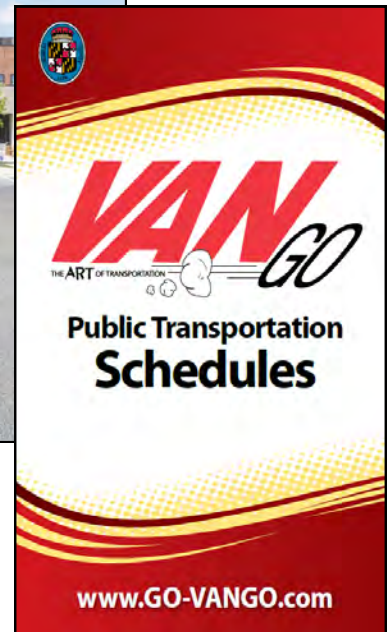


# Charles County VanGO Transit Development Plan

*Final Report*

January 2019





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# Chapter 1

## Introduction

A Transit Development Plan (TDP) serves as a guide for public transportation improvements in a community or service area for the short-range future. The Maryland Department of Transportation/Maryland Transit Administration (MDOT MTA) requires the Locally Operated Transit Systems (LOTS) in Maryland to conduct a TDP every five years. The LOTS use their TDPs as a basis for preparing their Annual Transportation Plans (ATPs) that serve as their Annual Grant Applications for transit funding.

The TDP process builds upon and formulates Charles County's goals and objectives for transit, reviews and assesses current transit services, identifies unmet transit needs, and develops an appropriate course of action to address the objectives in the short-range future, typically a five-year horizon. The completed TDP for Charles County will serve as a guide for implementing service and/or organizational changes, improvements, and/or potential expansion during the next five-year period.

### BACKGROUND

VanGO is the public transit provider in Charles County, administered by the county's Department of Planning and Growth Management. Operations are contracted to a private transportation provider, with MV Transportation taking over as provider of services effective July 1, 2017. VanGO operates sixteen public transit routes, as well as specialized transportation services for senior citizens and individuals with disabilities who are unable to access general public services. These services are detailed in this plan.



VanGO serves a county with a growing population. The 2010 Census counted a population of 146,551, a 22% increase from the 2000 Census. Recent population estimates show that Charles County's population continues to increase. The most recent estimates from the American Community Survey (2010-2016) show a population of 157,705, an increase by 8% and outpacing Maryland's overall population growth. Additional details on Charles County's demographics that impact public transit services are provided in Chapter 3 of this plan.

## TRANSIT DEVELOPMENT PLAN ADVISORY COMMITTEE

An advisory committee was formed to provide input throughout the planning process. At a TDP kick-off meeting committee participants discussed the TDP process, confirmed community outreach efforts, and provided comments on current issues, unmet needs, and possible objectives for the TDP planning process. While input from the TDP Advisory Committee is incorporated appropriately throughout this document, specific comments at the outset of the TDP process included bus stop amenities, safety, regional transit needs and new development.

### Bus Stop Amenities

- There is a need for more shelters and benches at bus stops, particularly those that serve the University of Maryland Charles Regional Medical Center and other medical service providers. It would be helpful if the TDP could consider locations of bus stops as well, especially in consideration to visibility and street crossings. VanGO staff stated that they can work directly with Advisory Committee members on specific bus stops and street crossings, as there are funds allocated for more bus stop amenities. Thus, the TDP can look at stop locations and amenities more comprehensively.
- Shelters could help with marketing, system maps, schedules and information at the bus stops. All materials should be concise and easy to understand.
- It is usually difficult to add shelters in established and previously developed areas, so it is important that bus stop shelters are considered for new developments during the planning phase.
- Shelters are sometimes used by people who are homeless, and this should be considered when identifying potential locations and amenities.

### Safety

- The TDP Advisory Committee discussed concerns about people loitering at bus stops, particularly the Walmart Transit Center. It was noted that older riders may avoid using VanGO because they do not feel safe. VanGO is aware of these problems and is working with law enforcement and Walmart management to improve the situation. Ideally lights and security cameras would be installed, particularly at this location. As appropriate the TDP process will consider safety issues and concerns.

## Regional Transit Needs

- The United Way of Charles County reported that they have identified transportation as one of the largest barriers for low-income populations in Charles County, and that people with lower incomes are leaving Charles County due to transportation issues. The TDP Advisory Committee agreed that many transit needs are regional in nature, and people need to have availability to public transportation that allows for access across county borders. Therefore, a continued focus on regional transit connections will be an important part of the TDP process. These efforts will be coordinated with the Tri-County Council for Southern Maryland.

## New Development

- The TDP Advisory Committee expressed the need to consider new development in Charles County through the TDP planning process. Specific locations noted by the committee included the northern portion of Waldorf, Indian Head, and at the College of Southern Maryland's campus in Hughesville. New development will be considered through the demographic assessment and in the assessment of transit alternatives.

## OVERVIEW OF THE PLAN

The chapters that follow present the results of efforts to address the above goals, as well as other needs that were identified during the planning process:

- Chapter 2 identifies existing public transit, human service transportation, and private transportation available in the county. Particular focus is given to VanGO routes.
- Chapter 3 reviews the land use and demographic characteristics that affect transit needs and services in Charles County.
- Chapter 4 presents potential service and organizational alternatives to improve current services.
- Chapter 5 provides final recommendations, including budgeting and implementation over the next five years.





# Chapter 2

## Review of Existing Conditions

### INTRODUCTION

This chapter describes current conditions in Charles County related to transit services, providing route profiles and overall performance data and evaluating VanGO services against MTA's established performance standards. The chapter also documents the current VanGO vehicle fleet, facilities, technology, and its current fare policy. It then highlights other area transportation providers and purchasers, including human service agencies. Finally, the chapter summarizes previous plans and studies pertinent to transportation in the county.

### VANGO SERVICES

#### Public Transportation

As noted in the Introduction, VanGO currently operates sixteen public transit routes. These fixed routes typically operate Monday through Saturday from 6:30 a.m. to 10:30 p.m., though times vary slightly between routes. The sixteen routes are:

1. 301 Connector
2. Berry Road
3. Brandywine Connector
4. Bryans Road
5. Business A
6. Business B
7. Charlotte Hall Connector
8. Indian Head
9. La Plata
10. Nanjemoy
11. Newburg
12. Pinefield
13. St. Charles A
14. St. Charles B
15. St. Charles C
16. St. Charles D

A map of the overall system is provided in Figure 2-1, with a more detailed map of services along the U.S. Route 301 corridor shown in Figure 2-2. Schedules for each route are included in Appendix A, and specific route profiles are included later in this document.

Figure 2-1: VanGO Routes

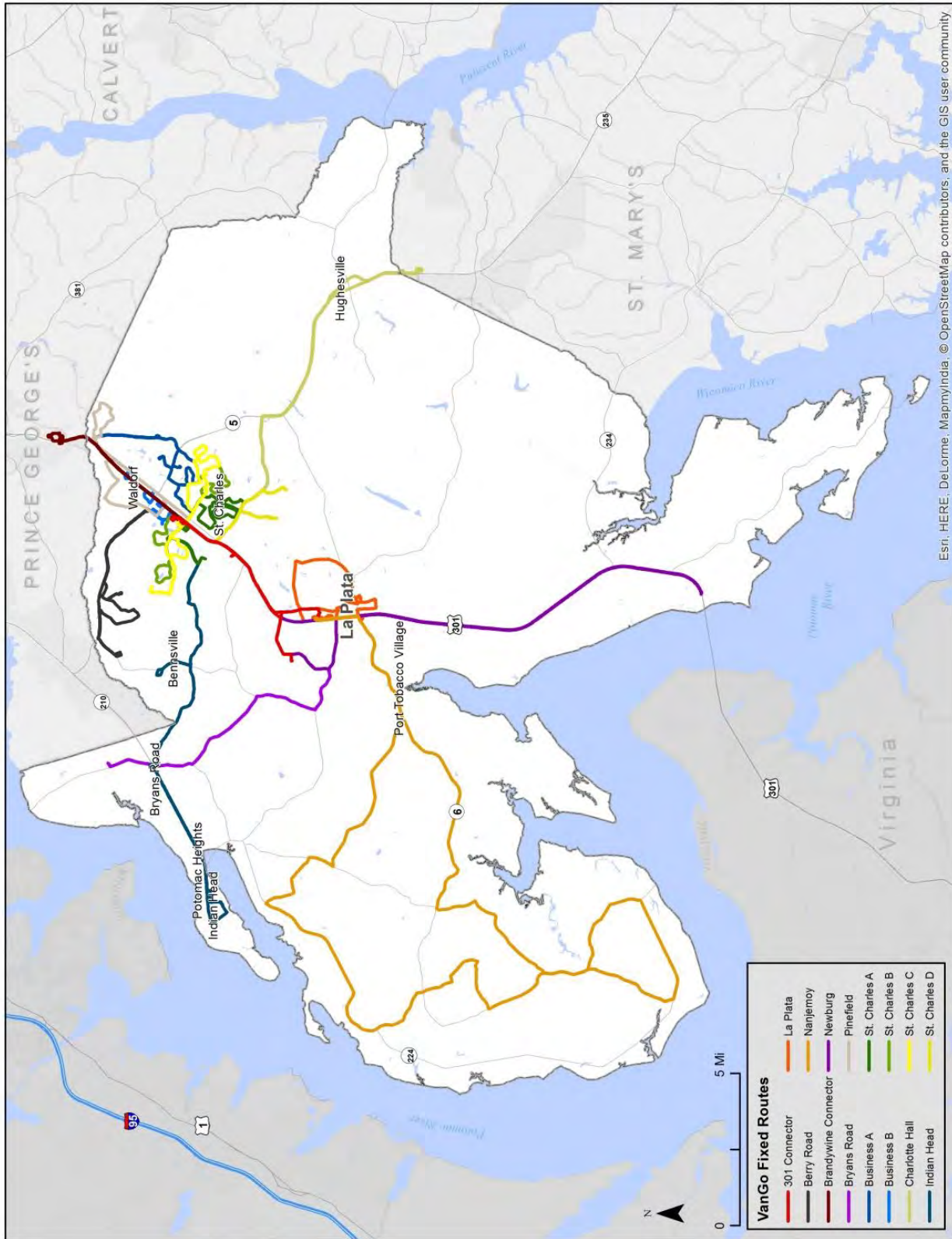
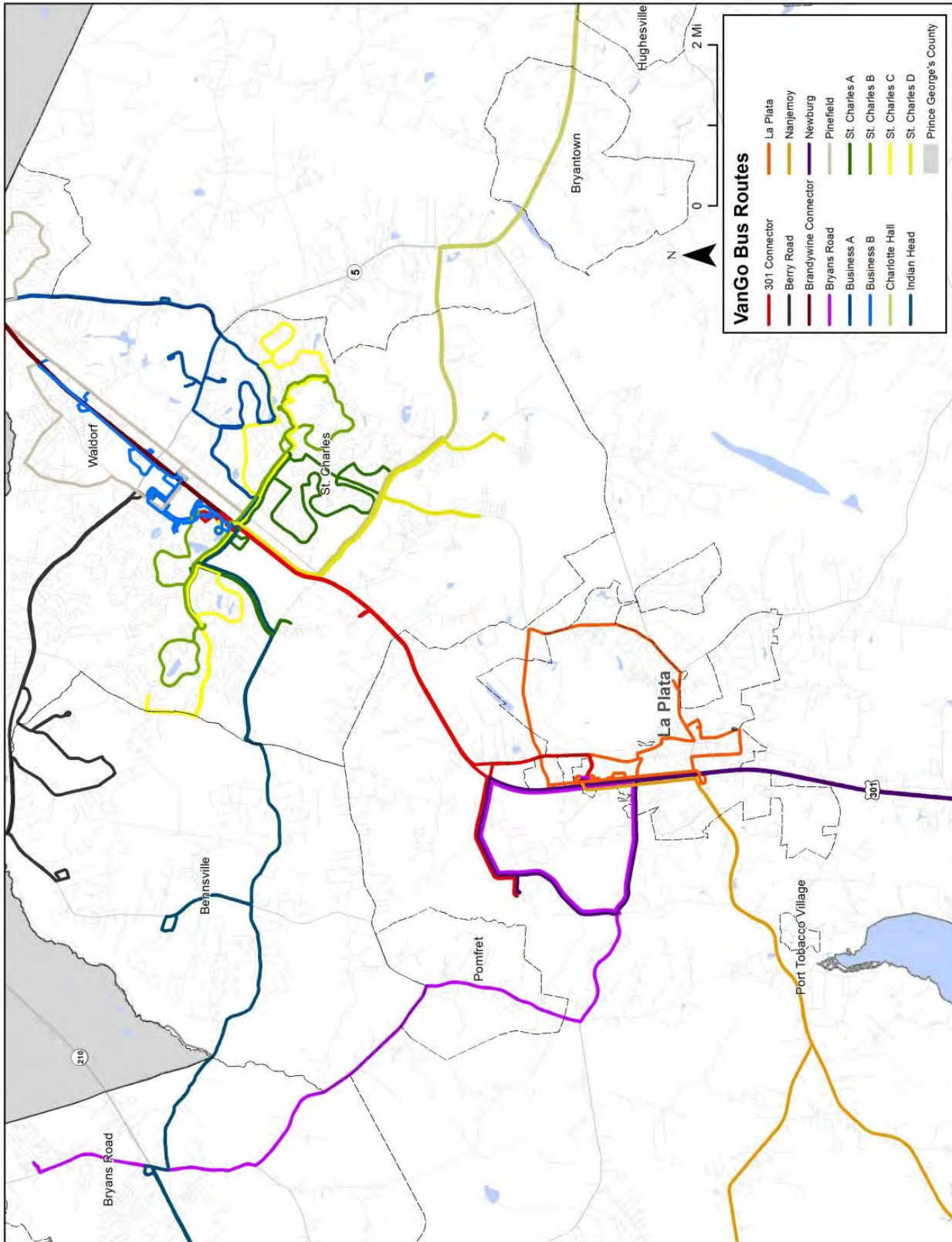


Figure 2-2: VanGO Routes along U.S. 301 Corridor



## Specialized Services

In addition to fixed route services VanGO operates specialized transportation services under a variety of programs for older adults and individuals with disabilities who are unable to access the general public services. VanGO Specialized services provides door-to-door transportation and allows a Personal Care Attendant to accompany a customer for free when approved in advance. Customers wishing to utilize VanGO Specialized Services must complete an application and demonstrate why they are unable to use the fixed route system if VanGO public transportation is available in their area.

- VanGO's Americans with Disabilities Act (ADA) Transportation Service provides general purpose transportation for people with disabilities who are unable to use the fixed routes due to their disability. The ADA requires transit systems to provide comparable paratransit service to people with disabilities within  $\frac{3}{4}$  -mile around existing fixed public transit routes.
- Demand response is a door-to-door service for people ages 60 and older and people with disabilities unable to use existing public transit routes. This service is funded through Maryland's Statewide Specialized Transportation Assistance Program (SSTAP). Service is only provided to destinations within Charles County. To make the service available to as many people as possible, individuals are limited to twelve one-way trips per month. Demand response service operates Monday through Friday from 8:00 a.m. to 5:00 p.m.
- VanGO offers Subscription Services for persons needing transportation to dialysis centers and senior centers. Charles County is divided into service zones that determine when VanGO can provide transportation to and from the centers. VanGO works with the senior centers and dialysis centers to give VanGO customers priority when scheduling service and operating hours.

## RIDERSHIP DATA

In FY2017 VanGO provided 839,900 passenger trips through their system. An overview of system ridership for the last six fiscal years is provided in Table 2-1. As noted in this table ridership on the fixed routes decreased between FY2016 and FY2017, though for overall ridership between FY2012 and FY2017 there was an increase of 9.2%.

**Table 2-1: VanGO Ridership Data**

Fiscal Year	Fixed Routes	ADA Paratransit	SSTAP	Total	Change from Previous Fiscal Year
FY2012	744,636	4,135	20,374	769,145	-
FY2013	694,238	3,910	18,023	716,171	-7.40%
FY2014	737,796	2,251	23,009	763,056	6.55%
FY2015	849,960	2,187	24,512	876,659	14.89%
FY2016	857,199	2,864	25,952	886,015	1.07%
FY2017	808,741	4,439	26,720	839,900	-5.49%

Source: Form 2a Services Performance Summaries, FY2012-2017

## OPERATING AND PERFORMANCE DATA

Operating and performance data for FY2017 for the VanGO system is provided in Table 2-2. Data for individual services that profiles each route are provided in the next section, and a review of these performance measures compared to MTA standards is provided later in this document.

**Table 2-2: VanGO FY2017 Operating and Performance Data**

Performance Measure	Fixed Routes	ADA Paratransit	SSTAP	Total
Total Passenger Trips	808,741	4,439	26,720	839,900
Total Service Miles	1,253,214	38,815	170,154	1,462,183
Total Service Hours	65,651	3,449	15,138	84,238
Total Operating Costs	\$5,845,442	\$337,834	\$480,654	\$6,663,930
Total Farebox Receipts	\$333,265	\$3,379	\$28,988	\$365,632
Other Local Revenue	\$307,048	\$0	\$0	\$307,048
Cost/Hour	\$89.04	\$97.95	\$31.75	\$79.11
Cost/Mile	\$4.66	\$8.70	\$2.82	\$4.56
Cost/Trip	\$7.23	\$76.11	\$17.99	\$7.93
Local Operating Revenue Ratio	10.95%	1.00%	6.03%	10.09%
Farebox Recovery	5.70%	1.00%	6.03%	5.49%
Passenger Trips/Mile	0.65	0.11	0.16	0.57
Passenger Trips/Hour	12.32	1.29	1.77	9.97

Source: Form 2a FY2017 Services Performance Summary

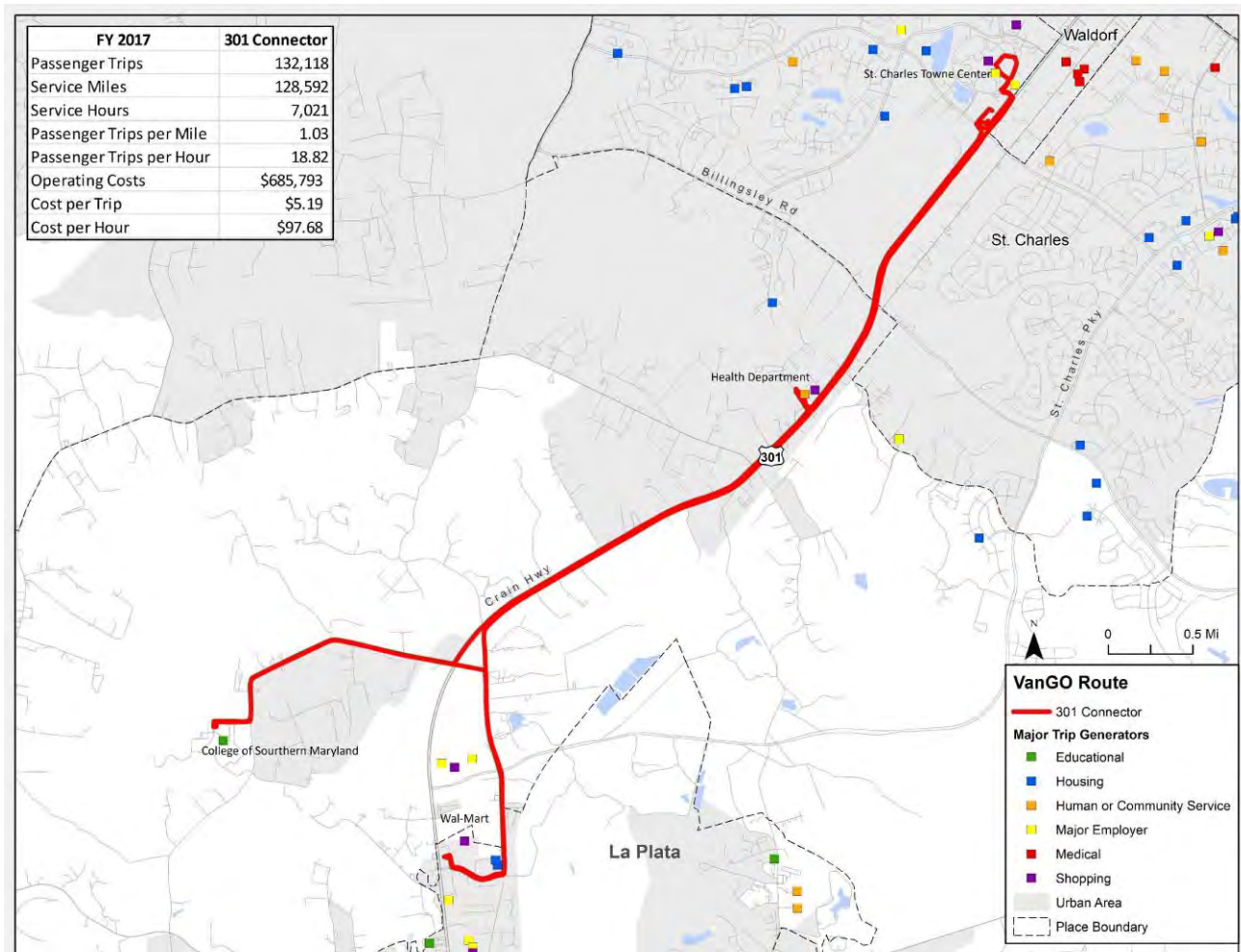
## VANGO ROUTE PROFILES

The following section contains profiles for each of the VanGO routes, detailing the service area, service hours, ridership data, major trip generators, and productivity data.

### 301 Connector

Figure 2-3 illustrates the 301 Connector. This route provides a connection between Waldorf and La Plata. The route begins at the Route 301 Park and Ride and travels to La Plata via U.S. Highway 301, ending at Walmart. The 301 Connector serves destinations such as Charles County Health Department and College of Southern Maryland. The route operates on thirty minute headways, Monday through Friday between 7:00 a.m. and 5:51 p.m., and on hourly headways between 6:00 p.m. and 9:51 p.m. on weekdays and from 7:00 a.m. to 9:51 p.m. on Saturdays. The 301 Connector had the highest ridership of all VanGO routes in FY2017.

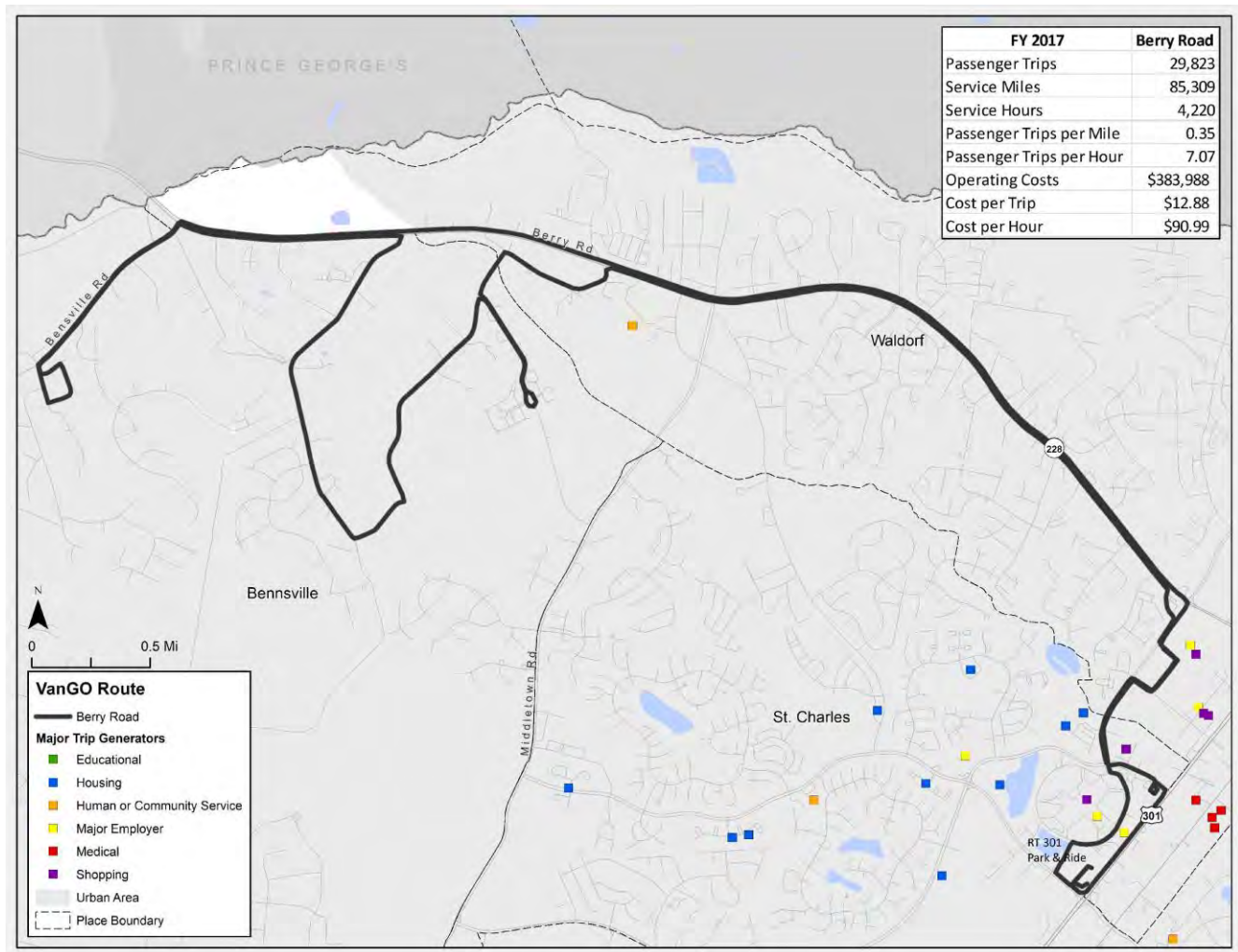
Figure 2-3: 301 Connector Profile



## Berry Road

The Berry Road Route begins service at the Route 301 Park and Ride and provides service along Berry Road (State Route 228). Service on Berry Road Route is Monday through Saturday from 7:00 a.m. to 8:47 p.m. The Berry Road Route operates on hourly headways. Riders can transfer to other VanGO routes at the Route 301 Park and Ride. Figure 2-4 provides a profile of Berry Road Route.

