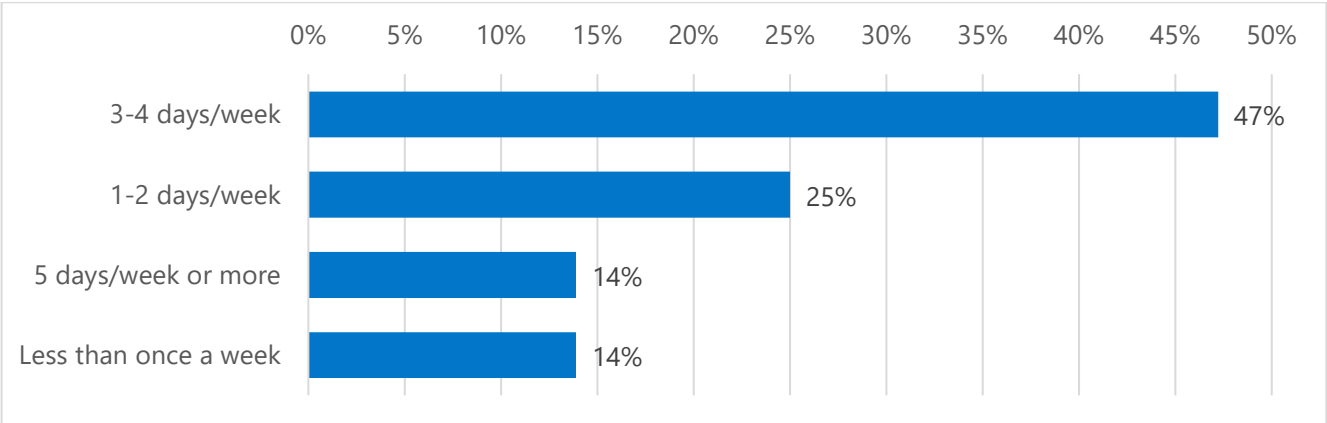
**Figure 4-25: Ride Purpose**



## Usage

The survey asked mobility riders how often they use paratransit services. Most of the riders, use paratransit services only 3-4 times per week. Those that only rode 1-2 times per week represented 25% of the responses. There was a tie between riding 5 days a week and riding less than once per week, each accounting for 14% of survey responses. See **Figure 4-26** for details.

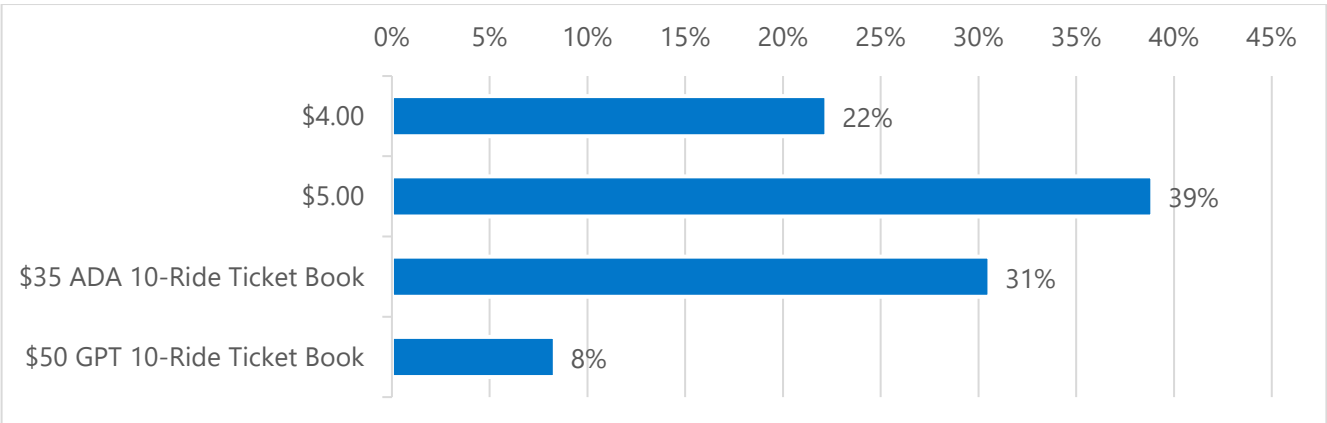
**Figure 4-26: Ride Frequency**



## Trip Cost

Riders were asked how much they pay for their paratransit rides. Thirty-nine percent paid \$5 for the paratransit fare. Thirty-one percent replied that they spend \$35 for a 10-ride ADA ticket book, while twenty-two percent paid \$4 per ride. Only eight percent of respondents spent \$50 on the 10-ride GPT ticket book. **Figure 4-27** shows the cost breakdown.

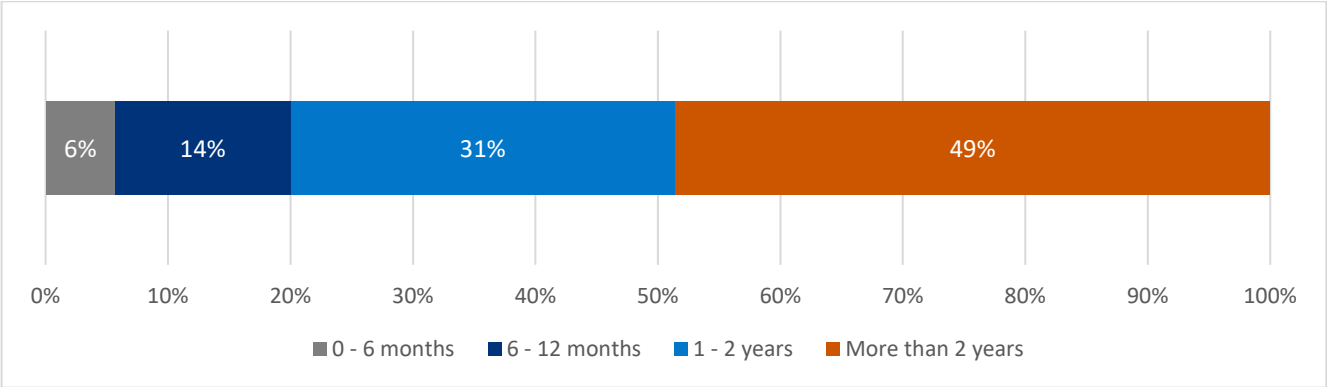
**Figure 4-27: Trip Cost**



## History of Usage

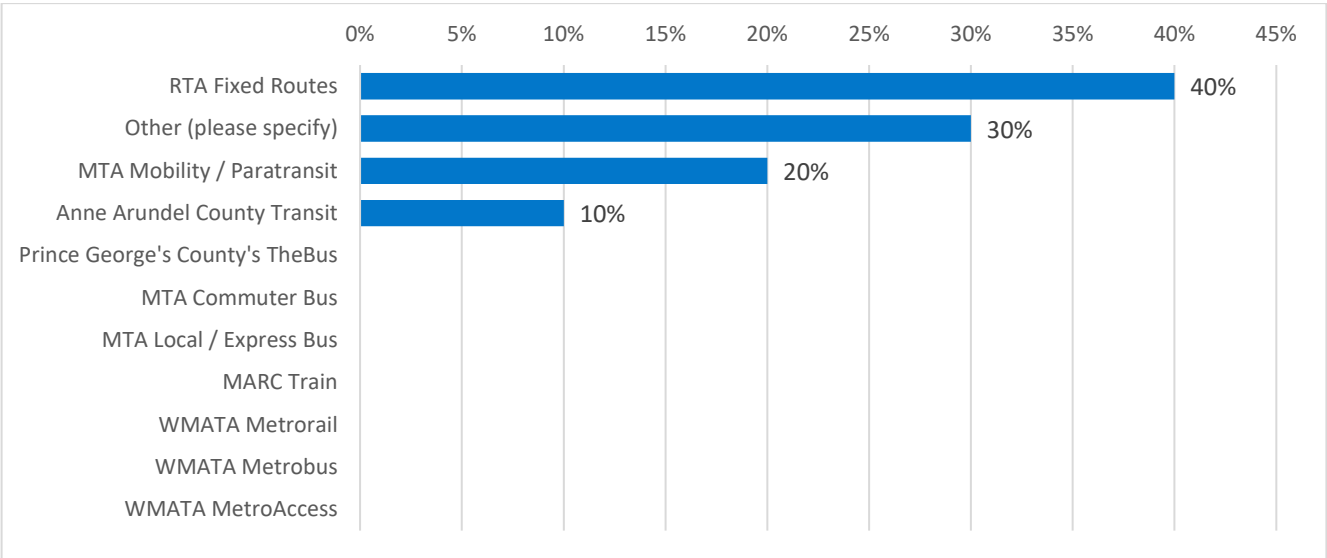
Following trip cost, the survey then asked riders how long they have been using RTA’s paratransit services. Those who had been using paratransit for more than 2 years represented 49% of responses. Thirty-one percent (31%) of riders had been using the service for 1-2 years, 14% replied that they had been using it for 6-12 months, and only 6% had been using paratransit for 6 months or less. **Figure 4-28** shows these trends.

**Figure 4-28: Use Duration**



Mobility riders were asked what other transportation services they use in addition to paratransit services. Out of the eleven options they were given, 40% said they used RTA’s fixed routes in addition to mobility services while 10% said they used Anne Arundel Transit. Thirty percent of respondents chose to answer “other,” with most of them saying they also used Lyft. These responses can be seen in **Figure 4-29**.

**Figure 4-29: Alternative Transit Usage**

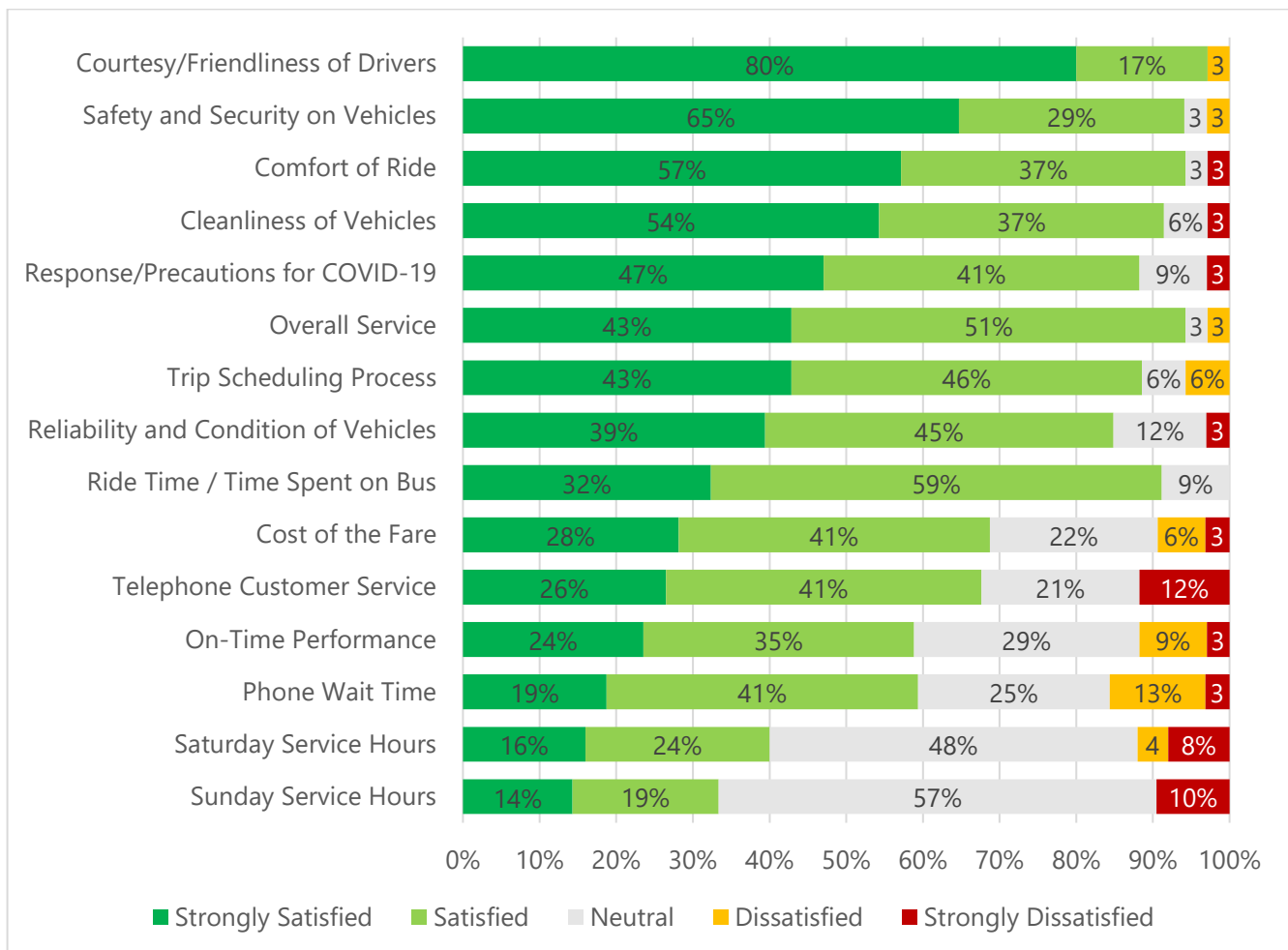


## Customer Satisfaction

### RTA Mobility Service Satisfaction

Mobility customers' satisfaction with the service is a key element of the survey. Respondents were given fifteen categories to rate on a scale ranging from "strongly satisfied" to "strongly dissatisfied." These categories include several aspects of RTA's mobility services including customer service, cost of fare, and cleanliness of vehicle. Customers were also asked to give their overall rating for mobility services. Customers were most satisfied with the courtesy or friendliness of drivers and most dissatisfied with Sunday service hours. All the ratings can be found below in **Figure 4-30**.

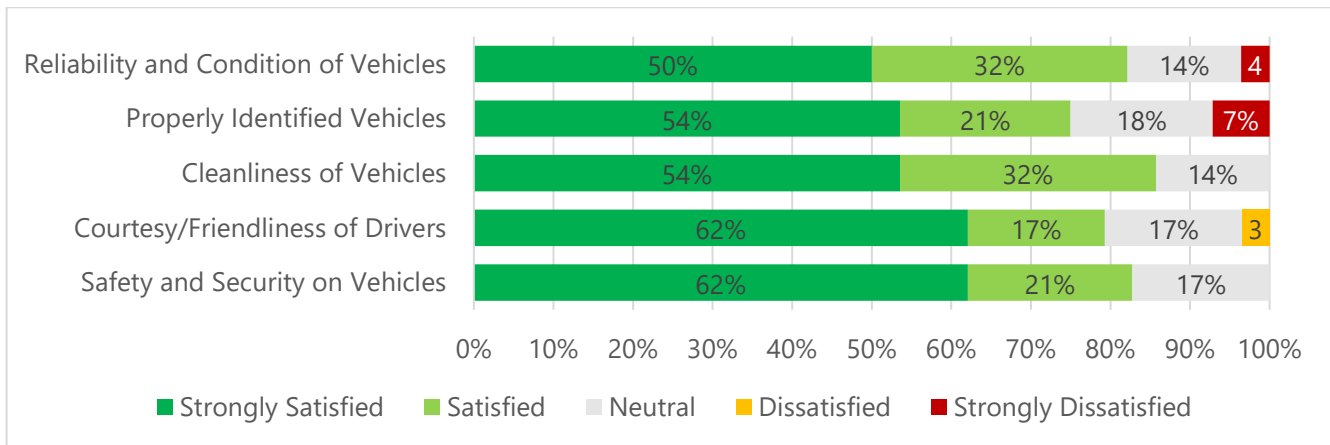
**Figure 4-30: Mobility Customer Satisfaction**



## RTA Mobility’s Contracted Taxicab Service Satisfaction

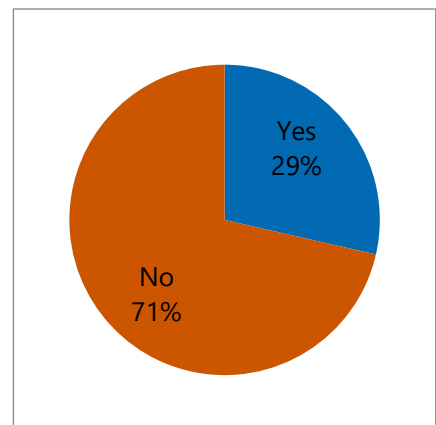
The next section of the survey dealt with RTA Mobility’s cab services. RTA contracts with taxicab companies to fill in service gaps. The survey sought to understand riders’ satisfaction with the cab services. Respondents generally had a positive opinion about the cab services, with safety and security of vehicles ranking at the top. Customers were most dissatisfied with properly identified vehicles. The rest of customer’s satisfaction levels can be found in **Figure 4-31**.

**Figure 4-31: Cab Service Satisfaction**



## Locations Not Served by RTA Mobility

The survey asked paratransit customers if there were any destinations, they could not reach using RTA mobility. Seventy-one percent of respondents indicated that there were no destinations they could not reach using paratransit, while twenty-nine percent said there were destinations not served by paratransit. **Figure 4-32** shows this below. Individual responses of destinations that are not served by RTA Mobility included locations outside of the RTA service area in Baltimore City, Baltimore County, and Anne Arundel County.

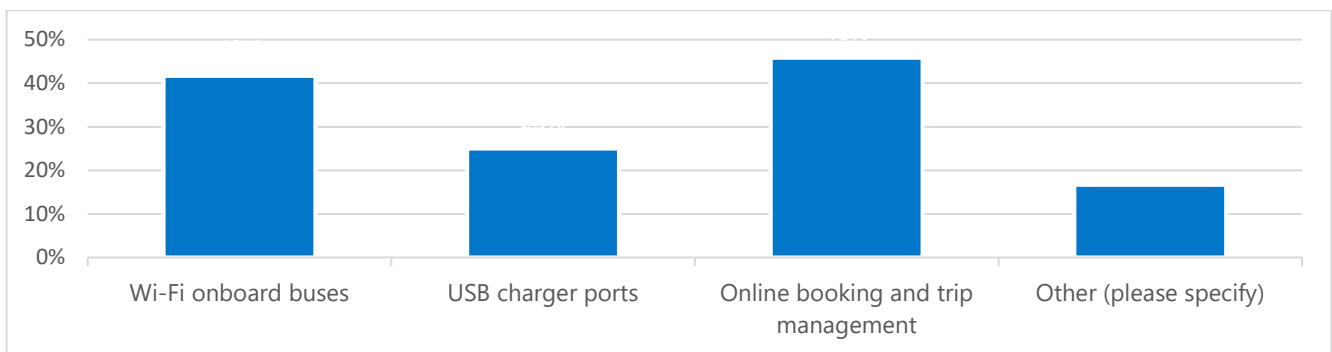


**Figure 4-32: Are there Destinations Not Served by Mobility?**

## Potential Technological Service Improvements

Participants were given a list of technological improvements and were asked which of these they felt would benefit them the most. The top response was online booking and trip management, accounting for 46% of responses. Following closely behind online booking was Wi-Fi onboard buses at 42%. Twenty-five percent preferred USB charger ports on vehicles. There was an “other” option so respondents could fill in their own answers. Seventeen percent of people chose this response, one suggesting weekend and evening service and service to places other than work/medical/senior center. See **Figure 4-33** below for details.

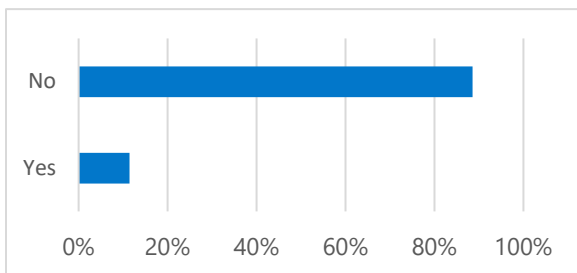
**Figure 4-33: Technological Improvements**



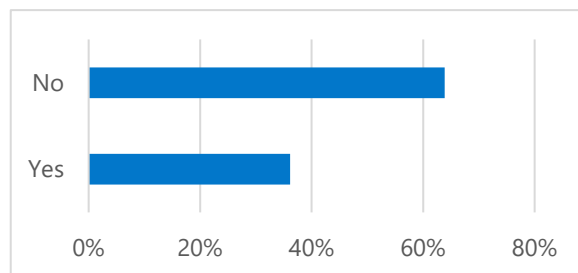
## Vehicle Ownership

The next question asked riders if they have a car. The overwhelming majority of riders, at 89%, stated that they did not have a car. Similar to the fixed route customer survey, a higher proportion of respondents had a driver’s license while not having a car. These trends can be found in **Figures 4-34** and **4-35**.

**Figure 4-34: Car Ownership**



**Figure 4-35: Driver’s License**

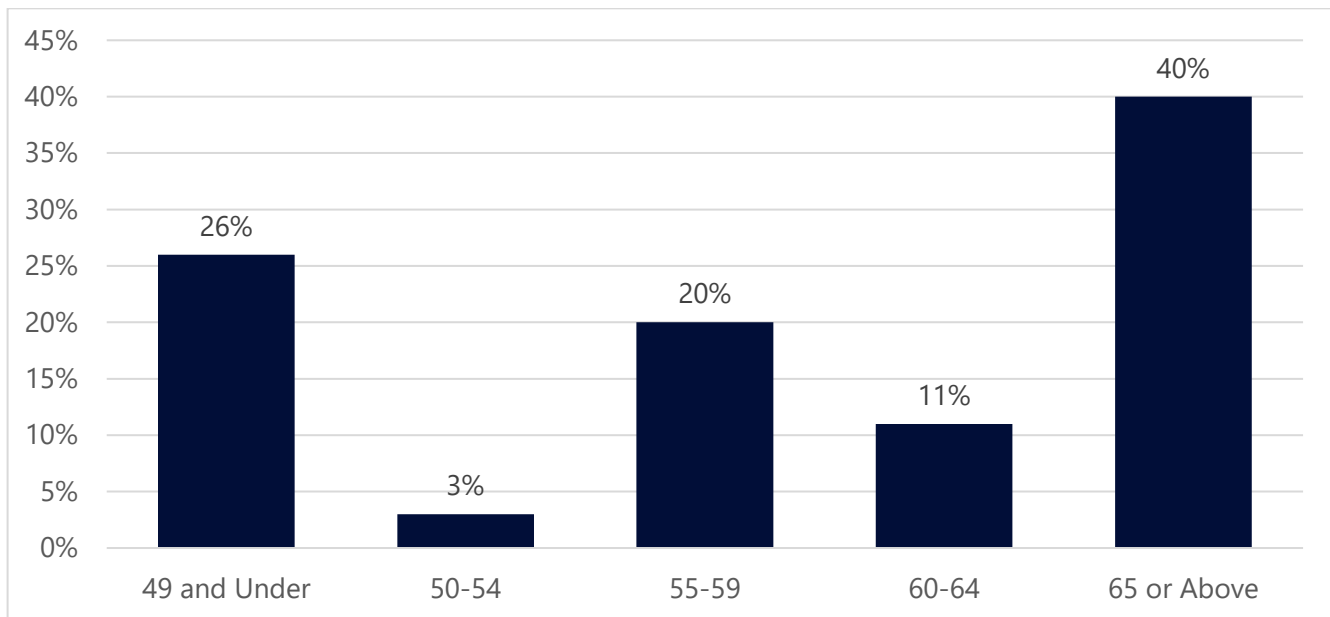


## Demographic Information

### Age Distribution

In order to learn more about its customers, RTA asked paratransit customers about some demographic information. The first of these questions asked for the age of the participants. Most, or 40%, of riders said they were ages 65 and above. The next age cohort of 49 and under consisted of 26% of responses. Eleven percent of riders said they were between the ages of 60-64 and 20% said they were within the 55-59 age range. These results can be seen in **Figure 4-36**.

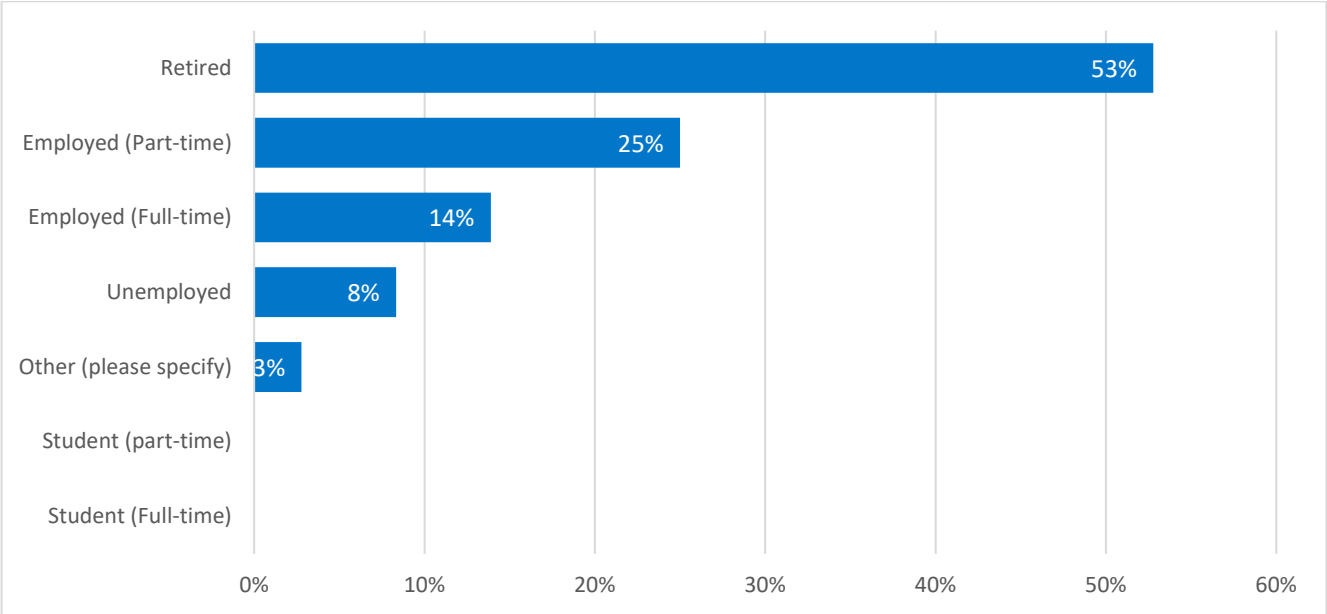
**Figure 4-36: Age**



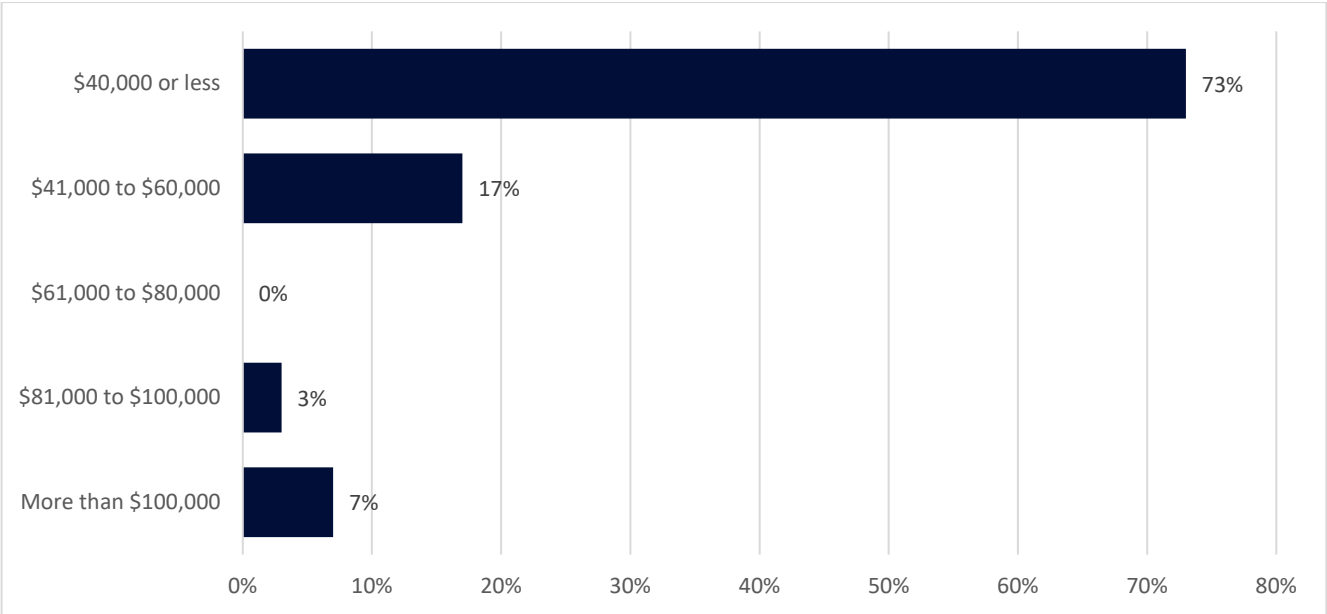
### Employment Status and Annual Household Income

The next set of demographic questions were concerning employment status and annual household income. Similar to the last survey in the 2018 TDP, the majority, or 53% of riders indicated they were retired. Half of customers also made \$20,000 or less, annually. A quarter were employed part-time, while those that were employed full-time consisted of 14%. Unemployed riders represented just 8% of responses. As for their income, over 73% of respondents earned under \$40,000 annually. These can be seen in detail in **Figures 4-37** and **4-38**.

**Figure 4-37: Employment Status**



**Figure 4-38: Annual Household Income**



## Language Spoken at Home

The last demographic question on the survey asked riders if they speak a language other than English at home. A majority at 81% said they did not speak any other languages besides English. 19% said that they did speak another language at home. Respondents were given the option to go into more detail if they selected "Yes." Some of those replies include Tamil, Hindi, Spanish, Tagalog, with Spanish being the most common answer.

## Rider Comments and Suggestions

One of the primary components of the RTA Mobility survey was to gather opinions and suggestions from its riders. At the end of the survey, respondents were provided a space to fill in open ended comments and suggestions. The majority of the comments were overall positive and spoke highly of the system and its drivers in particular. Riders were appreciative of the punctuality and positive attitudes of drivers. Issues and suggestions with the call/scheduling system followed close by the positive comments. Late drivers were mentioned three times and one respondent thought the fares were too high. Below is a sample of some of the comments.

"The call system informing of rides has far too much information about fares, etc. For someone with a disability, they get lost in all that information."

"Very grateful for the RTA service. I couldn't get around to medical appointments always and I'm grateful for the service."

"Call wait time when trying to schedule trip and check on my pick up while waiting in the doctor or lab office. I am cut off and need to call back."

"The driver that takes me to my appointments, Ms. Michelle, is very dependable, always pleasant, and on time. I appreciate her professionalism and she helps me get on the bus when needed. The medical shuttle driver for Baltimore is great."

"I would like to be able to schedule less than 2 days in advance, as I do not see my work schedule until Sunday, which prohibits me from scheduling a Monday trip."

"I am visually impaired. Contracted vehicles, it is important that they are well identified since I work in a busy restaurant area. It would be helpful if all future transport had wi-fi service available and USB chargers."

# Community Transportation Survey

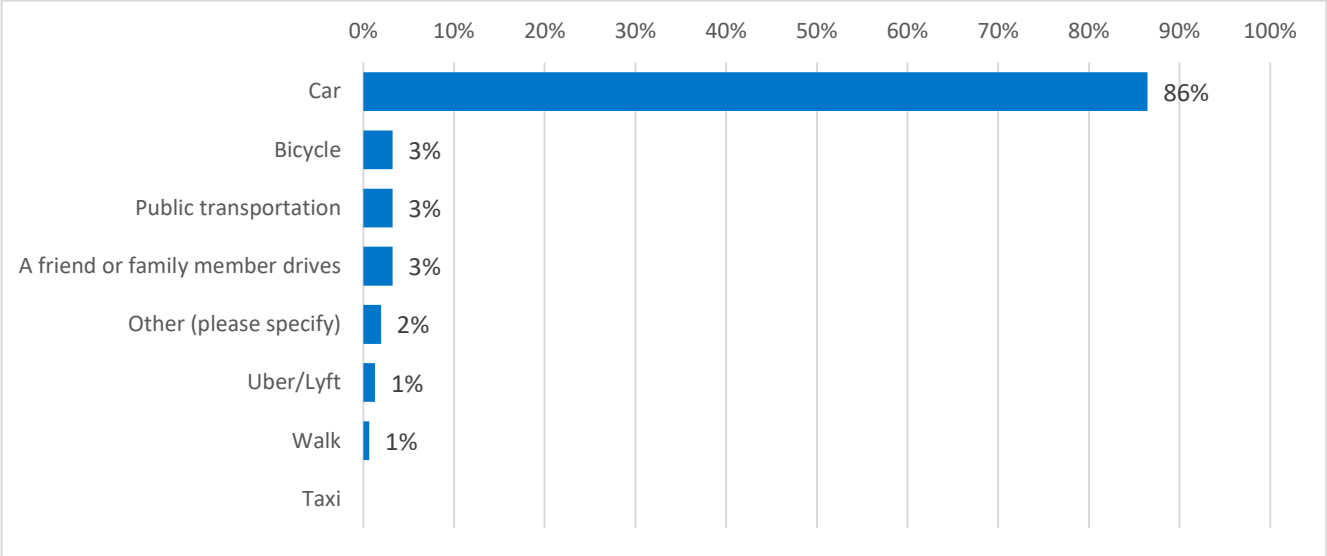
Another key component of the TDP’s community outreach efforts includes input and comments from the general public. This was accomplished through a variety of methods including public meetings, email, the project’s website, and an HOA email list. The public was made aware of the survey through public meetings, government and non-profit agencies, and the project website. Through these efforts, 160 surveys were completed. Detailed summary responses to the community transportation survey are provided in **Appendix C**.

## Travel Habits

### Primary Mode of Transportation

The first few questions sought to understand more about the public’s travel habits. They were asked what their primary mode of transportation was. The overwhelming majority of respondents use a car for their main transportation needs. Only 4% of people who took the survey reported any public transit use. **Figure 4-41** shows this.

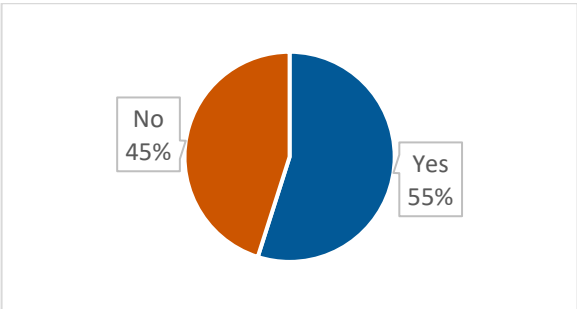
**Figure 4-41: Primary Mode Transportation**



### Awareness of RTA’s Services

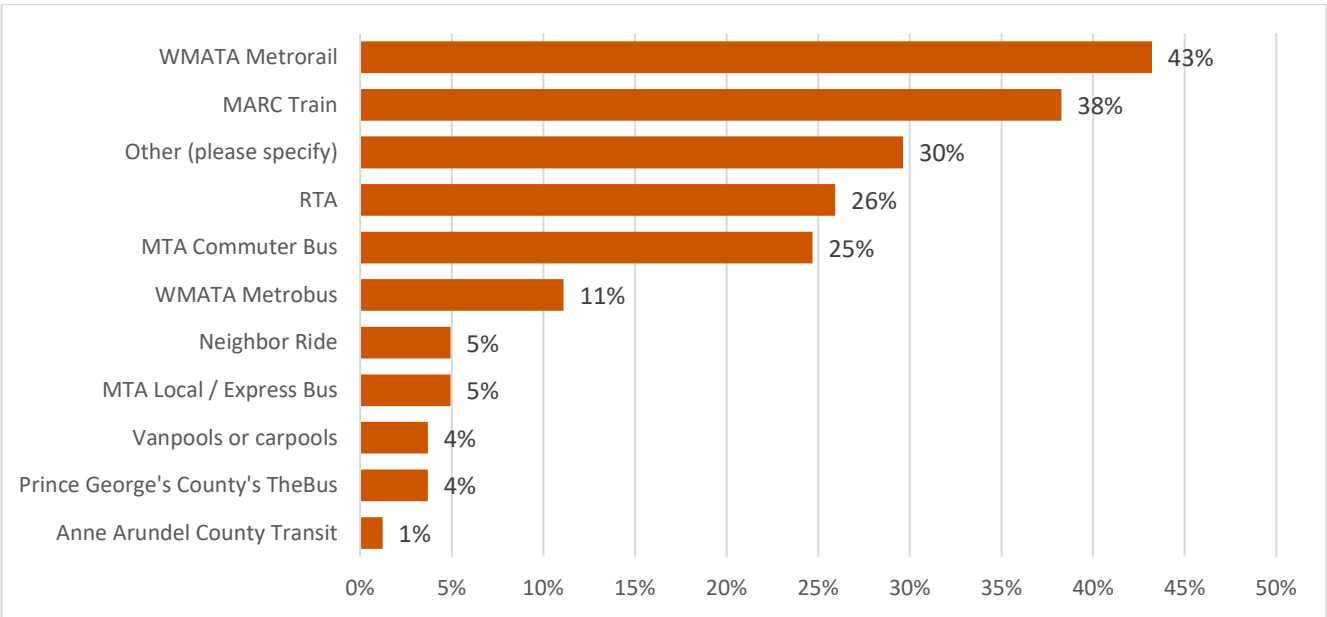
The following question asked if the greater public was aware of the services RTA provides. While 45% of people reported being unaware of the transit services RTA already provides, 55% indicated they already knew about these services. See **Figure 4-42**.

**Figure 4-42: Awareness of RTA’s Services**



Staying on the topic of the public’s transportation knowledge and habits, the community survey asked respondents if they use any of the public transit services listed on the survey. Multiple selections could be made. The top responses were WMATA Metrorail at 43%, MARC Train at 38%, and RTA at 26%. Those that rode MTA commuter buses consisted of 25% of responses. Twenty-seven percent of people also chose “other” and went into detail about their selection. Some of these other modes include Baltimore light rail, Uber/Lyft, RideOn Flash, Capital Bikeshare, and car pooling with friends. The full results can be found in **Figure 4-43**.

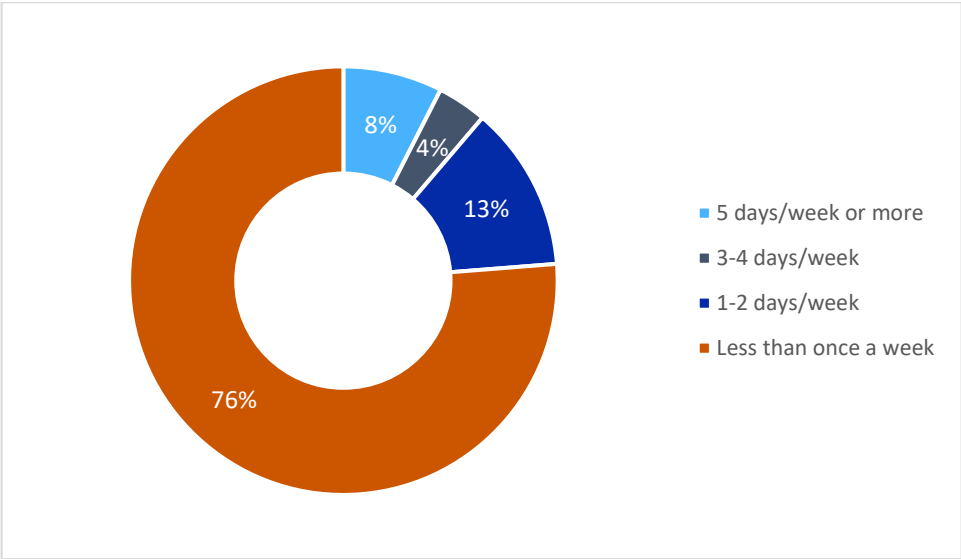
**Figure 4-43: Transportation Services Used**



## Public Transit Usage

The community survey asked that if the respondents currently use public transportation services, how frequently do they use them? Unlike the RTA Customer Survey, over 75% of respondents use public transit less than once per week. Thirteen percent of those surveyed said they use public transit services 1-2 days per week and only 8% reported using it five days or more. **Figure 4-44** shows the full results.

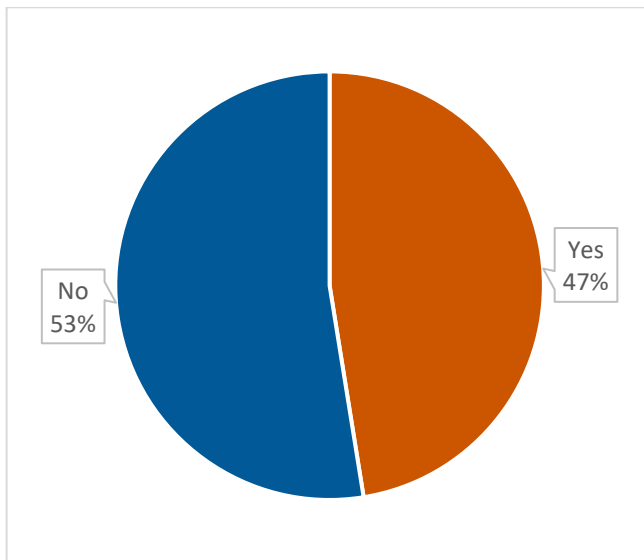
**Figure 4-44: Public Transit Usage Frequency**



## Locations Not Served by Transit

Further inquiry into the travel habits of the public, the survey asked if there were specific destinations that respondents regularly need to go to that transit does not serve. The public was almost evenly split on this topic with 47% responding with “yes,” meaning RTA does not serve destinations they wish to reach, and 53% saying “No,” meaning that there are no places they wish to reach that are not served by RTA. **Figure 4-45** shows this breakdown.

**Figure 4-45: Destinations not Served by Public Transit**



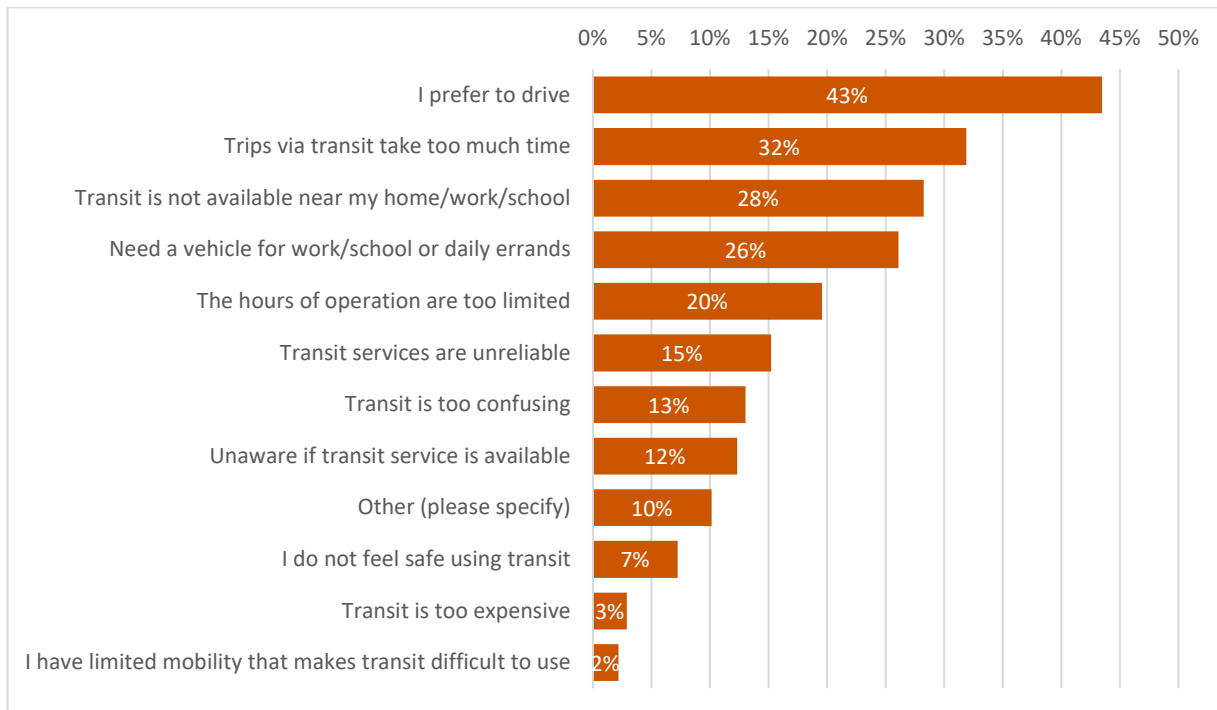
This question included a section to write in a response if “Yes” was chosen. Some of those responses include:

- “North Laurel from Laurel MARC Station.”
- “Bowie town center”
- “Residential area Tamar & Snowden River Parkway”
- “Route 40 and Rolling Rd”
- “The Giant Food store located at 6020 Marshalee Dr, Elkridge MD 21075”
- “Washington, DC”
- “Rockville”

## Reasons for Not Using Transit

The public was asked to choose from a list of reasons why they do not currently use public transportation. Almost half of people chose "I prefer to drive" as their reason. The second and third most common responses were "Trips via transit take too much time" and "Transit is not available near my home/work/school," respectively. Those who use public transit were asked to skip the question. Full results of the responses can be found in **Figure 4-46**.

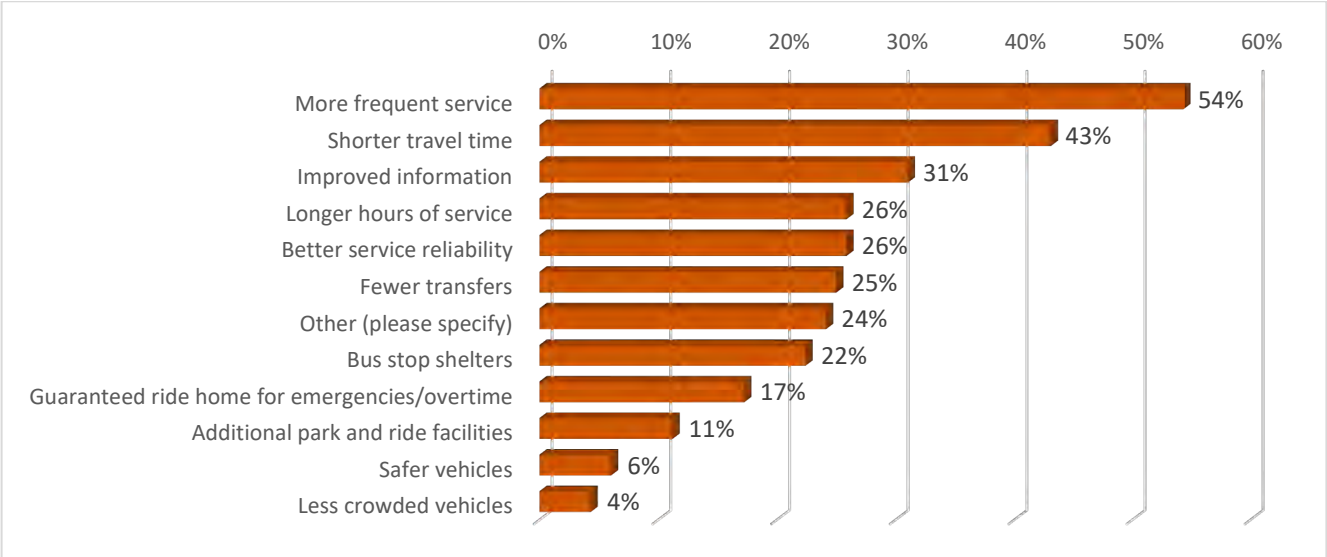
**Figure 4-46: Reasons for not Using Public Transit**



## Service Improvements that will Encourage Transit Usage

Going off the previous question, the survey asked the community which improvements would be needed for them to ride public transportation. Current transit users were asked to skip this question. By and large, the most commonly desired improvement was more frequent service, at 54%. Shorter travel times, better service reliability, and bus stop shelters were among the other improvements listed. This question included an "other" response which allowed respondents to give their own opinions and suggestions. Some "other" suggestions include: "Somehow to get into DC from Columbia on weekends and non-rush hour times," "UMBC route from Howard County," "more stops in rural areas," and "More regular service on Rt. 29 corridor from Howard County to DC." It should be noted that 27 respondents chose to skip this question. **Figure 4-47** provides details on the responses.

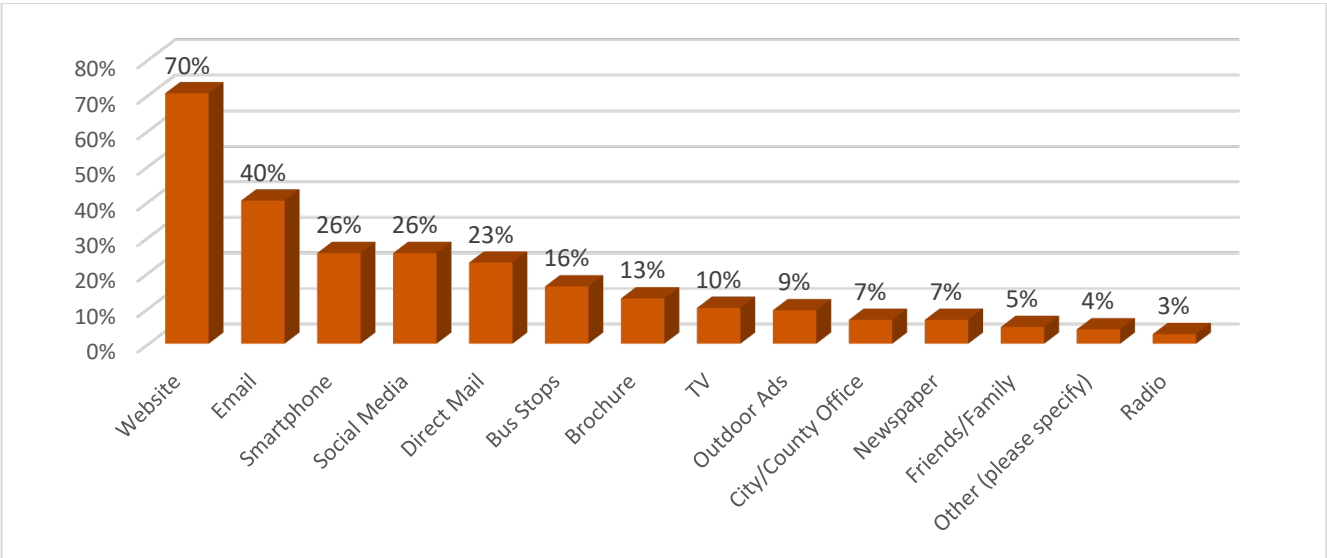
Figure 4-47: Desired Improvements



### Preferred Distribution Method for Transit Information

The survey asked the community how they would like to receive information about their public transit services. Seventy-two percent reported that they would like to receive this information on RTA’s website. Others would like to receive information on public transit through email, social media, smartphones, and bus stops. **Figure 4-48** shows all the options that respondents chose.

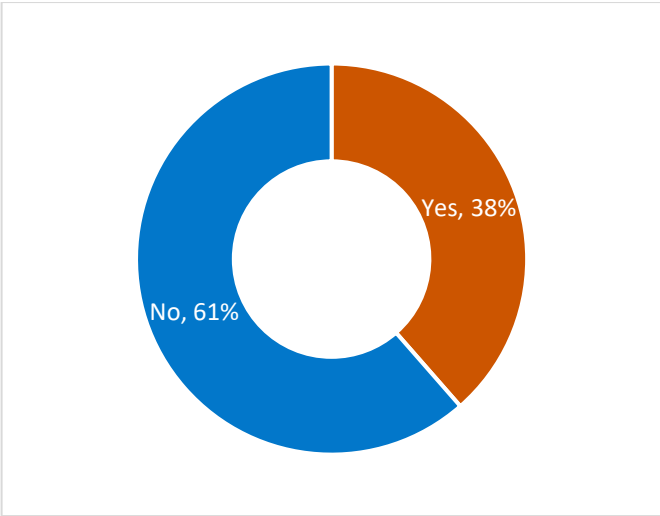
Figure 4-48: Receiving Information on Public Transit



### Awareness of Existing Transit Information

Following along with the topic of information, respondents were asked if they already knew they can find real-time RTA bus information through three different platforms. These platforms include Transit App, Google Maps, and Apple Maps. The responses were not very far apart from each other, with 61% saying they did not know, and 38% they did know that information can be attained through the platforms listed earlier. **Figure 4-49** shows this.

**Figure 4-49: Knowledge of Availability of Transit Information on Transit App, Google Maps, and Apple Maps**



# Demographic Information

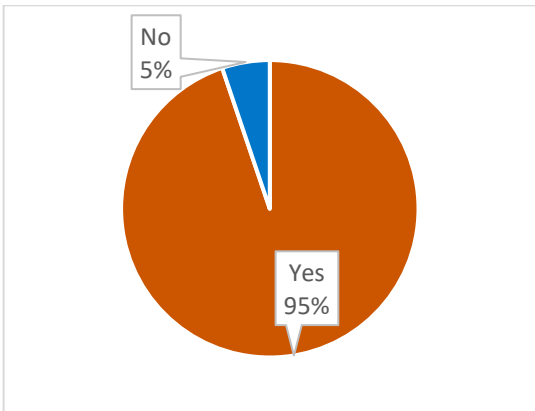
## Resident Zip Codes

Participants in the survey were asked what their home zip code was. The majority of people live in Columbia, Ellicott City, and Elkridge.

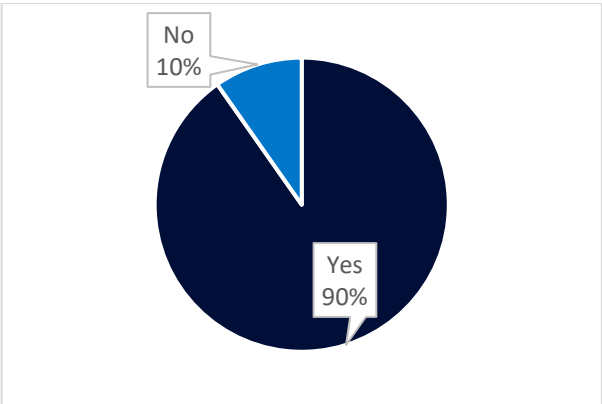
## Vehicle Ownership

Next, the community survey asked if respondents had a driver’s license. A significant portion of the respondents replied “Yes” at 95%, with only 5% responding with “No.” Immediately following this question, the survey asks if the respondent has a car. The responses to this question are very similar to the last question with 90% replying “Yes” and only 10% responding with “No.” **Figures 4-50** and **4-51** show these results.

**Figure 4-50: Driver’s License**



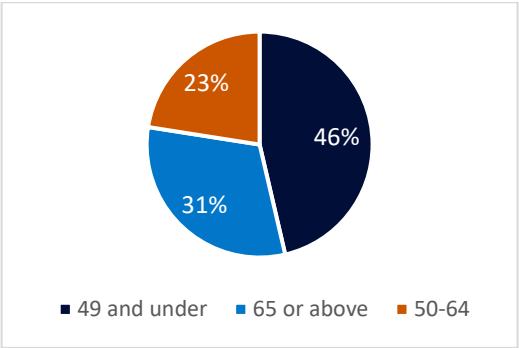
**Figure 4-51: Car Ownership**



## Age Distribution

In order to learn more about the community members who were surveyed, the survey asked respondents for some demographic information. To begin, participants' age was inquired. Nearly half of those surveyed selected the 49 and under, age range (including 4% between 18-24). Following that, 23% selected the 50-64 age group and 31% chose 65 or above. The breakdown can be seen in **Figure 4-52**.

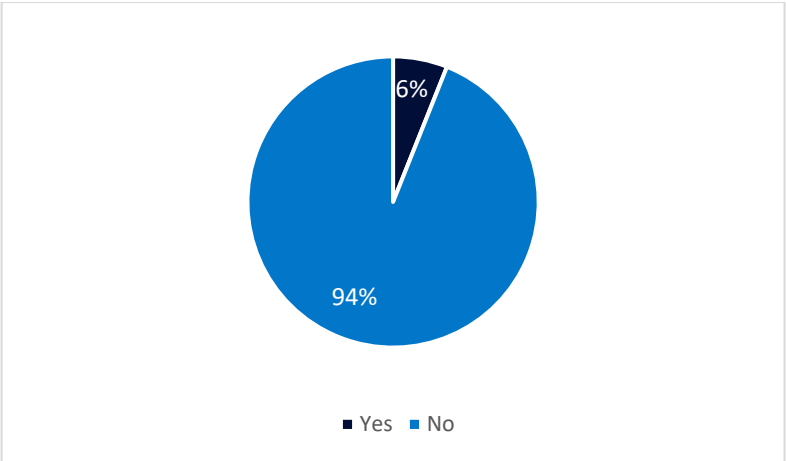
**Figure 4-52: Age**



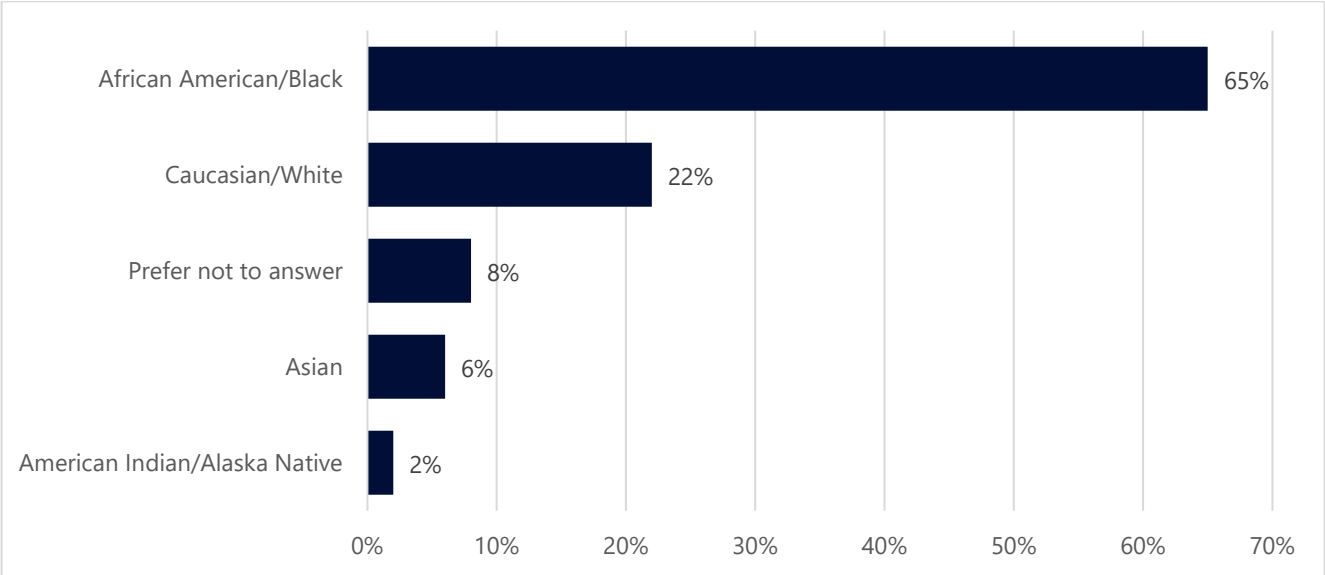
## Ethnic Background

The next two questions dealt with people's ethnic backgrounds. First, they were asked if they identified as Hispanic or Latino in origin. 94% of those surveyed replied "No" to this question. Only 6% said yes. Respondents were then asked to classify their ethnic background with the choices given. A large margin of responses chose African American/Black 65%, followed by Caucasian/White at 22%. A lower number, 6%, replied to this question by choosing Asian and 8% chose not to answer. The ethnic distribution can be better seen in **Figures 4-53** and **4-54**.

**Figure 4-53: Hispanic or Latino Origin**



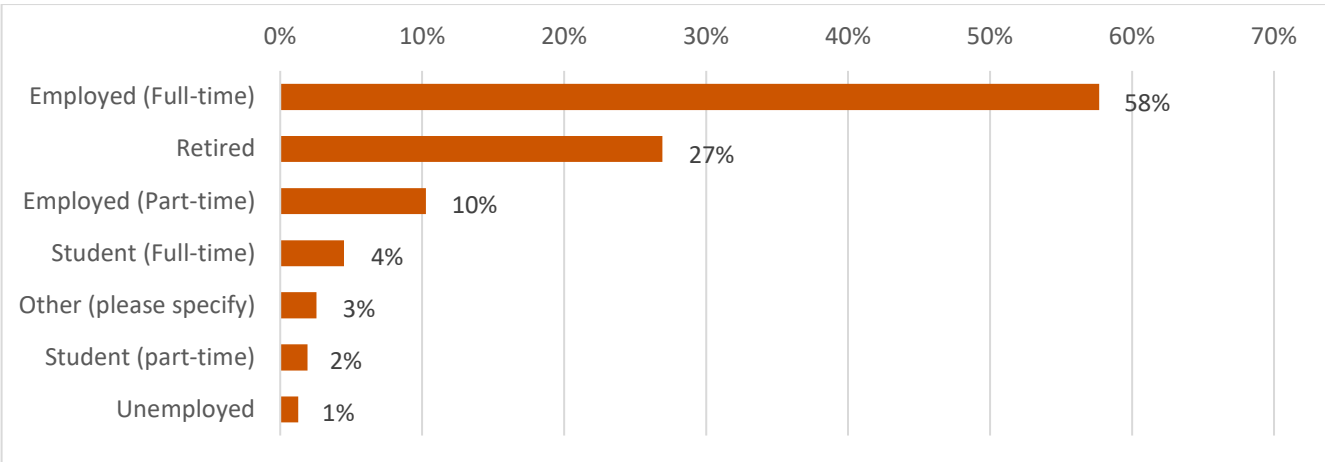
**Figure 4-54: Ethnic Background**



### Employment Status and Annual Household Income

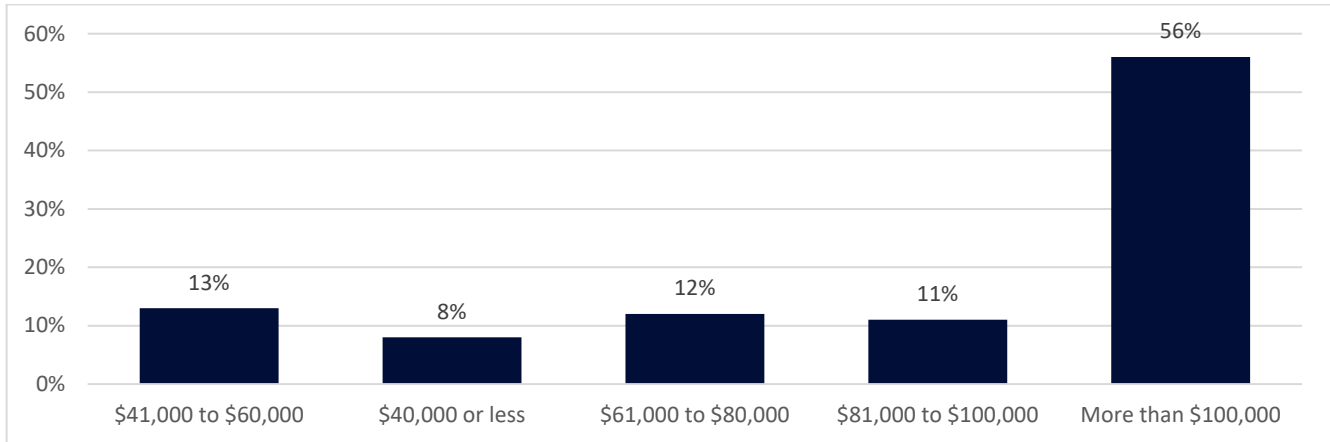
Continuing with demographic information, the survey asked community members about their employment status. Well over half, or 61%, indicated that they are employed full-time. 19% said they were retired and 11% indicated they were employed part-time. Only 6% said they were students and 2% of people chose unemployed as their answer. This can be seen in **Figure 4-55**.

**Figure 4-55: Employment Status**



Community members who participated in the survey were then asked about their annual household income. In stark opposition to the RTA customer survey where the most riders earned less than \$40,000 annually, the majority of community members surveyed indicated that their annual household income was over \$100,000. This represents 56% of all those surveyed. The next income range with the second highest number of responses was \$41,000-\$60,000 at 13%. The full details of the annual household income can be found in **Figure 4-56**.

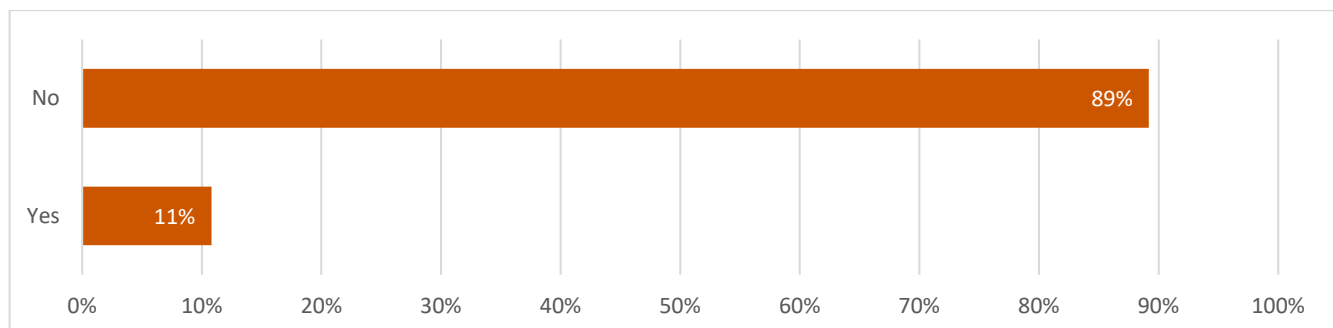
**Figure 4-56: Annual Household Income**



## Language Spoken at Home

The last of the questions on demographics concerned languages. Specifically, the survey asked if community members speak any language other than English at home. A significant majority of participants chose “No,” indicating that English is the only language spoken at home. Nine percent replied that there are other languages spoken in their households. Community members who replied “Yes” could add in specific languages. Some examples include Amharic, Thai, Hindi, and Spanish. **Figure 4-57** shows this below followed by **Table 4-2** which lists the most common languages spoken at home other than English.

**Figure 4-57: Languages Other than English Spoken at Home**



**Table 4-2: Languages Spoken Other than English**

Language	Count
Spanish	6
Amharic	2
Russian	1
Japanese	1
Portuguese	1
French	1
Marathi	1
Hindi	1
Thai	1

## Community Comments

The last part of the survey provided community members an opportunity to share their ideas, opinions, and suggestions. A significant number of comments touched on the topic of service. Some would like expanded bus service to places that currently have none. Other wish for more frequency, particularly on main corridors. The reliability of bus service was also brought up a few times. Still more commented on their desire to have reliable and convenient connections to Washington, DC and Baltimore City. Some members of the public did take time out to show their appreciation for public transit services provided by RTA. Below are some examples of comments community members left.

"Not convenient for my transportation needs."

"I will use the commuter bus or MARC when I want to go to the city during the weekday just for fun."

"It is tough to take public transit for a 2 hour and 15-minute ride when a drive takes ~25 minutes."

"Service must be the same no matter where you reside in Howard County. Drivers should be respectful and on time (have had clients late or no show due to transportation no show and no call)."

"Would like to be able to connect to MTA Routes by riding RTA more easily into the Ellicott City area."

“Thank you for taking the time and effort to expand reliable public transit.”

“I’d like to see the RideOn Flash Bus service connect into Howard County. The last bus to Baltimore from Columbia Mall is 6:30 pm on Fridays and has no weekend service, I do not consider mall entertainment options because of this. BWI rail station is the best regional transit connection, RTA does not service it.”

“I am very enthusiastic about reducing car dependency and would like to see local alternate transit options continue to improve.”

“The buses need to stay on schedule. Too many times I’ve had to get an Uber because the bus came early or never came because the bus driver took a different route. I don’t understand how the 403 bus would not come up Columbia Road to get to the mall.”

“I rode the 503 bus five times this past fall. 2 or 3 out of 5 times there was no bike rack. The bike rack should be more reliable. I would like to have an efficient way to go by bus from Kings Contrivance to Columbia Crossing/Dobbin Center.

## Survey Comparisons

While there are many similarities among the three surveys that have been covered, there are also many differences between them. The most common similarity among the groups was that the majority spoke English. However, their responses diverged sharply in some key areas: ethnic background, income, vehicle ownership, and trip purpose. Even the number of responses to the three surveys were different. This can be examined in **Table 4-3** below.

**Table 4-3: Survey Responses**

Survey Type	Responses
Customer Survey	174
Community Survey	160
Mobility Survey	36
Total	370

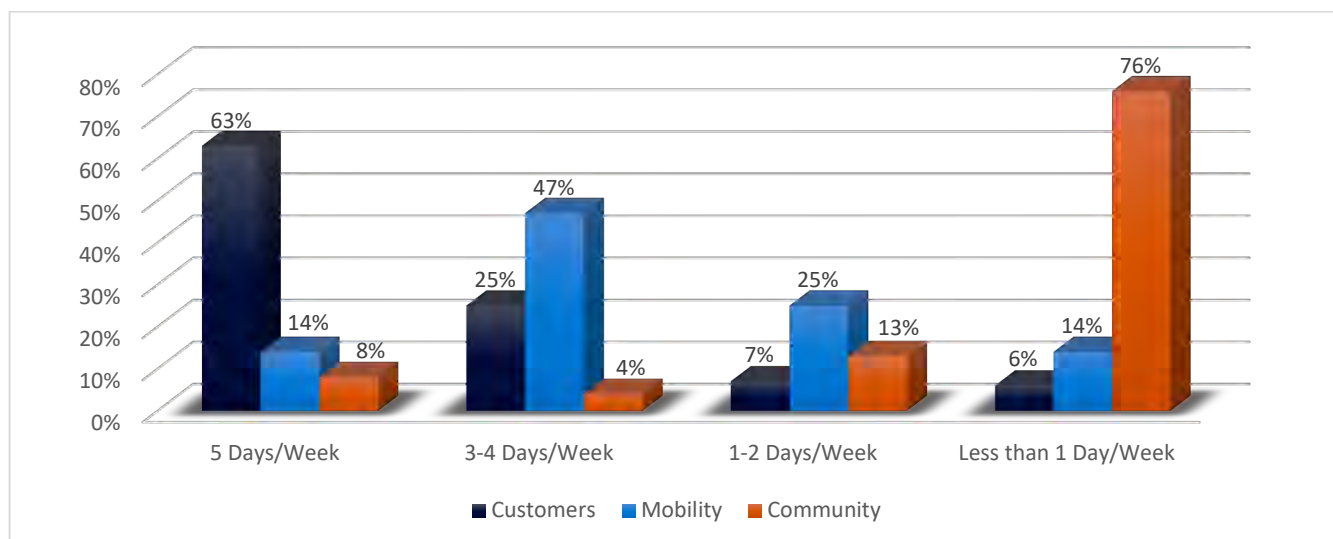
Among the sharpest differences in all three surveys was the demographic information provided by respondents. English as the primary language is the only similarity among the three groups, as seen below in **Table 4-4**.

**Table 4-4: Demographic Comparisons**

Category	Customer	Community	Mobility
Age	65%: 49 and Under	46%: 49 and Under	40%: 65 or above
Employment	51%: Full-Time	58%: Full-Time	53%: Retired
Income	70% Less than \$40k	56% More than \$100k	73% Less than \$40k
Ethnicity	53%: African American	65% Caucasian	40% African American 40% Caucasian
Language	71%: English	89%: English	81%: English
Car Ownership	88%: No	9%: No	89%: No

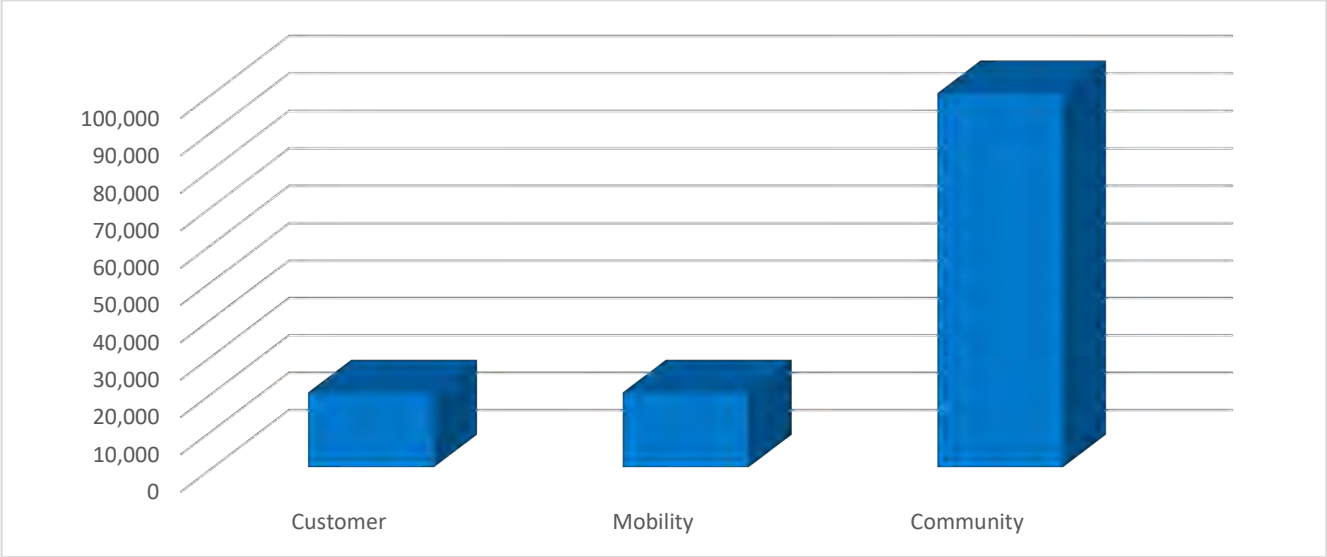
This table shows many of the differences between the three groups. RTA customers and mobility riders made significantly less income than did members of the community by a large margin. The majority of both customers and community members were employed full-time while the majority of mobility riders were retired. The customers and mobility riders were both predominantly African American which is contrasted by the community members being predominantly Caucasian. Similar to this trend was the rates of car ownership. The customers and mobility riders had nearly identical rates of no car ownership, 88% and 89% respectively, while only 9% of community members reporting not have a car. The community members and customers shared similarities in age, with most of those groups reporting to be between the ages of 25-49. The mobility riders skewed much older, with most reporting to be the 65 and above age range.

More differences can be found in each group's usage of public transport. 63% of RTA's customers reported using transit 5 days per week or more, 47% of mobility riders used transit 3-4 days per week, and 76% of community members indicated they used transit less than once per week. A graphical comparison of these findings can be found below in **Figure 4-58**.

**Figure 4-58: Transit Usage**

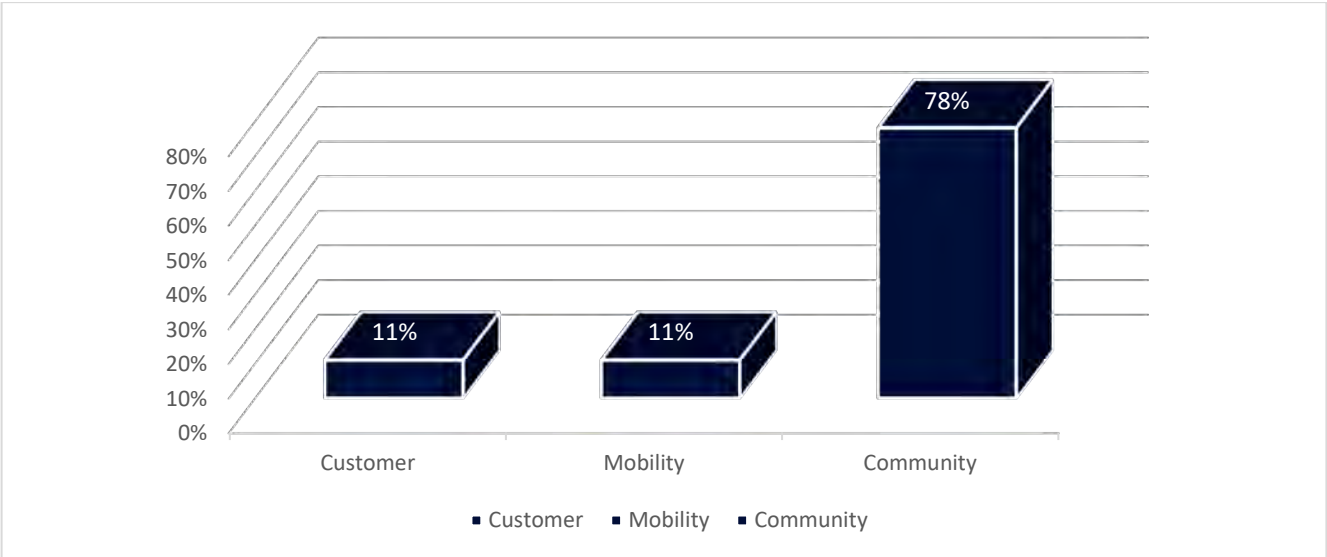
The differences in annual household income were one of the greatest differences between the groups. **Figure 4-59**, found below, shows the relationship among the majority of responses for each group.

**Figure 4-59: Annual Household Income**



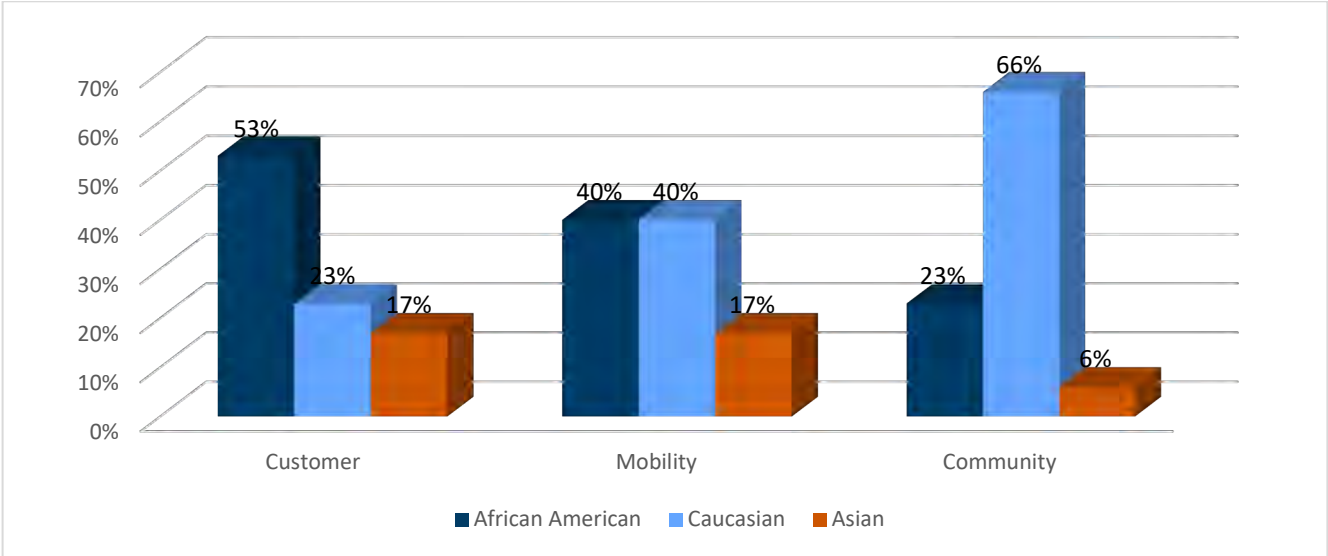
RTA customers and mobility riders were significantly less likely to own a car than the general public who completed the community survey. This is another example of a sharp divergence among these three groups of respondents. **Figure 4-61** shows the “yes” responses and can be found below.

**Figure 4-60: Car Ownership**



The last category to be discussed is ethnic backgrounds of the three survey respondents. Again, the majority of RTA customers and mobility riders were African American while most of the community respondents identified as Caucasian. **Figure 4-61** shows all the relationship between all three.

**Figure 4-61: Ethnicity**



## Summary of Community Feedback

The TDP asked for the community's input through several different avenues including public meetings, surveys, pop-up events, and stakeholder questionnaires. The public, riders, and stakeholders all provided valuable and necessary feedback for RTA. After examining this feedback in detail, several themes appear.

- Frequency and reliability were by far the most important aspects of transit among all groups. Riders wish for increased frequency to make trips such as job commutes and shopping trips easier. Increased frequency would also allow for easier transfers to other bus routes in RTA's system. The community wishes for better frequency as that is one of the main hurdles keeping them from riding transit. Stakeholders also mentioned that increased frequency would benefit their employees and clientele.
- Riders wish for better frequency while most community members would like to have improved connections to other transit systems such as WMATA and MTA. Mobility riders wish for better service coverage and hours.
- Weekend and night service came up, as well. Riders felt that there should be more frequent service on weekends, as some of them work on weekends and rely on RTA for their commute. Some mobility riders also wish to see weekend and evening services to better fit their needs.
- The condition of buses is also an issue that was mentioned. Riders wanted buses to be cleaned better and for more reliable vehicles with fewer breakdowns, leading to delays.
- There are some destinations that all groups would like to see served. The top destination that is currently not served by RTA is BWI Airport. Maple Lawn, Scaggsville, and Clarksville were also mentioned frequently as places people would like to go that are not currently served by RTA.
- Despite some dramatically different demographics among the groups, all of them want to see better and increased service in RTA's area and expansions to unserved destinations.

# Chapter 5

## Alternatives

### Introduction

This chapter presents a variety of alternatives for Howard County and RTA to consider when planning for the next five-years of public transit service. While some of the alternatives were generated through Howard County and RTA's ongoing strategic planning efforts, most were developed to address transportation needs that were identified through the TDP's planning process.

The TDP alternatives presented in this chapter were based on input collected through rider surveys, community surveys, online surveys, public meetings, Anne Arundel, Howard, Prince George's Counties, and the City of Laurel staff, and stakeholders representing local agencies and advocacy groups.

### Review of the 2018 TDP's Proposed Alternatives

#### Review of Service Proposals

In the 2018 Central Maryland TDP, 14 service alternatives were proposed for Howard County routes (400 series). Seven of these alternatives were changes in the current routing or service characteristics while seven were new routes. Two of the new proposed routes, Route 403 and 505 (Columbia to Catonsville) were implemented.

For Prince George's County routes (300 series), there were two proposed service alternatives that included modifications to the current routes. While they were not implemented, other modifications were made to serve the residents of Laurel.

Regional routes (500 series) that cover parts of Anne Arundel or Prince George's Counties, modifications were fully or partially made to the current routing for three routes. These modifications include no longer serving BWI Airport. A proposed new route to serve BWI Airport from Columbia Mall was also not implemented. However, the new RTA Route 505 (Ellicott City to Catonsville) was implemented in July 2023.

The 2018 TDP also contained modifications for Anne Arundel County routes, including proposed fixed-route and demand response service alternatives, which at the time were operated by RTA of Central Maryland. Since then, Anne Arundel County's Office of Transportation has expanded its services to incorporate previous RTA routes and other fixed-route and demand response expansions. As a result, this section will not cover the previously proposed alternatives for Anne Arundel County.