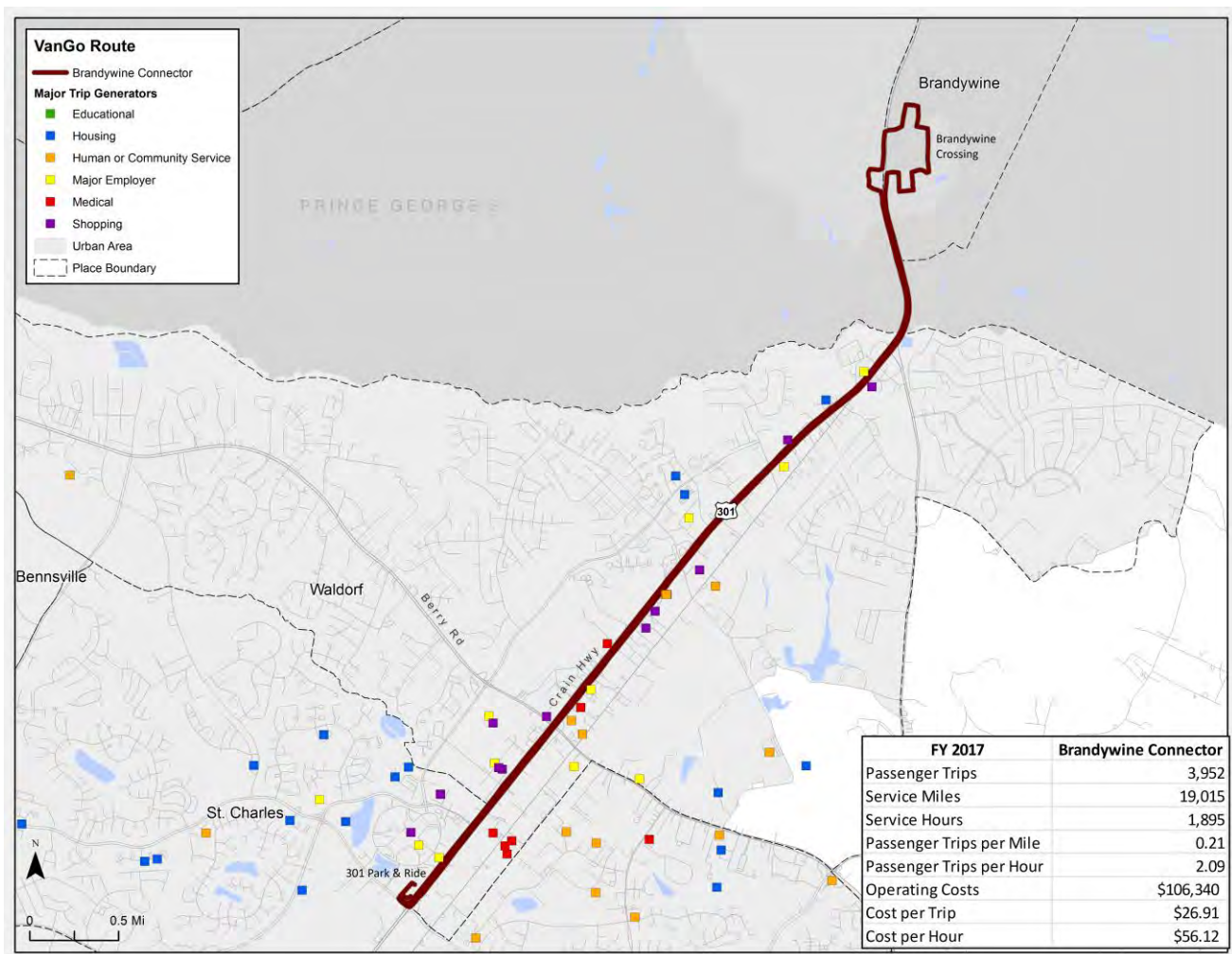
**Figure 2-4: Berry Road Route Profile**



## Brandywine Connector

The Brandywine Connector provides service to Brandywine Crossing in Prince George’s County. The route begins at the Route 301 Park and Ride and travels north on U.S. Highway 301 (Crain Highway) before reaching Brandywine Crossing. The Brandywine Connector operates Monday through Friday from 7:00 p.m. to 9:45 p.m. and Saturday 7:00 a.m. to 9:45 p.m. The Brandywine Connector’s limited schedule results in lower ridership than other VanGO routes that operate longer hours. Figure 2-5 displays a profile of the Brandywine Connector.

Figure 2-5: Brandywine Connector Profile

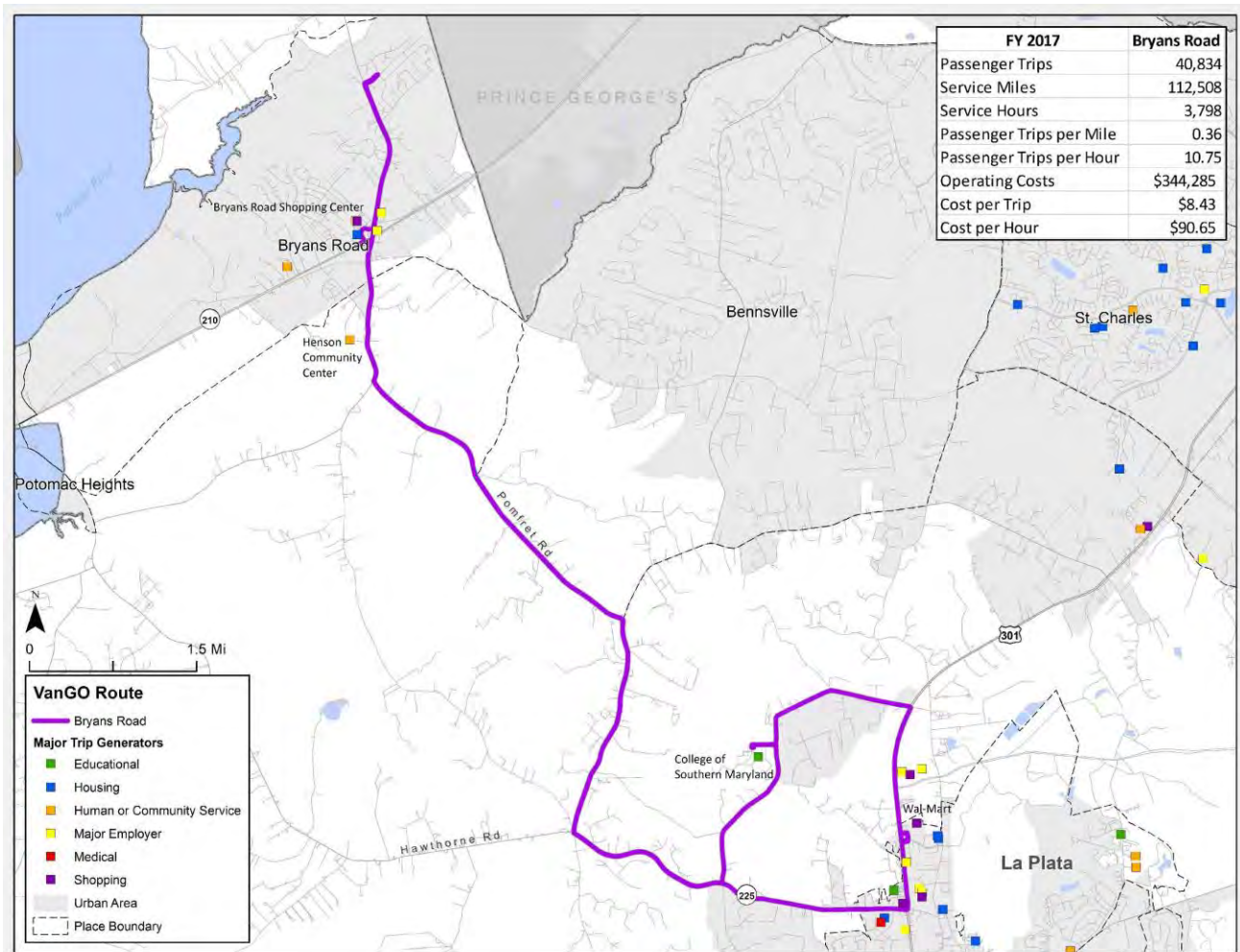




## Bryans Road

The Bryans Road Route provides public transportation service from La Plata to Bryans Road. The route begins at Walmart in La Plata and travels briefly on U.S. Highway 301, before going west via Mitchell and Marshall Corner Roads. The Bryans Road Route serves destinations such as College of Southern Maryland and Bryans Road Shopping Center. Service is operated Monday through Saturday from 7:20 a.m. to 6:21 p.m. The Bryans Road Route operates at 120-minute headways. Figure 2-6 depicts the Bryans Road Route.

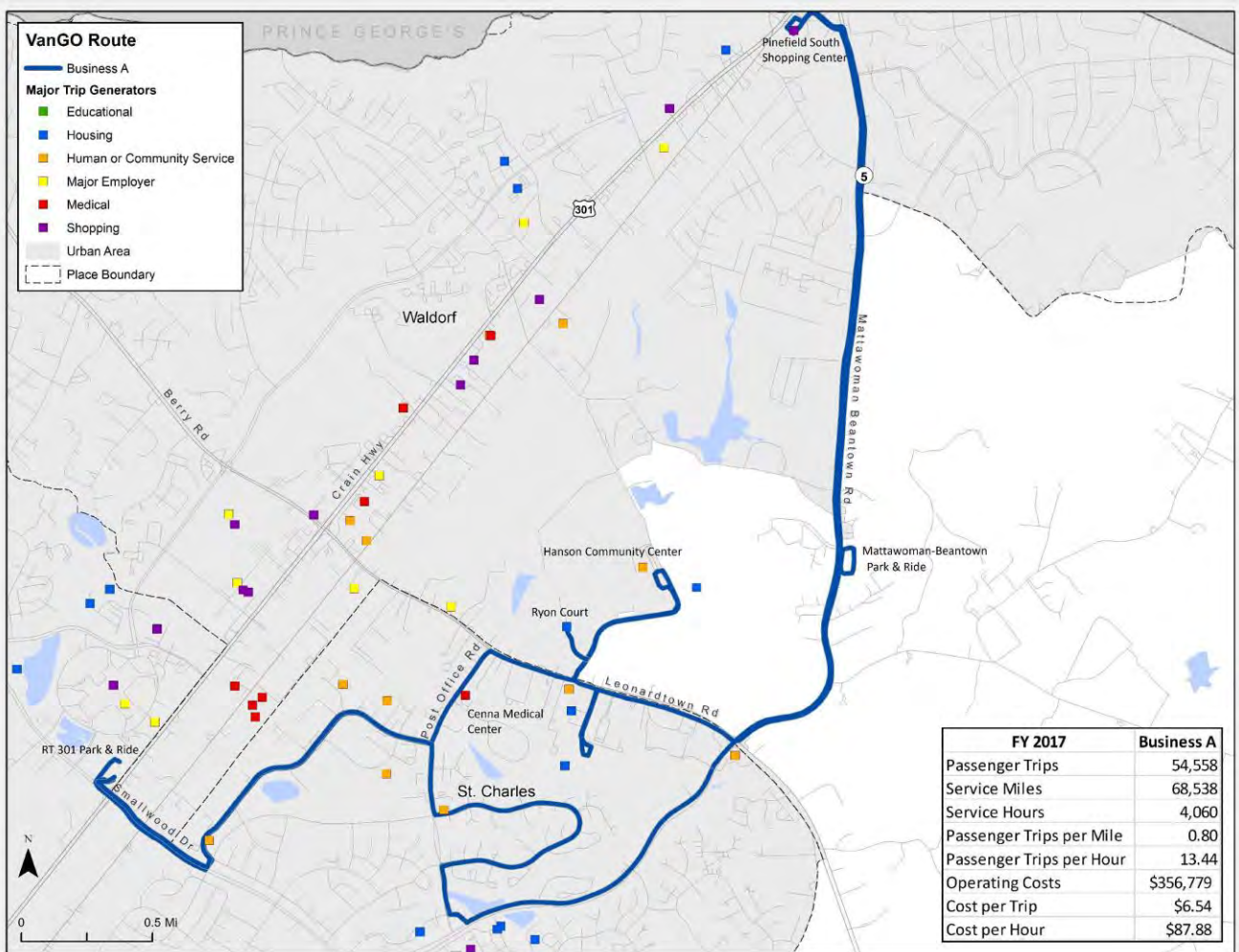
**Figure 2-6: Bryans Road Route Profile**



## Business A

The Business A Route starts at the Route 301 Park and Ride and travels to State Route 5 (Leonardtown Road) via Smallwood Drive and Industrial Park Drive. The Business A Route continues north on State Route 5, which eventually becomes Mattawoman Beantown Road until it reaches Pinefield Shopping Center. On the inbound trip, Business A Route takes Saint Charles Parkway to return to the Route 301 Park and Ride. Riders on the Business A Route have access to destinations such as Cenna Medical Facility, Hanson Community Center, and Pinefield South Shopping Center. It operates on one hour headways; Monday through Saturday from 7:30 a.m. to 8:19 p.m. Figure 2-7 provides a profile of the Business A Route. This route connects to Prince Georges County’s Route 36 that goes to the Clinton Fringe Park and Ride lot to make connections in Prince Georges County.

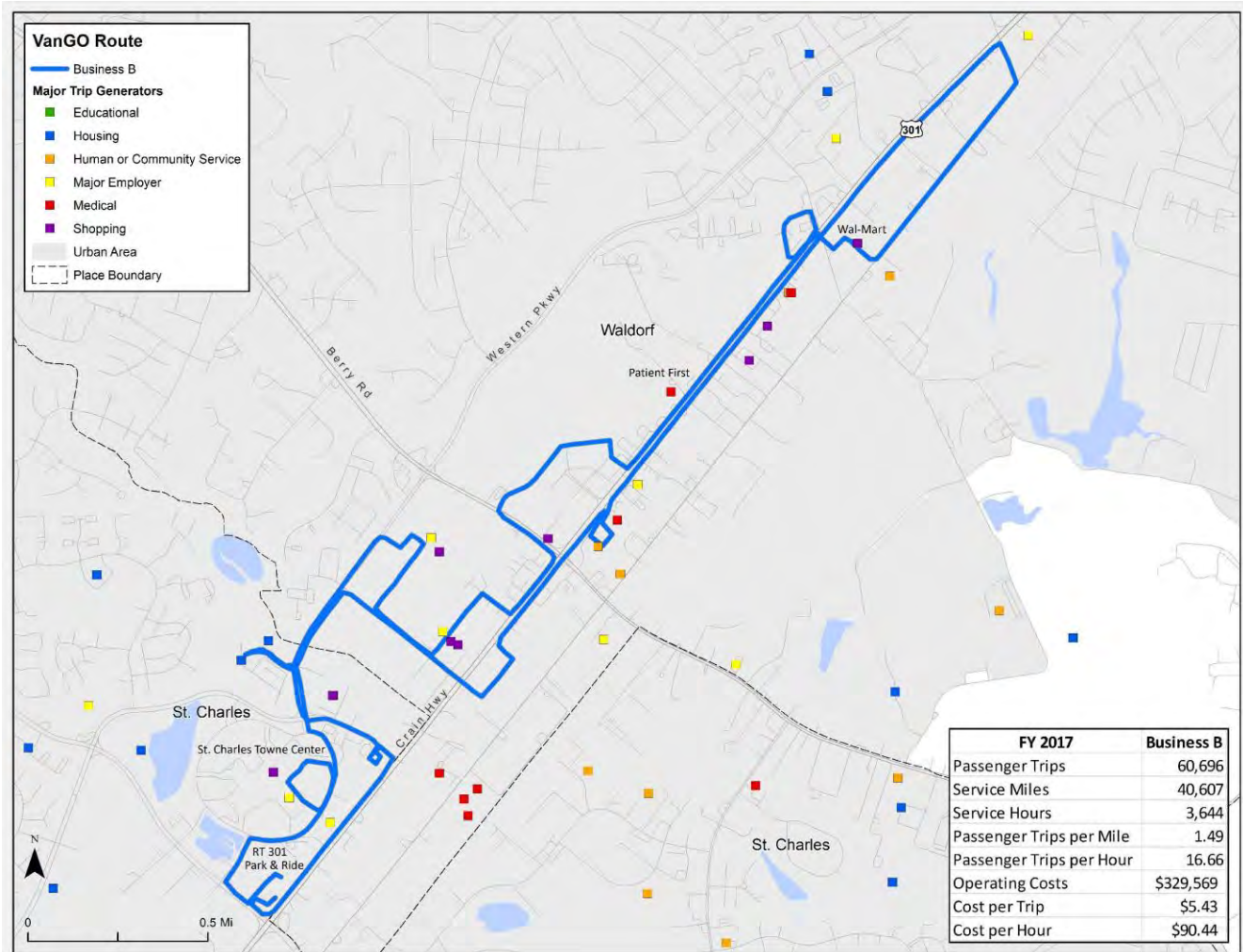
Figure 2-7: Business A Route Profile



## Business B

The Business B Route primarily serves the U.S. Highway 301 Corridor starting at the Route 301 Park and Ride up to VFW Road and Old Washington Road. Some of the major stops along the way include St. Charles Towne Center Mall, Charles County Plaza and Walmart. This route operates on one hour headways Monday through Saturday from 7:30 a.m. to 7:17 p.m. Figure 2-8 depicts the Business B Route.

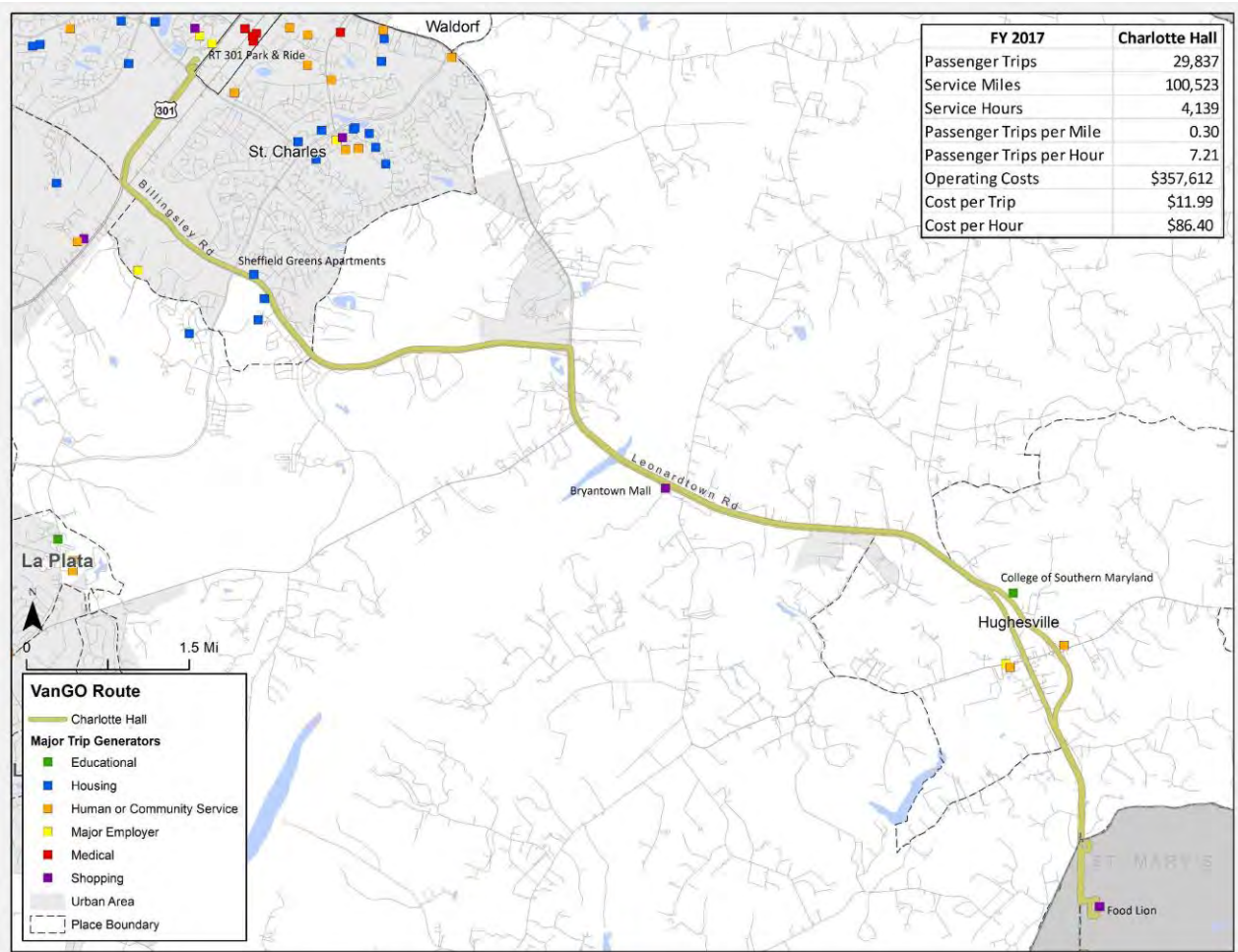
Figure 2-8: Business B Route Profile



## Charlotte Hall

The Charlotte Hall Route is an intercounty route that provides access to Calvert and St. Mary's Counties. The route begins at the 301 Park and Ride, travels by way of Billingsley Road and State Route 5 (Leonardtown Road) and terminates at the Charlotte Hall Food Lion in St. Mary's County where connections can be made to Calvert County Public Transportation and St. Mary's Transit System. Service is provided Monday through Saturday on hourly headways between the hours of 7:30 a.m. and 8:24 p.m. Figure 2-9 illustrates the Charlotte Hall Route. This route connects with St. Mary's Transit System.

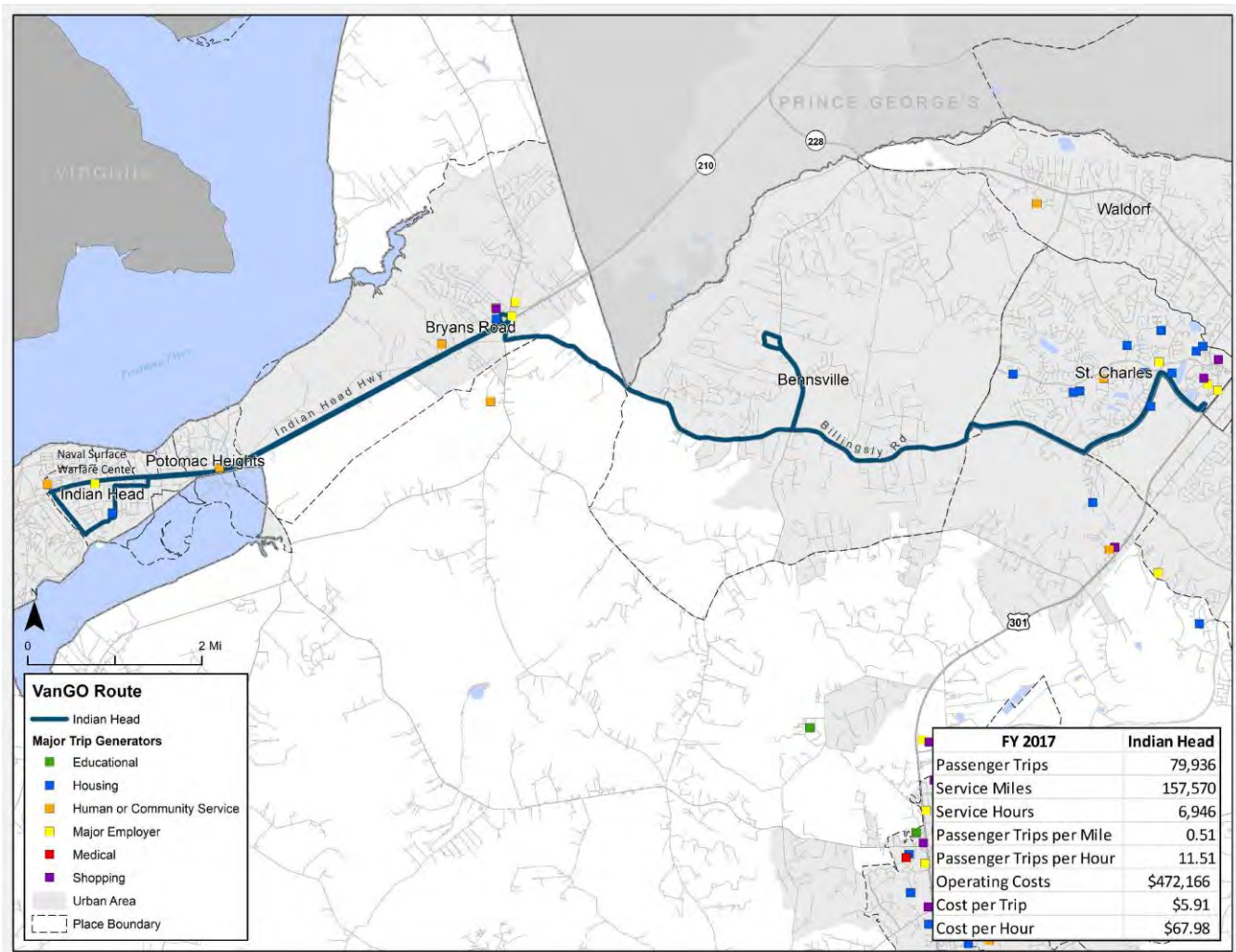
**Figure 2-9: Charlotte Hall Route Profile**



## Indian Head

The Indian Route begins at the 301 Park and Ride and serves Bryans Road and Indian Head by way of Billingsly Road and Indian Head Highway. In Bryans Road, the Indian Head Route stops at Bryans Road Shopping Center before proceeding to Indian Head. Service is provided Monday through Saturday from 7:00 a.m. to 9:43 p.m. on one-hour headways. Figure 2-10 illustrates the Indian Head Route.

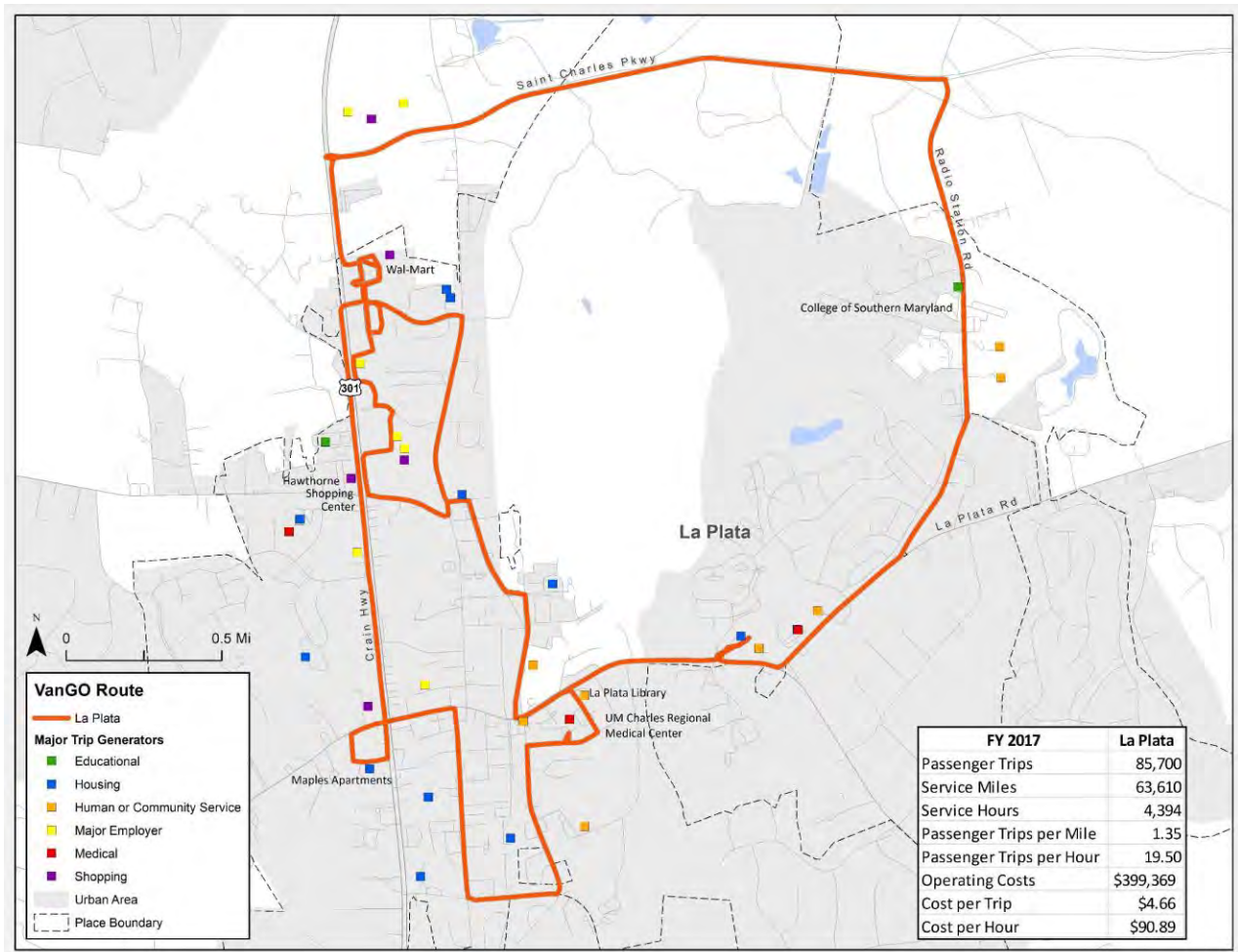
Figure 2-10: Indian Head Route Profile



## La Plata

The La Plata Route operates as a circulator in the Town of La Plata. The route serves a portion of the U.S. Highway 301 corridor, Saint Charles Parkway, Radio Station Road, and La Plata Road. Some destinations along the La Plata Route include Maples Apartments, University of Maryland Charles Regional Medical Center, La Plata Library, and Walmart. The La Plata Route operates Monday through Saturday from 7:00 a.m. to 9:25 p.m. Figure 2-11 illustrates the La Plata Route.

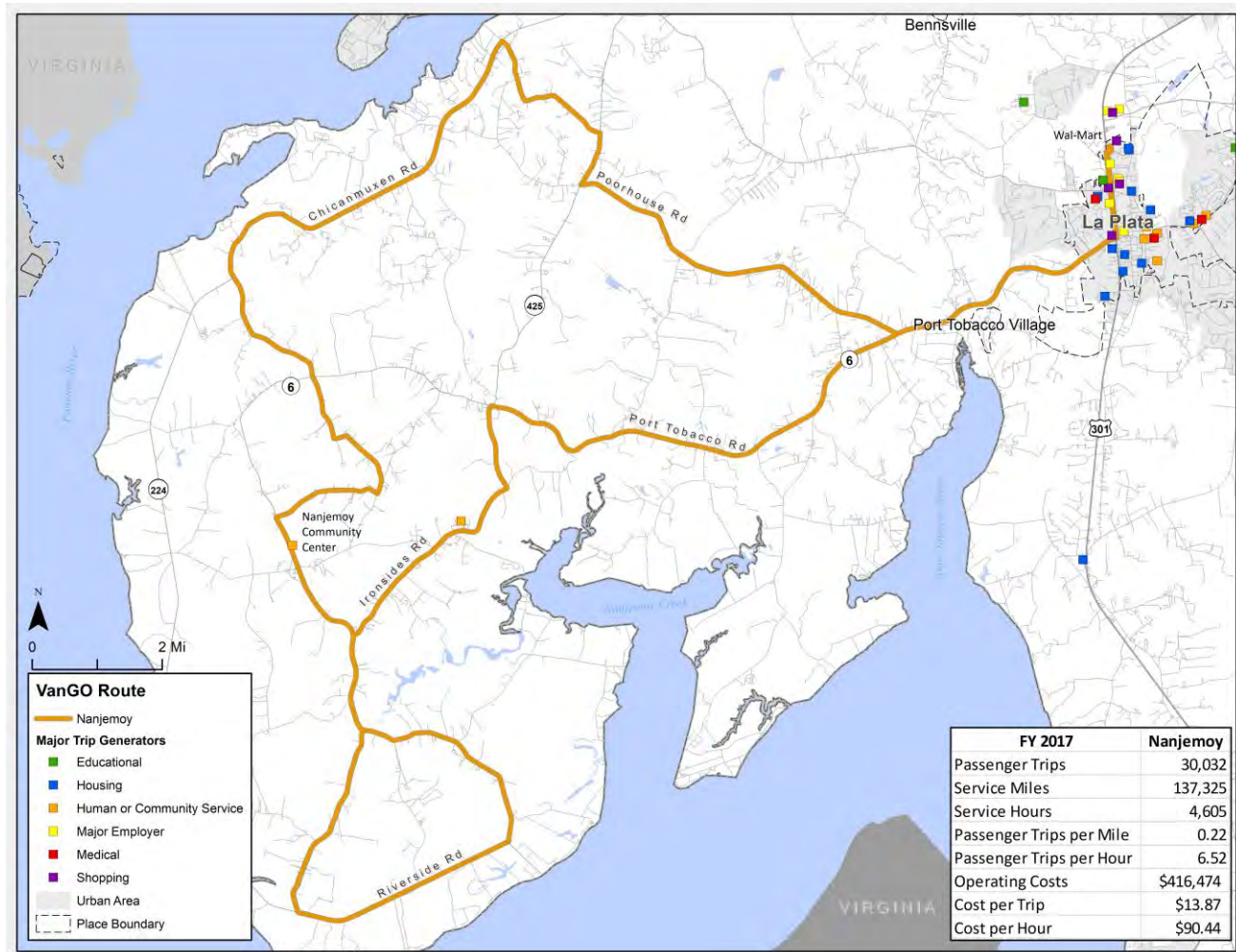
**Figure 2-11: La Plata Route Profile**



## Nanjemoy

The Nanjemoy Route operates a subscription service with the pick-up/drop-off location at La Plata Walmart Transfer Point. Subscribers can schedule a pick-up and drop-off at specific windows of time. These times are 5:30 a.m. to 7:30 a.m.; 9:30a.m. to 11:30 a.m.; and 3:30 p.m. to 5:30 p.m.. The drop-off window occurs between 7:30 p.m. and 9:00 p.m. Regular service on the Nanjemoy Route begins at La Plata Walmart and travels along Ironside Road, State Route 6, Poorhouse Road, Chicamuxen Road, and Riverside Road. Destinations along the Nanjemoy Route include the Department of Community Services, Nanjemoy Community Center, and Walmart. Regular service on the Nanjemoy Route is Monday through Saturday 7:30 a.m. to 5:30 p.m. Figure 2-12 depicts the Nanjemoy Route.

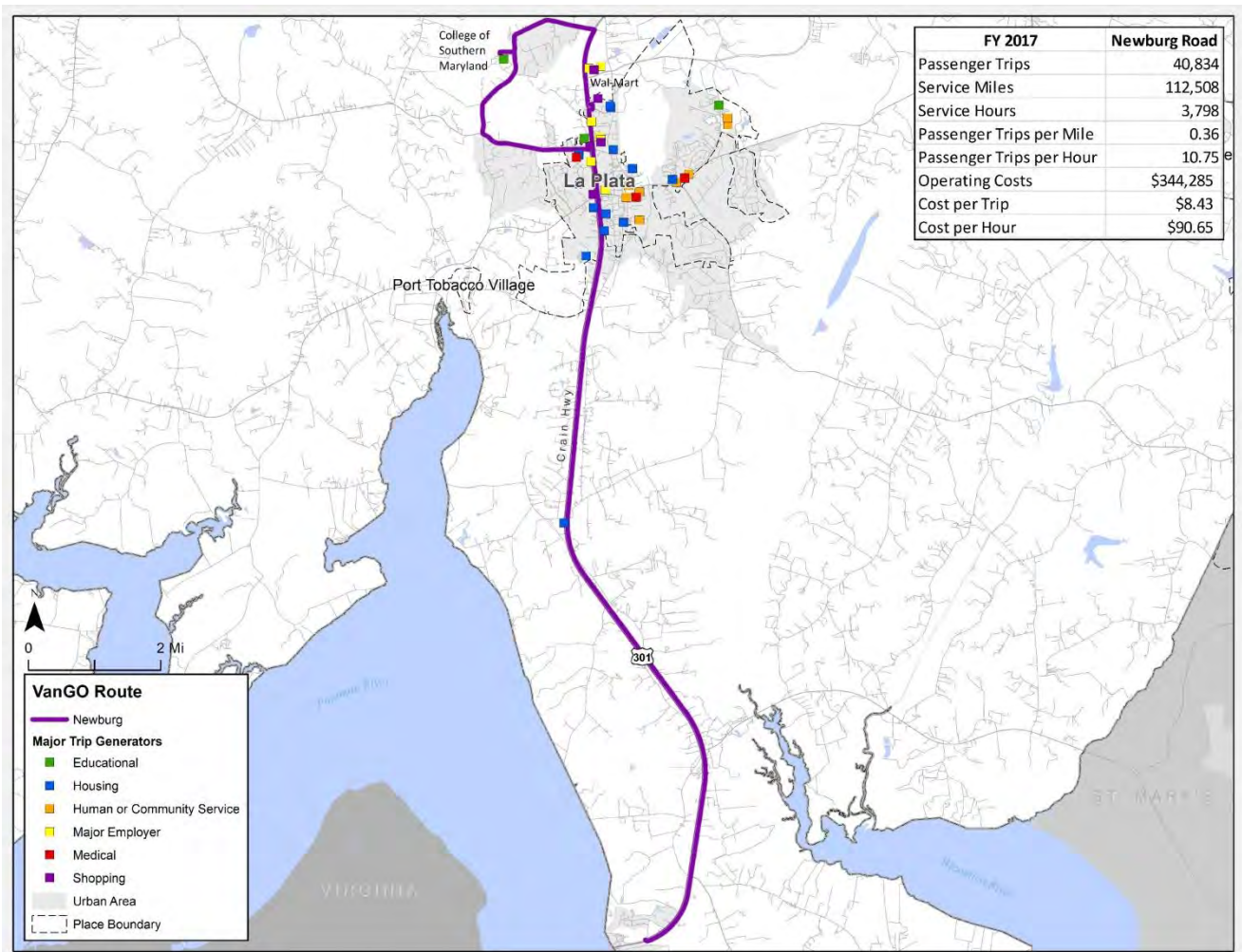
Figure 2-12: Nanjemoy Route Profile



## Newburg

The Newburg Route operates between La Plata and Newburg. It begins at La Plata Walmart and travels along U.S. Highway 301 terminating at Aqualand Marina. Some stops along the route include the College of Southern Maryland, Maples Apartments, and Jude House. The Newburg Route operates Monday through Saturday from 8:30 a.m. to 7:25 p.m. Headways on the Newburg route are every two hours. Figure 2-13 represents the Newburg Route.

Figure 2-13: Newburg Route Profile

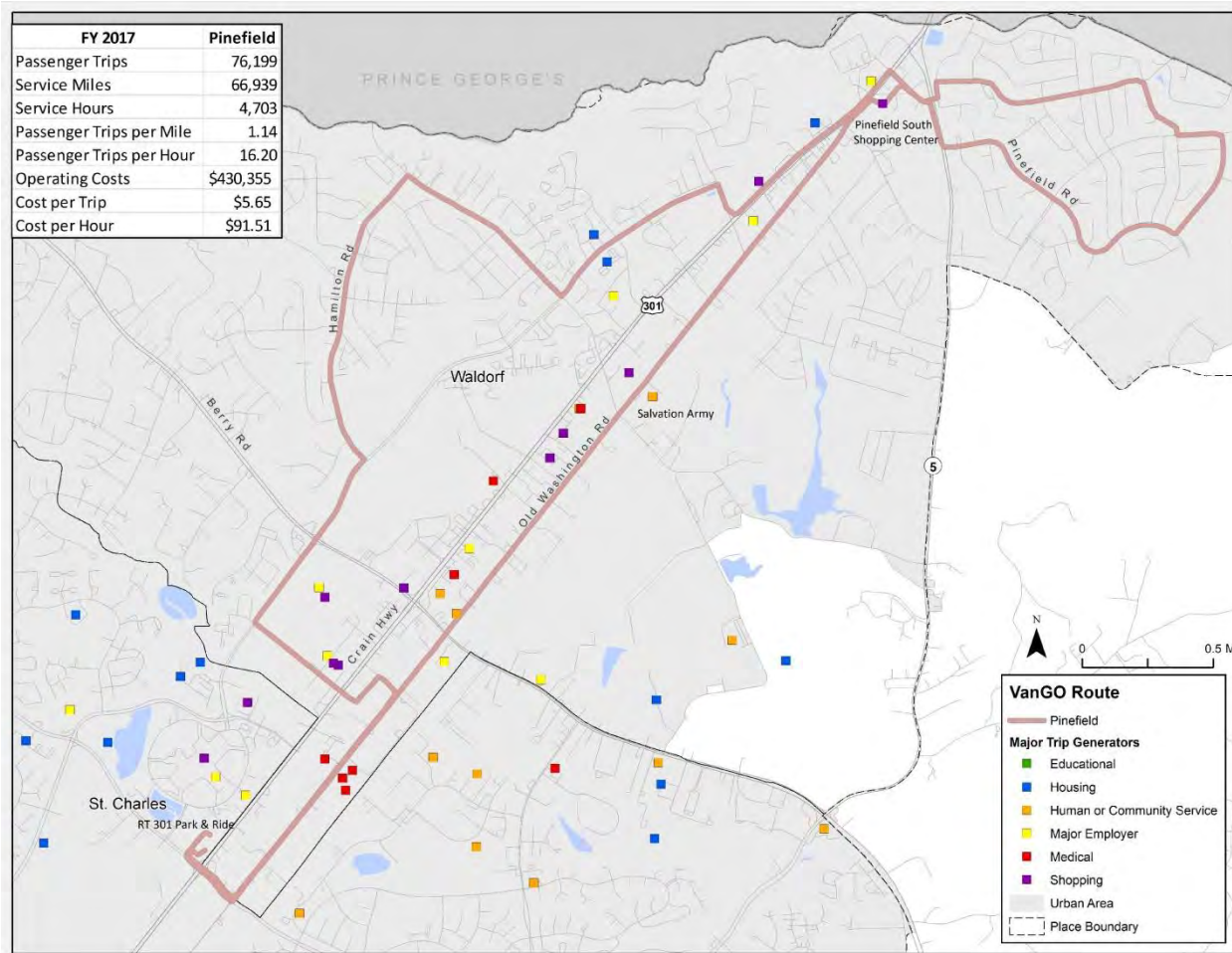




## Pinefield

The Pinefield Route begins at the 301 Park and Ride and travels along Old Washington Road serving destinations such as Food Lion, Salvation Army Super Store, and Washington Square. After servicing the Pinefield Road area, the Pinefield Route travels south on U.S. Highway 301 briefly and goes to Hamilton Road before returning to the 301 Park and Ride. The Pinefield Route operates Monday through Saturday from 7:00 a.m. to 10:29 p.m. on hourly headways. Figure 2-14 profiles the Pinefield Route. This route connects to Prince Georges County, via The Bus — Route 36.

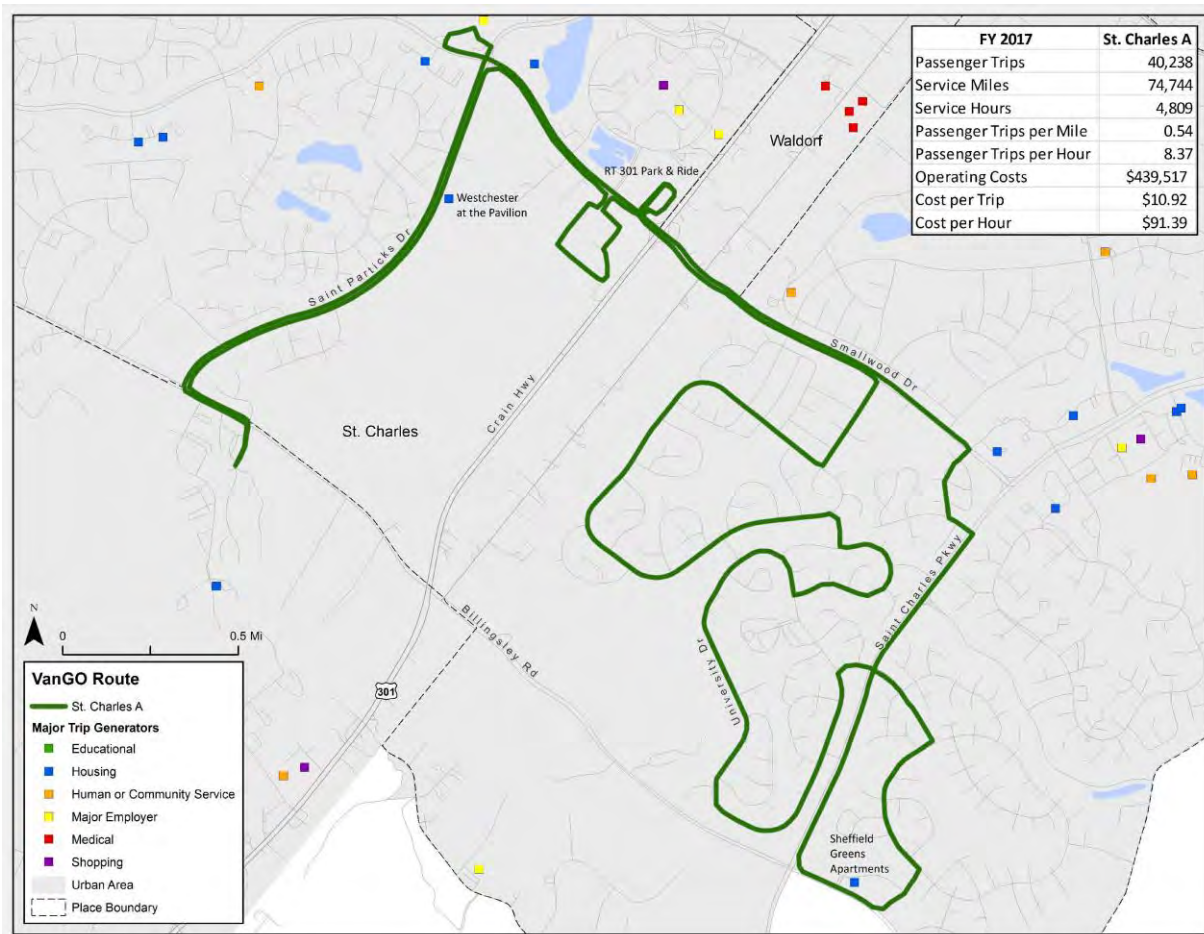
**Figure 2-14: Pinefield Route Profile**



## St. Charles A

The St. Charles A Route serves the Carrington and Bannister neighborhoods. It begins at the 301 Park and Ride and travels along Stone Avenue, Garner Avenue, and University Drive eventually making its way to Smallwood Drive before turning to the 301 Park and Ride. The St. Charles A Route operates Monday through Saturday from 6:30 a.m. to 10:17 p.m. on one hour headways. Figure 2-15 provides a map of the St. Charles A Route.