**Table 5-1: Status of Previous Alternatives**

Prince George's County Routes (300 series)		
Route or Service	Alternative Type	Current Status
Route 301 – Town Centre Laurel to Konterra and Maryland City	Route modification	Route extension to Konterra and Maryland City not implemented. However, route modified to serve Laurel Municipal Center, Main St and Baltimore Ave. Route still serves South Laurel.
Route 302 – Town Centre Laurel to College Park Metro Station	Route modification	Route extension to Konterra not implemented. Route no longer serves College Park, but still serves Greenbelt five days a week.
Howard County Routes (400 series)		
Route or Service	Alternative Type	Current Status
Route 401 – Columbia Mall to Clary's Forest	More frequency Extended hours	30 min. headways for Saturday AM/PM Peak and midday runs. No changes to service hours but Sunday hours slightly reduced.
Route 402 – Ellicott City to Snowden Square	New route	<b>Not implemented.</b> Stops proposed include Walmart in Ellicott City, Long Gate, Columbia Crossing, Dobbin Center, Snowden Square.
Route 403 – Columbia Mall to Red Branch Way	New route	<b>Implemented</b> , renamed Route 403 Executive Park Dr.
Route 404 – Columbia Mall to Hickory Ridge	Route modifications Extended hours	Route no longer serves Kings Contrivance, but still serves the hospital. Service hours were reduced on weekdays, Saturdays and Sundays.
Route 405 – Columbia Mall to Ellicott City	Route modifications Add Sunday service Modified hours	Route no longer serves Dorsey's Search Village Center, Selborne House, Executive Park Dr or Red Branch Way, and is now a more direct connection to Ellicott City. Added Sunday service and modified evening service to serve Columbia Mall & Ellicott City.

Howard County Routes (400 series) Continued		
Route or Service	Alternative Type	Current Status
Route 406 – Columbia Mall to Gateway	Route modifications Modified service hours Saturday service	Route no longer serves Little Patuxent Pkwy, Long Reach Village, Columbia Crossing & Snowden Square. Now, the route runs on Broken Land Pkwy through Owen Brown Village before serving Snowden Square & the County Complex. Service modified to begin & end at Snowden Square. No Saturday service.
Route 407 – Columbia Mall to Kings Contrivance	More service frequency Extended service hours	No change to weekday or Saturday frequency, but improved Sunday morning headways to 60 min. No change to weekend service hours but first run begins at Owen Brown Village Center and ends there. Second run and second-to-last run begins at Kings Contrivance Village Center and ends there.
Route 408 – Columbia Mall to Sherwood Crossing	Route modifications Extended service hours Sunday service	Current route does not follow exact proposed alignment, but no longer serves Oakland Mills Village Center, instead it runs down Rouse Pkwy, goes up Phelps Luck Dr, goes down High Tor Hill, and serves Dobbin Center and Snowden Square with Waterloo Park (Sherwood) as the final destination. Weekday and Saturday service hours were not extended but the first run begins at Tamar Dr / Cloudleap Ct ends there at the last run. Implemented Sunday service.
Route 409 – Town Centre Laurel to Elkridge Corners	Route modifications More frequency	Combine Routes 409A and 409B to make Route 409. Improved headways to 60 min. on weekday and Saturday evenings for the whole route.
Route 410 – Columbia Mall and Long Reach Village Center	New route	<b>Not implemented.</b> Stops proposed include Columbia Medical Plan and Long Reach Village Center. However, Columbia Mall to Long Reach is now served by Route 408. An extension to Elkridge was also not implemented.
Route 411 – Columbia Mall and King's Contrivance	New route	<b>Not implemented</b> (provides more direct connection to Columbia Mall compared to 407). Stops proposed include Kings Contrivance Village Center.
Route 412 – Columbia Mall to Clarksville	New route	<b>Not implemented.</b> Stops proposed include River Hill Village Center, and Howard County Board of Education. Would return route that previously existed.

### Howard County Routes (400 series) Continued

Route or Service	Alternative Type	Current Status
Route 413 – Columbia Mall to Turf Valley / Waverly Woods	New route	<b>Not implemented.</b> Stops proposed include Turf Valley Village Center, Waverly Woods Village Center, US 40 (Goodwill) and Centennial High School. Turf Valley was cited as a residential employment growth area.
Route 414 – Columbia Mall and Cedar Lane School	New route	<b>Not implemented.</b> Stops proposed include Advance Physics Lab (APL), one of the county's largest employers, Maple Lawn Village Center and Cedar Lane School. APL mentioned interest in transit alternatives during TDP meetings including a connection to the MARC station in Laurel. Maple Lawn was described as a mixed-use community close to buildout and includes a substantial higher density residential population.

### Regional Routes (500 series)

Route or Service	Alternative Type	Current Status
Route 501 – Columbia to Arundel Mills	Route modifications Extended service hours More frequency	Route alignment modification implemented, no longer serves Owen Brown Village Center or BWI Airport. Hours are mostly the same, but Sunday hours were slightly reduced, beginning one hour later. The first run begins at Arundel Mills and the last run ends there too. No changes to headways.
Route 502 – Town Centre to BWI Airport	Route modifications	Partially implemented, the route does not serve BWI Airport anymore, ending at Arundel Mills, but still serves National Business Pkwy, modified service to Russett Green on weekdays. Route was proposed by PG county staff to serve Fort Meade, which did not happen as service is contingent on bus accessing the base with general public riders onboard.
Route 503 – Columbia Mall to Town Centre Laurel	Route modifications	Partially implemented, the route does not serve Park View at Owen Brown Village Center anymore, continues to serve Cherry Ln and Ashford Blvd in Laurel.
Route 504 – Savage MARC to Crofton Village	Route modifications	Implemented in October 2017 during the TDP study, route would serve Odenton but not Crofton. However, the route was cancelled.

Regional Routes (500 series) Continued		
Route or Service	Alternative Type	Current Status
Route 505 – Columbia Mall to BWI Airport	New route	<b>Not implemented.</b> Riders who want to reach BWI Airport can transfer to free County Connector shuttle at Arundel Mills.
Ellicott City to Catonsville	New route	<b>Implemented</b> as Route 505 from Columbia Mall to Ellicott City and Catonsville Walmart.
Demand response		
Service Type	Alternative Type	Current Status
General Paratransit (GPT)	Fare adjustments	One-way ADA fares increased from \$2.50 to \$4.00, while GPT fares increased from \$2.50 to \$5.00 in Howard County; however, paratransit in Anne Arundel is now free for county residents.
	Better fixed routes	
	Service adjustments	Overall, there were some adjustments and improvements to the RTA fixed route system, but many proposed alternatives such as route extensions and expanded service hours were not implemented.
	Other	

## Other Considerations from the 2018 TDP

The 2018 TDP described a phased implementation plan for each county jurisdiction that is part of RTA. Phase I was a comprehensive restructuring of the routes, with a goal of shortening routes and increasing frequencies, largely by having multiple routes serve many of the same stops which would increase transfer opportunities. Meanwhile, Phase II would expand service hours and add more routes, which would depend on local needs and funding.

While some routes were restructured and increased by frequency, service hours were generally reduced due to the Covid-19 Pandemic and the establishment of Anne Arundel County Transit which took over services previously operated by RTA. Frequency / headway improvements were made to several routes including Routes 401 (Clary's Forest), 407 (King's Contrivance) and 409 (Elkridge – Laurel). As mentioned, service hours were partially reduced instead of expanding, such as for the 401 and 404 (Hickory Ridge). However, some routes added Sunday service, including the 405 (Ellicott City) and 408 (Sherwood Crossing / Waterloo Park). A few routes were modified or shortened such as the 302 (Laurel – Greenbelt), 403 (Executive Park Dr), 404, 405, 406 (Gateway), and 408. For example, Route 302 no longer serves College Park, but has maintained service to Greenbelt five days a week. Route 404 is no longer served by Kings Contrivance; however, it is still served by Route 407. Proposed route 411 would have provided a more direct connection from King's Contrivance to Columbia Mall, however it was not implemented.

Of the nine new proposed routes in 2018, one has been implemented (Route 403 - Executive Park Dr) while another (Route 405 (implemented as 505) - Catonsville) was implemented in July 2023. Proposed routes or route extensions that have not been implemented include new service for Ellicott City, Clarksville, Kings Contrivance, Maple Lawn, West Laurel / Konterra, Maryland City, and BWI Airport.

Several alternative options for General Paratransit (GPT) in Howard County were provided in addition to fare increases and changes to the fixed route system to incentivize paratransit riders to use fixed route service and to limit rides on GPT. GPT service now starts an hour later, from 9am – 5pm.

Other GPT alternative options included the following options, which were not implemented:

- Providing travel training on how to use the fixed route system.
- Limiting the number of trips per month (trips are still limited to one per day).
- Limiting service in western Howard County, southern Anne Arundel.
- Redirecting some trip types if fixed route is available.
- Using taxi vouchers / subsidies in lieu of providing RTA trips.

## Summary of Issues and Opportunities

- Fixed route coverage is very good, serving most areas with high density and for areas of high need.
- Direct (single-seat) cross-county connections between Howard and Anne Arundel County have been reduced since the last TDP. While Anne Arundel County Office of Transportation provides some fixed route service in northwest Anne Arundel County, Howard County residents traveling to Severn or Fort Meade must wait for a transfer at Arundel Mills.
- Areas of high transit need with limited RTA service include Greenbelt, Beltsville and South Laurel in Prince George’s County; and Ellicott City and Hickory Ridge (Columbia) in Howard County.
- Due to the pandemic, route ridership has dropped significantly since FY2018 and FY2022. The 401 Clary’s Forest route transported 10 passengers per hour, which was the most among all routes. However, this is still about a 50% decrease in passengers since 2018. Many routes centered around job centers remain low in ridership since the onset of the COVID-19 pandemic, and are among the lowest performing routes, such as Route 406 (Columbia Gateway) and Route 402 (Dobbin Center).
- Most RTA routes do not meet any current MTA Performance Standards (***last updated in 2017***). An exception was Route 502 (Laurel – Arundel Mills), which met performance standards with a cost per trip of \$3.71 but did not meet performance standards for ridership or farebox recovery.
- On-time performance varies greatly between the routes; for example, Route 401 has an 81% on-time performance rate while Route 409 has the lowest at 51%. While overall performance exceeds its regional peers, on-time performance must remain a priority to increase public confidence in the system and boost ridership.
- A majority of RTA fixed-route rider comments dealt with reliability (on-time performance), while other top categories involved requests for more schedule frequency, and more weekend service.
- Community members (not necessarily current riders) cited lack of connections to other transit systems such as WMATA and MTA, and low frequency, as the main hurdles keeping them from riding transit.
- The general public, riders and RTA stakeholders all mentioned a few destinations consistently as places they would like to see served by RTA. The top unserved destination mentioned was BWI Airport. Maple Lawn, Scaggsville, and Clarksville were also mentioned frequently.
- RTA Mobility customers were most satisfied with the courtesy or friendliness of the drivers and were most dissatisfied with Sunday service hours.

Issues identified with specific routes include:

### **Route 301: Laurel Town Centre – South Laurel**

- Low ridership outside of Town Centre.
- Bus arrives 5-10 min. late 22% of the time, which exceeds the average.

### **Route 302\*: Laurel Town Centre – Greenbelt Metro Station**

- Low ridership between Greenbelt and Beltsville.
- Most ridership concentrated at Greenbelt and Laurel Town Centre.
- Bus arrives >10 min. late 9% of the time.
- *\*This route was modified in November 2022.*

### **Route 401: Mall in Columbia – Clary's Forest (Howard County Hospital)**

- Lower ridership along Hickory Ridge Rd.

### **Route 402: Mall in Columbia – Dobbin Center**

- Low ridership including at the mall.
- Activity centers such as Dobbin Center have dropped significantly in ridership and do not attract high numbers of riders.
- Below-average on-time performance rate.

### **Route 403: Mall in Columbia – Executive Park Dr**

- Below average ridership and on-time performance.
- No activity or stops on segment between Selborne House and Columbia 100 Pkwy.

### **Route 404: Mall in Columbia – Hickory Ridge**

- Low activity along Sunny Spring Rd. and Quarterstaff Rd.
- Below average ridership and farebox recovery.
- Bus is late by 5-10 min. 25% of the time.
- Trip generators at the end of the route do generate moderate ridership (The Giant, Atholton High School), but most trips are taken along Little Patuxent Pkwy between Campus Dr and the mall.

### **Route 405\*: Mall in Columbia – Ellicott City**

- Long route and span of service.
- Second lowest boardings per service hour.
- Second-highest operating cost per trip among all routes.
- Stops throughout Ellicott City are low and dispersed evenly outside of the Walmart.
- *\*This route was modified July 2023.*

### **Route 406: Mall in Columbia – Columbia Gateway**

- Very low ridership due to the closure of Howard County offices, including some social services that were previously located here.
- Highest operating cost per trip among all routes.
- Limited activity throughout the route including the county complex and Columbia Mall.

### **Route 407: Mall in Columbia – Kings Contrivance**

- Many stops with high activity. on-time performance is above average, Route 408: Mall in Columbia – Lark Brown / Waterloo.
- Low ridership at end of route near Waterloo Park and at Phelps Luck Dr.
- Strong ridership but average farebox recovery and operating cost.

### **Route 409: Mall in Columbia – Elkridge Corners**

- Long route with many stops.
- Below average farebox recovery and low ridership in Elkridge.
- No Sunday service.

### **Route 501: Mall in Columbia – Arundel Mills Mall**

- Low activity along stretches such as between Columbia Mall and Dobbin Center. Most activity concentrated at key stops.
- Bus arrives late by 1-10 min (30%) more than average, which could affect the ability for riders to transfer to other routes on time.

### **Route 502: Town Centre Laurel – Arundel Mills Mall**

- Low activity along Fort Meade Rd. between Walmart and Arundel Mills Mall.
- On-time performance is average; Route 503: Town Centre Laurel – Mall in Columbia.
- Very long cycle time (180 minutes).
- On-time performance is average.

### **Route 503: Town Centre Laurel – Mall in Columbia**

- Long cycle time.
- Long route with many stops.
- High stop activity on both ends of the route.
- Second highest ridership among all routes but exhibits average farebox recovery.

### **Route 505: Columbia / Catonsville**

- New route, launched in July 2023.
- Well received in the community.
- Performance review should be conducted following 12 months of service.

## Service Alternatives

Service alternative options including new routes and increasing frequency of service are summarized in the section below. Analyses will include the following regions or categories, which have been identified as areas that currently have high interest for improved or future transit service or high existing transit ridership. These alternatives also would significantly improve regional connections and provide service to key transfer locations such as Laurel and Arundel Mills. Options selected for inclusion in this TDP are indicated below with a (\*) and a timeframe for improvements is provided in Chapter 6.

- **Improved Service to BWI and Regional Transit Services**
  - Option 1: Double Frequency for Route 501
  - Option 2: Extend Route 501 to BWI Train Station/Terminal/Light RailLink\*
  - Option 3: Express Service from Columbia to BWI
- **Service between Columbia and Laurel/Greenbelt**
  - Option 1: Double Frequency for Route 503
  - Option 2: Express Service from Columbia to Laurel
  - Option 3: Extend Route 503 from Laurel to Greenbelt
- **Service between Laurel and Bowie**
  - Option: Extend Route 301 to Bowie\*
- **Service between Laurel and Elkridge**
  - Option 1: Extend Route 409 to Lansdowne\*
  - Option 2: Express Route from Elkridge Corners to Laurel
- **Service between Columbia and Elkridge**
  - Option: New Route to Elkridge\*
- **Service between Columbia and Fort Meade / NSA**
  - Option 1: New Route from Columbia to Odenton MARC via Fort Meade
  - Option 2: New Route from Columbia to New NSA Visitors Center at Fort Meade\*
  - Option 3: Laurel to Ft. Meade
- **Service to Maple Lawn and John Hopkins Applied Physics Lab**
  - Option: New Route from Columbia to Maple Lawn via John Hopkin's APL\*
- **Service between Columbia and Silver Spring (FLASH Extension to Columbia)**
- **Service to Clarksville**
  - Option 1: Phase 1: ARL/Homewood\*
  - Option 2: Phase 2: Extension to Clarksville\*
- **Expanding Service Frequencies on Key Routes**

## Improved Service to BWI and Other Regional Transit Services

The community outreach process identified BWI Airport as the number one desired destination which RTA does not currently serve. In the past, RTA's Route 501 provided direct service to BWI's passenger terminal. Currently, Route 501 provides service to Arundel Mills Mall, where riders must transfer to the County Connector shuttle to reach BWI Airport and other major stops in-between (e.g., BWI Train Station and distribution facilities on Mathison Way). Current on-time performance for Route 501 is below-average, which can lead to longer wait times for transferring customers. Most route activity is also concentrated at key stops, including Snowden Square, Maryland Food Center, stops along Washington Boulevard, and Arundel Mills. The following service alternatives aim to improve current service reliability and performance while also improving access to BWI Airport for RTA customers.

### Option 1: Double Frequency on Route 501

#### Service Description

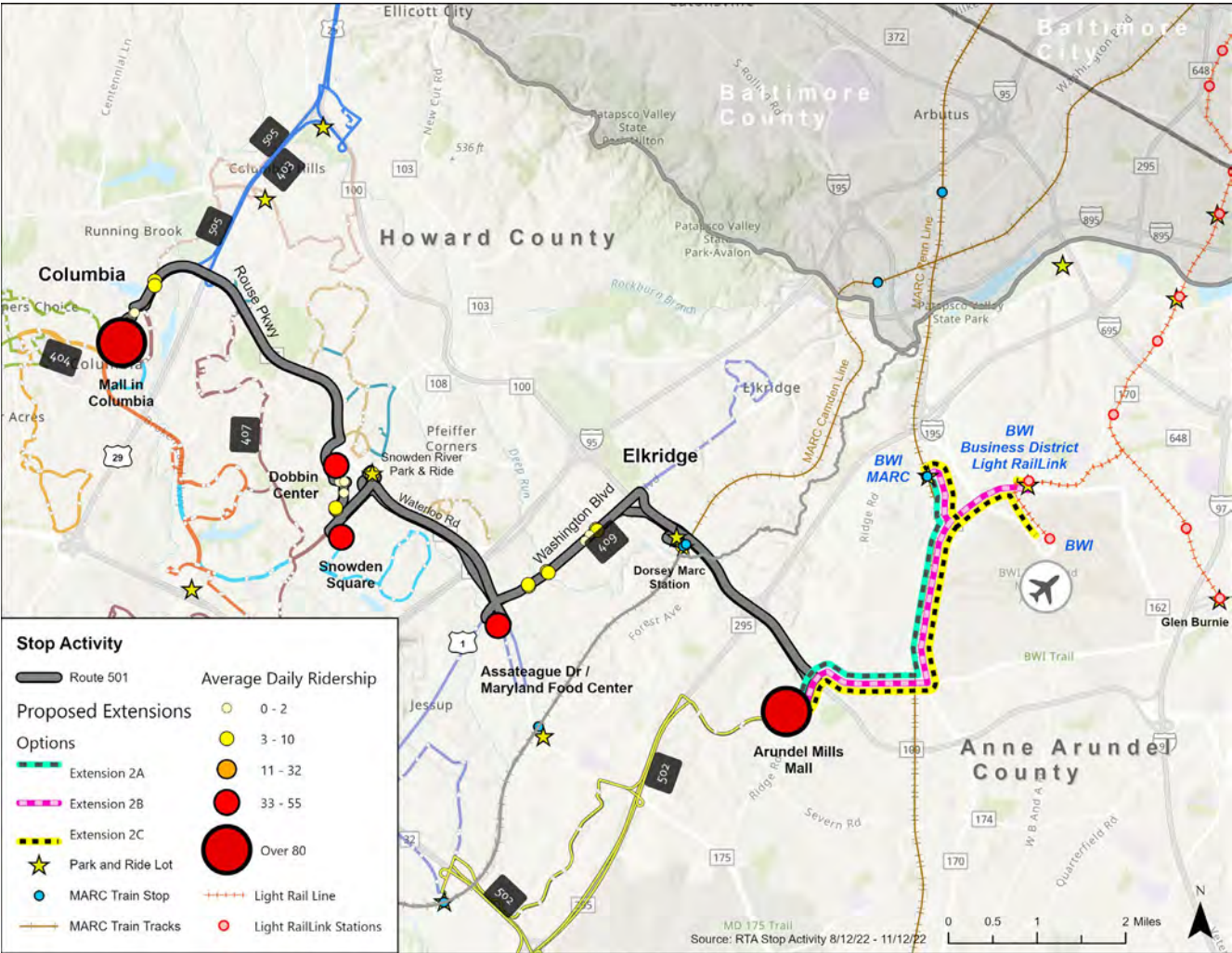
- Increase headways for Route 501 to every 30 minutes versus 1 hour (currently).
- Increases trip convenience and reliability for all customers traveling to/from Columbia to BWI or other destinations in Anne Arundel County.
- Route 501 has a high existing ridership base, with the 2<sup>nd</sup> most passengers / service hours

### Option 2: Extend Route 501 to BWI Airport Area

#### Service Description

- Extends Route 501 beyond Arundel Mills Mall to the BWI Airport area.
- Option 2A: Extend Route 501 to BWI Train Station
  - Offers an improved connection to BWI (via BWI Courtesy Shuttles) without directly serving the congested passenger terminal.
  - BWI's Amtrak/MARC Courtesy Shuttle operates 24/7 on an approximate 10 to 15 minute frequency – providing more opportunities for connections.
- Option 2B: Extend Route 501 to BWI Business District Light RailLink
  - Provides an improved connection to BWI and Baltimore (via Light RailLink) without directly serving the congested passenger terminal.
  - Routing provides the option to serve BWI Train Station.
- Option 2C: Extend Route 501 to BWI Passenger Terminal
  - Most direct connection to BWI Airport for RTA customers.
  - Concerns regarding congestion in the terminal area and potential for schedule delays.
  - Routing provides an option to serve BWI Train Station and BWI Business District Light RailLink

Figure 5-1: Route 501 Extension to BWI MARC (Option #2)



### Option 3: New Express Route from Columbia to BWI Airport

#### Service Description

- This is a new proposed route. The bus would travel along Maryland State Rt 100 and stop at Long Gate Shopping Center, Dorsey MARC, Arundel Mills Mall, and BWI.
- A one-way trip from Columbia Mall to BWI trip is about 31-36 min compared to 20 min. (no traffic) for driving.

**Table 5-2: Proposed Service Characteristics for Alternatives from Columbia to BWI**

Alternatives	Service Periods	Peak Buses	Start	End	Trips	Miles	Annual Hours	Estimated Ridership	Estimated Operating Cost
<b>Option #1: Double Frequency on Route 501</b>									
Current Service (60 min. frequency)	Monday - Friday	2	6:00am	10:00pm	34	528	6,630	74,224	\$1,215,047
	Saturday	2	7:00am	9:00pm	30	466	1,248		
	Sunday	2	9:00am	7:00pm	21	327	780		
Doubled 30 Minute Frequency	Monday - Friday	4	6:00am	10:00pm	66	1,025	12,750	118,758	\$2,430,094
	Saturday	4	7:00am	9:00pm	58	901	2,236		
	Sunday	4	9:00am	7:00pm	42	653	1,508		
Weekday Peak Hour 30 Minute Frequency	Monday - Friday	4	6:00am	10:00am	50	777	9,690	84,615	\$1,359,895
	Monday - Friday	2	10:00am	2:00pm					
	Monday - Friday	4	2:00pm	6:00pm					
	Monday - Friday	2	6:00pm	10:00pm					
<b>Option #2: Extend Route 501 to BWI Airport Area</b>									
Option #2A: BWI Train Station	Monday - Friday	3	6:00am	10:00pm	34	655	8,160	79,420	\$1,488,165
	Saturday	3	7:00am	9:00pm	30	578	1,456		
	Sunday	3	9:00am	7:00pm	22	424	988		
Option #2B: BWI Bus. Dist. Light RailLink	Monday - Friday	3	6:00am	10:00pm	34	670	8,415	80,162	\$1,523,952
	Saturday	3	7:00am	9:00pm	30	591	1,456		
	Sunday	3	9:00am	7:00pm	22	433	988		
Option #2C: BWI Passenger Terminal	Monday - Friday	3	6:00am	10:00pm	34	682	8,415	80,904	\$1,531,250
	Saturday	3	7:00am	9:00pm	30	602	1,508		
	Sunday	3	9:00am	7:00pm	22	442	988		
<b>Option #3: New Express Route to BWI Airport</b>									
Weekday Peak Hour Express Service	Monday - Friday	3	6:00am	10:00pm	9	199	3,570	22,267	\$1,002,028
	Monday - Friday	3	2:00pm	6:00pm	9	199	3,570		

## Service Alternatives from Columbia to Laurel / Greenbelt

Currently RTA provides service between Columbia to Laurel via Route 503. While Route 503 has the second-highest ridership among all routes, it has just average on-time performance and farebox recovery. Route reliability and ridership could be increased by considering alternatives that serve in place of the existing route or in addition to it. These alternatives would help decrease trip time and meet the demand of Howard County riders trying to reach Laurel or Greenbelt Metro Station.

### Option 1: Double Frequency for Route 503

- Increase headways for current Route 503 to every 30 minutes vs. 1 hour (currently).
- Increase trip convenience and reliability along only north-south route from Columbia to Laurel while maintaining coverage.

### Option 2: New Express Service from Columbia to Laurel

- This is a proposed route that is a modified version of Route 503, "503B," decreasing the overall trip length between Columbia and Laurel by removing the stops along Cradlerock Way including Owen Brown Village Center (10-minute walk to Broken Land Parkway), and serving stops between Route 1 between Savage and Laurel instead of stops between Savage and North Laurel.
- The route also stops at Broken Land Park and Ride (East Lot) and on Guilford Rd, connecting to Kings Contrivance Village.
- The original route length of 25 miles roundtrip is reduced by 13 miles, which reduces a one-way trip time by potentially 20 minutes, compared to the previous 70-minute trip.

### Option 3: Extend Express Route Service to Greenbelt

- This is a similar route to Option 2 but extends service further south to Greenbelt.
- (Proposed) Stops would be limited to higher activity stops; which are generally those that served more than 3 riders per day (200 riders over 3 months) in 2022.
- There are just seven stops along the current Route 503 which on average serve more than 6 riders per day, including Mall in Columbia, Owen Brown Village Center, the Community Resources Campus / Board of Elections, North Laurel Community Center, and three stops near Laurel Town Centre.
- The route would significantly reduce the total time spent for riders traveling between Columbia and Greenbelt.

Options 2 and 3 are displayed in **Figure 5-2**, along with the existing RTA network.

Figure 5-2: Peak Express Route Columbia – Laurel (Option 2)

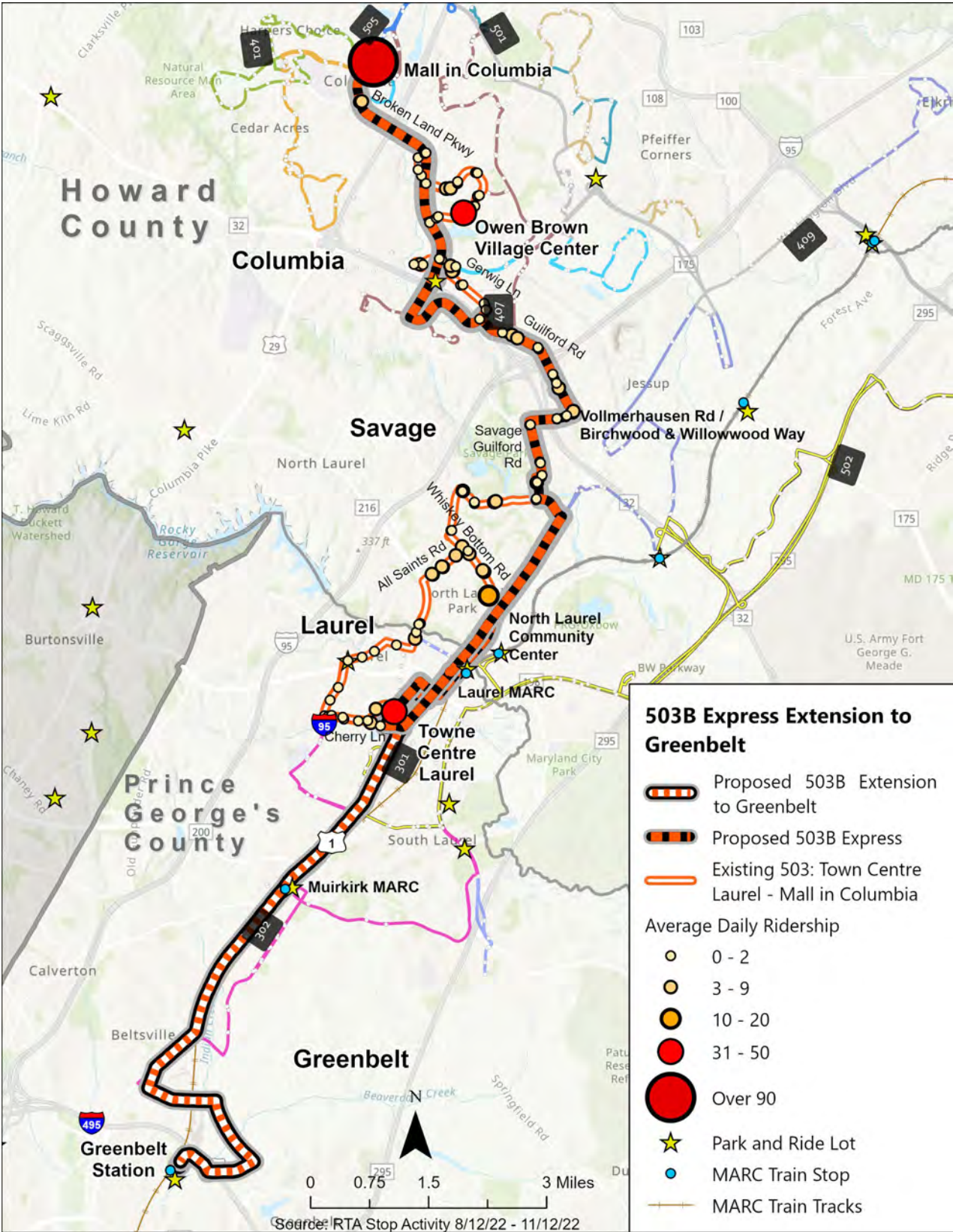
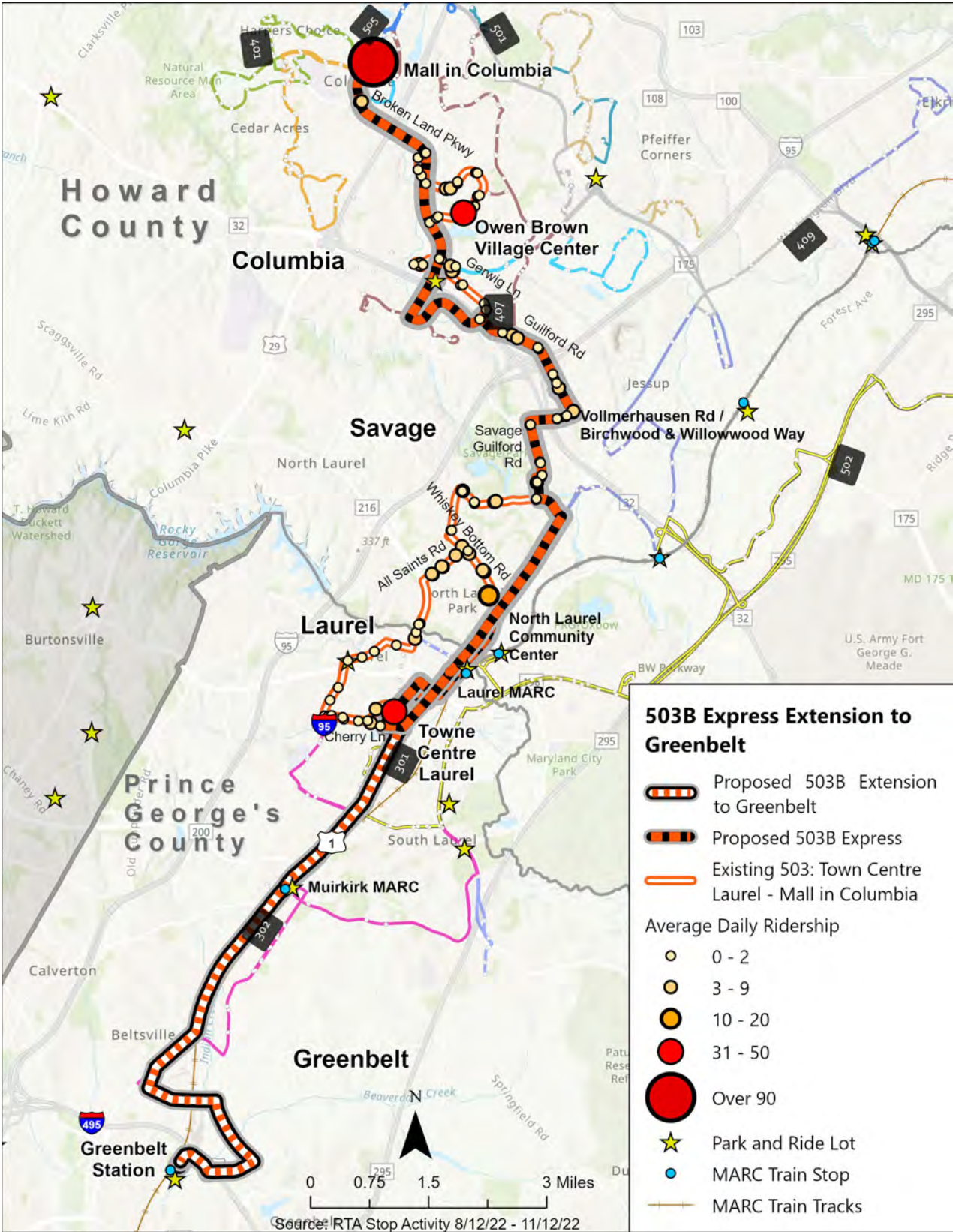


Figure 5-3: Peak Express Extension Columbia – Laurel – Greenbelt (Option 3)



**Table 5-3: Proposed Service Characteristics for Alternatives from Columbia to Laurel/Greenbelt**

Alternatives	Service Spans	Peak Buses	Start	End	Trips	Miles	Annual Hours	Estimated Ridership	Estimated Operating Cost
<b>Option #1: Double Frequency on Route 503</b>									
Current Service (60 min. frequency)	Monday - Friday	2	5:30am	7:30pm	30	574	7,395	74,224	\$1,214,851
	Saturday	2	8:30am	7:30pm	24	459	1,196		
Doubled 30 Minute Frequency	Monday - Friday	4	5:30am	7:30pm	58	1,109	14,535	118,758	\$2,429,702
	Saturday	4	8:30am	7:30pm	46	880	2,288		
Weekday Peak Hour 30 Minute Frequency	Monday - Friday	4	5:30am	9:30am				92,780	\$1,694,799
	Monday - Friday	2	9:30am	2:30pm	48	918	11,985		
	Monday - Friday	4	2:30pm	7:30pm					
<b>Option #2: New Express Service from Columbia to Laurel</b>									
Weekday Peak Hour Express Service	Monday - Friday	2	5:30am	9:30am	11	152	2,040	25,978	\$576,953
	Monday - Friday	2	2:30pm	7:30pm	11	152	2,040		
<b>Option #3: Extend Route 503B Express Service to Greenbelt</b>									
Weekday Peak Hour Express Service	Monday - Friday	3	5:30am	9:30am	11	222	3,060	35,071	\$865,429
	Monday - Friday	3	2:30pm	7:30pm	11	222	3,060		

## Service Alternatives from Laurel to Bowie

### Option: Extension of Route 301 (South Laurel) to Bowie

- This option is an extension of Route 301 to the Bowie MARC station and to Bowie St. University.
- The trip from the last stop in South Laurel to Bowie MARC is about ten additional minutes.
- Transfers are available to/from Bowie St. University via WMATA Route B21, B22, B27 to New Carrollton Metro Station (WMATA Blue/Orange lines, Amtrak and MARC).

Figure 5-4: Extension of Route 301 to Bowie

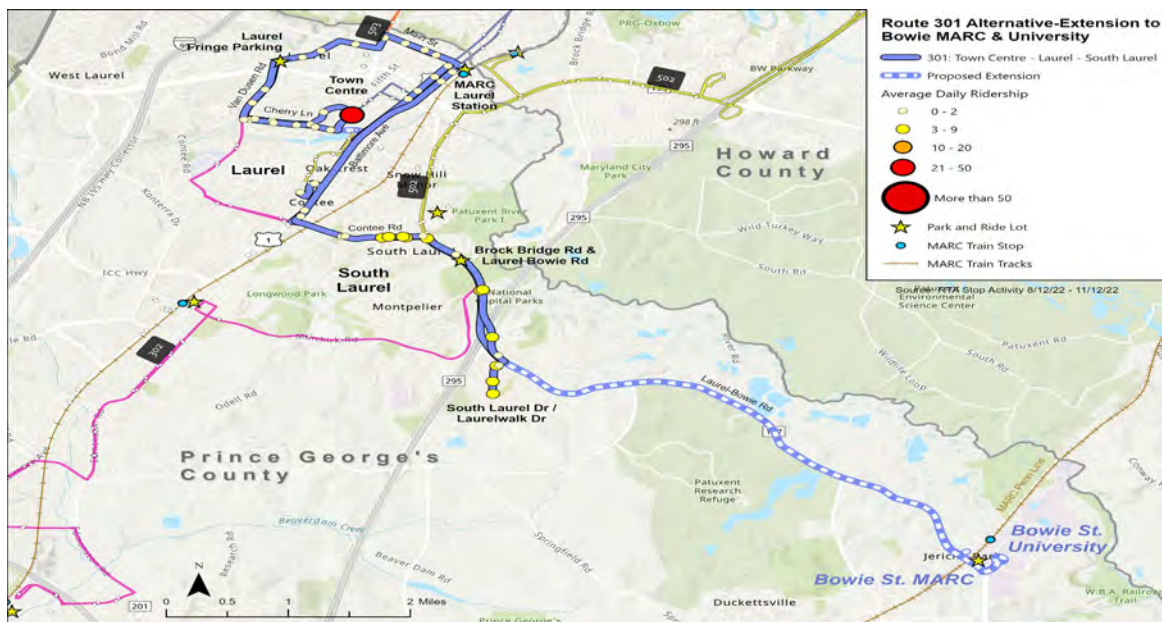


Table 5-4: Proposed Service Characteristics for Alternatives from Laurel to Bowie

Alternatives	Service Spans	Peak Buses	Start	End	Trips	Miles	Annual Hours	Estimated Ridership	Estimated Operating Cost
<b>Extend Route 301 to Bowie State University</b>									
Current Service (60 min. frequency)	Monday - Friday	1	6:30am	7:30pm	28	212	2,295	18,278	\$394,619
	Saturday	1	9:30am	7:30pm	22	167	364		
Extended to Bowie (60 min. frequency)	Monday - Friday	2	6:30am	7:30pm	28	363	4,080	22,848	\$698,121
	Saturday	2	9:30am	7:30pm	22	285	624		

## Service Alternatives between Laurel and Elkridge

A [Route 1 Corridor Small Area Plan FINAL.pdf \(howardcountymd.gov\)](#) prepared by the Maryland Transit Administration previously identified recommendations for this corridor. Two specific options are outlined below.

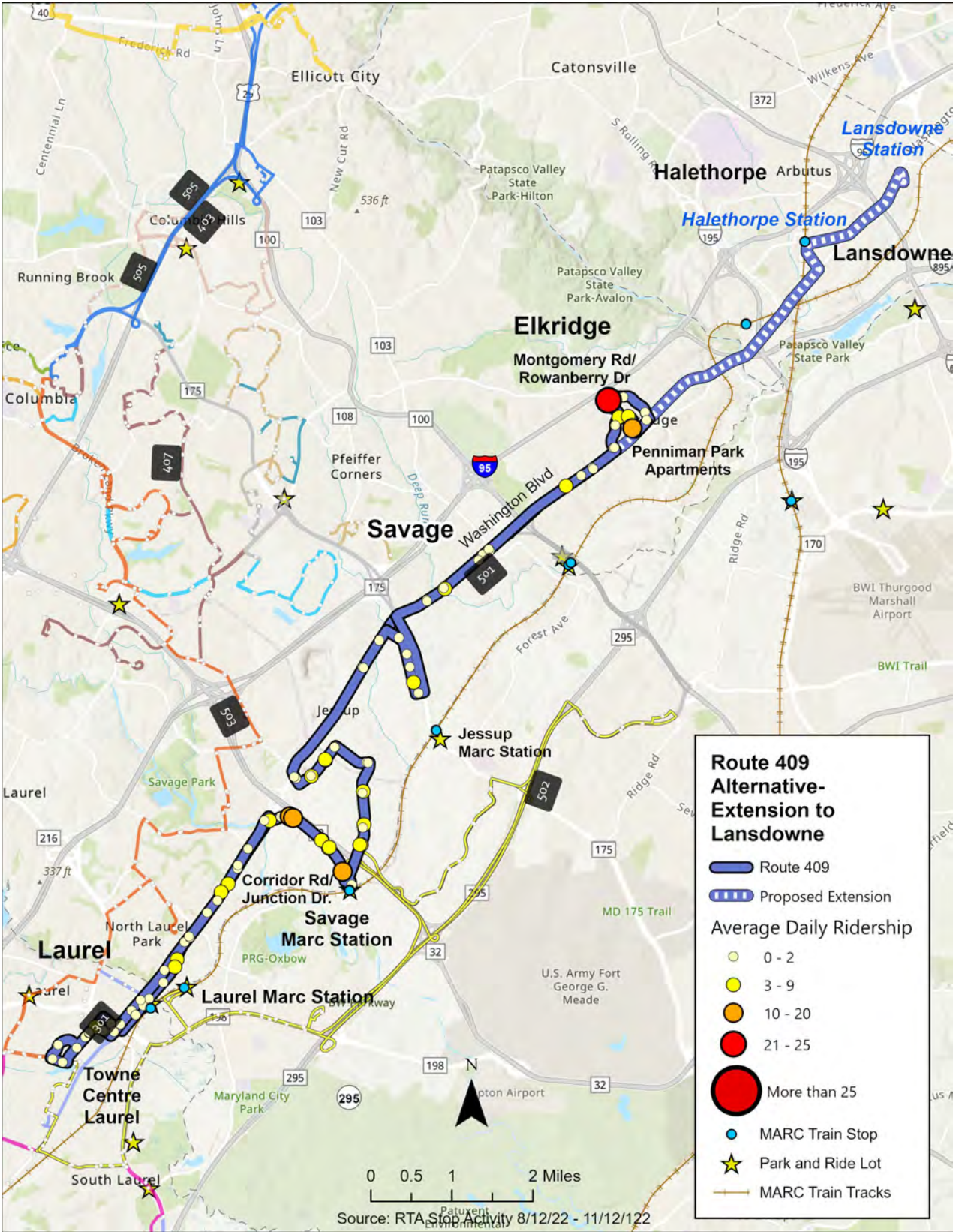
### Option 1: Extend Route 409 to Lansdowne

- Extending Route 409 to Lansdowne will provide a more direct connection to MTA Local Link service and easier access to the greater Baltimore area.
- Expand Route 409 to serve the new Guilford Park High School along US Route 1.
- Requires additional resources including an additional vehicle and approximately 4,000 additional annual service hours.
- Demand should be closely monitored following the extension. This alternative proposes 60 minute frequencies whereas the US 1 Small Area Transit Plan calls for 30 minute service frequency.

### Option 2: Express Route from Elkridge Corners to Laurel

- A current trip from Elkridge Corners to Laurel Town Centre is about 1 hour 6 minutes.
- This service option would reduce the trip to an estimated 46 minutes.
- New route would stay primarily on US Route 1 / Washington Blvd.
  - This service option involves two major changes. First, after the bus stops at Assateague Dr / Maryland Food Center, it would turn around back onto US Route 1, instead of serving stops extending to Oceano Avenue.
  - Secondly, a new stop would be created at Route 1 / Guilford Rd, so that the bus can serve existing riders on Guilford Rd. The bus would then continue south along Route 1 instead of turning east onto Guilford Rd to the Savage MARC station.
- Only serving stops which served more than 170 riders for Route 409 over a three-month period (which averages to about 2 stop per day).
  - Only seven stops serve on average more than 3 riders per day. These stops include the Elkridge Corners shopping center, the Maryland Food Center on Assateague Dr., Guilford Rd and Rt. 1, Savage MARC Station, Town Centre Laurel, and two other stops near the Town Centre.

Figure 5-5: Extension of Route 409 to Lansdowne



**Table 5-5: Proposed Service Characteristics for Alternatives from Laurel to Elkridge**

Alternatives	Service Spans	Peak Buses	Start	End	Trips	Miles	Annual Hours	Estimated Ridership	Estimated Operating Cost
<b>Current Service</b>									
60 min. frequency	Monday - Friday	2	6:00am	10:00pm	34	610	7,395	42,428	\$924,950
120 min. frequency	Saturday	1	9:00am	11:00pm	16	287	728		
<b>Option #1: Extend Route 409 to Lansdowne</b>									
60 min. frequency	Monday - Friday	3	6:00am	10:00pm	34	760	9,435	50,489	\$1,176,366
120 min. frequency	Saturday	1	9:00am	11:00pm	16	358	884		
<b>Option #2: New Express Service from Elkridge to Laurel</b>									
Weekday Peak Hour Express Service	Monday - Friday	3	5:30am	9:30am	11	246	3,060	19,941	\$697,680
	Monday - Friday	3	2:30pm	7:30pm	11	246	3,060		

## Service Alternatives for Columbia to Elkridge

### Option: New Service Connecting Columbia and Elkridge

#### Service Description

- Provides direct and easy access between Elkridge and Columbia, removing the need for a transfer.
- With the potential extension of Route 409, this new service would feed into the 409 to make connections to destinations in the Baltimore area.

Figure 5-6: Proposed Service from Columbia to Elkridge

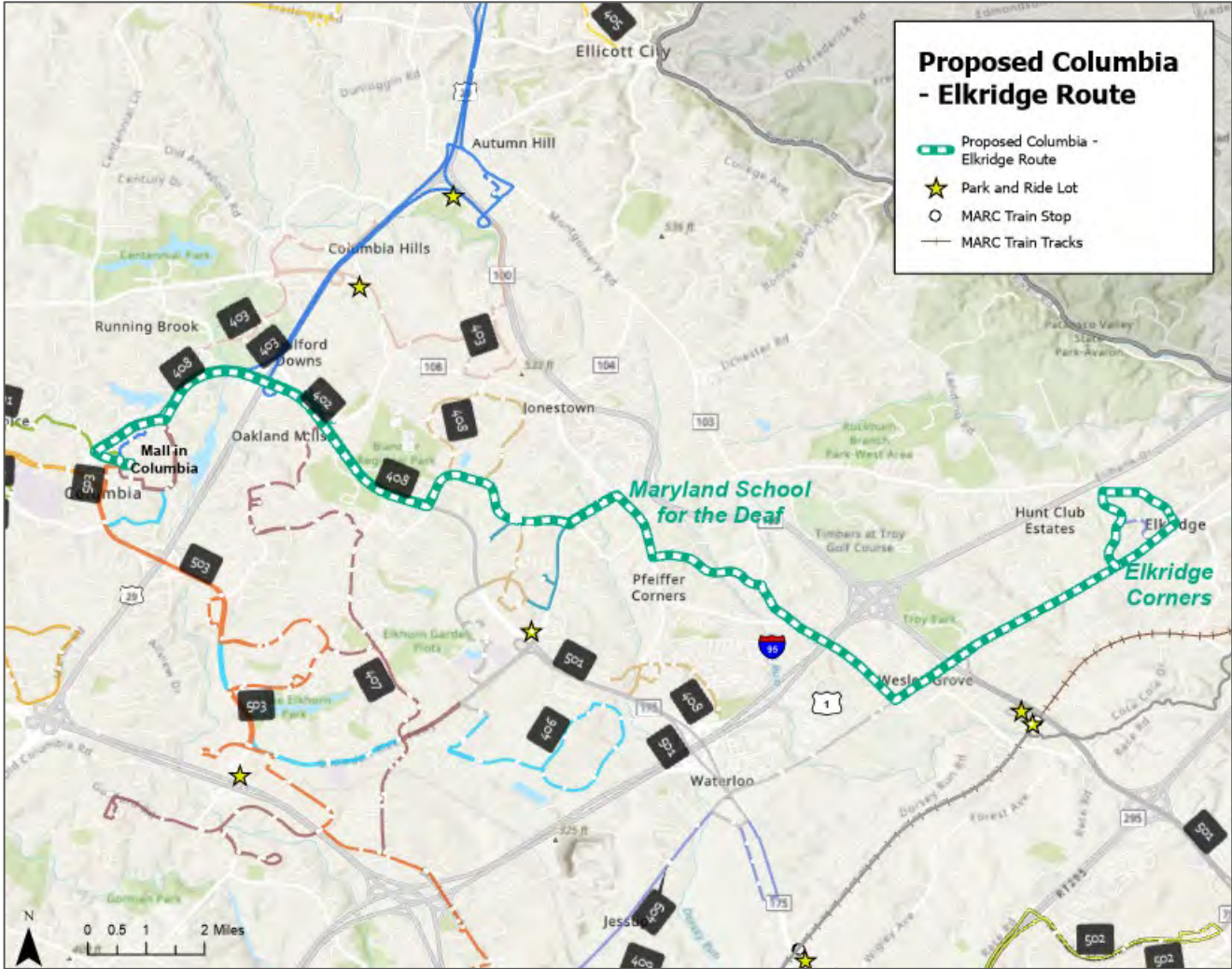


Table 5-6: Proposed Service Characteristics for Alternatives from Columbia to Elkridge

Alternatives	Service Spans	Peak Buses	Start	End	Trips	Miles	Annual Hours	Estimated Ridership	Estimated Operating Cost
<b>New Service from Columbia to Elkridge</b>									
60 min. frequency	Monday - Friday	2	6:00am	9:00pm	30	336	6,630	31,584	\$826,956
120 min. frequency	Saturday	1	9:00am	10:00pm	12	157	624		

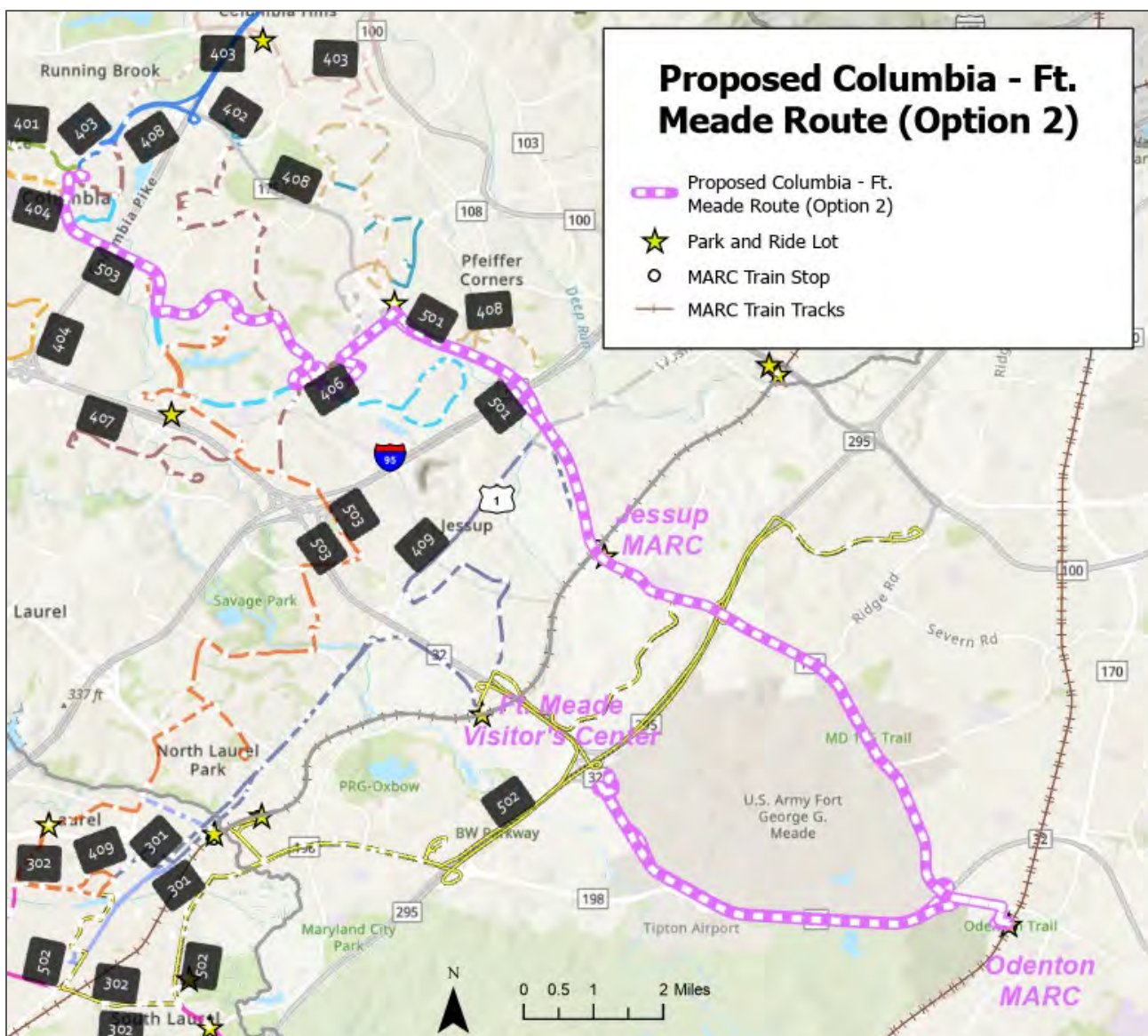


## Option 2: New Route from Columbia to New NSA Visitor's Center at Ft Meade

### Service Description

- Same route as Option 1 but extends west down MD-32 to the Ft. Meade visitor's center, currently under construction.
- Additional 5.5 miles, one way, 11 miles roundtrip to Odenton MARC Station.
- Same service pattern and frequency.
- Estimated \$1.2M per year.

**Figure 5-8: New Service – Columbia – Ft. Meade (Option 2)**

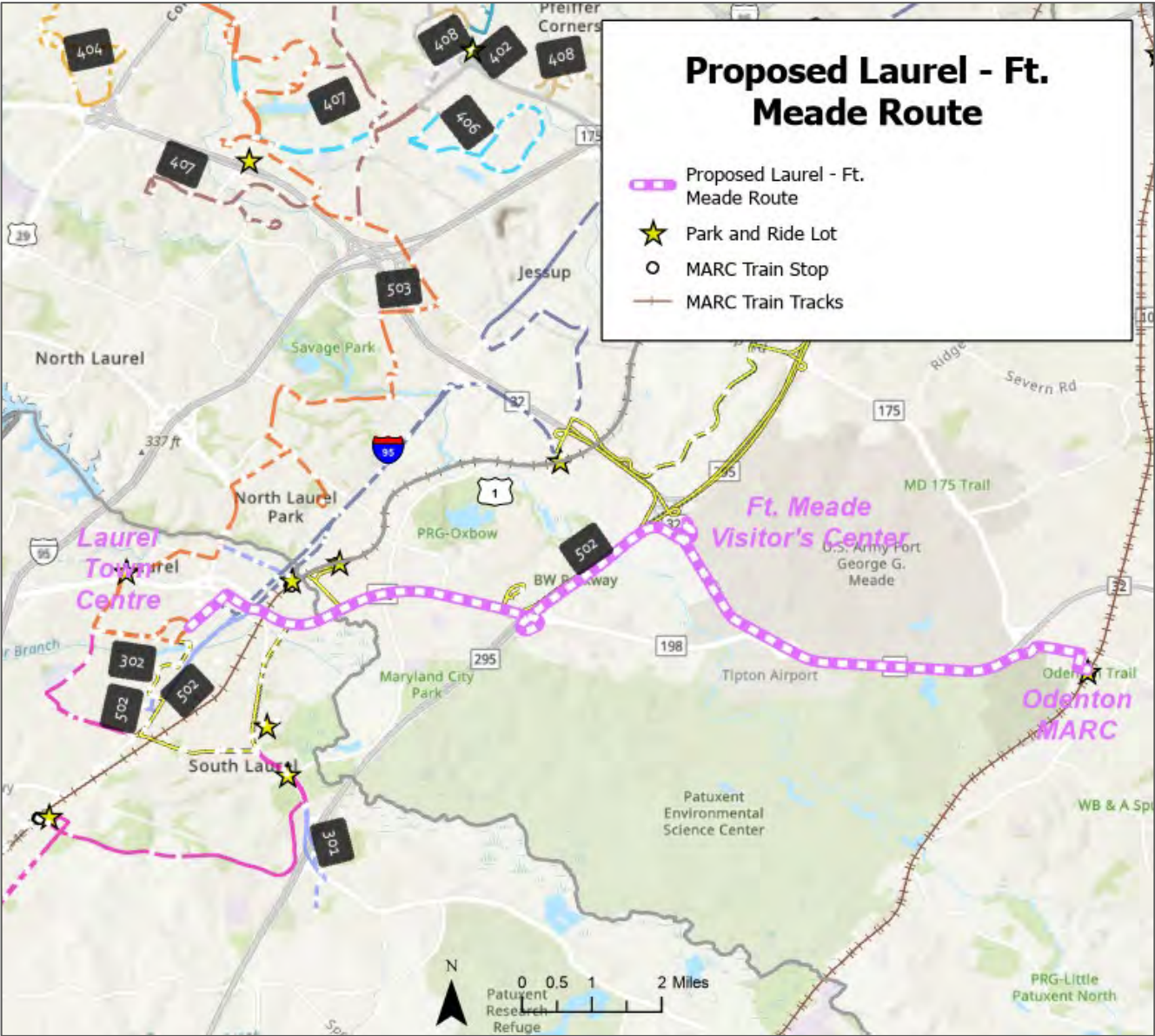


### Option 3: New Route from Laurel to Fort Meade

#### Service Description

- Expands service from Laurel to the Odenton MARC Station via Ft. Meade
- Supports alternatives included in Anne Arundel County’s TDP.
- Estimated \$581k per year.

Figure 5-9: New Service Laurel – Ft. Meade (Option 3)



**Table 5-7: Proposed Service Characteristics for New Routes to Ft. Meade**

Alternatives	Service Spans	Peak Buses	Start	End	Trips	Miles	Annual Hours	Estimated Ridership	Estimated Operating Cost
<b>Option #1: New Route from Columbia to Odenton MARC</b>									
	Monday - Friday	2	6:00am	7:30pm	60	102	7,140	24,538	\$926,592
	Saturday	1	8:30am	7:30pm	46	78	988		
<b>Option #2: New Route from Columbia to New Visitor's Center at Fort Meade</b>									
	Monday - Friday	2	5:30am	9:30am	56	135	6,630	27,257	\$1,279,080
	Saturday	1	8:30am	7:00pm	30	78	4,590		
<b>Option #3: New Route from Laurel to Fort Meade</b>									
	Monday - Friday	1	6:00am	7:30pm	14	161	2,805	30,600	\$581,400
	Saturday	1	8:30am	7:30pm	12	138	2,295		

## Service Alternatives to Maple Lawn

### Option: Columbia Mall to Towne Centre Laurel via Maple Lawn

#### Service Description

- New route from Columbia to Maple Lawn to Laurel.
- 30-minute frequencies during peak periods, 60-minute frequencies all other times.
- Additional stops at Wilde Lake Village Center, Howard County Community College, Howard County General Hospital, Hickory Ridge Village Center, Johns Hopkins University Applied Physics Laboratory, Scaggsville Park & Ride, Main Street Laurel. The line ends at Town Centre Laurel.

**Figure 5-10: New Service – Columbia – Maple Lawn – Laurel**



**Table 5-8: Proposed Service Characteristics for New Route from Columbia – Maple Lawn**

Alternatives	Service Spans	Peak Buses	Start	End	Trips	Miles	Annual Hours	Estimated Ridership	Estimated Operating Cost
<b>New Maple Lawn Service</b>									
Weekday Peak Hour Express Service	Monday - Friday	2	6:45am	9:45am	24	172	3,060	20232	\$384,408
	Monday - Friday	1	10:00am	4:30pm					
	Monday - Friday	2	4:15pm	7:15pm					
	Monday - Friday	1	7:30pm	11:00pm					
Saturday Service	Saturday	1	8:30am	7:30pm	12	86	312		

## New Service to Silver Spring

### Option: Peak Express Bus Rapid Transit Route

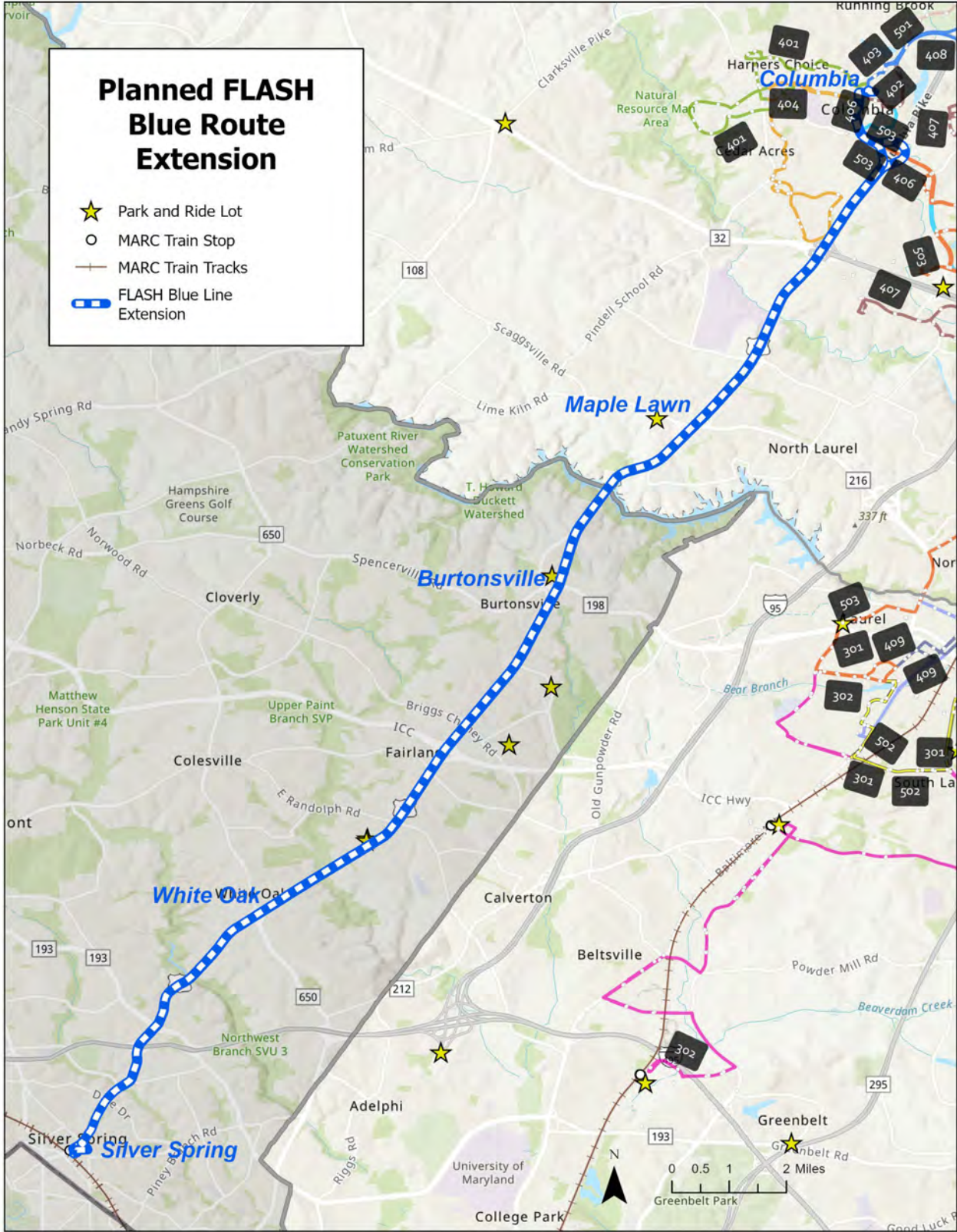
#### Service Description

- Extension of existing FLASH Blue Route from Montgomery County.
- Continues north on US-29 to Mall in Columbia.
- Additional stops at Johns Hopkins University Applied Physics Laboratory and Maple Lawn.
- Uses articulated buses that will run in mixed traffic for now. By 2030, US29 in Montgomery County should have dedicated lanes.
- 30-minute frequencies during peak periods, through-running to Silver Spring.
- Service to begin January 2026.
- Estimated to cost \$671.9k per year.
- Terminates at Paul S. Sarbanes Transit in Silver Spring.
- Connection is available to WMATA Metrorail Red Line, MARC Brunswick Line at Silver Spring.

**Table 5-9: Proposed Service Characteristics for FLASH BRT Extension**

Alternatives	Service Spans	Peak Buses	Start	End	Trips	Miles	Annual Hours	Estimated Operating Cost
<b>FLASH Blue Route Extension</b>								
Weekday Peak Hour Express Service	Monday - Friday	4	5:30am	8:30am	34	43	2,295	\$671,900
	Monday - Friday	4	3:30pm	7:30pm	34	43	2,295	

Figure 5-11: New Service – FLASH BRT Extension



# Service Alternatives from Clarksville

## Option: Columbia to Howard County Board of Education to Clarksville

### Service Description

- Weekday service from Columbia Mall to River Hill Village Center in Clarksville.
- Intermediate stops include Harper’s Choice Village Center, Howard County Board of Education, Homewood Center, and River Hill High School.
- 30-minute frequencies during peak periods, hourly frequencies all other times.
- Proposed operating hours are 6am – 7pm.
- Estimated to cost \$246.5k annually.

Figure 5-12: New Service – Columbia – Homewood Campus – Clarksville



**Table 5-10: Proposed Service Characteristics for New Route from Columbia – Clarksville**

Alternatives	Service Spans	Peak Buses	Start	End	Trips	Miles	Annual Hours	Estimated Ridership	Estimated Operating Cost
<b>New Clarksville Service</b>									
Phase 1: Columbia - Homewood Campus	Monday - Friday	1	6:00am	7:00pm	20	63	1,547	6,375	116,280
Phase 2: Columbia - Clarksville	Monday - Friday	1	6:00am	7:00pm	20	141	2,652	12,049	261,630

## Expanding Service Frequencies on Key Routes

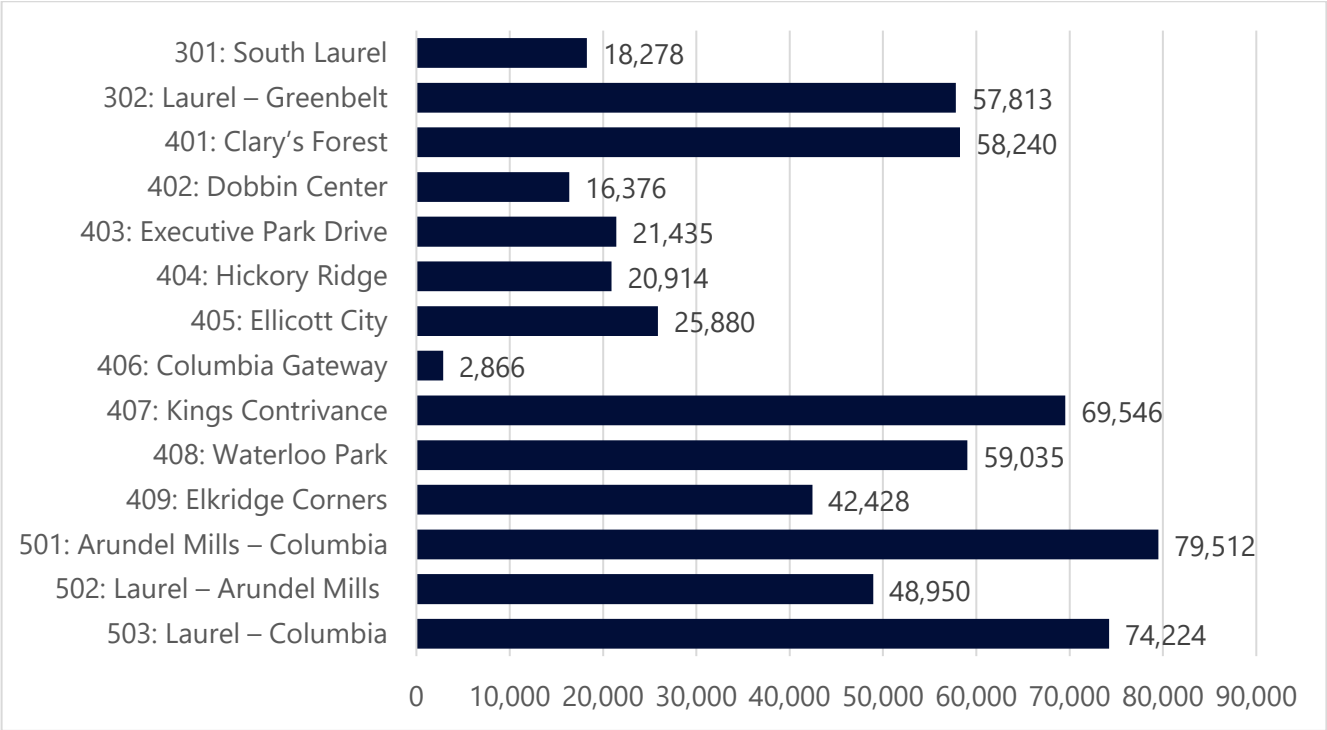
As previously noted, expanding service frequency was a common theme during the community outreach process. This desire is reflected in two of the previous alternatives that propose doubling the service frequency on Routes 501 and 503.

Additional frequency should be considered for routes with strong ridership and performance metrics – those that can support additional frequency. Doubling frequencies (e.g., 60 minutes to 30 minutes) requires double the number of vehicles, drivers, and other associated costs. However, ridership is unlikely to double as a result. Therefore, expanded service will result in a near-term drop in productivity. Expanding frequencies may attract new ridership due to convenience, but this strategy should be viewed as a proactive step to address future growth in ridership.

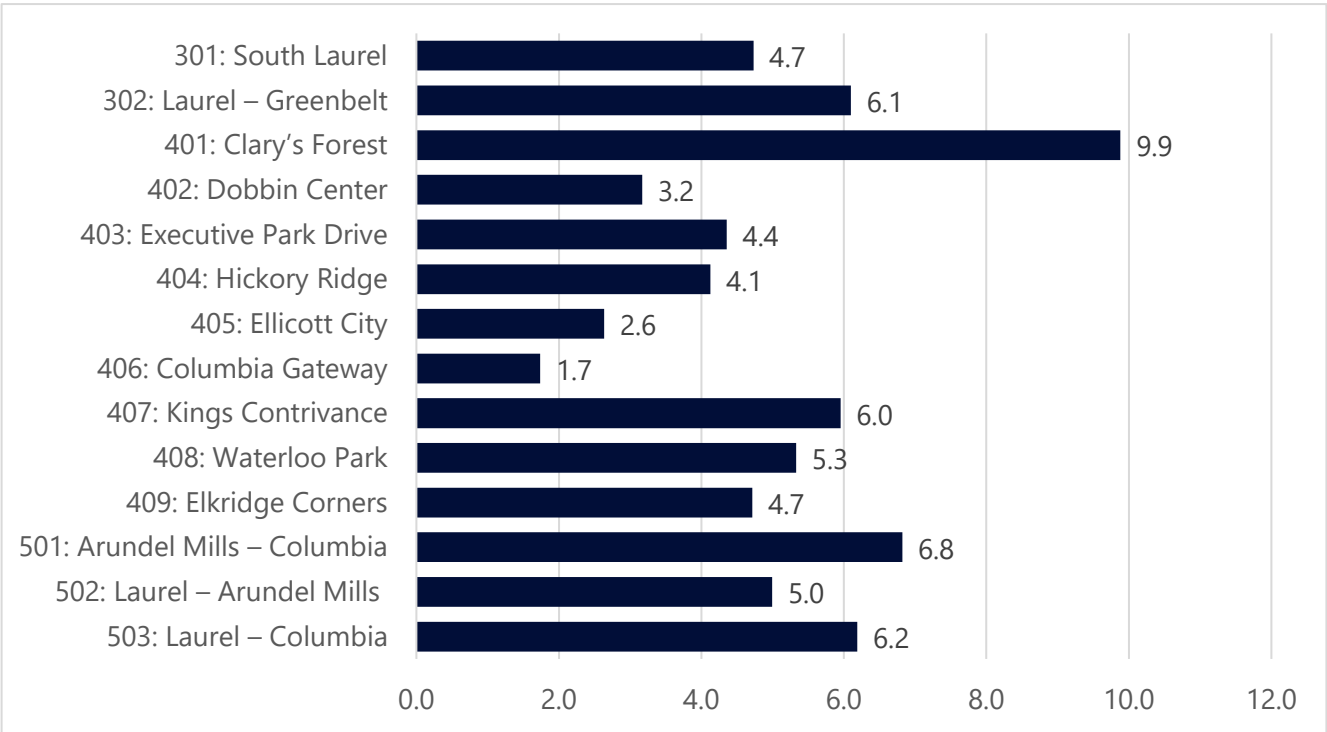
Based on FY2022 data, shown in **Figures 5-13** and **5-14**, Routes 501, 503, and 302 would be the likely candidates for expanded service frequencies during peak hours. These three routes stand-out in total ridership and boardings per service hour. While ridership level during FY2022 were still rebounding, these routes and other should be closely monitored to determine the need for additional service frequency.

Conveniently, **Figures 5-13** and **5-14** illustrate the successful implementation of expanded service frequency on Route 401. Route 401 is the only RTA route with 30-minute peak service frequency. While the route's total ridership is slightly above the system-wide average, its hourly productivity tops the chart. This is largely due to peak hour 30-minute service frequencies that connect to Howard Community College and the Howard County General Hospital.

**Figure 5-13: RTA Fixed Route Ridership by Route (FY2022)**



**Figure 5-14: Passenger Boardings per Service Hour by Route (FY2022)**



# Chapter 6

## Transit Plan

### Introduction

The Transit Plan is the result of the TDP's planning process, providing a blueprint to guide the development and expansion of public transit in and around Howard County.

The Transit Plan is organized into the following sections:

- **Service Plan** – Proposed improvements grouped into short, mid, and long-term priorities.
- **Conceptual Financial Plan for Operating** – Cost estimates for the operation of the service plan.
- **Conceptual Financial Plan for Capital** – Estimated capital costs for the five year service plan including information from Howard County's most recent Annual Transportation Plan.

### Service Plan

The service plan is organized into three phases: short, mid, and long-term. Each of the proposed improvements were derived from the review of alternatives provided in Chapter 5.

Descriptions of each proposed improvement are provided in this section; however, additional details can be found in Chapter 5.

### Short-Term Improvements (FY2024)

Short-term improvements, targeted for FY2024, include:

- Realignment of Route 405
- New Route 505 to Catonsville
- Extension of Route 409 to Lansdowne (Spring '24)

## Mid-Term Improvements (FY2025 – FY2026)

Mid-term improvements, with proposed implementation during fiscal years 2025 and 2026, include:

- New Route – Columbia to Board of Education/Homewood/ARL (2025)
- Extend 501 to BWI (2026)
- New Route – Columbia to ElkrIDGE (2026)
- Integration of FLASH BRT Extension to Columbia (2026)

## Long-Term Improvements (FY2027 – FY2028)

Long-term improvements are proposed during fiscal years 2027 or 2028 and are listed below.

- New Route – Columbia/Laurel to Ft. Meade (2027)
- Extension of Columbia to Board of Education to Clarksville (2027)
- New Route – Laurel to Bowie (2028)
- New Route – Columbia to Maple Lawn/John Hopkins APL (2028)
- Consider frequency expansions on the top two highest productivity routes.

## Ridership Estimate Analysis

Ridership estimates were developed for each of the selected alternatives outlined above. These estimates are summarized in **Table 6-1**. It is important to note that these estimates are based on ridership projections for one to two years following implementation. It can take up to 12 or 18 months for a service to establish a regular customer base. Estimating ridership is not an exact science, existing RTA ridership data is available for areas that have transit service. However, many of the alternatives include new areas/markets where the true demand is unknown.

To apply a systematic approach for the estimates, RTA's system-wide average of 5.4 trips per service hour was used to estimate the average ridership column. For route extensions (301, 409, and 501), the existing route's actual FY22 average trips per hour were used. The low and high estimates were determined based on comparable RTA routes and anticipated ridership boosts from major trip generators (e.g., BWI Train Station, Home Center, etc.).

**Table 6-1: Ridership Estimates for Selected Alternatives**

Planned Year	Recommended Service Improvements for RTA	Annual Hours	Annual Ridership	Ridership Estimates		
				Low Estimate	Average Estimate	High Estimate
<b>FY2024</b>	<b>Extension of Route 409 to Lansdowne</b>					
	<i>*Route 409 Actual FY2022</i>	8,123	42,428	-	-	-
	Extended to Lansdowne	10,319		47,918	53,659	56,755
<b>FY2025</b>	<b>New Route Columbia-Homewood Center</b>					
	Columbia-Homewood Center	1,547		3,868	8,354	15,315
<b>FY2026</b>	<b>Extension of Route 501 to BWI Area</b>					
	<i>*Route 501 Actual FY2022</i>	8,658	74,224	-	-	-
	Option 1: BWI Train Station	10,604		79,089	90,876	104,980
<b>FY2026</b>	<b>New Route Columbia-Elkridge</b>					
	Columbia-Elkridge	7,254		18,135	39,172	71,815
<b>FY2027</b>	<b>New Route Columbia/Laurel-Fort Meade</b>					
	Columbia-Fort Meade-Odenton MARC	8,128		20,320	43,891	72,339
<b>FY2027</b>	<b>Extension of New Route Columbia-Homewood Center to Clarksville</b>					
	Columbia-Homewood Center-Clarksville	2,652		2,763	5,967	10,940
<b>FY2028</b>	<b>Extension of Route 301 (South Laurel) to Bowie</b>					
	<i>*Route 301 Actual FY2022</i>	2,659	18,278	-	-	-
	Extended to Bowie	4,704		23,391	31,987	46,570
<b>FY2028</b>	<b>New Route Columbia-Maple Lawn via John Hopkins APL</b>					
	Columbia-Maple Lawn	3,372		8,430	18,209	33,383

\*ACTUAL FY2022 ROUTE PERFORMANCE

NOTE: RIDERSHIP ESTIMATES ARE BASED ON THE PERFORMANCE OF ACTUAL ROUTES AND RTA'S SYSTEMWIDE PERFORMANCE.

## Conceptual Financial Plan for Operating

Howard County develops an annual grant application to MDOT MTA that includes operating and capital grant programs. Maryland's transit program combines available federal and state funds to provide local assistance, and a conceptual financial plan will be developed based on MDOT MTA projections and anticipated allocations. Therefore, any estimate for grant funding available to Howard County is somewhat speculative. However, the TDP serves an important role in the MTA's annual process of reviewing grant applications; typically, the projects proposed in Howard County's annual grant application must have been identified in the TDP in order to receive funding. This section will present the conceptual financial plan for transit operations covering the TDP's five-year period. The estimated total budget for each year will assume that all service improvements occur in the year planned and the current level of service remains unchanged. The actual implementation will be based on several factors, primarily community input, detailed service planning, and funding availability.

The following assumptions were used in developing the operating cost estimates:

- Operating costs, to maintain the current level of service, assume a 3% annual inflation rate.
- The initial year's (FY2024) expenses are based on the most recent budget submitted to MDOT MTA.
- Projected funding sources are not guaranteed and will need to be developed through consultation with MDOT MTA and local officials.

**Table 6-1: Conceptual Financial Plan for Operating**

Proposed Operating Requests	Fiscal Year				
	2024	2025	2026	2027	2028
<b>Proposed Future Projects</b>					
Baseline Operating Cost with Inflation	\$21,646,482	\$22,295,876	\$22,964,752	\$23,653,695	\$24,363,306
Extension Route 409 to Lansdowne	\$83,522	\$344,108	\$354,432	\$365,065	\$376,017
New Route Columbia to Homewood Campus		\$155,177	\$159,832	\$164,627	\$169,566
Extension Route 501 to BWI Airport			\$334,847	\$344,892	\$355,239
New Route Columbia to Elkrige			\$1,103,579	\$1,136,686	\$1,170,787
Integrate Flash BRT Blue Route Extension			\$650,000	\$669,500	\$689,585
New Route Columbia/Laurel to Ft. Meade				\$1,233,501	\$1,270,506
Extension Columbia-Homewood Campus to Clarksville				\$155,177	\$159,832
Extension Route 301 to Bowie					\$311,114
New Route Columbia to Maple Lawn					\$512,995
<b>New Operating Expenses</b>	<b>\$83,522</b>	<b>\$499,285</b>	<b>\$2,602,690</b>	<b>\$4,069,448</b>	<b>\$5,015,641</b>
<b>Total Proposed Operating Expenses</b>	<b>\$21,730,004</b>	<b>\$22,795,161</b>	<b>\$25,567,442</b>	<b>\$27,723,143</b>	<b>\$29,378,947</b>
<b>Anticipated Funding Sources for Operating</b>					
<b>ARPA</b>	\$1,469,000				
<b>State/Federal</b>					
Large Urban	\$1,445,255	\$1,498,544	\$1,635,559	\$1,773,501	\$1,879,449
Section 5307	\$406,478	\$421,465	\$460,001	\$498,797	\$528,595
ADA	\$474,224	\$491,710	\$536,668	\$581,930	\$616,694
SSTAP	\$162,520	\$162,520	\$162,520	\$162,520	\$162,520
Total State Funding	\$3,957,207	\$2,573,969	\$2,794,478	\$3,016,478	\$3,186,988
<b>Local</b>					
Fares, Advertising Revenue, Local Match	\$17,772,797	\$20,221,192	\$22,772,964	\$24,706,665	\$26,191,959
Total Local Funding	\$17,772,797	\$20,221,192	\$22,772,964	\$24,706,665	\$26,191,959
<b>Total Projected/Proposed Operating Revenues</b>	<b>\$21,730,004</b>	<b>\$22,795,161</b>	<b>\$25,567,442</b>	<b>\$27,723,143</b>	<b>\$29,378,947</b>

## Conceptual Financial Plan for Capital

The capital plan provides the basis for maintaining, replacing, and expanding the capital infrastructure needed to maintain the current level of service and to implement the TDP's service plan. The capital plan focuses on vehicle replacement and other capital expenses.

### Transit Vehicle Useful Life Standards

MDOT MTA has designated statewide useful life standards based on the vehicle manufacturer's designed life cycle and the results of independent FTA testing.

If vehicles are allowed to exceed their useful life they may become much more susceptible to break-downs which may result in increased operating costs and a decrease in service reliability.