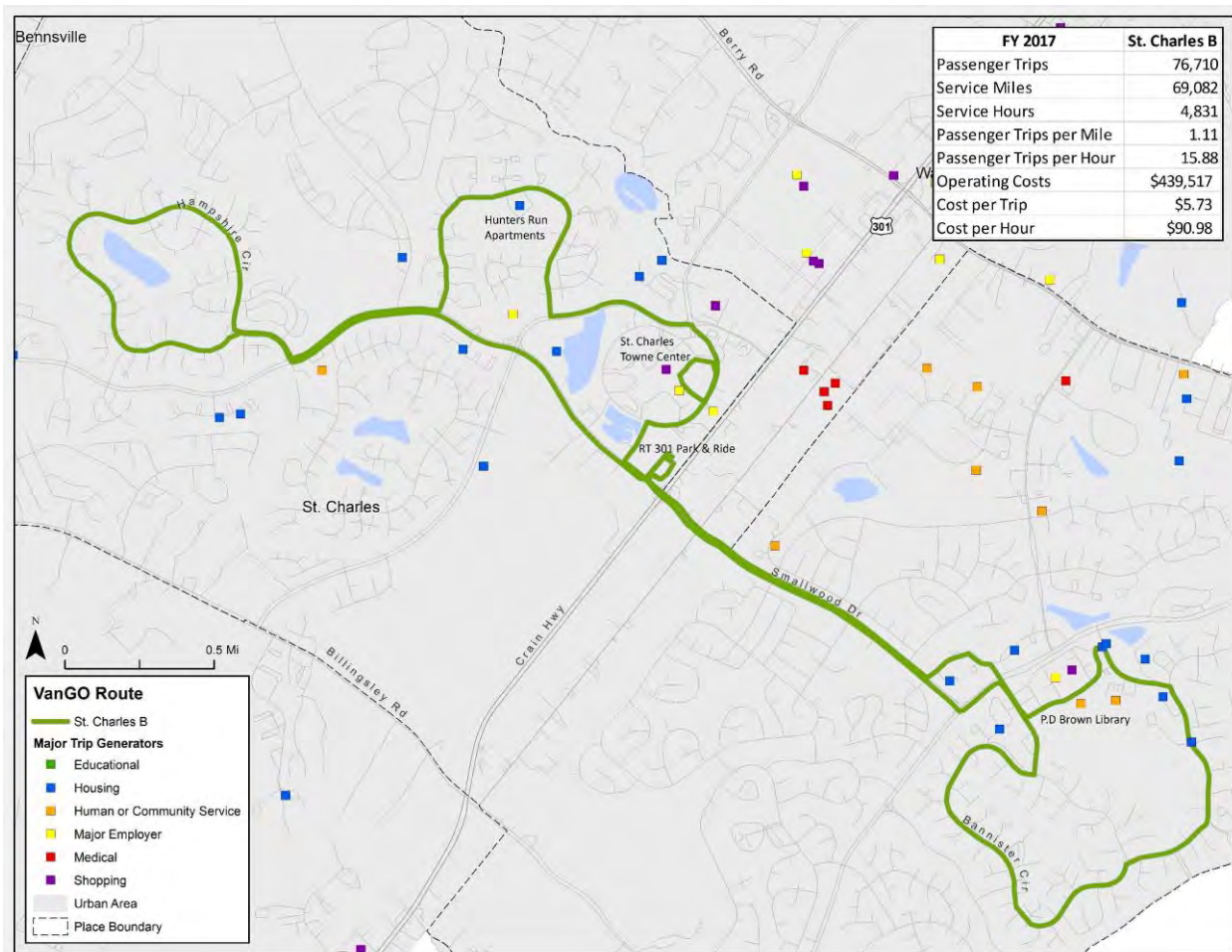
**Figure 2-15: St. Charles A Route Profile**



## St. Charles B

The St. Charles B Route operates between Wakefield Circle and Bannister Circle via Smallwood Drive. The St. Charles B Route is in operation Monday through Saturday from 6:30 a.m. to 10:23 p.m. on hourly headways. It serves destinations such as PD Brown Library and Safeway. The St. Charles B Route is depicted in Figure 2-16.

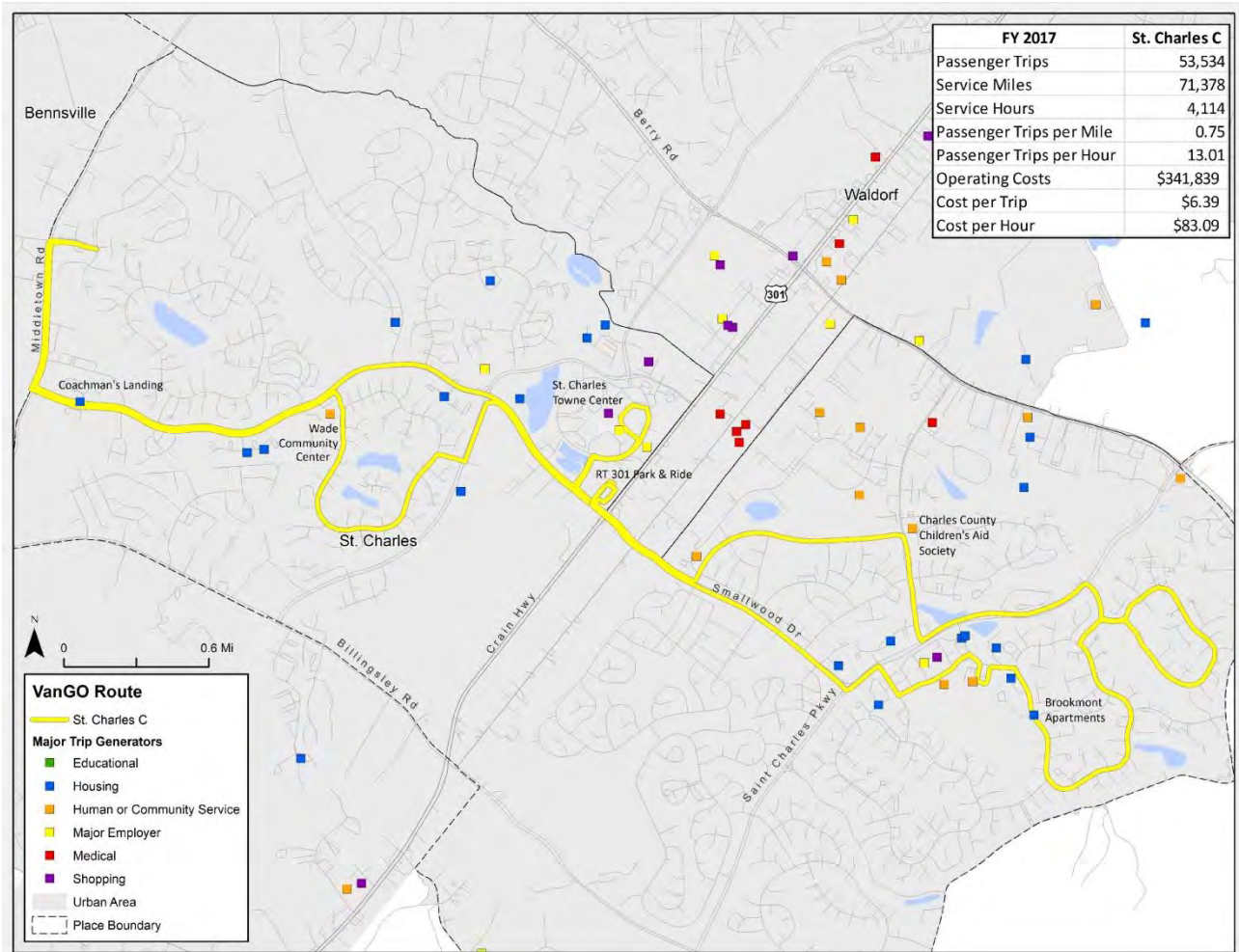
Figure 2-16: St. Charles B Route Profile



## St. Charles C

The St. Charles C Route begins at the 301 Park and Ride and travels east on Smallwood Drive and Copley Avenue to serve Wakefield Circle and Pinecone Circle. The second half of the route travels towards Middletown Road and Dorchester Circle via Smallwood Drive. The St. Charles C Route operates Monday through Saturday from 6:30 a.m. to 7:53 p.m. on one hour headways. Figure 2-17 profiles the St. Charles C Route.

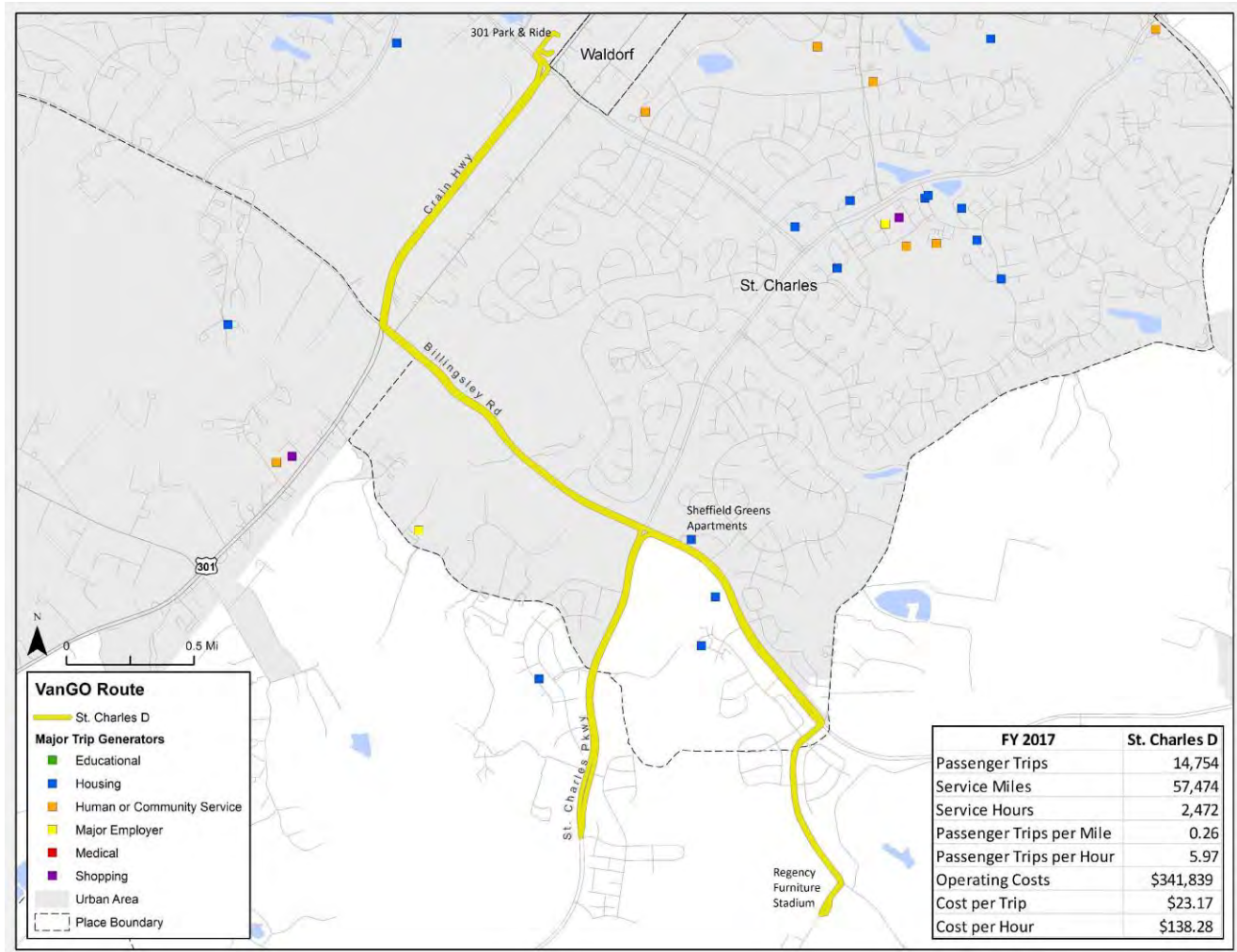
**Figure 2-17: St. Charles C Route Profile**



## St. Charles D

The St. Charles D Route begins at the 301 Park and Ride and travels south on U.S. Highway 301 to serve St. Charles Parkway, Billingsley Road, and Pine Church Road. The St. Charles D Route operates Monday through Saturday from 6:30 a.m. to 9:53 p.m. on hourly headways. The St. Charles D route is profiled in Figure 2-18.

**Figure 2-18: St. Charles D Route Profile**



## SYSTEM PERFORMANCE

The MTA has established performance standards for the Locally Operated Transit Systems (LOTS) in Maryland as a tool for monitoring their services for effectiveness and efficiency. The performance standards are provided in Appendix B and include:

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

Table 2-3 provides performance by individual route and overall system for FY2017. Using the MTA performance measures VanGO fixed routes were evaluated for productivity. All routes, except for the Nanjemoy Route, are funded through the Section 5307 program, and therefore considered small urban fixed-route bus services and compared to these performance measures.

This review indicates that the overall VanGO system is meeting MTA performance measures for operating costs per hour, operating cost per mile, operating cost per passenger trip, and passenger trips per hour. Passenger trips per mile is just under the acceptable MTA measure, but this is not surprising considering that some routes serve more rural areas of the county. Farebox recovery ratio is also below MTA guidelines. A review of individual routes indicates that the majority of VanGO fixed routes are meeting acceptable MTA performance measures. However, in FY2017 the following routes did not meet key measures of passenger trips per mile and/or hour, and therefore were specifically reviewed and analyzed during the TDP process:

- Berry Road
- Brandywine Connector
- Charlotte Hall Connector
- Indian Head
- Newburg/Bryans Road
- St. Charles A
- St. Charles D

Table 2-3: FY2017 Service Performance Summary

Route	Total Passenger Trips	Total Service Miles	Total Service Hours	Total Operating Costs	Total Farebox Receipts	Other Local Operating Revenue	Operating Cost per Hour	Operating Cost per Mile	Operating Cost per Passenger Trip	Local Operating Revenue Ratio	Farebox Recovery Ratio	Passenger Trips per Mile	Passenger Trips per Hour
301 Connector	132,118	128,592	7,021	\$685,793	\$27,960	\$36,246	\$97.68	\$5.33	\$5.19	9.4%	4.1%	1.03	18.82
Berry Road	29,823	85,309	4,220	\$383,988	\$14,936	\$20,295	\$90.99	\$4.50	\$12.88	9.2%	3.9%	0.35	7.07
Brandywine Connector	3,952	19,015	1,895	\$106,340	\$236	\$5,593	\$56.12	\$5.59	\$26.91	5.5%	0.2%	0.21	2.09
Business A	54,558	68,538	4,060	\$356,779	\$27,277	\$18,857	\$87.88	\$5.21	\$6.54	12.9%	7.6%	0.80	13.44
Business B	60,696	40,607	3,644	\$329,569	\$15,894	\$17,418	\$90.44	\$8.12	\$5.43	10.1%	4.8%	1.49	16.66
Charlotte Hall Connector	29,837	100,523	4,139	\$357,612	\$14,866	\$18,901	\$86.40	\$3.56	\$11.99	9.4%	4.2%	0.30	7.21
Indian Head	79,936	157,570	6,946	\$472,166	\$50,788	\$22,716	\$67.98	\$3.00	\$5.91	15.6%	10.8%	0.51	11.51
La Plata	85,700	63,610	4,394	\$399,369	\$24,340	\$21,160	\$90.89	\$6.28	\$4.66	11.4%	6.1%	1.35	19.50
Nanjemoy	30,032	137,325	4,605	\$416,474	\$14,854	\$22,011	\$90.44	\$3.03	\$13.87	8.9%	3.6%	0.22	6.52
Newburg/ Bryans Road	40,834	112,508	3,798	\$344,285	\$18,424	\$18,196	\$90.65	\$3.06	\$8.43	10.6%	5.4%	0.36	10.75
Pinefield	76,199	66,939	4,703	\$430,355	\$31,891	\$22,745	\$91.51	\$6.43	\$5.65	12.7%	7.4%	1.14	16.20
St. Charles A	40,238	74,744	4,809	\$439,517	\$23,106	\$23,229	\$91.39	\$5.88	\$10.92	10.5%	5.3%	0.54	8.37
St. Charles B	76,710	69,082	4,831	\$439,517	\$39,240	\$23,229	\$90.98	\$6.36	\$5.73	14.2%	8.9%	1.11	15.88
St. Charles C	53,354	71,378	4,114	\$341,839	\$29,303	\$18,226	\$83.09	\$4.79	\$6.41	13.9%	8.6%	0.75	12.97
St. Charles D	14,754	57,474	2,472	\$341,839	\$150	\$18,226	\$138.28	\$5.95	\$23.17	5.4%	0.0%	0.26	5.97
<b>Total Routes</b>	<b>808,741</b>	<b>1,253,214</b>	<b>65,651</b>	<b>\$5,845,442</b>	<b>\$333,265</b>	<b>\$307,048</b>	<b>\$89.04</b>	<b>\$4.66</b>	<b>\$7.23</b>	<b>11.0%</b>	<b>5.7%</b>	<b>0.65</b>	<b>12.32</b>

Source: Form 2a FY2016 Services Performance Summary

## VANGO FARE STRUCTURE

For fixed route public transit routes, VanGO has the following fare structure:

### All Day Pass

- General Public = \$2
- Seniors (ages 60 and older)/Disabled = \$1
- Medicare Card Holders = \$1

### One-Way Trip

- General Public = \$1
- Seniors (ages 60 and older)/Disabled = \$0.50
- Medicare Card Holders = \$0.50
- One-Way Trip for Disabled Individuals or Senior Citizens (Ages 60 & older) = \$0.50
- Ages 6 and younger = Free when accompanied by responsible individual

### Discount Ticket Books

- \$10 worth of one-way fares = \$8

For ADA services, fares are \$1 each way or an All Day Pass may be purchased for \$2. Personal Care Attendants ride at no charge.

Demand Response service fares are \$1.50 each way. Personal Care Attendants, when certified in advance by VanGO, ride for free.

VanGO subscription service fare is \$1 each way or an All Day Pass may be purchased for \$2. For senior citizens and persons with disabilities, the cost is \$0.50 each way or an All Day Pass for \$1.

## EXISTING FACILITIES, FLEET AND TECHNOLOGY

VanGO transitioned to a new private contractor as of July 1, 2017. This contractor maintained the lease on an operations facility in Waldorf used by the preceding company. Vehicle maintenance is conducted by the contractor at this facility.

The County Commissioners of Charles County and the MTA have begun plans for a VanGO Transit Operations and Maintenance Facility to support transit services. The project includes a maintenance and operations building of approximately 20,000 square feet, parking for 60 buses, staff parking, and on-site fuel and bus wash facilities. Subject to completion of environmental studies and conceptual design, the County Commissioners have decided to use a five to ten acre portion of the 32.75 acre county owned property on Piney Church Road directly across from the Regency Furniture Stadium. The project schedule is dependent upon



available funding but is expected to be funded for Architectural and Engineering work in FY2020 and construction in FY2022.

Table 2-4 provides information on the VanGO fleet as of March 31, 2018. This inventory serves as the basis for the capital plan included in Chapter 5.

**Table 2-4: VanGO Vehicle Inventory**

Fleet Number	Model Year	Make	Vehicle Type	Lift or Ramp?	Seating Capacity		Date in Service	3/31/18 Mileage
					Ambulatory	Wheel-chair		
<b>Fixed Route Buses</b>								
T89	2014	Ford/EIDorado	Light	Y	16	2	10/2/2014	245,858
T1703	2017	Ford E450/Phoenix	Light	Y	16	2	4/17/2017	66561
T1704	2017	Ford E450/Phoenix	Light	Y	16	2	4/17/2017	72510
T1705	2017	Ford E450/Phoenix	Light	Y	16	2	4/17/2017	72733
T1706	2017	Ford E450/Phoenix	Light	Y	16	2	4/17/2017	71556
T1707	2017	Ford E450/Phoenix	Light	Y	16	2	4/17/2017	67276
T1708	2017	Ford E450/Phoenix	Light	Y	16	2	4/17/2017	77453
T1709	2017	Ford E450/Phoenix	Light	Y	16	2	11/30/2017	14208
T1710	2017	Ford E450/Phoenix	Light	Y	16	2	12/1/2017	27281
T1711	2017	Ford E450/Phoenix	Light	Y	16	2	12/14/2017	15199
T1712	2017	Ford E450/Phoenix	Light	Y	16	2	11/11/2017	26925
T1713	2017	Ford E450/Phoenix	Light	Y	16	2	11/18/2017	23356
T1714	2017	Ford E450/Phoenix	Light	Y	16	2	11/11/2017	30107
T1715	2017	Ford E450/Phoenix	Light	Y	16	2	12/1/2017	21474
T1716	2017	Ford E450/Phoenix	Light	Y	16	2	11/30/2017	23294
T1717	2017	Ford E450/Phoenix	Light	Y	16	2	11/13/2017	22986
T1718	2017	Ford E450/Phoenix	Light	Y	16	2	11/30/2017	22326
T27	2010	Ford E450 Star Trans	Light	Y	16	2	7/1/2017	332868
T29	2010	Ford E450 Star Trans	Light	Y	16	2	7/1/2017	343426
T30	2010	Ford E450 Star Trans	Light	Y	16	2	7/1/2017	284245
T31	2010	Ford E450 Star Trans	Light	Y	20	2	7/1/2017	244870
T32	2010	Ford E450 Star Trans	Light	Y	20	2	7/1/2017	281264
T33	2010	Ford E450 Star Trans	Light	Y	20	2	7/1/2017	346007
T35	2010	Ford E450 Star Trans	Light	Y	20	2	7/1/2017	339938

Paratransit Vehicles								
T81	2013	Ford/EIDorado	Medium	Y	16	4	5/6/2013	182,056
T82	2013	Ford/EIDorado	Medium	Y	16	4	5/6/2013	219,152
T83	2013	Ford/EIDorado	Medium	Y	16	4	5/6/2013	212,829
T84	2013	Ford/EIDorado	Medium	Y	16	4	5/10/2013	199,886
T85	2013	Ford/EIDorado	Medium	Y	16	4	5/10/2013	202,438
T86	2013	Ford/EIDorado	Medium	Y	16	4	5/10/2013	211,001
T87	2013	Ford/EIDorado	Medium	Y	16	4	5/10/2013	222,256
T90	2014	Ford/Phoenix	Medium	Y	16	4	1/8/2015	148,206
T91	2014	Ford/Phoenix	Medium	Y	16	4	1/8/2015	138,314
T1601	2016	Ford E450/Goshen	Light	Y	16	4	9/15/2016	62614
T1602	2016	Ford E450/Goshen	Light	Y	16	4	9/15/2016	75104
T1603	2016	Ford E450/Goshen	Light	Y	16	4	9/15/2016	68592
T1701	2017	Ford E450/Phoenix	Light	Y	16	2	4/17/2017	61263
T1702	2017	Ford E450/Phoenix	Light	Y	16	2	4/17/2017	58369
55	2010	Ford E450 Star Trans	Light	Y	10	2	7/1/2017	257359
56	2010	Ford E450 Star Trans	Light	Y	10	2	7/1/2017	266165
57	2010	Ford E450 Star Trans	Light	Y	10	2	7/1/2017	256257
58	2010	Ford E450 Star Trans	Light	Y	10	2	7/1/2017	266707
59	2010	Ford E450 Star Trans	Light	Y	10	2	7/1/2017	270272
61	2010	Ford E450 Star Trans	Light	Y	10	2	7/1/2017	283044
64	2010	Ford E450 Star Trans	Light	Y	10	2	7/1/2017	249144
65	2010	Ford E450 Star Trans	Light	Y	10	2	7/1/2017	260276
67	2010	Ford E450 Star Trans	Light	Y	10	2	7/1/2017	243916
72	2010	Ford E450 Star Trans	Light	Y	10	2	7/1/2017	237021
Out of Service Vehicles to be Disposed								
T74	2010	International	Medium	Y	22	2	9/20/2010	263,140
T75	2010	International	Medium	Y	22	2	12/28/2010	202,307
T76	2010	International	Medium	Y	22	2	12/28/2010	263,328
T77	2010	International	Medium	Y	22	2	12/28/2010	238,511
T78	2010	International	Medium	Y	22	2	12/28/2010	253,381
T79	2010	International	Medium	Y	22	2	12/28/2010	282,377
T80	2010	International	Medium	Y	22	2	12/28/2010	247,153

VanGO provides a bus tracking Smartphone Application using Double Map Bus Tracker, which can display real-time arrival information for stops in the system.

## AREA PROVIDERS

A variety of public transit, human service transportation and private transportation services are provided in Charles County. This section documents and describes the transportation programs and services identified.

### Public Transit

In addition to VanGO's transportation services, the MTA operates bus services in Charles County.

#### ***Maryland Transit Administration***

The MTA operates commuter bus service in Charles County. There are eight routes that serve Charles County:

1. Route 610 operates from Waldorf, Maryland to Washington, D.C. weekdays from 4:45 a.m. to 8:05 p.m.
2. Route 620 operates from Waldorf, Maryland to Washington, D.C. weekdays from 4:50 a.m. to 8:00 p.m.
3. Route 630 operates between La Plata/Waldorf, Maryland and Washington, D.C., weekdays from 4:49 a.m. to 6:58 p.m.
4. Route 640 operates from Waldorf/Accokeek, Maryland to Washington, D.C., weekdays from 4:40 a.m. to 7:11 p.m.
5. Route 650 begins in Charles County at the La Plata Park and Ride, continues to Waldorf and Accokeek then to Washington, D.C. from 4:30 a.m. to 7:39 p.m.
6. Route 705 runs between Charlotte Hall/Waldorf, Maryland and Washington, D.C., weekdays 4:15 a.m. to 7:39 p.m.
7. Route 715 operates between Charlotte Hall/Waldorf and Washington, D.C., weekdays from 4:20 a.m. to 8:12 p.m.

8. Route 735 operates between Charlotte Hall/Waldorf and Washington, D.C., weekdays from 4:20 a.m. to 7:14 p.m.

## **Non-Profit and Human Service Transportation Providers**

Specialized transportation programs are offered by non-profit and human service agencies in the region. This transportation is typically provided only to agency clients and for specific trip purpose, generally either medical, employment or agency locations.

### ***Abilities Network***

Abilities Network is based in La Plata and serving all of southern Maryland. Transportation and travel training is provided for agency clients in a program under independent living services.

### ***The Arc of Southern Maryland***

The Arc of Southern Maryland provides supported living services for adults with intellectual and developmental disabilities that live independently. The Arc is based in Prince Frederick with offices in Charles and St. Mary's Counties and serves the entire southern Maryland region. The Arc's services include the identification of transportation options and transportation for groceries, medical appointments, and other necessities.

### ***Bay Community Support Services***

Bay Community Support Services provides subscription transportation service for intellectually and developmentally disabled individuals that participate in residential, day, and vocational programs.

### ***Charles County Freedom Landing***

Charles County Freedom Landing provides subscription transportation service for adults with persistent emotional disorders that participate in residential, day, and vocational programs.

### ***Charlotte Hall Community Based Outpatient Clinic***

Charlotte Hall Community Based Outpatient Clinic (CBOC) provides medical services for veterans living in southern Maryland. CBOC is a division of the Washington, D.C. Veterans Administration Medical Center through the U.S. Department of Veterans Affairs. The clinic operates on the campus of the Charlotte Hall Veterans Home, Monday through Friday, 8:00 a.m. to 4:30 p.m. CBOC provides transportation for clients to the VA Medical Center on Tuesdays and Thursdays, leaving the CBOC parking lot at 6:30 a.m. and returning in the afternoon. CBOC will arrange for wheelchair-bound veterans to be picked up at their homes

and transported to Washington, D.C. on a more flexible schedule. Disabled American Veterans (DAV) volunteer drivers are also a source of some trips to Washington, D.C.

### ***Empowering People with Intellectual Challenges (EPIC) Southern Maryland Vocational Industries (SMVI)***

EPIC-SMVI, formerly known as Southern Maryland Vocational Industries is a non-profit organization that provides an array of support services for people with intellectual challenges. EPIC-SMVI provides transportation services as well as day activities, work activities, and support for disabled individuals in the community and in the home. Services are primarily provided in Prince George’s County. They provide limited service in Charles County.

### ***LifeStyles, Inc.***

LifeStyles, Inc. is a non-profit organization that supports people in crisis by providing emergency assistance; and through partnerships provides referrals for health and human service needs. Programs include a food and clothing service and an overnight shelter. The LifeStyles website notes that they serve as a “one-stop shop” in a community with limited public transportation and pockets of poverty amid growth and prosperity.

LifeStyles provides transportation services designed to meet the needs of transportation-disadvantaged populations, including older adults, people with disabilities, and people with lower incomes:

- The Southern Maryland RIDES program provides subsidized and coordinated transportation to enable access to employment and medical-related appointments throughout the Washington, D.C. area.
- The Senior Rides program assists older adults with low-to-moderate income with subsidized door-to-door transportation services to assist them in meeting with their basic needs; i.e. medical appointments, shopping, nutritional programs, and other community services.

### ***Melwood***

Melwood is a non-profit organization that serves people with intellectual and developmental disabilities. The agency provides services to more than 2,100 people in the Washington, D.C. area, including Charles County. Melwood’s services include job training, employment, housing, and recreation. In Charles County, Melwood operates a training center at an inclusive camp for people with and without disabilities.

### ***New Horizons Supported Services, Inc. (NHSSI)***

NHSSI is a non-profit organization providing support services for individuals with developmental disabilities. NHSSI is based in Upper Marlboro, providing services in Charles County as well as Anne Arundel, Calvert, Montgomery, and Prince George's counties. The agency has several programs that provide a wide array of services, including center-based vocational training, support services in the community, employment development services, and supported employment job coaching. NHSSI operates a transportation department to allow agency clients to participate in the programs, Vehicles operate during peak periods, and off-peak as needed between residences, NHSSI, and other locations. Schedules are designed to facilitate the needs of the caregivers, and to facilitate safe, reliable, and predictable transport.

### ***Sagepoint Senior Living Services***

Sagepoint Senior Living Services is located in La Plata, Sagepoint Senior Living Services is a non-profit organization that provides long term care, rehabilitation, assisted living, assisted living memory care and adult day services.

### ***Southern Maryland Center for Independent Living***

Southern Maryland Center for Independent Living (SMCIL) is a non-profit organization created by and for people with disabilities. SMCIL is an advocacy, information and educational center that promotes independent living and empowerment for people with all types of disabilities. Transportation is provided by the agency in support of their services that provide residents of Calvert, Charles and St. Mary's counties access to use community resources and services to enhance their independence.

### ***Southern Maryland Tri-County Community Action Committee (SMTCCAC)***

SMTCCAC is a private non-profit organization providing self-sufficiency services for people with lower incomes in Charles County, as well as residents of Calvert and St. Mary's Counties. SMTCCAC has been a recipient of MTA Section 5310 program capital funds for vehicle acquisition. Services include health services, job training, home energy assistance, housing assistance and a Head Start program.

### ***Spring Dell Center***

Spring Dell Center provides subscription transportation service for intellectually and developmentally disabled individuals that participate in their residential, day and vocational programs. The Spring Dell Center has been a recipient of MTA Section 5310 program capital funds for vehicle acquisition. The agency encourages the people they serve to arrange their daily transportation through community supports and to explore other transportation options

before calling Spring Dell Center. Individuals may be provided round trip transportation between their homes and community jobs.

### **Southern Maryland Community Network**

Southern Maryland Community Network assists individuals in the community who have been diagnosed with severe and persistent mental illness. The Southern Maryland Community Network offers around the clock, flexible, individual's services to clients including transportation and daily living skills.

### **Taxis**

The following taxi providers are available in Charles County:

- Allens Cab and Courier Service - located in White Plains
- Charles Cab LLC - located in Waldorf
- Alam Taxi and Cab Service – located in Waldorf
- Waldorf Cab Company - located in Waldorf and operates Monday through Sunday 24 hours a day. They provide Medicaid transportation services, performance transportation services, shuttle bus service, taxi service, and airport transportation.

### **Private Transportation Providers**

The following private transportation providers are available in Charles County.

- AAA Transport or All American Ambulance operates sedan wheelchair van and non-emergency medical transportation services for a fee.
- Stephens Limo Service, LLC - based in White Plains. Stephens Limo offers service 24 hours a day, seven days a week. They offer door-to-door service for \$65 per hour. They transport passengers to medical appointments and employment sites in and beyond Charles County. They operate seven vehicles. The owner is interested in procuring a lift-equipped vehicle but is financially unable to do so at this time. Stephens Limo Service is interested in coordination in any way possible to provide cheaper services to clients.
- Martin's Airport Shuttle Holiday Inn Waldorf

- Patriot Medical Transport Services, LLC - operates out of St. Mary's County and provides medical transportation that includes facility-to-facility, residence to doctor appointments, and ambulance transportation. Patriot Medical Transportation Services also provides transportation to and from airports, family events, and long distance transfers.

## Commuter Assistance

### *Regional Ridesharing Program*

The Tri-County Council of Southern Maryland administers the Regional Ridesharing Program of Southern Maryland. This program assists Southern Maryland residents and those employed in the region to commute to work using carpool, vanpool or commuter express bus services. The Regional Ridesharing Program offers a free, comprehensive, computerized commuter match-list through their Commuter Connections Database to help connect commuters with the most convenient transit options. The program provides information on commuter bus schedules, rates and transportation services in the region.

### *Park-and-Ride Facilities*

Charles County has the ten MTA/State Highway Administration park-and-ride lots with a total of 4,105 spaces, as shown in Table 2-5.

**Table 2-5: Charles County MTA/SHA Park and Ride Facilities**

Charles County MTA/SHA Park and Ride Facilities	
St. Charles Town Mall (CitiTrends) MTA/Private Spaces: 190 Bus Service: MTA 630	Mattawoman/Beantown Road (Waldorf) SHA Spaces: 826 Bus Service: MTA 705 & 715
Location: US 301@ MD 225 (La Plata Armory) SHA Spaces: 19 Bus Service: Car/Vanpool only	Washington Avenue (La Plata) MTA/Town of La Plata Spaces: 277 Bus Service: MTA 603 & 650
Southern Maryland Blue Crab Stadium (St. Charles) MTA/Private Spaces: 800 Bus Service: MTA 640 & 735	U.S. 301 @ Smallwood (Waldorf) MTA/County Spaces: 425 Bus Service: MTA 610 & 620



Charles County MTA/SHA Park and Ride Facilities	
U.S. 301 (South Potomac Church/White Plains) MTA/Private Spaces: 200 Bus Service: MTA 630 & 650	Waldorf Park & Ride (Old Washington Road and Smallwood) MTA/Private Spaces: 500 Bus Service: MTA 610 & 620
St. Charles Town Mall (JC Penny) MTA/Private Spaces: 254 Bus Service: MTA 620	Smallwood Village Center (St. Charles) MTA/Private Spaces: 125 Bus Service: MTA 640

## PREVIOUS PLANS AND STUDIES

### 2017 National Citizens Survey

The Charles County 2017 National Citizens Survey included questions about transportation in the county. There were 903 responses collected in the mail and online. The survey results were benchmarked against more than 500 communities nationwide. Mobility and economy were found to have opportunities for improvement. When ranked with 500 similar communities across the United States, Charles County ranked 40% or lower in:

- Ease of walking, and paths and walking trails
- Travel by bicycle, public transportation, and car
- Traffic flow
- Use of public transportation instead of driving
- Carpooling instead of driving alone
- Walking or biking instead of driving

When asked about traffic congestion, 90% of Charles County survey participants rated investing in road improvements as essential or very important for relieving traffic congestion; and more than 50% rated investing in sidewalks, bike trails, bus transit, and rail transit as essential or very important. Overall, Charles County fared favorably in the areas of transportation and mobility, as there is public support for improvements in roads, transit, and pedestrian and bicycle infrastructure.

### 2016 Comprehensive Plan

The Commissioners of Charles County adopted the 2016 Comprehensive Plan to guide land use development in the county for the next 25 years. The 2016 Comprehensive Plan reported that bus service is increasing in use and importance in Charles County especially in the La Plata/Waldorf areas. In 2010, the Charles County Commissioners designated the creation of a

fixed route, high-capacity transit service (light rail) from the Branch Avenue Metro Station to Waldorf/White Plains as the highest transportation priority for Charles County.

In alignment with the designated transit corridor from White Plains to the county line, the Waldorf Urban Redevelopment Corridor (WURC) has undergone intensive planning which calls for phased redevelopment of the area to transit-oriented, mixed-use development. The WURC area of downtown Waldorf covers approximately 300 acres along the Old Washington Road corridor (MD-925), south of Acton Lane north of Leonardtown Road (MD-Business 5), and between U.S. 301 and the CSX railroad tracks.

The Charles County comprehensive plan recommends supporting local, regional and commuter transit trips to improve roadway congestion. The plan also recommends supporting and promoting the preservation of the locally preferred high-capacity fixed route transit alignment as designated in the MTA Southern Maryland Transit Corridor Preservation Study. It recommends ensuring that facilities for pedestrians, bicycles and daily parking are considered and included in capital and development projects, particularly in the vicinity of proposed transit station locations.

## **2015 College of Southern Maryland, Hughesville Transportation Study**

The College of Southern Maryland (CSM) and Tri-County Council for Southern Maryland's 2015 Hughesville Transportation Study assessed how to serve the proposed CSM Hughesville campus through public transportation and ensure that CSM-Hughesville develops in a responsible manner. The Center for Trades and Energy Training facility at the Hughesville Campus is complete and the Health Sciences Center facility and is expected to be completed in 2020. The report covered existing conditions, proposed transit recommendations, and outlined proposed campus access points and the recommended transit facility on the campus.

Located at the crossroads of MD-5 and MD-231, Hughesville, Maryland, is centrally located in southern Maryland, providing easy connections between Charles, St. Mary's, and Calvert counties. The Hughesville Transportation Study recommends extending transit services from all three southern Maryland counties to the Hughesville Campus and making this a central transit hub for the tri-county region. These proposed extended services will provide students greater access to campus, and improve inter-campus and inter-county connections. In Charles County, the Hughesville Transportation Study proposes adding a VanGO route that would connect CSM's La Plata Campus to CSM's new Hughesville Campus via MD-488. This route will provide a new east to west connection on Charles County.

The Hughesville Transportation Study found that the campus' roadway infrastructure will need to be extended for the region's transit providers to be able to serve the Hughesville Campus. Currently, the campus can only be accessed from MD-5 via ramps directly to Foster Lane. The study recommends that an additional access point be added from Prince Frederick Road (MD-123) via an extension of Valyn Drive. Valyn Drive is maintained by Charles County

Roads Division and Prince Frederick Road is maintained by Maryland DOT. The Hughesville Transportation Study recommends widening Valyn Drive and installing additional traffic control measures at the intersection of Prince Frederick Road, Valyn Drive and Hughesville Industrial Park Road. The additional infrastructure would need to be wide enough to accommodate two-way traffic and full-size bus traffic. The addition of pedestrian infrastructure is also recommended by the Hughesville Transportation Study. The study states that the implementation of these recommendations will provide CSM students and employees with viable alternative transportation, and enhance the region's overall transit network with a central transfer point and more efficient service.

## **2015 Southern Maryland Coordinated Public Transit – Human Services Transportation Plan**

The Southern Maryland Coordinated Public Transit – Human Services Transportation Plan provides strategies for human services transportation in the Southern Maryland Region based on local stakeholder review and input. The highest rated strategies include:

- Continue to support capital projects that are planned, designed and carried out to meet the specific needs of seniors and individuals with disabilities
- Develop partnerships and identify new funding sources to support public transit and human service transportation
- Advocate for funding to support public transit and human service transportation
- Maintain services that are effectively meeting identified transportation needs in the region
- Use current human services and specialized transportation services to provide additional trips, especially for older adults and people with disabilities
- Improve coordination between transportation providers

## **2015 Charles County Health Needs Assessment**

From July 2014 to March 2015, the University of Maryland Charles Regional Medical Center conducted a comprehensive assessment of the health needs of Charles County. Transportation to healthcare was included in this study. The assessment included four different data sources:

- A long online survey of residents
- A short paper survey
- Fifteen focus groups with stakeholders

- A quantitative data analysis of secondary published data

Transportation and access to care were among the five biggest issues identified as barriers to a healthy county. The largest issues listed from the Charles County Health Needs Assessment are:

- Physician recruitment, retention, and reimbursement
- Mental health resources and services
- Substance use disorders
- **Social determinants to health: transportation, access to care**
- Chronic disease management (acute lifestyle change and palliative care)
- Obesity/overweight: childhood specifically

## 2008 Southern Maryland Transportation Needs Assessment

The Southern Maryland Transportation Needs Assessment provides a comprehensive understanding of transportation needs within southern Maryland. The public transit sections focused mostly on improving and increasing commuter bus service, especially making connections to Washington, D.C. Under public transportation, the needs assessment recommended the following strategies to improving existing transit service in southern Maryland.

- Improve local transit service and coordination
- Expand commuter bus service and park-and-ride lots
- Enhance transit information and dissemination
- Implement feasible high-capacity transit options

In Charles County, the needs assessment predicted that the Charles County to Prince George's County corridor will benefit from improved commuter transportation services. The needs assessment also suggested examining potential coordination and expansion of services in the county's three local transit services. They suggested a regional approach to local bus planning and services, including the possibility of formal coordination of decisions and actions among the agencies or consolidation of operational authority into a single regional agency. The study suggested the tri-county area support high-capacity transit options by preserving right-of-way along transit ways in the U.S. 301/ MD-5 corridor from White Plains to the Branch Avenue Metrorail station and eventually, the implementation of bus rapid transit and fixed rail in this corridor.

# Chapter 3

## Transit Needs Assessment and Demographic Analysis

### INTRODUCTION

This chapter assesses transit need in Charles County through both qualitative (input from riders and the community) and quantitative information (demographic and land use data). First, this chapter discusses transit needs that resulted from on-board, community, and employer surveys. It then identifies needs obtained through individual interviews with key stakeholder agencies and organizations. The chapter concludes with a variety of data that impacts the provision of transit services, ranging from major trip generators to underserved and unserved population subgroups that are documented and analyzed. It includes a general population profile, identification and evaluation of underserved population subgroups, and a review of the demographic characteristics pertinent to a Title VI analysis. And finally, this chapter develops a land use profile based on Charles County's major trip generators and resident commuting patterns.

Overall, the needs assessment and the review of demographics provide information that helps guide the alternatives and recommendations that are included in the following chapters of this TDP.

### VANGO CUSTOMER SURVEY

An important task for the TDP was to gather opinions from system users concerning VanGO's current fixed route services and develop a passenger profile. With input from VanGO staff, an onboard survey was prepared for these purposes. A copy of the onboard survey is provided in Appendix C.

The survey was administered onboard VanGO vehicles from late April to early May 2017. VanGO staff distributed surveys to drivers who in turn distributed them to riders. The results are discussed in the following section.

### Trip Information

Survey respondents were asked several questions pertaining to their trip. The first question asked participants to indicate which VanGO route they boarded. The most commonly boarded routes were the 301 Connector, La Plata, and Indian Head Routes. The least boarded

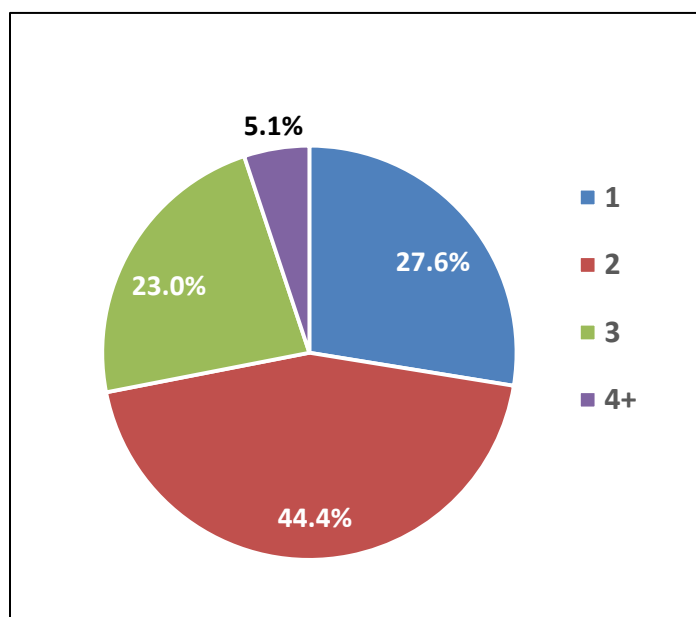
routes were the St. Charles A, Brandywine Connector, and St. Charles D Routes. Table 3-1 shows the distribution of responses by route.

The survey asked participants how many buses it would take for them to complete their one-way trip. 27.6% of respondents only required one bus in order to complete the trip; however, 72.4% required two or more buses. Figure 3-1 illustrates the results from this question.

**Table 3-1: Routes Passengers Boarded**

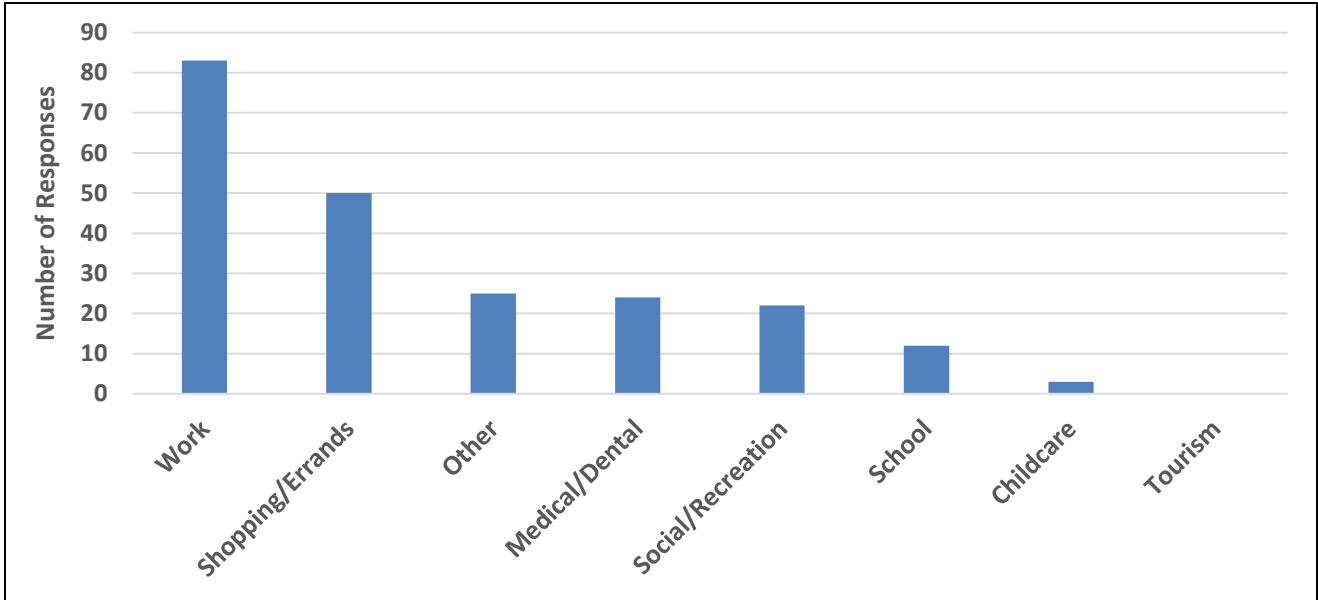
Route	Number of Responses
301 Connector	56
La Plata	48
Indian Head	37
Nanjemoy	30
Newburg	29
Pinefield	22
St. Charles B	22
Business A	21
Charlotte Hall	18
Business B	16
Berry Road	15
Bryans Road	15
St. Charles C	14
St. Charles A	11
Brandywine Connector	7
St. Charles D	7

**Figure 3-1: Number of Buses Required to Complete Trip**



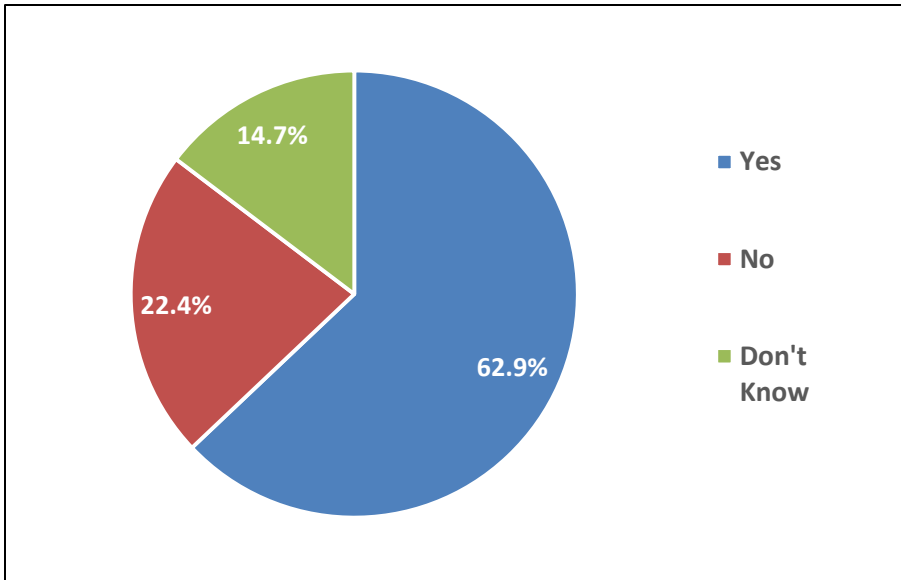
The survey responses indicated that “Work” was the primary reason for their trip (83 responses) followed by “Shopping/Errands (50 responses) and “Other” (25 responses). Figure 3-2 summarizes the trip purpose for VanGO riders.