Vehicle useful life policy standards, shown below in **Table 6-2**, are defined in MDOT MTA's Locally Operated Transit System Program Manual.

**Table 6-2: MDOT MTA's Vehicle Useful Life Policy**

Vehicle Classification	Useful Life	
	Years	Miles
Revenue Specialized Vehicles <i>(Accessible Minivans, Vans, Accessible Taxicabs &amp; Sedans)</i>	4	100,000
Light Duty Small Bus <i>(25' to 35')</i>	5	150,000
Medium Duty Bus <i>(25' to 35')</i>	7	200,000
Heavy Duty Bus <i>(Medium Size, 30' to 35')</i>	10	350,000
Heavy Duty Bus <i>(Large Size, Over 35')</i>	12	500,000
Non-Revenue Specialized/Fleet Support Vehicles <i>(Pick-Up trucks, Utility Vehicles &amp; Sedans)</i>	10	200,000

SOURCE: MDOT MTA, LOCALLY OPERATED TRANSIT SYSTEM (LOTS) PROGRAM MANUAL, APRIL 2017, REV. 3 01.2019

## Low/No Emission Vehicle Strategies

### County Policy—Howard County Forward

Howard County adopted its Climate Forward: Climate Action and Resiliency Plan on June 13 of this year. It addresses many of the issues resulting from climate change and their effects on the planet and on Howard County. It includes a number of specific mitigation strategies, and the transit fleet operated by RTA is addressed in the Transportation section.

### Mitigation Strategies: Transition to a Zero-Emissions Transit Fleet

“Action 3: Transition to a zero-emissions transit vehicle fleet” calls for the county to develop (and implement) a transition plan to convert the passenger vehicle fleet serving the County to a low- or no-emission fleet. While it focuses on electric vehicles as the solution, it does allow for interim use of other technologies such as clean diesel and natural gas.

The mitigation strategy of transitioning does recognize that there is need for planning and study of the available vehicles/technologies in light of the specific requirements of the different routes and services offered by the RTA. It also recognizes, correctly, that infrastructure needs are a key part of the transition, including charging (or refueling) facilities.

### Tracking Progress

The objective of this action is to convert the Howard County RTA public transit fleet to electric buses by 2045 and the plan provides a timeline and metrics to evaluate progress. The metrics used to track progress toward this objective in the Howard County Forward plan include the actual number of EV buses, cutaways, and automobiles in the Howard County fleet that are used for passenger transportation, and the percentage of the fleet that represents.

The baseline is the current situation, which is listed as three vehicles, or 4% of the fleet (though this does not recognize the existing hybrid sedans as contributing to the overall goal). The goal is that 40 of the vehicles (48%) will be electric vehicles by 2030, and all 82 (100%) by 2045.

### Baseline: Experience to Date

Howard County currently operates 15 fixed-routes, Americans with Disabilities Act (ADA) complementary paratransit, and demand-response services for seniors and persons with disabilities over the age of 18 (General Public Paratransit). Currently (2023) the fleet providing this service includes 89 vehicles, of which 14 are non-revenue support vehicles that do not provide passenger transportation,

and thirteen of which are inactive but are being replaced by 17 new vehicles, leaving a passenger fleet of 79 vehicles. Of those, 38 are transit buses, 30 are cut-a-ways, five are vans, and eight are sedans. Three of the transit buses are BYD fully electric vehicles, and all eight sedans are hybrids.

The three BYD electric transit buses were part of an earlier demonstration grant to the County. It included the three buses, charging stations for them at the Central Maryland Transit Operations Facility, a backup diesel generator to charge the electric buses if utility power was not available, and an opportunity charging station at the main transfer center at Columbia Mall. This project provided some lessons regarding electrification, including the importance of vehicle design and manufacturer support in maintaining reliable service, the importance of working with the utility to develop the infrastructure, and the likelihood that more electric vehicles will be needed to provide equivalent service.

Howard County also used clean diesel as a means of reducing air pollution. They are only moderately effective for GHG emissions reduction compared to electric buses as the clean diesel buses decrease particulate matter, NO<sub>x</sub>, and other air pollutants that impact human health.

## MDOT MTA LOTS ZEV Study

The Office of Local Transit Support (OLTS) at the Maryland Department of Transportation's Maryland Transit Administration (MDOT-MTA) is also preparing for a transition to a zero-emissions transit fleet statewide. It recently completed a statewide project to develop rough order-of-magnitude cost estimates for each of the Locally Operated Transit Systems (LOTS) across the state. This project provided a Summary Report for each LOTS across the state. While not a transition plan, it's a basis for considering issues and developing a transition plan. Common thresholds and benchmarks were applied to each of the LOTS to assess the potential for using battery electric vehicles (BEV) transit vehicles to deliver service, to assess utility requirements, and to consider facility needs for supporting BEVs. It included a review of existing conditions, looking at the types of services operated (mode—fixed-route bus, demand-response), route/service characteristics (number of routes, length, "blocks"), fleet characteristics and relation to services, basis utility configuration information, and an overview of the facilities used to support the fleet.

The ZEV Study included an assessment of whether BEV buses of size appropriate to the services would be able to serve the existing route structures (it did not examine demand-response services using small vehicles). The blocks that could not be served by current BEV transit vehicles were identified, and of this group of "failed blocks" and those that were close to potentially being served were also identified. General strategies for addressing "failed blocks" were presented, but no county-specific plan or strategy developed.

The MDOT-MTA study also did an assessment of utility requirements, although there was no participation by Maryland's utility providers. It looked at the likely electrical capacity needs and compared them to the existing situation, identifying general electrical infrastructure and equipment requirements for the amount of service to be provided.

The study examined each of the facilities used by the LOTS to identify the type of infrastructure that would be required if all services were operated by BEVs, including a look at the vehicle storage plan and layout and how charging stations could be integrated (or not). Proposed layouts for utility equipment (transformers, etc.) and charging equipment were developed for each LOTS.

Based on the overall fleet requirements (but with no adjustment from current fleet sizes), the likely utility requirements and the facility and infrastructure upgrades, MDOT MTA estimated the capital costs and annual operating costs for a BEV transit fleet for each of the LOTS.

Recommendations and next steps were provided for each system.

## Howard County Specific Findings

The Howard County RTA report was released in May of 2023, and it provides a framework for the County to begin the transition by identifying a number of key issues based on its analysis and application of standardized costs. Some key findings address cost, service design for electric vehicle implementation, infrastructure design and facilities.

### Costs

The MDOT-MTA study estimated the total cost of shifting the RTA services to electric vehicles would be approximately \$77.5 million dollars in (FY 2022 dollars and prices). This includes vehicle capital, utility infrastructure, utility equipment (assuming Howard County would have to provide), chargers and plug-in equipment and installation. The report does not make clear if the vehicle capital cost includes all the paratransit vehicles as well as the fixed-route fleet. The report also estimates that the associated annual operating costs (approximated) for training, electric power for charging, vehicle maintenance and charger maintenance would be \$4.7 million. Again, the reference fleet is not clearly spelled out—is it the entire fleet or just the fixed-route vehicles?

This is a snapshot of the total cost for implementation now (2023), using standardized values. A transition plan would address these costs with a phased approach over the next 22 years, to meet the County's goals. A transition plan would also spread the large dollar amount over a period that is more manageable, and it is likely that the fleet requirements will differ, affecting all of the other costs. The MDOT-MTA study also notes that a full life-cycle cost analysis would factor in differences in operating costs and the cost of replacement vehicles.

### Service

A significant finding is that based on the current schedules used, none of the existing fixed-routes could be operated by existing BEV transit vehicles of the appropriate size. In the study, the "blocks" used to establish the daily mileage requirement for each route are based on the daily span and route length,

taken from GTFS feeds, assuming the bus stays on the route the entire day—i.e. no evaluation of the potential for swapping in a charged bus during the day (but they noted that the system has 22 spare vehicles, if they were electric some number of them would be available for split blocks).

Their analysis of the RTA routes also looked at both a “typical” energy usage pattern, and “intensive” pattern with higher energy consumption (hills, traffic, heat, untrained drivers, etc.).—in Howard none of the blocks could be completed in either the typical or intensive usage patterns. However, in the typical scenario nearly half (11 out of 23) of the blocks the bus could complete at least 50% of the block, and in the intensive mode half the block could be completed in only four of the 23 routes). The ability to complete the block varied by vehicle size because the range of different classes of transit vehicles varies—in Howard’s case the 30’ buses could complete at least 50% of all the blocks operated by that class of vehicles.

They did not analyze the ability to substitute BEV paratransit vehicles because each vehicles daily operations vary with the scheduled blocks—but noted that the standard cutaway used for the test has a range of only 78 miles before needing to be recharged.

The study suggested several strategies to make the transition feasible:

- Reassessing the existing schedules and blocks in detail to fully understand if some of the long routes are actually split, and if so where driver/vehicle changes take place. It may be that some of the “failed blocks” are not actually a problem for current BEV buses, or they could be served with minor changes.
- Phasing the implementation of BEV transit vehicles, focusing on early implementation of the service blocks that would be easiest for existing or near-term technology to meet. These would be shorter routes, shorter spans, perhaps routes with enough dead time at transfer points for opportunity charging. The study also suggested ongoing monitoring of technology development to identify new vehicle options that could operate the existing blocks.
- Alternative technologies were also suggested, particularly the use of vehicles with auxiliary diesel heaters (keeping the batteries warm adds range), fuel cell vehicles, or greater use of opportunity charging en route.
- Increasing fleet size to allow deployment of fully-charged vehicles on split blocks.

## Utility Considerations

The MDOT-MTA study used a very generic approach to estimating utility requirements, largely based on fleet size, and it recommends that an initial step in a transition to a BEV fleet should involve the electric utility to review the current conditions and determine what needs to be upgraded. Howard County and RTA have made some initial upgrades as part of the previous electric bus demonstration,

and it may be possible to build upon those or use them during the early implementation. The MDOT-MTA study assumed that in the case of Howard County the scale of the needed upgrades would require the County to pay for them, and a figure was included in the cost estimate for these upgrades. But there was no input from BGE in that study, and there would be a need to work closely with BGE to determine needs and phasing for a transition.

## Facility Considerations

The MDOT-MTA study examined the current RTA garage and vehicle storage to provide some indication of whether there is room for placing additional equipment, and how charging stations could be integrated into existing fleet storage. One of their key findings is that the vehicle storage at the Howard facility is tight, and it would require overhead structures covering the entire lot to support charging points because there is not enough room between the vehicle tracks and no room to widen them. This is a significant cost element—though it does offer the opportunity to place solar above the vehicle storage, storing the power from the solar to charge vehicles at night. Again, a more detailed and specific analysis is needed to determine the requirements and options and link them to a phased approach—the entire system may not be needed for some time.

The MDOT-MTA study has provided a framework for analyzing the costs and issues involved in a transition to a fully BEV transit fleet, but it is not the transition plan envisioned in Howard County Forward. MDOT-MTA had intended for its study to allow local decision-makers to consider their policies going forward—Howard County has apparently already adopted a policy calling for a full transition by 2045, and what is needed is the detailed transition plan based on the particular conditions in Howard County.

## Federal Transit Administration Policy and Programs

Federal policy regarding the transition to a zero emission transit fleet nationwide is important because it is likely that much of the capital funding needed will ultimately be federal dollars, though it will likely flow through MDOT-MTA. There is currently a strong federal policy favoring this transition, and projects are underway around the country—on June 26, 2023 the FTA announced it was providing \$1.69 billion in FY 2023 funding for Low and No-Emission buses and bus facilities, among 130 projects.

### Section 5339C Low or No Emission Transit Capital Program

The program providing these funds is the Low or No Emission Section 5339C competitive program which provides funding to state and local governmental authorities for the purchase or lease of zero-emission and low-emission transit buses as well as acquisition, construction, and leasing of required supporting facilities. It is likely that there will be future Notices of Funding Opportunities (NOFO) for Low or No Emission transit vehicles and facilities. Howard County should position themselves to respond to these opportunities, working with MDOT-MTA should there be state initiatives as well.

Eligible applicants for this FTA program include direct or designated recipients of FTA grants; States; local governmental authorities; and Indian Tribes. FTA guidance notes that except for projects proposed by Indian Tribes, proposals for funding eligible projects in rural (non-urbanized) areas must be submitted as part of a consolidated state proposal—which would seem to call for MDOT-MTA to take a lead in a statewide grant application. FTA notes that states and other eligible applicants also may submit consolidated proposals for projects in urbanized areas.

Eligible activities under the FTA program include all of the elements that would be needed in Howard County to accomplish the transition:

- purchasing or leasing low- or no-emission buses
- acquiring low- or no-emission buses with a leased power source
- constructing or leasing facilities and related equipment (including intelligent technology and software) for low- or no-emission buses
- constructing new public transportation facility to accommodate low- or no-emission buses
- rehabilitating or improving existing public transportation facilities to accommodate low- or no-emission buses
- training, specified as 5% of their award on workforce development and training as outlined in their Zero-Emission Transition Plan, (unless the applicant certifies that their financial need is less)<sup>1</sup>.

The last item mentions a Zero-Emission Transition Plan. The [Bipartisan Infrastructure Law](#) amended the statutory provisions for the [Grants for Buses and Bus Facilities Competitive Program](#) (49 U.S.C. § 5339(b)) and the [Low or No Emission Program](#) (49 U.S.C. § 5339(c)) to include a requirement that any application for projects related to zero-emission vehicles include a Zero-Emission Transition Plan. The cost of the plan is not eligible under either of these programs, but is an eligible expense under either the Section 5307 Urbanized Area program or the Section 5311 rural program, or as a Section 5305 planning project.

## FTA's Zero-Emission Transition Plan

As defined in federal statute, the Zero-Emission Transition Plan must:

- “Demonstrate a long-term fleet management plan with a strategy for how the applicant intends to use the current request for resources and future acquisitions.
- Address the availability of current and future resources to meet costs for the transition and implementation.
- Consider policy and legislation impacting relevant technologies.
- Include an evaluation of existing and future facilities and their relationship to the technology transition.
- Describe the partnership of the applicant with the utility or alternative fuel provider.
- Examine the impact of the transition on the applicant's current workforce by identifying skill gaps,

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<sup>1</sup> 0.5% of a request may be for workforce development training and an additional 0.5% may be for training at the National Transit Institute (NTI).

training needs, and retraining needs of the existing workers of the applicant to operate and maintain zero-emission vehicles and related infrastructure and avoid displacement of the existing workforce.”

FTA says that it recognizes that the plans will reflect the size of the agency, its fleet, service types, etc. and may not all be lengthy or complex, but the federal agency will be looking for the required content.

## Recommendations

Howard County has adopted a policy calling for half of its transit fleet to be zero emission (electric) by 2030, and the entire fleet to be transitioned by 2045. It must be recognized that fleet replacement involving federal and state funds takes into account the expected life of the vehicle, and given that fleet replacement has been ongoing it may not be that half the fleet will be replaced between now and 2030. The County can position itself to address these policy goals in several ways:

### Initiate Work on a Federally-Compliant Transition Plan

Consulting assistance will be required to develop a Howard-specific detailed transition plan. In addition to the elements spelled out for compliance with the Federal plan requirement, the Howard plan should include:

- Detailed analysis of the existing and near-term planned routes to determine the actual blocks and the potential for implementing BEV transit vehicles given current technology through vehicle assignment strategies, splitting blocks, opportunity charging or other means. This analysis should also consider the increased feasibility of implementing BEV service with improvements in vehicle range, which are likely even in the short term. For example, Proterra is already claiming a 245 mile range for its 35' z5x transit bus, well above the 150 mile range used in the MDOT MTA study. It should also address whether or not fleet expansion would be required to begin the transition, and whether charge management software could make the transition more feasible.
- Similarly, it should examine the paratransit fleet operations in detail to determine if any schedules and services could be provided by BEV paratransit vehicles at current range technologies, and what ranges would be required to facilitate transition. Paratransit vehicles have the shortest service life, and are likely to be replaced sooner, offering opportunities to move toward the county's goals sooner. The MDOT-MTA study did not address the paratransit fleet and its service patterns at all.
- Phased fleet implementation plans, based on vehicle size requirements and FTA/MDOT-MTA useful life replacement schedules, with alternative assumptions based on potential technology improvements.

- Input from BGE regarding the capabilities of the existing electrical infrastructure, near-term requirements, and the overall requirements for full implementation—based on the potential fleet transition phasing. BGE will likely not provide speculative information, but will need data on the desired implementation phasing before they will respond.
- Facility requirements and opportunities, given the current operations facility and the potential phasing—if overhead structures will be required, is there a phased way to construct and implement? Are there opportunities for solar generation and storage as part of these structures?

## Begin The Transition with Available Technology

Given the County's policy, the lowest-hanging fruit in the transition would be replacing the paratransit sedans (when they have reached their useful life) with BEV automobiles or SUVs. The range for these vehicles is increasing, the charging points are being implemented in many locations, and with higher KWH ratings charge times are declining. This should be achievable in the near-term.

The County should watch the implementation of BEV technology for paratransit vans and cutaways—although the MDOT-MTA study assumed that the range for these vehicles is only 78 miles, this is likely to change quickly. These vehicles are largely based on delivery vehicles, and the businesses that use these vehicles in large numbers will be requiring BEV versions that are commercially useful sooner rather than later. This technology should be available to manufacturers of paratransit vehicles in the near future. Again, the increased availability of charging stations and faster charging should make opportunity charging very feasible.

Although the proposed transition plan will address the relationship of the service requirements to the fleet replacement plan, very near-term vehicle replacements should be evaluated in terms of the opportunity to use existing technology BEV vehicles in service on current routes that are appropriate—shorter routes, split runs, etc. If there are opportunities to do so, transition may be facilitated by beginning the transition before all the answers are known.

Finally, given the possibility that LOTS across the state may be adopting similar policies to start on transitioning to BEV operations, MDOT-MTA may be considering including such vehicles in the state procurement process, which would greatly facilitate the statewide transition by removing the need for each system to develop specifications. In addition, the manufacturers may be more responsive for larger potential orders. If statewide procurement emerges, Howard County should work with MDOT-MTA on the development of the procurement and take advantage of any options it might offer.

## Vehicle Capital – Baseline Estimates

RTA operates a number of different vehicle types including support vehicles, small cutaways, heavy duty – medium and heavy-duty large buses. MDOT-MTA’s useful life policy was applied to the existing fleet to develop an estimate of the capital needs needed to maintain current service levels for the next five years. **Table 6-3** is a complete listing of RTA’s existing vehicle inventory with an estimated replacement year for each vehicle.

**Table 6-3: Vehicle Inventory with Projected Replacement Years**

Fleet #	Year	Vehicle Make/Model	Vehicle Type	Miles	Minimum Useful Life (Miles)	Minimum Useful Life (Years)	Estimated Useful Life Remaining (Miles)	Estimated Useful Life Remaining (Years)	Earliest Possible Replacement Year
<b>Revenue Vehicles</b>									
12	2015	Ford, Fusion Hybrid	Accessible Car	225,773	100,000	4	-125,773	-4	2019
14	2015	Ford, Fusion Hybrid	Accessible Car	197,218	100,000	4	-97,218	-4	2019
16	2021	Toyota, Camry Hybrid	Accessible Car	7,264	100,000	4	92,736	2	2025
17	2021	Toyota, Camry Hybrid	Accessible Car	126	100,000	4	99,874	2	2025
18	2021	Toyota, Camry Hybrid	Accessible Car	0	100,000	4	100,000	2	2025
19	2021	Toyota, Camry Hybrid	Accessible Car	0	100,000	4	100,000	2	2025
20	2021	Toyota, Camry Hybrid	Accessible Car	0	100,000	4	100,000	2	2025
21	2021	Toyota, Camry Hybrid	Accessible Car	0	100,000	4	100,000	2	2025
200	2014	Ford, Cutaway	Light Duty	399,667	150,000	5	-249,667	-4	2019
201	2014	Ford, Cutaway	Light Duty	398,768	150,000	5	-248,768	-4	2019
202	2014	Ford, Cutaway	Light Duty	402,502	150,000	5	-252,502	-4	2019
203	2014	Ford, Cutaway	Light Duty	402,103	150,000	5	-252,103	-4	2019
204	2014	Ford, Cutaway	Light Duty	439,396	150,000	5	-289,396	-4	2019
205	2015	Ford, Cutaway	Light Duty	350,655	150,000	5	-200,655	-3	2020
206	2015	Ford, Cutaway	Light Duty	298,028	150,000	5	-148,028	-3	2020
207	2015	Ford, Cutaway	Light Duty	285,414	150,000	5	-135,414	-3	2020
208	2015	Ford, Cutaway	Light Duty	298,441	150,000	5	-148,441	-3	2020
209	2015	Ford, Cutaway	Light Duty	325,829	150,000	5	-175,829	-3	2020
210	2015	Ford, Cutaway	Light Duty	295,096	150,000	5	-145,096	-3	2020
211	2015	Ford, Cutaway	Light Duty	301,219	150,000	5	-151,219	-3	2020
212	2015	Ford, Cutaway	Light Duty	295,732	150,000	5	-145,732	-3	2020
213	2017	Ford, Cutaway	Light Duty	190,539	150,000	5	-40,539	-1	2022
214	2017	Ford, Cutaway	Light Duty	206,684	150,000	5	-56,684	-1	2022
215	2017	Ford, Cutaway	Light Duty	212,479	150,000	5	-62,479	-1	2022
216	2017	Ford, Cutaway	Light Duty	286,337	150,000	5	-136,337	-1	2022
217	2017	Ford, Cutaway	Light Duty	233,203	150,000	5	-83,203	-1	2022
218	2017	Ford, Cutaway	Light Duty	193,235	150,000	5	-43,235	-1	2022
219	2017	Ford, Cutaway	Light Duty	238,265	150,000	5	-88,265	-1	2022

Fleet #	Year	Vehicle Make/Model	Vehicle Type	Miles	Minimum Useful Life (Miles)	Minimum Useful Life (Years)	Estimated Useful Life Remaining (Miles)	Estimated Useful Life Remaining (Years)	Earliest Possible Replacement Year
220	2017	Ford, Cutaway	Light Duty	246,515	150,000	5	-96,515	-1	2022
225	2019	Ford, Transit Van	Accessible Van	34,618	100,000	4	65,382	0	2023
226	2019	Ford, Transit Van	Accessible Van	77,620	100,000	4	22,380	0	2023
227	2019	Ford, Transit Van	Accessible Van	75,455	100,000	4	24,545	0	2023
228	2019	Ford, Transit Van	Accessible Van	55,269	100,000	4	44,731	0	2023
229	2019	Ford, Transit Van	Accessible Van	63,796	100,000	4	36,204	0	2023
230	2023	Ford, Cutaway	Light Duty	N/A	150,000	5	N/A	5	2028
231	2023	Ford, Cutaway	Light Duty	N/A	150,000	5	N/A	5	2028
232	2023	Ford, Cutaway	Light Duty	N/A	150,000	5	N/A	5	2028
233	2023	Ford, Cutaway	Light Duty	N/A	150,000	5	N/A	5	2028
234	2023	Ford, Cutaway	Light Duty	N/A	150,000	5	N/A	5	2028
235	2023	Ford, Cutaway	Light Duty	N/A	150,000	5	N/A	5	2028
236	2023	Ford, Cutaway	Light Duty	N/A	150,000	5	N/A	5	2028
237	2023	Ford, Cutaway	Light Duty	N/A	150,000	5	N/A	5	2028
238	2023	Ford, Cutaway	Light Duty	N/A	150,000	5	N/A	5	2028
1701	2016	BYD, Transit Bus	Heavy Duty Large	42,528	500,000	12	457,472	5	2028
1702	2016	BYD, Transit Bus	Heavy Duty Large	91,183	500,000	12	408,817	5	2028
1703	2016	BYD, Transit Bus	Heavy Duty Large	76,477	500,000	12	423,523	5	2028
1704	2017	El Dorado, Transit Bus	Heavy Duty Medium	289,322	350,000	10	60,678	4	2027
1705	2017	El Dorado, Transit Bus	Heavy Duty Medium	259,522	350,000	10	90,478	4	2027
1706	2017	El Dorado, Transit Bus	Heavy Duty Medium	242,943	350,000	10	107,057	4	2027
1707	2017	El Dorado, Transit Bus	Heavy Duty Medium	238,876	350,000	10	111,124	4	2027
1708	2017	El Dorado, Transit Bus	Heavy Duty Medium	264,562	350,000	10	85,438	4	2027
1709	2017	El Dorado, Transit Bus	Heavy Duty Medium	265,211	350,000	10	84,789	4	2027
1710	2017	El Dorado, Transit Bus	Heavy Duty Medium	239,681	350,000	10	110,319	4	2027
1801	2018	El Dorado, Transit Bus	Heavy Duty Medium	182,212	350,000	10	167,788	5	2028
1802	2018	El Dorado, Transit Bus	Heavy Duty Medium	188,799	350,000	10	161,201	5	2028
1803	2018	El Dorado, Transit Bus	Heavy Duty Medium	204,317	350,000	10	145,683	5	2028
1804	2018	El Dorado, Transit Bus	Heavy Duty Medium	229,928	350,000	10	120,072	5	2028
1805	2018	El Dorado, Transit Bus	Heavy Duty Medium	187,782	350,000	10	162,218	5	2028
1806	2018	El Dorado, Transit Bus	Heavy Duty Medium	197,536	350,000	10	152,464	5	2028
1901	2019	El Dorado, Transit Bus	Heavy Duty Medium	155,169	350,000	10	194,831	6	2029
1902	2019	El Dorado, Transit Bus	Heavy Duty Medium	139,331	350,000	10	210,669	6	2029
2201	2022	El Dorado, Transit Bus	Heavy Duty Medium	N/A	350,000	10	N/A	9	2032
2202	2022	El Dorado, Transit Bus	Heavy Duty Medium	N/A	350,000	10	N/A	9	2032
2203	2022	El Dorado, Transit Bus	Heavy Duty Medium	N/A	350,000	10	N/A	9	2032

Fleet #	Year	Vehicle Make/Model	Vehicle Type	Miles	Minimum Useful Life (Miles)	Minimum Useful Life (Years)	Estimated Useful Life Remaining (Miles)	Estimated Useful Life Remaining (Years)	Earliest Possible Replacement Year
2204	2022	El Dorado, Transit Bus	Heavy Duty Medium	N/A	350,000	10	N/A	9	2032
2205	2022	El Dorado, Transit Bus	Heavy Duty Medium	N/A	350,000	10	N/A	9	2032
2206	2022	El Dorado, Transit Bus	Heavy Duty Medium	N/A	350,000	10	N/A	9	2032
2207	2022	El Dorado, Transit Bus	Heavy Duty Medium	N/A	350,000	10	N/A	9	2032
2208	2022	El Dorado, Transit Bus	Heavy Duty Medium	N/A	350,000	10	N/A	9	2032
2209	2022	El Dorado, Transit Bus	Heavy Duty Medium	N/A	350,000	10	N/A	9	2032
2210	2022	El Dorado, Transit Bus	Heavy Duty Medium	N/A	350,000	10	N/A	9	2032
2211	2022	El Dorado, Transit Bus	Heavy Duty Medium	N/A	350,000	10	N/A	9	2032
9520	2008	Gillig Hybrid, Transit Bus	Heavy Duty Large	681,069	500,000	12	-181,069	-3	2020
9521	2008	Gillig Hybrid, Transit Bus	Heavy Duty Large	629,574	500,000	12	-129,574	-3	2020
9525	2009	Gillig Hybrid, Transit Bus	Heavy Duty Large	632,979	500,000	12	-132,979	-2	2021
9534	2011	Gillig Hybrid, Transit Bus	Heavy Duty Large	617,339	500,000	12	-117,339	0	2023
9535	2011	Gillig Hybrid, Transit Bus	Heavy Duty Large	561,484	500,000	12	-61,484	0	2023
9536	2011	Gillig Hybrid, Transit Bus	Heavy Duty Large	508,812	500,000	12	-8,812	0	2023
9543	2014	International, Truck Bus	Light Duty	336,128	150,000	5	-186,128	-4	2019
9545	2002	Gillig, Transit Bus	Heavy Duty Large	N/A	500,000	12	N/A	-9	2014
9547	2002	Gillig, Transit Bus	Heavy Duty Large	N/A	500,000	12	N/A	-9	2014
9550	2002	Gillig, Transit Bus	Heavy Duty Large	N/A	500,000	12	N/A	-9	2014
<b>Support (Non-Revenue) Vehicles</b>									
8	2014	Ford, Fusion Hybrid	Support Vehicle	261,689	200,000	10	-61,689	1	2024
M1	2015	Ford, Pickup F-250	Support Truck	85,360	200,000	10	114,640	2	2025
M3	2017	Chevy, Pickup 2500	Support Truck	71,050	200,000	10	128,950	4	2027
M4	2019	Ford, Pickup F-350	Support Truck	17,948	200,000	10	182,052	6	2029
M5	2023	Ford, Pickup F-150	Support Truck	N/A	200,000	10	N/A	10	2033
S2	2014	Chevy, Malibu	Support Vehicle	157,645	200,000	10	42,355	1	2024
S3	2014	Chevy, Malibu	Support Vehicle	138,740	200,000	10	61,260	1	2024
S13	2019	Ford, Transit 150	Support Van	35,042	200,000	10	164,958	6	2029
S14	2019	Ford, Transit 150	Support Van	36,848	200,000	10	163,152	6	2029
S20	2018	Ford, Escape	Support Vehicle	60,512	200,000	10	139,488	5	2028
S21	2018	Ford, Escape	Support Vehicle	77,104	200,000	10	122,896	5	2028
S22	2018	Ford, Escape	Support Vehicle	61,801	200,000	10	138,199	5	2028
S23	2018	Ford, Escape	Support Vehicle	64,235	200,000	10	135,765	5	2028
S24	2018	Ford, Escape	Support Vehicle	81,233	200,000	10	118,767	5	2028

## Financial Plan for Capital

**Table 6-4** provides a financial plan for vehicle replacement and expansion. The plan is based on the vehicle replacement needs identified in the baseline estimate, beginning with FY 2024. The financial plan incorporates RTA's proposed replacement schedule and the expansion vehicles required for the successful implementation of the service plan. To meet the vehicle requirements of the service plan, an expansion vehicle will be needed every fiscal year of the plan.

**Table 6-4: Conceptual Financial Plan for Capital\***

Projected Vehicle Requests	Fiscal Year				
	2024	2025	2026	2027	2028
<b>Replacement Vehicles</b>					
30' Heavy Duty Bus	4	4	4	4	4
Small Cutaway	1				
Accessible Van		5			
<b>Total</b>	<b>5</b>	<b>9</b>	<b>4</b>	<b>4</b>	<b>4</b>
<b>Expansion Vehicles</b>					
30' Heavy Duty Bus	0	3	2	2	3
<b>Total</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>Projected Vehicle Costs</b>					
Replacement	\$2,100,000	\$2,250,000	\$2,000,000	\$2,000,000	\$2,000,000
Expansion	\$0	\$1,500,000	\$1,000,000	\$1,000,000	\$1,500,000
<b>Total</b>	<b>\$2,100,000</b>	<b>\$3,750,000</b>	<b>\$3,000,000</b>	<b>\$3,000,000</b>	<b>\$3,500,000</b>
<b>Anticipated Funding Sources</b>					
Federal	\$1,200,000	\$3,000,000	\$2,400,000	\$2,400,000	\$2,800,000
State	\$150,000	\$375,000	\$300,000	\$300,000	\$350,000
Local	\$750,000	\$375,000	\$300,000	\$300,000	\$350,000
<b>Total Capital Project Funding</b>	<b>\$2,100,000</b>	<b>\$3,750,000</b>	<b>\$3,000,000</b>	<b>\$3,000,000</b>	<b>\$3,500,000</b>

\*does not include FLASH extension or US1 Micro-transit pilot program

## Conclusion

This TDP provides recommendations for the expansion of existing and new public transportation services in the central Maryland region. The TDP specifically focuses on addressing community desires and local initiatives including:

- Improving overall service through progressive route and schedule designs that make transit more attractive and convenient.
- Meeting the intra-county and out-of-county travel needs for work, school, medical services, and personal business.
- Providing transit infrastructure improvements to support continued growth in transit services.
- Generating local support and broadening financial support for transit.

The TDP aims to improve services at a steady rate over the next five years given the challenges of addressing transit operating budget increases above normal inflation. New services and improvements that require additional funding were developed to address issues identified during the review of needs; they are dependent on the future availability of new or additional funding.

As noted in the TDP, this plan was developed when the impacts of the Covid-19 pandemic were still being felt. RTA, like many transit systems across the country, was still rebounding from significant ridership decreases. Following the completion of the draft TDP, RTA reported that Fiscal Year 2023 ridership surpassed pre-pandemic levels. However, there are still uncertainties related to work-from-home jobs and future development plans. The TDP was developed to address future growth and expand current RTA services.

With uncertain budgets and non-guaranteed financial resources, it is important to remember that public transportation can contribute to the local and regional economy by providing a way for residents to get to work and school, access necessary medical services, and support local businesses and economic development.

Regional Transportation Agency  
of Central Maryland  
Transit Development Plan

**Appendix A**  
**RTA Route Profiles**

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# Appendix A

## RTA Route Profiles

### Introduction

The RTA operates 14 fixed routes throughout its service area. The following route profiles include detailed maps of each route with call-outs for major destinations. The profiles also include route characteristics including service days and hours, daily round trips, and headways. The routes are divided into numbering sequences:

- **300 Series:** routes serving the City of Laurel; the Town Centre at Laurel serves as a transfer location.
- **400 Series:** routes primarily serve Howard County; the Mall in Columbia serves as the primary transfer location.
- **500 Series:** routes that provide regional connections between counties.

The stop activity displayed in the following profiles was gathered by RTA between August 12, 2022 – November 12, 2022. Therefore, stop activity represents daily average ridership for a 90-day period.

## Route 301: Laurel Town Centre – South Laurel

Route 301 South Laurel operates weekday service in northern Prince George’s County. The route originates at the Town Centre at Laurel, providing connections to RTA routes 302, 502, 503, and 409. In addition, there are connections to WMATA routes 89M and ZT. From the Laurel Town Centre, the route travels along Cherry Lane, Van Dusen Road, Main Street, and Baltimore Avenue / Route 1 before continuing along Contee Road and Laurel Bowie Road to the terminus at the intersection of South Laurel Drive and Laurelwalk Drive. The primary transfer point is Town Centre Laurel.

**Table A-1: Route 301 Strengths and Challenges**

Strengths	Challenges
<ul style="list-style-type: none"> <li>Serves Town Centre at Laurel, connecting with RTA and WMATA routes.</li> <li>Provides local service in Laurel.</li> </ul>	<ul style="list-style-type: none"> <li>Low ridership outside of the Town Centre.</li> <li>Rate for arriving 5-10 min. late exceeds average</li> </ul>

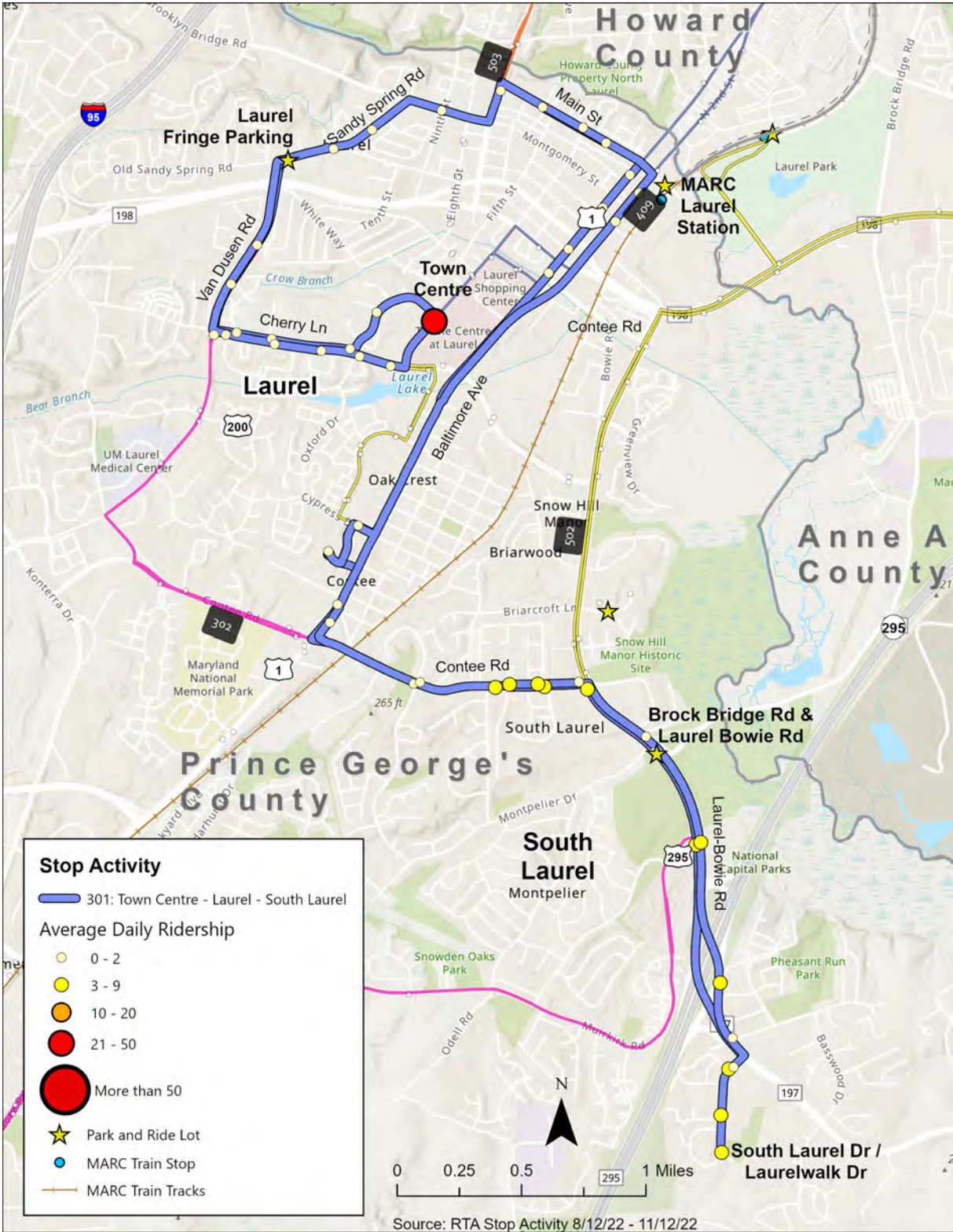
**Table A-2: Route 301 – Service and Operating Characteristics**

Service and Operating Characteristics	Weekdays
Span of Service	7:00am – 6:54pm
Frequency (minutes)	60
One-Way Trips	12
Cycle Time (minutes)	60
Layover Time (minutes)	6
Daily Service Hours	11 hours, 54 min.

**Table A-3: Route 301 – Key Performance Statistics**

Operating Cost	Passenger Trips	Farebox Recovery Ratio	Passengers per Service Hour	On-Time Performance	Cost per Trip
\$394,619	18,278	3.60%	4.7	68%	\$21.59

Figure A-1: RTA Route 301: Town Centre – South Laurel



## Route 302: Laurel – Greenbelt Metro Station

Route 302 provides daily service within northern Prince George’s County. The first trip of the day begins at Greenbelt Metro Station and arrives at Town Centre Laurel. All subsequent routes originate at Town Centre at Laurel, providing connections to RTA routes 302, 502, 503, and 409. In addition, there are connections to WMATA routes 89M and ZT. From Town Centre, the route travels along Cherry Lane and Van Dusen Road, providing direct connections to UM Laurel Regional Hospital. From the station, the route continues along Contee Rd to FDA Muirkirk Campus. From the FDA Muirkirk Campus, the route travels along Old Baltimore Pike to Sunnyside Ave and Cherrywood Land until arriving at Greenbelt Metro Station.

**Table A-4: Route 302 Strengths and Challenges**

Strengths	Challenges
<ul style="list-style-type: none"> <li>Serves key activity centers - Town Centre at Laurel, UM Laurel Regional Hospital, and FDA Muirkirk Campus.</li> <li>3<sup>rd</sup> highest farebox recovery among all routes.</li> <li>Serves key regional transfer point at Greenbelt Metro Station.</li> <li>Consistent 60-minute headways all day.</li> </ul>	<ul style="list-style-type: none"> <li>Low ridership between Greenbelt and Beltsville.</li> <li>Most ridership is concentrated at endpoints and Laurel.</li> </ul>

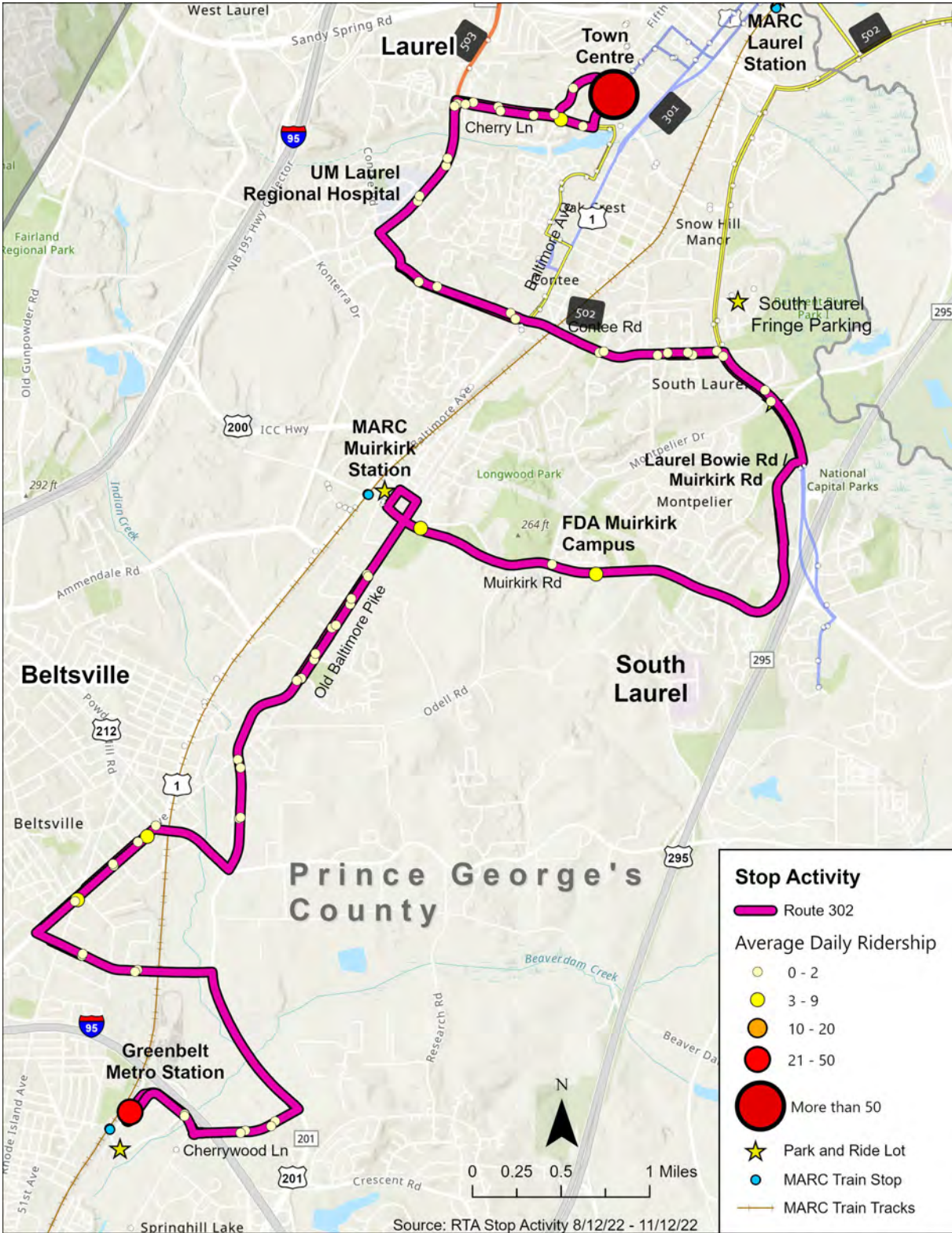
**Table A-5: Route 302 – Service and Operating Characteristics**

Service and Operating Characteristics	Weekdays	Saturday	Sunday
Span of Service	6:00am – 8:42pm	9:00am – 7:42pm	10:00am – 6:00pm
Frequency (minutes)	60	60	60
One-Way Trips	15	11	10
Cycle Time (minutes)	120	120	120
Layover Time (minutes)	18	18	18
Daily Service Hours	14 hours, 42 min.	10 hours, 42 min.	9 hours, 42 min.

**Table A-6: Route 302 – Key Performance Statistics**

Operating Cost	Passenger Trips	Farebox Recovery Ratio	Passengers per Service Hour	On-Time Performance	Cost per Trip
\$975,003	57,813	4.60%	6.1	62%	\$16.86

Figure A-2: RTA Route 302: Town Centre Laurel - Greenbelt Metro Station



## Route 401: Mall in Columbia – Harper’s Choice/Clary’s Forest

Route 401 provides daily service within Howard County. The route originates at Columbia Mall, providing connections to RTA Routes 402, 403, 404, 406, 407, 408, 414, 501, 503 and 505. In addition, there are connections to MTA Routes 203, 305, 310, 315, 320, and 325 and the MTA Express 150. From the mall, the route travels along Twin Rivers Road, serving Wilde Lake Village Center, continuing along Harpers Farm Road to Harper’s Choice Village Center and the Florence Bain Senior Center. From the Village Center, the route travels along Cedar Lane to Howard County General Hospital, continuing to Howard County Community College. From the community college, the route loops around Clary’s Forest serving Hickory Ridge Place and Little Patuxent Parkway. While ten other RTA routes serve Columbia Mall, this route has the highest activity at the Columbia Mall among all routes, with more than 12,000 boardings or alightings over three months in 2022.

**Table A-7: Route 401 Strengths and Challenges**

Strengths	Challenges
<ul style="list-style-type: none"> <li>Serves key activity centers – Columbia Mall, Howard County Community College, Howard County General Hospital, and Wilde Lake Village Center.</li> <li>Most boardings per service hour among all routes by far.</li> <li>Frequent peak hour service – 30 min. headways.</li> <li>Lowest cost per route among 400 series Columbia routes.</li> <li>Highest on-time performance rate (81%) among all routes</li> </ul>	<ul style="list-style-type: none"> <li>Lower ridership on Hickory Ridge Rd.</li> </ul>

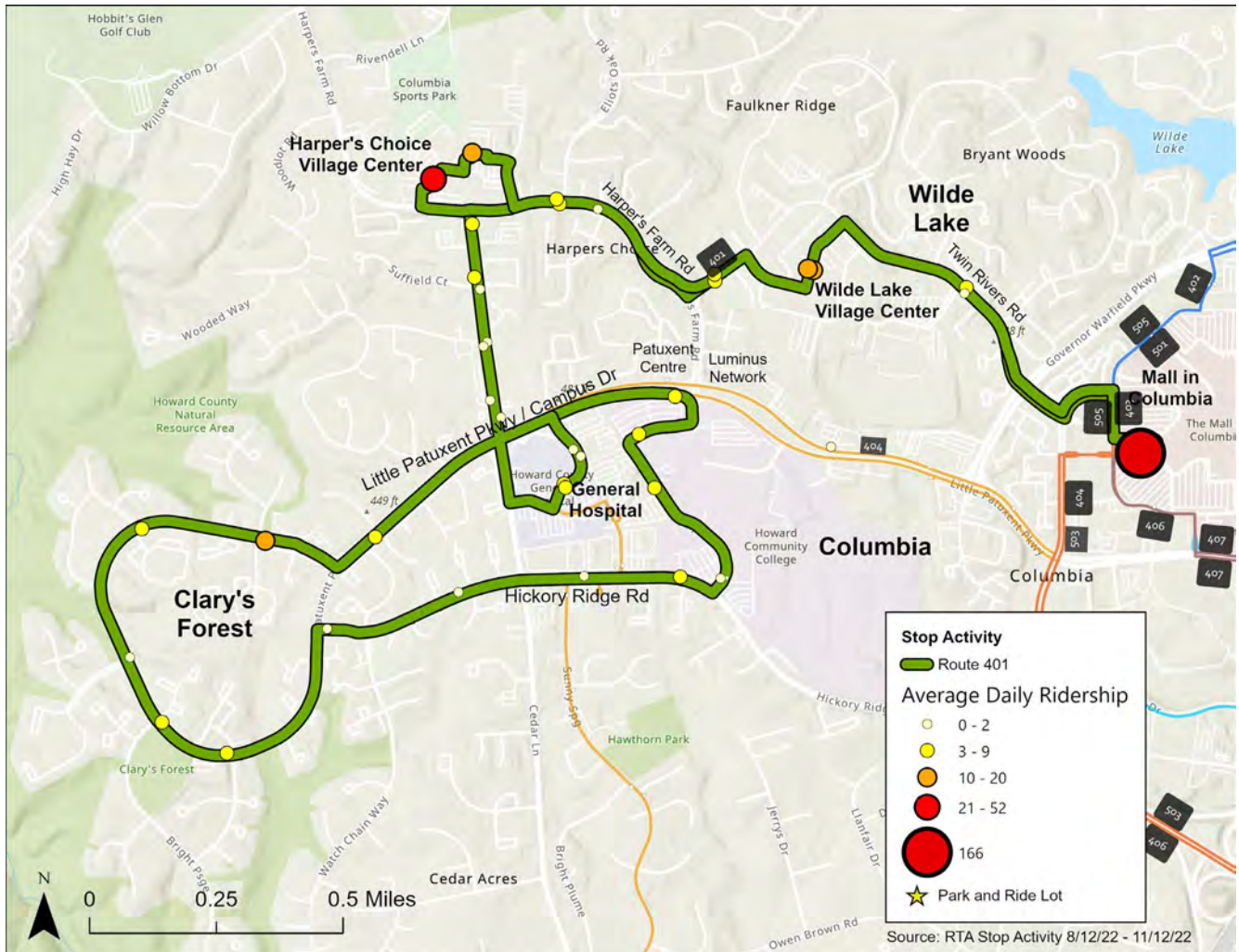
**Table A-8: Route 401 – Service and Operating Characteristics**

Service and Operating Characteristics	Weekdays	Saturday	Sunday
Span of Service	5:41am – 11:09pm	7:41am – 10:09pm	8:41am – 8:09pm
Frequency (minutes)	30	30	60
One-Way Trips	31	29	13
Cycle Time (minutes)	60	60	60
Layover Time (minutes)	20	20	20
Daily Service Hours	17 hours, 38 min.	14 hours, 38 min.	11 hours, 38 min.

**Table A-9: Route 401 – Key Performance Statistics**

Operating Cost	Passenger Trips	Farebox Recovery Ratio	Passengers per Service Hour	On-Time Performance	Cost per Trip
\$605,087	58,240	5.90%	9.9	81%	\$10.39

**Figure A-3: RTA Route 401: Mall in Columbia – Harper’s Choice / Clary’s Forest**



## Route 402: Mall in Columbia – Columbia Crossing – Dobbin Center

Route 402 provides daily service within Howard County. The route originates at Columbia Mall, providing connections to RTA Routes 402, 403, 404, 406, 407, 408, 414, 501, 503, and 505. In addition, there are connections to MTA Routes 203, 305, 310, 315, 320, 325 and the MTA Express 150. From the mall, the route travels along Little Patuxent Parkway serving Columbia Medical Plan before continuing along Rouse Parkway, to Foreland Garth / Shalom Square and past Long Reach High School on Tamar Dr. From there, the route travels along Snowden River Parkway past Park View Apartments, continuing through Columbia Crossing and ending at Dobbin Center. From Dobbin Center, the route continues to Rouse Parkway and serves Columbia Medical Plan before ending at Columbia Mall.

**Table A-10: Route 402 Strengths and Challenges**

Strengths	Challenges
<ul style="list-style-type: none"> <li>Serves key activity centers – Columbia Mall, Dobbin Center, Columbia Crossing</li> <li>Connects with 10 RTA routes.</li> <li>Consistent 1-hour headways</li> </ul>	<ul style="list-style-type: none"> <li>Low ridership including at the Mall.</li> <li>High operating cost per route.</li> <li>Activity centers such as Dobbin Center do not attract high numbers of riders.</li> </ul>

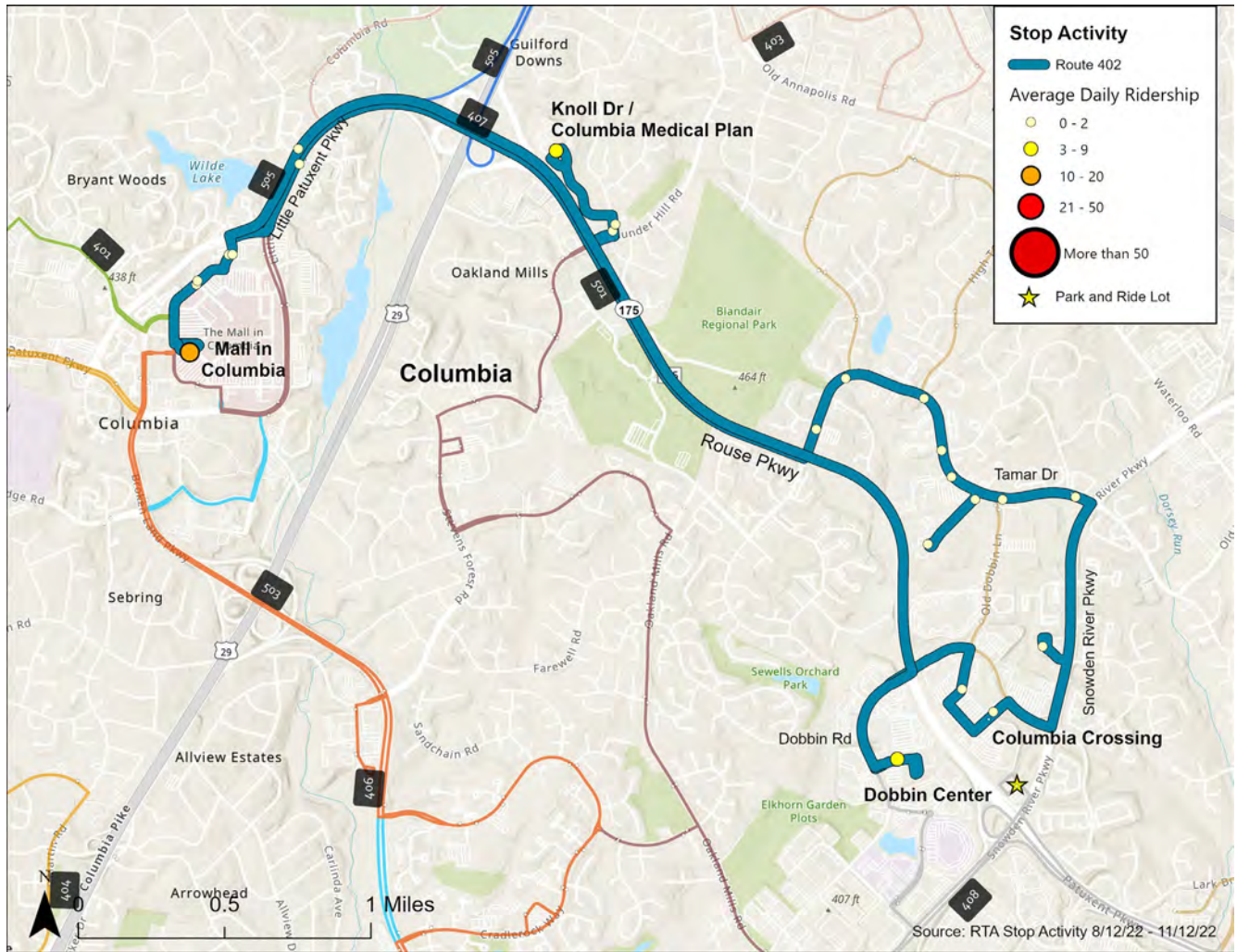
**Table A-11: Route 402 – Service and Operating Characteristics**

Service and Operating Characteristics	Weekdays	Saturday	Sunday
Span of Service	7:30am – 6:00pm	8:30am – 6:00pm	9:30am – 6:00pm
Frequency (minutes)	60	60	60
One-Way Trips	11	10	9
Cycle Time (minutes)	60	60	60
Layover Time (minutes)	16	16	16
Daily Service Hours	10 hours, 30 min.	9 hours, 30 min.	8 hours, 30 min.

**Table A-12: Route 402 – Key Performance Statistics**

Operating Cost	Passenger Trips	Farebox Recovery Ratio	Passengers per Service Hour	On-Time Performance	Cost per Trip
\$424,018	16,376	2.4%	4	62%	\$25.89

**Figure A-4: RTA Route 402: Mall in Columbia – Columbia Crossing – Dobbin Center**



## Route 403: Mall in Columbia – Executive Park Drive

Route 403 provides daily service within Howard County, serving both Columbia and southern Ellicott City. The route originates at Columbia Mall, providing connections to RTA Routes 402, 403, 404, 406, 407, 408, 414, 501, 503, and 505. In addition, there are connections to MTA Routes 203, 305, 310, 315, 320, 325 and the MTA Express 150. From the mall, the route travels along Little Patuxent Parkway and Dorsey Hall Dr serving Selborne House before continuing along US-29, MD-100, Executive Park Drive, and stopping at Columbia 100 Parkway. From there, the route travels along Old Annapolis Road, making another stop at Selborne House before returning to Columbia Mall.

**Table A-13: Route 403 Strengths and Challenges**

Strengths	Challenges
<ul style="list-style-type: none"> <li>Serves residential and activity centers in Ellicott City and Columbia – Selborne House of Dorsey Hall, Dorsey’s Search Village Center, and Columbia Mall</li> <li>Connects with 10 RTA routes.</li> <li>Consistent 1-hour headways</li> </ul>	<ul style="list-style-type: none"> <li>No activity or stops between Selborne House and Columbia 100 Pkwy.</li> <li>Above-average operating cost.</li> <li>Below-average ridership among all routes.</li> <li>Below-average on-time performance rate.</li> </ul>

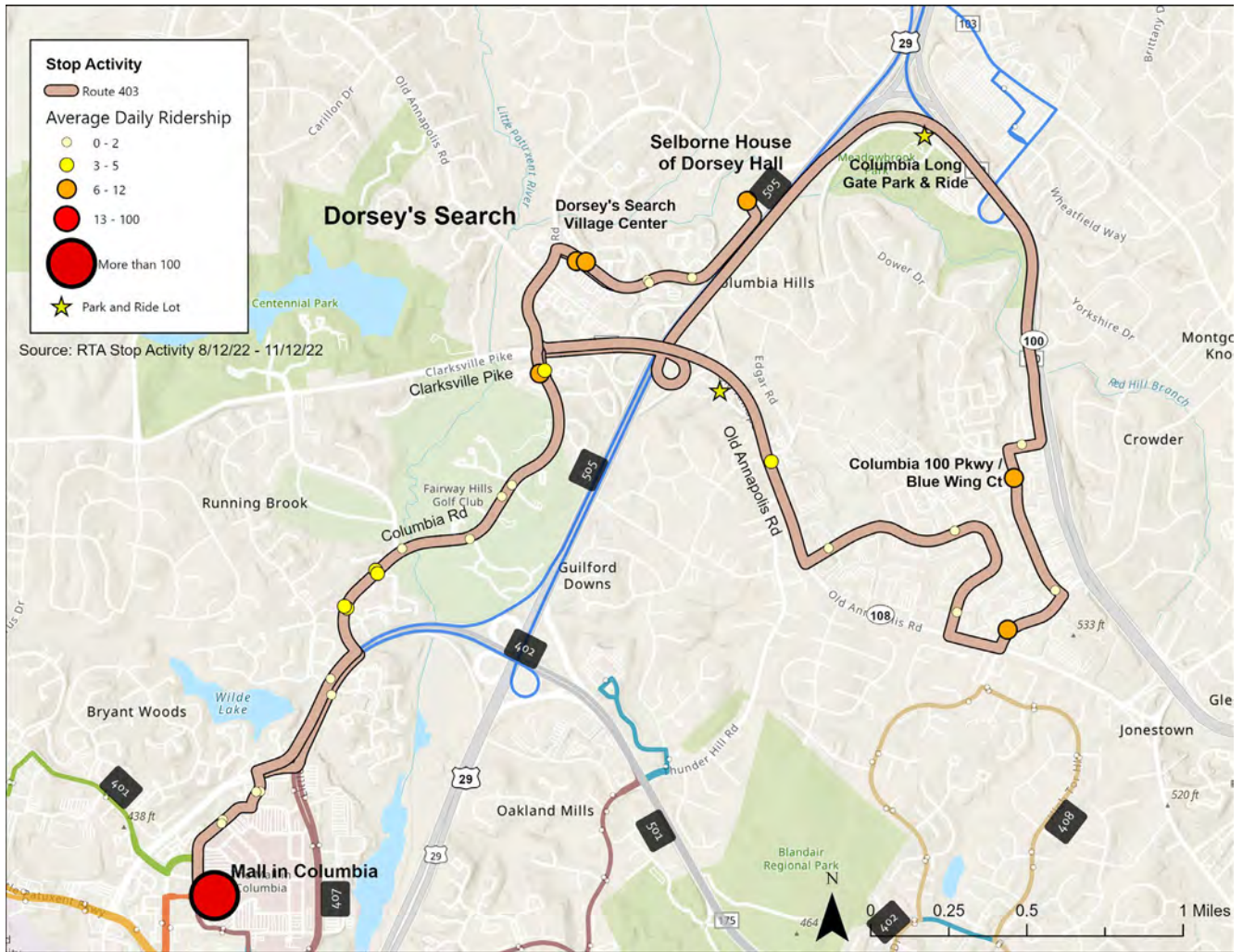
**Table A-14: Route 403 – Service and Operating Characteristics**

Service and Operating Characteristics	Weekdays	Saturday	Sunday
Span of Service	5:37am – 10:11pm	7:37am – 8:11pm	9:37am – 5:11pm
Frequency (minutes)	60	60	60
One-Way Trips	18	14	9
Cycle Time (minutes)	60	60	60
Layover Time (minutes)	18	18	18
Daily Service Hours	16 hours, 34 min.	12 hours, 34 min.	7 hours, 34 min.

**Table A-15: Route 403 – Key Performance Statistics**

Operating Cost	Passenger Trips	Farebox Recovery Ratio	Passengers per Service Hour	On-Time Performance	Cost per Trip
\$499,784	21,435	2.6%	4.4	74%	\$23.32

**Figure A-5: RTA Route 403: Mall in Columbia – Executive Park Drive**



## Route 404: Mall in Columbia – Hickory Ridge

Route 404 provides daily service within Howard County, serving both Columbia and southern Ellicott City. The route originates at Columbia Mall, providing connections to RTA Routes 402, 403, 404, 406, 407, 408, 414, 501, 503, and 505. In addition, there are connections to MTA Routes 203, 305, 310, 315, 320, 325 and the MTA Express 150. From the mall, the route travels along Little Patuxent Parkway, stopping at Howard County Regional Hospital before continuing to Hickory Ridge Place and Sunny Spring. From there, the route travels on Freetown Road at Atholton High School before looping back via Quarterstaff Road, stopping at Hickory Ridge Village Center and Hickory Ridge Place again before returning to Columbia Mall.

**Table A-16: Route 404 Strengths and Challenges**

Strengths	Challenges
<ul style="list-style-type: none"> <li>Serves residential and activity centers – Hickory Ridge Place, Hickory Ridge Village Center</li> <li>Connects with 10 RTA routes.</li> <li>Consistent 1-hour headways</li> </ul>	<ul style="list-style-type: none"> <li>Low activity along Sunny Spring Rd and Quarterstaff Rd.</li> <li>Below-average ridership among all routes.</li> <li>Below-average farebox recovery.</li> <li>Trip generators at end of the route do not generate high ridership (The Giant, Atholton High School).</li> </ul>

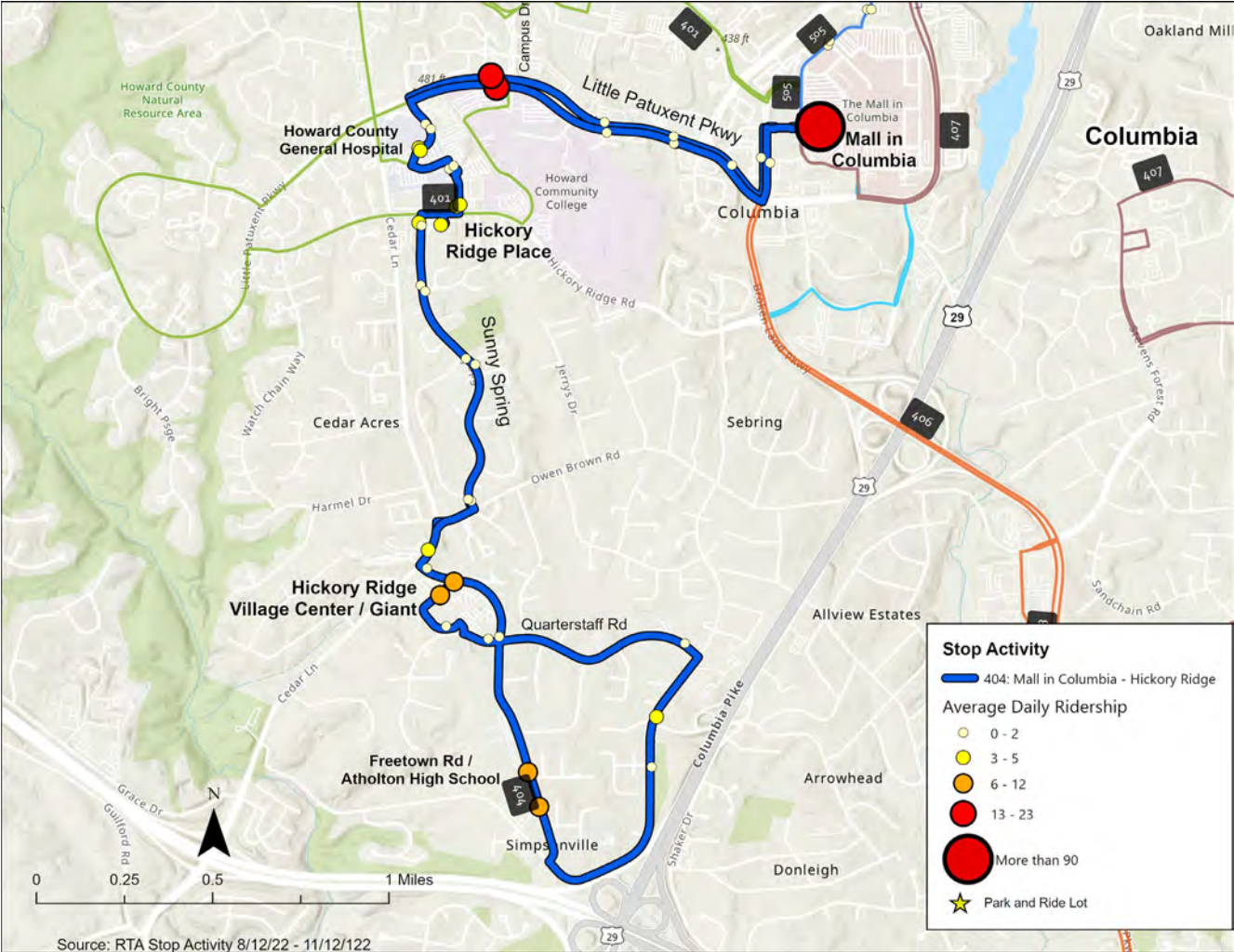
**Table A-17: Route 404 – Service and Operating Characteristics**

Service and Operating Characteristics	Weekdays	Saturday	Sunday
Span of Service	6:00am – 9:32pm	8:00am – 7:32pm	9:00am – 5:32pm
Frequency (minutes)	60	60	60
One-Way Trips	16	12	9
Cycle Time (minutes)	60	60	60
Layover Time (minutes)	28	28	28
Daily Service Hours	15 hours, 32 min.	11 hours, 32 min.	8 hours, 32 min.

**Table A-18: Route 404 – Key Performance Statistics**

Operating Cost	Passenger Trips	Farebox Recovery Ratio	Passengers per Service Hour	On-Time Performance	Cost per Trip
\$516,242	20,914	2.50%	4.1	67%	\$24.68

Figure A-6: RTA Route 404: Mall in Columbia – Hickory Ridge



## Route 405: Mall in Columbia – Ellicott City

Following the TDP study period, on July 9<sup>th</sup>, 2023, this route was revised to become an Ellicott City Circulator as Route 505 began operating between Columbia, Ellicott City, and Catonsville. The previous and current route alignments are shown in the following figure. Most notably, Route 405 no longer serves the Columbia Mall but provides transfers to Route 505 at the Ellicott City Walmart. In Ellicott City, many of the same locations are served including the Government Center at Court House Drive, Town and Country Boulevard, Ellicott City Healthcare Center, Walmart, and Ellicott City Senior Center. The revised route has been extended further westward to serve Pine Orchard Lane.

**Table A-19: Route 405 Strengths and Challenges**

Strengths	Challenges
<ul style="list-style-type: none"> <li>Serves activity centers in Ellicott City – Government Center, Healthcare Center, Walmart, and the Senior Center</li> <li>Connects with 10 RTA routes.</li> <li>Consistent 1-hour headways</li> </ul>	<ul style="list-style-type: none"> <li>Long route and span of service.</li> <li>Second-lowest boardings per service hour.</li> <li>Second-highest operating cost per trip among all routes.</li> </ul>

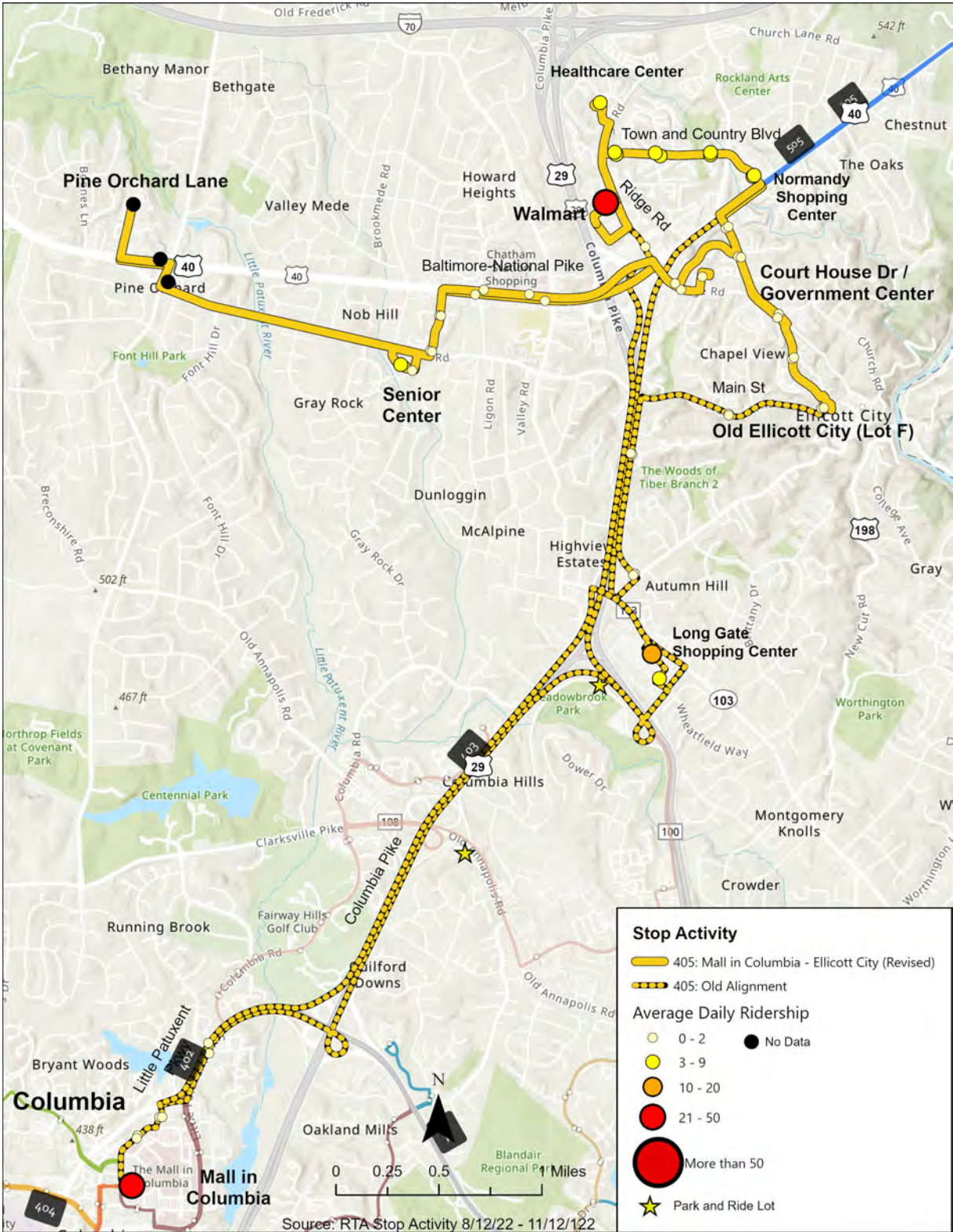
**Table A-20: Route 405 – Service and Operating Characteristics**

Service and Operating Characteristics	Weekdays	Saturday	Sunday
Span of Service	6:15am– 9:45pm	7:00am – 9:45pm	9:00am – 5:46pm
Frequency (minutes)	60	60	60
One-Way Trips	16	16	9
Cycle Time (minutes)	120	120	120
Layover Time (minutes)	17	17	14
Daily Service Hours	12 hours, 30 min.	12 hours, 30 min.	8 hours, 46 min.

**Table A-21: Route 405 – Key Performance Statistics**

Operating Cost	Passenger Trips	Farebox Recovery Ratio	Passengers per Service Hour	On-Time Performance	Cost per Trip
\$1,006,576	25,880	1.60%	2.6	65%	\$38.89

Figure A-7: RTA Route 405: Mall in Columbia – Ellicott City



## Route 406: Mall in Columbia – Columbia Gateway

Route 406 provides daily service within Howard County. The route originates at Columbia Mall, providing connections to RTA Routes 402, 403, 404, 407, 408, 414, 501, 503, and 505. In addition, there are connections to MTA Routes 203, 305, 310, 315, 320, 325 and the MTA Express 150. From the mall, the route travels south along Broken Land Parkway and Snowden River Parkway, serving residential areas before stopping at Snowden Square. Next, the route continues on Robert Fulton Drive and Columbia Gateway Drive to reach the Howard County Gateway Building.

**Table A-22: Route 406 Strengths and Challenges**

Strengths	Challenges
<ul style="list-style-type: none"> <li>Provides a more direct connection from Columbia Mall to Gateway Business Park</li> <li>Connects with 10 RTA routes.</li> <li>Consistent 1-hour headways</li> </ul>	<ul style="list-style-type: none"> <li>Very low ridership due to many office employees no longer working in the Gateway Business Park following the pandemic.</li> <li>Highest operating cost per trip among all routes.</li> <li>Limited activity throughout route including Ulman Innovation Center and Columbia Mall.</li> </ul>

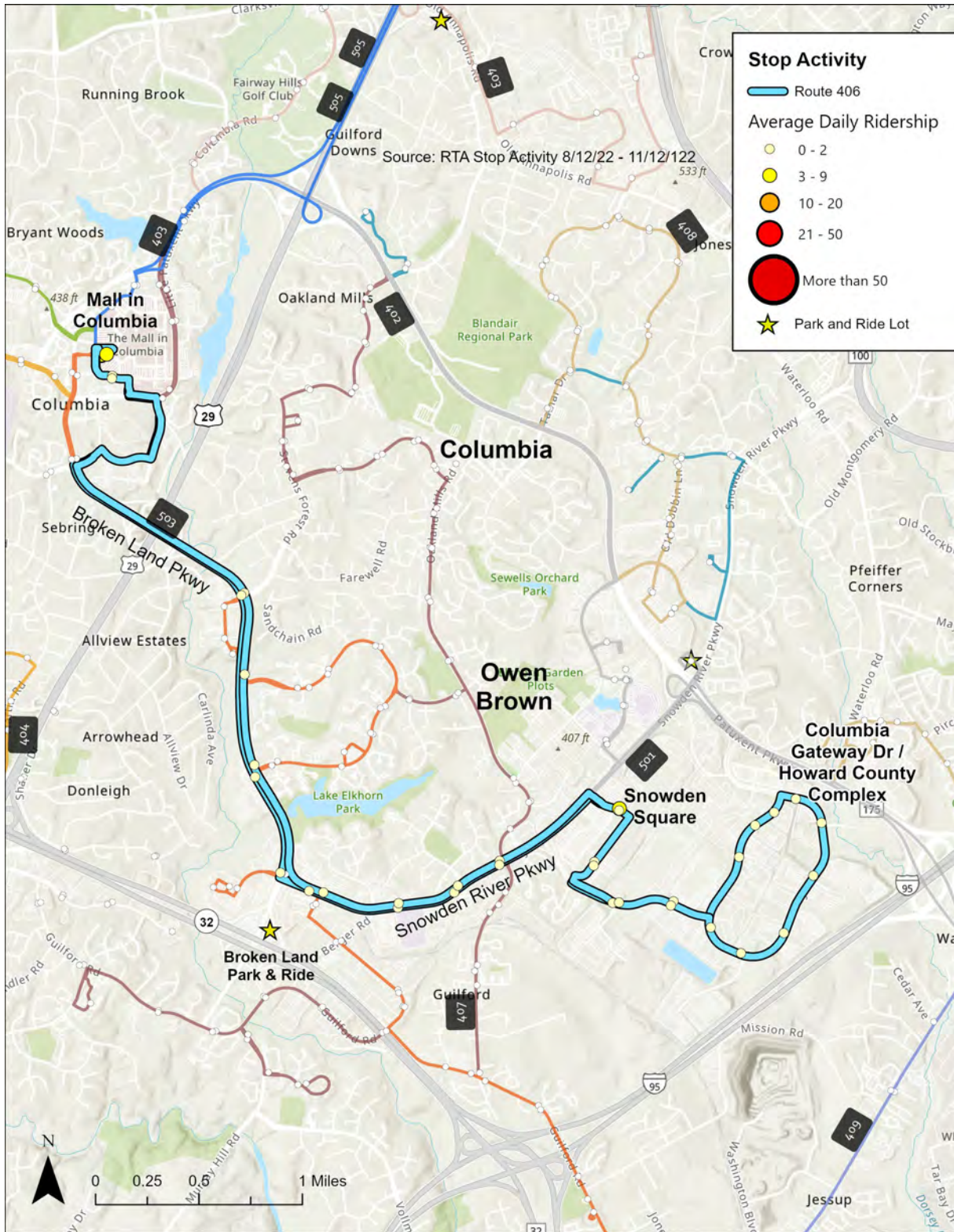
**Table A-23: Route 406 – Service and Operating Characteristics**

Service and Operating Characteristics	Weekdays
Span of Service	7:05am – 6:15pm
Frequency (minutes)	60
One-Way Trips	12
Cycle Time (minutes)	60
Layover Time (minutes)	15
Daily Service Hours	11 hours, 10 min.

**Table A-24: Route 406 – Key Performance Statistics**

Operating Cost	Passenger Trips	Farebox Recovery Ratio	Passengers per Service Hour	On-Time Performance	Cost per Trip
\$160,883	2,866	1.00%	1.7	69%	\$56.13

**Figure A-8: RTA Route 406: Mall in Columbia – Columbia Gateway**



## Route 407: Mall in Columbia – Kings Contrivance

Route 407 provides daily service within Howard County. The route originates at Columbia Mall, providing connections to RTA Routes 402, 403, 404, 406, 407, 408, 414, 501, 503, and 505. In addition, there are connections to MTA Routes 203, 305, 310, 315, 320, 325 and the MTA Express 150. From the mall, the route travels along Little Patuxent Parkway and Thunder Hill Road, serving residential areas and the Oakland Mills Village Center. From there, the route continues east on Kilimanjaro Road and south on Oakland Mills Road to the Owen Brown Village Center. Next, the route continues to Snowden Square and then to Oakland Mills Road and west on Guilford Road before arriving at Kings Contrivance Center. Previously, Route 414 also served Kings Contrivance but is no longer operating.

**Table A-25: Route 407 Strengths and Challenges**

Strengths	Challenges
<ul style="list-style-type: none"> <li>Serves activity centers – Mall in Columbia, Snowden Square, Kings Contrivance, Owen Mills Village Center.</li> <li>Third-highest ridership among all routes and highest among 400 series routes.</li> <li>Connects with 10 RTA routes.</li> <li>Consistent 1-hour headways.</li> </ul>	<ul style="list-style-type: none"> <li>Many stops with relatively high activity which might affect on-time performance.</li> </ul>

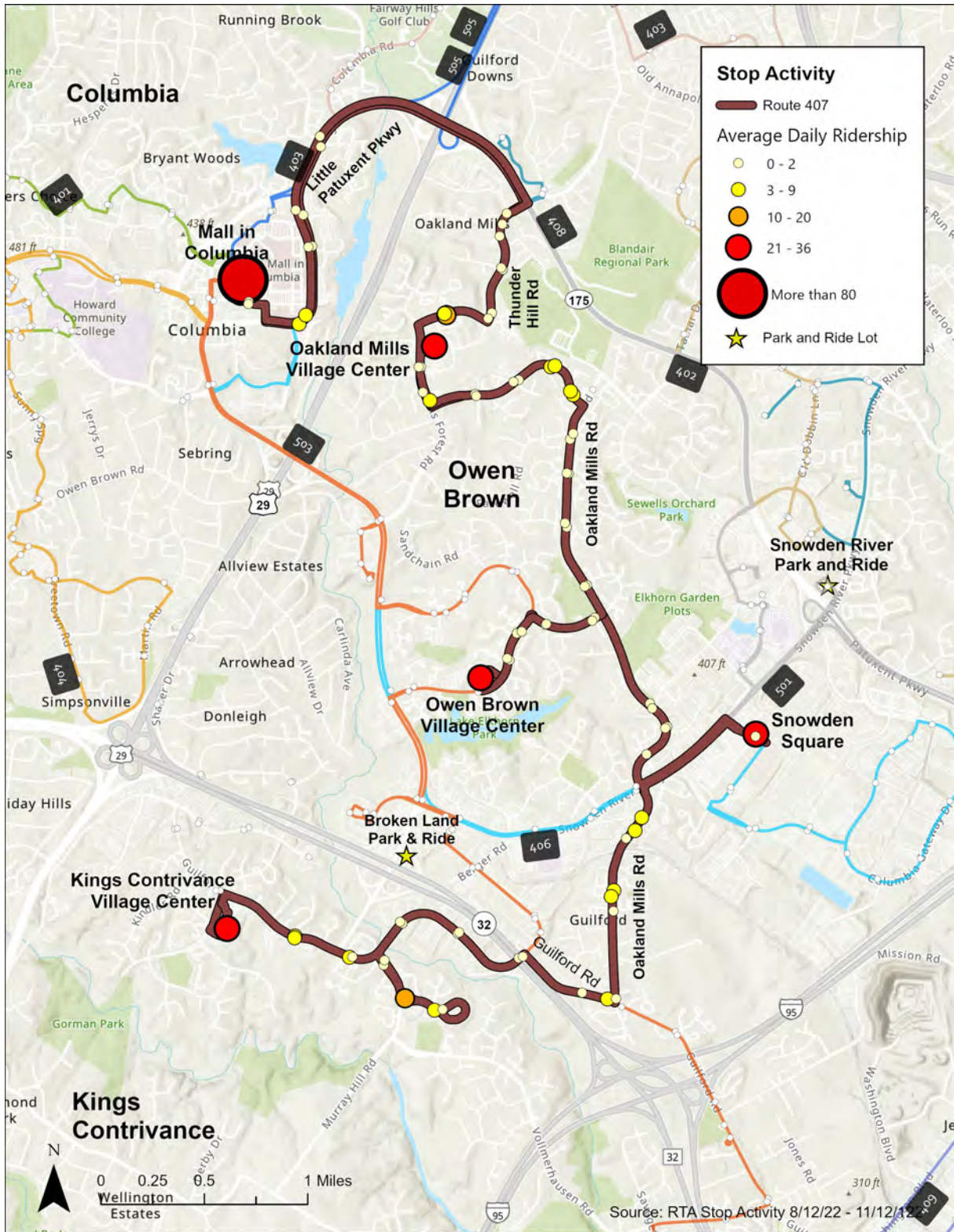
**Table A-26: Route 407 – Service and Operating Characteristics**

Service and Operating Characteristics	Weekdays	Saturdays	Sundays
Span of Service	7:05am – 6:15pm	7:29am – 10:20pm	8:29am – 8:20pm
Frequency (minutes)	60	60	60
One-Way Trips	20	17	14
Cycle Time (minutes)	120	120	120
Layover Time (minutes)	18	18	18
Daily Service Hours	17 hours, 51 min.	14 hours, 51 min.	11 hours, 51 min.