**Figure 3-2: Trip Purpose**



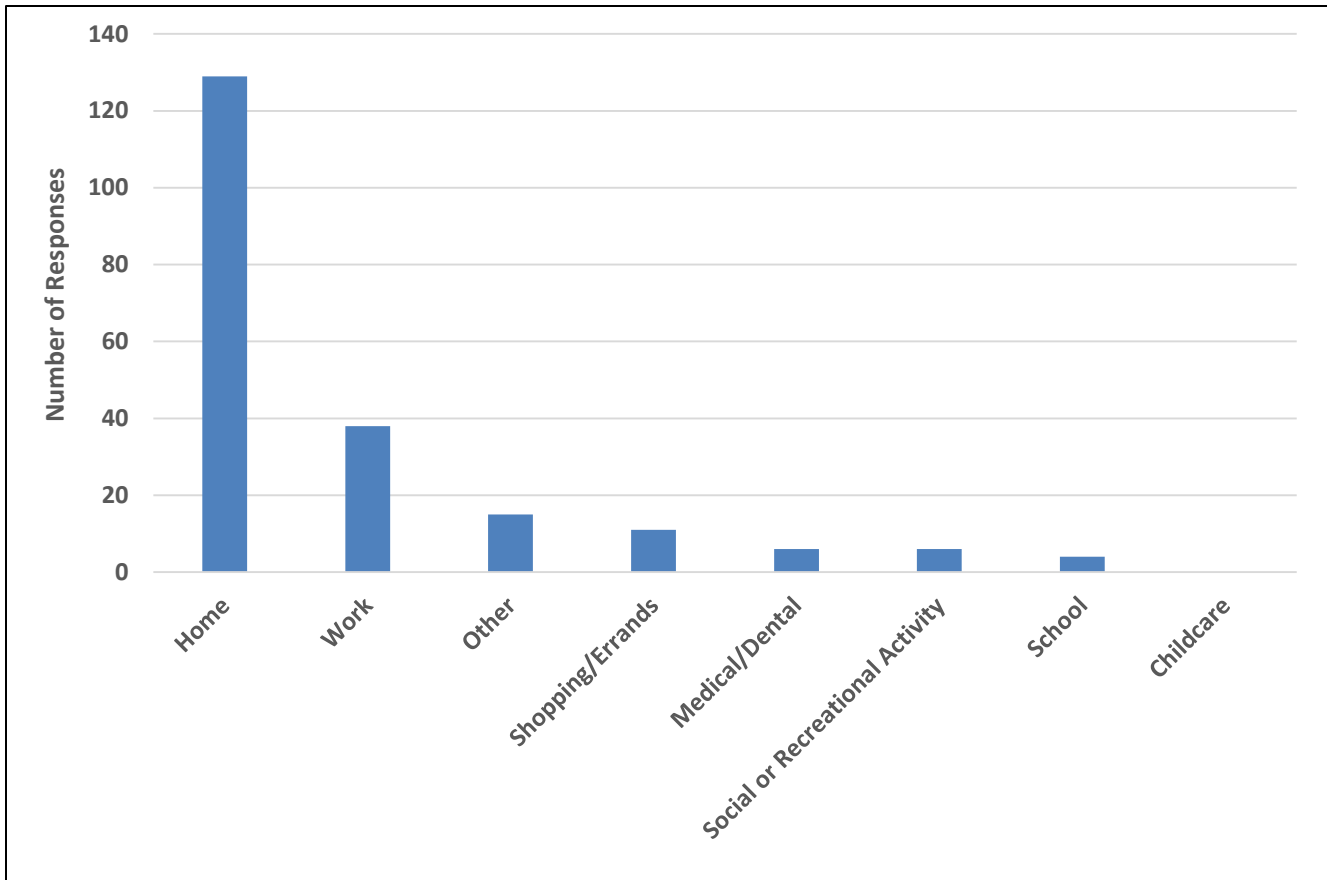
Customers were asked whether their trip was part of a round-trip on the bus. 62.9% of riders said “Yes”. Figure 3-3 summarizes these findings.

**Figure 3-3: Is your trip part of a round-trip on the bus?**



Riders were asked where they were coming from before this one-way trip. A majority of customers stated they came from home. The next most common answers were “Work”, “Other”, and “Shopping/Errands”. Figure 3-4 summarizes the responses.

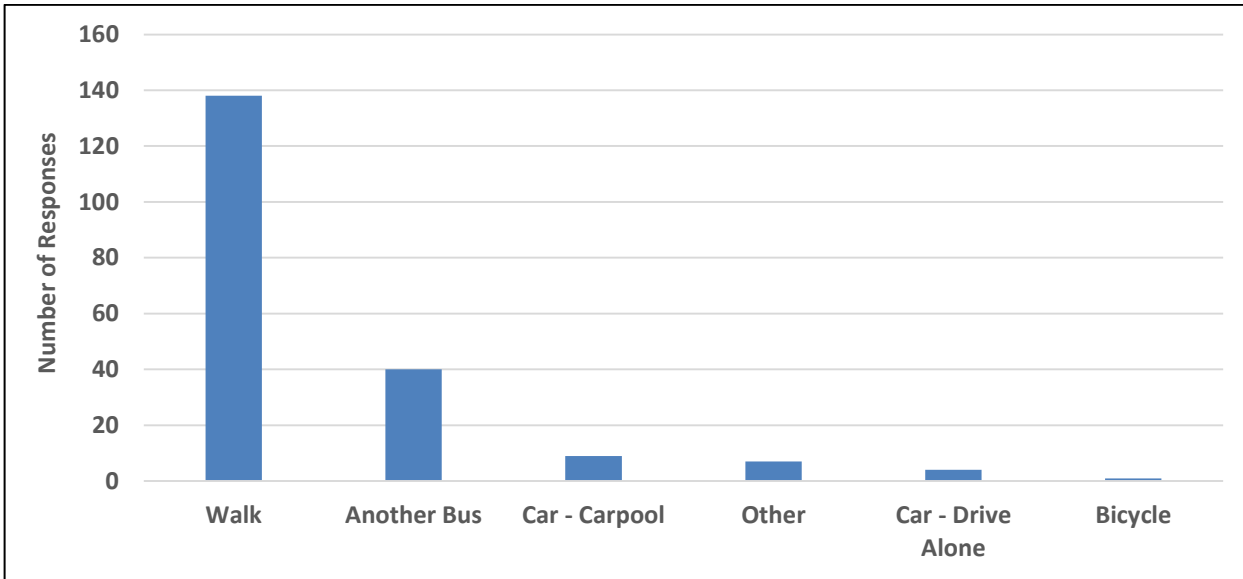
Figure 3-4: Trip Origins



VanGO customers were asked how they traveled to the bus stop. The most popular mode for traveling to a bus stop was walking, followed by taking another bus and carpooling. The average distance walked to a VanGO stop was 3.1 blocks. Additionally, riders who took another bus to their bus stop were likely to take the 301 Connector, Business B, or La Plata Routes. Figure 3-5 summarizes the responses for this question.

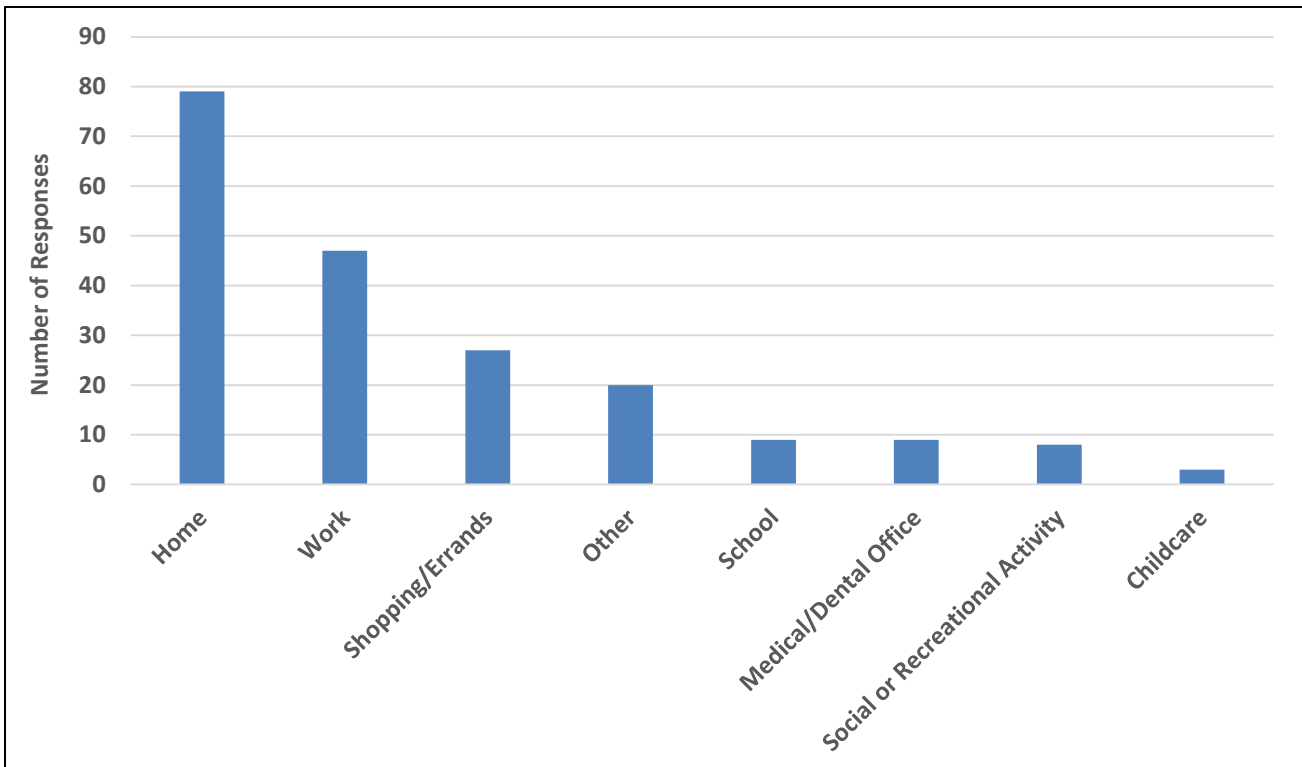


**Figure 3-5: Mode of Transit to Bus Stop**



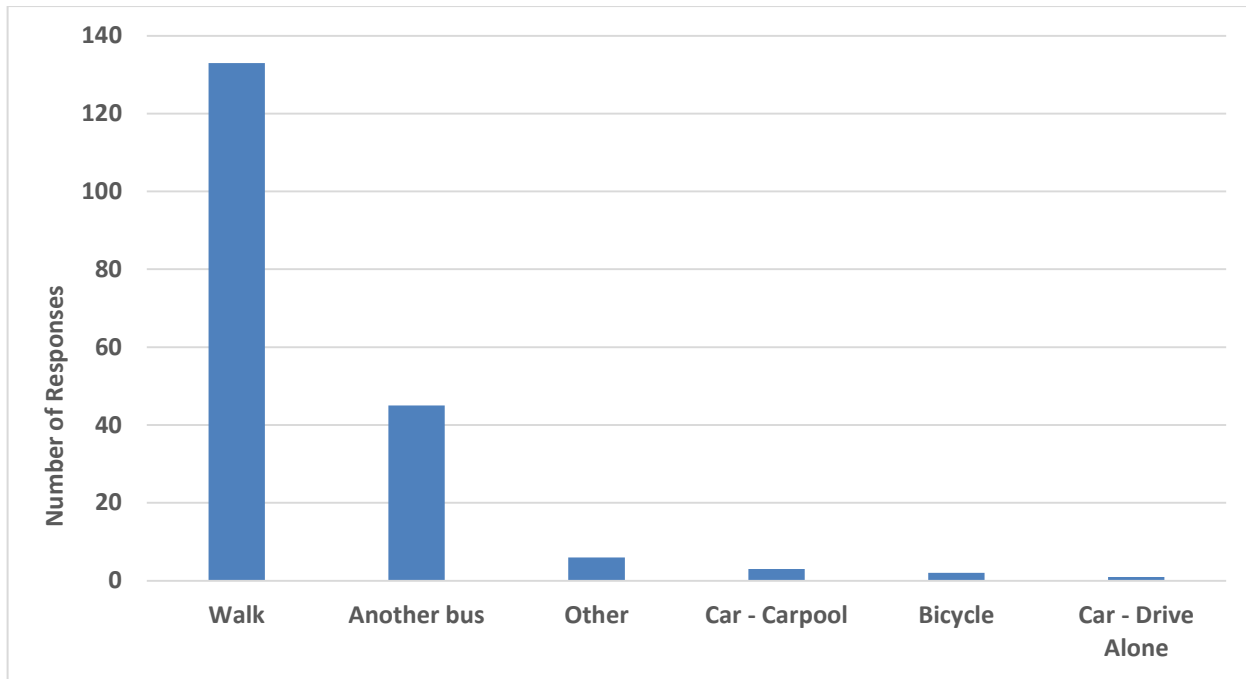
Riders were asked to identify their final destination of their one-way trip. The most common response was “Home”. The next three most common responses were “Work”, “Shopping/Errands”, and “Other”. Figure 3-6 summarizes the responses.

**Figure 3-6: Trip Destinations**



Customers were asked how they reached their final destination from the bus stop. The most common response was “Walk”, followed by “Another Bus”. The average distance walked from a VanGO stop was 2.5 blocks and riders who took another bus were most likely to take the 301 Connector, La Plata, Nanjemoy, or Business B Routes. A summary of these responses can be seen in Figure 3-7.

**Figure 3-7: Mode of Transit from Bus Stops**



### Rider Satisfaction

The survey presented several questions to determine rider satisfaction and elicit suggestions for improvement.

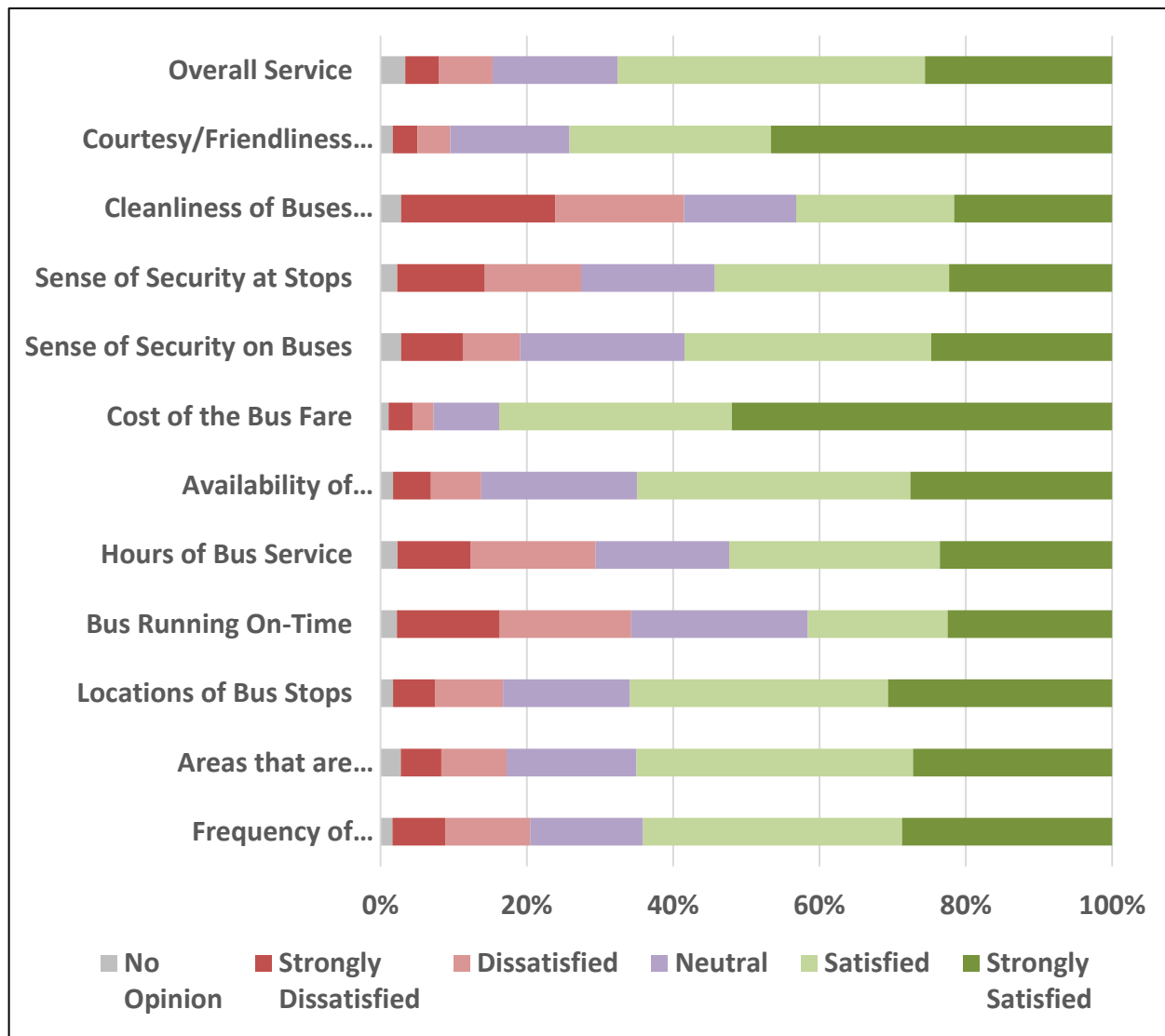
Riders were asked to rate their satisfaction with various aspects of VanGO services and give their overall satisfaction level. Nearly 68% of riders were either “Satisfied” or “Strongly Satisfied” with VanGO’s overall service while 12% of riders were either “Dissatisfied” or “Strongly Dissatisfied.”

Riders were asked what they liked best and least about the service. Customers were most satisfied with the cost of the bus fare, courtesy/ friendliness of bus drivers, and location of bus stops. Many riders also commented that one of the aspects they liked most about VanGO was the availability.

Customers were most dissatisfied with the cleanliness of buses and stations, on-time performance, and hours of bus service. Many riders commented that one of the aspects they liked least was the conduct of fellow passengers.

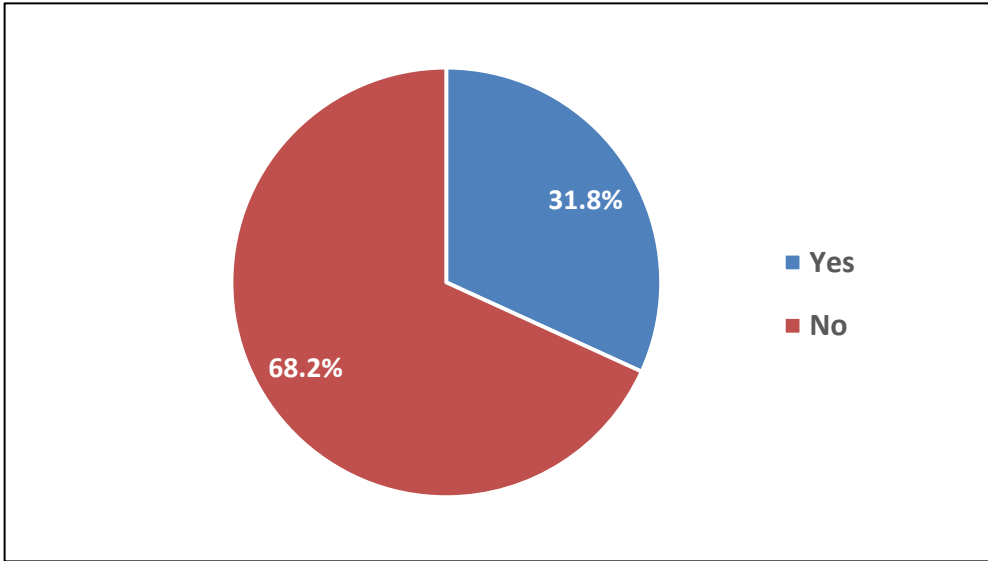
A summary of responses can be seen in Figure 3-8.

**Figure 3-8: Customer Satisfaction with VanGO Service**



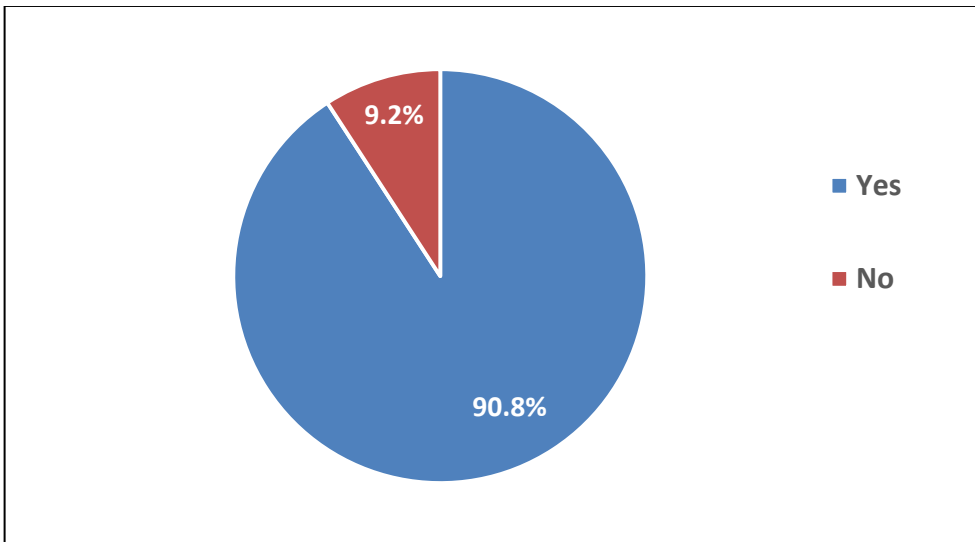
When asked if there were places riders needed to go that VanGO does not serve, 64.6% replied “No.” Suggestions for additional stops included WMATA Metrorail stops, Best Buy, and Cobb Island, Maryland. This is shown in Figure 3-9.

**Figure 3-9: Are there places in the area that you need to go that VanGO does not serve?**



Riders were then asked if the bus fare price was reasonable. 90.8% of riders stated that the fare was reasonable while 9.2% disagreed. Customers suggested the bus should be free, 50 cents, or one dollar. Results for this question are shown in Figure 3-10.

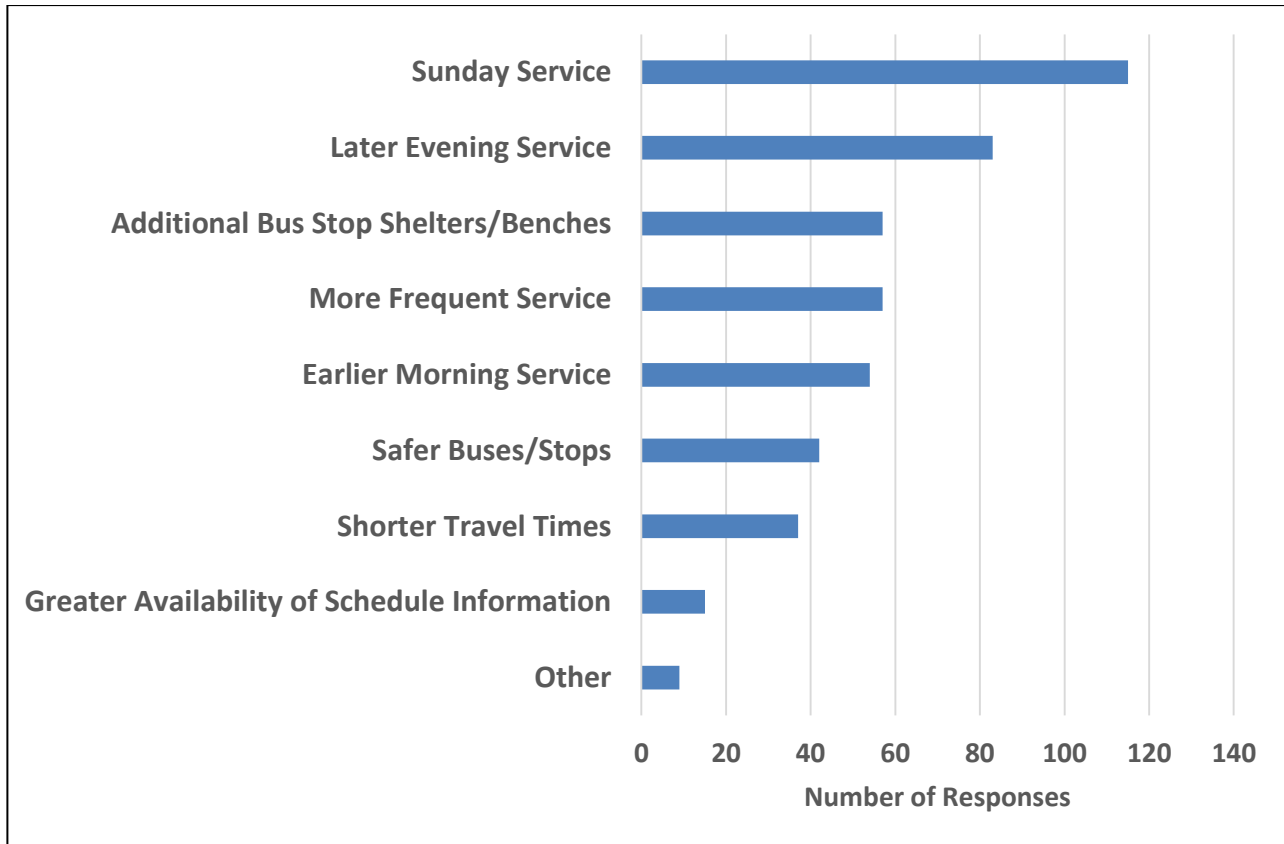
**Figure 3-10: Is the bus fare reasonable?**



Participants were asked to mark all of the service improvements they would like to see implemented. Adding service on Sunday was the most popular (115 responses), followed by

extending evening service (83 responses), adding additional bus stop shelters/benches (57 responses), and increasing bus frequency (57 responses). Figure 3-11 summarizes these responses.