**Table A-27: Route 407 – Key Performance Statistics**

Operating Cost	Passenger Trips	Farebox Recovery Ratio	Passengers per Service Hour	On-Time Performance	Cost per Trip
\$1,200,018	69,546	3.60%	6	70%	\$17.26

**Figure A-9: RTA Route 407: Mall in Columbia – Kings Contrivance**



## Route 408: Mall in Columbia – Lark Brown / Waterloo

Route 408 provides daily service within Howard County. The route originates at Columbia Mall, providing connections to RTA Routes 402, 403, 404, 406, 407, 408, 414, 501, 503, and 505. In addition, there are connections to MTA Routes 203, 305, 310, 315, 320, 325 and the MTA Express 150. From the mall, the route travels east along Little Patuxent Parkway, Phelps Luck Dr, and High Tor Hill. From there, the route heads south, stopping at Long Reach High School Dobbin Center and Snowden Square, continuing east on Snowden River Parkway, and local roads until reaching Waterloo Park.

**Table A-28: Route 408 Strengths and Challenges**

Strengths	Challenges
<ul style="list-style-type: none"> <li>Serves activity centers – Mall in Columbia, Dobbin Center, Snowden Square.</li> <li>Strong ridership, second highest among 400 series routes.</li> <li>Connects with 10 RTA routes.</li> <li>Consistent 1-hour headways.</li> </ul>	<ul style="list-style-type: none"> <li>Low ridership at end of the route near Waterloo Park and Phelps Luck Dr.</li> <li>Average farebox recovery and operating cost.</li> </ul>

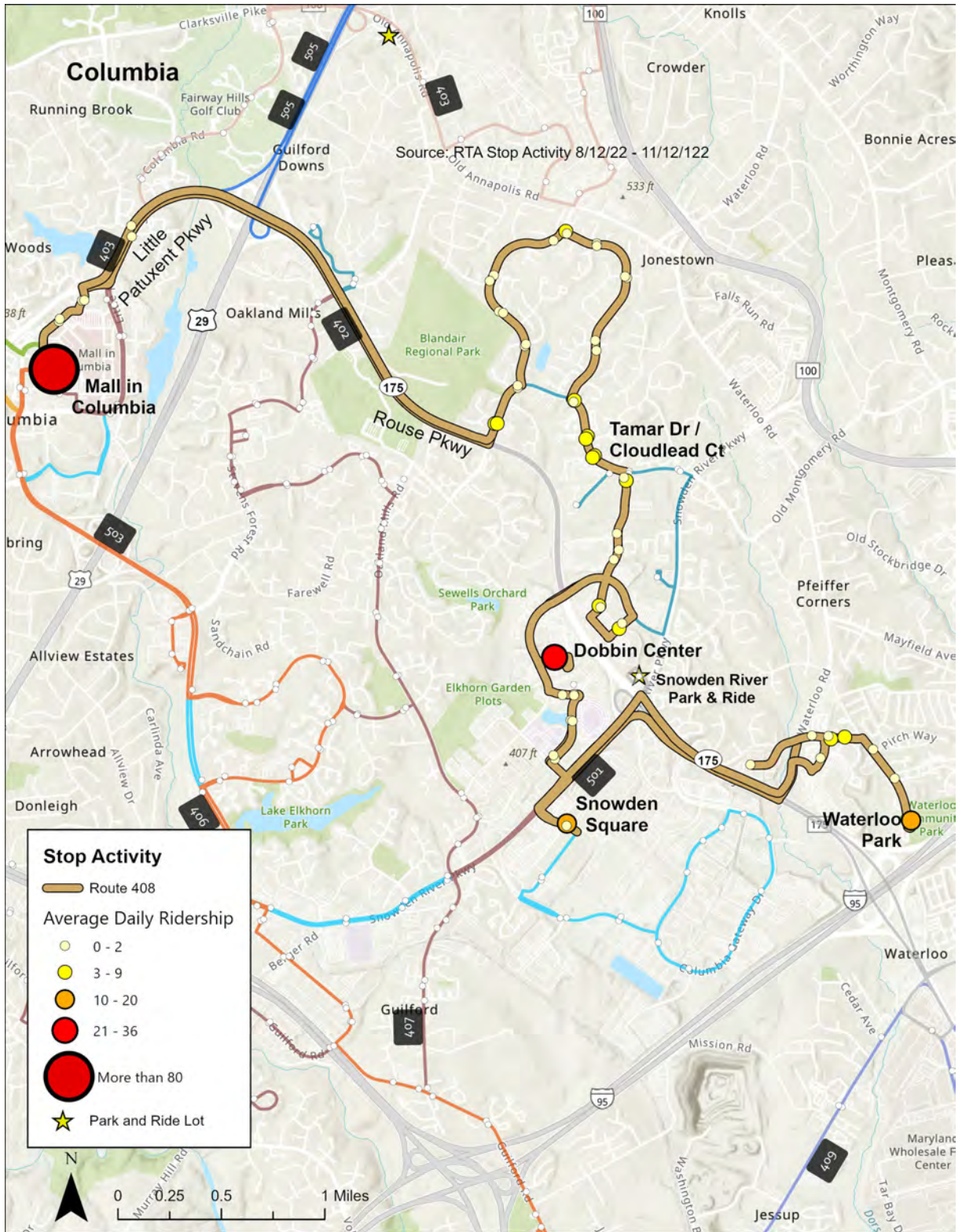
**Table A-29: Route 408 – Service and Operating Characteristics**

Service and Operating Characteristics	Weekdays	Saturdays	Sundays
Span of Service	5:35am – 11:16am	7:35am – 10:16pm	8:35am – 8:16pm
Frequency (minutes)	60	60	60
One-Way Trips	20	17	14
Cycle Time (minutes)	120	120	120
Layover Time (minutes)	17	17	17
Daily Service Hours	17 hours, 41 min.	14 hours, 41 min.	11 hours, 41 min.

**Table A-30: Route 408 – Key Performance Statistics**

Operating Cost	Passenger Trips	Farebox Recovery Ratio	Passengers per Service Hour	On-Time Performance	Cost per Trip
\$1,137,218	59,035	3.20%	5.3	67%	\$19.26

Figure A-10: RTA Route 408: Mall in Columbia – Lark Brown / Waterloo



## Route 409: Town Centre Laurel – Elkridge Corners

Route 409 provides daily service within Howard County and Prince George’s County. The route originates at Town Centre Laurel, providing connections to RTA Routes 301, 302, 502, and 503. In addition, there are connections to WMATA Routes 87, 89, and 89M. From the mall, the route travels northeast mostly along Washington Blvd, with stops at Savage MARC Station and Maryland Food Center before arriving at Elkridge Corners.

**Table A-31: Route 409 Strengths and Challenges**

Strengths	Challenges
<ul style="list-style-type: none"> <li>Serves activity centers – Town Centre Laurel, Maryland Food Center, Elkridge Corners.</li> <li>Connects with 4 RTA routes and 3 WMATA Routes.</li> <li>Consistent 1-hour headways</li> </ul>	<ul style="list-style-type: none"> <li>Long route with many stops which probably effects on-time performance (lowest of all routes).</li> <li>Below average farebox recovery.</li> <li>Low ridership in Elkridge.</li> <li>Stops along US 1.</li> </ul>

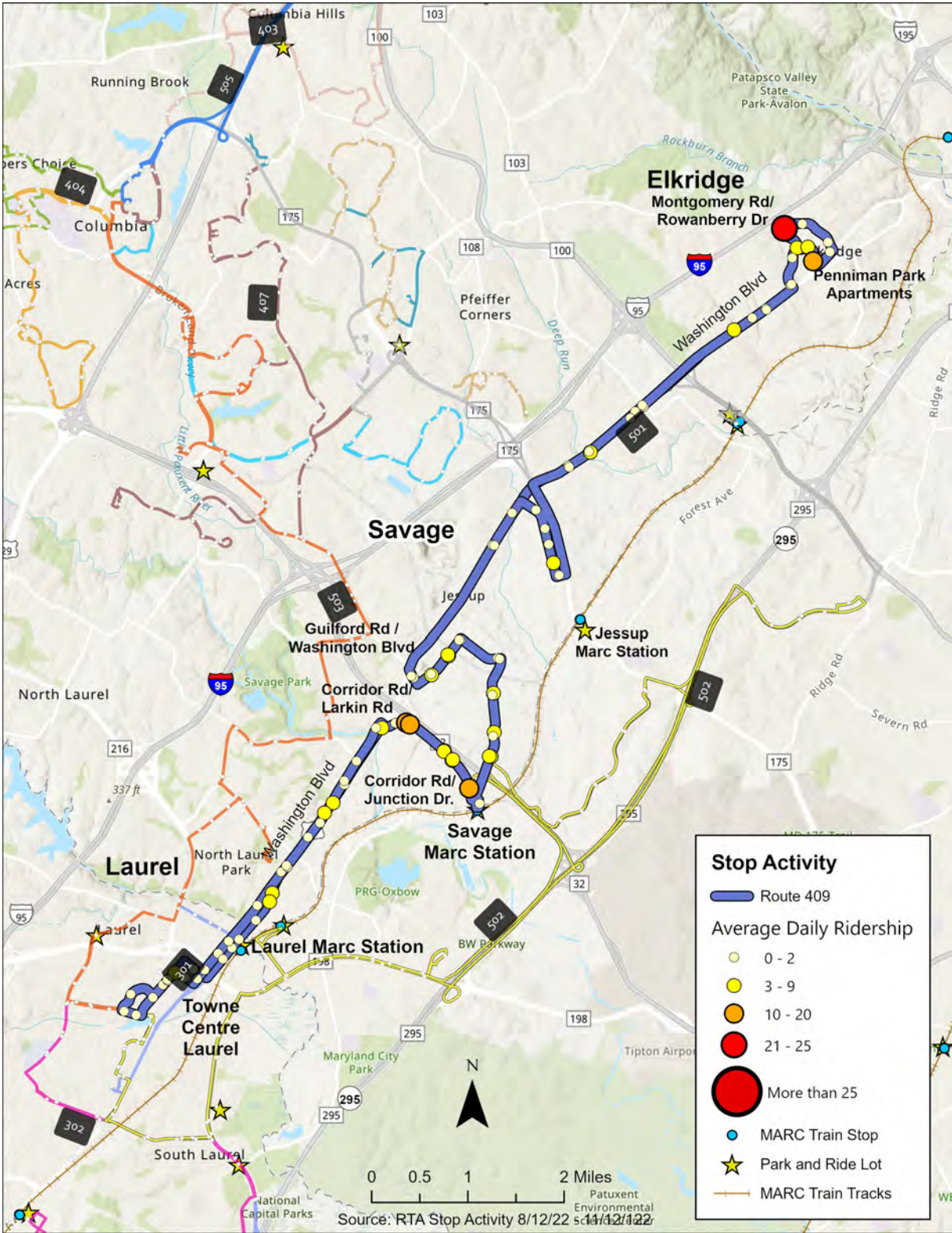
**Table A-32: Route 409 – Service and Operating Characteristics**

Service and Operating Characteristics	Weekdays	Saturdays
Span of Service	5:58am – 7:50pm	7:58am – 6:50pm
Frequency (minutes)	60	60
One-Way Trips	15	12
Cycle Time (minutes)	120	120
Layover Time (minutes)	10	10
Daily Service Hours	13 hours, 52 min.	10 hours, 52 min.

**Table A-33: Route 409 – Key Performance Statistics**

Operating Cost	Passenger Trips	Farebox Recovery Ratio	Passengers per Service Hour	On-Time Performance	Cost per Trip
\$924,950	42,428	3.10%	4.7	49%	\$21.80

Figure A-11: RTA Route 409: Town Centre Laurel – Elkridge Corners



## Route 501: Mall in Columbia – Arundel Mills Mall

Route 501 provides daily service within Howard and Anne Arundel County. The route originates at Town Mall in Columbia, providing connections to RTA Routes 301, 302, 502, and 503. In addition, there are connections to WMATA Routes 87, 89, and 89M. From the mall, the route travels east along Little Patuxent Parkway, and south along Rouse Parkway and Dobbin Road with stops at Dobbin Center, Snowden Square, and Snowden Park and Ride (weekdays only). From there, the route travels south along Waterloo Road to the Maryland Food Center, east to the Dorsey MARC Station, and finally southeast along County Road 100 to Arundel Mills Mall. From there, connections are available to RTA Routes 502, MTA 75 and 201, Anne Arundel County Routes 201 and 202, and WMATA Route B30.

**Table A-34: Route 501 Strengths and Challenges**

Strengths	Challenges
<ul style="list-style-type: none"> <li>Serves activity centers – Columbia Mall, Dobbin Center, Snowden Square, and Arundel Mills Mall</li> <li>Connects with 10 RTA routes at Columbia Mall, and multiple routes at Arundel Mills Mall.</li> <li>Connected to regional routes at both ends.</li> <li>High stop activity particularly at the Columbia Mall and Arundel Mills Mall</li> <li>Second most boardings per service hour among all routes.</li> </ul>	<ul style="list-style-type: none"> <li>High activity at key stops but low activity along stretches of MD 175 which has no business or housing fronting the roadway.</li> <li>Below-average on-time performance.</li> </ul>

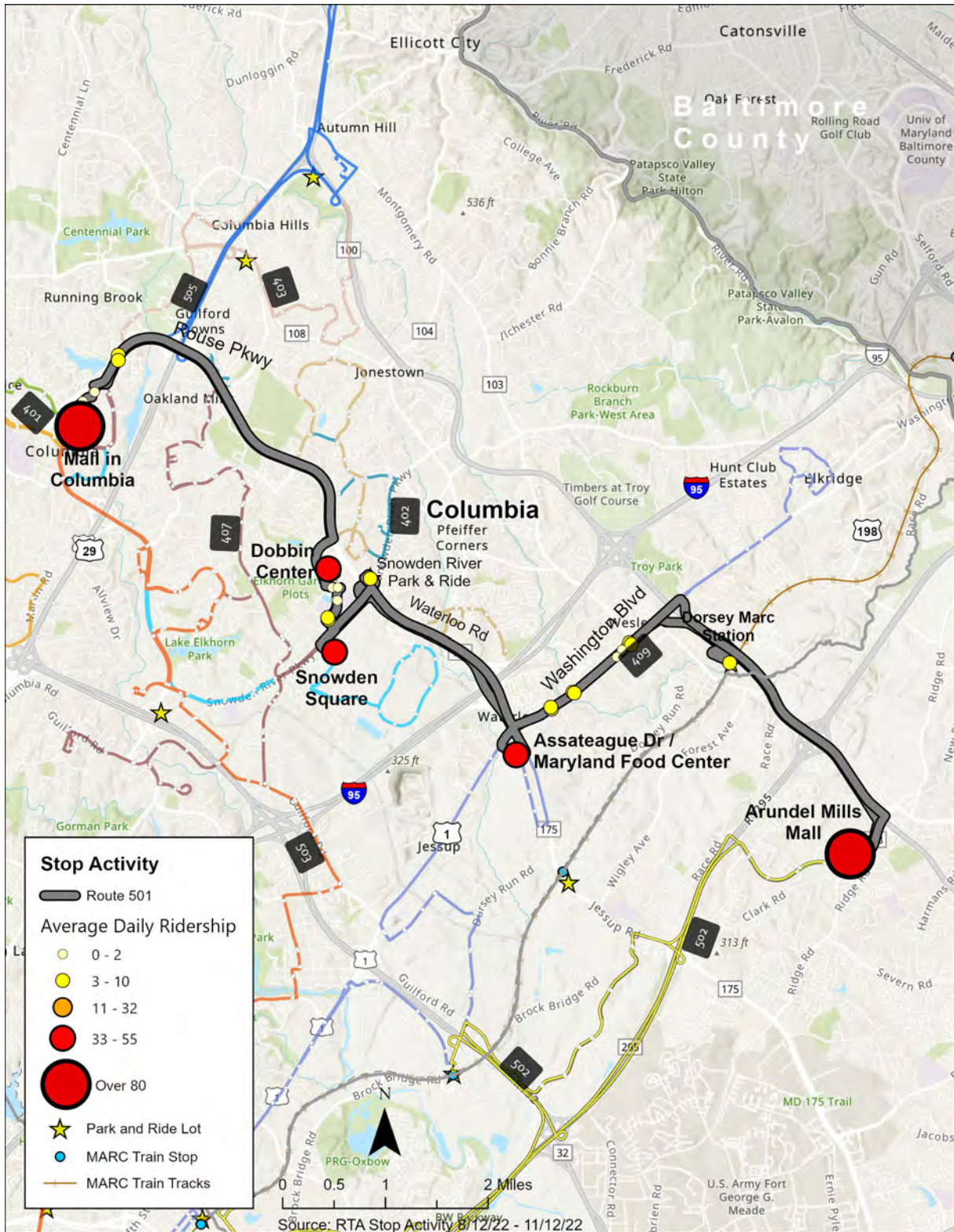
**Table A-35: Route 501 – Service and Operating Characteristics**

Service and Operating Characteristics	Weekdays	Saturdays
Span of Service	5:55am – 10:37pm	7:04am – 10:37pm
Frequency (minutes)	60	60
One-Way Trips	18	17
Cycle Time (minutes)	120	120
Layover Time (minutes)	12	13
Daily Service Hours	16 hours, 42 min.	15 hours, 33 min.

**Table A-36: Route 501 – Key Performance Statistics**

Operating Cost	Passenger Trips	Farebox Recovery Ratio	Passengers per Service Hour	On-Time Performance	Cost per Trip
\$1,198,065	79,5212	4.40%	6.8	57%	\$16.37

**Figure A-12: RTA Route 501: Mall in Columbia – Arundel Mills Mall**



## Route 502: Town Centre Laurel – Arundel Mills Mall

Route 502 provides daily service within Howard, Anne Arundel, and Prince George’s County. The route originates at Towne Centre Laurel, providing connections to RTA Routes 301, 409, 502, and 503. In addition, there are connections to WMATA Routes 87, 89, and 89M. From Town Centre, the route travels south through southern Laurel, turns east on Contee Road, and heads north on Laurel Bowie Road. The route continues on Fort Meade Road with stops at Laurel Race Track, the Walmart at Russett Green East, and Savage MARC Station (weekdays only) before arriving at Arundel Mills Mall. From there, connections are available at RTA 501, MTA 75 and 201, Arundel County Transit 201 and 202, and WMATA B30.

**Table A-37: Route 502 Strengths and Challenges**

Strengths	Challenges
<ul style="list-style-type: none"> <li>Serves activity centers – Town Centre Laurel, Walmart, and Arundel Mills Mall.</li> <li>Connects with multiple RTA and regional routes at Towne Centre and Arundel Mills Mall.</li> <li>Highest farebox recovery (11.2%) by far among all routes.</li> <li>High activity between Laurel MARC station and Walmart on Fort Meade Rd. near Corridor Marketplace Shopping Center</li> </ul>	<ul style="list-style-type: none"> <li>Most stop activity concentrated on Fort Meade and Laurel Bowie Rd.</li> <li>No opportunities to stop along the stretch of MD 295/ Baltimore Washington Parkway.</li> </ul>

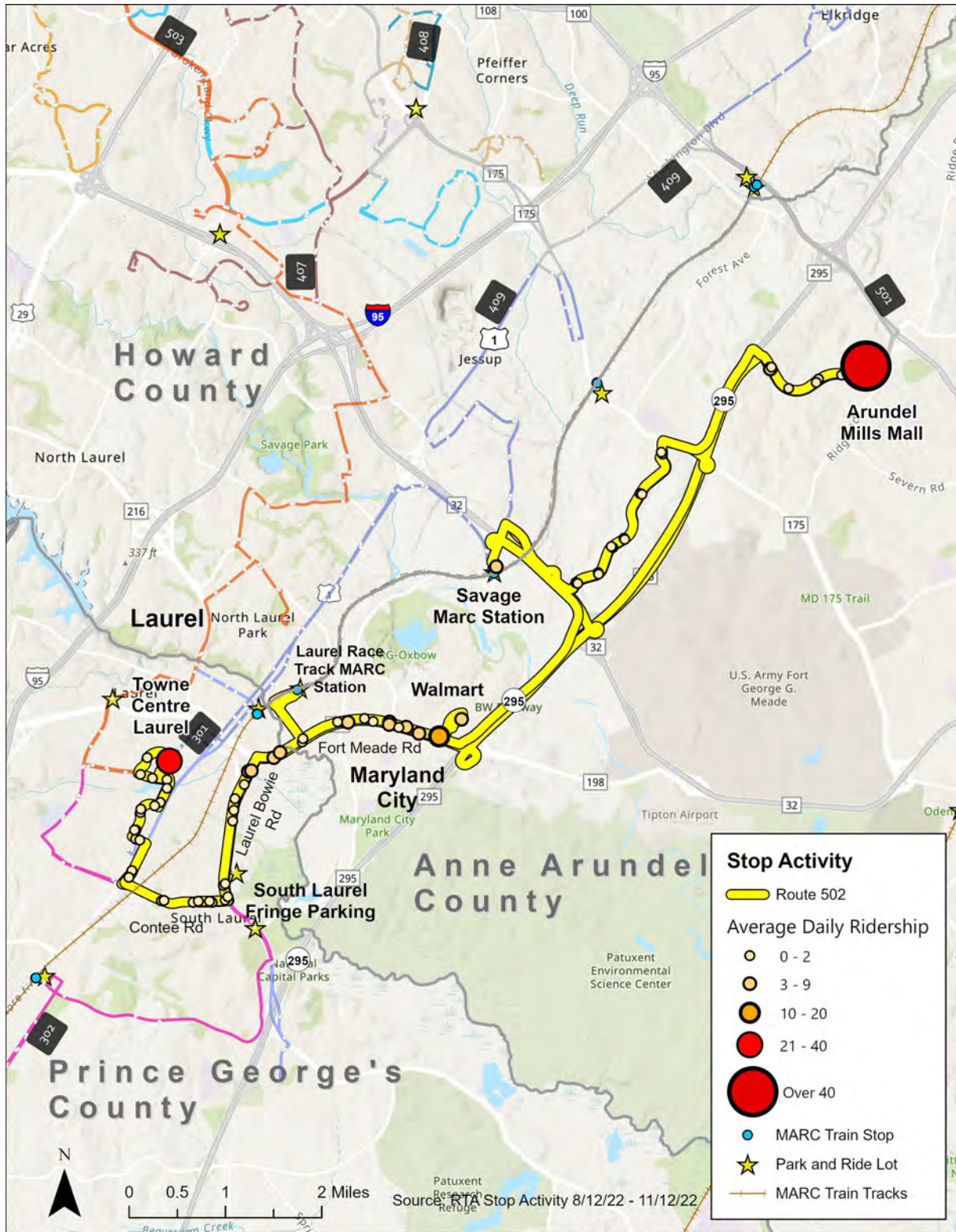
**Table A-38: Route 502 – Service and Operating Characteristics**

Service and Operating Characteristics	Weekdays	Saturdays	Sundays
Span of Service	6:00am – 10:34pm	9:00am – 8:20pm	10:00am – 8:20pm
Frequency (minutes)	60	90	90
One-Way Trips	19	9	7
Cycle Time (minutes)	120	120	120
Layover Time (minutes)	16	16	16
Daily Service Hours	16 hours, 34 min.	13 hours, 20 min.	10 hours, 20 min.

**Table A-39: Route 502 – Key Performance Statistics**

Operating Cost	Passenger Trips	Farebox Recovery Ratio	Passengers per Service Hour	On-Time Performance	Cost per Trip
\$181,711	48,950	11.20%	5	66%	\$3.71

Figure A-13: RTA Route 502: Town Centre Laurel – Arundel Mills Mall



## Route 503: Town Centre Laurel – Mall in Columbia

Route 503 provides daily service within Howard and Prince George’s County. The route originates at Columbia Mall, providing connections to RTA Routes 402, 403, 404, 406, 407, 408, 414, 501, 503, and 505. In addition, there are connections to MTA Routes 203, 305, 310, 315, 320, and 325. From Columbia Mall, the route travels south along Broken Land Parkway towards I-95, with stops at Owen Brown Village Center and Howard County Community Resources Campus. The route continues south on Gerwig Lane and Guilford Road and turns on Savage Guilford Road serving stops in Savage. From there the route continues south, stopping at North Laurel Community Center, and then travels on All Saints Road towards Laurel, serving local stops. The route ends at Towne Centre Laurel, providing connections to RTA Routes 301, 409, 502, and 503. In addition, there are connections to WMATA Routes 87, 89, and 89M.

**Table A-40: Route 503 Strengths and Challenges**

Strengths	Challenges
<ul style="list-style-type: none"> <li>Serves activity centers – Town Centre Laurel, North Laurel Community Center, Columbia Mall.</li> <li>Second-highest ridership among all routes.</li> <li>Connects key transfer stops (Columbia Mall and Town Centre Laurel) which have regional connections.</li> </ul>	<ul style="list-style-type: none"> <li>Long cycle time.</li> <li>Long route with many stops and high stop activity, particularly on both ends of the route.</li> <li>Average farebox recovery.</li> </ul>

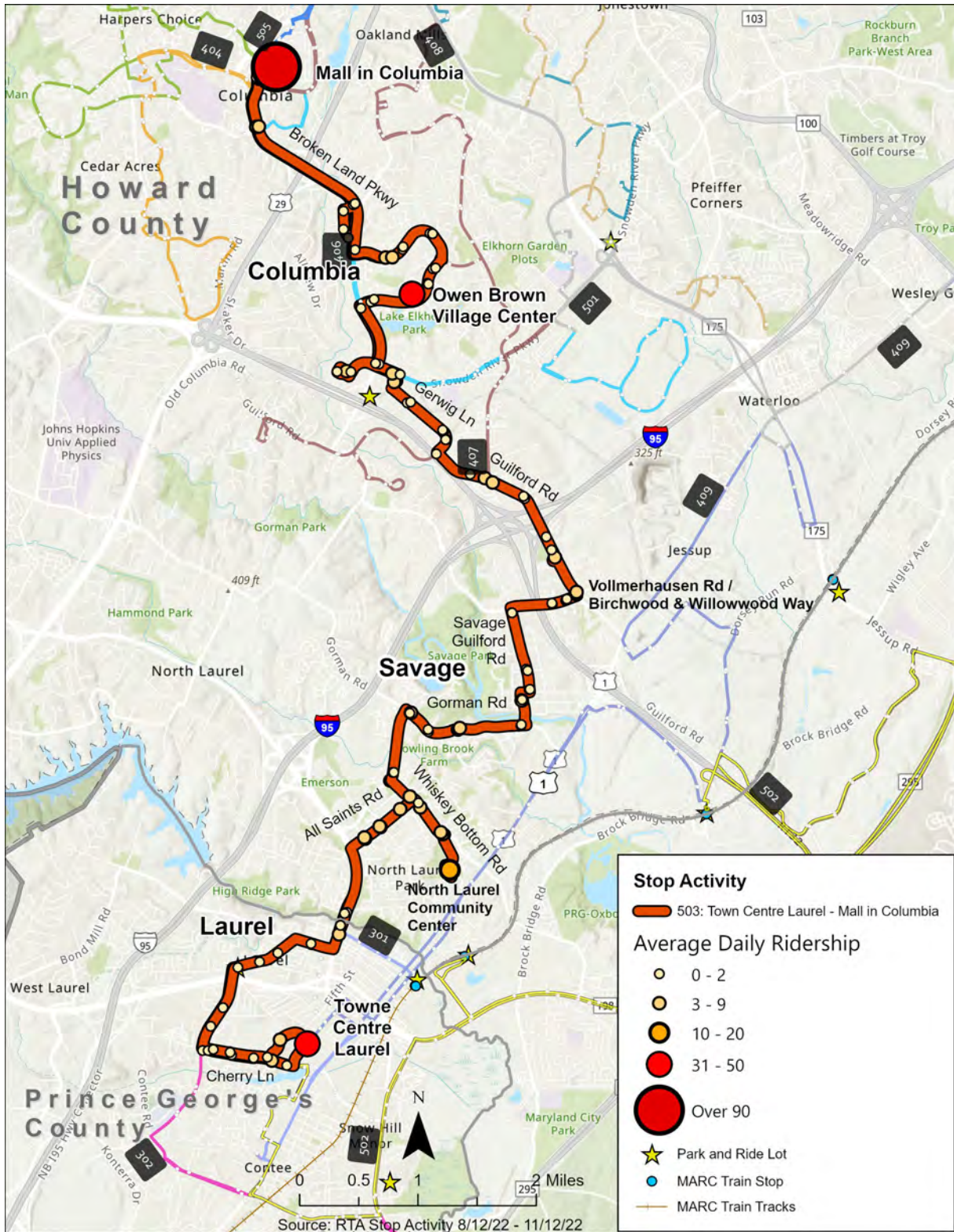
**Table A-41: Route 503 – Service and Operating Characteristics**

Service and Operating Characteristics	Weekdays	Saturdays
Span of Service	5:30am – 9:00pm	8:30am – 7:56pm
Frequency (minutes)	60	60
One-Way Trips	17	13
Cycle Time (minutes)	180	180
Layover Time (minutes)	33	34
Daily Service Hours	15 hours, 30 min.	11 hours, 26 min.

**Table A-42: Route 503 – Key Performance Statistics**

Operating Cost	Passenger Trips	Farebox Recovery Ratio	Passengers per Service Hour	On-Time Performance	Cost per Trip
\$1,214,851	74,224	3.90%	6.2	69%	\$18.89

Figure A-14: RTA Route 503: Town Centre Laurel – Mall in Columbia



## Route 505: Mall in Columbia – Catonsville

Route 505 is the newest RTA bus route beginning service on July 9<sup>th</sup>, 2023. The route was launched shortly after the completion of the TDP planning process. Therefore, limited information is available pertaining to route considerations and performance metrics.

Route 505's launch coincides with Route 405's service change to become an Ellicott City based circulator. Prior to the service change, Route 405 connected the Mall in Columbia to Ellicott City. The new Route 505 now provides this connection but also extends service into Catonsville.

Route and ridership performance are being closely monitored by the RTA. Following at least 12-months of service, a route analysis should be conducted to identify strengths and opportunities for improvements.

**Table A-43: Route 505 – Service and Operating Characteristics**

Service and Operating Characteristics	Weekdays	Saturdays	Sundays
Span of Service	6:00am – 9:45pm	8:00am – 9:45pm	9:00am – 5:45pm
Frequency (minutes)	60	60	60
One-Way Trips	15	13	8
Cycle Time (minutes)	105	105	105
Layover Time (minutes)	15	15	15
Daily Service Hours	15 hours, 45 min.	13 hours, 45 min.	8 hours, 45 min.

Figure A-15: RTA Route 505: Town Centre Laurel – Mall in Columbia



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**Appendix B**

**MTA Commuter Bus  
Profiles**

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## Appendix B

# MTA Commuter Bus Profiles

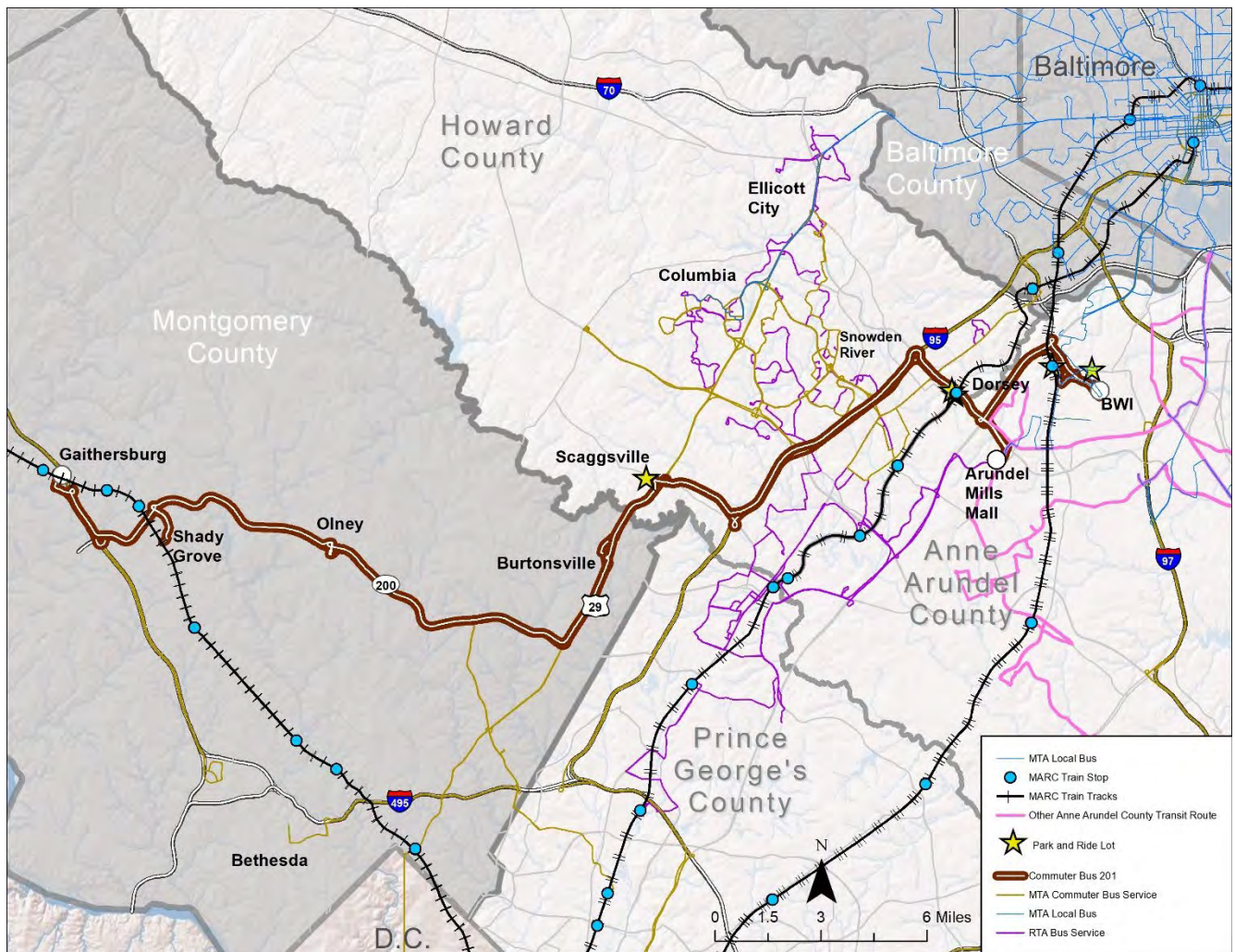
### Introduction

In Howard County, MTA provides two types of service: "Express" and "Commuter." Express service is a limited stop service operated directly by MTA under MTA's fare policy, while the commuter bus service is operated under contract to MTA by private bus companies. The express service utilizes standard 40-foot-long MTA transit buses, while the commuter bus service is operated using high-deck, over-the-road coaches with a single front door. The commuter bus fleet vehicles are all owned by contractors. Commuter bus fares for each zone increased by \$1.00 since the 2018 Central Maryland TDP. For all commuter routes, a Transit Link Card is available offering unlimited use of the commuter bus (up to the indicated zone), Metrorail, Metrobus, and Ride-On during the indicated month. All routes offer senior/disability fares, ten-ride tickets, and monthly passes are available. A Guaranteed Ride Home program is available if users register with Commuter Connections. The Howard County services include the following 10 routes.

# MTA Commuter Route 201: Gaithersburg Park and Ride to BWI Marshall Airport

Route 201 operates from Gaithersburg in Montgomery County to Arundel Mills Mall and BWI Marshall Airport. Route 201 traverses Howard County but has just one stop in the county at the Dorsey MARC station. It also stops in Anne Arundel County (at BWI and Arundel Mills Mall) and Montgomery County at Gaithersburg, Shady Grove Metro, and Burtonsville. Although this route operates on weekends, the Dorsey stops are on weekdays only because that is when MARC trains are operating. On weekdays there are six eastbound stops at Dorsey Station between 2:01 pm and 7:01 pm., and six westbound stops: four between 5:30 a.m. and 8:30 a.m., one at 1:30 p.m. and one at 10:30 p.m. Fares are MTA Zone 3 commuter fares which are \$6.00 for a one-way full fare. MTA 201 is shown in Figure B-1.

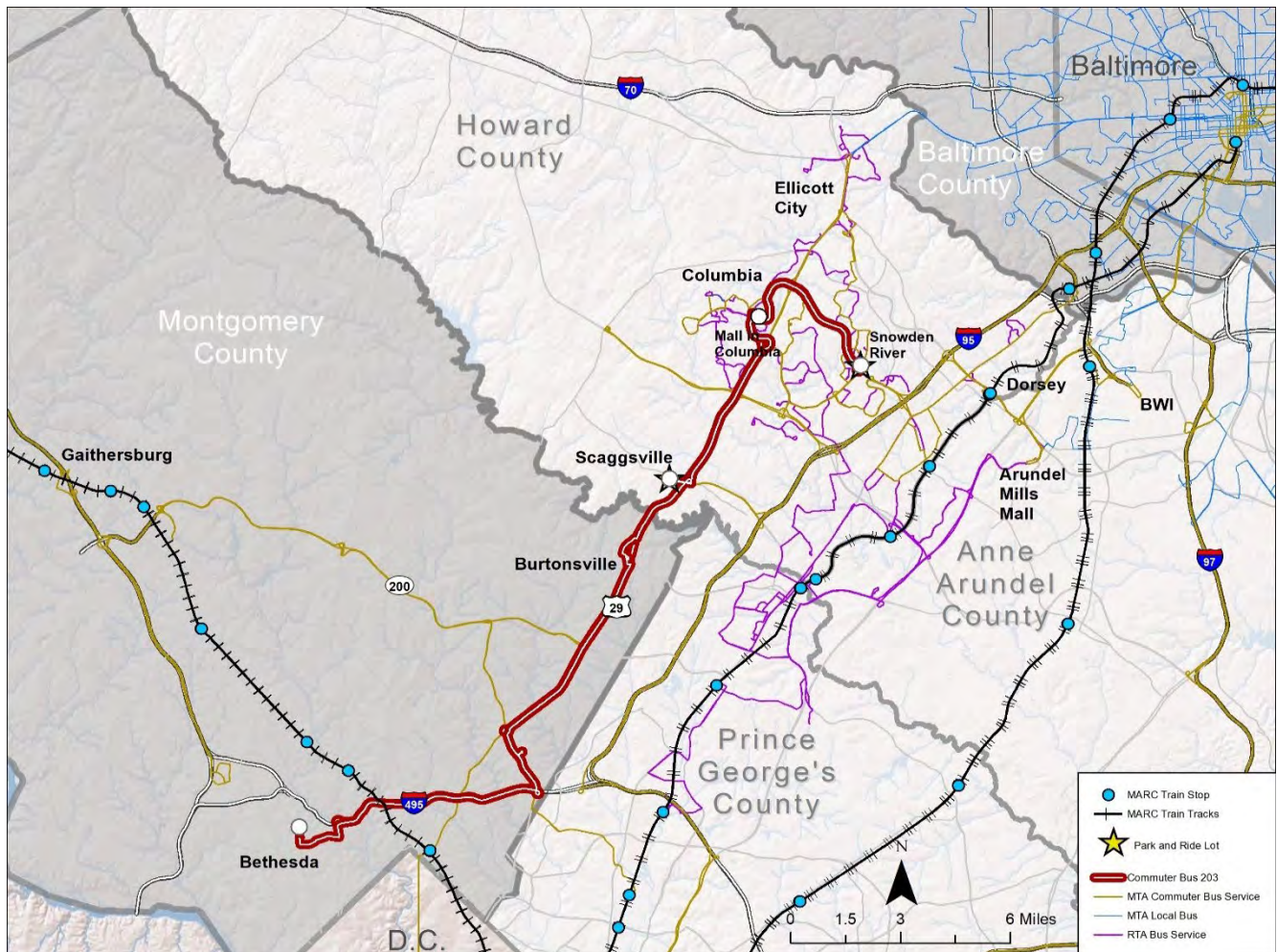
**Figure B-1: MTA Route 201 – Gaithersburg Park and Ride to BWI Marshall Airport**



## MTA Commuter Route 203: Snowden River Park and Ride to Bethesda

Route 203 offers commuter bus service between Howard County (with stops at Snowden River Park and Ride, Columbia Town Center, and Scaggsville Park and Ride) and the USUHS/Naval Medical Center/National Institutes of Health campus (Medical Center Metro Station) in Bethesda, Maryland. It is operated under contract by Dillon’s Bus Service, Inc. It runs weekdays only; with five southbound trips between 5:20 a.m. and 7:20 a.m., and five northbound trips between 3:40 p.m. and 5:40 p.m. Fares are MTA Zone 3 commuter fares; \$6.00 for a one-way full fare. MTA 203 is shown in Figure B-2.

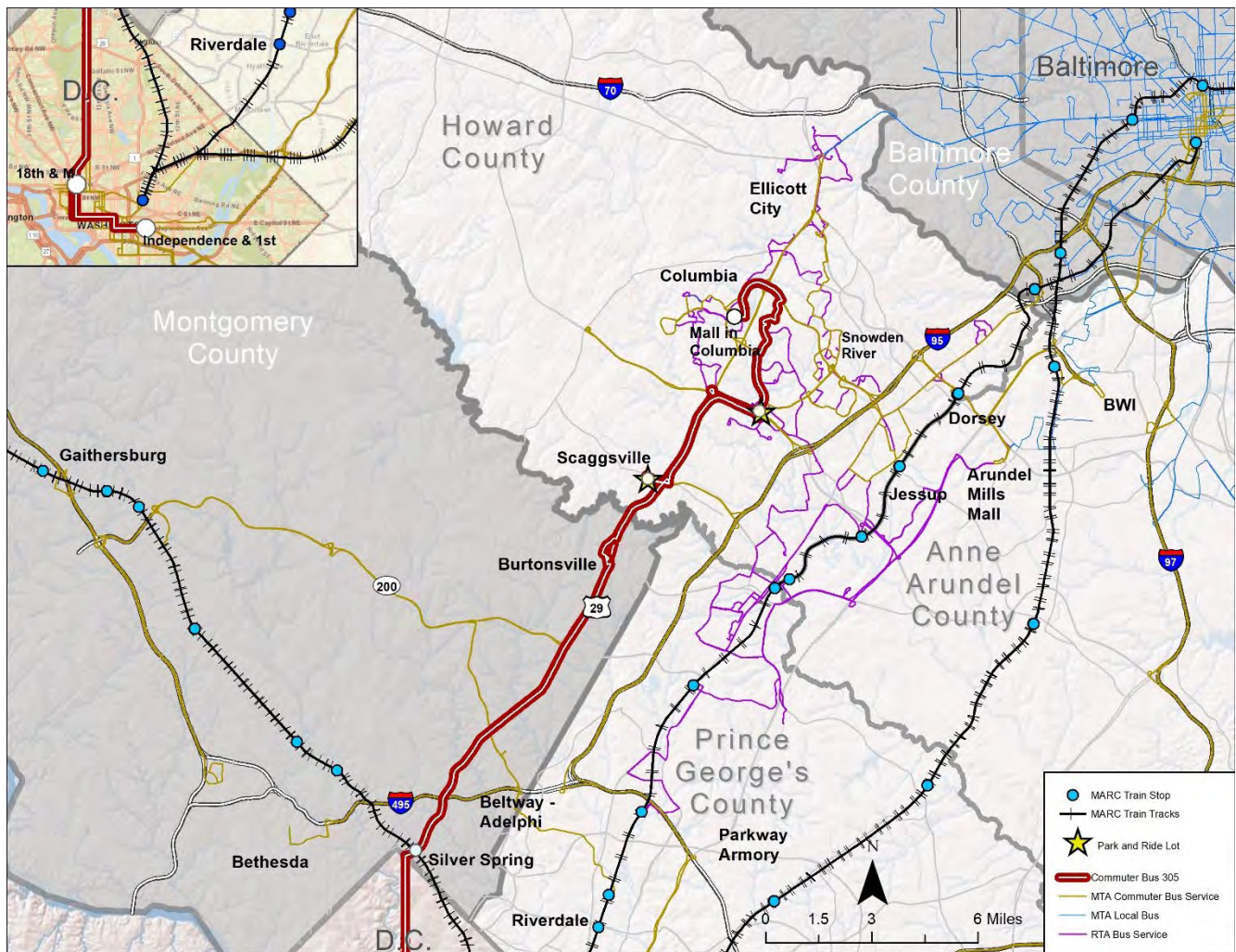
**Figure B-2: MTA Route 203 – Snowden River Park and Ride to Bethesda**



## MTA Commuter Route 305: Columbia to Silver Spring and Washington, D.C.

This bus route connects Howard County stops at the Mall in Columbia, Broken Land Park and Ride, and Scaggsville Park and Ride with the Silver Spring Metro Station and downtown Washington, D.C. It is operated under contract by Martz Gold Line, Inc. and service is weekday only, with eleven southbound trips between 4:30 a.m. and 7:50 a.m., and twelve northbound trips between 1:00 p.m. and 7:00 p.m. Trips between Howard County and Silver Spring are Zone 2 fares; \$5.00 for a one-way full fare, while trips to downtown Washington, D.C. are MTA Zone 3 commuter fares; \$6.00 for a one-way full fare. Free transfers are available to MTA Commuter buses at the Columbia Mall and Broken Land Parkway. MTA 305 is shown in Figure B-3.

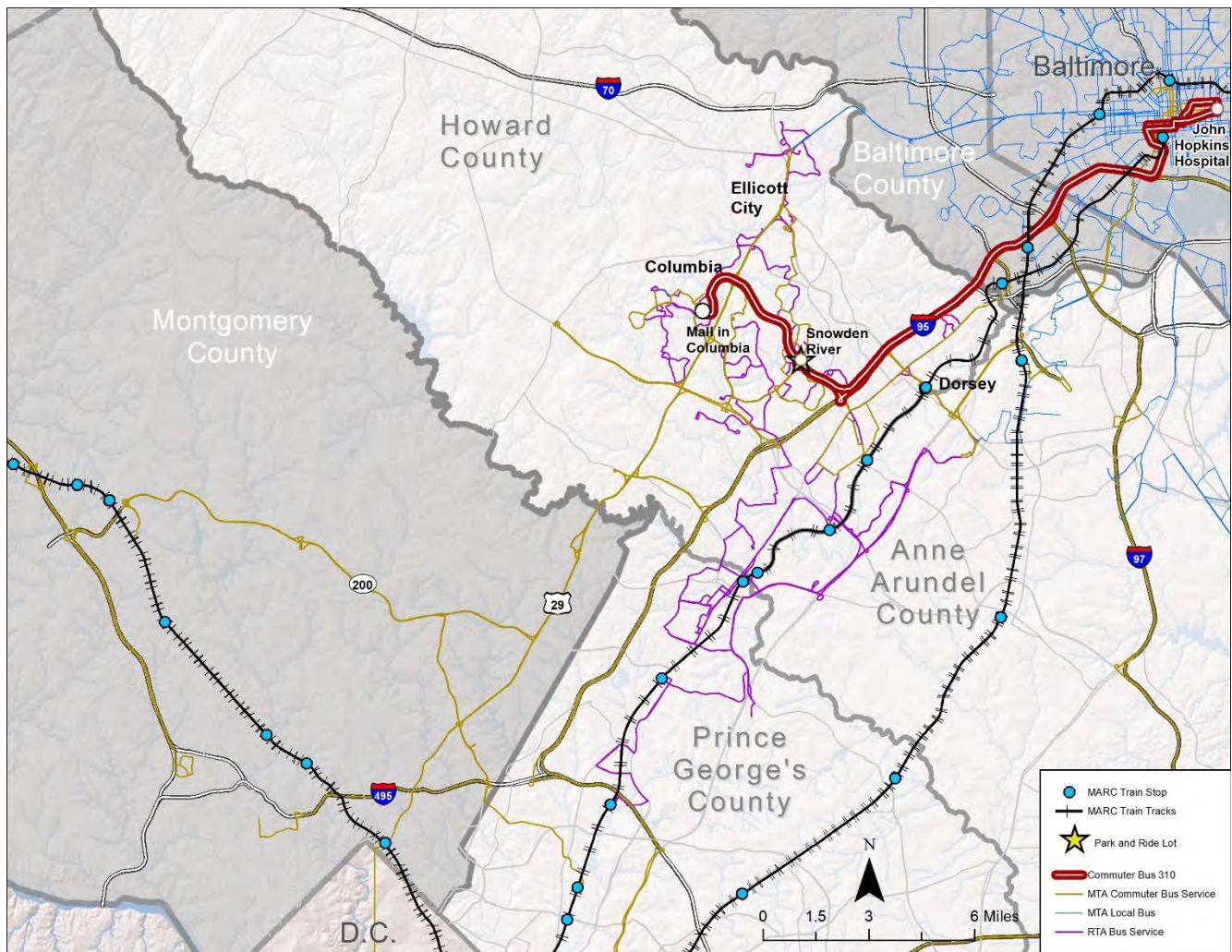
**Figure B-3: MTA Route 305 – Columbia to Silver Spring and Washington, D.C.**



## MTA Commuter Route 310: Columbia to Baltimore (John Hopkins Hospital)

Commuter Route 310 connects Columbia Mall and the Snowden River Park and Ride with the University of Maryland at Baltimore, the Charles Center, and the Johns Hopkins Hospital in Baltimore. There are four morning northbound trips originating at Columbia Mall between 6:12 a.m. and 8:12 a.m. and an additional three originating at Snowden River Park and Ride during that period. There are seven southbound evening trips between 1:00 p.m. and 6:35 p.m., three terminating at Snowden River and four continuing to Columbia. The service is operated under contract by Dillon’s Bus Service, Inc. Service is provided on weekdays only, and fares are MTA commuter Zone 2 fares. MTA 310 is shown in Figure B-4.

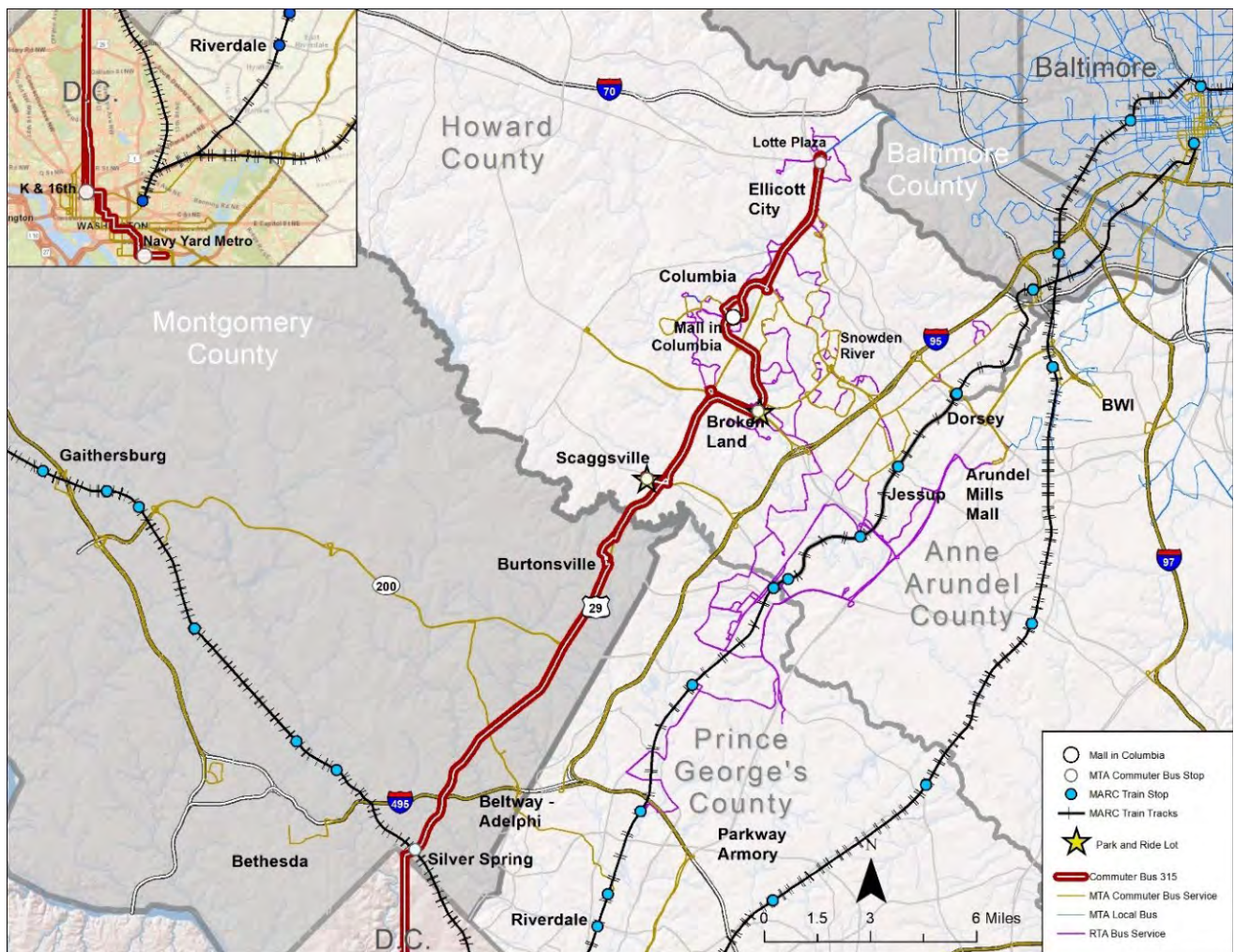
**Figure B-4: MTA Route 310 – Columbia to Baltimore**



## MTA Commuter Route 315: Ellicott City (Lotte Plaza) to Silver Spring and Washington, D.C.

This bus route connects Howard County stops at Lotte Plaza in Ellicott City, Columbia Mall, Broken Land Park and Ride, and Scaggsville Park and Ride with the Silver Spring Metro Station and downtown Washington, D.C. It is operated under contract by Martz Gold Line, Inc. Service is weekday only, with ten southbound trips between 4:45 a.m. and 7:45 a.m., three of which originate at Lotte Plaza and seven at Columbia Mall. There are ten northbound evening trips between 2:40 p.m. and 6:06 p.m., three of which continue only beyond Columbia Mall to Lotte Plaza. Trips between Howard County and Silver Spring are Zone 2 fares; \$5.00 for a one-way full fare, while trips to downtown Washington, D.C. are MTA Zone 3 commuter fares; \$6.00 for a one-way full fare. Free transfers are available to MTA Commuter buses at Columbia Mall and Broken Land Parkway. MTA 315 is shown in Figure B-5.

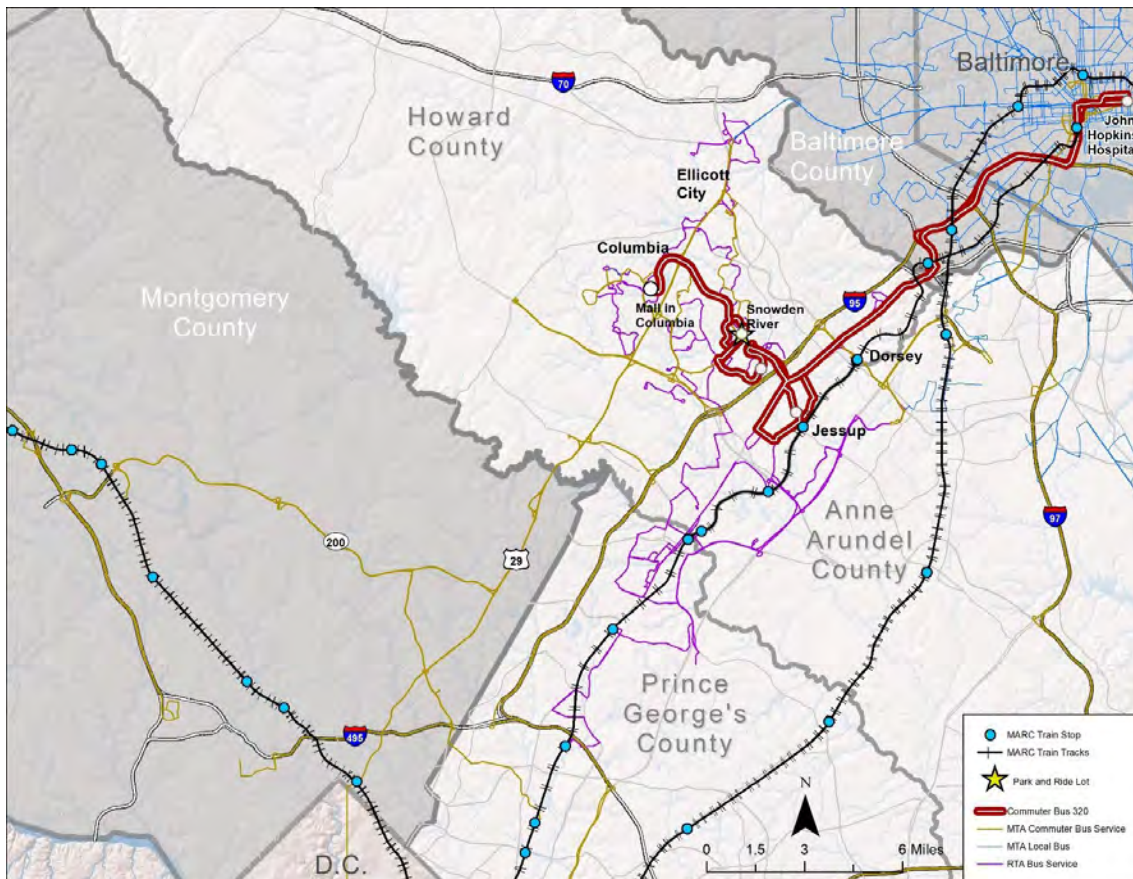
**Figure B-5: MTA Route 315 – Ellicott City to Silver Spring and Washington, D.C.**



## MTA Commuter Route 320: Downtown Baltimore to Jessup/Columbia

Route 320 provides service connecting Columbia, Jessup, Baltimore, and Johns Hopkins Hospital. The route operates similarly to Route 310 but stops in Jessup and Elkridge as well. The stops in Howard County include Columbia Mall, Snowden River Park and Ride, the Gateway area, Jessup (not at the MARC station), and Route 1 in Elkridge. Service is operated under contract by Dillon’s Bus Service, Inc. Route 320 operates southbound from Baltimore in the morning and northbound to Baltimore in the evening (reverse commute). There are seven morning departures from Johns Hopkins Hospital, with three going to Snowden River Park and Ride and four going to Columbia Mall. Morning services depart between 5:05 a.m. and 7:35 a.m. Afternoon and evening northbound service begins at 11:47 a.m. and continues until the last departure at 5:10 p.m. Four northbound trips originate at Columbia Mall and three at the Snowden River Park and Ride lot. Trips between downtown Baltimore, Elkridge, and Jessup are MTA Zone 1, and longer trips are Zone 2. Zone 1 fares begin with a \$4.00 one-way full fare, compared to the \$5.00 Zone 2 fare. MTA 320 is shown in Figure B-6.

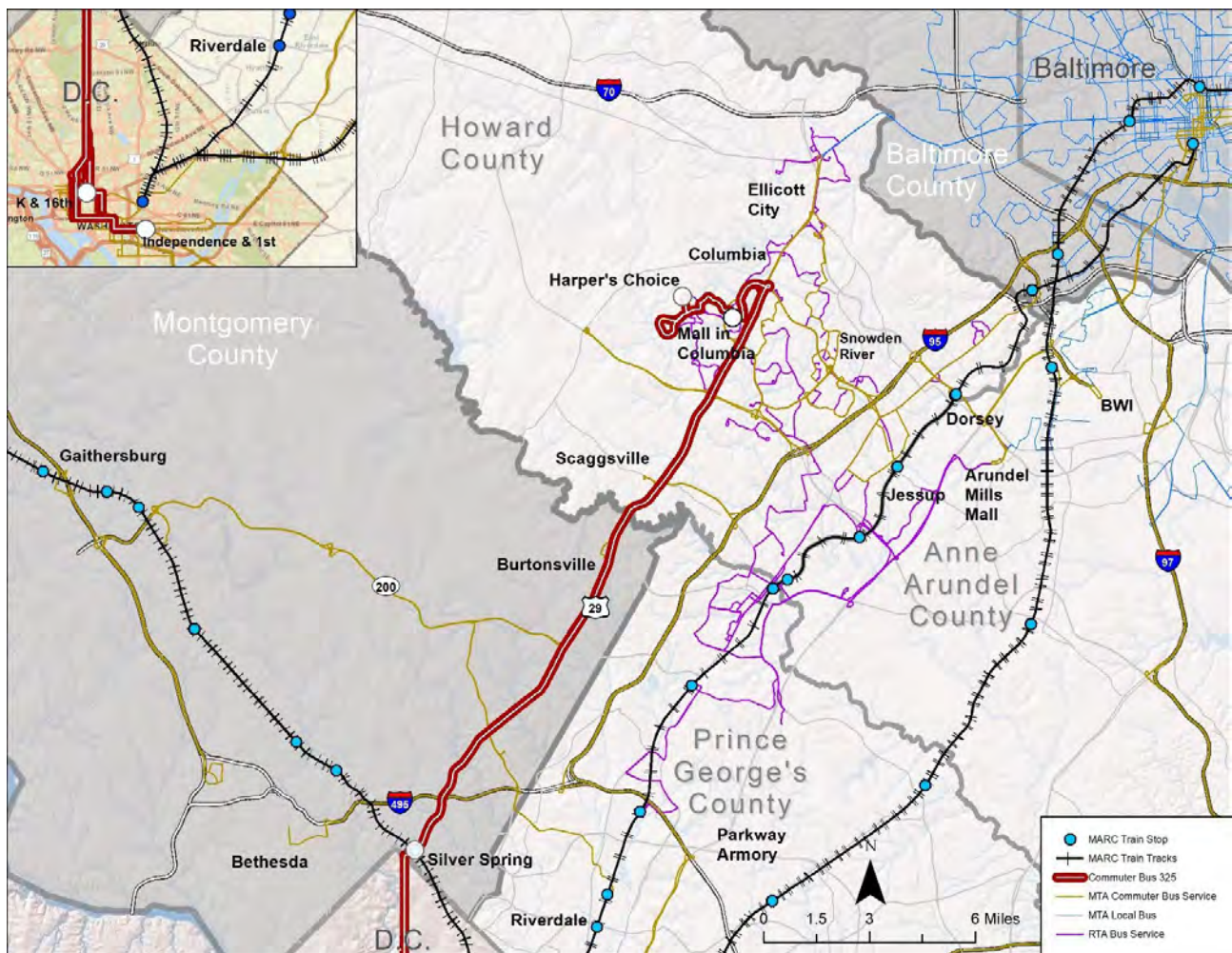
**Figure B-6: MTA Route 320 – Downtown Baltimore to Jessup/Columbia**



## MTA Commuter Route 325: Columbia to Silver Spring & Washington, D.C.

Route 325 offers a second line connecting Columbia to Washington, D.C. with seven trips originating at the Harper’s Choice Village Center in the morning. There are stops at Columbia Mall and in downtown Columbia, and express service from there to Silver Spring and on to Washington, D.C. Service is operated under contract by Martz Gold Line, Inc. Two different routings are used to go to Capitol Hill and Metro Center. Services depart between 5:35 a.m. and 7:35 a.m. Northbound evening services offer seven trips from downtown Washington, D.C. between 3:15 p.m. and 5:20 p.m. Trips between Howard County and Silver Spring are Zone 2 fares; \$5.00 for a one-way full fare, while trips to downtown Washington, D.C. are MTA Zone 3 commuter fares; \$6.00 for a one-way full fare. Free transfers are available to MTA Commuter buses at Columbia Mall and Broken Land Parkway. MTA 325 is shown in Figure B-7.

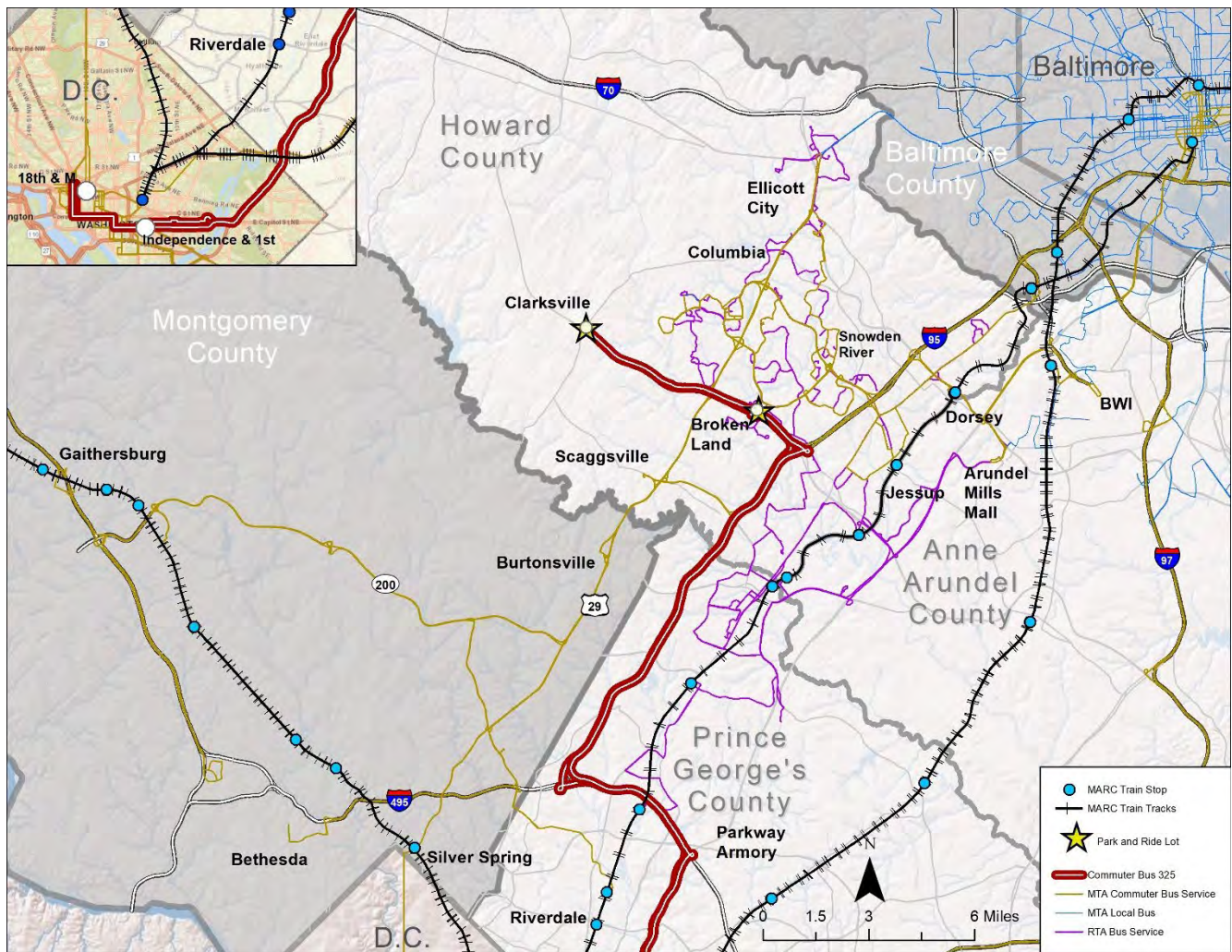
**Figure B-7: MTA Route 325 – Columbia to Silver Spring and Washington, D.C.**



## MTA Commuter Route 335: Clarksville/Columbia to Washington, D.C.

Another MTA service to downtown Washington, D.C. is provided by Commuter Route 335 with Howard County stops in Clarksville and Broken Land Park and Ride, followed by an express ride to the west end of downtown Washington, D.C. southwest and Capitol Hill (Figure B-8). The service is operated under contract by Dillon’s Bus Service. There are seven southbound trips between 5:08 a.m. and 7:13 a.m. In the afternoon, there are seven northbound trips between 2:45 p.m. and 5:15 p.m. plus two Route 345 trips (that make local stops in Howard County) at 12:15 p.m. and 5:30 p.m. All services are MTA Zone 3, and free transfers are available to other MTA Commuter buses at Broken Land Parkway.

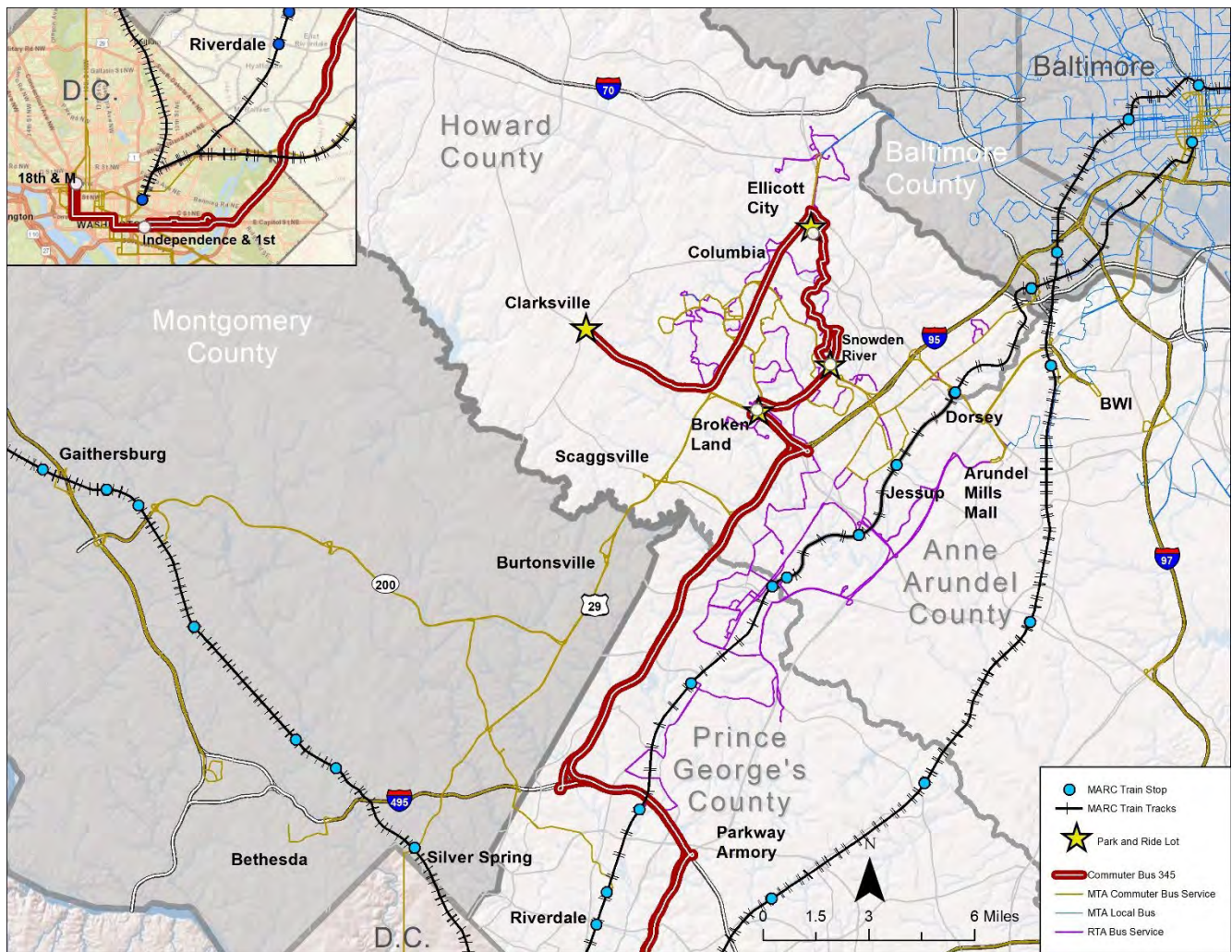
**Figure B-8: MTA Route 335 – Clarksville/Columbia to Washington, D.C.**



## MTA Commuter Route 345: Ellicott City/Columbia to Washington, D.C. via I-95

Route 345 (Figure B-9) connects Howard County stops at Long Gate Park and Ride, Snowden River Park and Ride, and Broken Land Park and Ride with Washington, D.C. via I-95. On northbound trips, there are two stops at Clarksville Park and Ride. In addition to the park and ride lots there are several on-street stops in the Long Reach area. On weekdays only, there are seven southbound morning departures between 5:00 a.m. and 7:10 a.m., and seven northbound return trips between 12:15 p.m. and 5:30 p.m. Service is operated by Dillon’s Bus Service. All services are MTA Zone 3, and free transfers are available to other MTA Commuter buses at Broken Land Parkway.

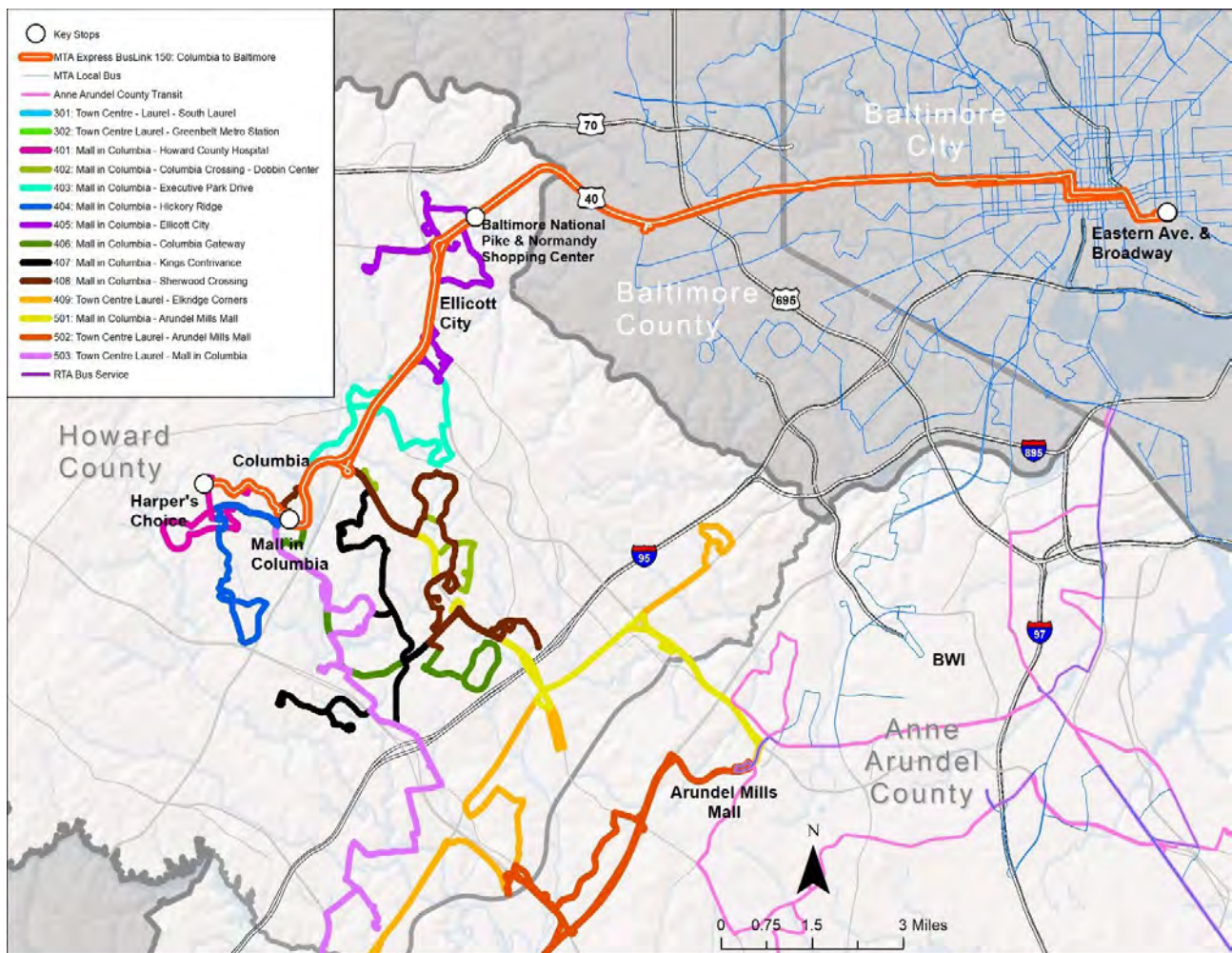
**Figure B-9: MTA Route 345 – Ellicott City/Columbia to Washington, D.C. via I-95**



# MTA Express BusLink 150: Columbia (Harper’s Choice) to Baltimore

Express Route 150 operates from Harper’s Choice Village Center and the Mall in Columbia with additional stops on U.S. 40 in Ellicott City, to downtown Baltimore and Harbor East as the final destination. Service operates between 6:00 a.m. and 6:30 p.m. weekdays, but is limited to peak hour service only. There are three morning inbound trips (to Baltimore) and two evening inbound trips; two morning outbound trips (to Columbia) and three early evening inbound trips. Fares are the standard MTA \$2.00 one-way single cash fare with a day pass at \$4.60. There are also multi-ride fares, a weekly pass at \$22.00 or \$77.00 per month, and senior/disabled fares at a reduced rate. There is connecting service to multiple RTA routes from Harper’s Choice and at the Mall in Columbia, including Routes 401, 402, 403, 404, 405, 406, 407, 408, and 503. MTA 150 is shown in Figure B-10.

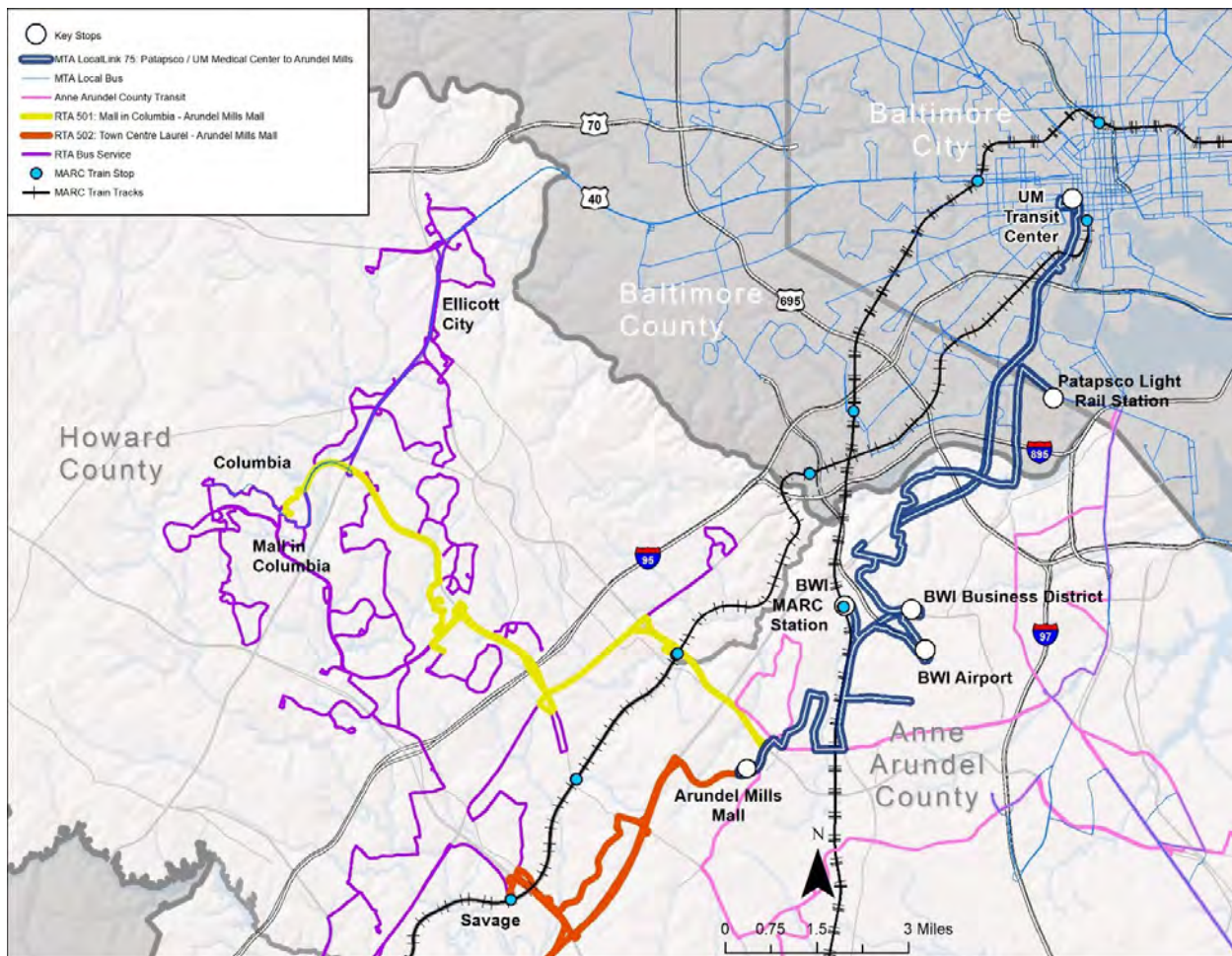
**Figure B-10: MTA Route 150 – Columbia to Baltimore**



## MTA LocalLink 75: Patapsco Light Rail Station / UM Transit Center to Arundel Mills Mall

Local Route 75 links the Patapsco Light Rail Station with the Nursery Road business area, BWI Technology Park, BWI Marshall Airport, BWI Business District, BWI Amtrak/MARC Rail Station, and Arundel Mills Mall. The span of service is 24 hours, and there is an extension to downtown when light rail service is not operating. However, not all stops are served at all times - and headways vary from 30 to 60 minutes. Daytime service between Patapsco and Arundel Mills Mall is provided on all trips. In the late night, service operates from the University of Maryland Transit Center downtown (rather than Patapsco Light Rail) to BWI Marshall Airport to Arundel Mills Mall. Fares are MTA local bus fares. There is connecting service to RTA’s Routes 501 and 502 and Anne Arundel County’s Route 201 and 202 (formerly RTA Route 202). MTA Route 75 alignment is shown in Figure B-11.