**Figure 3-11: Service Improvements**

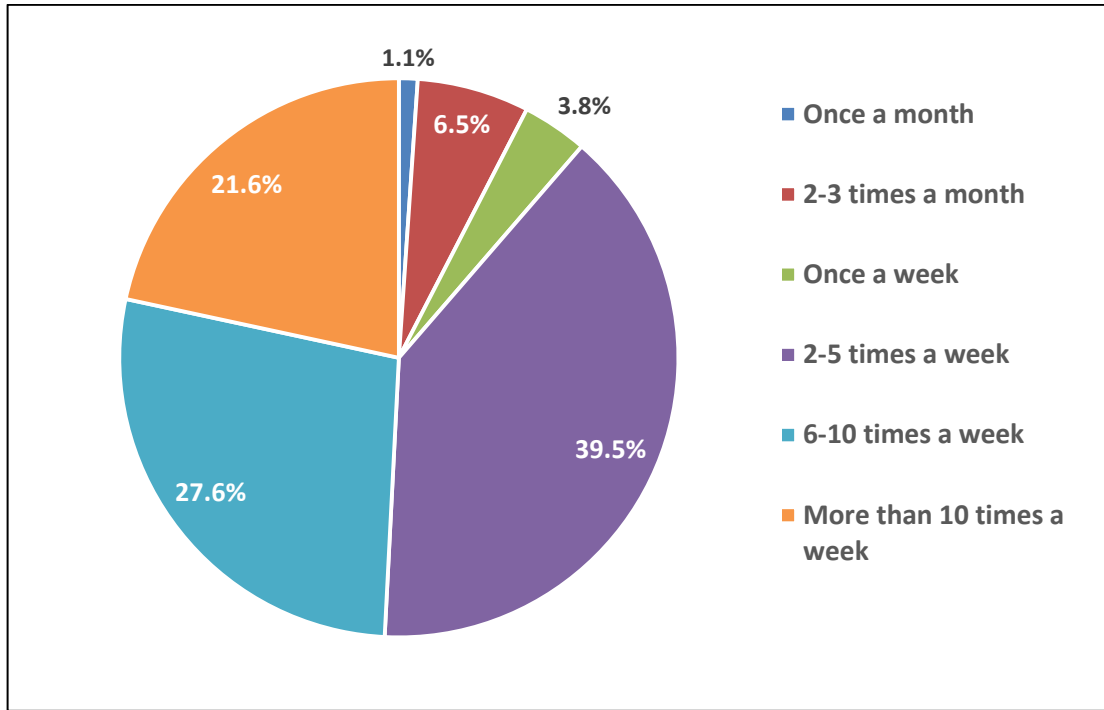


## Rider Profile

Several questions on the survey asked riders to provide information about themselves. These responses are summarized in this section to form the VanGO rider profile.

As shown in Figure 3-12 customers that completed the survey are frequent riders, with a plurality of riders taking the bus two to five times a week and over 27% using VanGO six to ten times a week.

Figure 3-12: How often do you typically ride VanGO?



The age distribution of VanGO riders that completed a survey is provided in Table 3-2. The data shows that the vast majority of riders are working age adults (between the ages of 19-64) (92%) and to break down even further, 41.3% of survey respondents are between 25 and 49 years old.

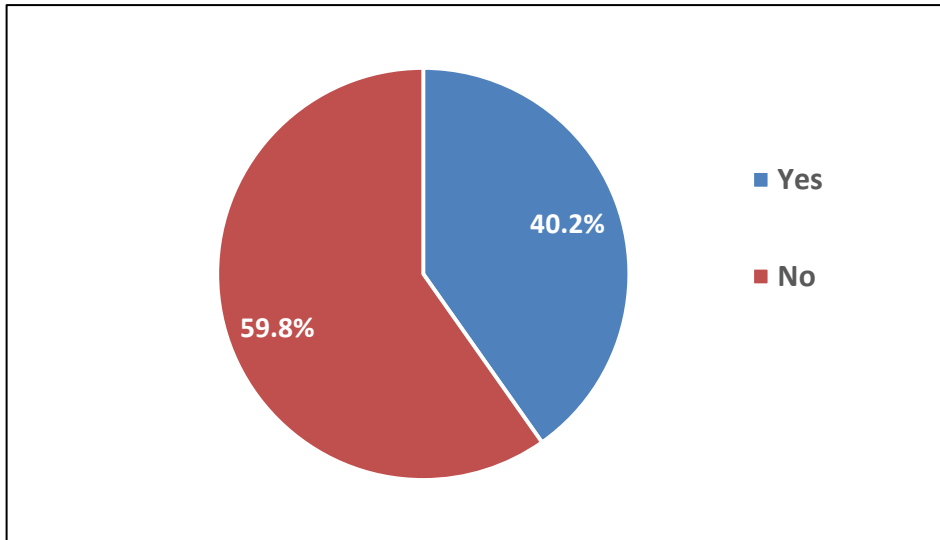
Table 3-2: Age of Survey Participants

Age	Number of Responses	Percent of Total
Under 16	1	0.5%
16 - 18	7	3.8%
19 - 24	36	19.6%
25 - 49	76	41.3%
50 - 64	53	28.8%
65 and older	11	6.0%
<b>Total Responses</b>	<b>184</b>	<b>100.0%</b>

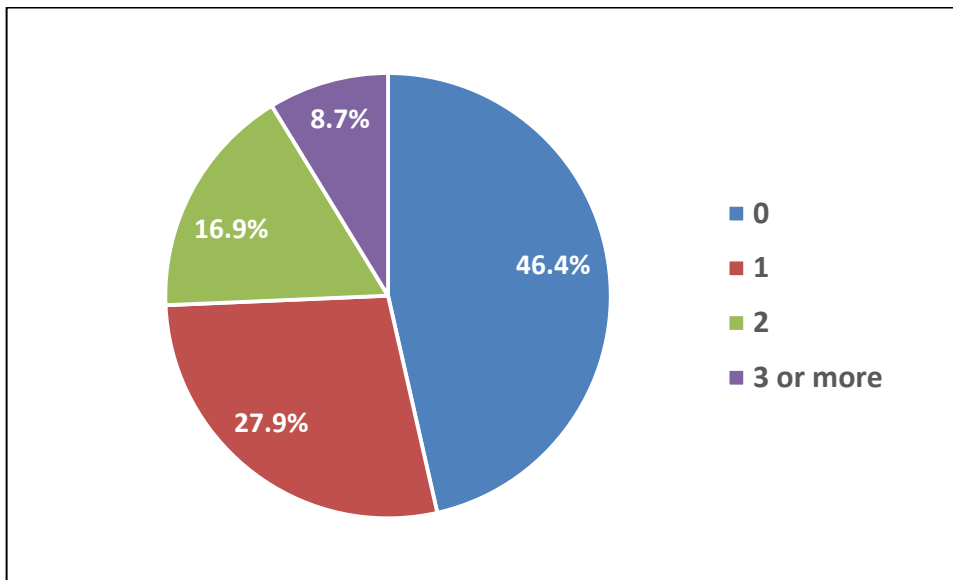
The survey asked riders if they had a valid driver’s license, how many cars are owned by their household, and whether a car was available for their trip. Figure 3-13 reveals that nearly 60% of VanGO riders do not have a driver’s license.

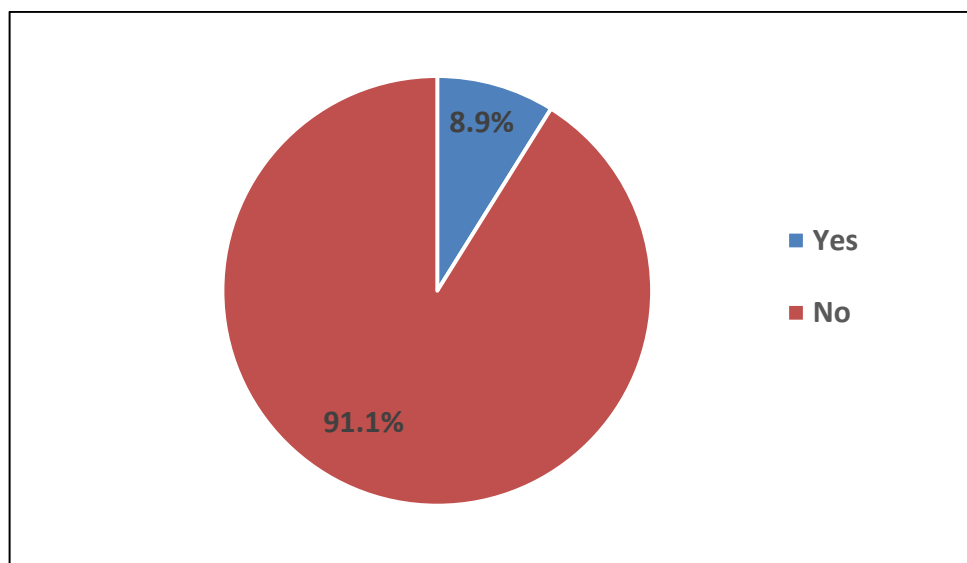
Figure 3-14 shows that 46.4% of customers do not have a car. Additionally, 91.1% of VanGO riders reported that they did not have a car available to them on the day of their trip. This is depicted in Figure 3-15.

**Figure 3-13: Do you have a valid driver's license?**

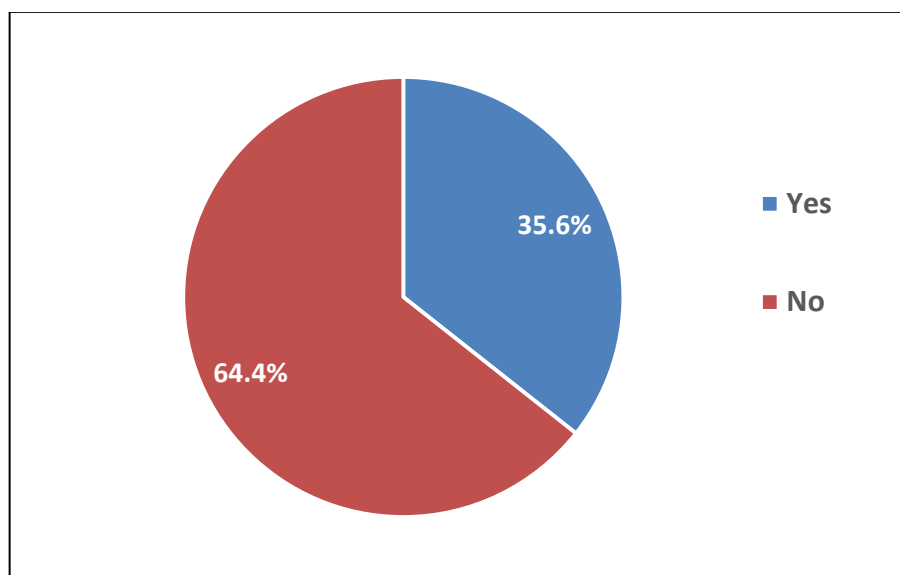


**Figure 3-14: Number of Cars in Household**



**Figure 3-15: Was a car available to you for this trip?**

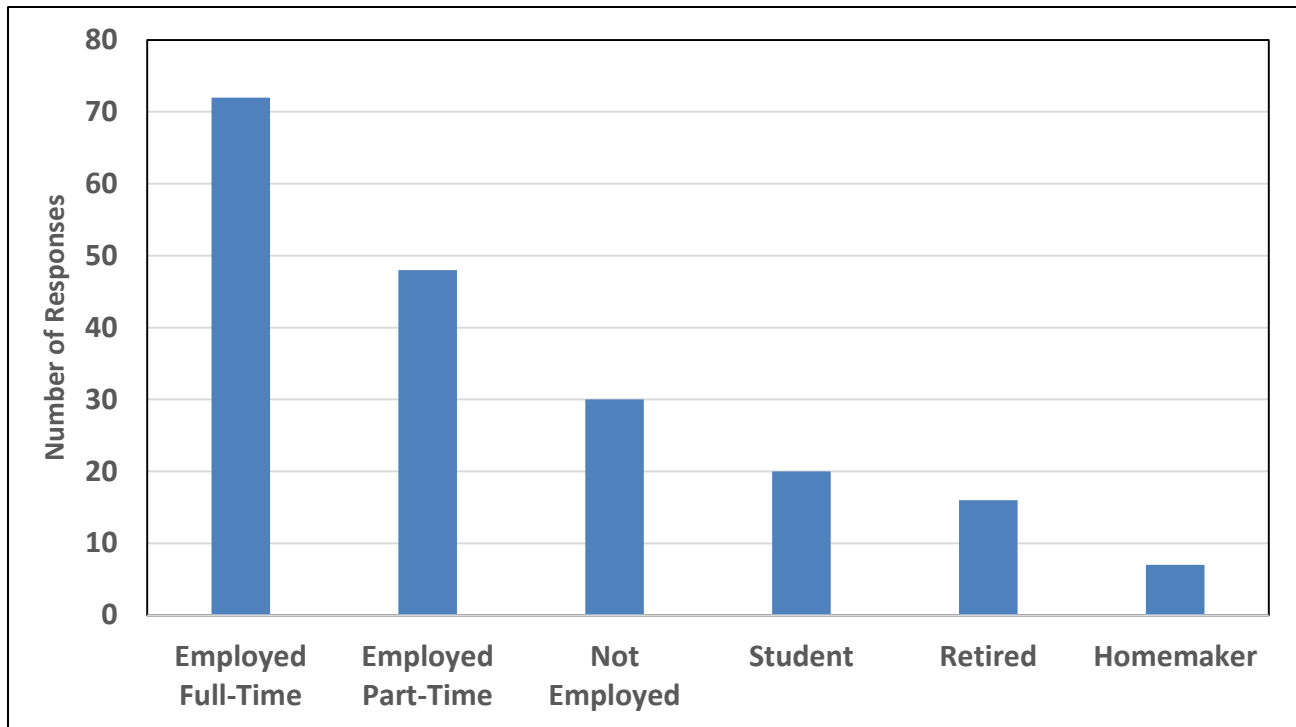
The survey asked riders if they had used the new VanGO bus tracking app. Roughly one-third of respondents (35.6%) had used the app while the remainder had not. This is shown in Figure 3-16.

**Figure 3-16: Have you used the new VanGO bus tracking app?**

Riders were also asked about their employment status. Of the status choices listed on the survey, the two with the highest response rates were “Employed Full-Time” (72 responses), and “Employed Part-Time” (48 responses). A full break down of responses can be seen in Figure 3-17.

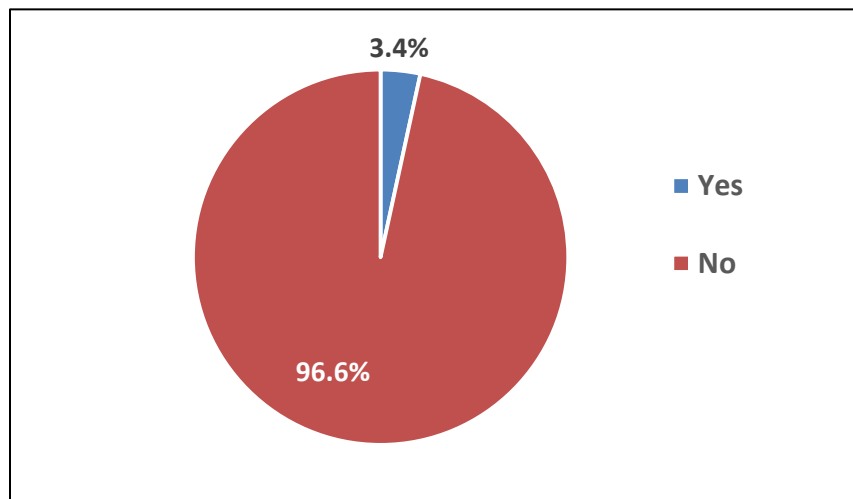


**Figure 3-17: Employment Status**



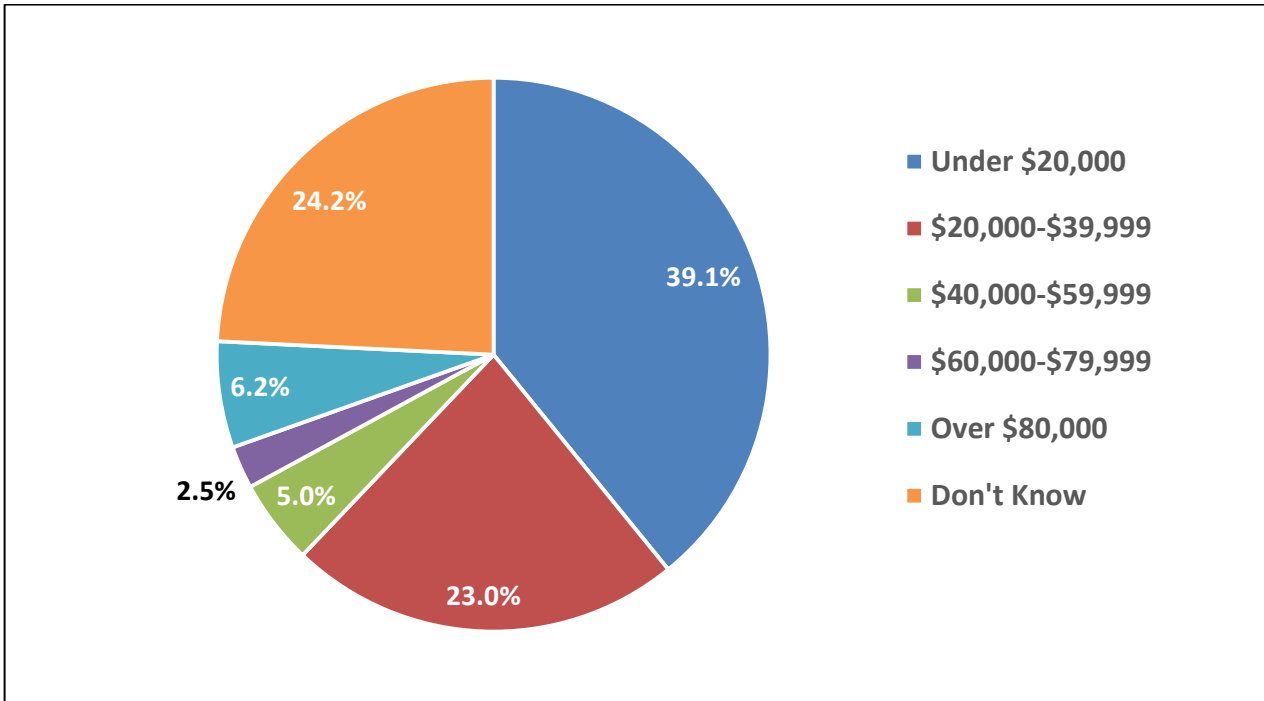
The survey asked riders if they had ever served in the military. Figure 3-18 reveals that 3.4% of respondents had served in the military.

**Figure 3-18: Have you ever served in the military?**



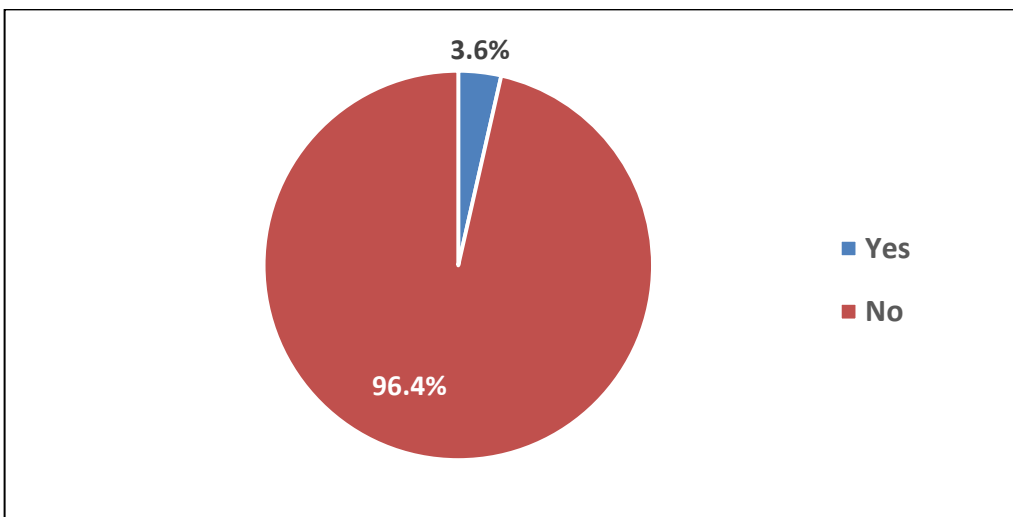
VanGO riders reported relatively low incomes with 39.1% reporting a household income of less than \$20,000 a year, and 23.0% of respondents reported an annual income of between \$20,000 and \$39,999. Household income results are provided in Figure 3-19.

**Figure 3-19: Household Income**



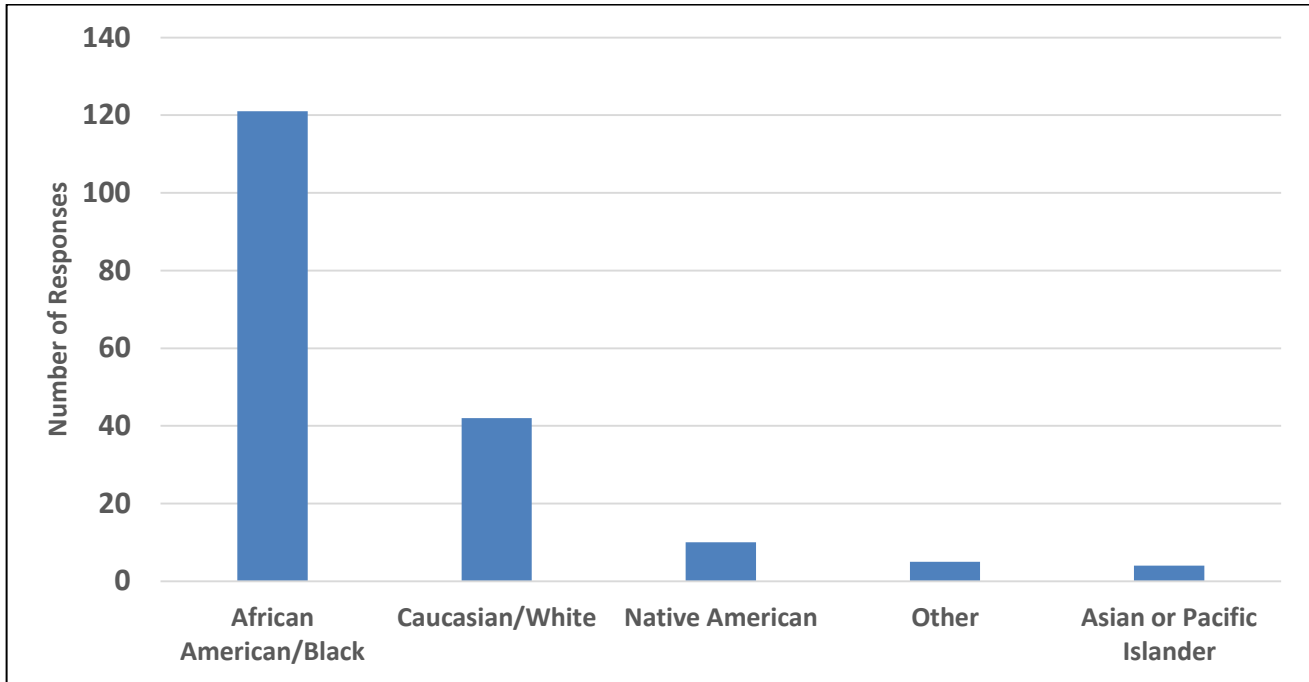
Customers were asked whether or not they were of Hispanic origin. 96.4% of respondents indicated they were not of Hispanic origin. This is shown in Figure 3-20.