**Figure B-11: MTA Route 75 – Patapsco Light Rail Station / UM Transit Center to Arundel Mills Mall**



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**Appendix C**

**RTA Fixed Route  
Customer Survey**

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## Appendix C

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Q2: Where did your trip start? Please indicate the street address, intersection, or landmark (example: if your trip started at home, put your address or a close intersection).....	5
Q3: What is your final destination? Please indicate the street address, intersection, or landmark (example: Arundel Mills Mall).....	6
Q4: Did or will you Transfer to another bus to complete this trip? .....	7
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Q13: Do you have a driver's license? .....	20
Q14: Please indicate your age:.....	21
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Q20: Please provide any comments you may have regarding public transportation:.....	27

## Appendix C

# RTA Fixed Route Customer Survey

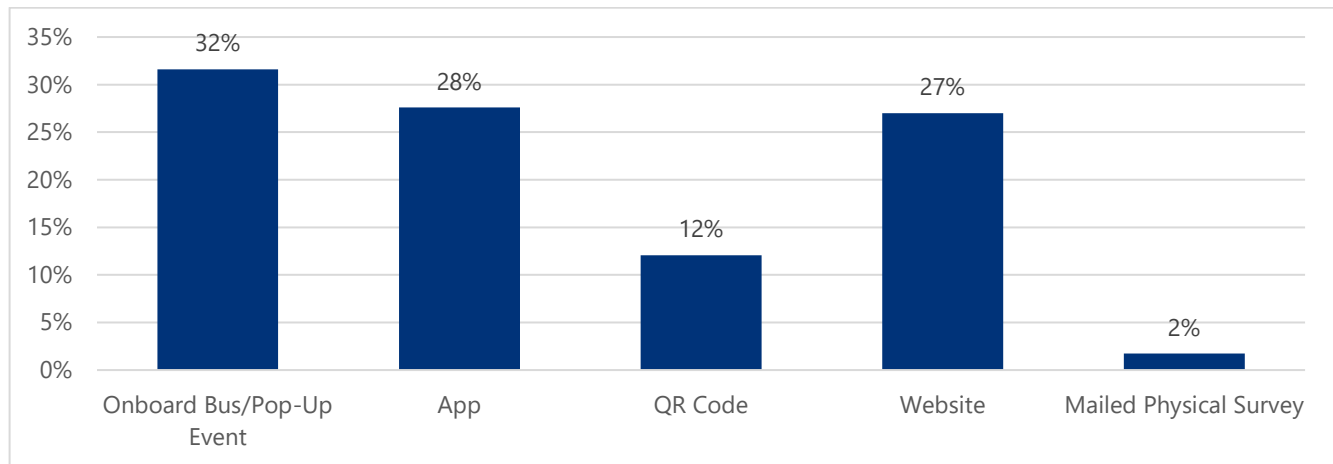
### Introduction

The RTA Customer Survey was available starting on December 5, 2022 and closed on March 31, 2023 – providing a 116 day survey period. The survey closing date was extended due to a relatively low response rate and in order to accommodate additional outreach, including a survey pop-up event at The Mall in Columbia.

Out of the three TDP surveys (RTA Customer, RTA Mobility, and Community), the customer survey had the highest number of responses at 174 (out of 370 total surveys received).

The customer survey was placed onboard all RTA vehicles along with a survey drop box. Push notifications were sent through the Transit App, RTA’s official real-time mobile application. Surveys were also advertised through public outreach materials including QR codes on posters and handouts as well as a website link to the survey. The response rates for each of these methods are shown below.

### RTA Fixed Route Customer Survey Collection Methods



A copy of the paper survey is provided on the following pages along with detailed survey responses for each question.

## RTA Fixed Route Customer Survey – Front



### RTA Customer Survey

Help us to serve you better! The RTA of Central Maryland, in partnership with Howard County, Anne Arundel County, the City of Laurel and Northern Prince George's County, wants your input on public transit services. Please complete the following survey to provide us with your feedback about our services and possible improvements. Your answers are anonymous. Thank you for your input! For more information, visit: [www.rtacentralmdtransitplan.com](http://www.rtacentralmdtransitplan.com)



How to **Submit** your survey:

#### Onboard the Bus

Drop your completed survey into the drop box located in the front of the bus

#### Take this Survey Online



[surveymonkey.com/r/rtacustomer](http://surveymonkey.com/r/rtacustomer)

#### Submit by Mail/Email

Mail to: RTA Survey c/o KFH Group  
7200 Wisconsin Ave, Suite 320  
Bethesda, MD 20814

Email a photo or PDF to:  
[admin@kfgroup.com](mailto:admin@kfgroup.com)

1. What bus route are you **currently** riding?
 

<input type="checkbox"/> 301 South Laurel	<input type="checkbox"/> 404 Hickory Ridge	<input type="checkbox"/> 409 US Route 1 Corridor
<input type="checkbox"/> 302 Greenbelt Metro Station	<input type="checkbox"/> 405 Ellicott City	<input type="checkbox"/> 501 Columbia / Arundel Mills
<input type="checkbox"/> 401 Harper's Choice / Clary's Forest	<input type="checkbox"/> 406 Columbia Gateway	<input type="checkbox"/> 502 Laurel / Arundel Mills
<input type="checkbox"/> 402 Columbia Crossing / Dobbin Center	<input type="checkbox"/> 407 Owen Brown / Kings Contrivance	<input type="checkbox"/> 503 Laurel / Columbia
<input type="checkbox"/> 403 Executive Park Drive	<input type="checkbox"/> 408 Lark Brown / Waterloo	
  
2. **Where did your trip start?** Please indicate the street address, intersection, or landmark (*example: if your trip started at home, put your address or a close intersection*)  
\_\_\_\_\_
  
3. **What is your final destination?** Please indicate the street address, intersection, or landmark (*example: Arundel Mills Mall*)  
\_\_\_\_\_
  
4. Did you or will you have to **transfer** to another bus in order to complete this trip?  
 No transfers     Yes, one transfer     Yes, two transfers     Yes, three or more transfers
  
5. If you are transferring on this trip, **what service did you transfer from or will you be transferring to?**

<input type="checkbox"/> RTA	<input type="checkbox"/> Anne Arundel County Transit	<input type="checkbox"/> Prince George's County's TheBus
<input type="checkbox"/> MTA Commuter Bus	<input type="checkbox"/> MTA Local / Express Bus	<input type="checkbox"/> MARC Train
<input type="checkbox"/> WMATA Metrorail	<input type="checkbox"/> WMATA Metrobus	<input type="checkbox"/> Neighbor Ride
<input type="checkbox"/> Other: _____		
  
6. Are there specific **destinations** you need to go to on a regular basis that transit does not serve?     Yes     No  
If Yes, please describe: \_\_\_\_\_
  
7. What is the **purpose** of your trip today? You may check more than one.
 

<input type="checkbox"/> Work	<input type="checkbox"/> School	<input type="checkbox"/> Medical	<input type="checkbox"/> Shopping	<input type="checkbox"/> Social/Recreation	<input type="checkbox"/> Dining
<input type="checkbox"/> Government/Service Agency	<input type="checkbox"/> Other: _____				
  
8. How **often** do you take public transit?
 

<input type="checkbox"/> 5 days/week or more	<input type="checkbox"/> 3-4 days/week	<input type="checkbox"/> 1-2 days/week	<input type="checkbox"/> Less than 1 day/week
--	--	--	---

Survey continues on reverse >



## RTA Fixed Route Customer Survey – Back

9. Please rate RTA's service in the following areas:

	Strongly Satisfied	Satisfied	Neutral	Dissatisfied	Strongly Dissatisfied
a. Frequency of Bus Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Hours of Bus Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Areas Served by Bus Routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Bus Running On-Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Saturday Service Hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Sunday Service Hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Ride Time/Time Spent on Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Availability of Schedule Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Cost of Bus Fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Safety and Security on Buses/at Stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Cleanliness of Buses and Stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Courtesy/Friendliness of Bus Drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Customer Service and Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Reliability and Condition of Vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Comfort of Ride	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Response/Precautions for COVID-19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Overall Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Which of the following technological improvements would you benefit from?

- Wi-Fi onboard buses    USB charger ports    Real-time arrival screens at bus stops    Other: \_\_\_\_\_

11. What is your home zip code? \_\_\_\_\_

12. Do you have a car?    Yes    No   If Yes, was a car available for this trip?    Yes    No

13. Do you have a driver's license?    Yes    No

14. Please indicate your age:

- 17 or under    18-24    25-49    50-64    65 or above

15. What is your employment status? You may check more than one.

- Employed, full-time    Student, full-time    Unemployed  
 Employed, part-time    Student, part-time    Retired  
 Other: \_\_\_\_\_

16. What is your annual household income?

- \$20,000 or less    \$21,000 to \$40,000    \$41,000 to \$60,000  
 \$61,000 to \$80,000    \$81,000 to \$100,000    More than \$100,000

17. Are you of Hispanic or Latino origin?    Yes    No

18. How would you classify yourself? Please check all that apply.

- African American/Black    Caucasian/White    Asian  
 American Indian/Alaska Native    Native Hawaiian/Other Pacific Islander    Prefer not to answer

19. Do you speak a language other than English at home?    Yes    No

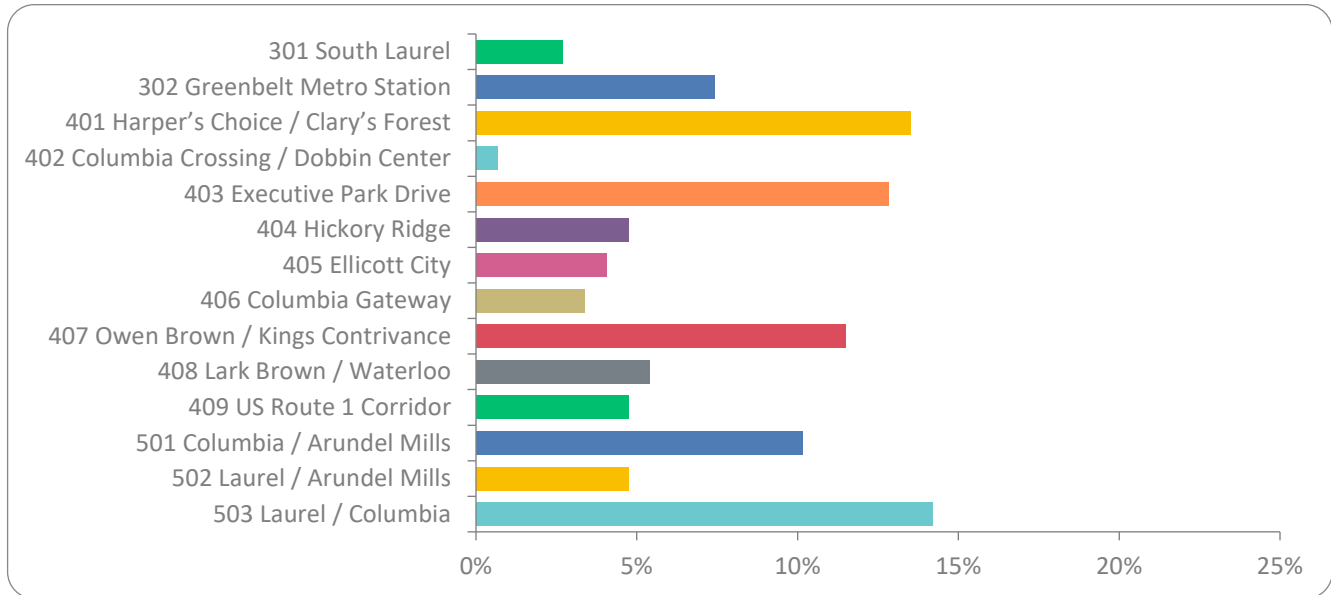
If Yes, what is this language? \_\_\_\_\_ For example, Spanish, Korean, Chinese.

20. Please provide any comments you may have regarding public transportation **and your name/contact info for the raffle:**

\_\_\_\_\_

\_\_\_\_\_

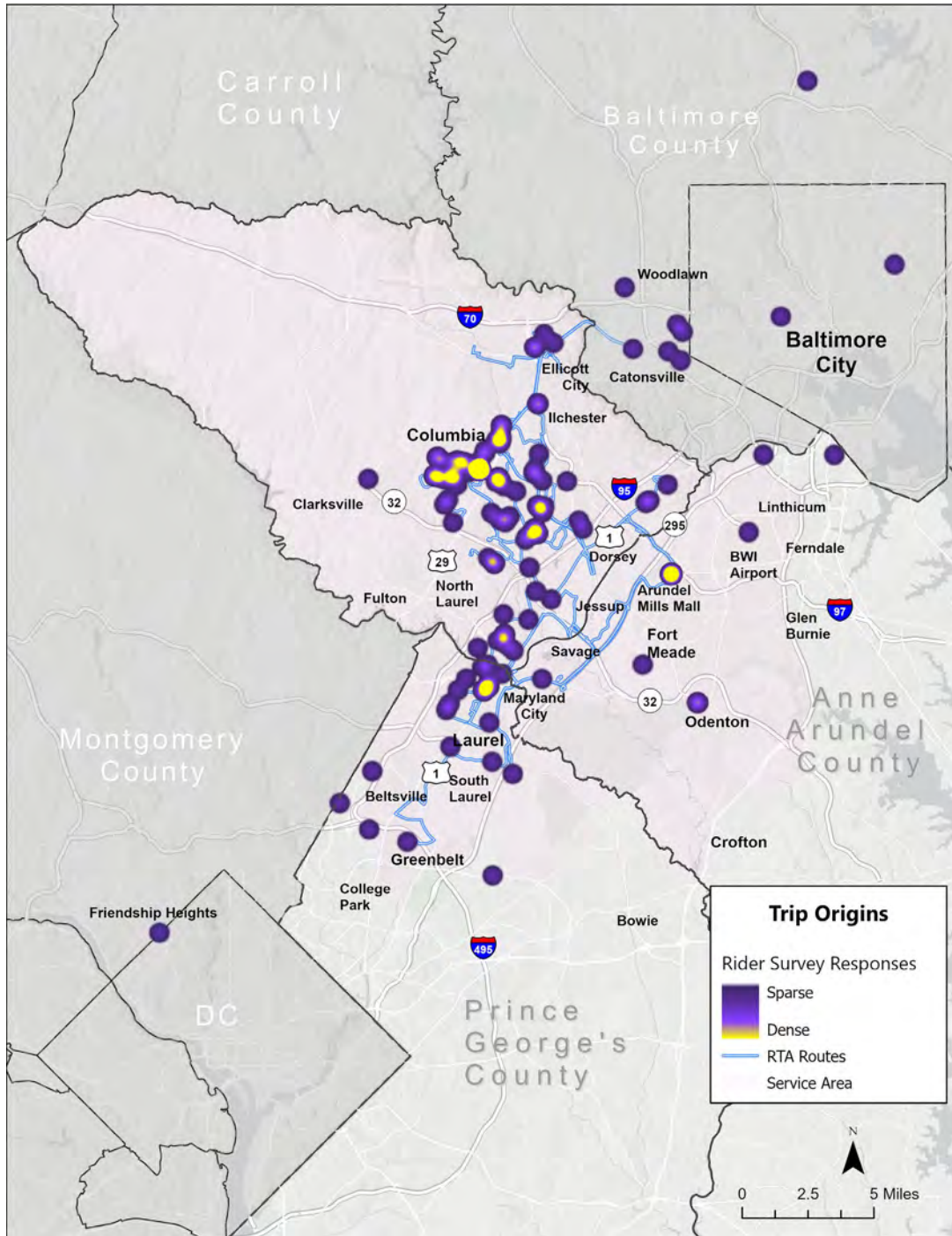
## Q1: Which bus route are you currently riding?



ANSWER CHOICES	RESPONSES	
301 South Laurel	2.70%	4
302 Greenbelt Metro Station	7.43%	11
401 Harper's Choice / Clary's Forest	13.51%	20
402 Columbia Crossing / Dobbin Center	0.68%	1
403 Executive Park Drive	12.84%	19
404 Hickory Ridge	4.73%	7
405 Ellicott City	4.05%	6
406 Columbia Gateway	3.38%	5
407 Owen Brown / Kings Contrivance	11.49%	17
408 Lark Brown / Waterloo	5.41%	8
409 US Route 1 Corridor	4.73%	7
501 Columbia / Arundel Mills	10.14%	15
502 Laurel / Arundel Mills	4.73%	7
503 Laurel / Columbia	14.19%	21
<b>TOTAL</b>		<b>148</b>

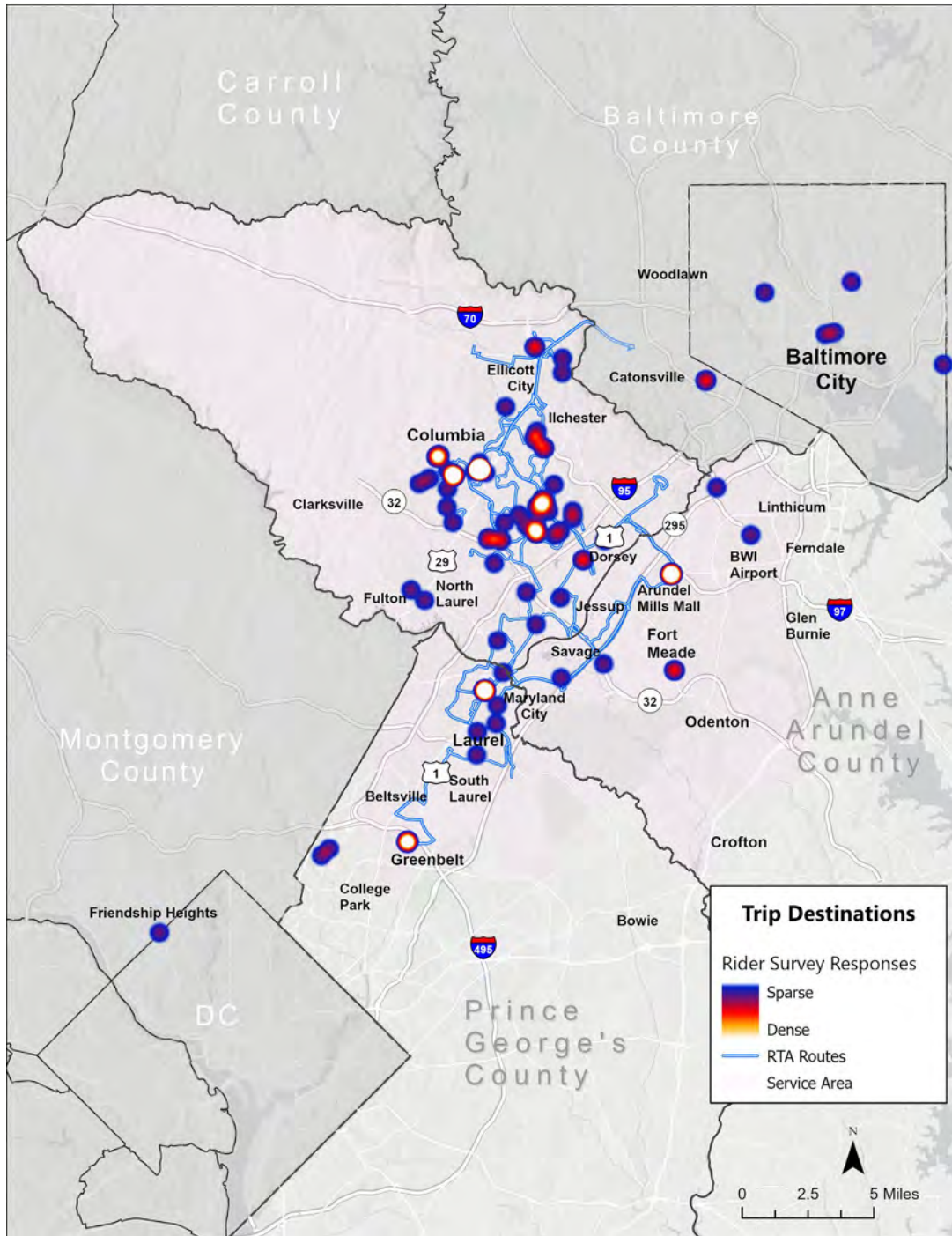
## Q2: Where did your trip start? Please indicate the street address, intersection, or landmark (example: if your trip started at home, put your address or a close intersection)

Individual responses are not provided for privacy reasons (e.g., home addresses).

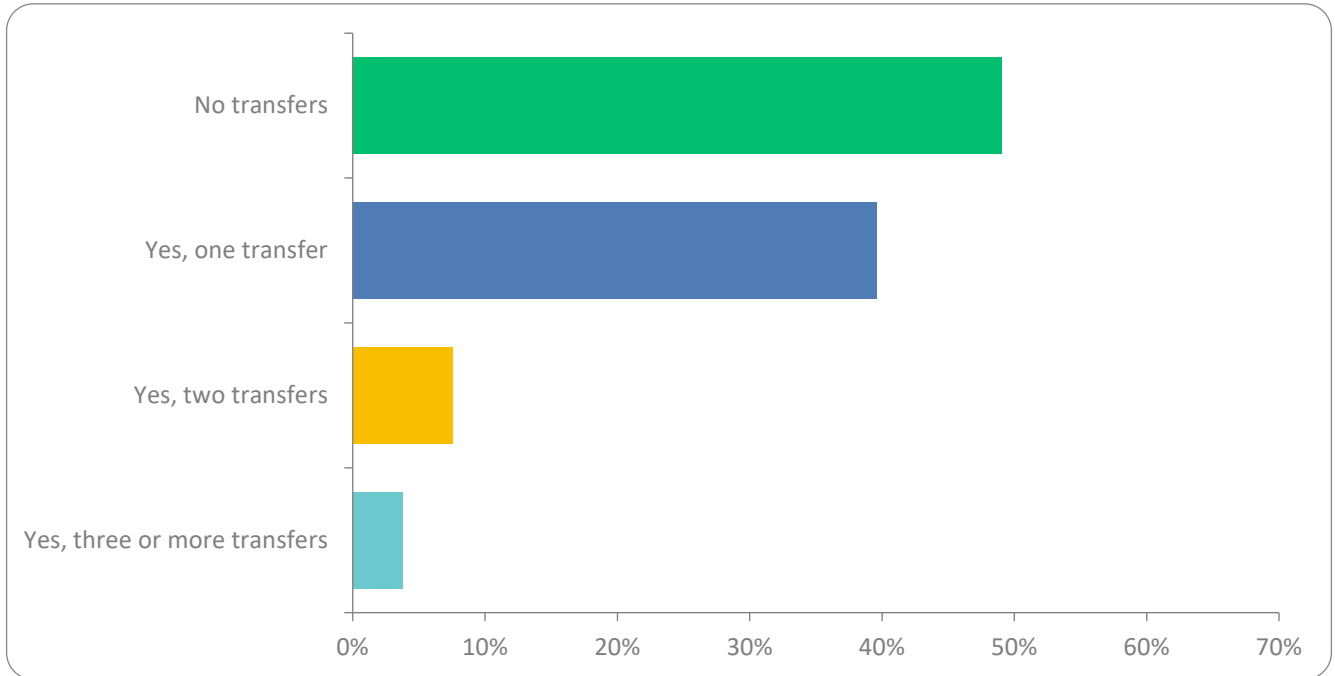


### Q3: What is your final destination? Please indicate the street address, intersection, or landmark (example: Arundel Mills Mall)

Individual responses are not provided for privacy reasons (e.g., home addresses).

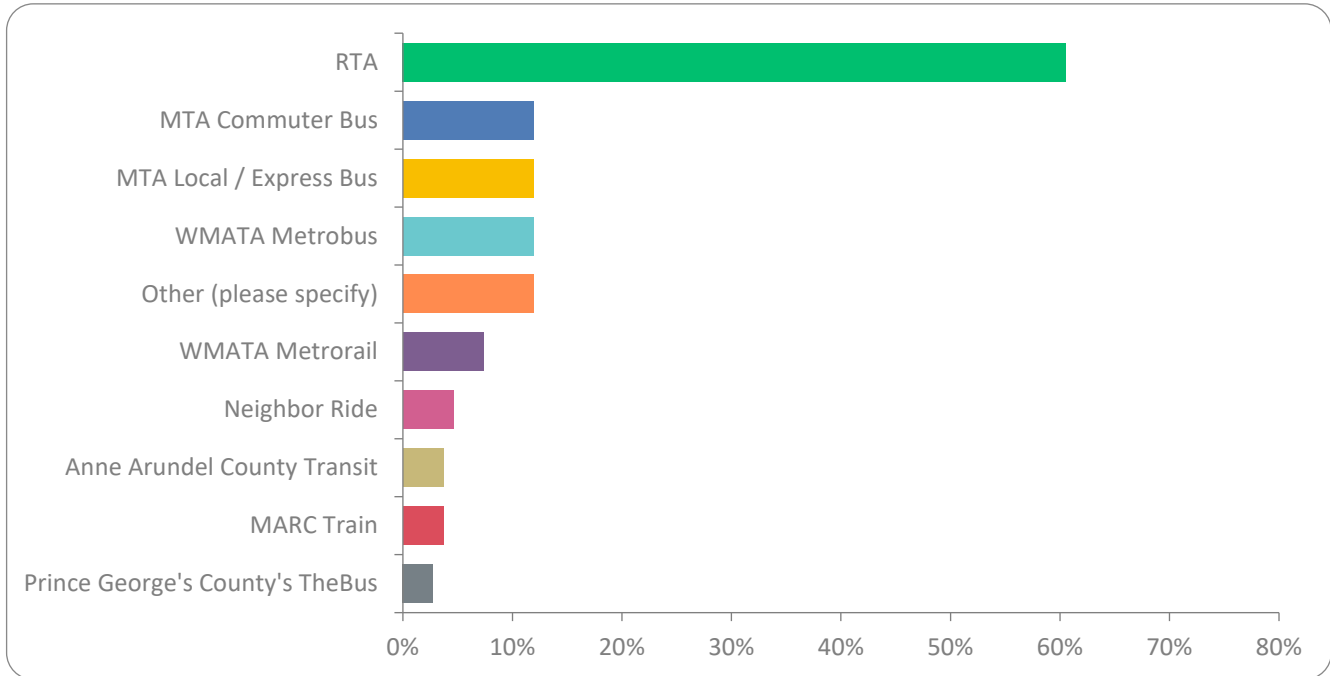


## Q4: Did or will you Transfer to another bus to complete this trip?



ANSWER CHOICES	RESPONSES	
No transfers	49.06%	78
Yes, one transfer	39.62%	63
Yes, two transfers	7.55%	12
Yes, three or more transfers	3.77%	6
<b>TOTAL</b>		<b>159</b>

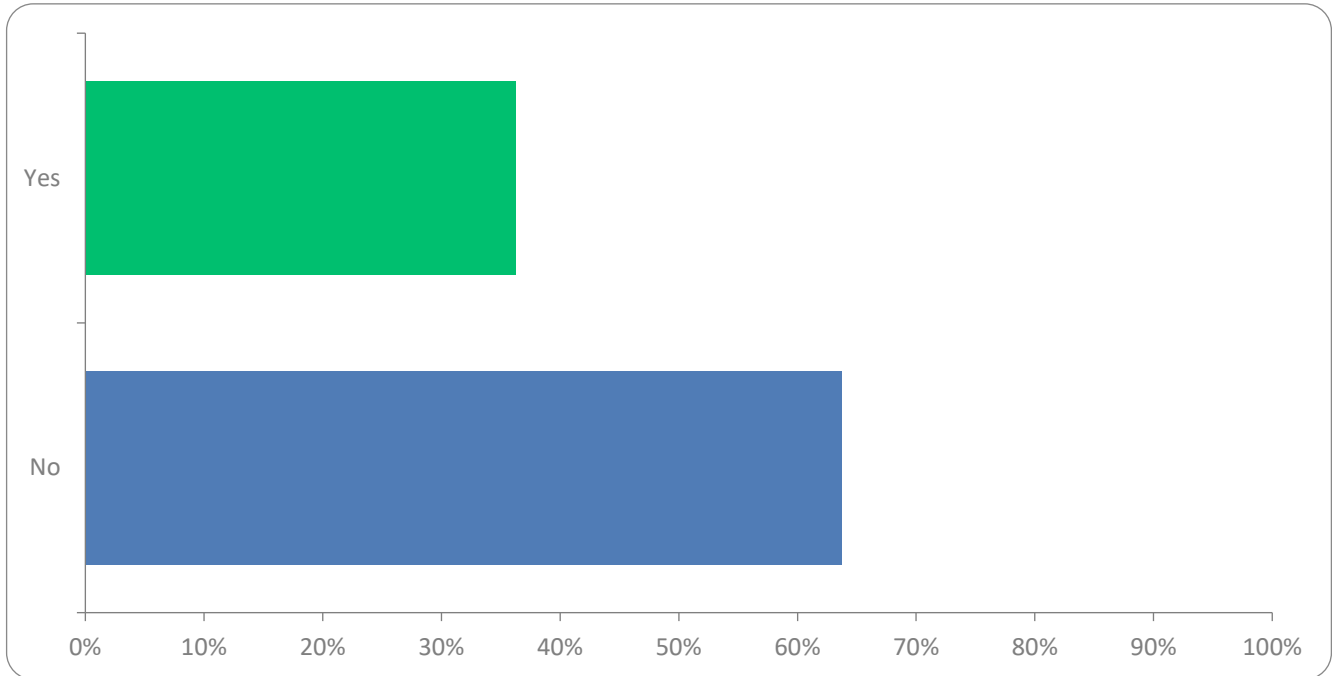
## Q5: If you are transferring on this trip, what service did you transfer from or will you be transferring to?



ANSWER CHOICES	RESPONSES	
RTA	60.55%	66
MTA Commuter Bus	11.93%	13
MTA Local / Express Bus	11.93%	13
WMATA Metrobus	11.93%	13
Other (please specify)	11.93%	13
WMATA Metrorail	7.34%	8
Neighbor Ride	4.59%	5
Anne Arundel County Transit	3.67%	4
MARC Train	3.67%	4
Prince George's County's TheBus	2.75%	3
<b>TOTAL</b>		<b>142</b>

Other: N/A 6, Metrobus 2, Baltimore County Connector 2, MTA CityLink 1, RTA 1, Uber/Lyft 1

## Q6: Are there specific destinations you need to go to on a regular basis that transit does not serve?



ANSWER CHOICES	RESPONSES	
Yes	36.24%	54
No	63.76%	95
TOTAL		149

### Desired Destinations not Currently Served by Transit

**Baltimore National Parkway**

**HCC**

**Inside the Shopping Center L.A. Fitness**

**Scaggsville and Fulton, MD (Food Lion area and Maple Lawn area)**

**BWI**

**Courthouse, commissioners office, Jessup, Security Mall, Hanover**

**Workforce/school**

**Meadowbrook Park**

**Washington, DC, Baltimore**

**Jessup to Columbia**

**Dorsey Station on Wed nights**

**Food Lion, Laurel (Scaggsville, Maryland)**

**Airport**

**Washington, DC**

**BWI**

**CVS old waterloo rd. Elkridge md**

**Hcc, All saints rd bourbon street, Columbia mall**

**Greenbelt station**

**Maple Lawn Farmers Market 8356 sand cherry land laurel md**

**work and one store**

**Ft. Meade**

**Burtonsville, Merriweather District, Maple Lawn**

**BWI Airport**

**408 Old Waterloo Rd. there is no bus stop across Sherwood Crossing Apartments going towards Old Waterloo Rd.**

**Montgomery Run Rd is a 1.5 mile from the nearest RTA stop, which is either 408 or 403**

**Church, but no service on Sundays.**

**9292 Cherry Lane, Laurel**

**Church, actual place of work**

**Home- Clarksville**

**It used to go near 7090 Samuel Morse Drive where I work and a lot of my coworkers had also used the bus. It was canceled permanently and now I need to take RTA mobility or get rides. my job**

**Tastee Diner**

**Bus to Metro station does not operate over the weekend**

**Baltimore Avenue then get on c8 to metzerot rd**

**BWI Airport**

**Post Office**

**I go to and from work and this bus is always late and always leaving me**

**Broken land to royal farms**

**Clarksville, off the 108. Years ago the blue bus used to go there**

**Downtown**

**Staples Columbia, planet fitness Dobbin center**

**Catonsville, Elkridge, Ellicott City**

**Work**

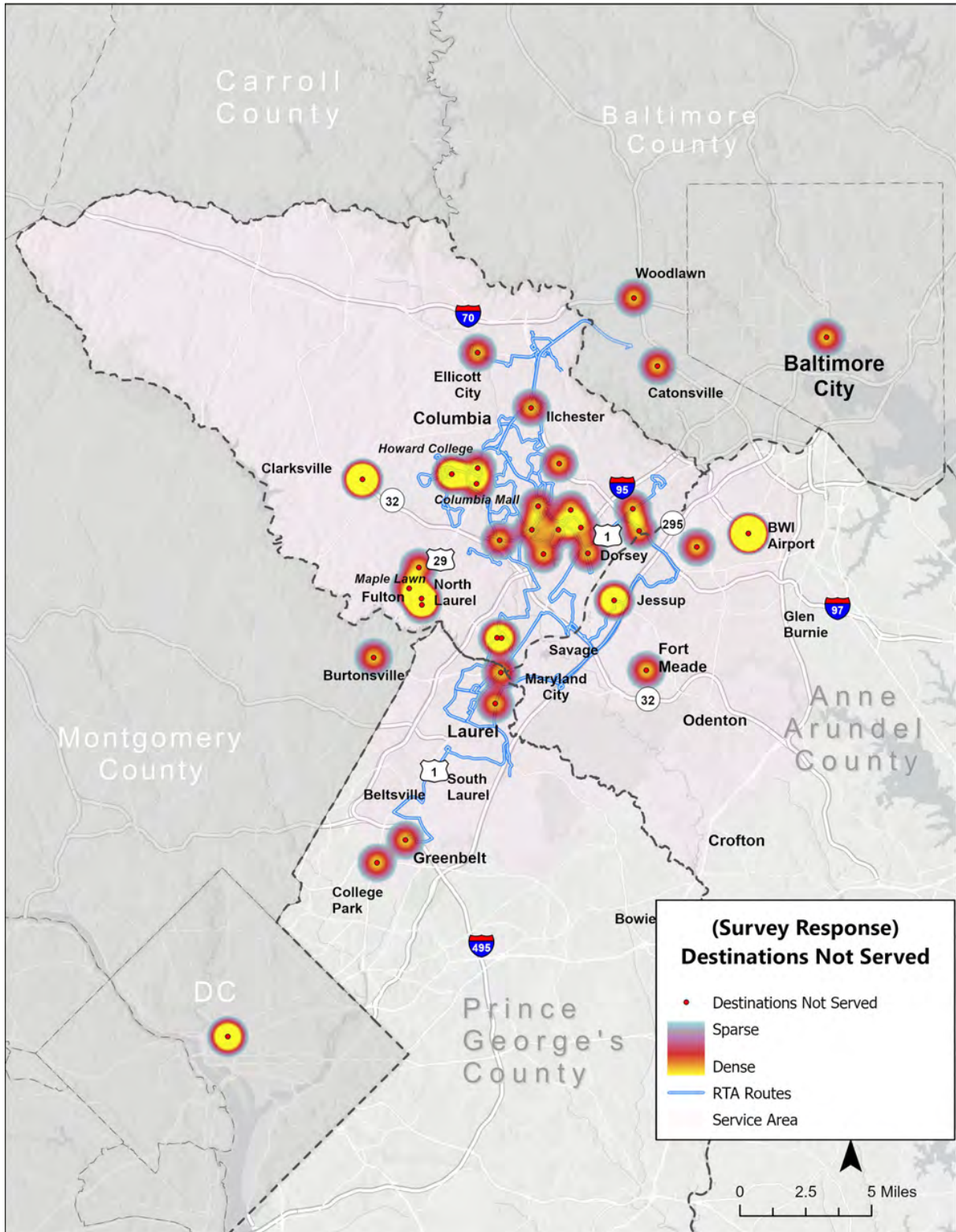
**This bus only runs if the bus working or if no one want to drive it.**

**To and from work, grocery stores and doctors appointments**

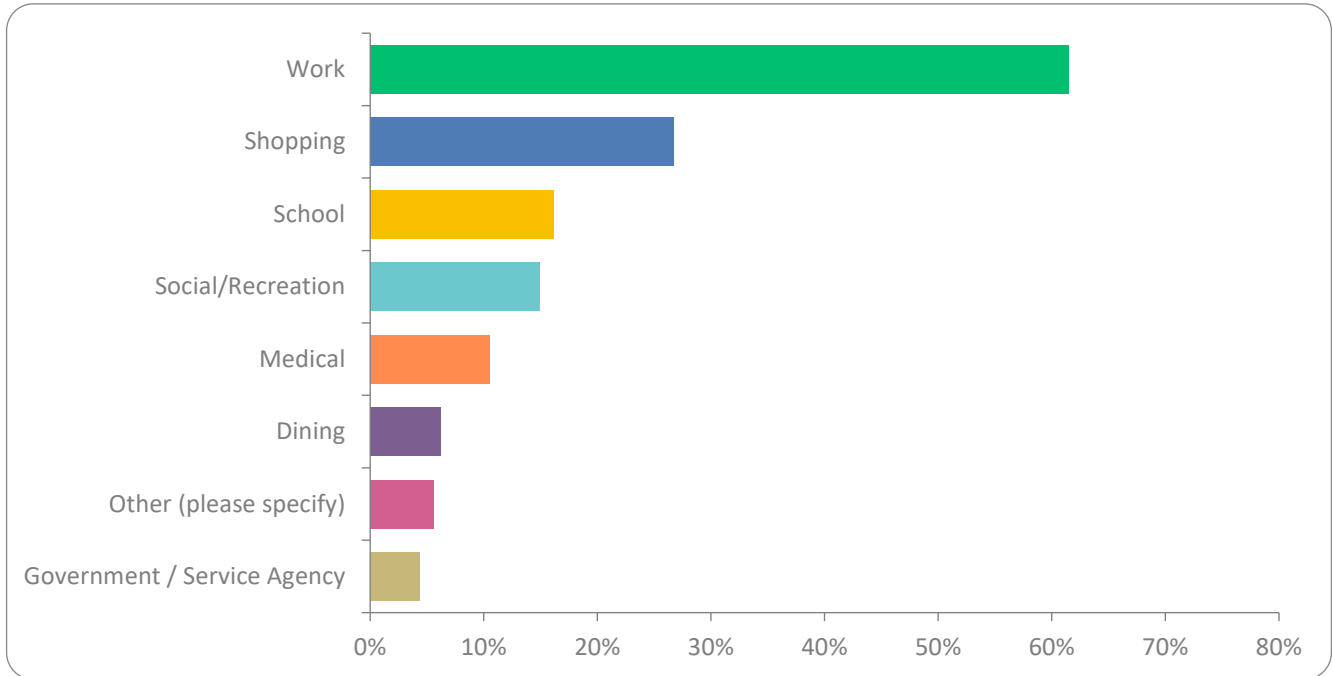
**Clarksville**

**school**

### Distribution of Desired Destinations Not Served by Transit



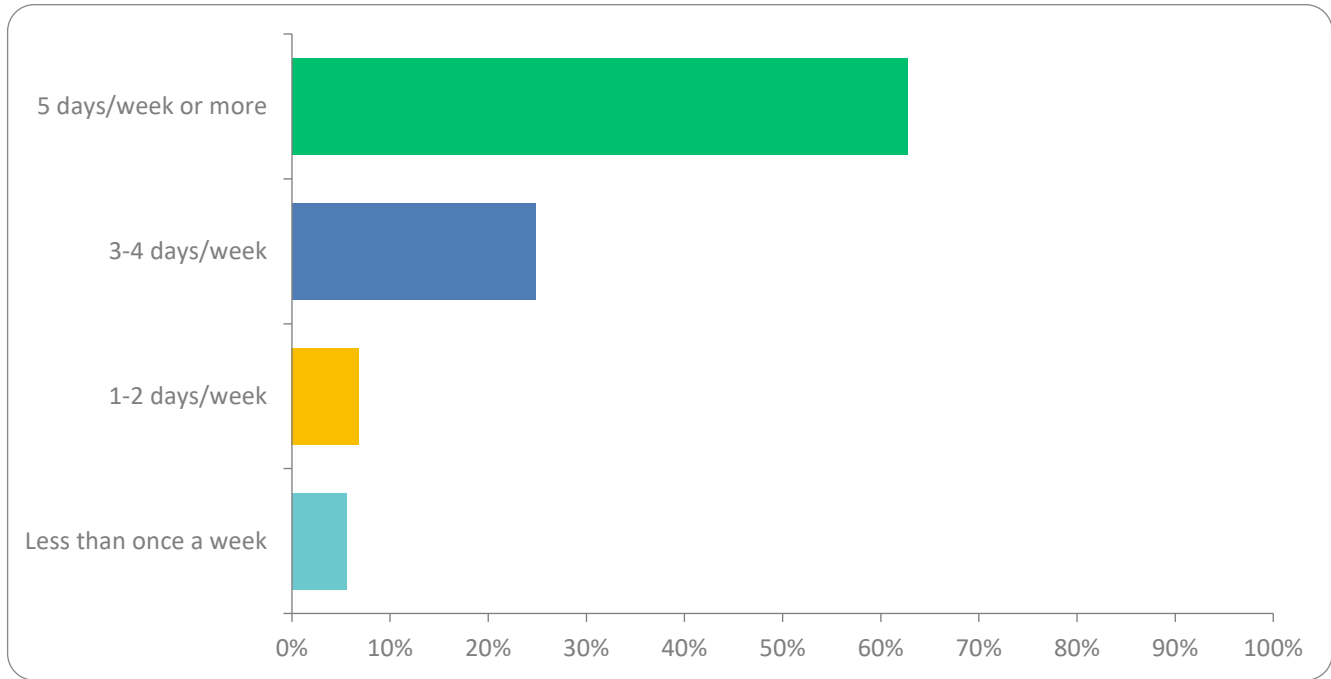
## Q7: What is the purpose of your trip today? Check all that apply.



ANSWER CHOICES	RESPONSES	
Work	61.49%	99
Shopping	26.71%	43
School	16.15%	26
Social/Recreation	14.91%	24
Medical	10.56%	17
Dining	6.21%	10
Other (please specify)	5.59%	9
Government / Service Agency	4.35%	7
<b>TOTAL</b>		<b>235</b>

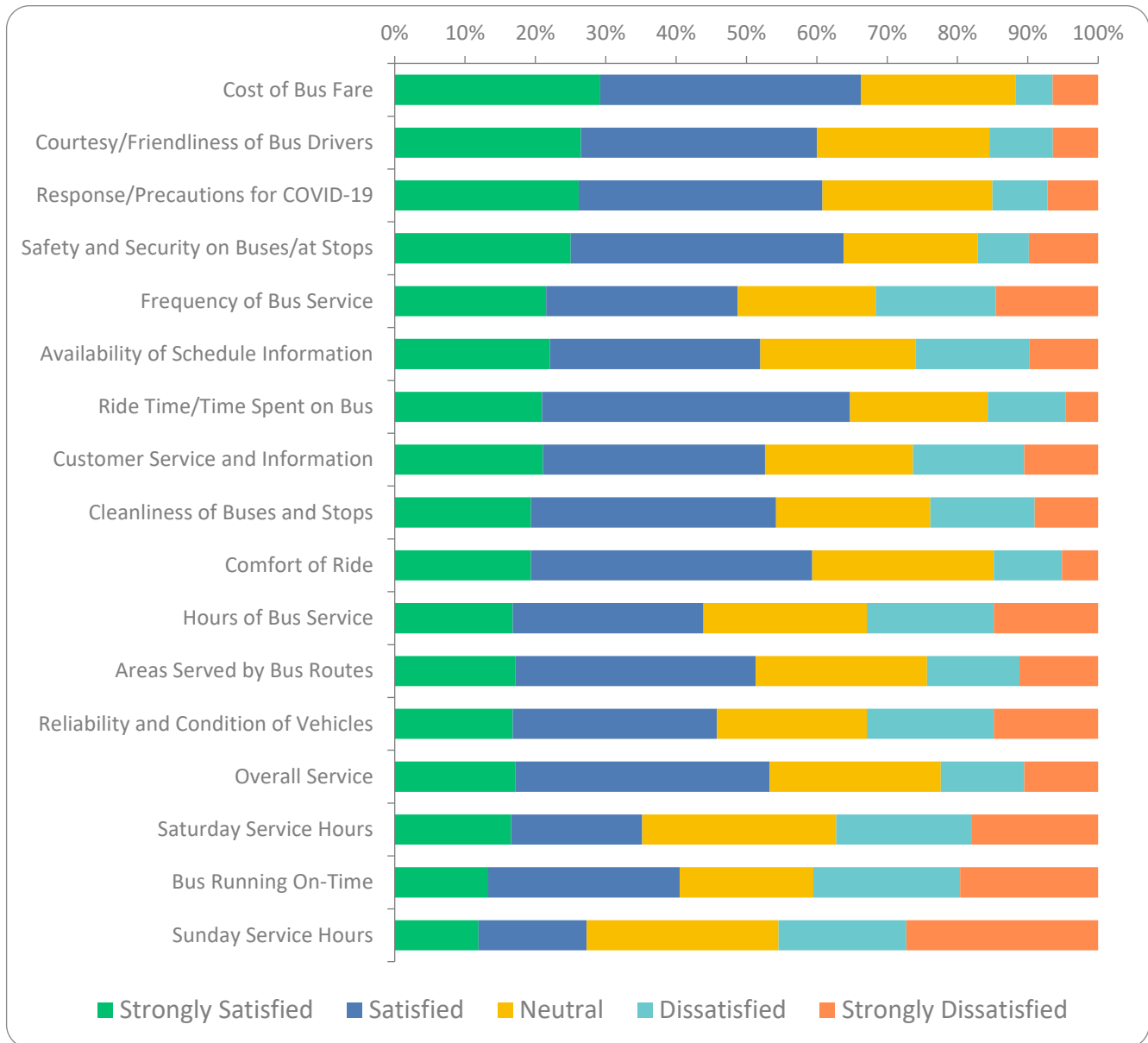
Other: Going Home 3, N/A 1, Exploring – new to area 1, Gym 1, Business 1, Medical and Food Marketing 1, and Friend 1.

## Q8: How often do you take public transit?



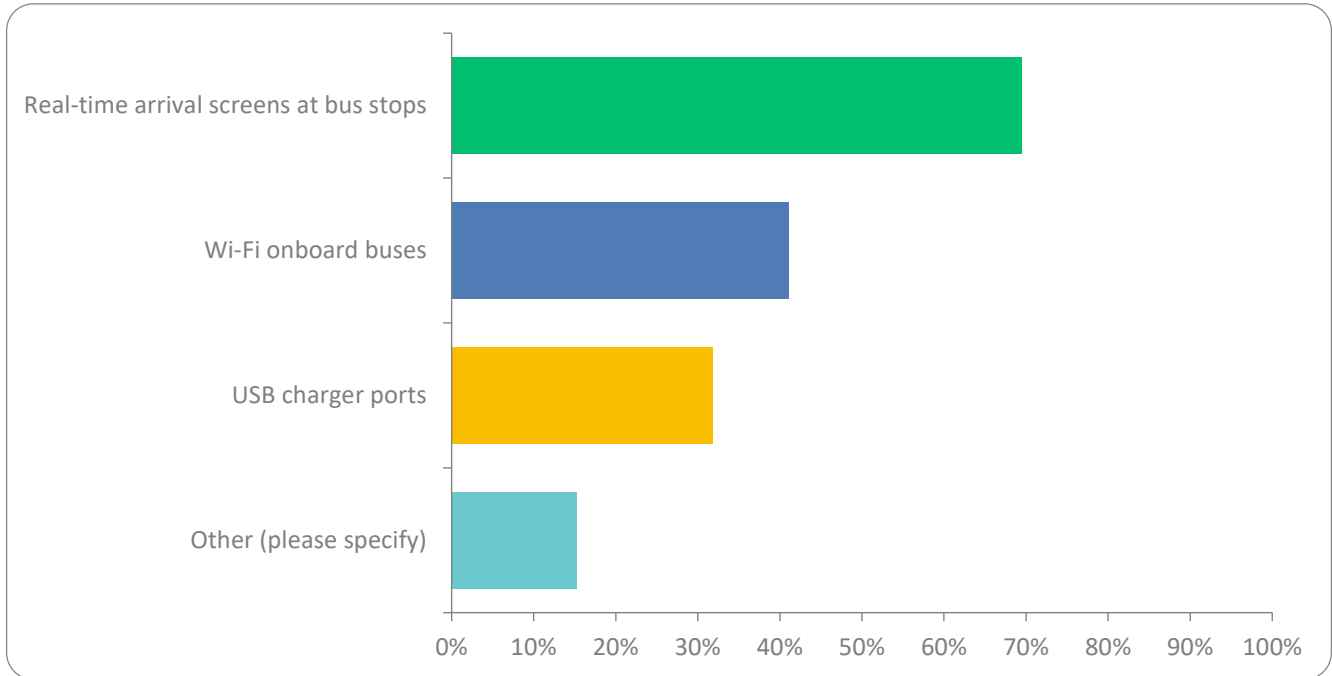
ANSWER CHOICES	RESPONSES	
5 days/week or more	62.73%	101
3-4 days/week	24.84%	40
1-2 days/week	6.83%	11
Less than once a week	5.59%	9
<b>TOTAL</b>		<b>161</b>

### Q9: Please rate RTA’s service in the following areas:



	Strongly Satisfied	Satisfied	Neutral	Dissatisfied	Strongly Dissatisfied	Total	Weighted Average
Cost of Bus Fare	29.22% 45	37.01% 57	22.08% 34	5.19% 8	6.49% 10	154	2.23
Courtesy/Friendliness of Bus Drivers	26.45% 41	33.55% 52	24.52% 38	9.03% 14	6.45% 10	155	2.35
Response/Precautions for COVID-19	26.14% 40	34.64% 53	24.18% 37	7.84% 12	7.19% 11	153	2.35
Safety and Security on Buses/at Stops	25.00% 38	38.82% 59	19.08% 29	7.24% 11	9.87% 15	152	2.38
Frequency of Bus Service	21.52% 34	27.22% 43	19.62% 31	17.09% 27	14.56% 23	158	2.76
Availability of Schedule Information	22.08% 34	29.87% 46	22.08% 34	16.23% 25	9.74% 15	154	2.62
Ride Time/Time Spent on Bus	20.92% 32	43.79% 67	19.61% 30	11.11% 17	4.58% 7	153	2.35
Customer Service and Information	21.05% 32	31.58% 48	21.05% 32	15.79% 24	10.53% 16	152	2.63
Cleanliness of Buses and Stops	19.35% 30	34.84% 54	21.94% 34	14.84% 23	9.03% 14	155	2.59
Comfort of Ride	19.35% 30	40.0% 62	25.81% 40	9.68% 15	5.16% 8	155	2.41
Hours of Bus Service	16.77% 26	27.10% 42	23.23% 36	18.06% 28	14.84% 23	155	2.87
Areas Served by Bus Routes	17.11% 26	34.21% 52	24.34% 37	13.16% 20	11.18% 17	152	2.67
Reliability and Condition of Vehicles	16.77% 26	29.03% 45	21.29% 33	18.06% 28	14.84% 23	155	2.85
Overall Service	17.11% 26	36.18% 55	24.34% 37	11.84% 18	10.53% 16	152	2.62
Saturday Service Hours	16.55% 24	18.62% 27	27.59% 40	19.31% 28	17.93% 26	145	3.03
Bus Running On-Time	13.29% 21	27.22% 43	18.99% 30	20.89% 33	19.62% 31	158	3.06
Sunday Service Hours	11.89% 17	15.38% 22	27.27% 39	18.18% 26	27.27% 39	143	3.34

## Q10: Which of the following technological improvements would you benefit from?



ANSWER CHOICES	RESPONSES
Real-time arrival screens at bus stops	69.54% 105
Wi-Fi onboard buses	41.06% 62
USB charger ports	31.79% 48
Other (please specify)	15.23% 23
<b>TOTAL</b>	<b>238</b>

### “Other” Suggested Technological Improvements

**The Real Time Transit App Actually Working**

**409 on Sunday**

**Being on time**

**courtesy for seniors with disabilities**

**skip the route, not on time**

**Electronic bus passes**

**Instead of fancy technology I would prefer more frequency of service**

**Trackers for the internet are the best thing you have after the actual buses. It seems not every bus has one yet. You should get them on every bus.**

**App and real time arrival**

**Smoother driving bus drivers**

**For the ADA bus, I would like more areas and longer service times**

**Device to monitor bus driver speed**

**Don't need fancy tech, just need more frequent service**

**More frequency. 1hr headways are a joke to the people that ride with RTA.**

**Self-driving buses. That way they will never be late or too early**

**Working Buses**

**Ability to schedule online**

**Metro doesn't let passengers know ahead of time for detours**

**Better sync of 401/509 transfer. 45 minutes**

**Additional lighting, covered stops with seating. Riggs & Hughes drivers have passed me by because it's too dark in the mornings.**

**Individual bus driver reports. The ability to report individual bus drivers**

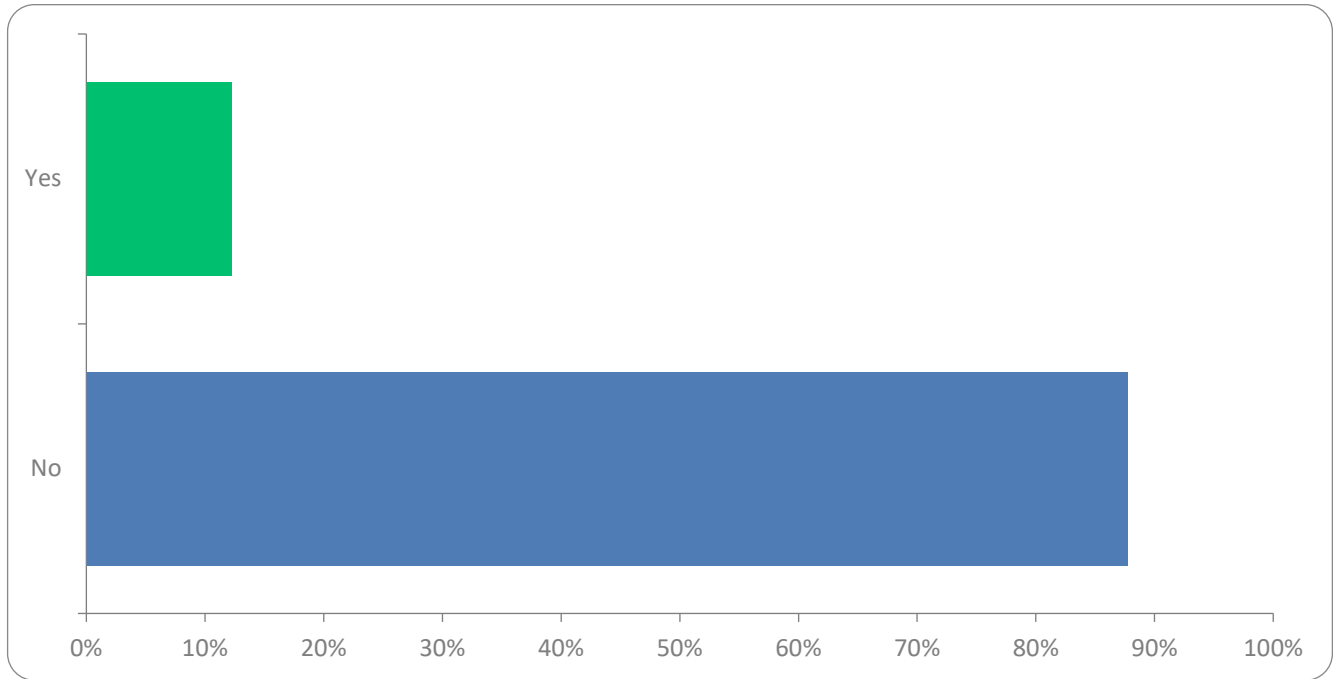
**For the bus to run, period. The 75 only has one route**

**Needs to be better**

## Q11: What is your zip code?

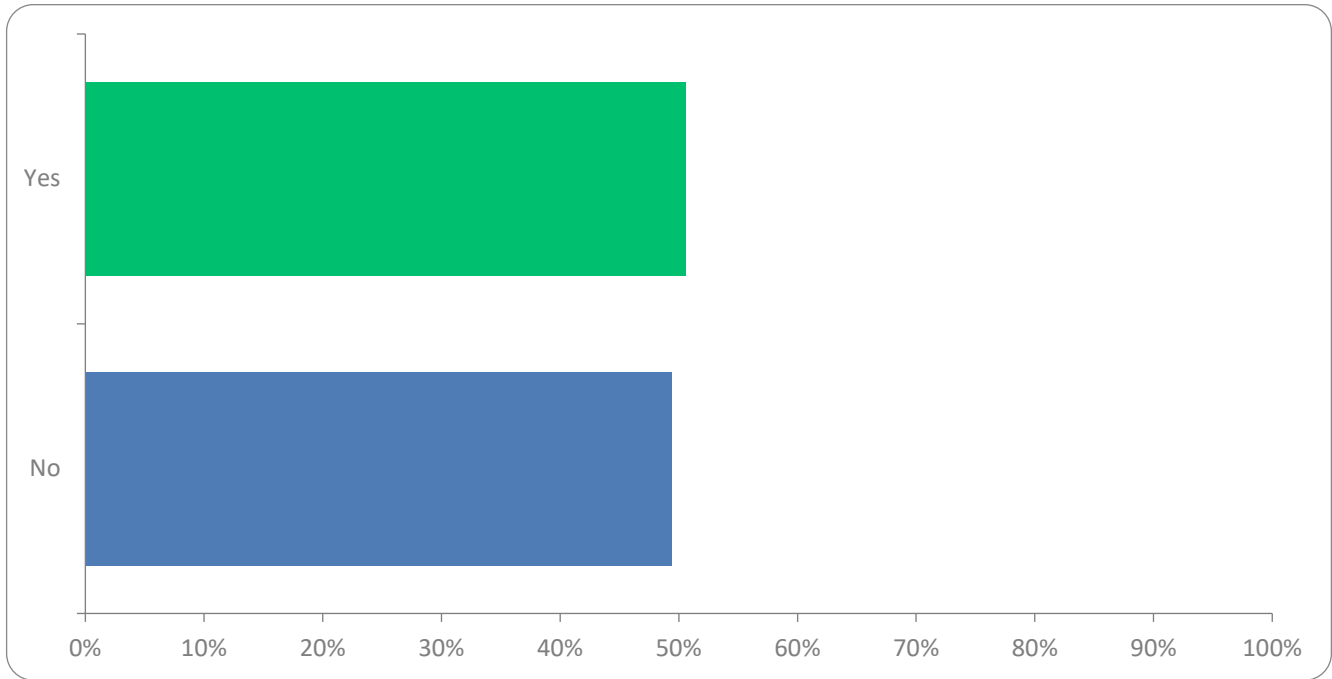
ANSWER CHOICES	RESPONSES	
21044	21.43%	33
21045	17.53%	27
21043	5.84%	9
21046	5.84%	9
20707	5.19%	8
20708	5.19%	8
20723	5.19%	8
21075	4.55%	7
20794	1.95%	3
21076	1.95%	3
21229	1.95%	3
20705	1.30%	2
20724	1.30%	2
20740	1.30%	2
20770	1.30%	2
21207	1.30%	2
21217	1.30%	2
21228	1.30%	2
Zip Codes with only one response: 20020, 20763, 20780, 20783, 20866, 21029, 21036, 21042, 21060, 21074, 21093, 21133, 21202, 21206, 21213, 21225, 21227, 21230, 21234, 21244, 27083, 94210	14.29%	22
<b>TOTAL</b>		<b>154</b>

## Q12: Do you have a car?



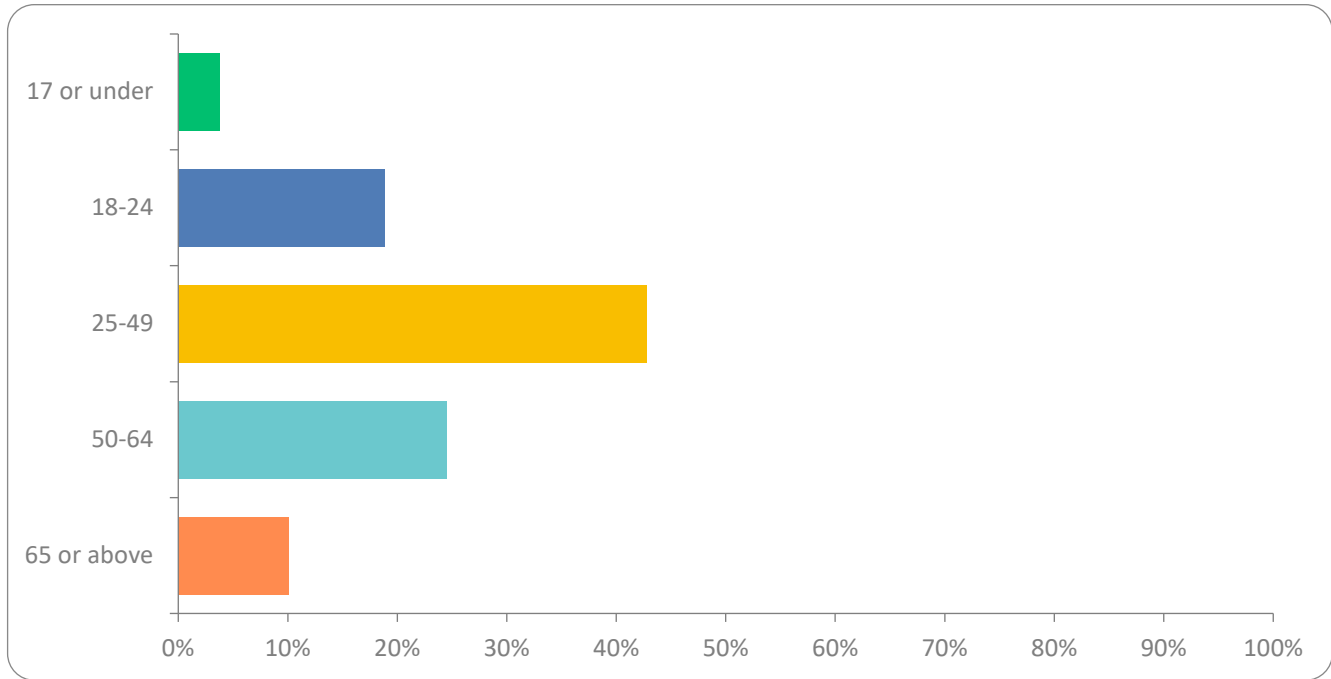
ANSWER CHOICES	RESPONSES	
Yes	12.27%	20
No	87.73%	143
<b>TOTAL</b>		<b>163</b>

### Q13: Do you have a driver's license?



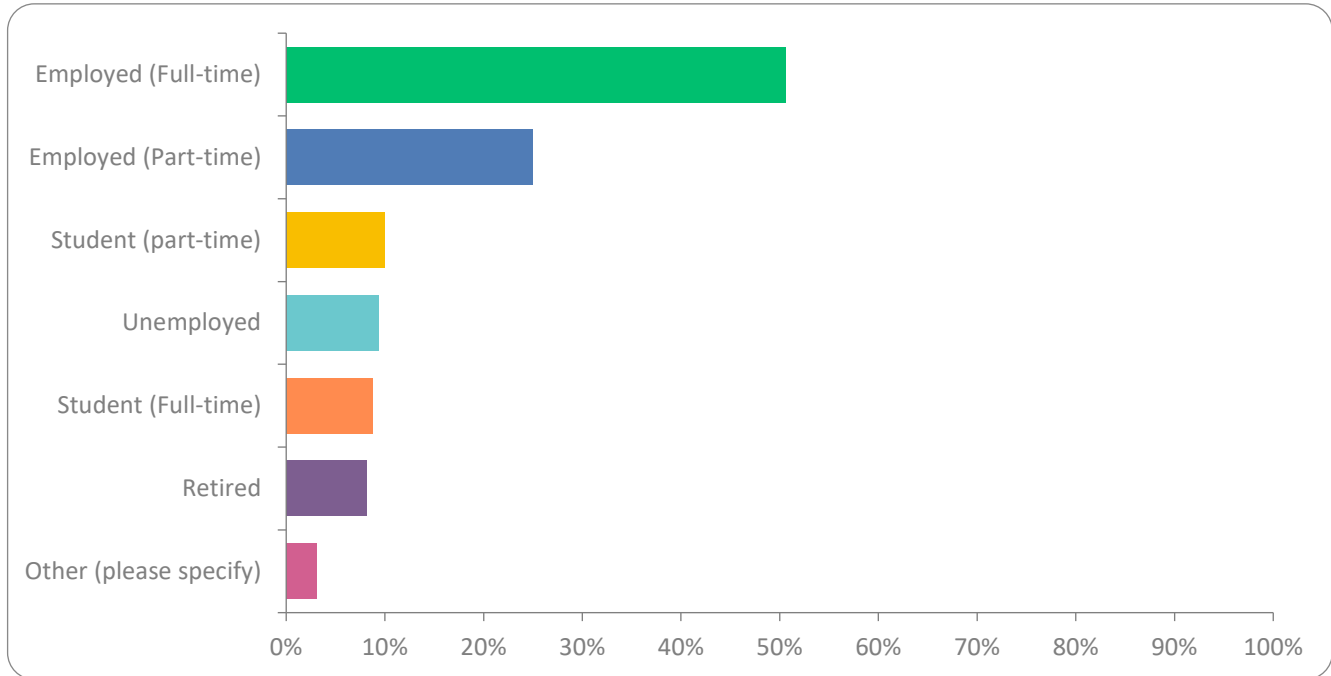
ANSWER CHOICES	RESPONSES	
Yes	50.62%	81
No	49.38%	79
<b>TOTAL</b>		<b>160</b>

### Q14: Please indicate your age:



ANSWER CHOICES	RESPONSES	
17 or under	3.77%	6
18-24	18.87%	30
25-49	42.77%	68
50-64	24.53%	39
65 or above	10.06%	16
<b>TOTAL</b>		<b>159</b>

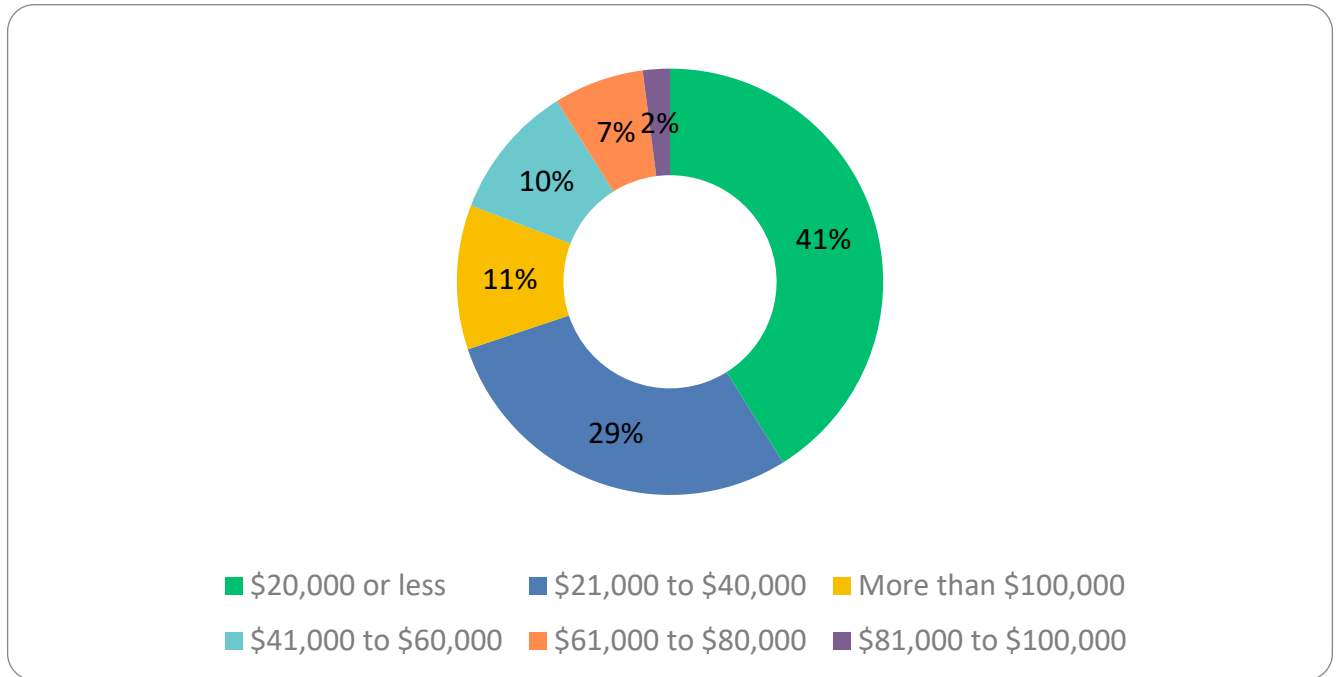
## Q15: What is your employment status? You may check more than one.



ANSWER CHOICES	RESPONSES
Employed (Full-time)	50.62% 81
Employed (Part-time)	25.00% 40
Student (part-time)	10.0% 16
Unemployed	9.38% 15
Student (Full-time)	8.75% 14
Retired	8.12% 13
Other (please specify)	3.12% 5
<b>TOTAL</b>	<b>184</b>

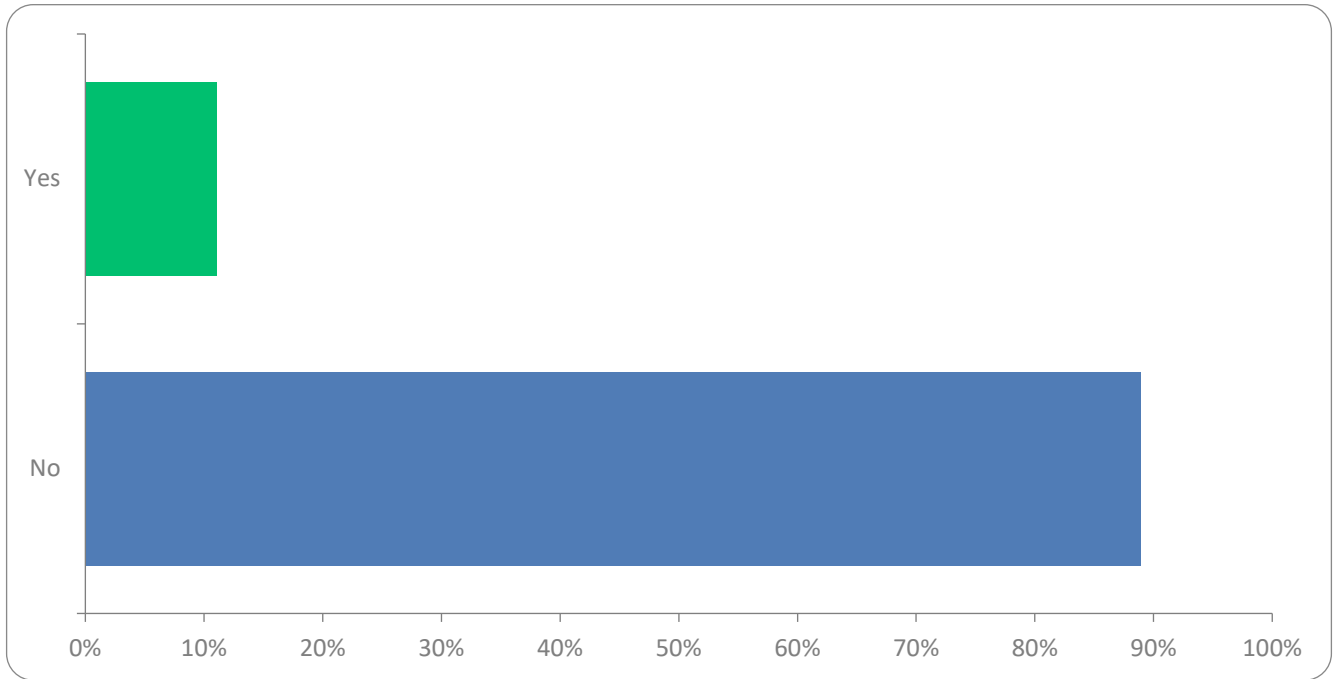
Other: Disabled 3, Freelance 1, Work from Home 1

## Q16: What is your annual household income?



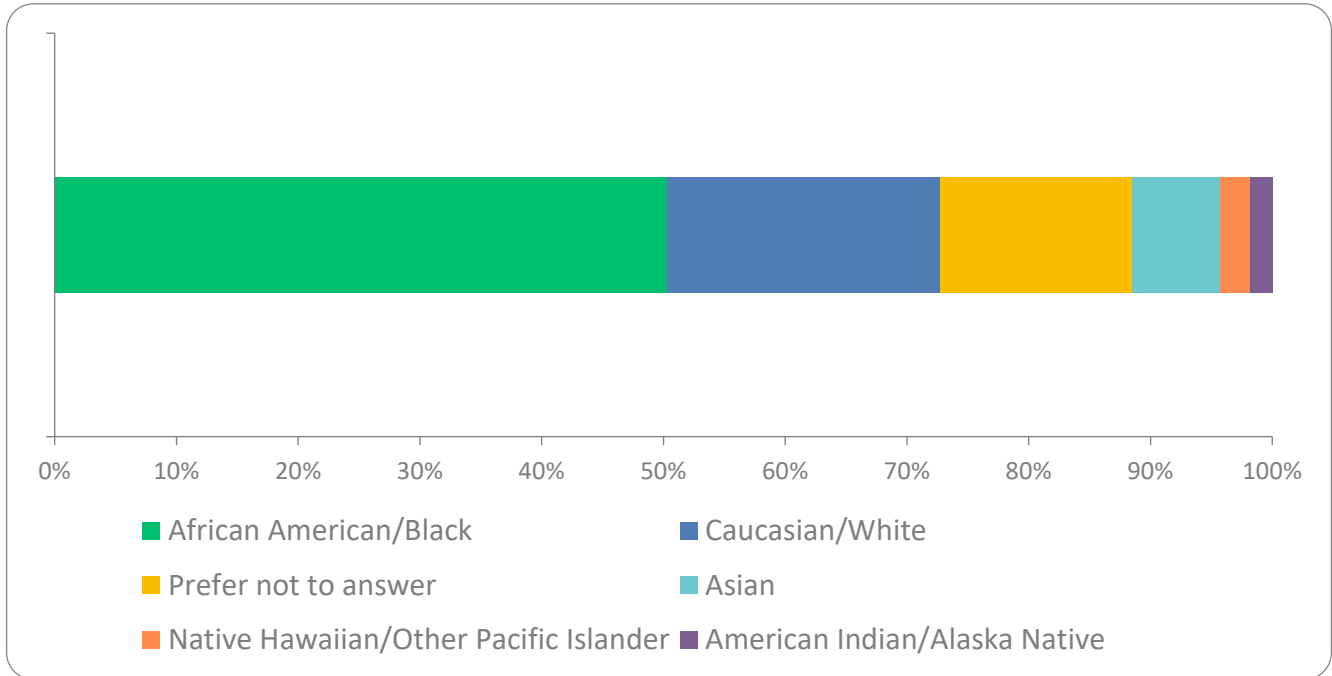
ANSWER CHOICES	RESPONSES	
\$20,000 or less	41.10%	60
\$21,000 to \$40,000	28.77%	42
More than \$100,000	10.96%	16
\$41,000 to \$60,000	10.27%	15
\$61,000 to \$80,000	6.85%	10
\$81,000 to \$100,000	2.05%	3
<b>TOTAL</b>		<b>146</b>

### Q17: Are you of Hispanic or Latino origin?



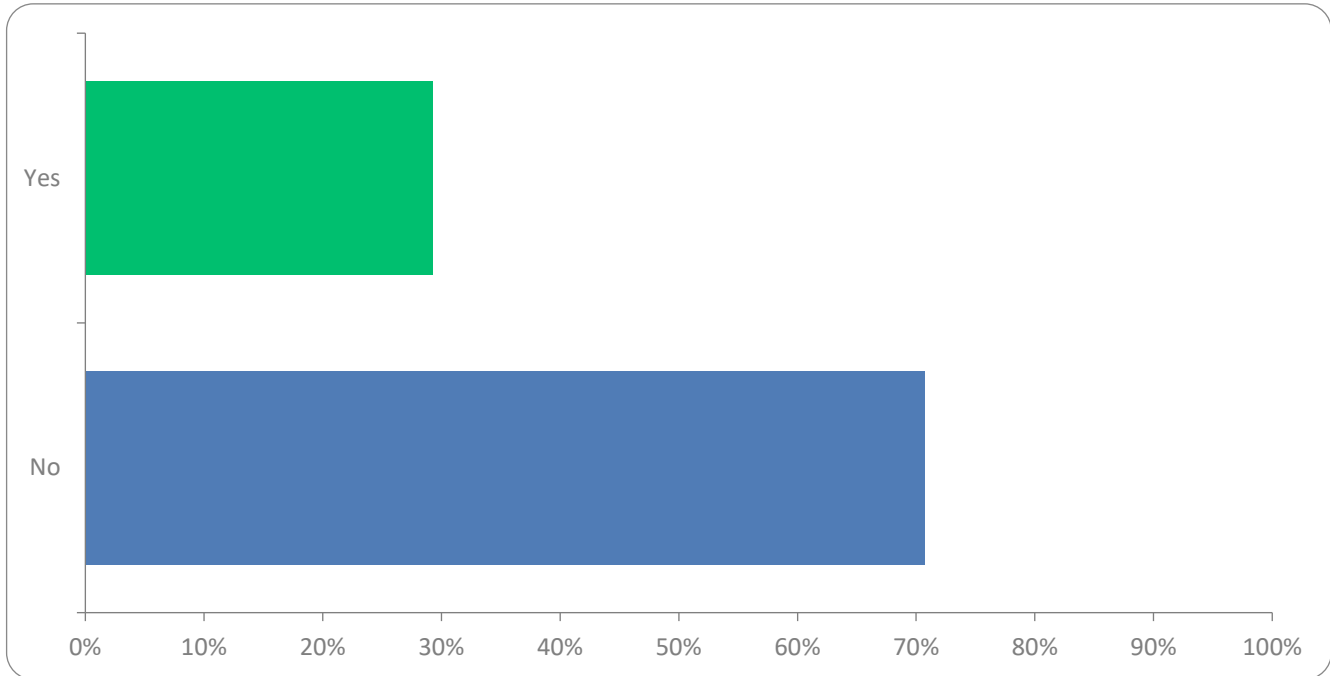
ANSWER CHOICES	RESPONSES	
Yes	11.04%	17
No	88.96%	137
<b>TOTAL</b>		<b>154</b>

## Q18: How would you classify yourself? (check all that apply)



ANSWER CHOICES	RESPONSES	
African American/Black	53.21%	83
Caucasian/White	23.72%	37
Prefer not to answer	16.67%	26
Asian	7.69%	12
Native Hawaiian/Other Pacific Islander	2.56%	4
American Indian/Alaska Native	1.92%	3
<b>TOTAL</b>		<b>165</b>

## Q19: Do you speak a language other than English at home?



ANSWER CHOICES	RESPONSES	
Yes	29.30%	46
No	70.70%	111
<b>TOTAL</b>		<b>157</b>

## Q20: Please provide any comments you may have regarding public transportation:

The 502 going from Laurel, MD to Arundel Mills Mall at 6:00pm, often does not show up!  
I just have a problem with the bus arriving on time, as well as the trip time.

Reliability has been an issue plaguing the RTA for years. I think more people in the community would be interested in riding public transit if the headways weren't so infrequent and reliability wasn't an issue. At its worst, it's a guessing game to whether or not I'll have a way home from work or school. Service hours are also awful for the workforce that doesn't get out until later at night or has to work in the early morning hours.

The two main things that I would like are:

- 1) an earlier bus, leaving Towne Centre Laurel at 6am.
- 2) for the busses to be more reliable. Too much down time. Too many canceled trips and routes. I may be able to get to work, but there's no guarantee that I'll be able to get home and vice versa.

Service too unreliable. Route 414 being back in service would be very helpful to many students I know.

Many of the drivers are very helpful in getting you to your destinations. Will go above and beyond.

Very good and socially responsible local travel for the 21st century. I, and friends, would like to see a greater degree of travel connectivity between the growing North Laurel area in the Scaggsville and Fulton districts, particularly with the emerging senior developments.

Clean the buses

Real-time arrival/departure

Constantly rout 407 - been riding for 13 years "Rider says she will be late for work (again). "Gold" route was more reliable. Sometimes the notices are inaccurate - not reliable.

Buses are so dirty.

Driver courtesy is bad (zero)

I think some of the bus drivers should be more friendly. Some of them when you ask them something, they give you a nasty answer.

Cleaner and driver courtesy is a big issue. Drivers should know route. 503 yesterday - bad driver [illegible]

Ga and Twi

The traffic is very good. Thank you!

Needs more improvement.

Please whenever the bus is not able to get to Columbia at the scheduled time, the riders should be informed via the app. It is frustrating that you would be waiting for the bus and it doesn't come at the scheduled time.

Satisfied with customer service 100%

Everything is good but the bus could be more on time. The bus colors was easier and having all of the buses running on Sundays would help.

Need [the] buses to be on time and consistent.

I would like that all the buses provide a stop key, It's better to ask the stop.

The 503 should go from Columbia to the Laurel Town Centre at 8pm instead of 7pm on Saturdays

Given the population increase and senior citizen housing in the Scaggsville and Maple Law area, having bus stops in the Maple Lawn and Ice Crystal Drive area would benefit many. Ridership would be frequent and often, I suspect.

I wish the 501 go back at the airport.

Transfers are no longer available, the cost of round trips on a regular trip is costly. I don't have a way to get to RTA offices for passes.

Sometimes no arriving the bus on time. It can be skipping any route.

Have bus drivers to not leave early.

Bus route Food Lion (Laurel) - also in Fulton (Maple Drive/or Farm?); and sand cheery lane.

Better customer service, accurate info when calling the office

Give the drivers a raise and keep salaries competitive to other companies drivers-besides the consumer is the precious cargo on board and drivers are responsible for driving-safety-comfort-cleanliness and quality of life during their ride

Once a week I have a moment where I go "I need to learn how to drive". It always happens when some bullshit happens on the bus.

The buses need to run until midnight. Many people end up stranded because they work evenings or have to travel in the evenings. Also the buses should be every 30 mins. That will help the overall economy. Many people have trouble getting to work which leads to unemployment. Also we need more intercounty Access.

I would like the 503 to run 2 times on sundays to arrive at Columbia mall at 11:30 and the other to leave at 6 or 7pm. Also to have the Saturday bus for the 503 go from Columbia to laurel town center at 8pm instead of 7pm.

It should be free of charge.

N/a

Don't like how there's only 1 bus that goes to Ellicott city

More buses needed. One every hour is too few

Frequency and reliability is the most important. RTA has satisfactory reliability but frequency isn't good at all. A bus every hour isn't very useful for most people so that impacts ridership negatively.

I am pleased with RTA services in my area. I don't work on the weekends. The 409 Laurel/Elkridge isn't available on Sunday. It's probably the only minor issue that exists. I'm never in a rush so I don't mind a late bus.

Today I spent over 2 hours at the bus stop waiting for the 502 that never came. There was no update on the website or transit apps to inform us the bus is not running today. Which resulted in me being extremely late for work. As well as that line is constantly late. Every other day the 12:00 bus does not show.

I would like a bus for traveling to Laurel. The area around Maple Lawn for the farmers market. the area around Lion King store to visit my brother in that area on Sand Cherry Lane and shop at the Lion King Food Store. The drivers are all nice courteous and drive very defensively and do a good job driving. =

I would like to see the RTA Route 409 and the RTA Route 503 gets more Sunday service that will run from 9:00AM to 8:00PM.

More of my coworkers would utilize the bus service if it ran more frequently and had more drivers so you could provide reliable service to Ft. Meade. Additionally, the departure and arrival times should better align with the MARC schedule. Thanks!

Bus drivers need to start driving buses smoother; RTA should use only large buses during COVID, RSV, and flu to slow spread of disease; drivers should control rowdy passengers or ask them to leave the bus; drivers should depart on time.

I love and appreciate my ADA-Mobility bus. I would not have a job or be a functioning member of society if it were not for this bus. However, they need more help!!!

Open bus doors 5 minutes to scheduled depart times at the mall to leave on time, add a bus stop on Columbia Road in front of Columbia Glade apartments and add more bus depots with shelters

Sometimes the drivers miss people at stops, such as the 409 bus stop at Howard Road and route 1 in Savage, going north. The driver needs to look and see if anyone is at the less-used stops, not just whiz on by.

The proven way to make public transit more successful and widely used is to make it frequent and reliable. Most RTA buses run every hour only which is just not practical for most people with busy and specific schedules. Simple induced demand concept, more frequency = more ridership.

Induced demand. More frequency = more people will ride with RTA.

Schedules and routes do not list all bus stops, making it difficult to plan a commute. Please add all stops to the schedules and/or route maps.

Some bus stops are often located in a grassy area, on a steep hillside, etc., nowhere near a sidewalk. More of a city planning issue, than RTA issue, but hopefully the feedback is helpful.

Some information about me: I mostly work from home and am not commuting daily like in 2020 and earlier. I also take the 401 and 404 regularly, as well as other bus lines.

Some drivers have to be more professional and not let emotions determine their judgement or choice of words.

Public transportation is great. There are very great drivers I like that are great 100%, but there are a few who won't even speak to you nor respond to a request. It's public service. Let them leave their attitude at home or quit.

I have a problem getting to work in the morning. Most of the time I'm late for work. No bus and no driver for route 405.

In the past, the buses were cleaned. But today, the interior of the buses is very dirty and smells sometimes.

502 - Saturday/Sunday hours should be every hour instead of every hour and a half.

I also ride Mobility -Legally Blind

Make sure the drivers are 100% on time and not getting to stops too early or late

I ride RTA Mobility, so these questions do not apply to me. It is unfortunate as I would have wanted to fill out a survey.

Service is highly unreliable and customer service never responds, limiting my use of RTA

The bus is a blessing, however it's very limiting to time and certain areas. Like Sundays I would like to go to church but the bus doesn't run in my area at that time and I don't have any alternative and have to use Lyft which is more expensive.

I exclusively use the Mobility/paratransit services, and my drivers are first rate professionals

I visit Virginia a few times a year. You should set up a system that allows for free bus transfers for patrons who don't use cellphones.

I think RTA is a great service. I'd like if they were to add more routes but that's no big thing

Please offer training on how to ride the bus - perhaps through high schools or partner with libraries. Get more people to ride!

**It would be helpful if there was a survey for those of us who use RTA mobility.**

**More frequency of RTA & they should be running on time**

**No comment**

**There is NO bus service near my house in Dayton, MD. The RTA Paratransit service does NOT allow me to use it for anything other than dr/dental/work/social svcs/sr centers and that is also only on weekdays from 9 - 5. If I want to do anything else, I'm not able to. I am mentally disabled, so mostly homebound because of this. I would like to just go to a shopping mall or a movie/restaurant sometimes but can't go anywhere because of no transportation. The RTA Mobility/ParaTransit svc is for disabled people, but it doesn't service my area enough which is a HUGE problem. Increasing the places I can go and the days of week would HUGELY improve my quality of life.**

**I USE RTA MOBILITY 100% OF THE TIME.**

**THIS SURVEY REALLY DOESNT APPLY.**

**IN GENERAL WOULD RATE THE SERVICE A GRADE OF "A"**

**I purchased an RTA card for my daughter in MD to use for work last summer. I never received the card and never received a refund.**

**I need to have public transportation, but do not have access to my home. This has affected my ability to hold down a job because the RTA mobility was not available when I needed to get to work. Please add a route to Clarksville.**

**There needs to be a lot more public funding to support mass transit and public transportation, especially for people with disabilities like me.**

**Some of the buses I ride look like they have never been cleaned since they have been on the road. Need more attention to that issue.**

**During rush hour it seems that the bus doesn't run as frequently, find myself waiting about an hour when I just missed the bus.**

**Better service overall and all over**

**Please start a direct service to metro station over the weekends.**

**No Comments**

**There are a lot of ghost buses abd not showing up on time.**

**Every time the bus ain't supposed to be here at a certain time and don't never show either your bus schedule screen board isn't correct like it feel as though you have no respect for the public especially going cold weather seasons.**

**Buses on Sundays so I can get to work**

**I wish you to always be available at all times during the day and please provide departures and arrivals at each stop in the app**

**V.good service just need the 503 route more often in service**

**Your buses frequently breakdowns so I have to take Uber a lot to get to work or home. The 406 bus/van needs to have the app to show where the bus. I will be late for work. I do not like to cross my fingers if the bus is going to run or not**

**They need to stop canceling the buses it makes me late for work**

**Its really good at this time**

**8 realize that ridership is low on my routes because buses are not full. I wish buses run in 1/2 hr. increments, especially the 501 which has more riders**

**Thank you for serving the community. Cheaper fares & later evening hours**

**Transit needs to do alot better with those bus arrival times ASAP**

**need to have a way to have accurate arrival times because i have experienced only this bus being late or not arriving**

**Letting all riders get on the busses 10 mind early in fall and freezing conditions**

**They need to stop canceling bus at the last minute because people need to get to work.**

**They need to fire the super vision**

**Bus needs to come when it schedule to come. Instead of making up bunch of excuses and lies**

**It is good. Very dependable in the morning. Afternoon routes are not as dependable. The real time is very reliable.**

**Some Buses need a really good cleaning**

I'm pretty satisfied overall. But the other day, I decided to take the Metro to NASA Headquarters in DC. I rode my motorcycle to the Greenbelt station and parked in the Park and Ride lot. To get there and back on the Metrorail and exit the lot, it cost me nearly \$13.00. I had planned for \$4.00 (\$2 there and \$2 back), so that really surprised me. I didn't realize that it cost \$5 to exit the lot and not sure why the train was so expensive. I feel like I made a huge mistake in taking the WMATA and I will not be doing that again. Not sure why you'd dissuade people from taking the Metro by charging for parking. I could have driven and paid for parking near Headquarters for less. I just realized that it was costing me \$3.55 each way to get to and from work riding the rail. Clearly, I misunderstood the fare system and should have done more research. Now, instead of riding the train, I am just transferring around on various buses because it's actually \$2.00 each way. So, I guess this turned into a bit of a rant, but mostly, I am just discouraged because I put \$200 on my Smartrip card and I feel like I blew through it in record time because I wasn't paying attention to how much these trips were costing me. This is my fault - not WMATA's - and I am changing my travel behaviors accordingly. Just bummed that I feel like I have to. I often get frustrated that I pay and so few others seem to. They literally just walk onto the bus, no questions asked. Even though this seems to be a huge whining session, I would like to note that I am overall very happy with the service that WMATA provides. Some of the drivers are superb. (Mr. King on the 4:35 p.m. 15X from NASA to Greenbelt deserves a freaking commendation and the guy who drives the BRO1 R2 bus in the mornings is awesome, too.) Keep up the good work. Sorry for the complaints. I just don't know where else to voice them. I'm actually extremely pleased with the service overall.

**You guys need to run later and adjust your bus stops. And develop you own app and put a tracker on the bus so that we can see where the bus is and get an accurate time of when it is coming. Also weekend services for all buses, 95% of workers work on the weekends and it's a hassle and expensive paying for Ubers or Lyft.**

**Bus doesn't run on the weekends, i walk an hour just to catch a bus on weekends. The 301 is never on time. The bus should come more frequently. Hire more drivers and get more bus after 2 hours into service get 2 people on one route like metro.**

**On Friday December 16th on the 5 o'clock 405 to Columbia mall. The bus driver was driving aggressively cutting people off in traffic he also didn't respond to me saying hello when I got on the bus instead he immediately turned off the heat and rolled down the windows as if I stunk or something. I work at a bank where hygiene and professionalism is required so I know I did not smell. Also I've had other encounters where bus drivers are just rude or not responsive for example I asked a bus driver if the 404 was**

**The 75 runs when it wants to. You canceled the second route on this line and now it runs when they feel like it. God forbid you have to rely on it on Sunday. They cancel BACK TO BACK TO BACK at least half the day EVERY week. Saturdays are not all that better. it's the best**

Regional Transportation Agency  
of Central Maryland  
Transit Development Plan

**Appendix C**

**RTA Fixed Route  
Customer Survey**

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## Appendix C

# RTA Fixed Route Customer Survey

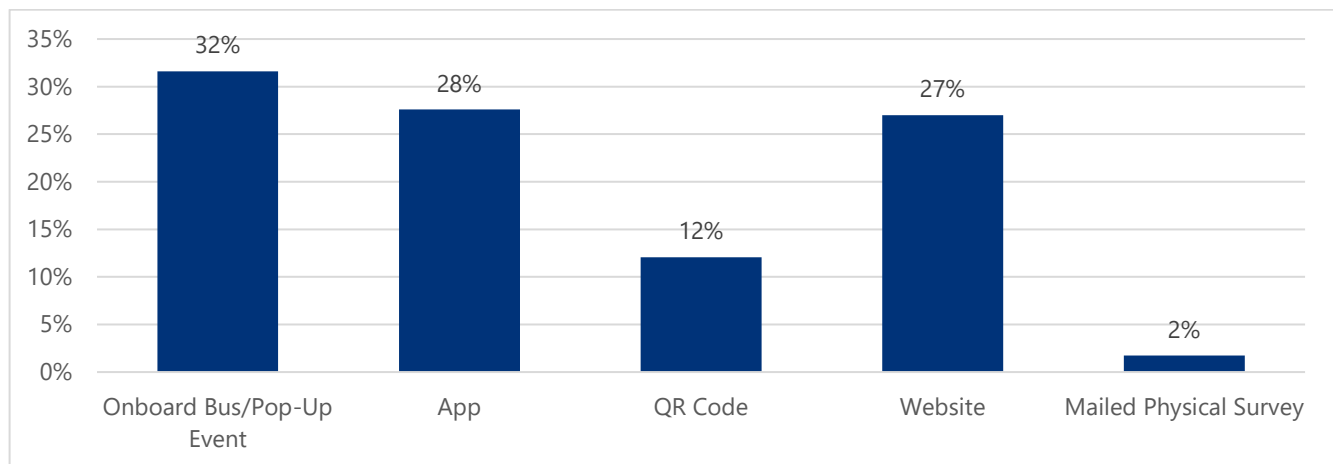
### Introduction

The RTA Customer Survey was available starting on December 5, 2022 and closed on March 31, 2023 – providing a 116 day survey period. The survey closing date was extended due to a relatively low response rate and in order to accommodate additional outreach, including a survey pop-up event at The Mall in Columbia.

Out of the three TDP surveys (RTA Customer, RTA Mobility, and Community), the customer survey had the highest number of responses at 174 (out of 370 total surveys received).


The customer survey was placed onboard all RTA vehicles along with a survey drop box. Push notifications were sent through the Transit App, RTA’s official real-time mobile application. Surveys were also advertised through public outreach materials including QR codes on posters and handouts as well as a website link to the survey. The response rates for each of these methods are shown below.

### RTA Fixed Route Customer Survey Collection Methods



A copy of the paper survey is provided on the following pages along with detailed survey responses for each question.

## RTA Fixed Route Customer Survey – Front



### RTA Customer Survey

Help us to serve you better! The RTA of Central Maryland, in partnership with Howard County, Anne Arundel County, the City of Laurel and Northern Prince George's County, wants your input on public transit services. Please complete the following survey to provide us with your feedback about our services and possible improvements. Your answers are anonymous. Thank you for your input! For more information, visit: [www.rtacentralmdtransitplan.com](http://www.rtacentralmdtransitplan.com)

Win a  
**\$200** or  
**\$100 Gift Card**  
 Complete this survey and write your name and phone/email in the comments section!


---

**How to Submit your survey:**

**Onboard the Bus**

Drop your completed survey into the drop box located in the front of the bus

**Take this Survey Online**



[surveymonkey.com/r/rtacustomer](http://surveymonkey.com/r/rtacustomer)

**Submit by Mail/Email**

*Mail to:* RTA Survey c/o KFH Group  
 7200 Wisconsin Ave, Suite 320  
 Bethesda, MD 20814

Email a photo or PDF to:  
[admin@kfhgroup.com](mailto:admin@kfhgroup.com)

---

1. What bus route are you **currently** riding?
 


<input type="checkbox"/> 301 South Laurel	<input type="checkbox"/> 404 Hickory Ridge	<input type="checkbox"/> 409 US Route 1 Corridor
<input type="checkbox"/> 302 Greenbelt Metro Station	<input type="checkbox"/> 405 Ellicott City	<input type="checkbox"/> 501 Columbia / Arundel Mills
<input type="checkbox"/> 401 Harper's Choice / Clary's Forest	<input type="checkbox"/> 406 Columbia Gateway	<input type="checkbox"/> 502 Laurel / Arundel Mills
<input type="checkbox"/> 402 Columbia Crossing / Dobbin Center	<input type="checkbox"/> 407 Owen Brown / Kings Contrivance	<input type="checkbox"/> 503 Laurel / Columbia
<input type="checkbox"/> 403 Executive Park Drive	<input type="checkbox"/> 408 Lark Brown / Waterloo	
  
2. **Where did your trip start?** Please indicate the street address, intersection, or landmark (*example: if your trip started at home, put your address or a close intersection*)  
 \_\_\_\_\_
  
3. **What is your final destination?** Please indicate the street address, intersection, or landmark (*example: Arundel Mills Mall*)  
 \_\_\_\_\_
  
4. Did you or will you have to **transfer** to another bus in order to complete this trip?  
 No transfers     Yes, one transfer     Yes, two transfers     Yes, three or more transfers
  
5. If you are transferring on this trip, **what service did you transfer from or will you be transferring to?**


<input type="checkbox"/> RTA	<input type="checkbox"/> Anne Arundel County Transit	<input type="checkbox"/> Prince George's County's TheBus
<input type="checkbox"/> MTA Commuter Bus	<input type="checkbox"/> MTA Local / Express Bus	<input type="checkbox"/> MARC Train
<input type="checkbox"/> WMATA Metrorail	<input type="checkbox"/> WMATA Metrobus	<input type="checkbox"/> Neighbor Ride
<input type="checkbox"/> Other: _____		
  
6. Are there specific **destinations** you need to go to on a regular basis that transit does not serve?     Yes     No  
 If Yes, please describe: \_\_\_\_\_
  
7. What is the **purpose** of your trip today? You may check more than one.
 


<input type="checkbox"/> Work	<input type="checkbox"/> School	<input type="checkbox"/> Medical	<input type="checkbox"/> Shopping	<input type="checkbox"/> Social/Recreation	<input type="checkbox"/> Dining
<input type="checkbox"/> Government/Service Agency <input type="checkbox"/> Other: _____					
  
8. How **often** do you take public transit?
 


<input type="checkbox"/> 5 days/week or more	<input type="checkbox"/> 3-4 days/week	<input type="checkbox"/> 1-2 days/week	<input type="checkbox"/> Less than 1 day/week
--	--	--	---

Survey continues on reverse >









## RTA Fixed Route Customer Survey – Back

9. Please rate RTA's service in the following areas:

	Strongly Satisfied	Satisfied	Neutral	Dissatisfied	Strongly Dissatisfied
a. Frequency of Bus Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Hours of Bus Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Areas Served by Bus Routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Bus Running On-Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Saturday Service Hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Sunday Service Hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Ride Time/Time Spent on Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Availability of Schedule Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Cost of Bus Fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Safety and Security on Buses/at Stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Cleanliness of Buses and Stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Courtesy/Friendliness of Bus Drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Customer Service and Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Reliability and Condition of Vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Comfort of Ride	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Response/Precautions for COVID-19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Overall Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Which of the following technological improvements would you benefit from?

- Wi-Fi onboard buses    USB charger ports    Real-time arrival screens at bus stops    Other: \_\_\_\_\_

11. What is your home zip code? \_\_\_\_\_

12. Do you have a car?    Yes    No   If Yes, was a car available for this trip?    Yes    No

13. Do you have a driver's license?    Yes    No

14. Please indicate your age:

- 17 or under    18-24    25-49    50-64    65 or above

15. What is your employment status? You may check more than one.

- Employed, full-time    Student, full-time    Unemployed  
 Employed, part-time    Student, part-time    Retired  
 Other: \_\_\_\_\_

16. What is your annual household income?

- \$20,000 or less    \$21,000 to \$40,000    \$41,000 to \$60,000  
 \$61,000 to \$80,000    \$81,000 to \$100,000    More than \$100,000

17. Are you of Hispanic or Latino origin?    Yes    No

18. How would you classify yourself? Please check all that apply.

- African American/Black    Caucasian/White    Asian  
 American Indian/Alaska Native    Native Hawaiian/Other Pacific Islander    Prefer not to answer

19. Do you speak a language other than English at home?    Yes    No

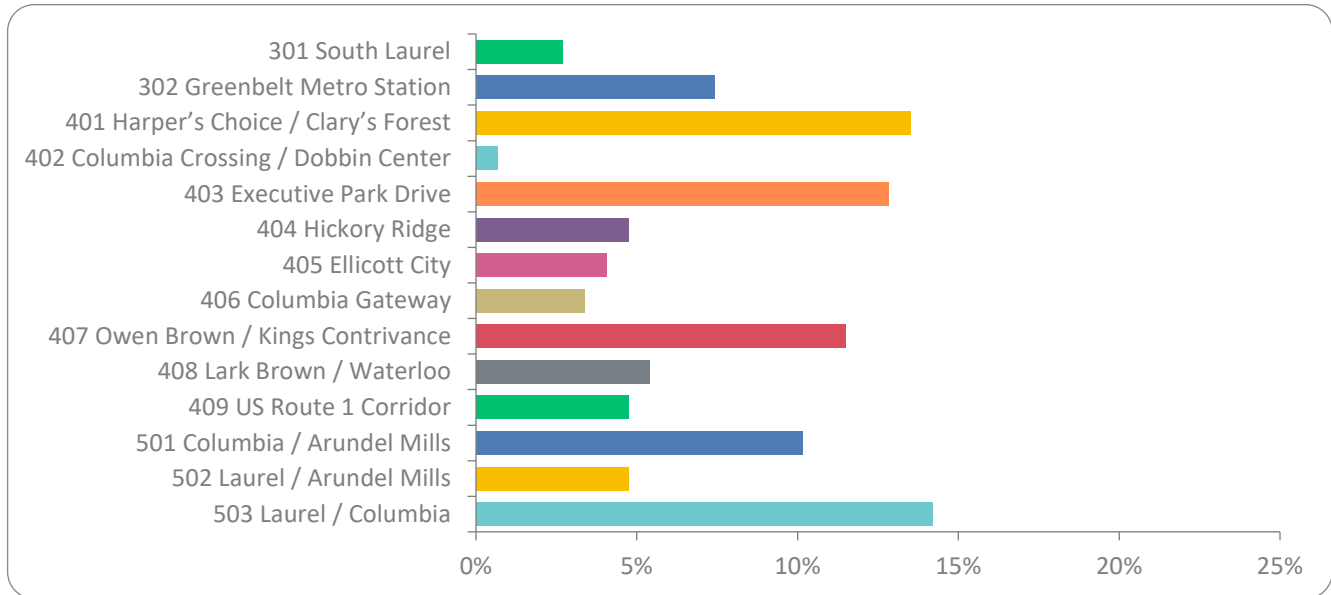
If Yes, what is this language? \_\_\_\_\_ For example, Spanish, Korean, Chinese.

20. Please provide any comments you may have regarding public transportation **and your name/contact info for the raffle:**

\_\_\_\_\_

\_\_\_\_\_

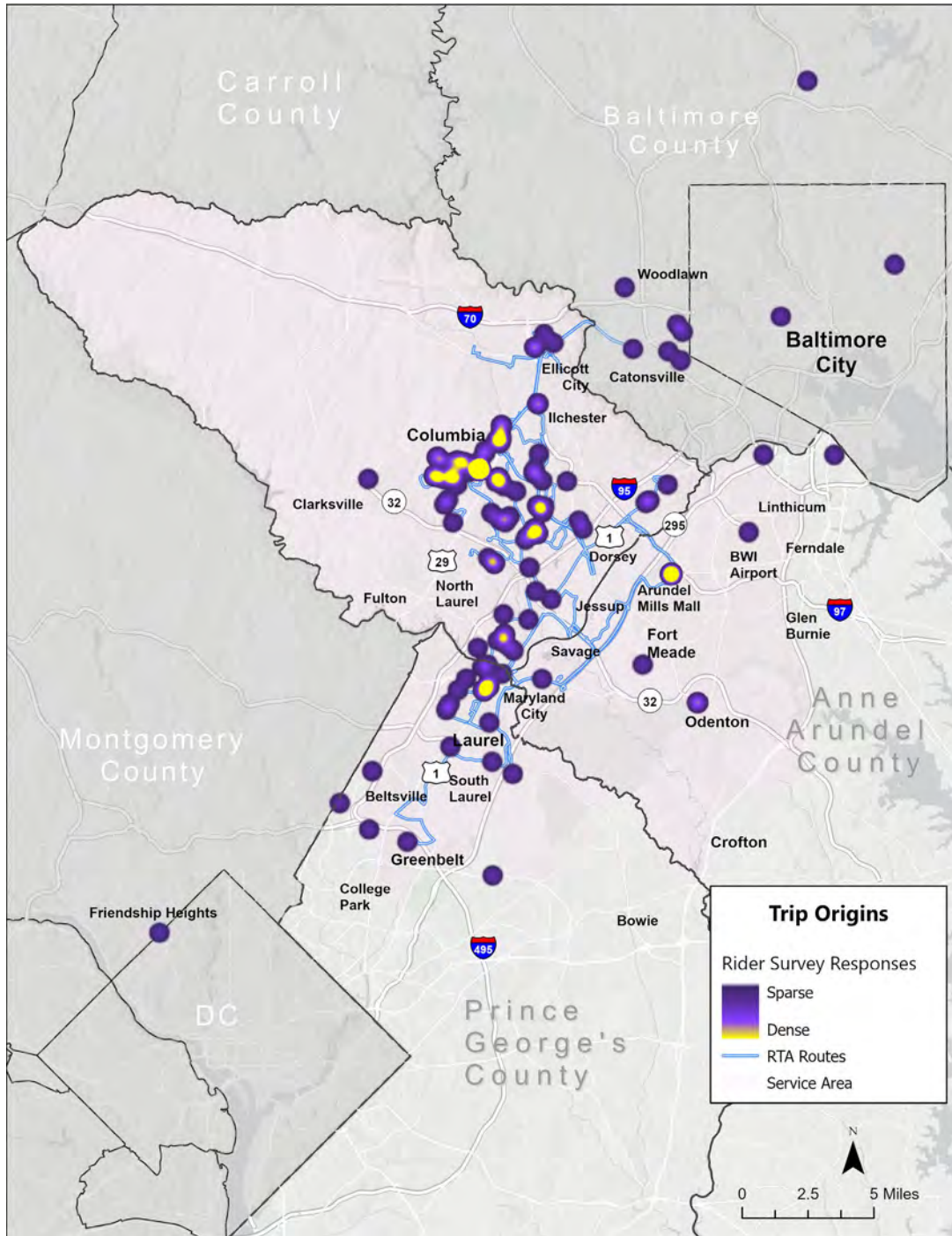
## Q1: Which bus route are you currently riding?



ANSWER CHOICES	RESPONSES	
301 South Laurel	2.70%	4
302 Greenbelt Metro Station	7.43%	11
401 Harper's Choice / Clary's Forest	13.51%	20
402 Columbia Crossing / Dobbin Center	0.68%	1
403 Executive Park Drive	12.84%	19
404 Hickory Ridge	4.73%	7
405 Ellicott City	4.05%	6
406 Columbia Gateway	3.38%	5
407 Owen Brown / Kings Contrivance	11.49%	17
408 Lark Brown / Waterloo	5.41%	8
409 US Route 1 Corridor	4.73%	7
501 Columbia / Arundel Mills	10.14%	15
502 Laurel / Arundel Mills	4.73%	7
503 Laurel / Columbia	14.19%	21
<b>TOTAL</b>		<b>148</b>

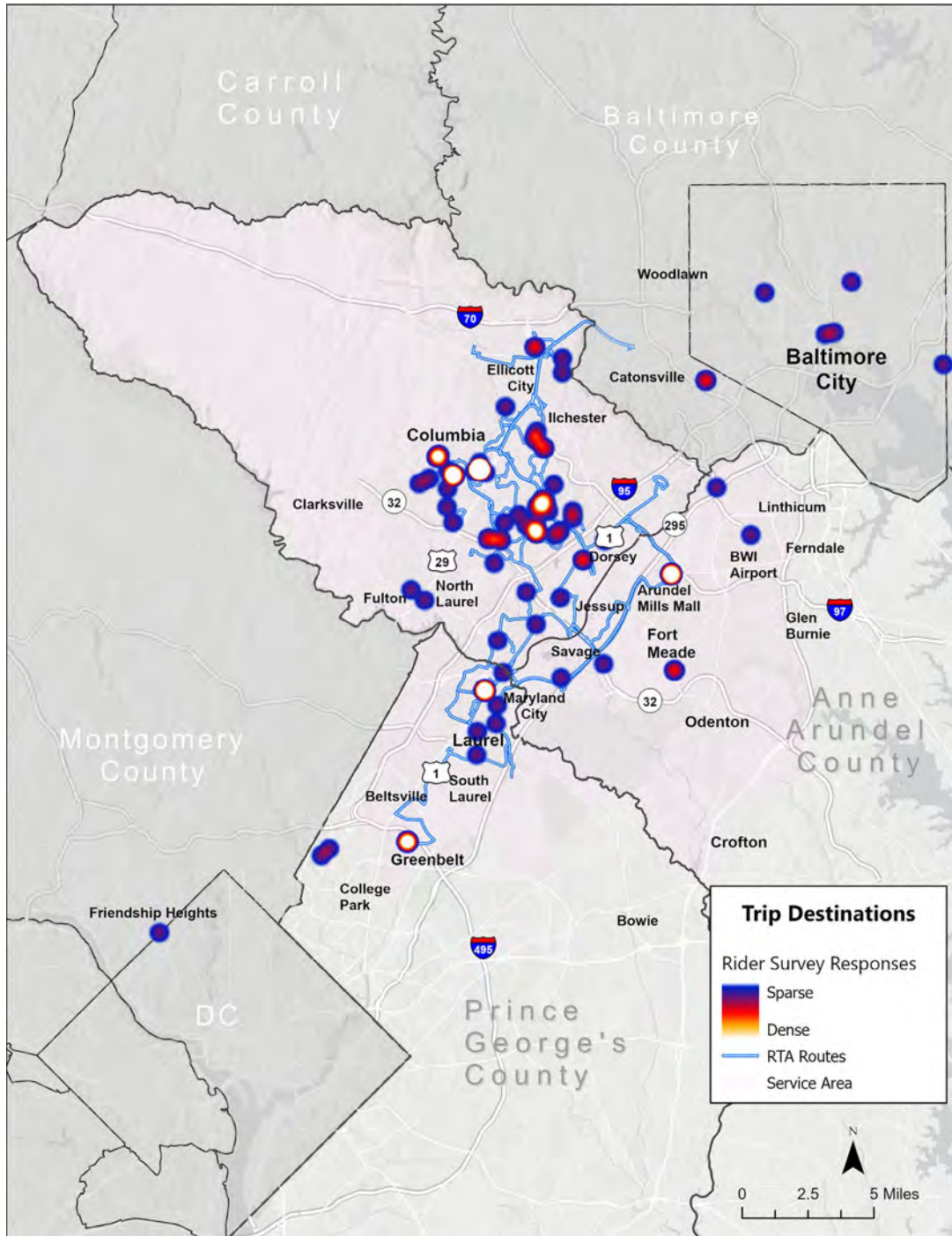
## Q2: Where did your trip start? Please indicate the street address, intersection, or landmark (example: if your trip started at home, put your address or a close intersection)

Individual responses are not provided for privacy reasons (e.g., home addresses).

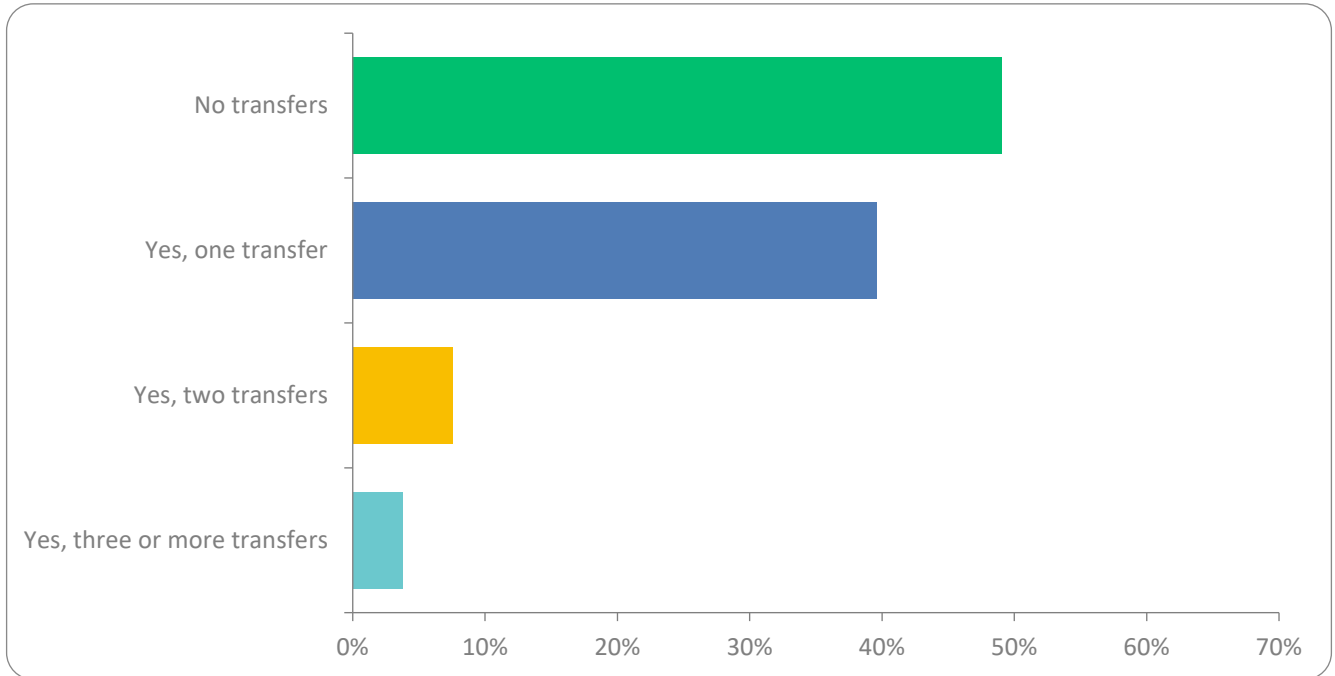


### Q3: What is your final destination? Please indicate the street address, intersection, or landmark (example: Arundel Mills Mall)

Individual responses are not provided for privacy reasons (e.g., home addresses).

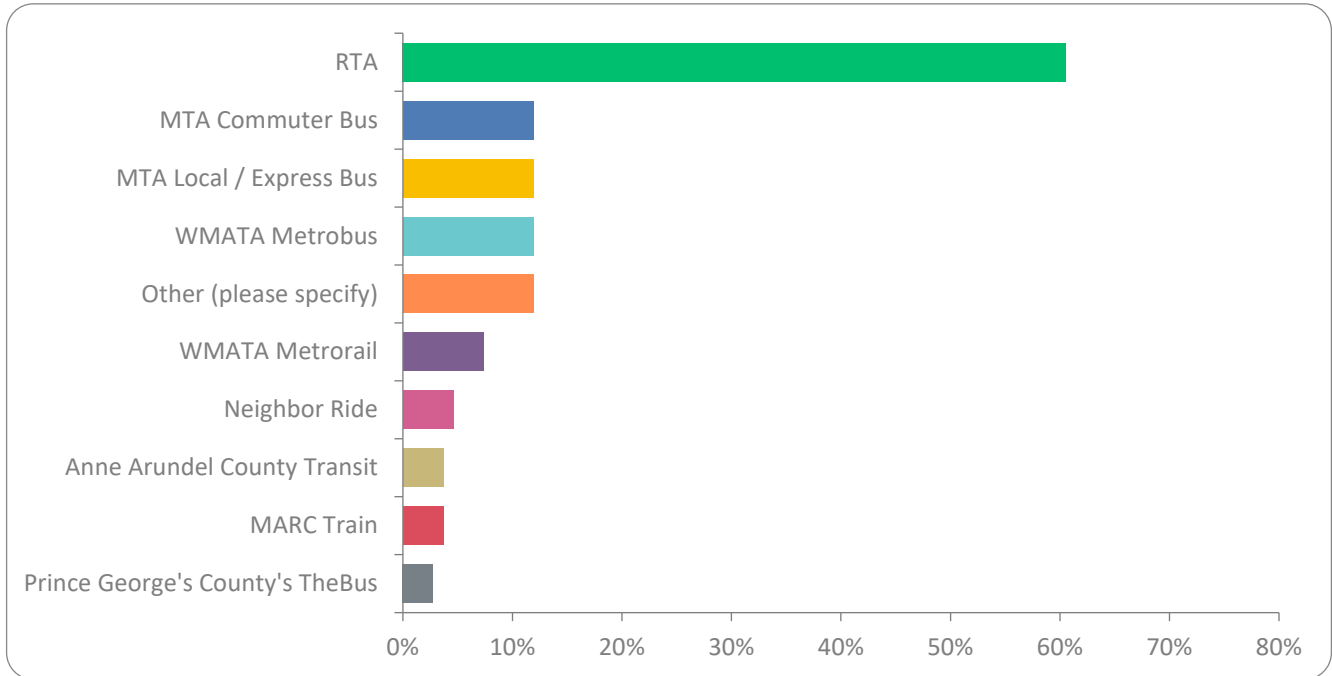


## Q4: Did or will you Transfer to another bus to complete this trip?



ANSWER CHOICES	RESPONSES	
No transfers	49.06%	78
Yes, one transfer	39.62%	63
Yes, two transfers	7.55%	12
Yes, three or more transfers	3.77%	6
<b>TOTAL</b>		<b>159</b>

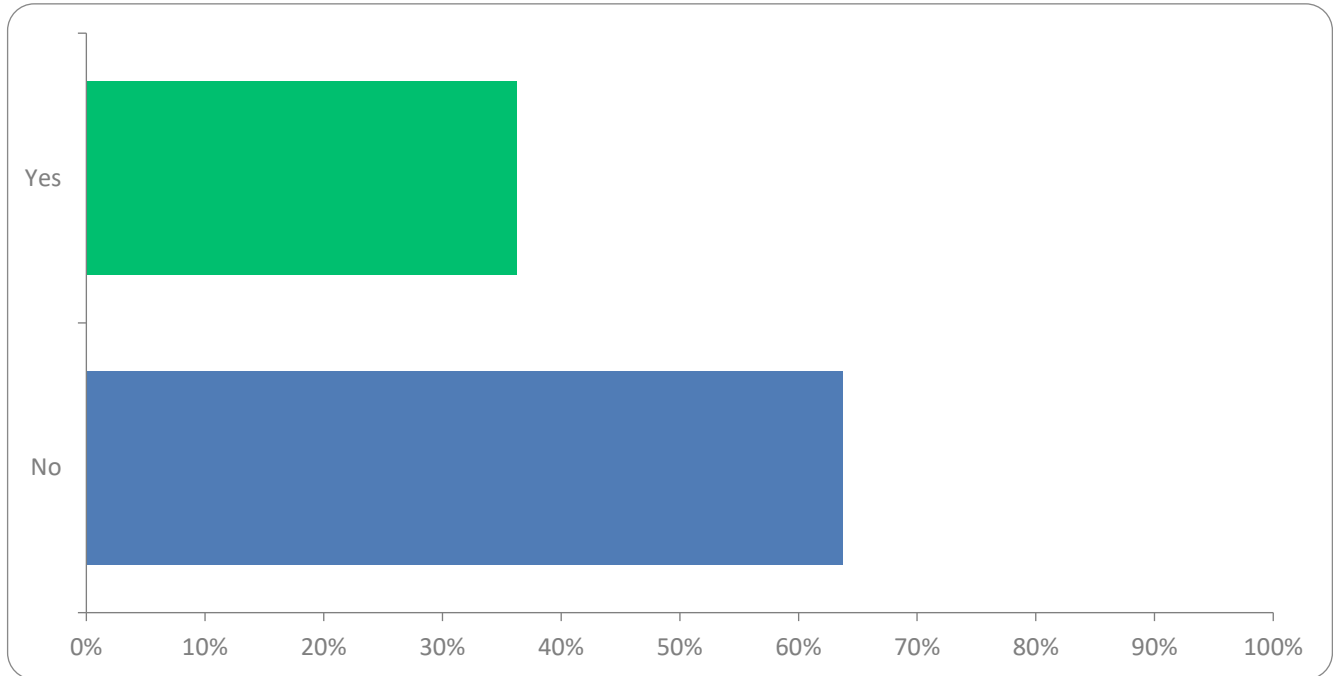
## Q5: If you are transferring on this trip, what service did you transfer from or will you be transferring to?



ANSWER CHOICES	RESPONSES	
RTA	60.55%	66
MTA Commuter Bus	11.93%	13
MTA Local / Express Bus	11.93%	13
WMATA Metrobus	11.93%	13
Other (please specify)	11.93%	13
WMATA Metrorail	7.34%	8
Neighbor Ride	4.59%	5
Anne Arundel County Transit	3.67%	4
MARC Train	3.67%	4
Prince George's County's TheBus	2.75%	3
<b>TOTAL</b>		<b>142</b>

Other: N/A 6, Metrobus 2, Baltimore County Connector 2, MTA CityLink 1, RTA 1, Uber/Lyft 1

## Q6: Are there specific destinations you need to go to on a regular basis that transit does not serve?



ANSWER CHOICES	RESPONSES	
Yes	36.24%	54
No	63.76%	95
TOTAL		149

### Desired Destinations not Currently Served by Transit

- Baltimore National Parkway
- HCC
- Inside the Shopping Center L.A. Fitness
- Scaggsville and Fulton, MD (Food Lion area and Maple Lawn area)
- BWI
- Courthouse, commissioners office, Jessup, Security Mall, Hanover
- Workforce/school
- Meadowbrook Park
- Washington, DC, Baltimore
- Jessup to Columbia
- Dorsey Station on Wed nights

**Food Lion, Laurel (Scaggsville, Maryland)**

**Airport**

**Washington, DC**

**BWI**

**CVS old waterloo rd. Elkridge md**

**Hcc, All saints rd bourbon street, Columbia mall**

**Greenbelt station**

**Maple Lawn Farmers Market 8356 sand cherry land laurel md**

**work and one store**

**Ft. Meade**

**Burtonsville, Merriweather District, Maple Lawn**

**BWI Airport**

**408 Old Waterloo Rd. there is no bus stop across Sherwood Crossing Apartments going towards Old Waterloo Rd.**

**Montgomery Run Rd is a 1.5 mile from the nearest RTA stop, which is either 408 or 403**

**Church, but no service on Sundays.**

**9292 Cherry Lane, Laurel**

**Church, actual place of work**

**Home- Clarksville**

**It used to go near 7090 Samuel Morse Drive where I work and a lot of my coworkers had also used the bus. It was canceled permanently and now I need to take RTA mobility or get rides. my job**

**Tastee Diner**

**Bus to Metro station does not operate over the weekend**

**Baltimore Avenue then get on c8 to metzerot rd**

**BWI Airport**

**Post Office**

**I go to and from work and this bus is always late and always leaving me**

**Broken land to royal farms**

**Clarksville, off the 108. Years ago the blue bus used to go there**

**Downtown**

**Staples Columbia, planet fitness Dobbin center**

**Catonsville, Elkridge, Ellicott City**

**Work**

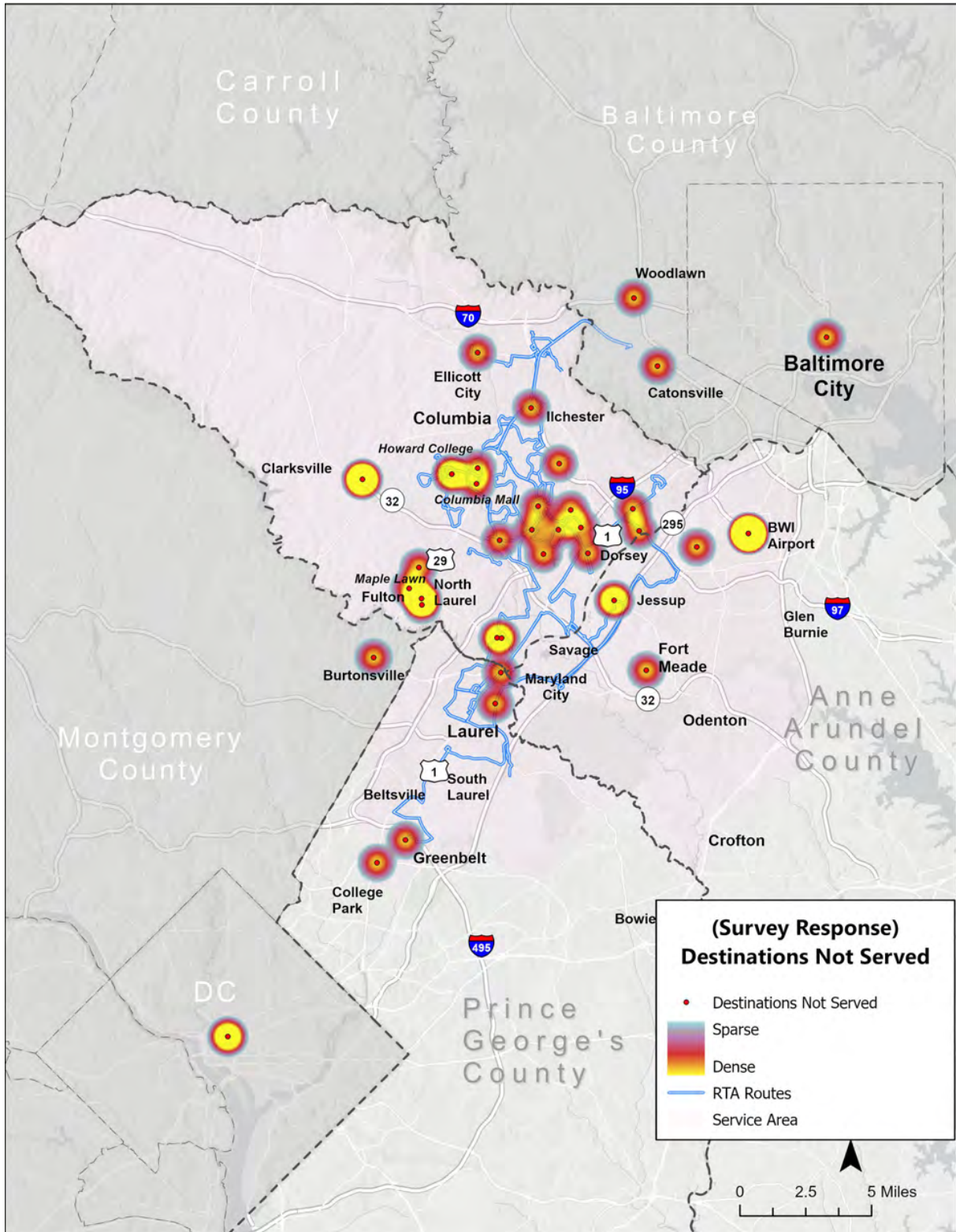
**This bus only runs if the bus working or if no one want to drive it.**

**To and from work, grocery stores and doctors appointments**

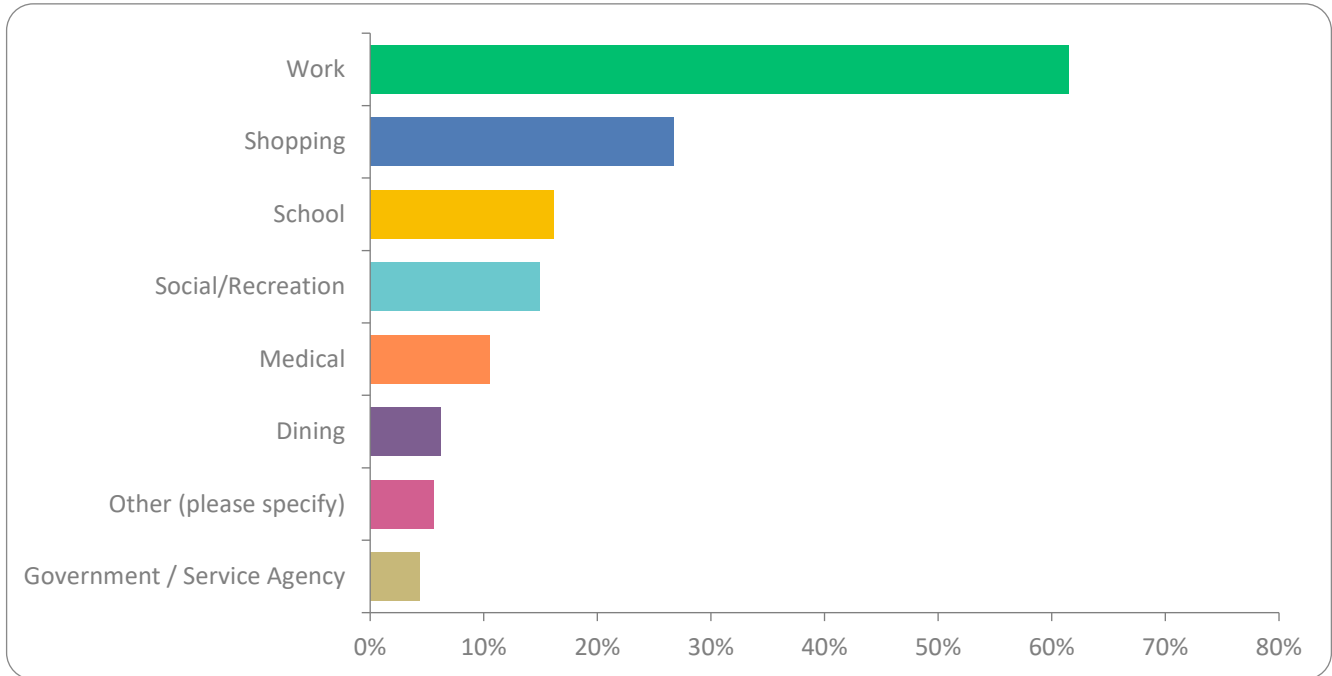
**Clarksville**

**school**

### Distribution of Desired Destinations Not Served by Transit



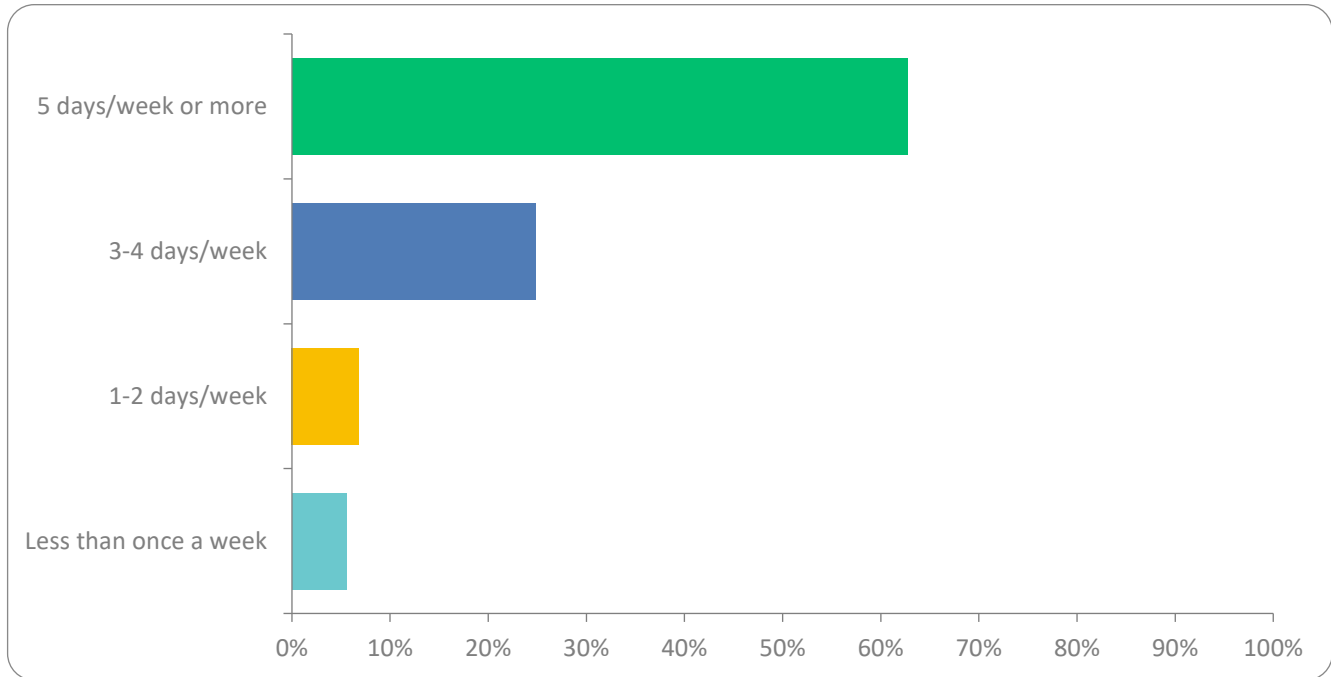
## Q7: What is the purpose of your trip today? Check all that apply.



ANSWER CHOICES	RESPONSES	
Work	61.49%	99
Shopping	26.71%	43
School	16.15%	26
Social/Recreation	14.91%	24
Medical	10.56%	17
Dining	6.21%	10
Other (please specify)	5.59%	9
Government / Service Agency	4.35%	7
<b>TOTAL</b>		<b>235</b>

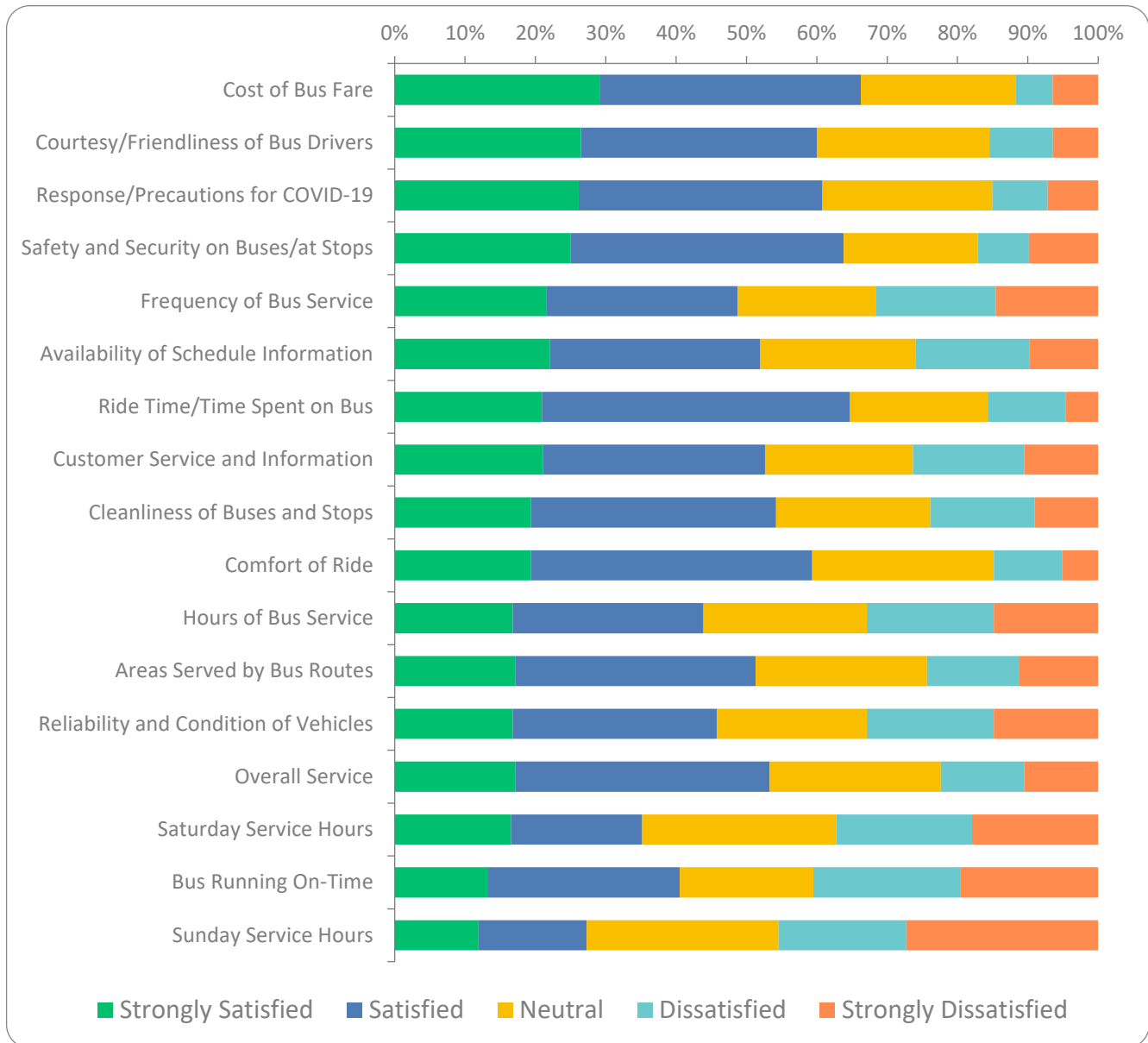
Other: Going Home 3, N/A 1, Exploring – new to area 1, Gym 1, Business 1, Medical and Food Marketing 1, and Friend 1.

## Q8: How often do you take public transit?



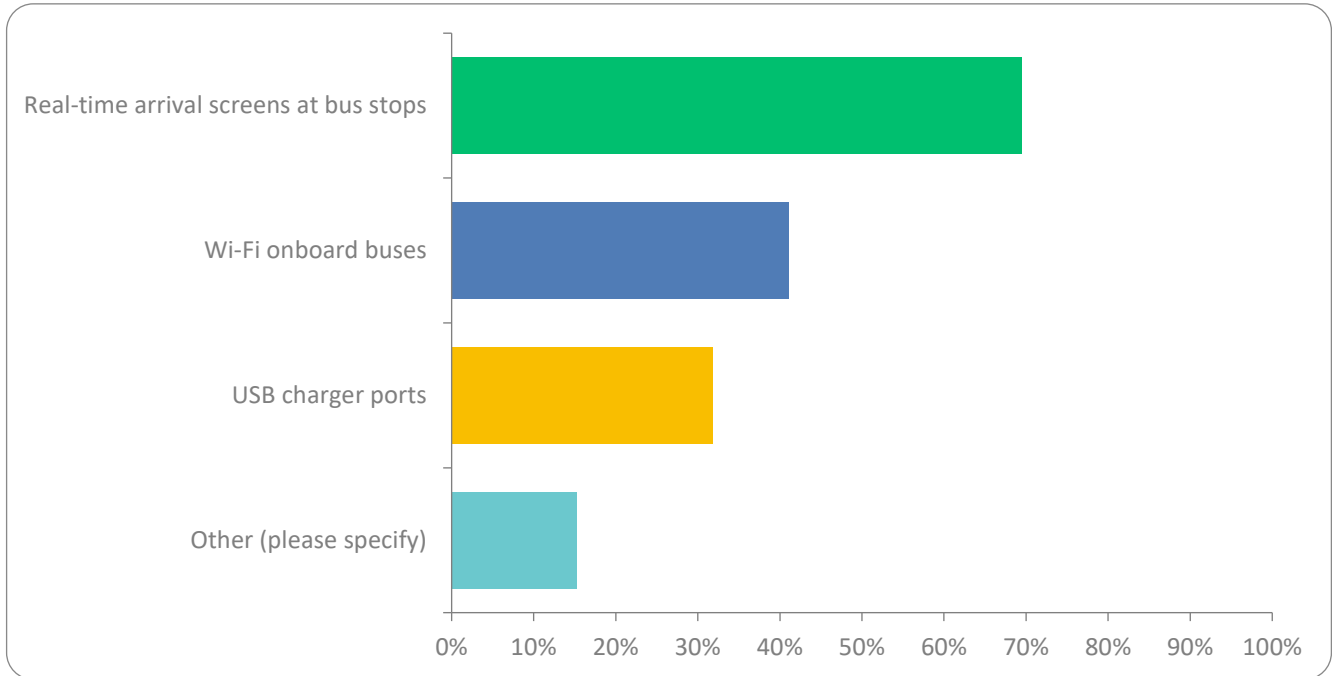
ANSWER CHOICES	RESPONSES	
5 days/week or more	62.73%	101
3-4 days/week	24.84%	40
1-2 days/week	6.83%	11
Less than once a week	5.59%	9
<b>TOTAL</b>		<b>161</b>

### Q9: Please rate RTA’s service in the following areas:



	Strongly Satisfied	Satisfied	Neutral	Dissatisfied	Strongly Dissatisfied	Total	Weighted Average
Cost of Bus Fare	29.22% 45	37.01% 57	22.08% 34	5.19% 8	6.49% 10	154	2.23
Courtesy/Friendliness of Bus Drivers	26.45% 41	33.55% 52	24.52% 38	9.03% 14	6.45% 10	155	2.35
Response/Precautions for COVID-19	26.14% 40	34.64% 53	24.18% 37	7.84% 12	7.19% 11	153	2.35
Safety and Security on Buses/at Stops	25.00% 38	38.82% 59	19.08% 29	7.24% 11	9.87% 15	152	2.38
Frequency of Bus Service	21.52% 34	27.22% 43	19.62% 31	17.09% 27	14.56% 23	158	2.76
Availability of Schedule Information	22.08% 34	29.87% 46	22.08% 34	16.23% 25	9.74% 15	154	2.62
Ride Time/Time Spent on Bus	20.92% 32	43.79% 67	19.61% 30	11.11% 17	4.58% 7	153	2.35
Customer Service and Information	21.05% 32	31.58% 48	21.05% 32	15.79% 24	10.53% 16	152	2.63
Cleanliness of Buses and Stops	19.35% 30	34.84% 54	21.94% 34	14.84% 23	9.03% 14	155	2.59
Comfort of Ride	19.35% 30	40.0% 62	25.81% 40	9.68% 15	5.16% 8	155	2.41
Hours of Bus Service	16.77% 26	27.10% 42	23.23% 36	18.06% 28	14.84% 23	155	2.87
Areas Served by Bus Routes	17.11% 26	34.21% 52	24.34% 37	13.16% 20	11.18% 17	152	2.67
Reliability and Condition of Vehicles	16.77% 26	29.03% 45	21.29% 33	18.06% 28	14.84% 23	155	2.85
Overall Service	17.11% 26	36.18% 55	24.34% 37	11.84% 18	10.53% 16	152	2.62
Saturday Service Hours	16.55% 24	18.62% 27	27.59% 40	19.31% 28	17.93% 26	145	3.03
Bus Running On-Time	13.29% 21	27.22% 43	18.99% 30	20.89% 33	19.62% 31	158	3.06
Sunday Service Hours	11.89% 17	15.38% 22	27.27% 39	18.18% 26	27.27% 39	143	3.34

## Q10: Which of the following technological improvements would you benefit from?



ANSWER CHOICES	RESPONSES
Real-time arrival screens at bus stops	69.54% 105
Wi-Fi onboard buses	41.06% 62
USB charger ports	31.79% 48
Other (please specify)	15.23% 23
<b>TOTAL</b>	<b>238</b>

### “Other” Suggested Technological Improvements

**The Real Time Transit App Actually Working**

**409 on Sunday**

**Being on time**

**courtesy for seniors with disabilities**

**skip the route, not on time**

**Electronic bus passes**

**Instead of fancy technology I would prefer more frequency of service**

**Trackers for the internet are the best thing you have after the actual buses. It seems not every bus has one yet. You should get them on every bus.**

**App and real time arrival**

**Smoother driving bus drivers**

**For the ADA bus, I would like more areas and longer service times**

**Device to monitor bus driver speed**

**Don't need fancy tech, just need more frequent service**

**More frequency. 1hr headways are a joke to the people that ride with RTA.**

**Self-driving buses. That way they will never be late or too early**

**Working Buses**

**Ability to schedule online**

**Metro doesn't let passengers know ahead of time for detours**

**Better sync of 401/509 transfer. 45 minutes**

**Additional lighting, covered stops with seating. Riggs & Hughes drivers have passed me by because it's too dark in the mornings.**

**Individual bus driver reports. The ability to report individual bus drivers**

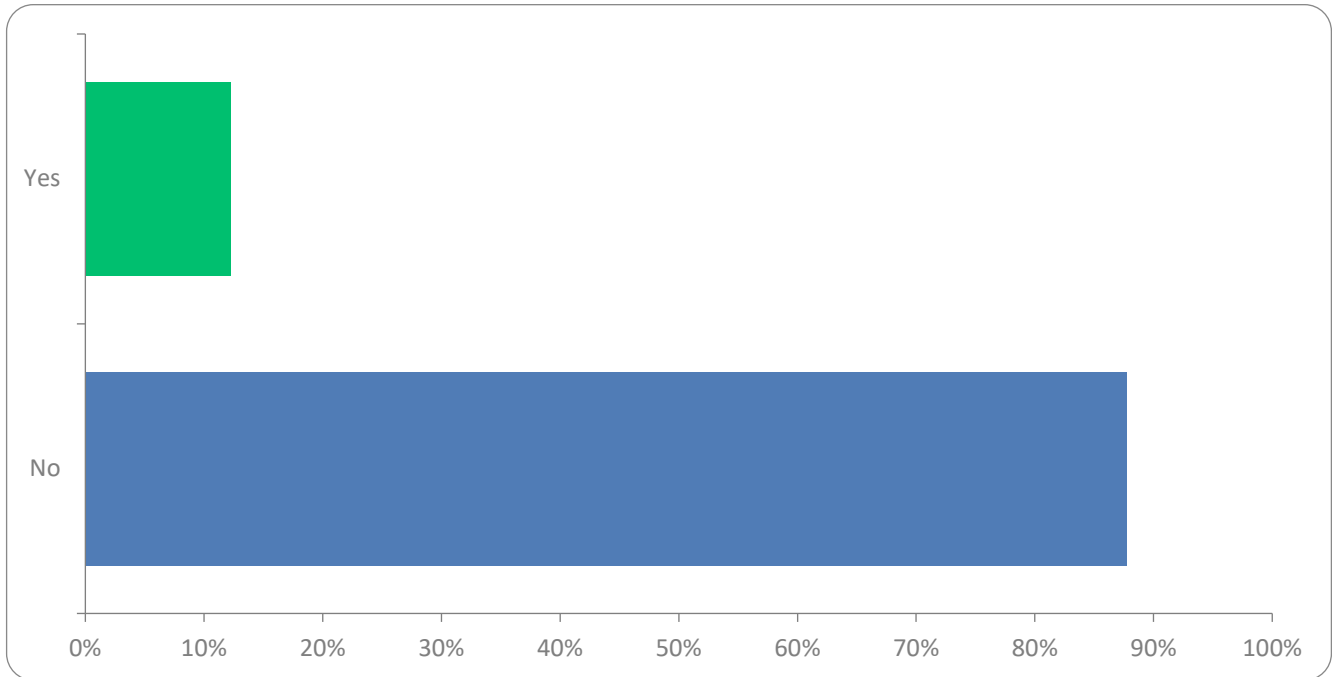
**For the bus to run, period. The 75 only has one route**

**Needs to be better**

## Q11: What is your zip code?

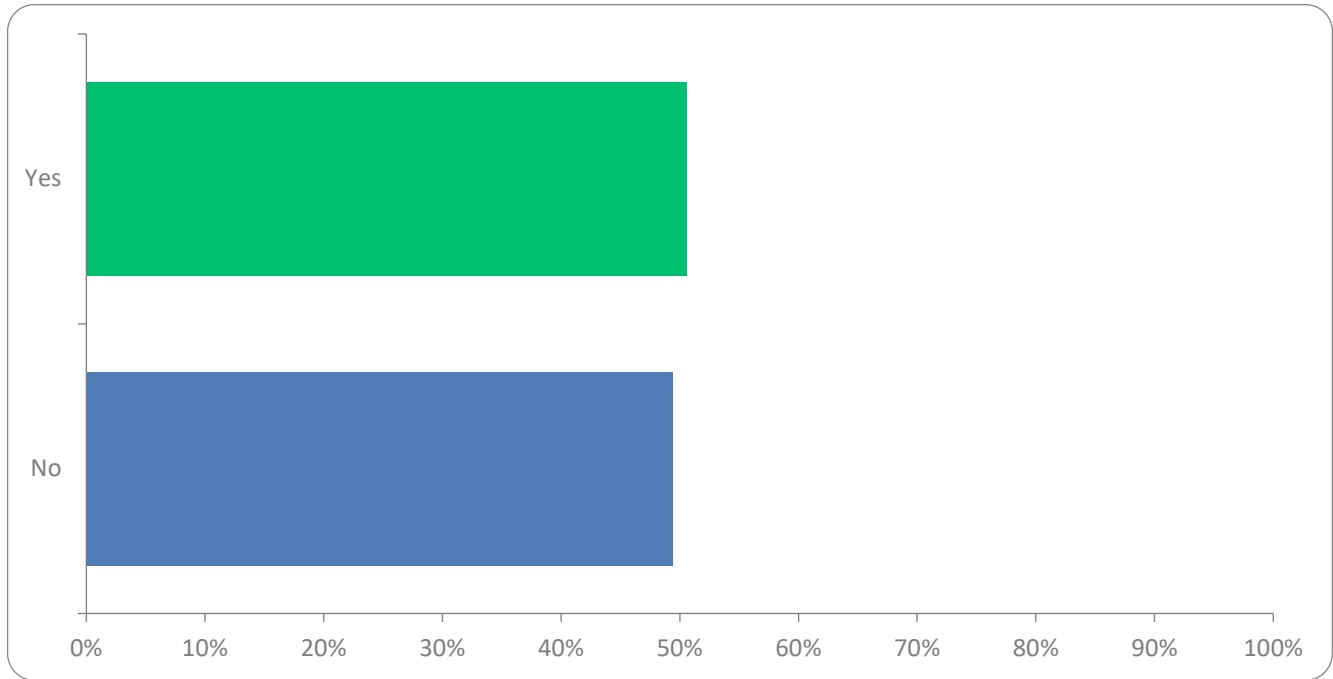
ANSWER CHOICES	RESPONSES	
21044	21.43%	33
21045	17.53%	27
21043	5.84%	9
21046	5.84%	9
20707	5.19%	8
20708	5.19%	8
20723	5.19%	8
21075	4.55%	7
20794	1.95%	3
21076	1.95%	3
21229	1.95%	3
20705	1.30%	2
20724	1.30%	2
20740	1.30%	2
20770	1.30%	2
21207	1.30%	2
21217	1.30%	2
21228	1.30%	2
Zip Codes with only one response: 20020, 20763, 20780, 20783, 20866, 21029, 21036, 21042, 21060, 21074, 21093, 21133, 21202, 21206, 21213, 21225, 21227, 21230, 21234, 21244, 27083, 94210	14.29%	22
<b>TOTAL</b>		<b>154</b>

## Q12: Do you have a car?



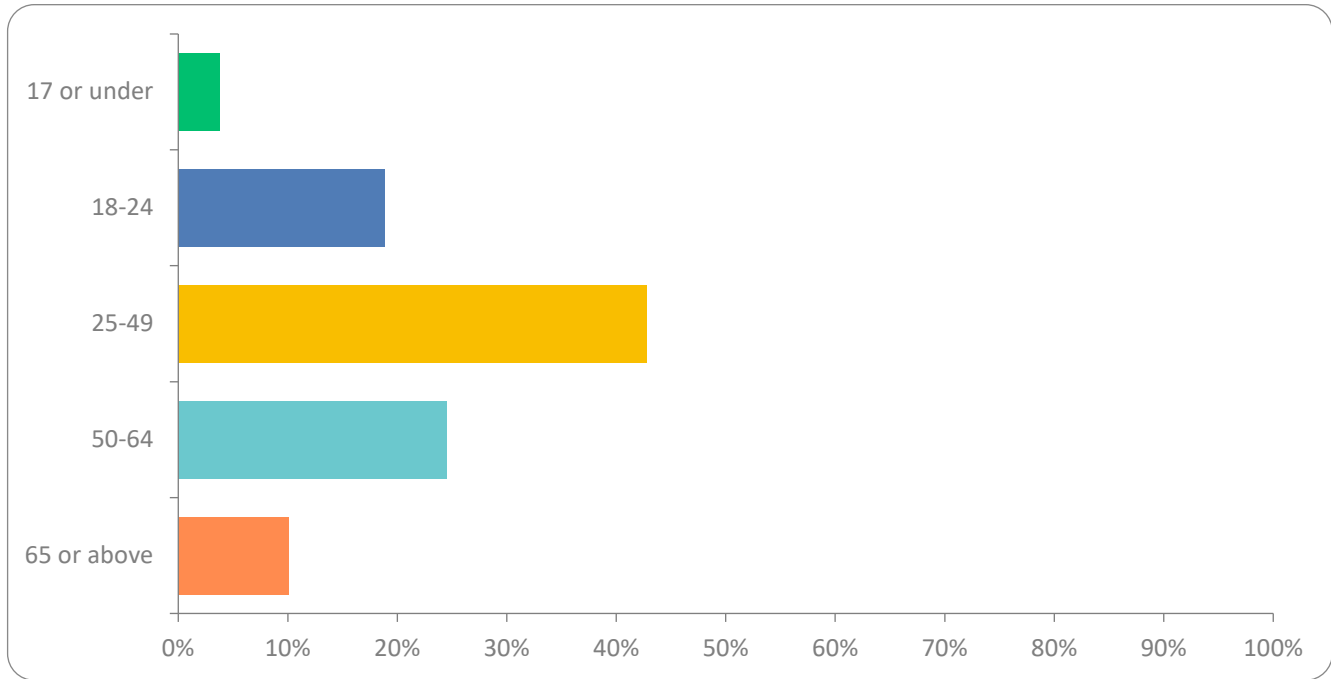
ANSWER CHOICES	RESPONSES	
Yes	12.27%	20
No	87.73%	143
<b>TOTAL</b>		<b>163</b>

### Q13: Do you have a driver's license?



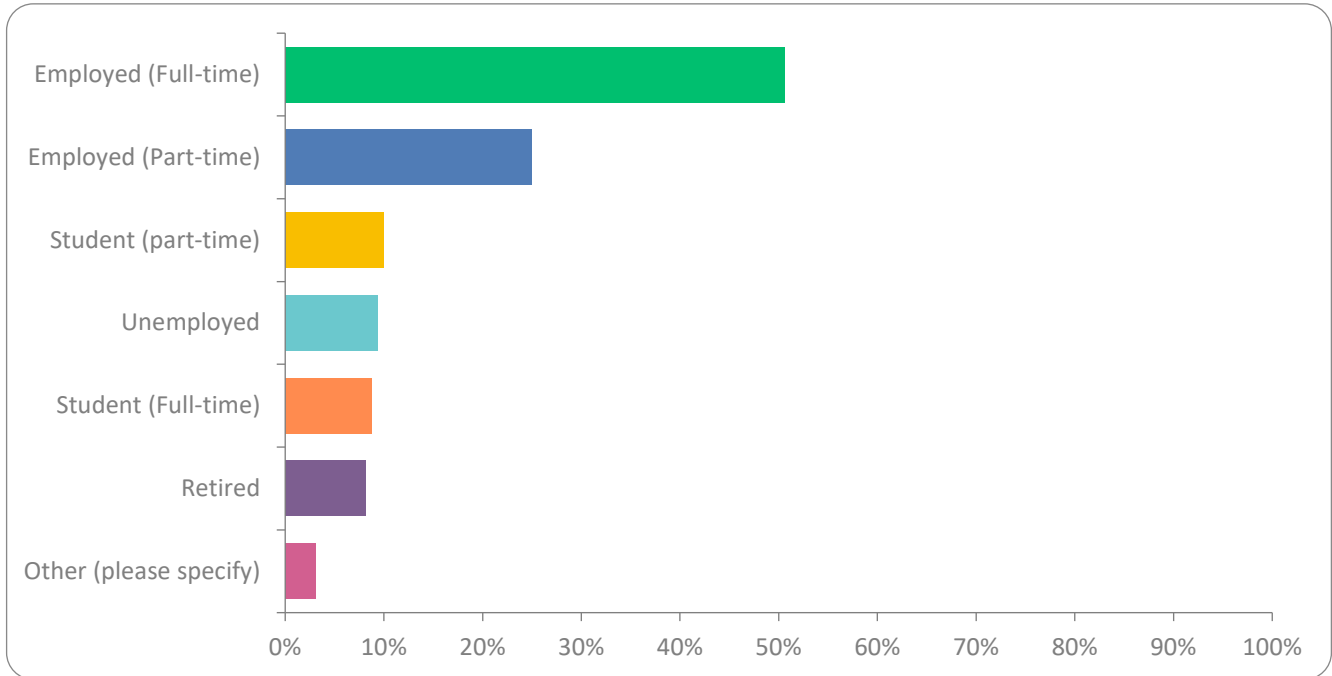
ANSWER CHOICES	RESPONSES	
Yes	50.62%	81
No	49.38%	79
<b>TOTAL</b>		<b>160</b>

### Q14: Please indicate your age:



ANSWER CHOICES	RESPONSES	
17 or under	3.77%	6
18-24	18.87%	30
25-49	42.77%	68
50-64	24.53%	39
65 or above	10.06%	16
<b>TOTAL</b>		<b>159</b>

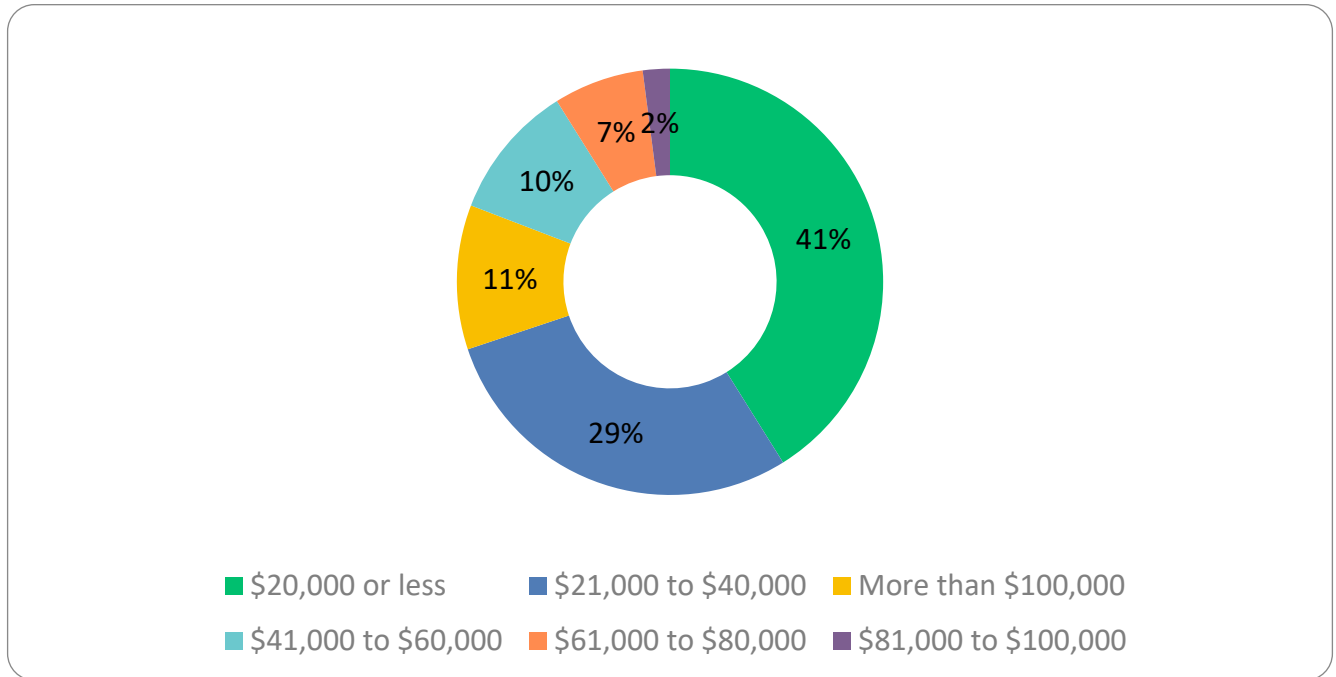
## Q15: What is your employment status? You may check more than one.



ANSWER CHOICES	RESPONSES
Employed (Full-time)	50.62% 81
Employed (Part-time)	25.00% 40
Student (part-time)	10.0% 16
Unemployed	9.38% 15
Student (Full-time)	8.75% 14
Retired	8.12% 13
Other (please specify)	3.12% 5
<b>TOTAL</b>	<b>184</b>

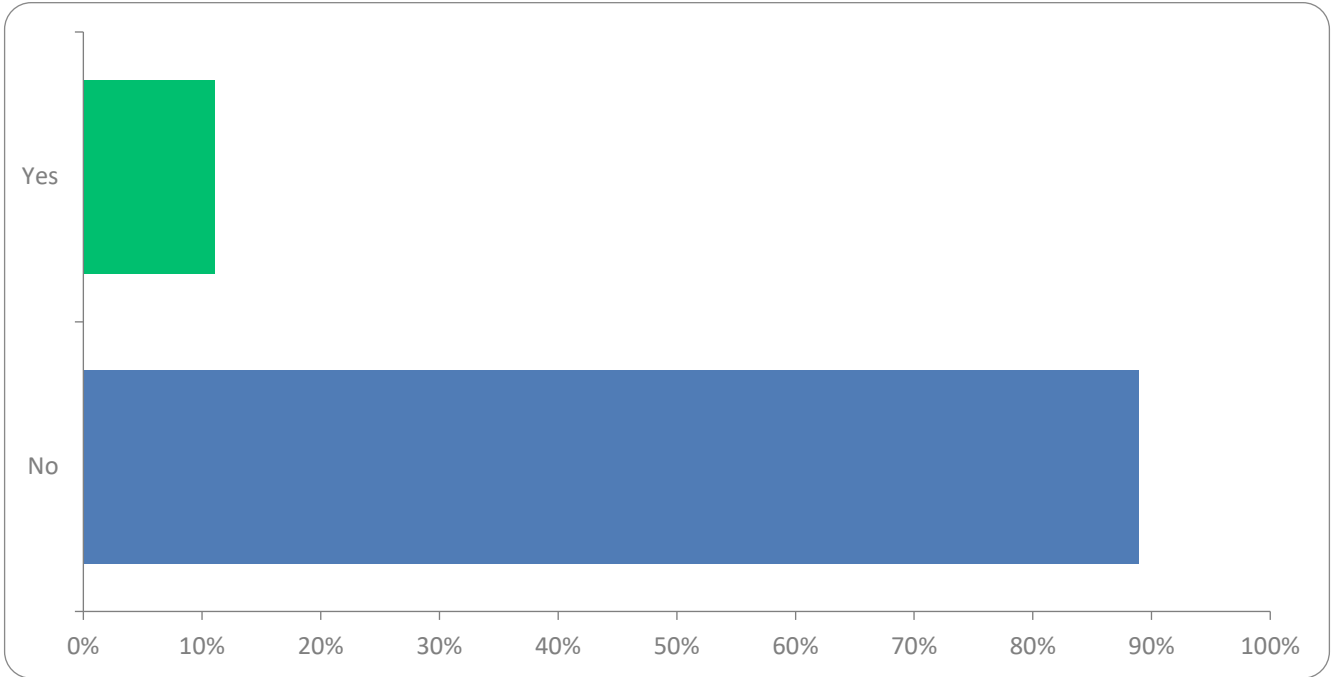
Other: Disabled 3, Freelance 1, Work from Home 1

## Q16: What is your annual household income?



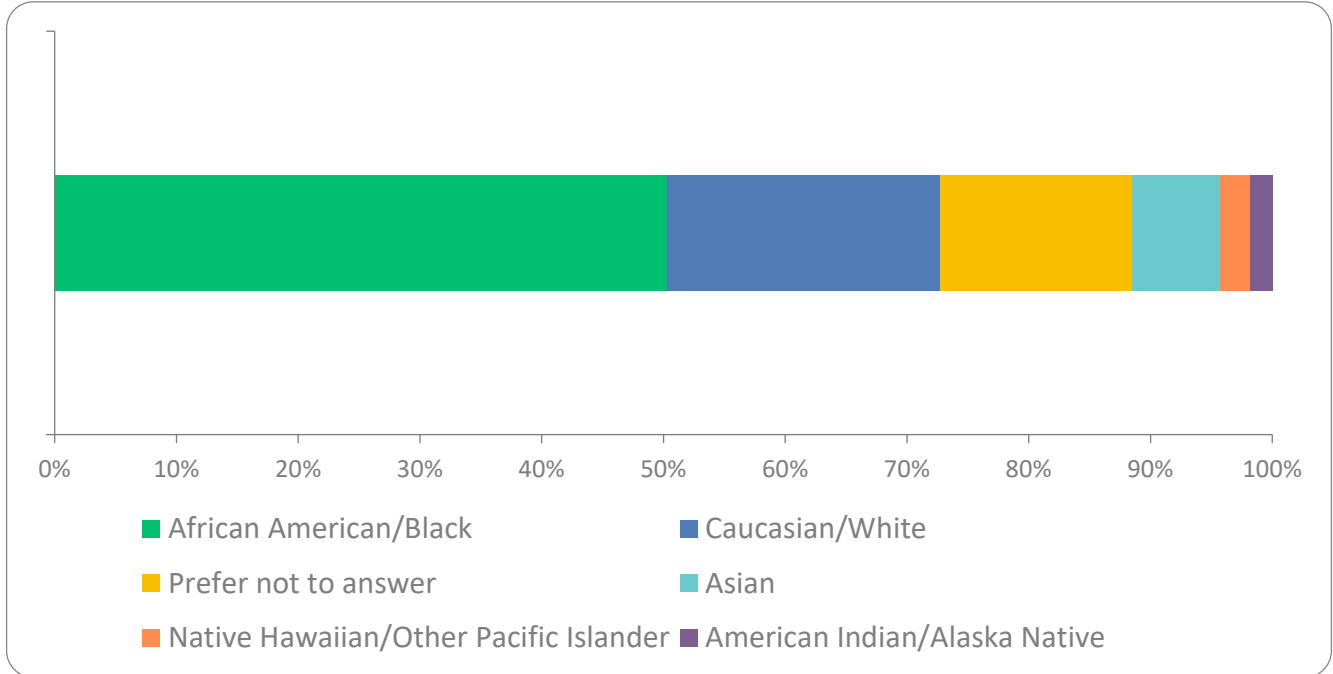
ANSWER CHOICES	RESPONSES	
\$20,000 or less	41.10%	60
\$21,000 to \$40,000	28.77%	42
More than \$100,000	10.96%	16
\$41,000 to \$60,000	10.27%	15
\$61,000 to \$80,000	6.85%	10
\$81,000 to \$100,000	2.05%	3
<b>TOTAL</b>		<b>146</b>

### Q17: Are you of Hispanic or Latino origin?



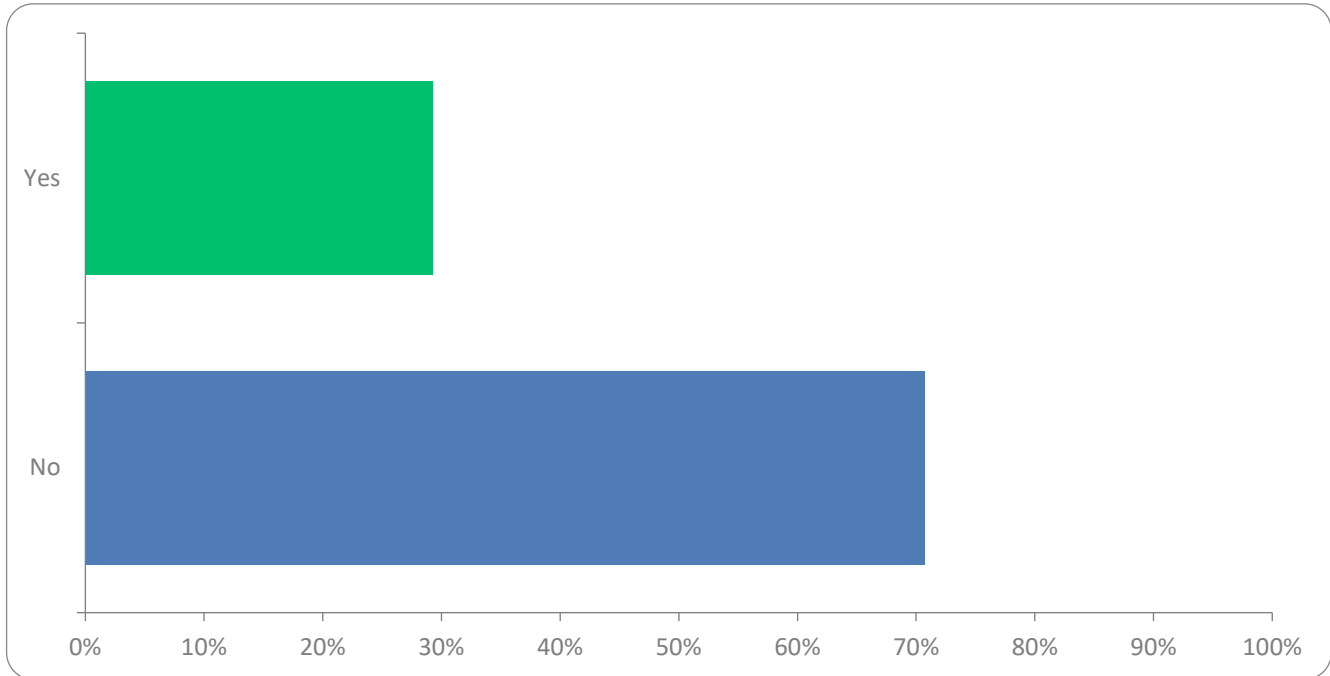
ANSWER CHOICES	RESPONSES	
Yes	11.04%	17
No	88.96%	137
<b>TOTAL</b>		<b>154</b>

## Q18: How would you classify yourself? (check all that apply)



ANSWER CHOICES	RESPONSES	
African American/Black	53.21%	83
Caucasian/White	23.72%	37
Prefer not to answer	16.67%	26
Asian	7.69%	12
Native Hawaiian/Other Pacific Islander	2.56%	4
American Indian/Alaska Native	1.92%	3
<b>TOTAL</b>		<b>165</b>

## Q19: Do you speak a language other than English at home?



ANSWER CHOICES	RESPONSES	
Yes	29.30%	46
No	70.70%	111
<b>TOTAL</b>		<b>157</b>

## Q20: Please provide any comments you may have regarding public transportation:

The 502 going from Laurel, MD to Arundel Mills Mall at 6:00pm, often does not show up!  
I just have a problem with the bus arriving on time, as well as the trip time.

Reliability has been an issue plaguing the RTA for years. I think more people in the community would be interested in riding public transit if the headways weren't so infrequent and reliability wasn't an issue. At its worst, it's a guessing game to whether or not I'll have a way home from work or school. Service hours are also awful for the workforce that doesn't get out until later at night or has to work in the early morning hours.

The two main things that I would like are:

- 1) an earlier bus, leaving Towne Centre Laurel at 6am.
- 2) for the busses to be more reliable. Too much down time. Too many canceled trips and routes. I may be able to get to work, but there's no guarantee that I'll be able to get home and vice versa.

Service too unreliable. Route 414 being back in service would be very helpful to many students I know.

Many of the drivers are very helpful in getting you to your destinations. Will go above and beyond.

Very good and socially responsible local travel for the 21st century. I, and friends, would like to see a greater degree of travel connectivity between the growing North Laurel area in the Scaggsville and Fulton districts, particularly with the emerging senior developments.

Clean the buses

Real-time arrival/departure

Constantly rout 407 - been riding for 13 years "Rider says she will be late for work (again). "Gold" route was more reliable. Sometimes the notices are inaccurate - not reliable.

Buses are so dirty.

Driver courtesy is bad (zero)

I think some of the bus drivers should be more friendly. Some of them when you ask them something, they give you a nasty answer.

Cleaner and driver courtesy is a big issue. Drivers should know route. 503 yesterday - bad driver [illegible]

Ga and Twi

The traffic is very good. Thank you!

Needs more improvement.

Please whenever the bus is not able to get to Columbia at the scheduled time, the riders should be informed via the app. It is frustrating that you would be waiting for the bus and it doesn't come at the scheduled time.

Satisfied with customer service 100%

Everything is good but the bus could be more on time. The bus colors was easier and having all of the buses running on Sundays would help.

Need [the] buses to be on time and consistent.

I would like that all the buses provide a stop key, It's better to ask the stop.

The 503 should go from Columbia to the Laurel Town Centre at 8pm instead of 7pm on Saturdays

Given the population increase and senior citizen housing in the Scaggsville and Maple Law area, having bus stops in the Maple Lawn and Ice Crystal Drive area would benefit many. Ridership would be frequent and often, I suspect.

I wish the 501 go back at the airport.

Transfers are no longer available, the cost of round trips on a regular trip is costly. I don't have a way to get to RTA offices for passes.

Sometimes no arriving the bus on time. It can be skipping any route.

Have bus drivers to not leave early.

Bus route Food Lion (Laurel) - also in Fulton (Maple Drive/or Farm?); and sand cheery lane.

Better customer service, accurate info when calling the office

Give the drivers a raise and keep salaries competitive to other companies drivers-besides the consumer is the precious cargo on board and drivers are responsible for driving-safety-comfort-cleanliness and quality of life during their ride

Once a week I have a moment where I go "I need to learn how to drive". It always happens when some bullshit happens on the bus.

The buses need to run until midnight. Many people end up stranded because they work evenings or have to travel in the evenings. Also the buses should be every 30 mins. That will help the overall economy. Many people have trouble getting to work which leads to unemployment. Also we need more intercounty Access.

I would like the 503 to run 2 times on sundays to arrive at Columbia mall at 11:30 and the other to leave at 6 or 7pm. Also to have the Saturday bus for the 503 go from Columbia to laurel town center at 8pm instead of 7pm.

It should be free of charge.

N/a

Don't like how there's only 1 bus that goes to Ellicott city

More buses needed. One every hour is too few

Frequency and reliability is the most important. RTA has satisfactory reliability but frequency isn't good at all. A bus every hour isn't very useful for most people so that impacts ridership negatively.

I am pleased with RTA services in my area. I don't work on the weekends. The 409 Laurel/Elkridge isn't available on Sunday. It's probably the only minor issue that exists. I'm never in a rush so I don't mind a late bus.

Today I spent over 2 hours at the bus stop waiting for the 502 that never came. There was no update on the website or transit apps to inform us the bus is not running today. Which resulted in me being extremely late for work. As well as that line is constantly late. Every other day the 12:00 bus does not show.

I would like a bus for traveling to Laurel. The area around Maple Lawn for the farmers market. the area around Lion King store to visit my brother in that area on Sand Cherry Lane and shop at the Lion King Food Store. The drivers are all nice courteous and drive very defensively and do a good job driving. =

I would like to see the RTA Route 409 and the RTA Route 503 gets more Sunday service that will run from 9:00AM to 8:00PM.

More of my coworkers would utilize the bus service if it ran more frequently and had more drivers so you could provide reliable service to Ft. Meade. Additionally, the departure and arrival times should better align with the MARC schedule. Thanks!

Bus drivers need to start driving buses smoother; RTA should use only large buses during COVID, RSV, and flu to slow spread of disease; drivers should control rowdy passengers or ask them to leave the bus; drivers should depart on time.

I love and appreciate my ADA-Mobility bus. I would not have a job or be a functioning member of society if it were not for this bus. However, they need more help!!!

Open bus doors 5 minutes to scheduled depart times at the mall to leave on time, add a bus stop on Columbia Road in front of Columbia Glade apartments and add more bus depots with shelters

Sometimes the drivers miss people at stops, such as the 409 bus stop at Howard Road and route 1 in Savage, going north. The driver needs to look and see if anyone is at the less-used stops, not just whiz on by.

The proven way to make public transit more successful and widely used is to make it frequent and reliable. Most RTA buses run every hour only which is just not practical for most people with busy and specific schedules. Simple induced demand concept, more frequency = more ridership.

Induced demand. More frequency = more people will ride with RTA.

Schedules and routes do not list all bus stops, making it difficult to plan a commute. Please add all stops to the schedules and/or route maps.

Some bus stops are often located in a grassy area, on a steep hillside, etc., nowhere near a sidewalk. More of a city planning issue, than RTA issue, but hopefully the feedback is helpful.

Some information about me: I mostly work from home and am not commuting daily like in 2020 and earlier. I also take the 401 and 404 regularly, as well as other bus lines.

Some drivers have to be more professional and not let emotions determine their judgement or choice of words.

Public transportation is great. There are very great drivers I like that are great 100%, but there are a few who won't even speak to you nor respond to a request. It's public service. Let them leave their attitude at home or quit.

I have a problem getting to work in the morning. Most of the time I'm late for work. No bus and no driver for route 405.

In the past, the buses were cleaned. But today, the interior of the buses is very dirty and smells sometimes.

502 - Saturday/Sunday hours should be every hour instead of every hour and a half.

I also ride Mobility -Legally Blind

Make sure the drivers are 100% on time and not getting to stops too early or late

I ride RTA Mobility, so these questions do not apply to me. It is unfortunate as I would have wanted to fill out a survey.

Service is highly unreliable and customer service never responds, limiting my use of RTA

The bus is a blessing, however it's very limiting to time and certain areas. Like Sundays I would like to go to church but the bus doesn't run in my area at that time and I don't have any alternative and have to use Lyft which is more expensive.

I exclusively use the Mobility/paratransit services, and my drivers are first rate professionals

I visit Virginia a few times a year. You should set up a system that allows for free bus transfers for patrons who don't use cellphones.

I think RTA is a great service. I'd like if they were to add more routes but that's no big thing

Please offer training on how to ride the bus - perhaps through high schools or partner with libraries. Get more people to ride!

**It would be helpful if there was a survey for those of us who use RTA mobility.**

**More frequency of RTA & they should be running on time**

**No comment**

**There is NO bus service near my house in Dayton, MD. The RTA Paratransit service does NOT allow me to use it for anything other than dr/dental/work/social svcs/sr centers and that is also only on weekdays from 9 - 5. If I want to do anything else, I'm not able to. I am mentally disabled, so mostly homebound because of this. I would like to just go to a shopping mall or a movie/restaurant sometimes but can't go anywhere because of no transportation. The RTA Mobility/ParaTransit svc is for disabled people, but it doesn't service my area enough which is a HUGE problem. Increasing the places I can go and the days of week would HUGELY improve my quality of life.**

**I USE RTA MOBILITY 100% OF THE TIME.**

**THIS SURVEY REALLY DOESNT APPLY.**

**IN GENERAL WOULD RATE THE SERVICE A GRADE OF "A"**

**I purchased an RTA card for my daughter in MD to use for work last summer. I never received the card and never received a refund.**

**I need to have public transportation, but do not have access to my home. This has affected my ability to hold down a job because the RTA mobility was not available when I needed to get to work. Please add a route to Clarksville.**

**There needs to be a lot more public funding to support mass transit and public transportation, especially for people with disabilities like me.**

**Some of the buses I ride look like they have never been cleaned since they have been on the road. Need more attention to that issue.**

**During rush hour it seems that the bus doesn't run as frequently, find myself waiting about an hour when I just missed the bus.**

**Better service overall and all over**

**Please start a direct service to metro station over the weekends.**

**No Comments**

**There are a lot of ghost buses abd not showing up on time.**

**Every time the bus ain't supposed to be here at a certain time and don't never show either your bus schedule screen board isn't correct like it feel as though you have no respect for the public especially going cold weather seasons.**

**Buses on Sundays so I can get to work**

**I wish you to always be available at all times during the day and please provide departures and arrivals at each stop in the app**

**V.good service just need the 503 route more often in service**

**Your buses frequently breakdowns so I have to take Uber a lot to get to work or home. The 406 bus/van needs to have the app to show where the bus. I will be late for work. I do not like to cross my fingers if the bus is going to run or not**

**They need to stop canceling the buses it makes me late for work**

**Its really good at this time**

**8 realize that ridership is low on my routes because buses are not full. I wish buses run in 1/2 hr. increments, especially the 501 which has more riders**

**Thank you for serving the community. Cheaper fares & later evening hours**

**Transit needs to do alot better with those bus arrival times ASAP**

**need to have a way to have accurate arrival times because i have experienced only this bus being late or not arriving**

**Letting all riders get on the busses 10 mind early in fall and freezing conditions**

**They need to stop canceling bus at the last minute because people need to get to work.**

**They need to fire the super vision**

**Bus needs to come when it schedule to come. Instead of making up bunch of excuses and lies**

**It is good. Very dependable in the morning. Afternoon routes are not as dependable. The real time is very reliable.**

**Some Buses need a really good cleaning**

I'm pretty satisfied overall. But the other day, I decided to take the Metro to NASA Headquarters in DC. I rode my motorcycle to the Greenbelt station and parked in the Park and Ride lot. To get there and back on the Metrorail and exit the lot, it cost me nearly \$13.00. I had planned for \$4.00 (\$2 there and \$2 back), so that really surprised me. I didn't realize that it cost \$5 to exit the lot and not sure why the train was so expensive. I feel like I made a huge mistake in taking the WMATA and I will not be doing that again. Not sure why you'd dissuade people from taking the Metro by charging for parking. I could have driven and paid for parking near Headquarters for less. I just realized that it was costing me \$3.55 each way to get to and from work riding the rail. Clearly, I misunderstood the fare system and should have done more research. Now, instead of riding the train, I am just transferring around on various buses because it's actually \$2.00 each way. So, I guess this turned into a bit of a rant, but mostly, I am just discouraged because I put \$200 on my Smartrip card and I feel like I blew through it in record time because I wasn't paying attention to how much these trips were costing me. This is my fault - not WMATA's - and I am changing my travel behaviors accordingly. Just bummed that I feel like I have to. I often get frustrated that I pay and so few others seem to. They literally just walk onto the bus, no questions asked. Even though this seems to be a huge whining session, I would like to note that I am overall very happy with the service that WMATA provides. Some of the drivers are superb. (Mr. King on the 4:35 p.m. 15X from NASA to Greenbelt deserves a freaking commendation and the guy who drives the BRO1 R2 bus in the mornings is awesome, too.) Keep up the good work. Sorry for the complaints. I just don't know where else to voice them. I'm actually extremely pleased with the service overall.

**You guys need to run later and adjust your bus stops. And develop you own app and put a tracker on the bus so that we can see where the bus is and get an accurate time of when it is coming. Also weekend services for all buses, 95% of workers work on the weekends and it's a hassle and expensive paying for Ubers or Lyft.**

**Bus doesn't run on the weekends, i walk an hour just to catch a bus on weekends. The 301 is never on time. The bus should come more frequently. Hire more drivers and get more bus after 2 hours into service get 2 people on one route like metro.**

**On Friday December 16th on the 5 o'clock 405 to Columbia mall. The bus driver was driving aggressively cutting people off in traffic he also didn't respond to me saying hello when I got on the bus instead he immediately turned off the heat and rolled down the windows as if I stunk or something. I work at a bank where hygiene and professionalism is required so I know I did not smell. Also I've had other encounters where bus drivers are just rude or not responsive for example I asked a bus driver if the 404 was**

**The 75 runs when it wants to. You canceled the second route on this line and now it runs when they feel like it. God forbid you have to rely on it on Sunday. They cancel BACK TO BACK TO BACK at least half the day EVERY week. Saturdays are not all that better. it's the best**

Regional Transportation Agency  
of Central Maryland  
Transit Development Plan

**Appendix D**

**RTA Mobility Customer  
Survey**

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## Appendix D

# RTA Mobility Customer Survey

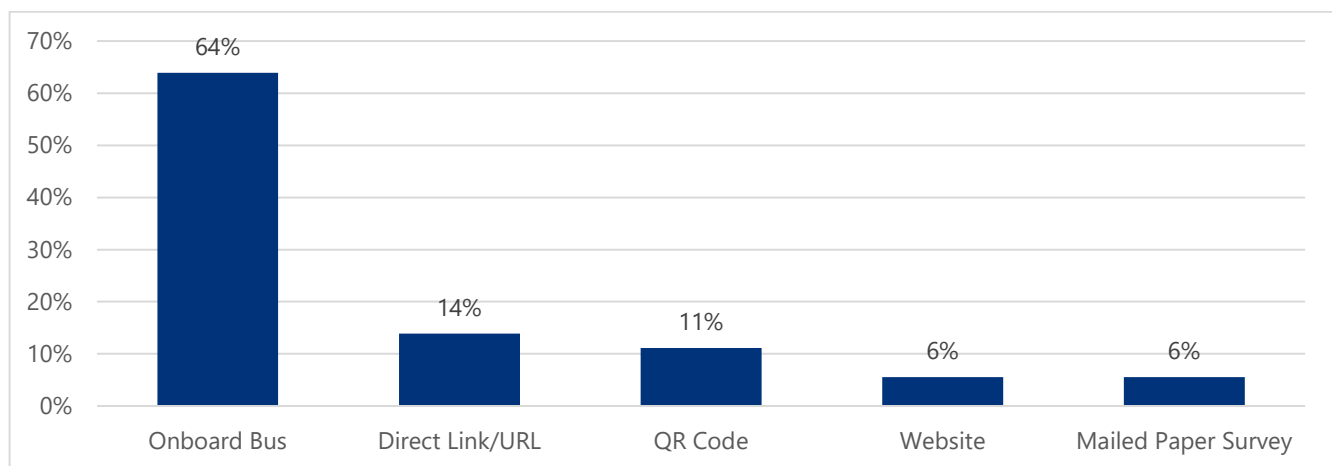
## Introduction

The RTA Mobility (ADA and General Paratransit) Customer Survey was available starting on December 5, 2022, and closed on March 31, 2023 – providing a 116 day survey period. Most of the Mobility customer surveys were received in December and January; however, the survey closing date was extended to run concurrently with the fixed route customer survey.

Out of the three TDP surveys (RTA Customer, RTA Mobility, and Community), the Mobility customer survey had the lowest number of responses at 36 (almost 10% of the 370 total surveys received). However, several of the comments included in the fixed route customer survey appeared to have come from Mobility customers. This suggests that Mobility customers may have completed the fixed route customer survey rather than the Mobility specific version.


The Mobility customer survey was placed onboard all RTA vehicles along with a survey drop box. Surveys were also advertised through public outreach materials including QR codes on posters and handouts as well as a website link to the survey. The response rates for each of these methods are shown below.

### RTA Mobility Customer Survey Collection Methods




A copy of the paper survey is provided on the following pages along with detailed survey responses for each question.

## RTA Mobility Customer Survey – Front



**RTA Mobility (ADA & Paratransit)  
Customer Survey**

Help us to serve you better! The RTA of Central Maryland, in partnership with Howard County, Anne Arundel County, the City of Laurel and Northern Prince George's County, wants your input on public transit services. Please complete the following survey to provide us with your feedback about our services and possible improvements. Your answers are anonymous. Thank you for your input! For more information, visit: [www.rtacentralmdtransitplan.com](http://www.rtacentralmdtransitplan.com)



Win a  
**\$200** or  
**\$100 Gift Card**  
Complete this survey and write your name and phone/email in the comments section!


---

**How to Submit your survey:**

**Onboard the Bus**

Drop your completed survey into the drop box located in the front of the bus

**Take this Survey Online**



[surveymonkey.com/r/rtamobility](http://surveymonkey.com/r/rtamobility)

**Submit by Mail/Email**

Mail to: RTA Survey c/o KFH Group  
7200 Wisconsin Ave, Suite 320  
Bethesda, MD 20814

Email a photo or PDF to:  
[admin@kfhgroup.com](mailto:admin@kfhgroup.com)

---

1. **What type of rider are you?**
  - Americans with Disabilities Act (ADA) rider
  - General Paratransit (GPT) rider
  - Both
2. **What do you normally use this service for?**  
*You may check more than one.*
  - Work
  - School
  - Medical
  - Social/Recreation
  - Senior Center
  - Government / Service Agency
  - Shopping / Errands
  - Other: \_\_\_\_\_
3. **How often do you ride this service?**
  - 5 days/week or more
  - 3-4 days/week
  - 1-2 days/week
  - Less than 1 day/week
4. **What fare do you normally pay for a one-way trip?**
  - \$4.00
  - \$5.00
  - \$35 ADA 10-Ride Ticket Book
  - \$50 GPT 10-Ride Ticket Book
5. **How long have you been using this service?**
  - 0 - 6 months
  - 6 - 12 months
  - 1 - 2 years
  - More than 2 years
6. **Do you use any other transportation services that operate in the region?**
  - RTA Fixed Routes
  - Anne Arundel Transit
  - Prince George's TheBus
  - Neighbor Ride
  - MTA Commuter Bus
  - WMATA Metrobus
  - MTA Local/Express Bus
  - WMATA Metrorail
  - MTA Mobility/Paratransit
  - WMATA MetroAccess
  - MARC Train
  - Other: \_\_\_\_\_

7. **Please rate the RTA Mobility paratransit service in the following areas:**

	<u>Strongly Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Strongly Dissatisfied</u>
a. Trip Scheduling Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Telephone Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Phone Wait Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. On-Time Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Saturday Service Hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Sunday Service Hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Cost of the Fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Ride Time/Time Spent on Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Safety and Security on Vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Comfort of Ride	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Cleanliness of Vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Reliability and Condition of Vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Courtesy/Friendliness of Drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Response/Precautions for COVID-19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Overall Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Survey continues on reverse >**

## RTA Mobility Customer Survey – Back

**8. Please rate the cab services contracted through RTA Mobility in the following areas:**

	<u>Strongly Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Strongly Dissatisfied</u>
a. Safety and Security on Vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Cleanliness of Vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Reliability and Condition of Vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Properly Identified Vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Courtesy/Friendliness of Drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**9. Are there specific destinations you need to go to on a regular basis that transit does not serve?**

Yes  No

If Yes, please describe: \_\_\_\_\_

**10. Which of the following technological improvements would you benefit from?**

- Wi-Fi onboard buses
- USB charger ports
- Online booking and trip management
- Other: \_\_\_\_\_

**11. What is your zip code?** \_\_\_\_\_

**12. Do you have a car?**

Yes  No

If Yes, was a car available for this trip?  Yes  No

**13. Do you have a driver's license?**

Yes  No

**14. Please indicate your age:**

- 17 or under  18 - 24  25 - 49  50 - 54
- 55 - 59  60 - 64  65 or above

**15. What is your current employment status? You may check more than one.**

- Employed, full time  Student, full time
- Employed, part time  Student, part time
- Retired  Other: \_\_\_\_\_
- Unemployed

**16. What is your annual household income?**

- \$20,000 or less  \$21,000 - \$40,000
- \$41,000 - \$60,000  \$61,000 - \$80,000
- \$81,000 - \$100,000  More than \$100,000

**17. Are you of Hispanic or Latino origin?**

Yes  No

**18. How would you classify yourself?**

*Please check all that apply.*

- Caucasian/White  African American/Black
- American Indian/Alaska Native  Asian
- Native Hawaiian/Other Pacific Islander

**19. Do you speak a language other than English at home?**

Yes  No

If Yes, what is this language? \_\_\_\_\_

*For example, Spanish, Korean, Chinese.*

**20. Please provide any comments you may have regarding public transportation and your name/contact info for the raffle:**

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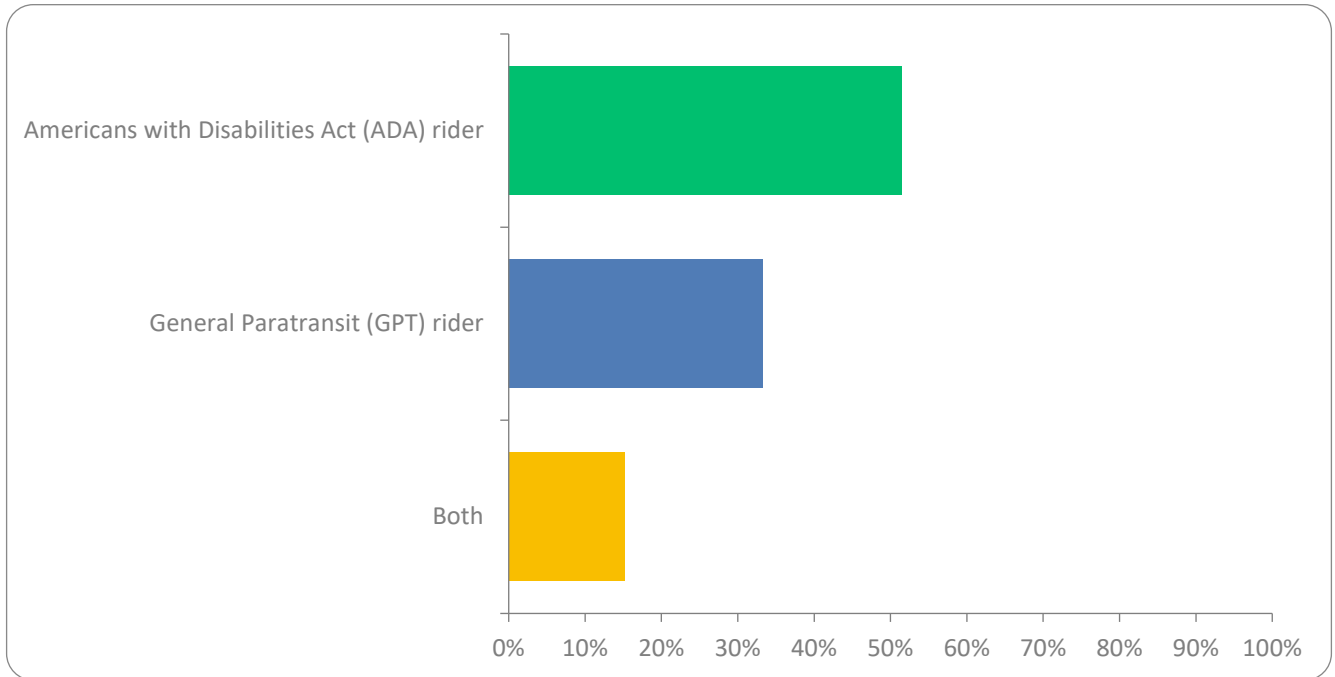


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**Thank You!**

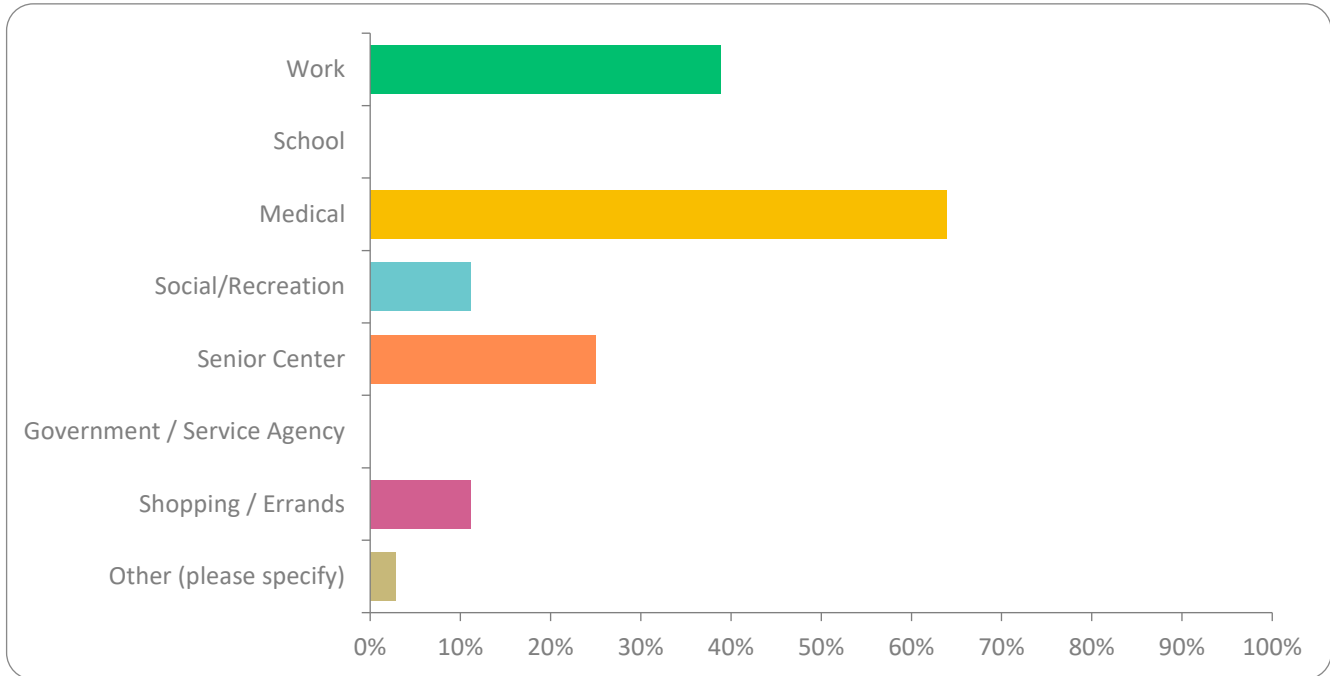


## Q1: What type of rider are you?



ANSWER CHOICES	RESPONSES	
Americans with Disabilities Act (ADA) rider	51.52%	17
General Paratransit (GPT) rider	33.33%	11
Both	15.15%	5
<b>TOTAL</b>		<b>33</b>

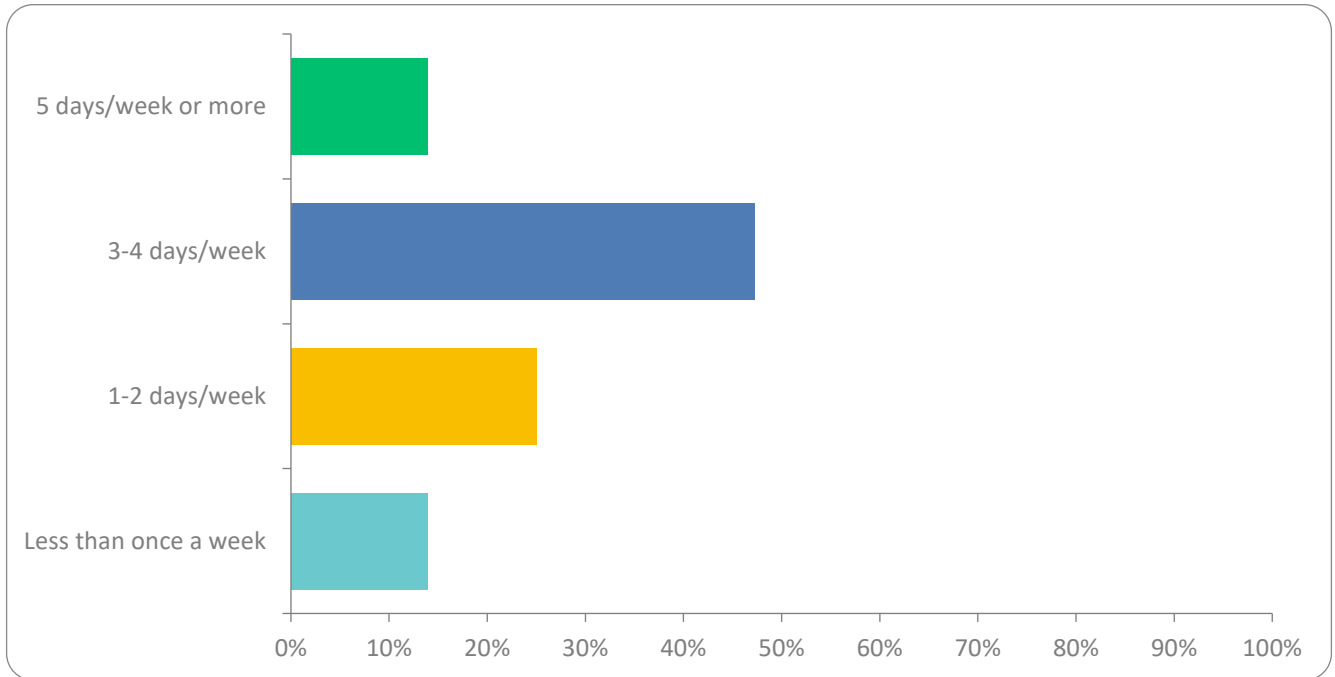
## Q2: What do you normally use this service for? Check all that apply.



ANSWER CHOICES	RESPONSES	
Work	38.89%	14
School	0%	0
Medical	63.89%	23
Social/Recreation	11.11%	4
Senior Center	25.00%	9
Government / Service Agency	0%	0
Shopping / Errands	11.11%	4
Other (please specify)	2.78%	1
<b>TOTAL</b>		<b>55</b>

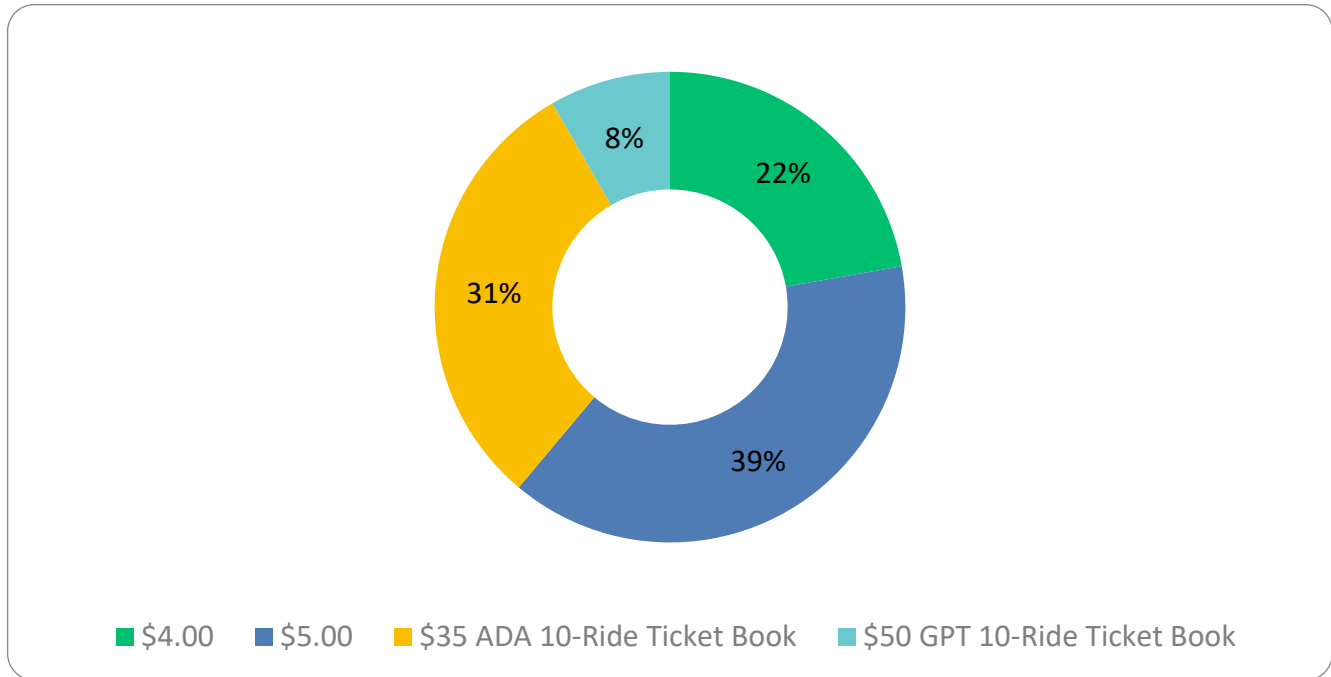
Other: Voting 1

### Q3: How often do you ride this service?



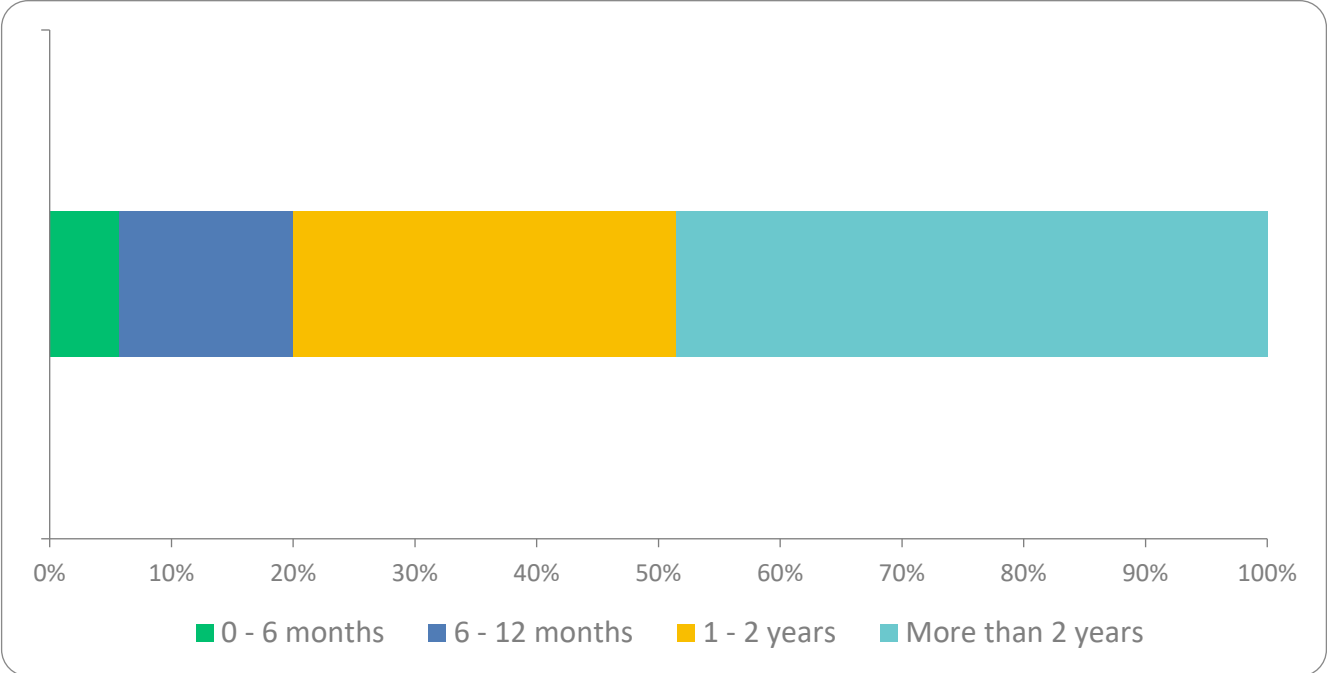
ANSWER CHOICES	RESPONSES	
5 days/week or more	13.89%	5
3-4 days/week	47.22%	17
1-2 days/week	25.00%	9
Less than once a week	13.89%	5
<b>TOTAL</b>		<b>36</b>

### Q4: What fare do you normally pay for a one-way trip?



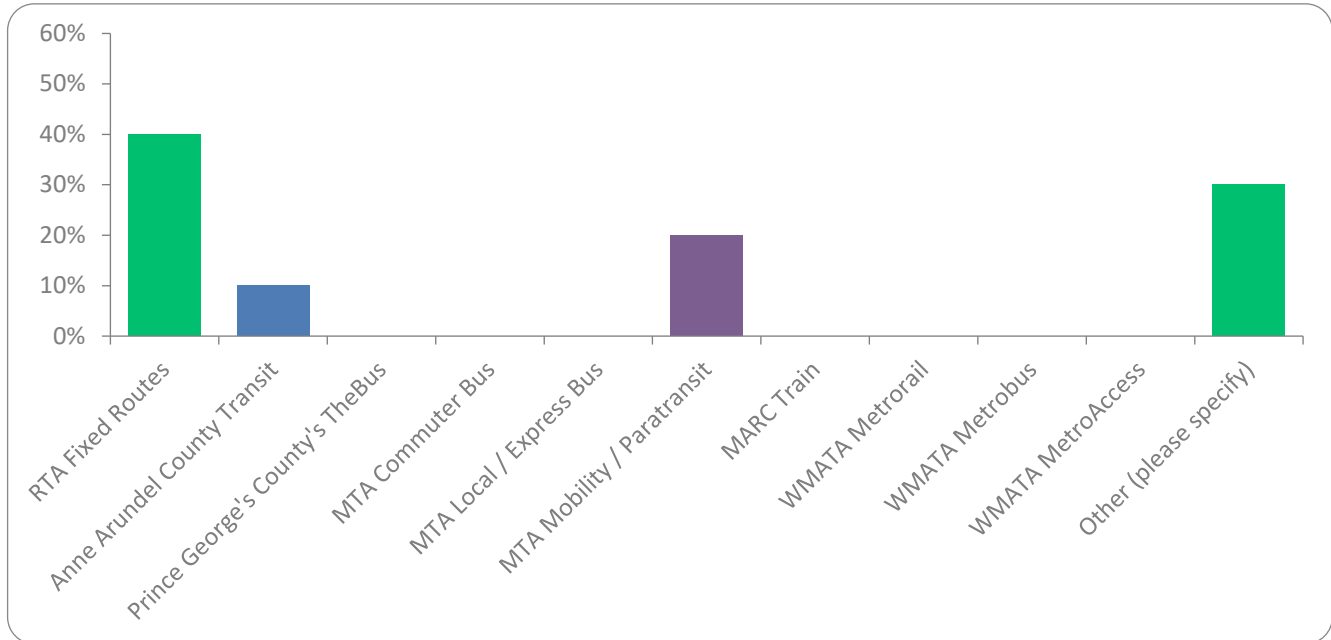
ANSWER CHOICES	RESPONSES	
\$4.00	22.22%	8
\$5.00	38.89%	14
\$35 ADA 10-Ride Ticket Book	30.56%	11
\$50 GPT 10-Ride Ticket Book	8.33%	3
<b>TOTAL</b>		<b>36</b>

### Q5: How long have you been using this service?



ANSWER CHOICES	RESPONSES	
0 - 6 months	5.71%	2
6 - 12 months	14.29%	5
1 - 2 years	31.43%	11
More than 2 years	48.57%	17
<b>TOTAL</b>		<b>35</b>

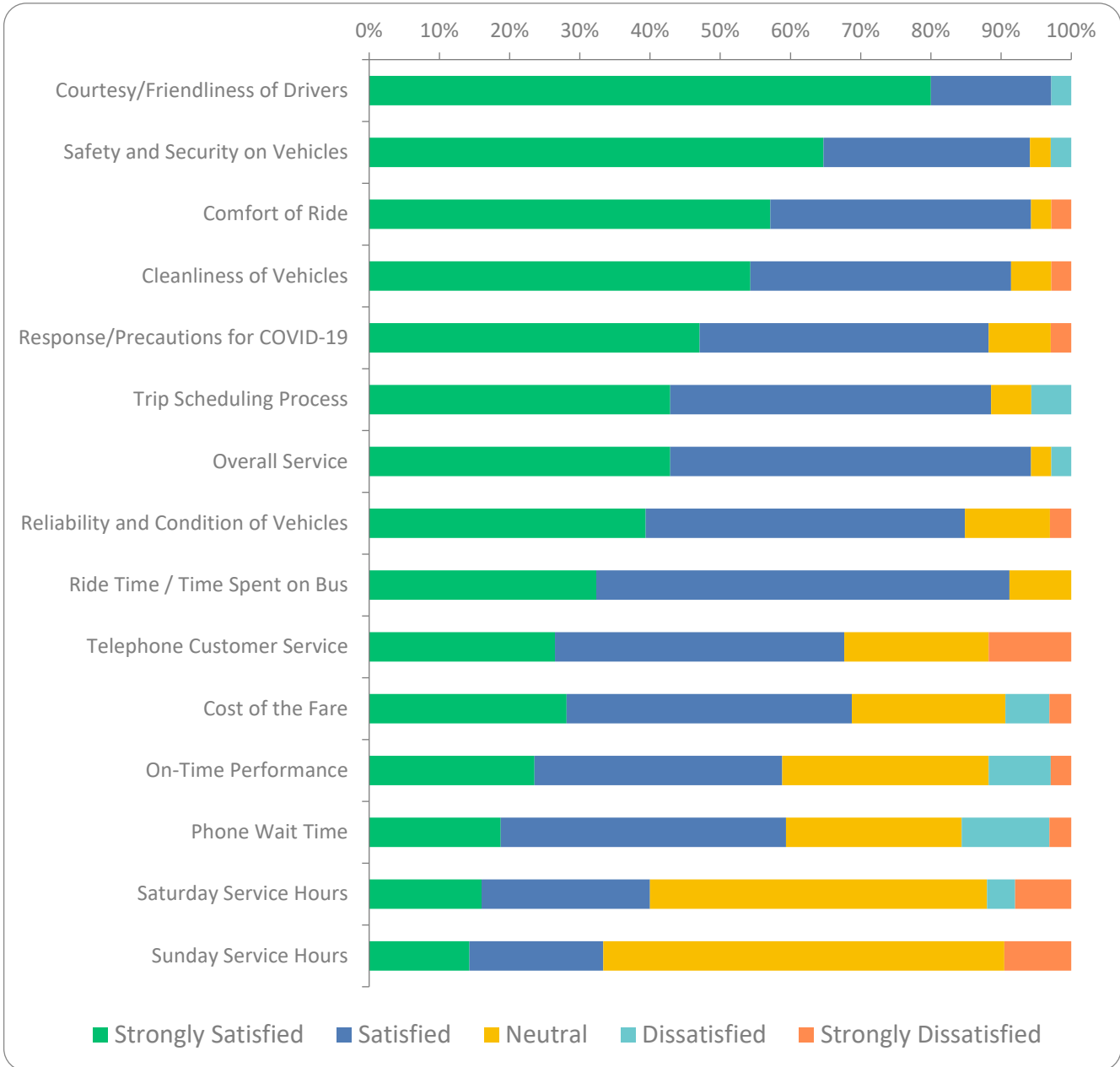
## Q6: Do you use any other transportation services that operate in the region?



ANSWER CHOICES	RESPONSES	
RTA Fixed Routes	40.0%	4
Anne Arundel County Transit	10.0%	1
Prince George's County's TheBus	0%	0
MTA Commuter Bus	0%	0
MTA Local / Express Bus	0%	0
MTA Mobility / Paratransit	20.0%	2
MARC Train	0%	0
WMATA Metrorail	0%	0
WMATA Metrobus	0%	0
WMATA MetroAccess	0%	0
Other (please specify)	30.0%	3
<b>TOTAL</b>		<b>10</b>

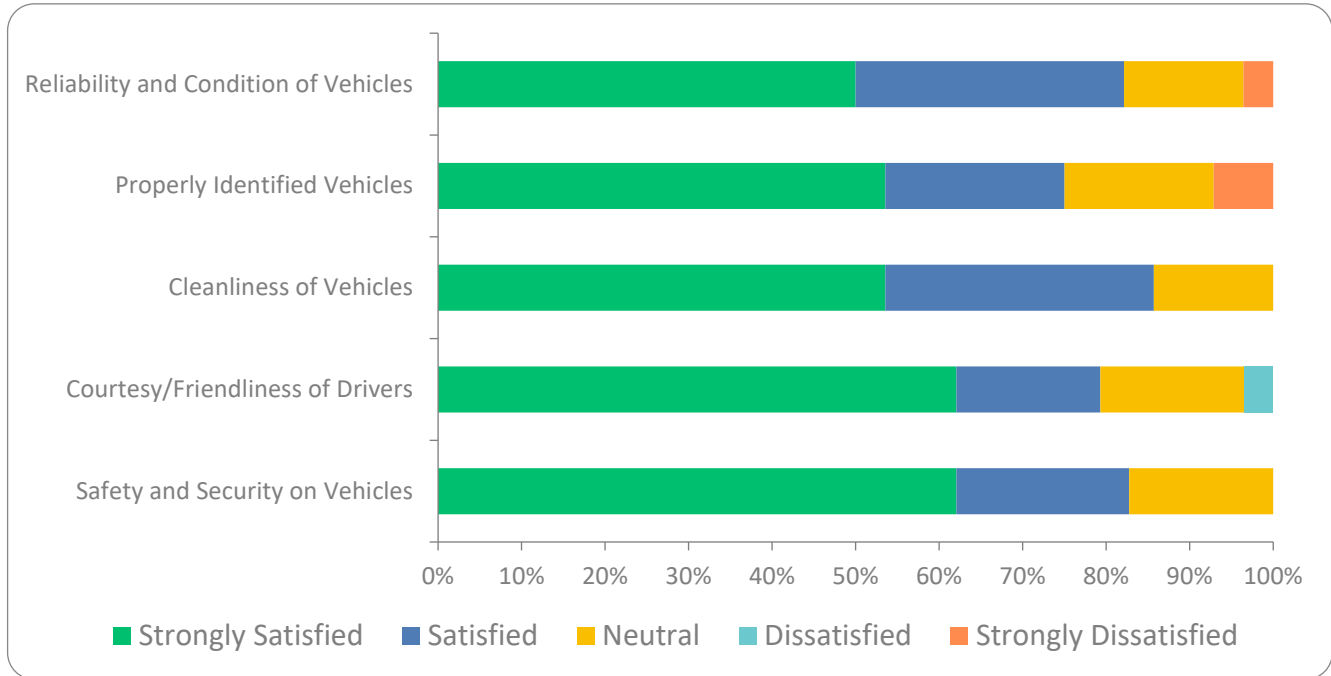
Other: Lyft 2, RTA Mobility 1

## Q7: Please rate the RTA Mobility paratransit service in the following areas:



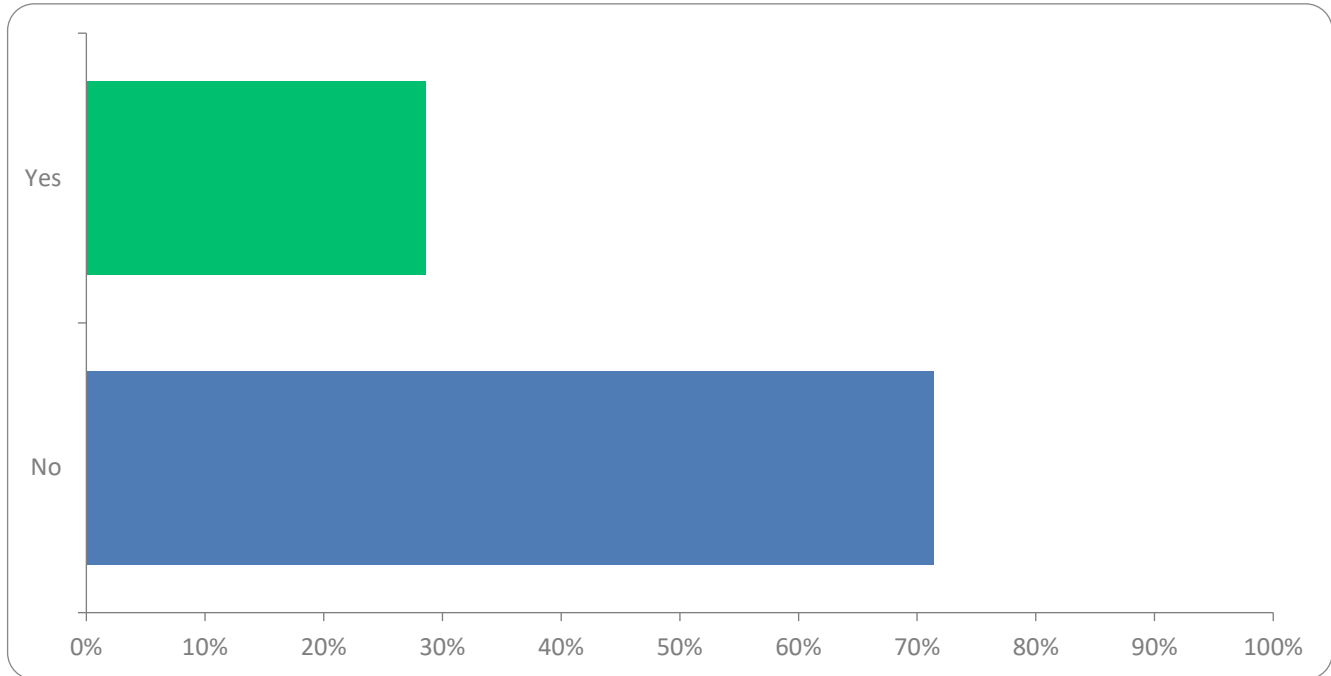
	Strongly Satisfied	Satisfied	Neutral	Dissatisfied	Strongly Dissatisfied	Total	Weighted Average
Courtesy/Friendliness of Drivers	80.0% 28	17.14% 6	0% 0	2.86% 1	0% 0	35	1.26
Safety and Security on Vehicles	64.71% 22	29.41% 10	2.94% 1	2.94% 1	0% 0	34	1.44
Comfort of Ride	57.14% 20	37.14% 13	2.86% 1	0% 0	2.86% 1	35	1.54
Cleanliness of Vehicles	54.29% 19	37.14% 13	5.71% 2	0% 0	2.86% 1	35	1.6
Response/Precautions for COVID-19	47.06% 16	41.18% 14	8.82% 3	0% 0	2.94% 1	34	1.71
Trip Scheduling Process	42.86% 15	45.71% 16	5.71% 2	5.71% 2	0% 0	35	1.74
Overall Service	42.86% 15	51.43% 18	2.86% 1	2.86% 1	0% 0	35	1.66
Reliability and Condition of Vehicles	39.39% 13	45.45% 15	12.12% 4	0% 0	3.03% 1	33	1.82
Ride Time / Time Spent on Bus	32.35% 11	58.82% 20	8.82% 3	0% 0	0% 0	34	1.76
Telephone Customer Service	26.47% 9	41.18% 14	20.59% 7	0% 0	11.76% 4	34	2.29
Cost of the Fare	28.12% 9	40.62% 13	21.88% 7	6.25% 2	3.12% 1	32	2.16
On-Time Performance	23.53% 8	35.29% 12	29.41% 10	8.82% 3	2.94% 1	34	2.32
Phone Wait Time	18.75% 6	40.62% 13	25.00% 8	12.50% 4	3.12% 1	32	2.41
Saturday Service Hours	16.00% 4	24.00% 6	48.00% 12	4.00% 1	8.00% 2	25	2.64
Sunday Service Hours	14.29% 3	19.05% 4	57.14% 12	0% 0	9.52% 2	21	2.71

## Q8: Please rate the cab services contracted through RTA Mobility in the following areas:



	Strongly Satisfied	Satisfied	Neutral	Dissatisfied	Strongly Dissatisfied	Total	Weighted Average
Safety and Security on Vehicles	62.07% 18	20.69% 6	17.24% 5	0% 0	0% 0	29	1.55
Courtesy/Friendliness of Drivers	62.07% 18	17.24% 5	17.24% 5	3.45% 1	0% 0	29	1.62
Cleanliness of Vehicles	53.57% 15	32.14% 9	14.29% 4	0% 0	0% 0	28	1.61
Properly Identified Vehicles	53.57% 15	21.43% 6	17.86% 5	0% 0	7.14% 2	28	1.86
Reliability and Condition of Vehicles	50.0% 14	32.14% 9	14.29% 4	0% 0	3.57% 1	28	1.75

## Q9: Are there specific destinations you need to go to on a regular basis that transit does not serve?

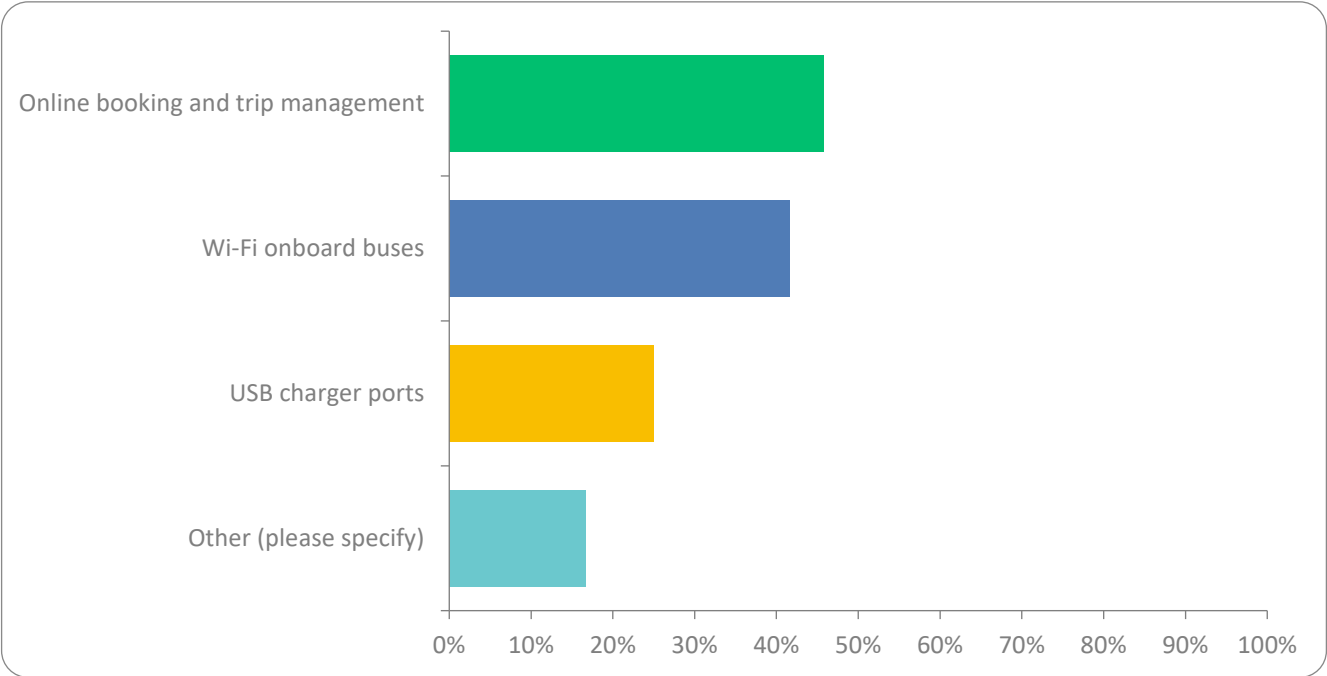


ANSWER CHOICES	RESPONSES	
Yes	28.57%	10
No	71.43%	25
TOTAL		35

### Desired Destinations not Currently Served by Transit

- Doesn't go to south Baltimore
- For going to shopping centers, pharmacies, and library
- Baltimore City for RTA
- Doctor Appointment
- Dialysis
- Anne Arundel County
- Cannot get to work on weekend days. Cannot get picked up from work in the evening.
- Cannot get to any social activities, like shopping, movies, restaurants, friends.
- Medical centers in Baltimore County
- Dr appts in Catonsville

# Q10: Which of the following technological improvements would you benefit from?

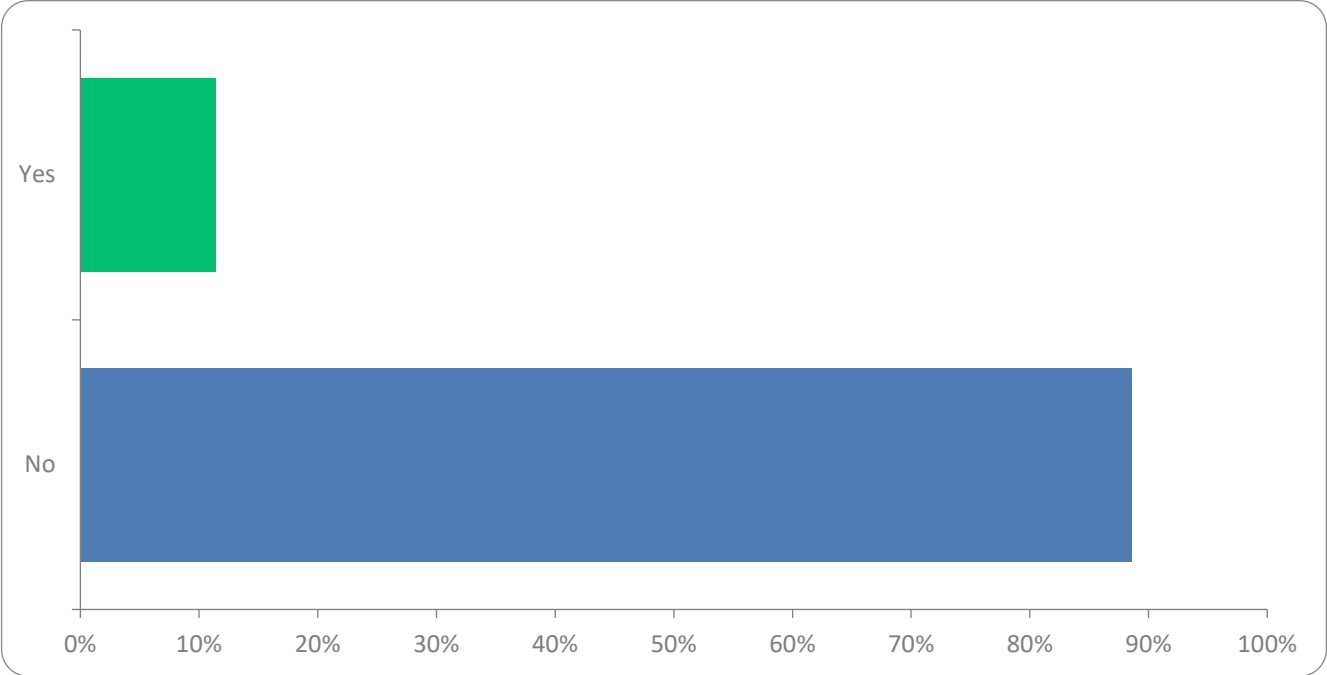


ANSWER CHOICES	RESPONSES	
Online booking and trip management	45.83%	11
Wi-Fi onboard buses	41.67%	10
USB charger ports	25.00%	6
Other (please specify)	16.67%	4
<b>TOTAL</b>		<b>31</b>

## “Other” Suggested Technological Improvements

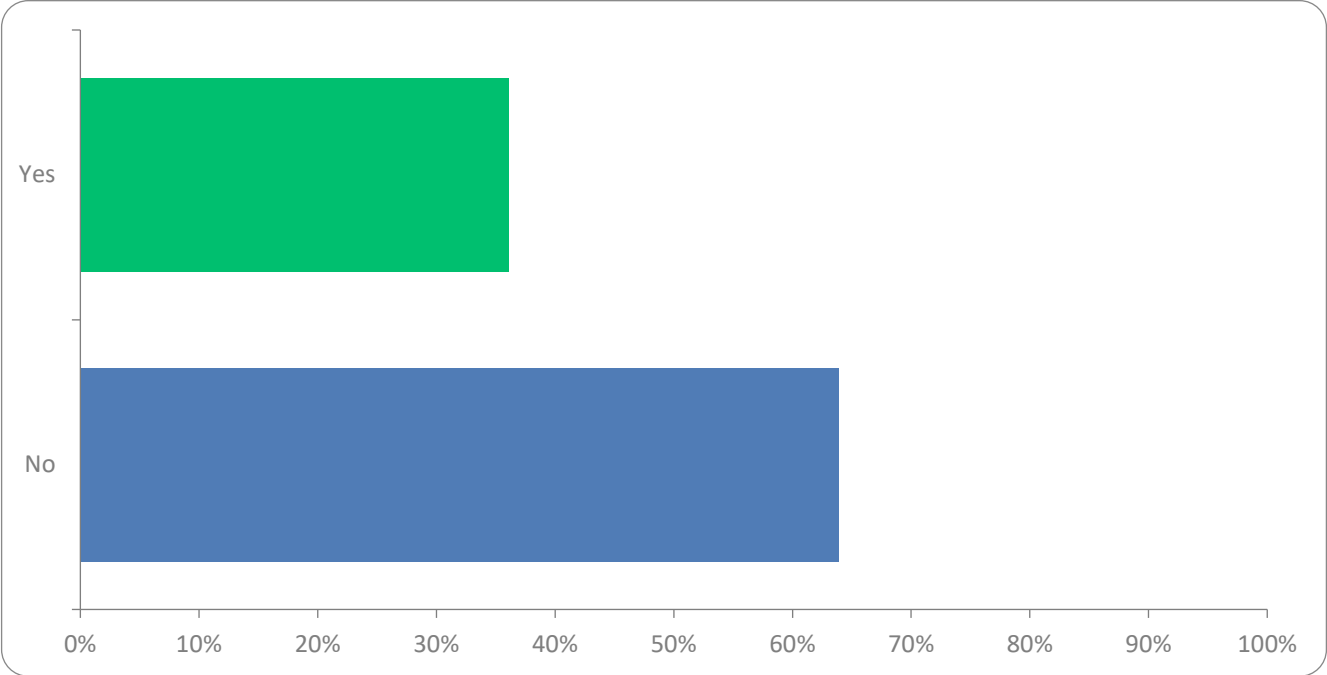
- Picking up person as promised
- Ok with what is here
- weekend/evening service, service to places other than work/medical/sr center
- MUSIC

### Q12: Do you have a car?



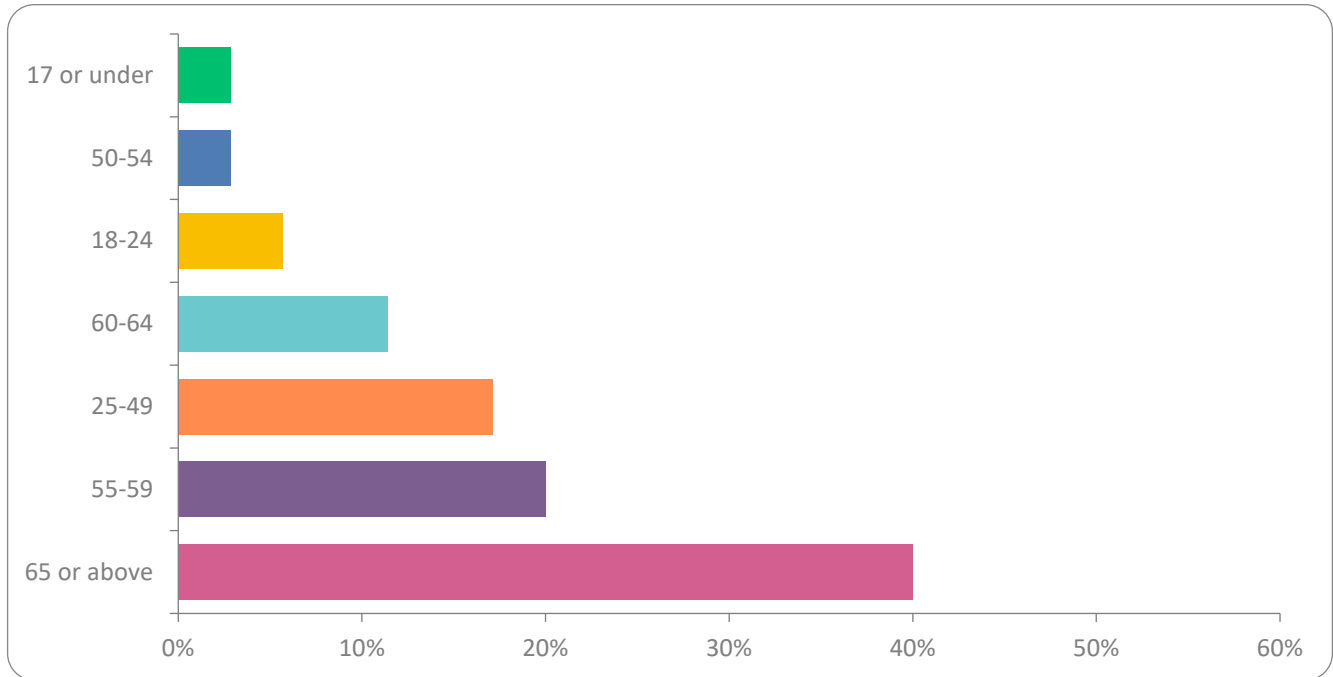
ANSWER CHOICES	RESPONSES	
Yes	11.43%	4
No	88.57%	31
TOTAL		35

### Q13: Do you have a driver's license?



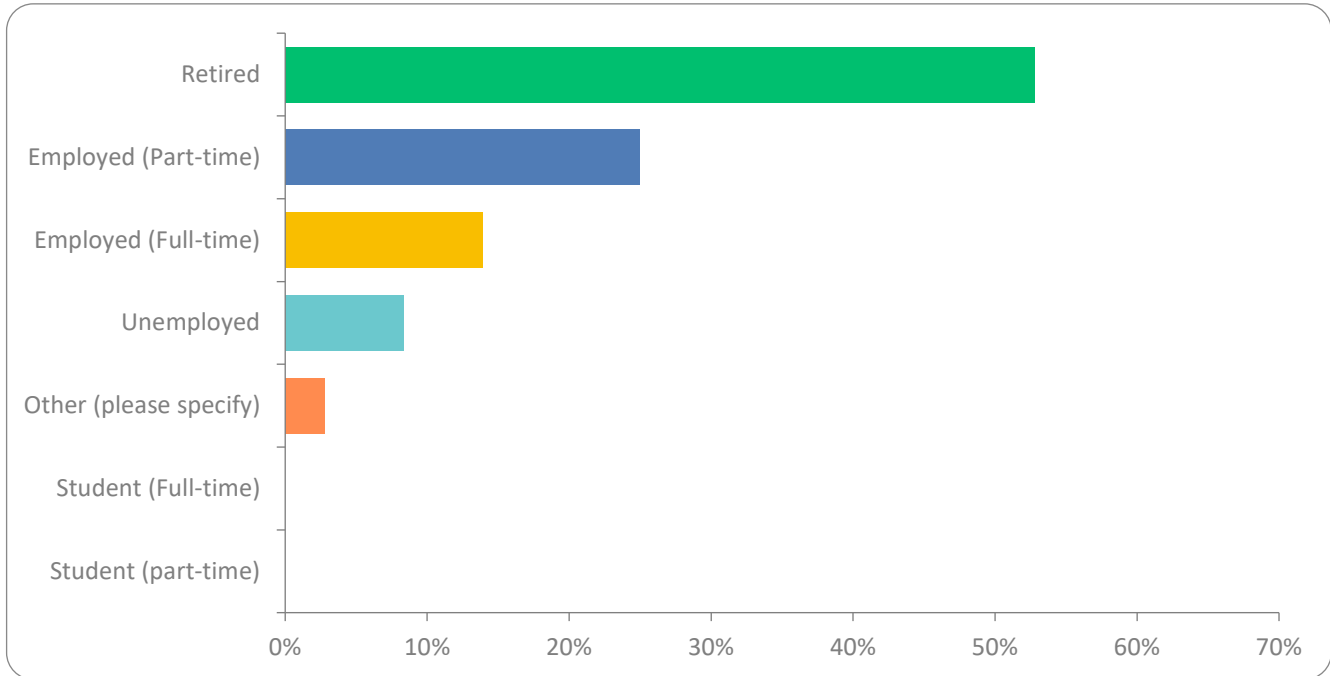
ANSWER CHOICES	RESPONSES	
Yes	36.11%	13
No	63.89%	23
<b>TOTAL</b>		<b>36</b>

### Q14: Please indicate your age:



ANSWER CHOICES	RESPONSES	
17 or under	2.86%	1
50-54	2.86%	1
18-24	5.71%	2
60-64	11.43%	4
25-49	17.14%	6
55-59	20.0%	7
65 or above	40.0%	14
<b>TOTAL</b>		<b>35</b>

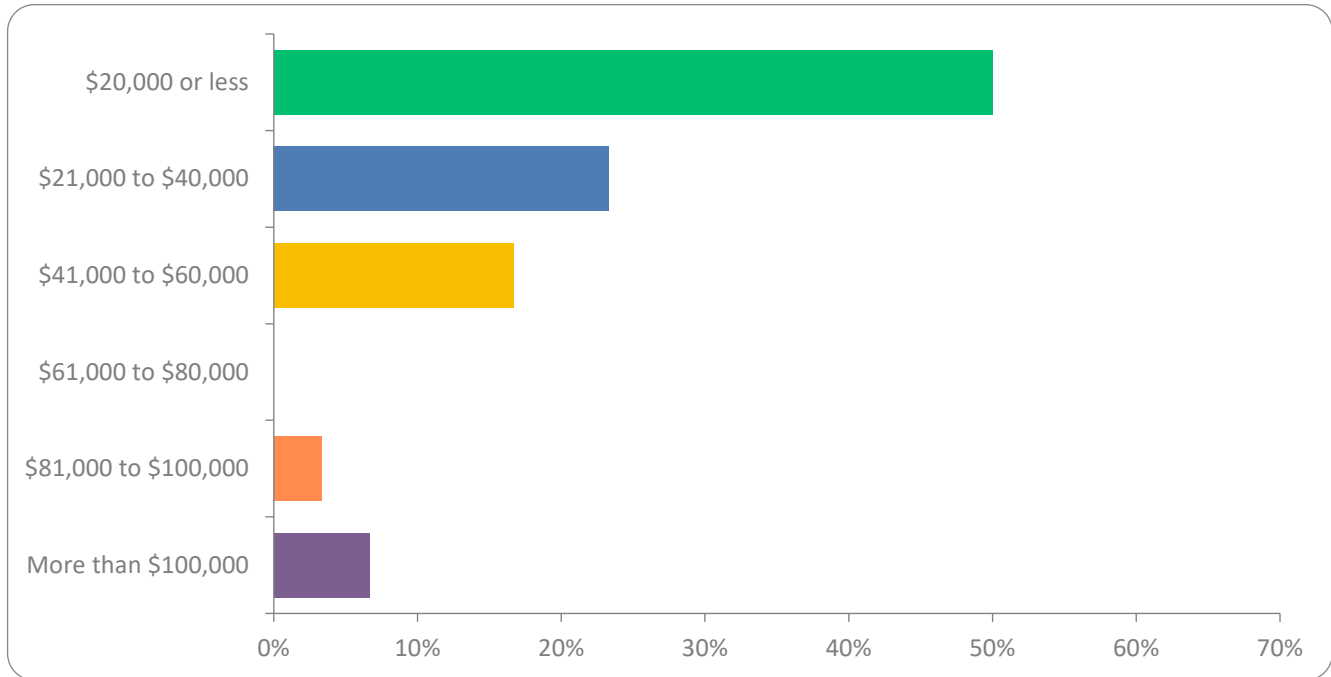
## Q15: What is your employment status? You may check more than one.



ANSWER CHOICES	RESPONSES
Retired	52.78% 19
Employed (Part-time)	25.00% 9
Employed (Full-time)	13.89% 5
Unemployed	8.33% 3
Other (please specify)	2.78% 1
Student (Full-time)	0% 0
Student (part-time)	0% 0
<b>TOTAL</b>	<b>37</b>

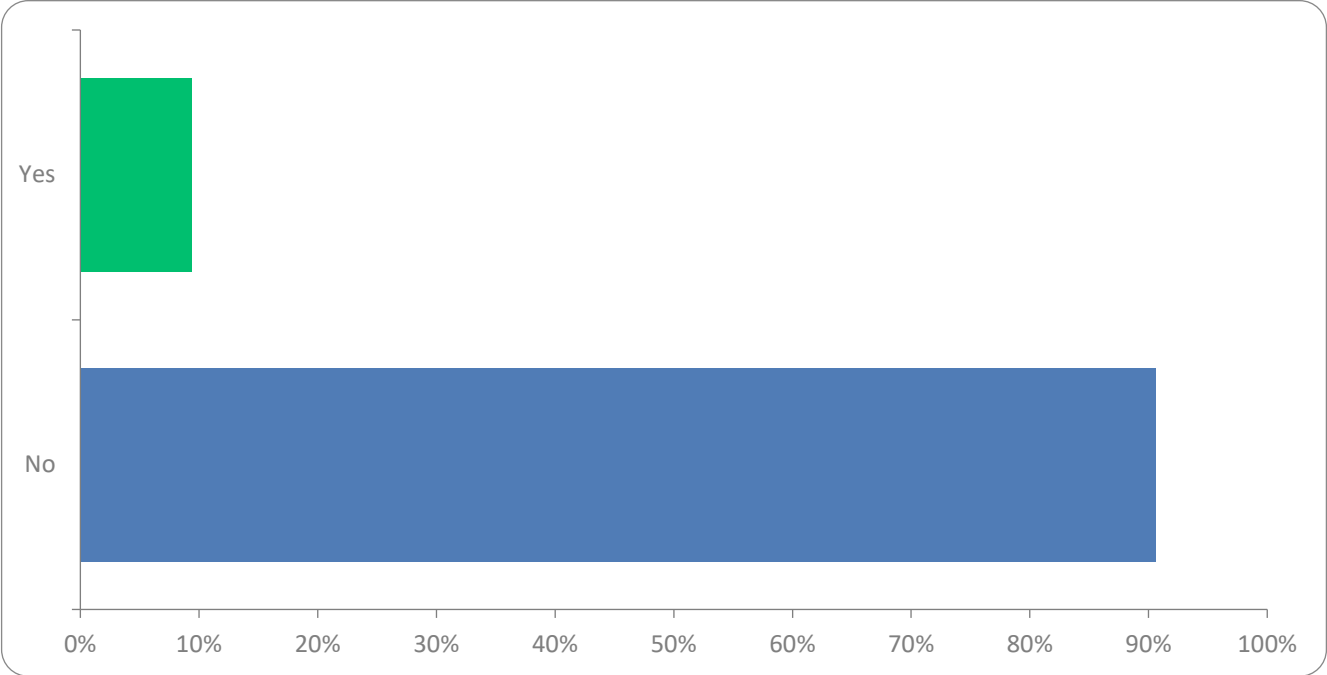
Other: Disabled 1

## Q16: What is your annual household income?



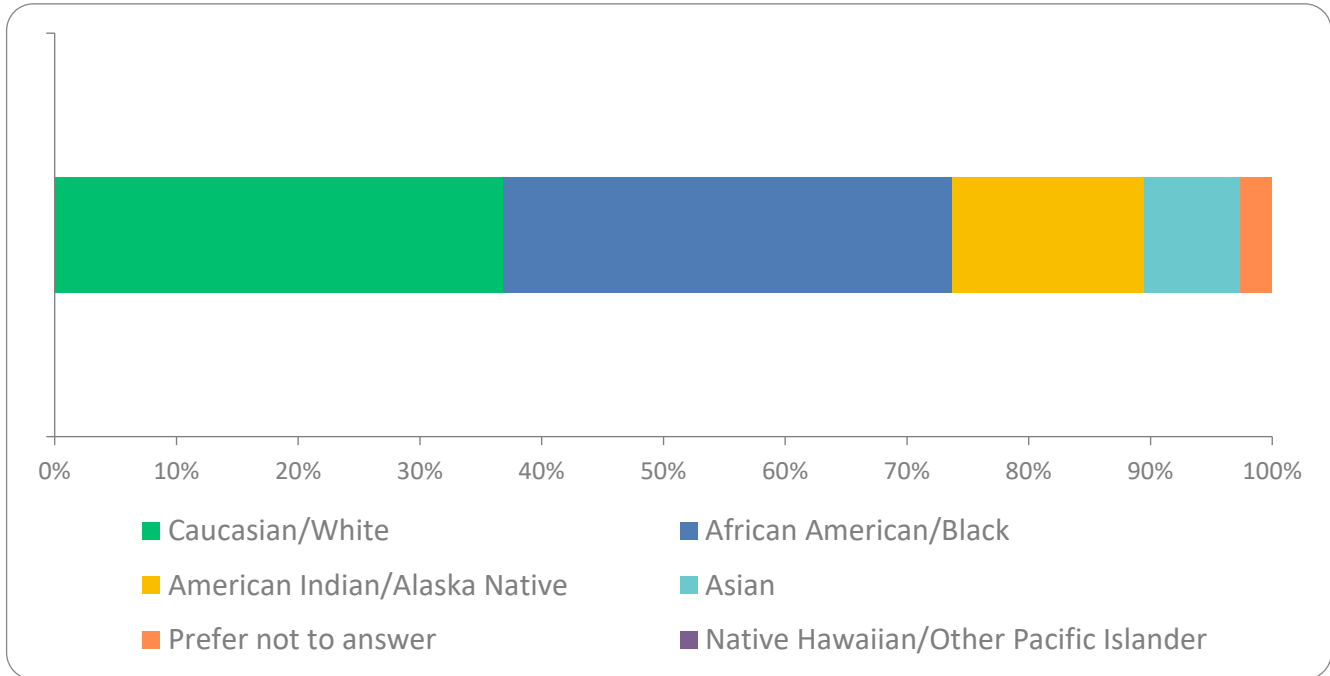
ANSWER CHOICES	RESPONSES	
\$20,000 or less	50.0%	15
\$21,000 to \$40,000	23.33%	7
\$41,000 to \$60,000	16.67%	5
\$61,000 to \$80,000	0%	0
\$81,000 to \$100,000	3.33%	1
More than \$100,000	6.67%	2
<b>TOTAL</b>		<b>30</b>

### Q17: Are you of Hispanic or Latino origin?



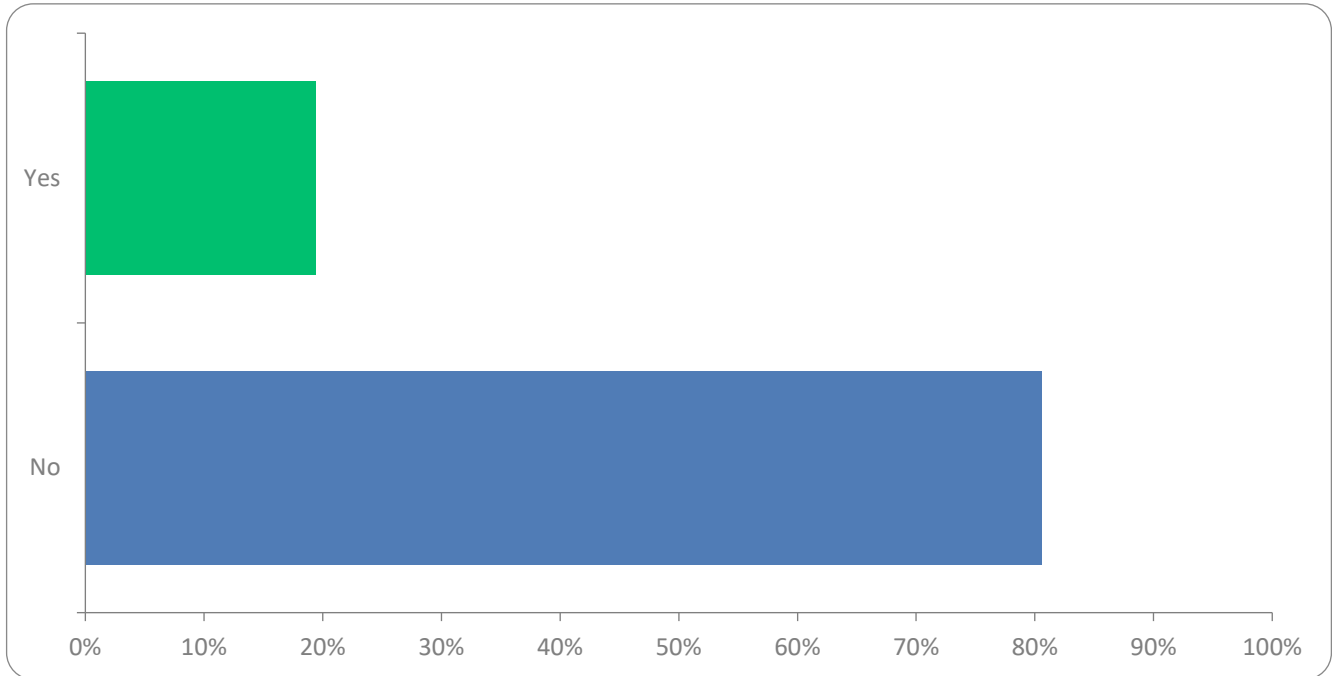
ANSWER CHOICES	RESPONSES	
Yes	9.38%	3
No	90.62%	29
TOTAL		32

## Q18: How would you classify yourself? (check all that apply)



ANSWER CHOICES	RESPONSES	
Caucasian/White	40.0%	14
African American/Black	40.0%	14
American Indian/Alaska Native	17.14%	6
Asian	8.57%	3
Prefer not to answer	2.86%	1
Native Hawaiian/Other Pacific Islander	0%	0
<b>TOTAL</b>		<b>38</b>

## Q19: Do you speak a language other than English at home?



ANSWER CHOICES	RESPONSES
Yes	19.44% 7
No	80.56% 29
TOTAL	36

### Languages:

Tagalog

Tamil, Hindi

Spanish

Spanish

Various

## Q20: Please provide any comments you may have regarding public transportation:

I enjoy riding the buses. The drivers are very polite and never missed picking me up. The drivers Jonathan, Elizabeth & some that I couldn't remember the name of are all especially nice and helpful to me. Thank you so much. God bless you all.  
Use an air freshener on bus.

I am visually impaired. Contracted vehicles; it is important that they are well identified since I work in a busy restaurant area. It would be helpful if all future transport had wi-fi service available & USB chargers.

Fixed-route 407 is often cancelled.

This is a subpar service. I have been abandoned outdoors with nowhere to go because my medical building locked the doors on more than one occasion. I've been late to medical appointments and also missed appointments because the service is unreliable. I've been dropped off about a half mile from my house because the driver "had to get going." I do not have the means to use a cab and I can't drive because of medical reasons. When I call to complain that I had an appointment and no one picked me up, I either have to leave a message that doesn't get returned or I talk to someone who, quite frankly, doesn't care. I've had to rely on family and strangers to take me home when I've been abandoned. This is not acceptable for an elderly man, nor is it okay to leave me at the bus stop for hours in freezing temperatures. Thank God for good Samaritans because this service is not reliable and has repeatedly let me down.

The call system informing of rides has far too much information about fares, etc. For someone with a disability, they get lost in all that information.

I would like you to reduce the fare or no fare at all considering my age and as the oldest customer, I would like to have rides permitted for shopping, pharmacies, and library, and post office. I already use for medical appointments and going to senior center once a month and found it expensive.

I think the transportation drivers are cool and very friendly to their passengers. I don't have anything else to say about this transportation.

Very grateful for the RTA Service. I couldn't get around to medical appointments always and I'm grateful for the service.

I have enjoyed the service of RTA. All of the drivers are very nice. Thank you.

I hate when they pick me up late.

Call wait time when trying to schedule trip and check on my pick up while waiting in the doctor or lab office. Sometimes I am cut off and need to call back.

The driver that takes me to my appointments, Ms. Michelle, is very dependable, always pleasant, and on time. I appreciate her professionalism and she helps me get on the bus when needed. The medical shuttle driver for Baltimore is great.

Dispatch team "once in a while" have a problem with scheduling pickups/drop offs in a logical order. But it is probably only "new" employees who have this problem :)

Also: the recorded schedule for out answering machine only comes thru about 2/3 of the time. Thank you!

You do a very good job.

David is homebound and has NO mode of transportation, so if RTA can expand their service to go to places other than work/medical/sr centers, it would be a HUGE quality

of life benefit for him. He also can't get to work on weekends or evenings and must rely on my, his sister, for that and I am not always available and it is VERY difficult! PLEASE consider expanding this service. He cannot take the regular bus service either as he is mentally disabled and gets lost. RTA also does not allow a ride home if I were to take David someplace in Columbia and ask them to pick him up from a different place. David also cannot participate in Special Olympics because of our transportation issue. He has no social life because of the RTA limitations.

You should have asked questions about the drivers and telephone operators...you could write a book.

Just a very big thank you

I would like to be able to schedule less than 2 days in advance, as I do not see my work schedule until Saturday, which prohibits me from scheduling a Monday trip

Thanks for your Assistance

Sometimes when we call RTA to cancel or to find out a pickup time, it goes to voice mail that is full so we can not talk to anyone.

no

Regional Transportation Agency  
of Central Maryland  
Transit Development Plan

**Appendix E**  
**Community  
Transportation Survey**

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# Appendix E

## Community Transportation Survey

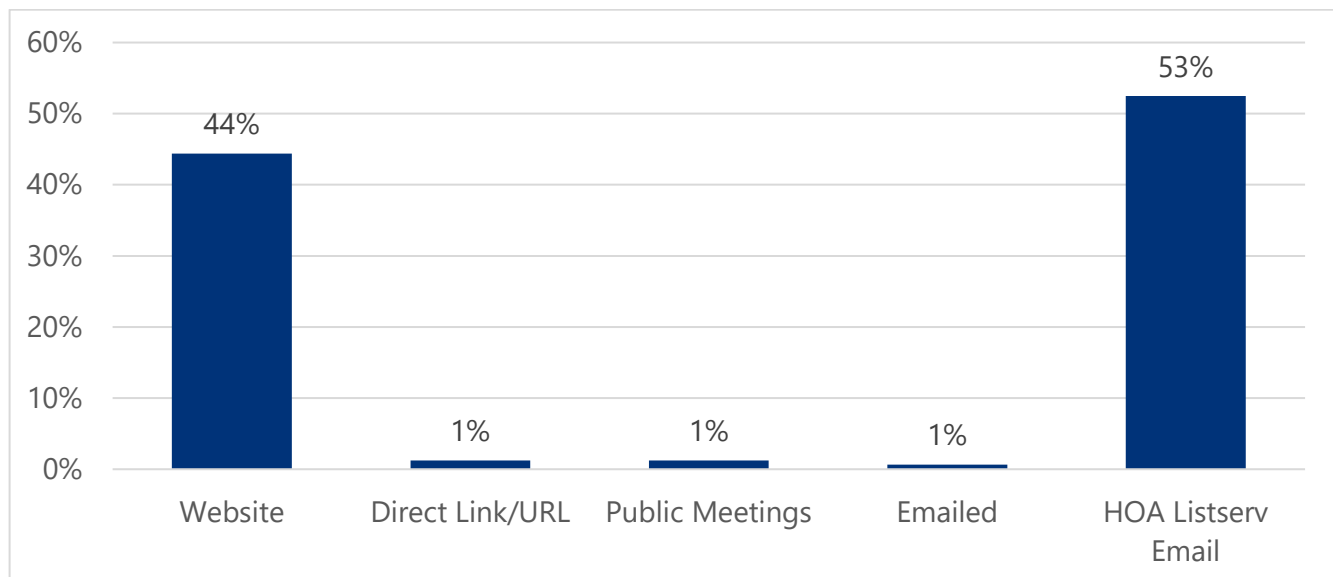
### Introduction

The Community Transportation Survey was available starting on December 5, 2022 and closed on March 31, 2023 – providing a 116 day survey period. The survey closing date was extended due to a relatively low response rate and in order to accommodate additional outreach, including an email blast to the Howard County Homeowners Association email listserv.

Out of the three TDP surveys (RTA Customer, RTA Mobility, and Community), the customer survey had the second highest number of responses at 160 (43% of the 370 total surveys received).

The community survey was primarily marketed through the TDP project website but was also available during public meetings and other in person outreach events. The most successful marketing of the community survey was through the Howard County Homeowners Association email listserv. The response rates for each of these methods are shown below.

### Community Transportation Survey Collection Methods



A copy of the paper survey is provided on the following pages along with detailed survey responses for each question.

## Community Transportation Survey – Front



# Community Transportation Survey

Help us to serve you better! The RTA of Central Maryland, in partnership with Howard County, Anne Arundel County, the City of Laurel and Northern Prince George's County, wants your input on public transit services. Please complete the following survey to provide us with your feedback about our services and possible improvements. Your answers are anonymous. Thank you for your input! For more information, visit: [www.rtacentralmdtransitplan.com](http://www.rtacentralmdtransitplan.com)

How to **Submit** your survey:

### Submit by Email

Take a photo or scan of both sides of your completed survey and email the files to [admin@kfhgroup.com](mailto:admin@kfhgroup.com) with the subject **RTA Survey**

### Take this Survey Online



[surveymonkey.com/r/rtacommunity](http://surveymonkey.com/r/rtacommunity)

### Submit by Mail

RTA Survey c/o KFH Group  
7200 Wisconsin Ave, Suite 320  
Bethesda, MD 20814

1. What is your **primary** mode of transportation? (Please check only one.)
  - Car    Taxi    Walk    Bicycle    Uber/Lyft
  - Public transportation
  - A friend or family member drives
  - Other: \_\_\_\_\_
  
2. Are you aware of the services provided by the Regional Transportation Agency (RTA)?
  - Yes    No

Please rate your overall impression of RTA's services:

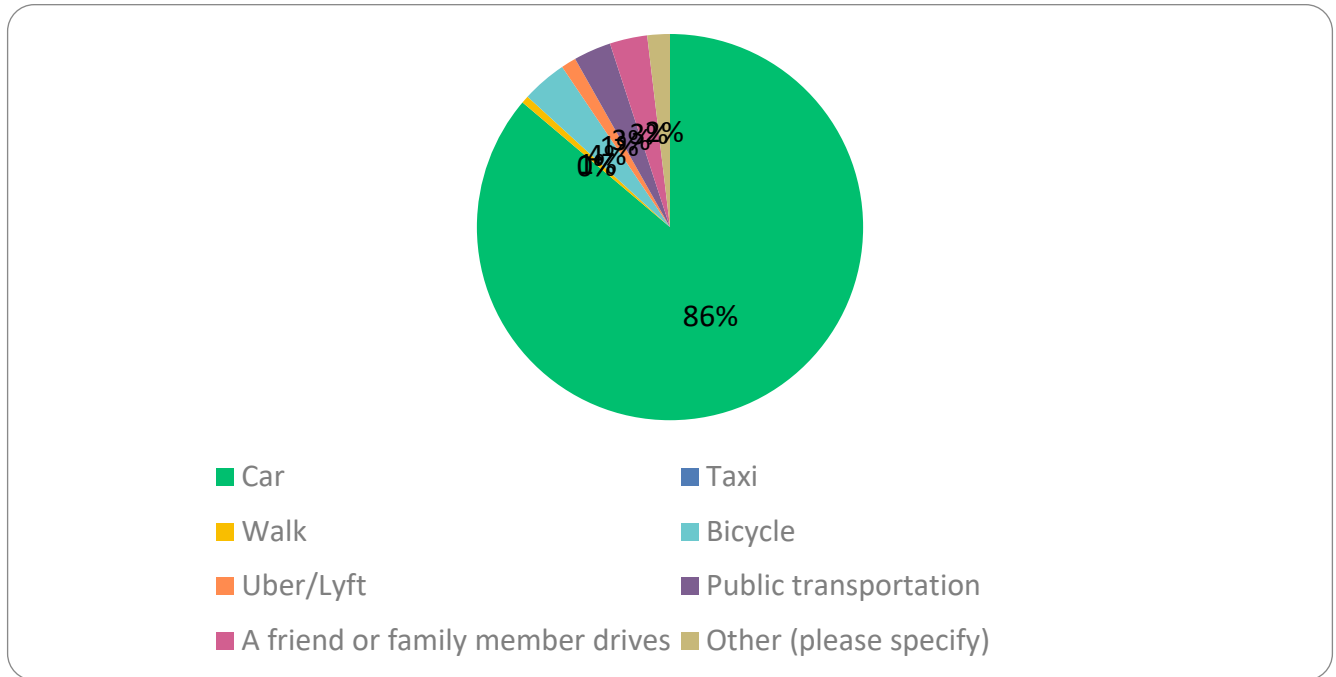
  - Positive    Neutral    Negative
  
3. Do you use any of the following public transportation services? (Please check all that apply.)
  - RTA    Anne Arundel Transit
  - Prince George's TheBus    Neighbor Ride
  - MTA Commuter Bus    MTA Local/Express Bus
  - WMATA Metrobus    WMATA Metrorail
  - MARC Train    Vanpools or carpools
  - Taxis    Uber/Lyft    Other: \_\_\_\_\_
  
4. If you do currently use public transportation services, how frequently do you use them?
  - 5 days/week or more    3-4 days/week
  - 1-2 days/week    Less than 1 day/week
  
5. Are there specific destinations you need to go to on a regular basis that transit does not serve?
  - Yes    No

If yes, where: \_\_\_\_\_
  
6. What is your zip code? \_\_\_\_\_
  
7. Do you have a driver's license?    Yes    No
  
8. Do you have a car?    Yes    No
  
9. If you **DO NOT** currently use public transportation, please indicate why not. (Please check all that apply.)
  - I prefer to drive
  - Need a vehicle for work/school or daily errands
  - Transit is not available near my home/work/school
  - Unaware if transit service is available
  - I have limited mobility that makes transit difficult to use
  - I do not feel safe using transit
  - Transit is too expensive
  - Transit is too confusing
  - Trips via transit take too much time
  - Transit services are unreliable
  - The hours of operation are too limited
  - Other: \_\_\_\_\_
  
10. If you **DO NOT** currently use public transportation, what improvements would be needed for you to ride public transportation? (Please check all that apply.)
  - More frequent service    Shorter travel time
  - Longer hours of service    Fewer transfers
  - Better service reliability    Improved information
  - Safer vehicles    Less crowded vehicles
  - Guaranteed ride home for emergencies/overtime
  - Additional park and ride facilities
  - Bus stop shelters
  - Other: \_\_\_\_\_
  
11. How would you prefer to receive information about public transportation? (Please check all that apply.)
  - Website    Bus Stops    Brochure
  - Email    Direct Mail    City/County Office
  - TV    Social Media    Smartphone
  - Radio    Newspaper    Friends/Family
  - Outdoor Ads    Other \_\_\_\_\_

**Survey continues on reverse >**

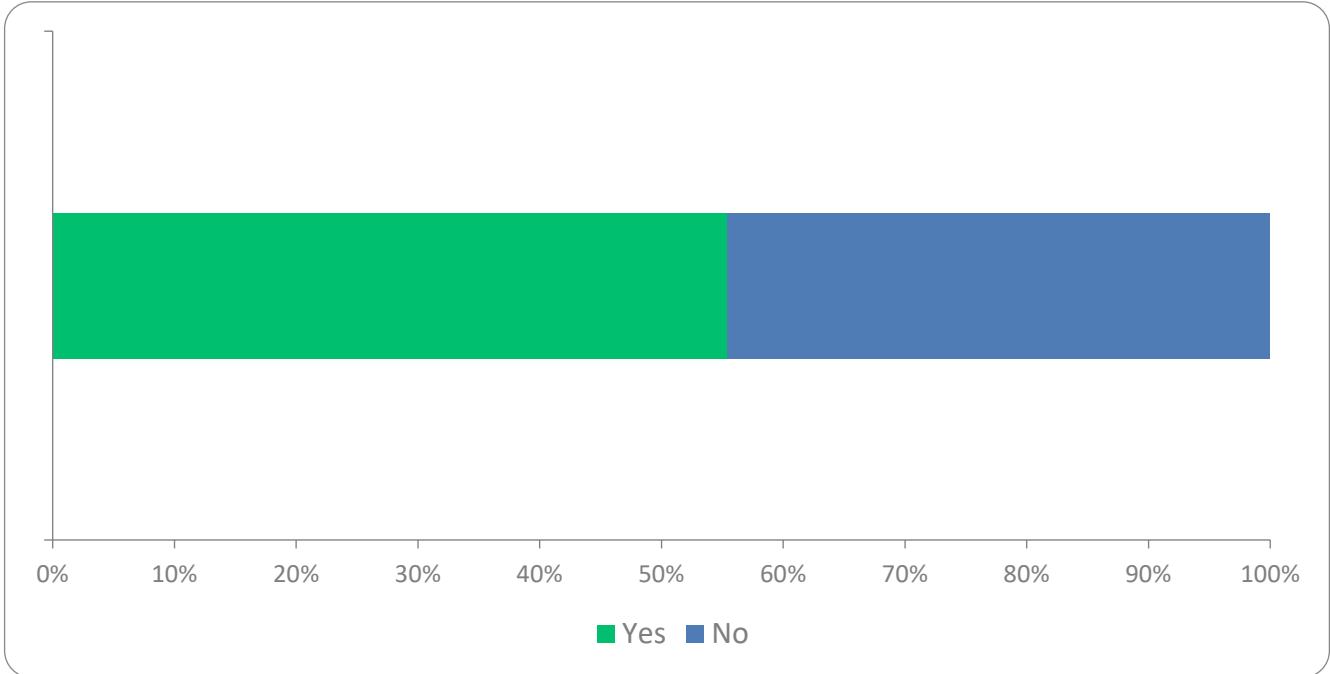


## Q1: What is your primary mode of transportation?



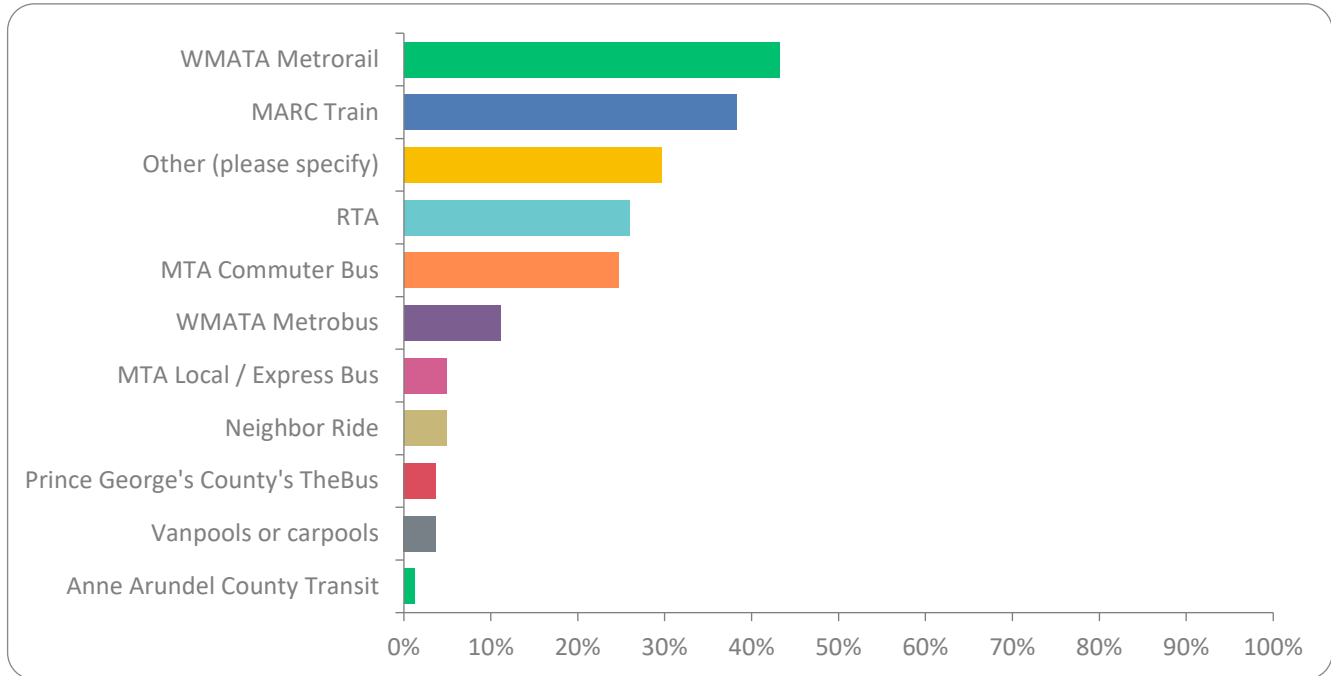
ANSWER CHOICES	RESPONSES	
Car	86.16%	137
Taxi	0%	0
Walk	0.63%	1
Bicycle	3.77%	6
Uber/Lyft	1.26%	2
Public transportation	3.14%	5
A friend or family member drives	3.14%	5
Other (please specify)	1.89%	3
<b>TOTAL</b>		<b>159</b>

## Q2: Are you aware of the services provided by the Regional Transportation Agency (RTA)?



ANSWER CHOICES	RESPONSES	
Yes	55.41%	87
No	44.59%	70
<b>TOTAL</b>		<b>157</b>

### Q3: Do you use any of the following public transportation services? (Please check all that apply.)



ANSWER CHOICES	RESPONSES	
WMATA Metrorail	43.21%	35
MARC Train	38.27%	31
Other (please specify)	29.63%	24
RTA	25.93%	21
MTA Commuter Bus	24.69%	20
WMATA Metrobus	11.11%	9
MTA Local / Express Bus	4.94%	4
Neighbor Ride	4.94%	4
Prince George's County's TheBus	3.70%	3
Vanpools or carpools	3.70%	3
Anne Arundel County Transit	1.23%	1
<b>TOTAL</b>		<b>155</b>

## Other Used Public Transportation Services

**I prefer to use rail, when possible, not a regular user**

**Baltimore light rail**

**None**

**cars provided by family**

**Never Use**

**CT Transit**

**No**

**DC Metro to get to DC**

**Baltimore Light Rail**

**They don't meet my needs.**

**Uber**

**No**

**Capital Bikeshare**

**None at this time**

**MTA light rail**

**no**

**no**

**MTA mobility**

**Uber/Lyft**

**RTA Mobility Bus**

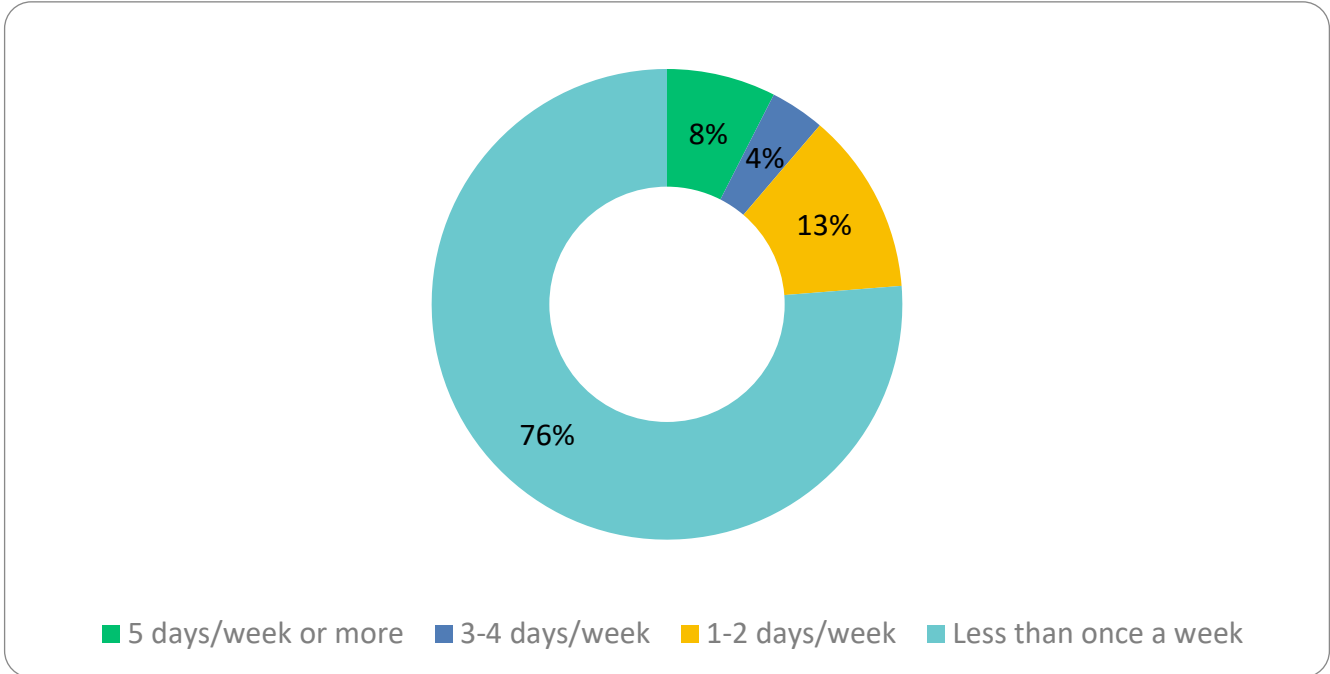
**Uber/Lyft**

**RideOn Flash**

**Ad-hoc carpooling with friends**

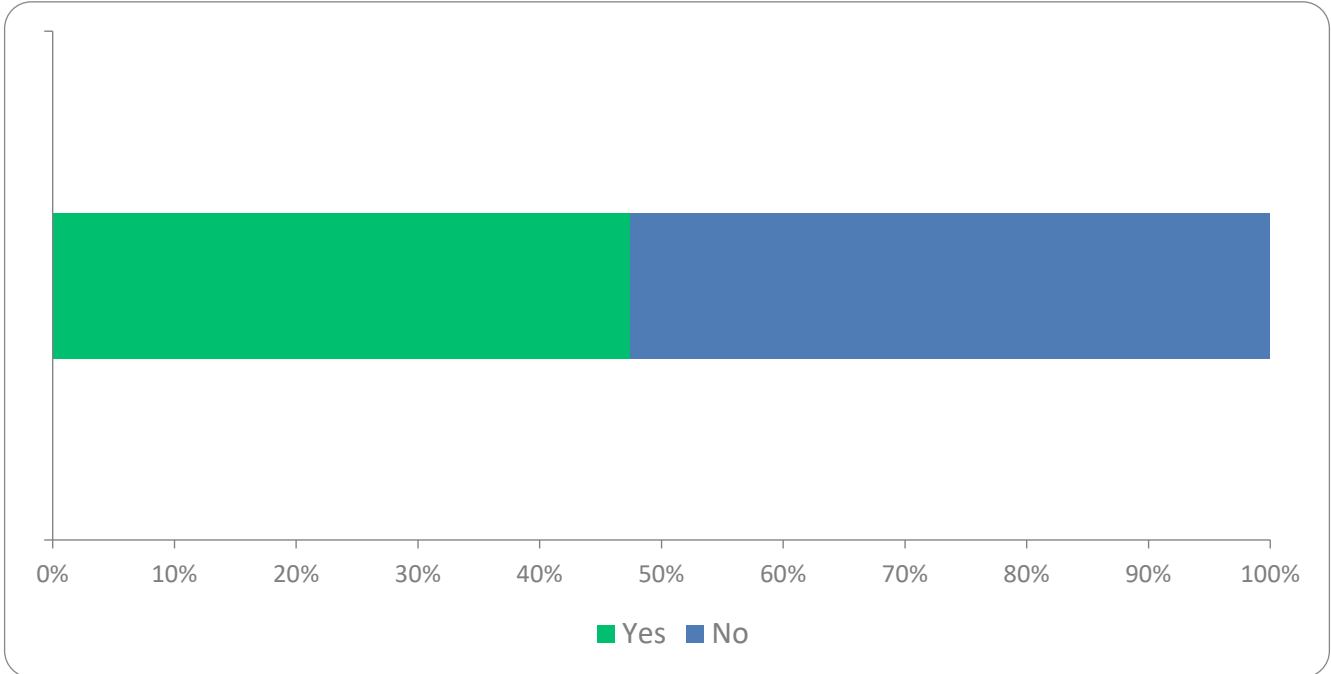
**No**

### Q4: If you do currently use public transportation services, how frequently do you use them?



ANSWER CHOICES	RESPONSES	
5 days/week or more	7.50%	6
3-4 days/week	3.75%	3
1-2 days/week	12.50%	10
Less than once a week	76.25%	61
<b>TOTAL</b>		<b>80</b>

### Q5: Are there specific destinations you need to go to on a regular basis that transit does not serve?

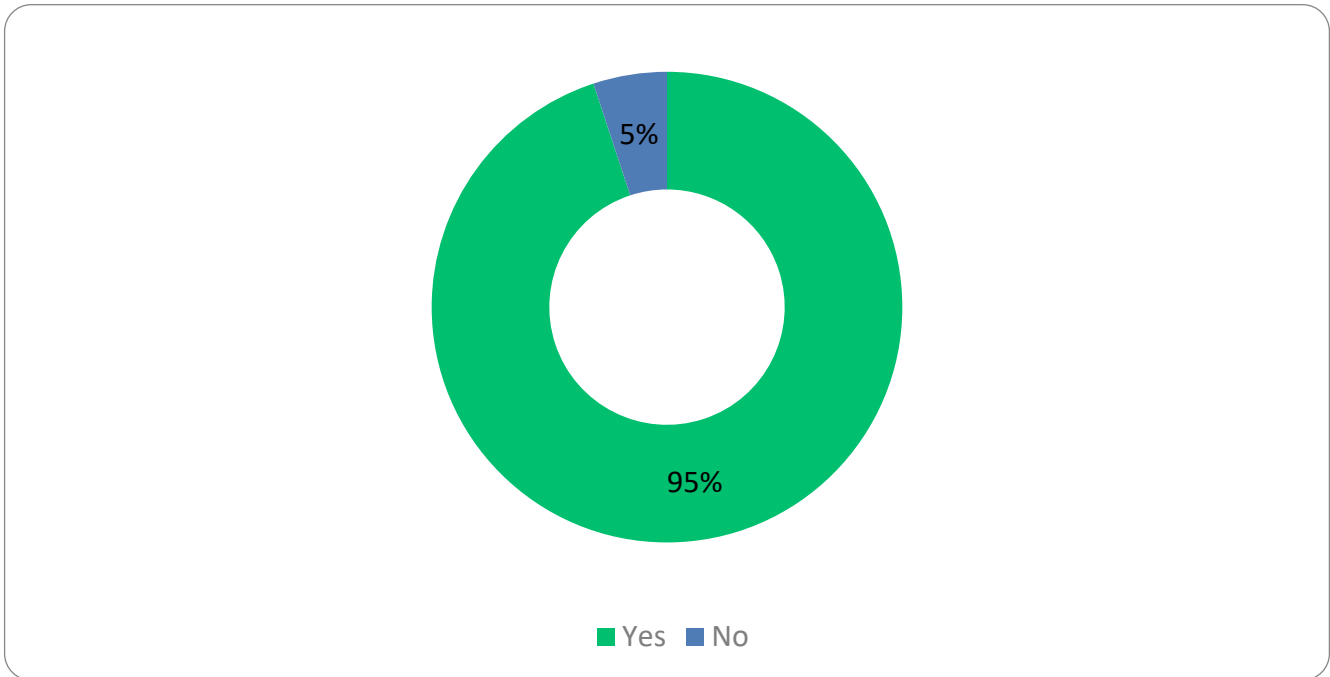


ANSWER CHOICES	RESPONSES	
Yes	47.46%	56
No	52.54%	62
TOTAL		118

## Q6: What is your zip code?

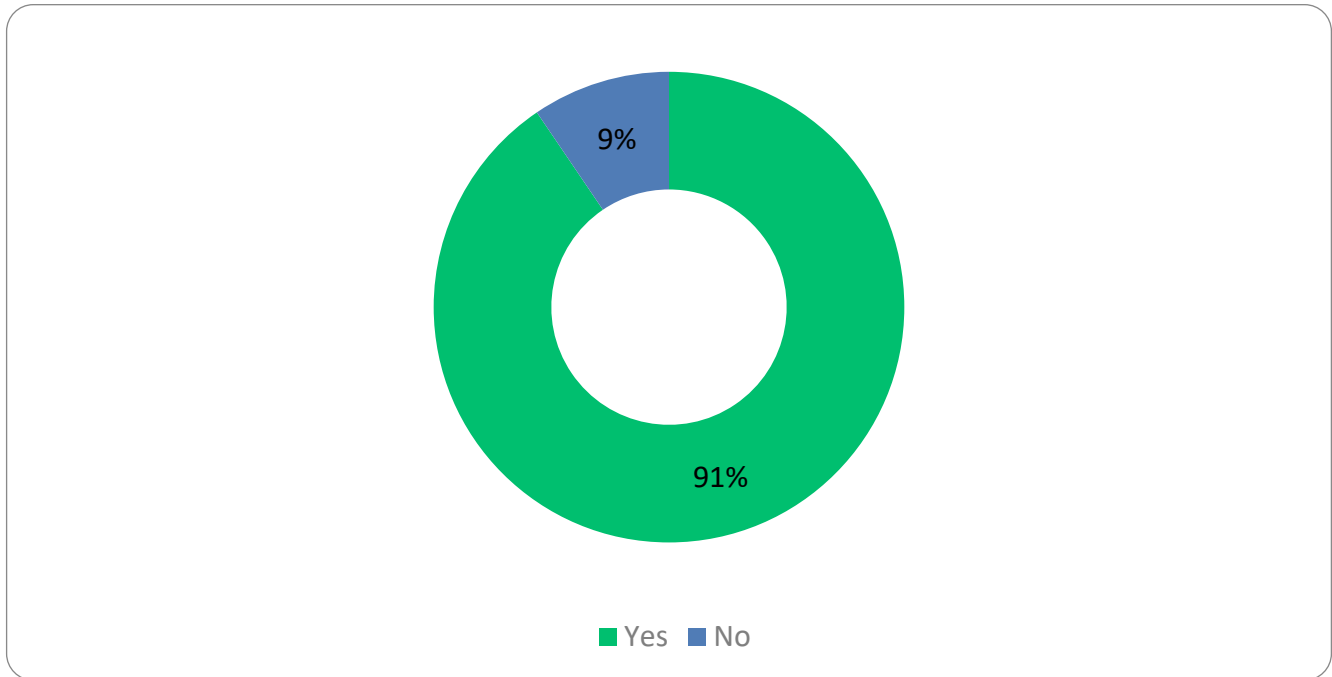
ANSWER CHOICES	RESPONSES	
21044	34.62%	54
21043	19.23%	30
21045	16.67%	26
21042	7.69%	12
21046	4.49%	7
21075	3.85%	6
21076	3.21%	5
20723	2.56%	4
20777	1.28%	2
Zip Codes with only one response: 20759, 20763, 20768, 21004, 21036, 21104, 21113, 21201, 21230, 21794	6.41%	10
<b>TOTAL</b>		<b>156</b>

## Q7: Do you have a driver's license?



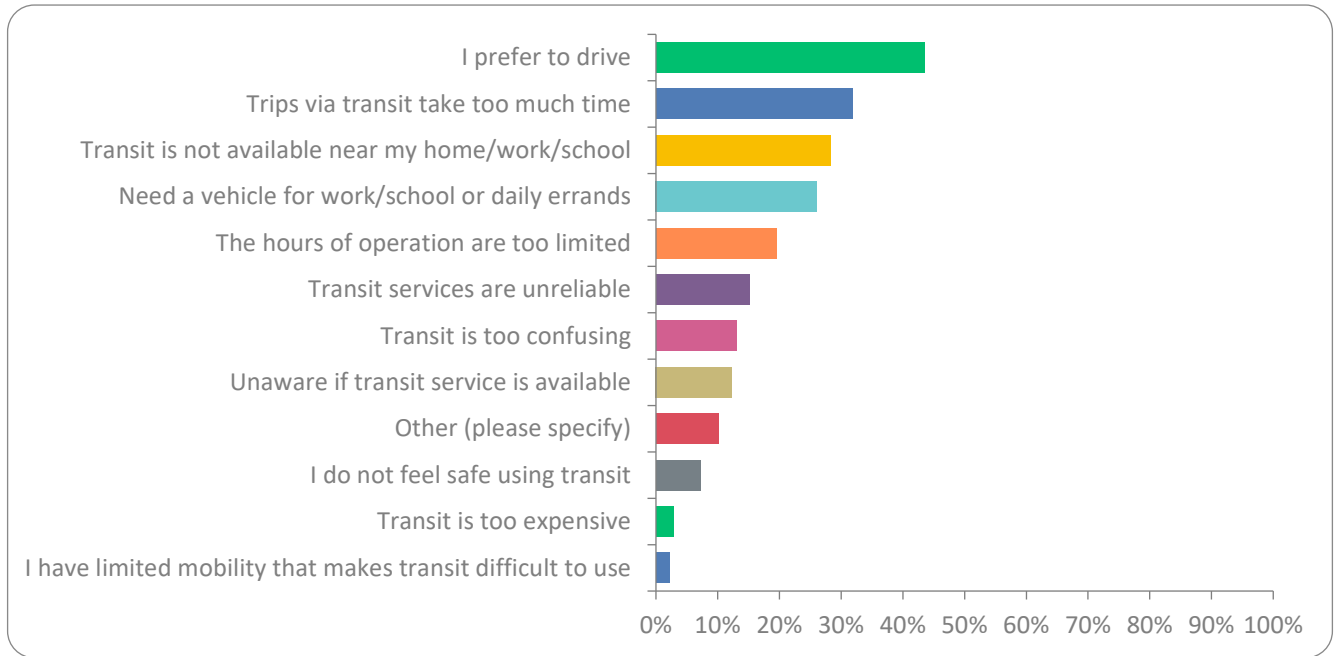
ANSWER CHOICES	RESPONSES	
Yes	94.94%	150
No	5.06%	8
<b>TOTAL</b>		<b>158</b>

## Q8: Do you have a car?



ANSWER CHOICES	RESPONSES	
Yes	90.51%	143
No	9.49%	15
<b>TOTAL</b>		<b>158</b>

### Q9: If you DO NOT currently use public transportation, please indicate why not. (If you use public transportation, please skip this question)



ANSWER CHOICES	RESPONSES	
I prefer to drive	43.48%	60
Trips via transit take too much time	31.88%	44
Transit is not available near my home/work/school	28.26%	39
Need a vehicle for work/school or daily errands	26.09%	36
The hours of operation are too limited	19.57%	27
Transit services are unreliable	15.22%	21
Transit is too confusing	13.04%	18
Unaware if transit service is available	12.32%	17
Other (please specify)	10.14%	14
I do not feel safe using transit	7.25%	10
Transit is too expensive	2.90%	4
I have limited mobility that makes transit difficult to use	2.17%	3
<b>TOTAL</b>		<b>293</b>

## **“Other” Reasons Why Respondents Do Not Currently Use Public Transportation**

**Need to change several buses to get anywhere**

**I consider public transportation dangerous.**

**At this time I am teleworking and I have no use for public transportation**

**transit not available where I need to travel**

**Have 2 small children**

**Direct fast streamlined transit is not available.**

**I don't drive very much**

**They don't go to where I would like to go to. I would transit more if it went to DC and**

**Towson University**

**Transit takes too long for me to use it regularly.**

**I can drive or walk directly to where I need to go without waiting for public transit.**

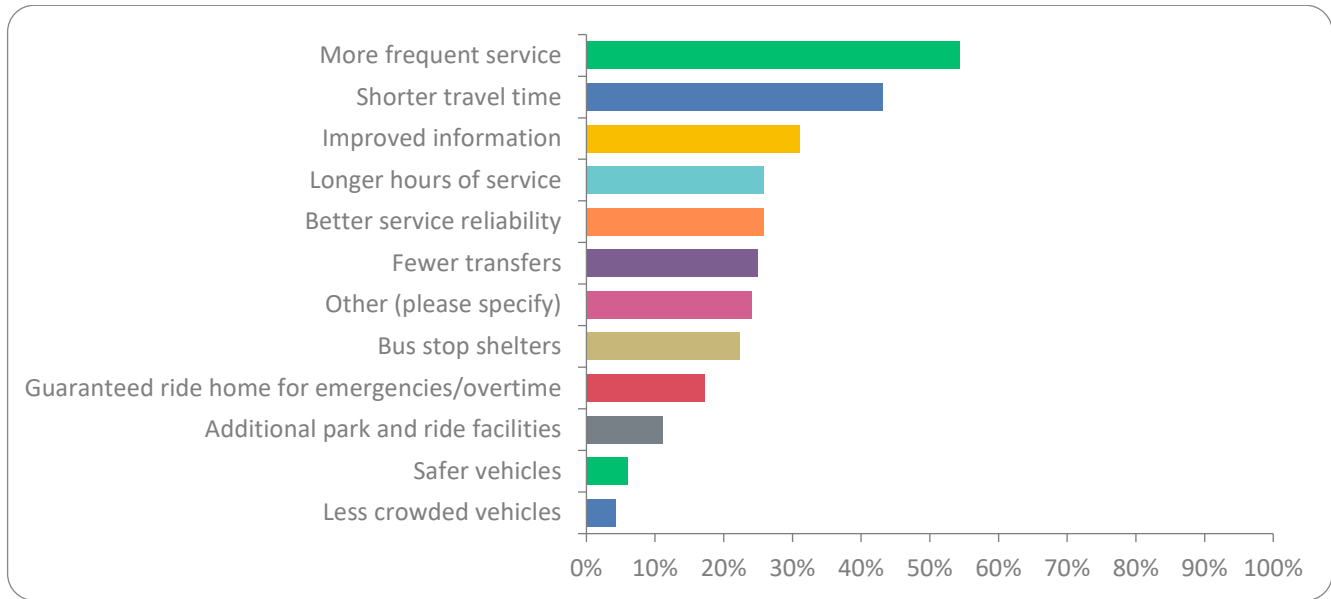
**I always used public transit in Boston, much more available. Until COVI, I'd hoped to use public transit more often in retirement in 2 years**

**Covid has limited my trips into DC but I plan on resuming this Spring.**

**take MTA mobility**

**Bus times are far apart and there aren't very direct routes to places like BWI**

**Q10: If you DO NOT currently use public transportation, what improvements would be needed for you to ride public transportation? (If you use public transportation, please skip this question)**



ANSWER CHOICES	RESPONSES	
More frequent service	54.31%	63
Shorter travel time	43.10%	50
Improved information	31.03%	36
Longer hours of service	25.86%	30
Better service reliability	25.86%	30
Fewer transfers	25.00%	29
Other (please specify)	24.14%	28
Bus stop shelters	22.41%	26
Guaranteed ride home for emergencies/overtime	17.24%	20
Additional park and ride facilities	11.21%	13
Safer vehicles	6.03%	7
Less crowded vehicles	4.31%	5
<b>TOTAL</b>		<b>337</b>

## “Other” Improvements Needed for Respondents to Use Public Transportation

**Secured, covered bike parking at a central station**

**A stop I could walk to.**

**I live in Hearthstone at Village Crest. There are no transit stops near me. I would use RTA to go to Longgate and OEC for sure if there were a stop within walking distance on Village Crest Dr. near me**

**Haven't been on a bus since 1970. Only need a ride to places that I don't feel safe going alone. For example, to see a show downtown, a ride to an airport with assistance or the DMV.**

**Additional stops**

**Better access - more stops**

**None**

**Don't intend to use RTA**

**there are no buses that stop at my area**

**Long term I would like to see local rail options instead of busses for all major destinations. Maybe starting in the downtown Columbia and surrounding areas.**

**Don't know how it works**

**Need more metro rail train stations. Would like to extend to Columbia and Olney**

**More information**

**accessible to areas where I travel**

**Unsure now, but as I age I may need services**

**More regular service on the Rt. 29 corridor from Howard County to DC**

**Handicap accessible**

**serving all areas of Howard and have a service that even if it is not on a given route service can still be provided**

**better integration between RTA and MTA/METRO (a single fare car for example)**

**closer access and parking where I would catch transport**

**Not interested**

**Stops closer to my home**

**Better & more locations**

**I don't want public transportation in my area.**

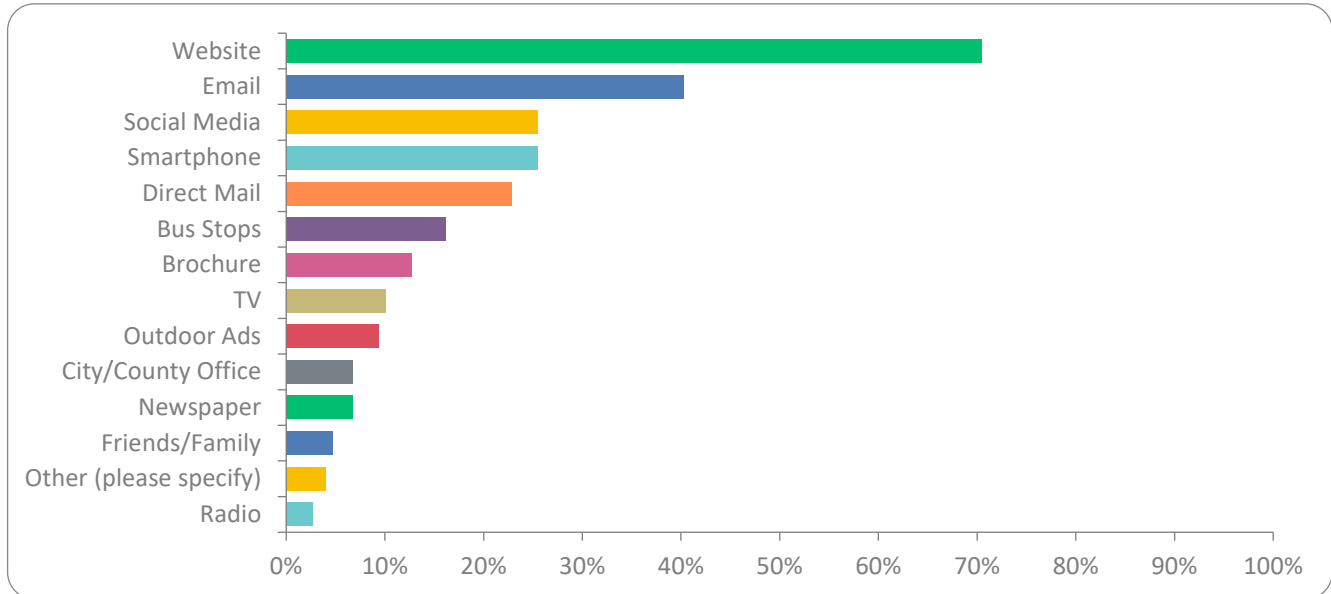
**Somehow get into DC from Columbia on weekends and non-rush hour hours.**

**UMBC route from Howard County**

**more stops in rural areas**

**Service to my community**

## Q11: How would you prefer to receive information about public transportation? (Please check all that apply.)



ANSWER CHOICES	RESPONSES	
Website	70.47%	105
Email	40.27%	60
Social Media	25.50%	38
Smartphone	25.50%	38
Direct Mail	22.82%	34
Bus Stops	16.11%	24
Brochure	12.75%	19
TV	10.07%	15
Outdoor Ads	9.40%	14
City/County Office	6.71%	10
Newspaper	6.71%	10
Friends/Family	4.70%	7
Other (please specify)	4.03%	6
Radio	2.68%	4
<b>TOTAL</b>		<b>384</b>

## **“Other” Methods to Receive Information about Public Transportation**

**Don't need it**

**app**

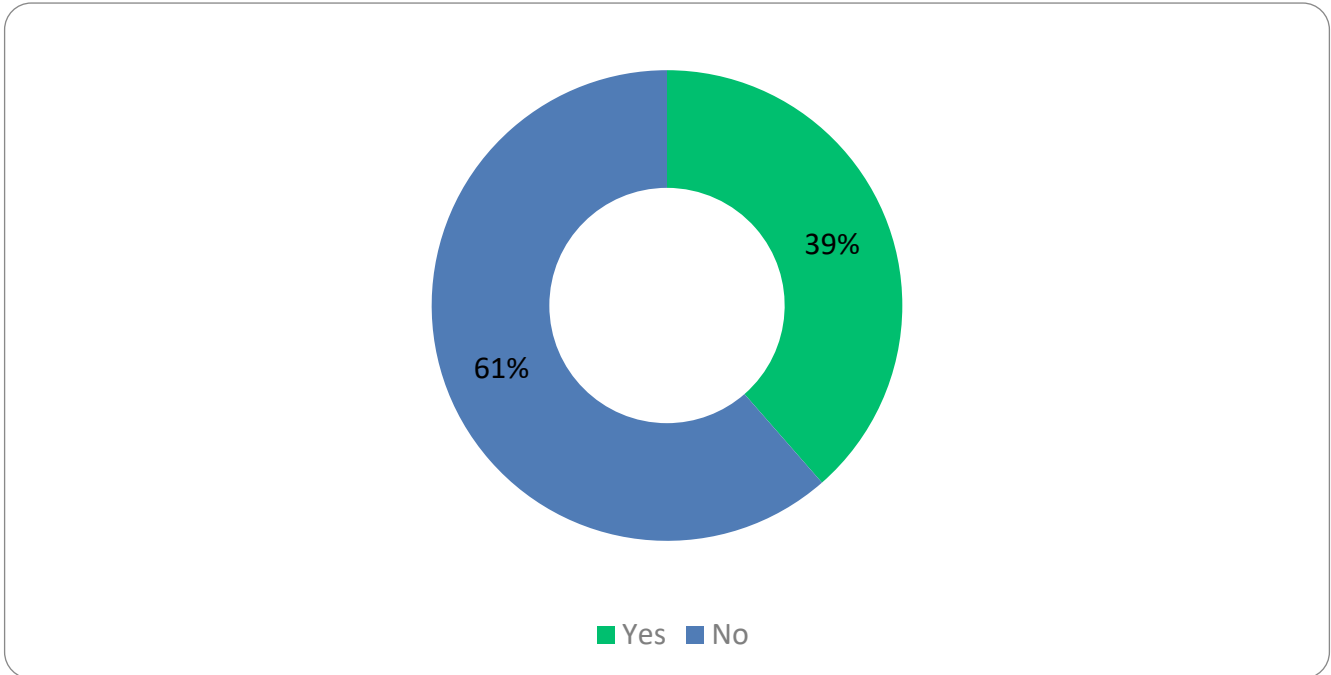
**Employer (JHU-APL) or local businesses (Costco, Wegmans, etc.)**

**From my employer**

**apple maps**

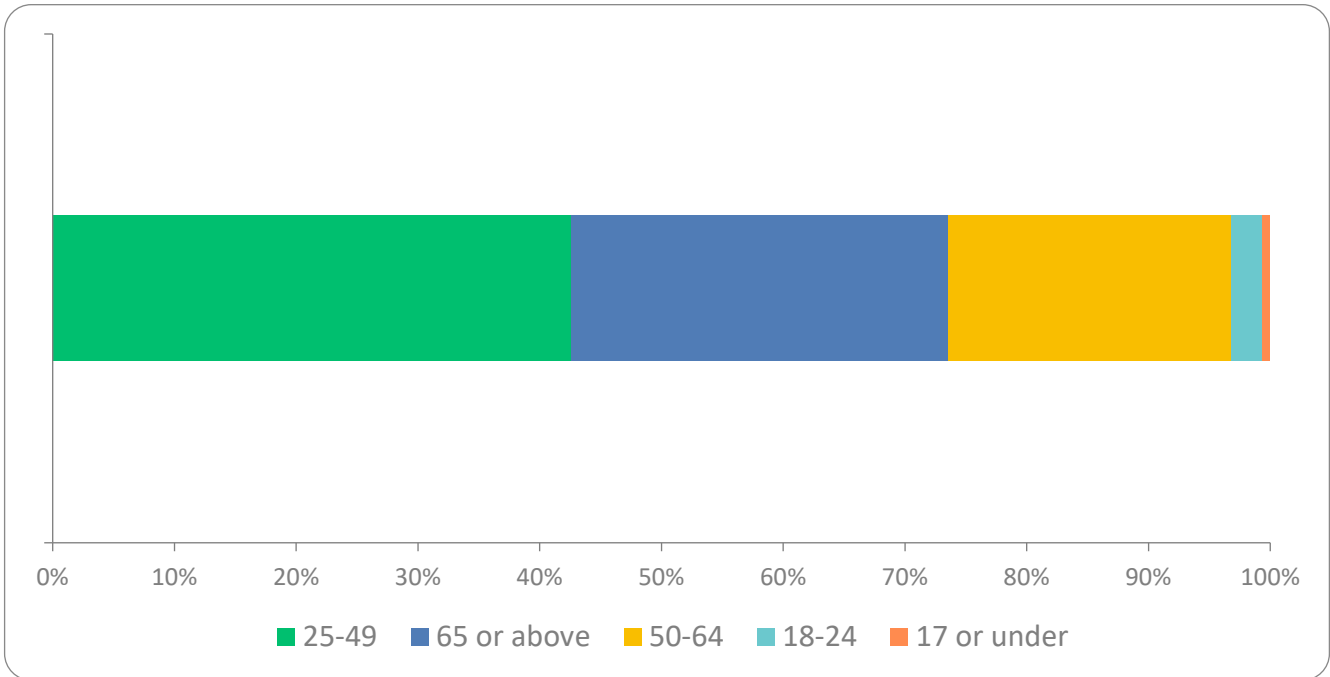
**Text**

### Q12: Did you know that you can find real-time RTA bus information on the Transit App (transitapp.com), Google Maps, and Apple Maps?



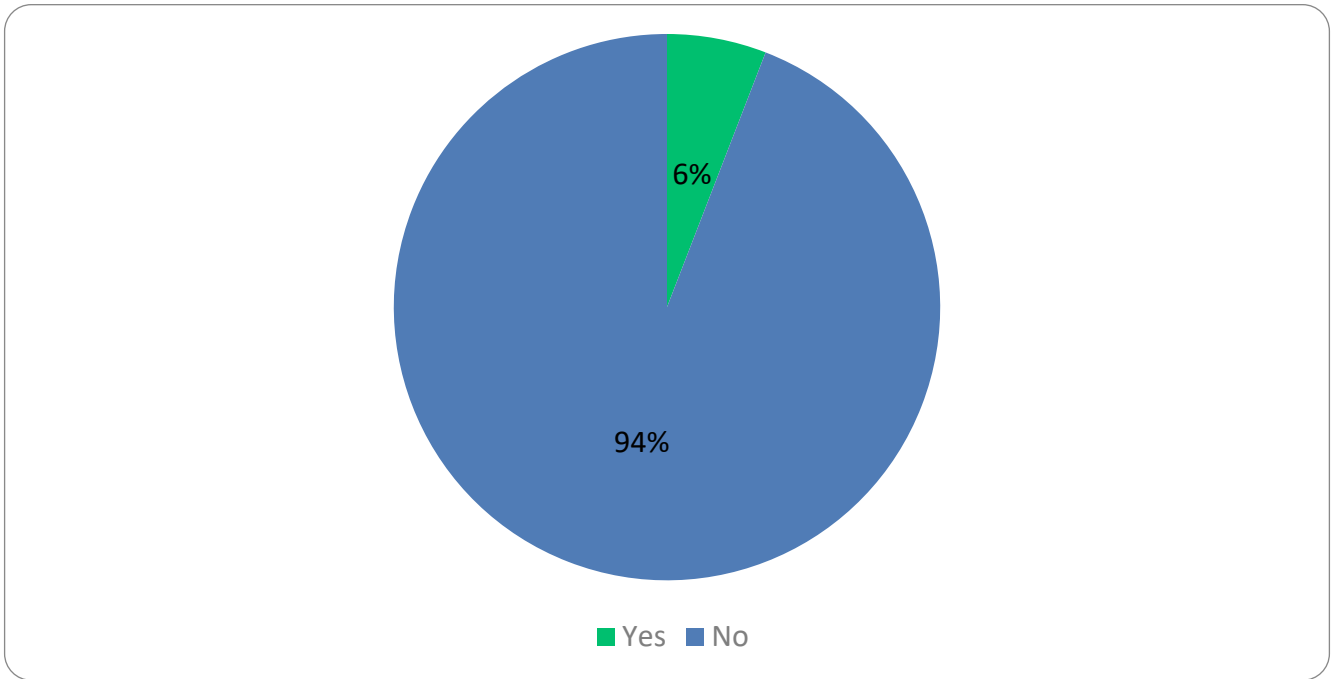
ANSWER CHOICES	RESPONSES	
Yes	38.56%	59
No	61.44%	94
<b>TOTAL</b>		<b>153</b>

### Q13: Please indicate your age:



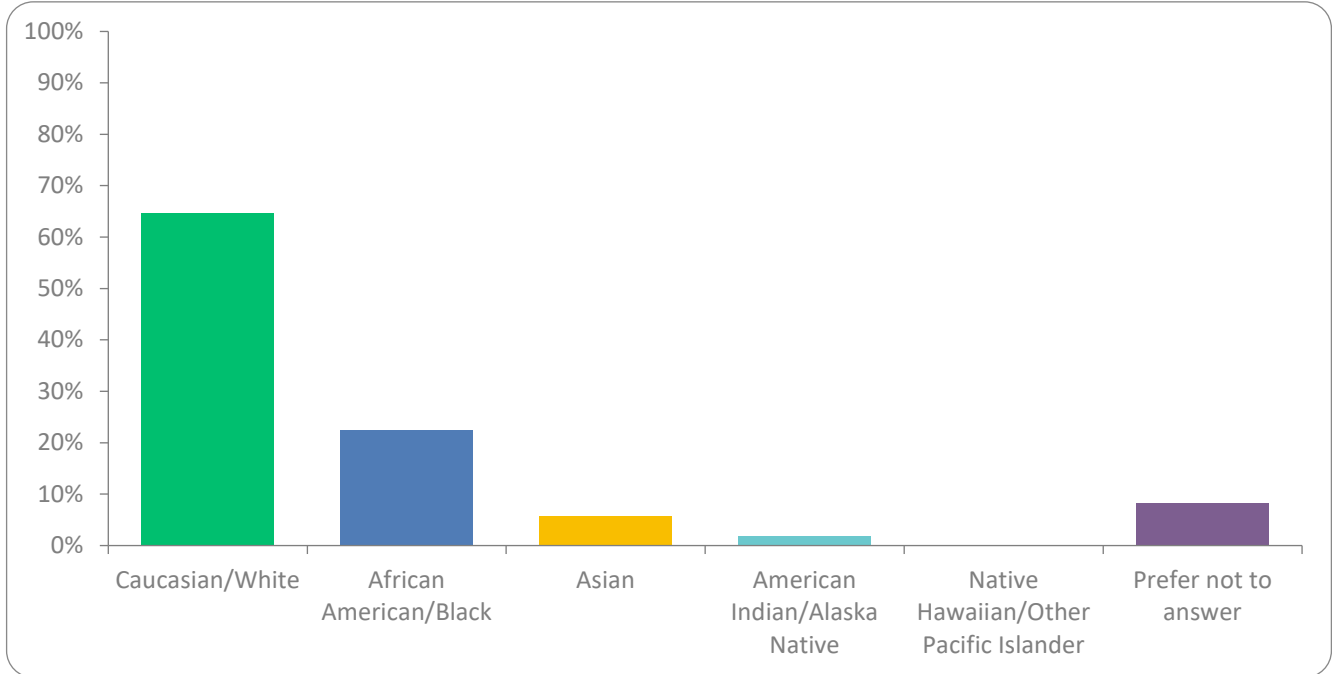
ANSWER CHOICES	RESPONSES	
25-49	42.58%	66
65 or above	30.97%	48
50-64	23.23%	36
18-24	2.58%	4
17 or under	0.65%	1
<b>TOTAL</b>		<b>155</b>

### Q14: Are you of Hispanic or Latino origin?



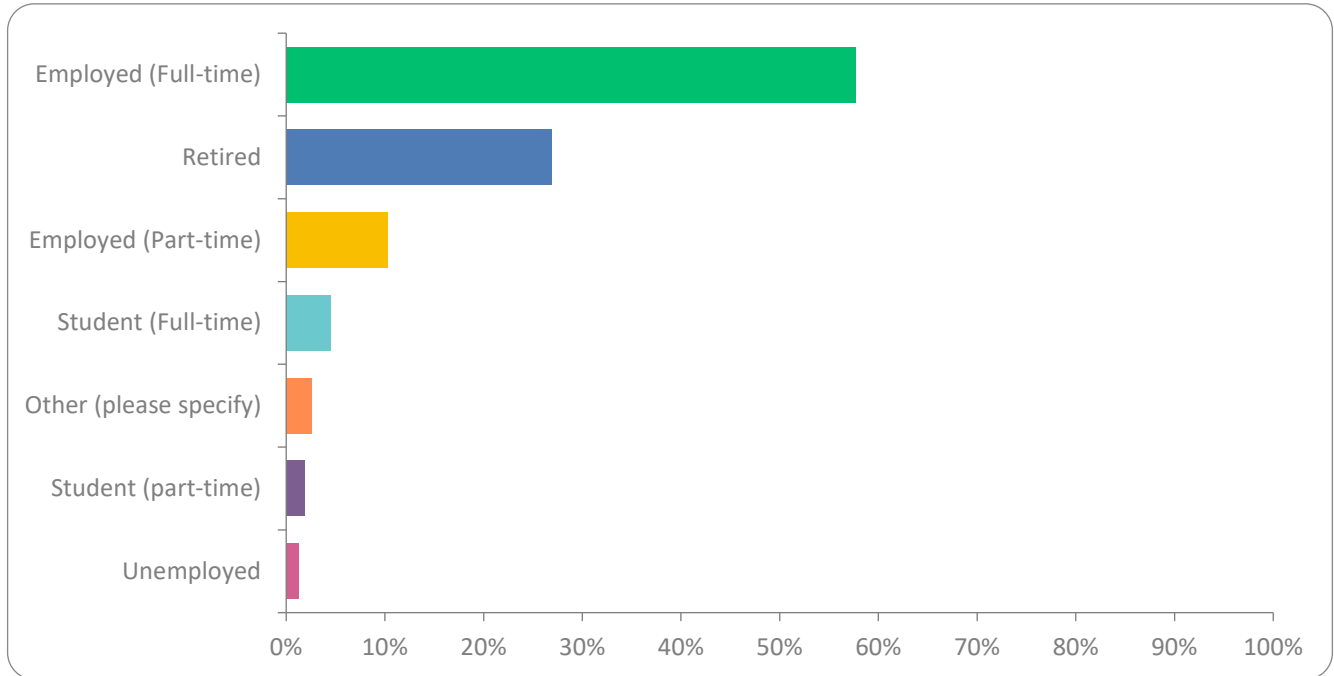
ANSWER CHOICES	RESPONSES	
Yes	5.88%	9
No	94.12%	144
<b>TOTAL</b>		<b>153</b>

## Q15: How would you classify yourself? (check all that apply)



ANSWER CHOICES	RESPONSES	
Caucasian/White	64.74%	101
African American/Black	22.44%	35
Asian	5.77%	9
American Indian/Alaska Native	1.92%	3
Native Hawaiian/Other Pacific Islander	0%	0
Prefer not to answer	8.33%	13
<b>TOTAL</b>		<b>161</b>

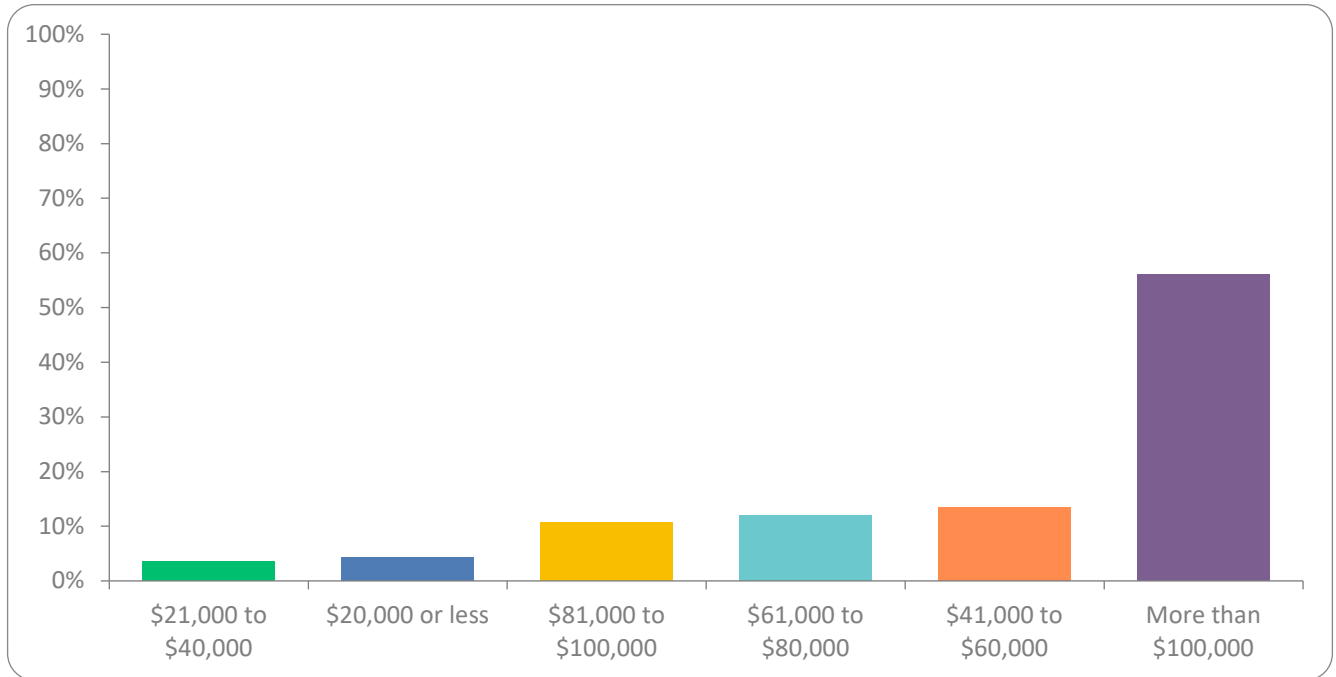
## Q16: What is your employment status? You may check more than one.



ANSWER CHOICES	RESPONSES	
Employed (Full-time)	57.69%	90
Retired	26.92%	42
Employed (Part-time)	10.26%	16
Student (Full-time)	4.49%	7
Other (please specify)	2.56%	4
Student (part-time)	1.92%	3
Unemployed	1.28%	2
<b>TOTAL</b>		<b>164</b>

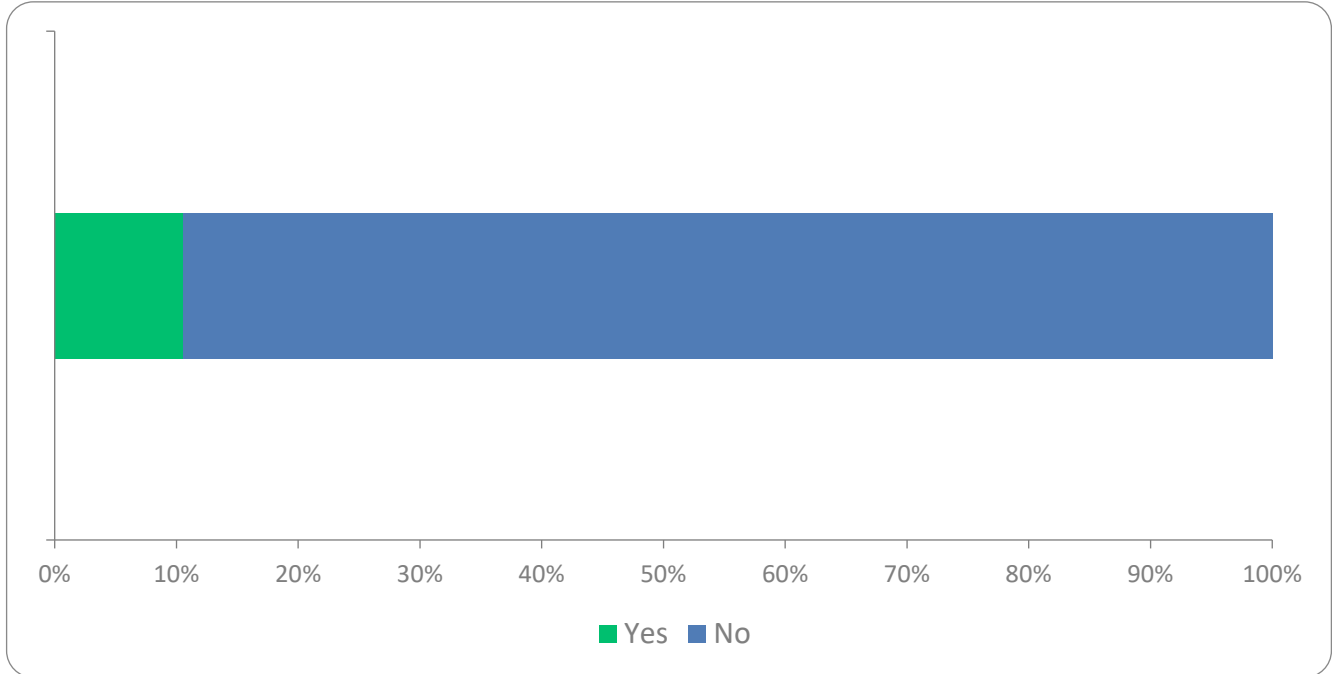
Other: Domestic Engineer 2, Disabled 1, Self-Employed 1

## Q17: What is your annual household income?



ANSWER CHOICES	RESPONSES	
\$21,000 to \$40,000	3.55%	5
\$20,000 or less	4.26%	6
\$81,000 to \$100,000	10.64%	15
\$61,000 to \$80,000	12.06%	17
\$41,000 to \$60,000	13.48%	19
More than \$100,000	56.03%	79
<b>TOTAL</b>		<b>141</b>

## Q18: Do you speak a language other than English at home?



ANSWER CHOICES	RESPONSES	
Yes	10.53%	16
No	89.47%	136
TOTAL		152

### Languages Spoken at Home

- Amharic (x2)
- English
- Japanese
- Marathi and Hindi
- Portuguese, Spanish and French
- Russian
- Spanish (x5)
- Thai

## Q19: Please provide any comments you may have regarding public transportation:

Howard County needs to plan a central multimodal transit station that provides links to Baltimore, BWI and DC via frequent, dependable, rapid service. Rail preferred, but some integration with both adjacent metropolitan areas is essential for the economic future of Howard County.

Train service from Columbia to either (or both!) downtown dc and/or Baltimore should be a top priority for the region.

I haven't used it in my lifetime but might give it a try if it were available.

There are far too few bus routes to get around Columbia. It should be easier to get around Columbia by bus without going through the mall. Buses should come every 10 minutes or quicker. It should be easier to get to a MARC station by bus from my home. I should be able to take the bus to work when it's essentially only a couple miles down the same busy street right next to my home.

It needs to be handicap friendly, as well as easy for elderly to use.

Bus stops to/from old Ellicott City, to/from Taylor Village.

I did use public transit for several months commuting into Baltimore. It took over an 1 1/2 hours with four transfers. Still required car to reach first public stop to access.

Sorry but I have no intention of using public transportation.

Thank You

RTA busses are important for the community for those who can't drive.

I would like better transportation into Baltimore and DC from the counties (specifically Howard County), similar to the metro system from the neighboring counties into DC.

Buses are nice for out of way areas or areas with few riders, i think it's time the US catches up to European and Asian countries in the terms train and rail services. It's bad when I can go to a foreign country, not speak the language, and easily figure out how to ride the local transportation as well as feel safe and efficient doing so compared to in the US. I would like to see Howard County on the forefront of this in the US.

The development of light rail transportation would be a blessing

For 9/10, why not ask current public transportation users why we don't use public transportation MORE? For me, that's infrequent and slow service. An extension of MoCo's Flash BRT up US-29 would be useful to me.

I would like to have RTA transportation. This is for my daughter who a disability

Would be interested in using "public transportation@, directions not very clear/user friendly.

Would like to have a metro station or more buses in the Columbia, Maryland area so that public transportation is easier to use and have an an option.

Please extend Metrorail to Laurel, BWI, Columbia and Olney

Has any thought or planning been put in place for connecting across the Rt 103 corridor from Rt 1 to Long Gate with public transportation? Currently there are no options to connect or transfer to RTA which services Long Gate and goes to the Ellicott City Walmart, Senior Center/library and Columbia Mall. There are numerous residential communities and 55+ housing abutting Rt 103 that would benefit from this option. It seems a East-West route makes sense to connect with all the other RTA routes available one could transfer to, particularly the Ellicott City one.

Please make getting into DC & Baltimore via public transit more accessible. Connecting a dedicated BRT or light rail from Silver Spring metro up 29 is a dream of mine

Not convenient for my transportation needs.

I will use the commuter bus or MARC when I want to go to the city during a weekday just for fun.

I love if bus would've come out Bowie Md

I think public transportation is very important.

No interested in flexible public transportation in my neighborhood.

It is tough to take public transit for a 2 hour and 15 min drive when a drive takes ~25 min.

Improved access and routes need to be improved in the Northeast area of Elkridge. RTA services need to be a direct partner with the school bus system. RTA should take over bus stops for high school students in areas where it is feasible, and the RTA infrastructure is developed i.e. Columbia. I would like to see a real partnership form which could then promote ridership of students as they become adults as they are familiar and comfortable with the bus system. They are also a generation of students who want to promote environmental interventions so may be more likely to choose transit over cars.

Thanks for the survey. As we get older, we are interested in transit for elders. We would use Neighbor Ride and other local transit as available.

We stayed home during Covid and I haven't started going out very much yet

Public transportation in suburban areas like Columbia are a waste of tax payers money. I rarely see a bus with more than 2 people on it. With Uber and Lyft, people have safer and affordable options.

Public transportation has never been something I'm open to do. It looks unsafe and many parents don't seem to realize how bad their teenagers can be. The transit options seem overall unsafe.

I would so love it if we had a bus that went to DC directly and to Towson University. Also, if we would could get a metro station service here in Columbia, that would be awesome! It would eliminate all the congestion and provide Howard for future growth.

I live and work in Columbia, on opposite sides of the Columbia area (Wilde Lake to Columbia Gateway). I like the idea of taking the bus to work every morning but the current route (406) is too infrequent and takes too long for it to be convenient for me.

I would really love to use public transit but past experiences have been very negative (tons of long stops that make a short trip take forever, buses not on schedule, buses not coming frequently).

**It would be nice if there was a service to keep bus stops clean. People that board buses near Millrace Ct in Columbia always leave food & drink trash all over the ground, as well as abandoned shopping carts.**

**Really need Bus rapid transit on Route 29!**

**I come from NYC where bus and subway were well thought out. Our red, orange, etc. lines make no sense. We do not have enough routes to make it convenient.**

**Let's integrate bikes into public transit**

**More routes along Route 103. Please make real bus stops in all stop locations. Some are just a sign with no sidewalk or pedestrian infrastructure to them.**

**More frequent and longer hours for residents who are out later.**

**Public transit and pedestrian safety are cornerstones to more livable, sustainable communities for everyone. Howard County and the entire state of Maryland should be focusing efforts on reducing car emissions/usage, increasing walkability and public transit availability around HoCo and into DC and Baltimore. Bus frequency should be increased, driver wages need to be higher to not only make the role attractive but retain good drivers. An effort to shut down smaller roads to cars and allow/encourage pedestrian usage. Increase taxes on privately-owned vehicles over a certain weight/size/age to discourage the use of large automobiles (more associated with car accidents, especially those involving pedestrians) as well as cut back on the amount of high-fuel usage. Use those taxes to go toward funding walkable streets and cities, decrease bus fare and improve the conditions of public transportation currently in use.**

**We have not considered public transportation, even though it might be to our advantage Service must be the same no matter where you reside in Howard County. Drivers should be respectful and on time (have had clients late or no show due to transportation no show and no call.**

**Would like to be able to connect to MTA routes by riding RTA more easily in the Ellicott City area**

**None**

**Please more protected (!!!!) bike lanes and micro mobility such as scooters and ebikes for the community to borrow. I would also love to see a community rental car so we can get rid of our car.**

**Thank you for taking the time and effort to expand reliable public transit.**

**No public transport in HC**

**I'd like to see the Ride On Flash Bus service connect into Howard County. The last bus to Baltimore from Columbia Mall is 6:30pm on Fridays and has no weekend service, I do not consider mall entertainment options because of this. BWI rail station is the best regional transit connection, RTA does not service it.**

**I am very enthusiastic about reducing car dependency and would like to see local alternate transit options continue to improve.**

**I would like to use transit as an environmentally friendly alternative to driving in Howard County between home and work, but service is too sporadic, and there are no direct routes North and South on Snowden River Parkway.**

The buses need to stay on schedule. Too many times I've had to get an Uber because the bus came early or never came because the bus driver took a different route. I don't understand how the 403 bus would not come up Columbia Road to get to the mall.

I have and always takes RTA mobility, the dispatch is unprofessional and bad customer service, they turn the phones off when they don't feel like working. Also leave you on hold 10 plus minutes

RTA needs to expand service as on a more frequent basis and expand routes to feed into MTA and Metro

Needs better reliability. I know people that would use the service, but they cannot trust the bus will arrive.

I rode the 503 bus five times this past Fall. 2 or 3 out of 5 times there was no bike rack. The bike rack should be more reliable. I would like to have an efficient way to go by bus from Kings Contrivance to Columbia Crossing/Dobbin Center. I would like the RTA service to run more frequently. It would be nice to have a stop on the 503 at the corner of Guilford and Gerwig. The existing stops in each direction are both uphill from that intersection.

Timely high frequency regional connections are vital

Have no way of getting to work on weekends or weeknights. RTA paratransit does not run in my area at those times and will never take my brother to shopping, restaurants, library or anywhere else that is not work/medical/sr center. My brother has NO social life because he can't get anywhere unless I drive him which is VERY difficult.

I'm so grateful for the RTA Mobility bus. The drivers are generally on time and very helpful. The only suggestion I have is that I wish the Columbia Cab drivers you sometimes use had "Columbia Cab" signs on the outside of their cars.

many seniors and other non-driving individuals along the Rt1 corridor (specifically in Laurel) continue to express a desire to get to Giant Food in Elkridge but the busses don't run to that location. Thank-you for your consideration

MD public transportation site is EXTREMELY confusing compared with WMATA. Public transportation does not seem to be a priority in Howard County, as there aren't even many sidewalks outside of Columbia. Also, I have to point out the irony of planning multiple public meetings, most of which are not accessible virtually, held in destinations not necessarily accessible by existing transportation, in the evening -- excluding the very population you purport to seek input from. Either by design or due to ableism, outcome is same either way. I used to take the bus from Rogers Ave to North Ridge Road for my part-time job after school, but the bus service was unreliable.

RTA service to Maple Lawn Park & ride

We need more public transit to meet carbon reduction targets and reduce traffic-related injuries and fatalities.

Many of my friends have to scramble to find transportation to UMBC. Howard county is very close to the campus but there is no realistic, efficient way to get there via public transportation.

**As someone who has a car and can afford to drive it anywhere, I need, I would still love to be able to take transit places if it was not as inconvenient. I bike and walk when I can, but for farther places like DC or Baltimore, it takes far longer for me to take a bus or train than to take my car so it's just not worth it to me. For other trips like if I'm going to downtown Columbia and it's too cold for me to bike the whole way, I would still consider transit if it was free. I pay more for my partner and I if we took a bus there vs driving my own car. We took the bus a few times during Oct when there were no fares just because although it took about 5 min longer, we didn't need to pay and it was more environmentally friendly. It was still somewhat inconvenient though since the bus service isn't very frequent so we had to plan around when we would wait for the bus and wait quite a while since if we missed it, we would need to wait even longer. We also go to DC for leisure/tourism instead of work, so the commuter busses are not relevant to us.**

**i wish we would have more available public transportation everywhere and more transit-oriented developments to reduce cars on the road and make sure public transportation is reliable**

**RTA is a good system and has made lots of progress in the past few years, but it still desperately needs more frequent service**