**Figure 3-20: Are you of Hispanic origin?**



Survey respondents were asked how they classified their ethnicity. The majority of respondents indicated they were African American/Black (121 responses), and 42 respondents identified as Caucasian/White. A full break down of responses can be seen in Figure 3-21.

**Figure 3-21: Ethnicity**



## Comments

Respondents for eighty-four of the completed surveys provided comments. Many comments reflected passenger satisfaction with VanGO and particularly satisfaction with the drivers/staff.

- One satisfied rider commented: “It got me where I need to go and I think the drivers do a great job.”
- Another rider wrote, “Brenda, Patricia, Q, and AC are just to name a few drivers that are excellent on their routes and customer service.”

A common complaint found in the comments sections concerned the activities of some people at the La Plata Park and Ride. Several riders noted that people loiter at the Park and Ride and smoke cigarettes, drink alcohol, and use drugs. One individual reported, “*La Plata Park and Ride is the worst; some people every day drinking and smoking.*” Another stated, “*Please stop people from drinking and smoking at the Park and Ride Area.*”

## COMMUNITY SURVEY

In addition to the passenger survey a broader community survey was developed, and can be found in Appendix D. This survey provided the opportunity to gather opinions from the general public on VanGO services and public transportation as a whole. An on-line survey was available through the VanGO website and publicized through press releases and other outreach efforts. Hard copies were also available at community locations. The community survey provided the following key results.

The survey asked respondents what was their primary mode of transportation for a variety of trips. While driving themselves was the top answer, as indicated in Table 3-3 a significant number noted that public transportation was their primary mode, particularly for work trips.

**Table 3-3: Primary Mode of Transportation**

Destination	Drive Myself	Ride with Family or Friends	Public Transit	Walk	Bicycle	Taxi/ Uber/ Lyft
Work	73%	8%	27%	5%	2%	2%
School	71%	12%	24%	4%	1%	2%
Medical	77%	17%	13%	2%	1%	4%
Social/Rec	75%	21%	13%	5%	3%	6%
Shopping/Errands	73%	17%	17%	6%	1%	5%

For the people who do not use VanGO the survey asked respondents their reasons for not using public transit. Respondents could select more than one option. As shown in table 3-4 the top answers were that a trip would take too long and they would have to wait too long for the bus.

**Table 3-4: Reason for Not Using VanGO**

<b>Reason for Not Using VanGO</b>	<b>Percent of Survey Responses</b>
Trip is too long/takes too much time	37%
Have to wait too long for the bus	36%
Need my car for work/school	35%
Don't feel safe on the bus or at the bus stop	30%
No service near my home/work/school	27%
Buses are unreliable/late	21%
The hours of operation are too limited	21%
The days of operation are too limited	17%
Using the bus is confusing	13%
Did not know about public transit	10%
The bus is uncomfortable	8%
I have limited mobility/hard to use the bus	5%
The fare is too expensive	0%

People who do not use VanGO were also asked what improvements could be made to VanGO services that would encourage them to use the system. More frequent service was the top answer, followed by additional bus stop amenities and greater availability of schedule information. A variety of improvements were noted, and are detailed in Table 3-5.

**Table 3-5: Needed VanGO Improvements**

<b>Needed VanGO Improvement</b>	<b>Percent of Survey Responses</b>
More frequent service	57%
Additional bus stop shelters/benches	50%
Greater availability of schedule information	46%
Safer buses/stops	41%
Shorter travel times	34%
Earlier morning service	31%
Later evening service	30%
Sunday service	29%

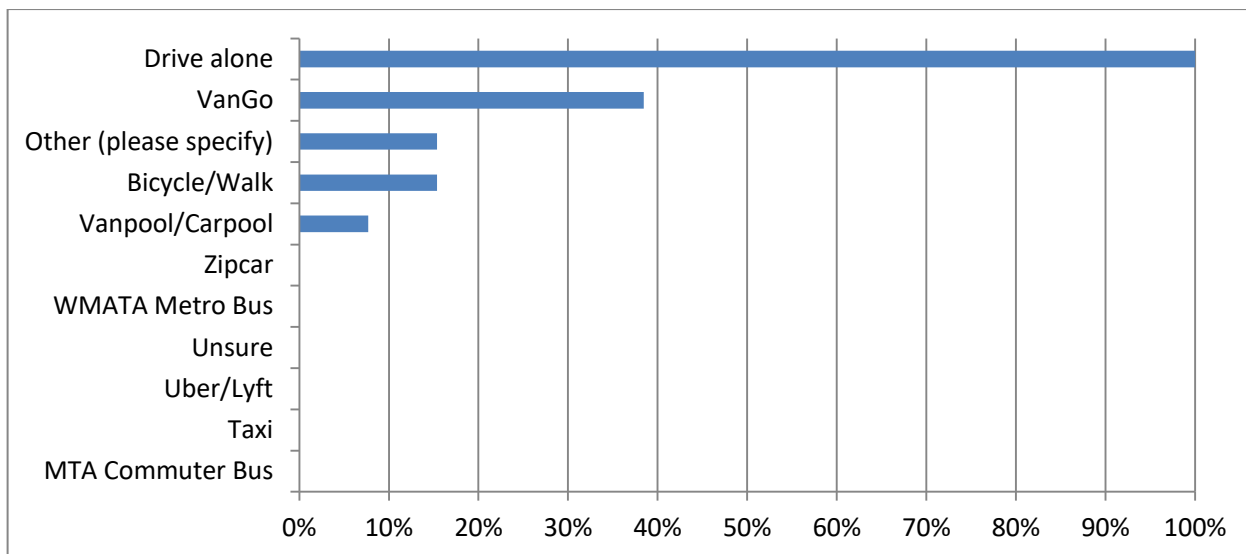
## EMPLOYER SURVEY

An on-line survey, found in Appendix E, was available for employers in Charles County to provide input for the TDP. The Chamber of Commerce distributed links to the employer survey via email. Thirteen employers, representing 764 employees and adult learners completed the survey. The following agencies responded to the employer survey:

- Charles County Literacy Council
- Tri-County Council for Southern Maryland
- Charles County Freedom Landing Inc.
- SOMD Foot and Ankle
- Charles County Chamber of Commerce
- Sagepoint Senior Living Services
- LifeStyles of Maryland
- Bauserman Service, Inc.
- Shasho Consulting P.A
- Charles County DSS
- Carrie Polk Insurance

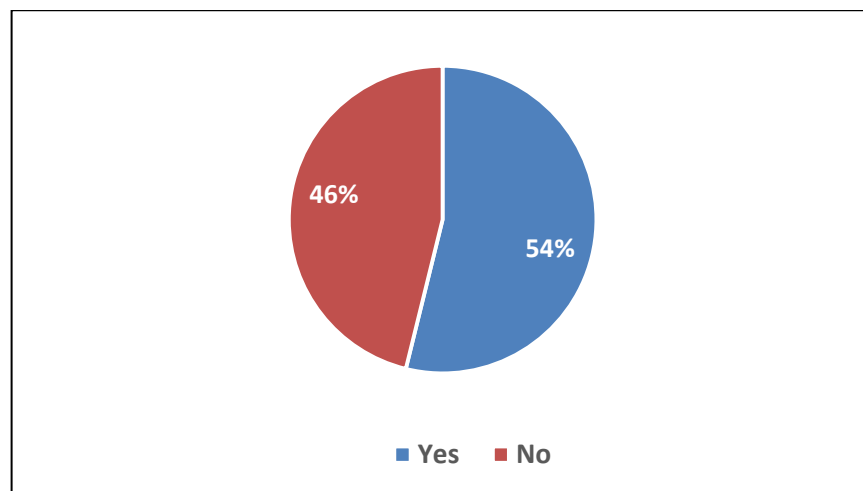
Many agencies that participated in the survey are public and non-profit agencies, serving people who rely heavily on public transportation services. Employers were asked to select the top three modes of transportation that their employees used to get to and from work. 100% of employers reported that their employees drove alone to and from work. VanGO was the second highest mode used for commuting after driving, at 38%. A full breakdown of responses can be seen in Figure 3-22. It should be noted that respondents could select more than one option.

**Figure 3-22: How Employees Get to Work**



As illustrated in Figure 3-23, more than half (54%) of the employers indicated they were aware of employee transportation issues or concerns. Respondents indicated that employees who could not drive had difficulty accessing work sites.

**Figure 3-23: Are you aware of employee transportation issues?**



Employers indicated in their open-ended comments that people who cannot drive are limited to employment sites that are accessible via public transportation. They also indicated that there was adequate free parking at all of their work sites. The employer comments are below.

**Table 3-6: Employer Comments**

Employer Comments
Location of tutoring is always chosen based on transportation. If they don't drive or have care and if VanGO is accessible, location is chosen. Otherwise must depend on friends/family to get there. Also, tutoring location can be picked to walk too.
An employee recently became disabled and is unable to drive herself.
La Plata traffic is very heavy. The intersection of 301 and route 6 is a disaster.
Some employees wait for VanGO close to a busy street.
Some staff who use VanGO are late for work due to transportation delays.
Lack of public transportation to facilitate getting to work on time.
Transportation is an issue for the clients we support.
It is imperative that our employees have access to reliable transportation. Our company is open 24/7, so we have to hire persons that have, typically, their own transportation, as it is outside of normal business hours and available transit.

## STAKEHOLDER INPUT

In addition to the survey process, individual interviews were conducted with the following key stakeholder agencies and organizations:

- Charles County Aging and Seniors Programs
- Charles County Adult and Children's Services
- College of Southern Maryland
- Spring Dell Center
- University of Maryland Charles Regional Medical Center

Results of the public and stakeholder meetings are summarized below in the following categories:

- Level of Awareness/Public Support
- Unmet Needs and Service Issues
- Opportunities

Overall, the majority of comments indicated: a need to reduce the amount of time it takes to ride the bus by having more direct routes with less transfers; to create a more welcoming system for older adults and people with disabilities; and to make bus stops, street crossings and pedestrian infrastructure safer for the public.

### **Level of Awareness / Public Support**

Stakeholders were asked if they thought that the general public and the populations they serve are aware of VanGO's transportation services, what the level of public support is for public transportation, and to identify barriers to using the public transportation system. Stakeholders indicated that the general public, especially those populations that have limited transportation options are aware of VanGO's services and supportive of public transportation. The geographic nature of Charles County and the length of time traveling by bus were cited as barriers to using the public transportation system.

Stakeholders reported that they thought that the public was aware of the Van Go system and that the VanGO red buses are visible. However, they speculated that most people do not know how to use the system. When asked about the level of public support for public transportation, stakeholders indicated that people were supportive and expressed a need for more specialized services to meet the needs of people with disabilities, medical conditions and older adults. They suggested that some people in the county depend on public transportation and have no other alternatives. The Charles Regional Medical Center, for example purchases approximately 800 VanGO bus passes each year for hospital patrons who have no other means of transportation. Stakeholders commented that for people with medical needs, the routes and transferring between buses could be confusing and take too long. There



were also concerns about bus stops that are located on roads with high speed limits and multiple lanes. Crossing these streets and standing on a narrow shoulder can be dangerous for people who are trying to catch the bus.

Other barriers identified included:

- The suburban and rural culture of the population
- Concerns about safety
- The length of time trips on the bus system takes
- Crime and conditions of the two transfer centers
- Difficulty for mothers traveling with small children and accompanying equipment
- Difficulty getting to appointments on time when using the bus
- Transferring can add time to a trip and be confusing for some people
- Some bus stops are not accessible
- Some people would need an aide to ride the bus with them, due to their disability

Overall, the public and stakeholders are supportive of the system and speak favorably of it. All of the stakeholders would like to work with VanGO to expand services to meet the needs of their targeted populations. For example, stakeholders working with older adults and medically frail populations would like to have more direct routes from housing to medical facilities, safer bus stops, street crossings and pathways, and to try and reduce the amount of time and transfers the routes take. The college would like more bus shelters and safer bus stops on their campuses. Stakeholders agreed that the two transfer locations need to be cleaned up and made to feel safer.

## **Unmet Needs and Service Issues**

Stakeholders were asked about the strengths and weaknesses of the current system. Most stakeholders indicated that the system works for some of their clients and offered suggestions to improve the system. The strengths of the VanGO system included:

- Schedule and hours of operation are sufficient
- Frequency of bus routes is sufficient
- System is responsive and has good customer service; any issues with schedules and stops are resolved quickly
- Customer service is great and VanGO administrators are helpful and collaborate well with partners
- System is overcrowded and that is a good thing, people use it

- It helps getting people to their places of employment

Some concerns overlapped across sections. Most stakeholders reported that the length of time it takes to travel by bus is too long. Transfers can make trips longer and can be confusing. Transfer centers are poorly maintained and perceived as unsafe. Many older adults and people with disabilities are unable to ride longer routes due to their need to use a restroom and their inability to navigate transfers without assistance.

Stakeholders also offered suggestions for expanded services and routes. For example, they would like more express routes and bus stops closer to doorways. They recognize that coming onto campuses and to doors of facilities takes more time. They are concerned with the populations they represent having to wait outside in the elements. There was also concern about the safety of bus stops on the side of the road and the pathways and street crossings associated with them. Some specific service updates and suggestions are listed below.

- Bus stops need to be maintained better and be made more accessible, including safe street crossings and pathways.
- Crime and loitering at transfer stations and on buses needs to be addressed.
- Homeless people are sleeping in bus shelters.
- Cobb Island needs service, even if it is a once a week shopping/medical services trip.
- Indian Head Senior Center would like a subscription service and a more direct route.
- A Waldorf route that goes from senior housing to the senior center should be created.
- A circulator route that goes through Waldorf and stops at medical centers, the shopping mall, and senior housing should be created. (This would be instead of the pulse route with transfers.)
- People who need non-emergency medical transportation (NEMT) often need to go out of the county. For example they need access to medical facilities in Georgetown, the Washington Hospital Center and Johns Hopkins in Baltimore. Some clients need to go monthly and would be willing to pay extra for a safe regulated trip as opposed to taking an unregulated car service.
- People who live outside of the county sometimes stay at the University of Maryland Charles Regional Medical Center and need a ride home when they are discharged.
- Some NEMT trips are complicated when people need regular appointments; for example, for dialysis or chemotherapy.

- Routes should cross county lines. For example, riders need to get to the Greater Baden Clinic in Prince George's County.
- Many low income people who need to ride the bus live in rural areas because housing is more affordable there; increase services to rural areas.
- More services should be made available to connect people with employment, especially in rural areas.
- Services for cross county services for workforce commutes outside the county should be increased.
- Charles County needs more north-south routes and connections between Charles County and Prince George's County.
- More direct bus service between College of Southern Maryland's campuses should be added.
- Additional service is needed to the College's Hughesville campus, and bus stops on campus, with shelters, safe street crossings and pedestrian pathways.

The new Center for Trades and Energy Training facility at the College of Southern Maryland's Hughesville campus is open. They also expect to be opening the Health Sciences Center facility by 2020. Currently, the campus is accessible via Foster Lane. They need bus transportation for students. There is a concern that a bus stop on Route 5 will be unsafe for passengers. Route 5 is a four-lane highway and there are no safe crossing points near the Hughesville campus. There are no pedestrian walkways from Route 5 to the campus.

The location of the campus makes it an ideal transfer point between county transit systems. The September 2015 Hughesville Transportation Study recommends using the Hughesville Campus as a central transit hub between Charles, St. Mary's and Calvert Counties. This would help address the need for travel between counties, something identified in all three counties' previous transit development plans. Using the Hughesville Campus as a transit center would provide students greater access to campus and improve intercampus connections.

In order for the three county transit systems to access campuses and create intercounty connections, the roadway infrastructure will need to be improved by the state or the counties. A connection to campus from Route 123 will need to be created to allow for bus traffic to access the campus. The Hughesville Transportation Study has identified viable options to expand roadways to connect the campus with existing roads. These options can be found in section 3.1 of the Hughesville Transportation Study.

Future development will influence transit needs as the Hughesville Campus and economic development in Northern Charles County continues to grow. Transit will need to expand to

serve newly developed areas while balancing the needs of the county's residents who are older, living with disabilities and have low incomes, and live in rural areas.

## Opportunities

Stakeholders indicated that they are open to exploring partnerships and opportunities to expand transportation services for the populations they serve. They would like to see more specialized services to meet the needs of older adults, people with disabilities and low income populations living in rural areas. These populations might need more specialized services like door-to-door service and subscription services. A few stakeholders mentioned ideas for expanding transportation services and for new partnerships with VanGO and Charles County.

Stakeholders were interested in the possibility of the transit system or the county offering a regulated and subsidized Uber or taxi system for people to use for door-to-door services. For example, the Charles County Department of Social Services (DSS) sometimes reimburses people for taxi trips to their facility, from the hospital and to the housing authority. They would like to try a car voucher service and have a formal system set up for these ad-hoc rides. The Youth Coordinator at DSS reported that young people would like to ride the bus more but they think it takes too long; especially waiting for transfers. They would like to use the bus to get to Prince George's Community College, the Washington, D.C. Metro system, and employment. The Youth Coordinator would like to work with VanGO to find routes that would meet their needs and help younger clients learn how to use the bus system. This might be a good opportunity to create a bus buddy system, and to use volunteers to help travel train riders or to maintain bus stops. DSS also suggested a partnership between VanGO and the workforce training internship program to get free travel trainers to help seniors feel more comfortable riding the bus and learning how to use the VanGO system.

Stakeholders suggested that the county use technology to help people learn the fastest route and see where buses are in real time so they are not waiting at the side of the road for too long. They suggested that aides ride the buses and staff transit transfer centers. Having aides or security personnel at stops and on vehicles will not only help older adults and people with disabilities navigate and feel more secure, it will help all riders by increasing security. There was some concern about safety at the stations, on buses, and for drivers due to a growing opioid epidemic. It was suggested that it might be nice to have soothing music, inspirational life lessons, and advertise social services on buses.

The Spring Dell Center would like to partner with VanGO to research funding to add subscription service. The Spring Dell Center currently runs ten subscription routes and would like to collaborate with VanGO to contract for these services. The populations they serve needs door-to-door services and are arriving and leaving the center at the same time, making it difficult for VanGO to schedule service with limited vehicles. This is something that the staff at the Spring Dell Center is currently discussing with VanGO.

## POPULATION ANALYSIS

This section provides a general population profile for the study area, identifies and evaluates underserved population subgroups, and reviews the demographic characteristics pertinent to a Title VI analysis.

### Population

Table 3-7 shows the U.S. Census population counts for the State of Maryland and Charles County from 1990 to 2010. Between the 1990 and 2010 census, Charles County's population increased by 22%.

**Table 3-7: Historical Populations**

Place	1990 Population	2000 Population	2010 Population	1990-2000 Percent Change	2000-2010 Percent Change	1990-2010 Percent Change
Maryland	4,216,975	5,296,486	5,773,552	19%	9%	37%
Charles County	101,154	120,546	146,551	13%	22%	45%

Source: U.S. Census, American Factfinder

Recent population estimates show that Charles County's population continues to increase. Since the 2010 Census, Charles County's population grew by 8 %, outpacing the State of Maryland's population growth. Table 3-8 shows the recent population trend of Charles County as compared with Maryland.

**Table 3-8: Recent Population Trends**

Place	2010 Census Population	2011 Population	2012 Population	2013 Population	2014 Population	2015 Population	2016 Population	2010-2016 Percent Change
Maryland	5,773,552	5,843,603	5,889,651	5,931,129	5,967,295	5,994,983	6,016,447	4%
Charles County	146,551	149,282	150,770	152,821	154,567	155,923	157,705	8%

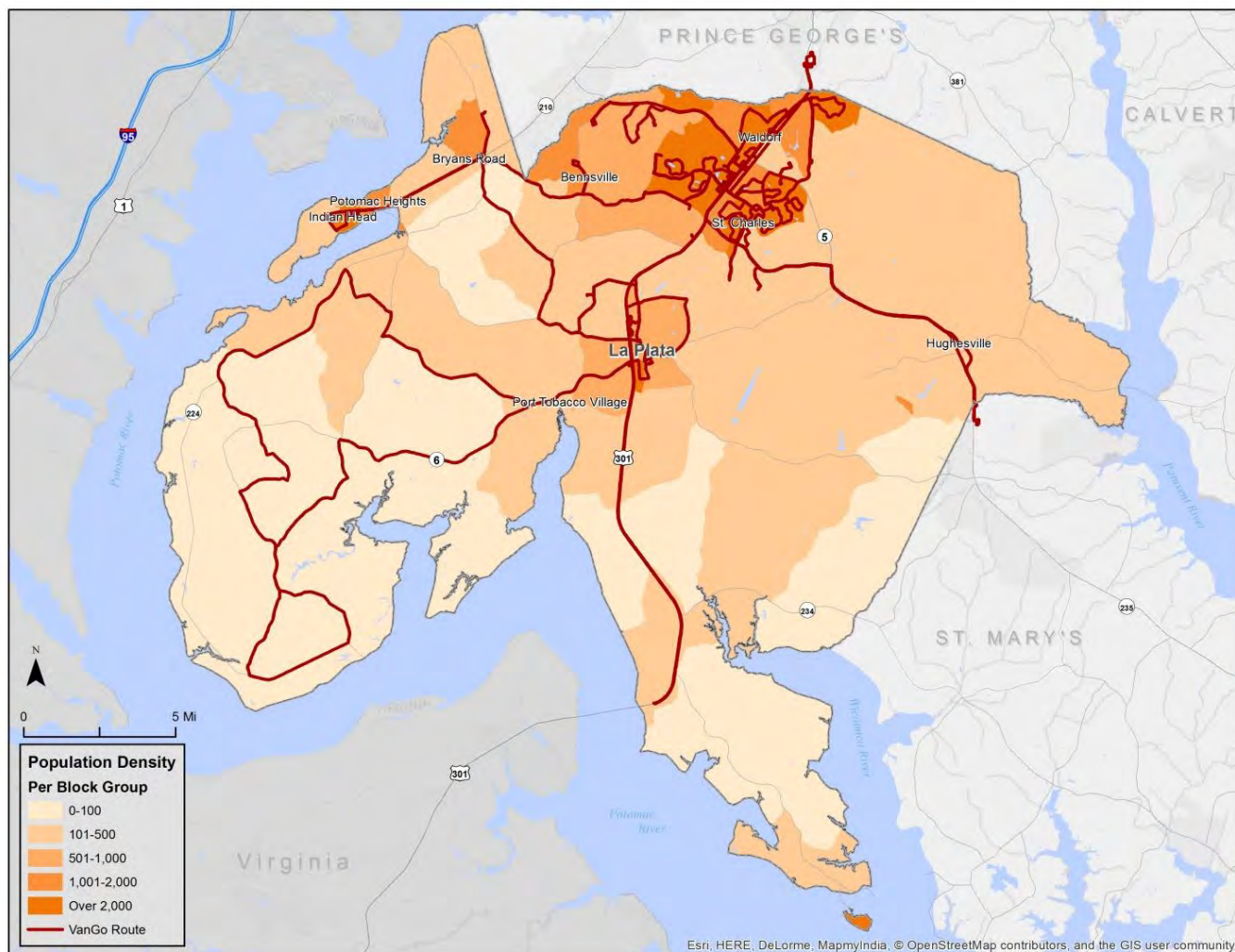
Source: U.S. Census Annual Estimates of the Resident Population: April 1, 2010, to July 1, 2016

### Population Density

Population density is often used as a determinate for the type of public transportation service that is feasible in an area. Typically, an area with a density greater than 2,000 persons per square mile will be able to sustain frequent daily fixed route bus service. Whereas, an area with a population density below 2,000 persons per square mile may be better suited for deviated fixed route, flex schedule, or dial-a-ride service.

The majority of Charles County is rural in nature. Waldorf and the planned community of St. Charles are the most densely populated places in the county. La Plata and Indian Head also have a block group with a population of at least 2,000. The rest of the county's population density is less than 2,000 persons per block group. Figure 3-24 illustrates the population density of Charles County.

**Figure 3-24: Population Density of the Study Area**



Source: U.S. Census and American Community Survey

## Population Forecast

Charles County's population is expected to experience a 19% growth rate from 2010 to 2020, a 16% growth rate from 2020 to 2030, and 9% growth rate from 2030 to 2040; outpacing Maryland's population growth. Table 3-9 provides the population projections by age group for Charles County and Maryland. According to the projections, the 65 and older age group is

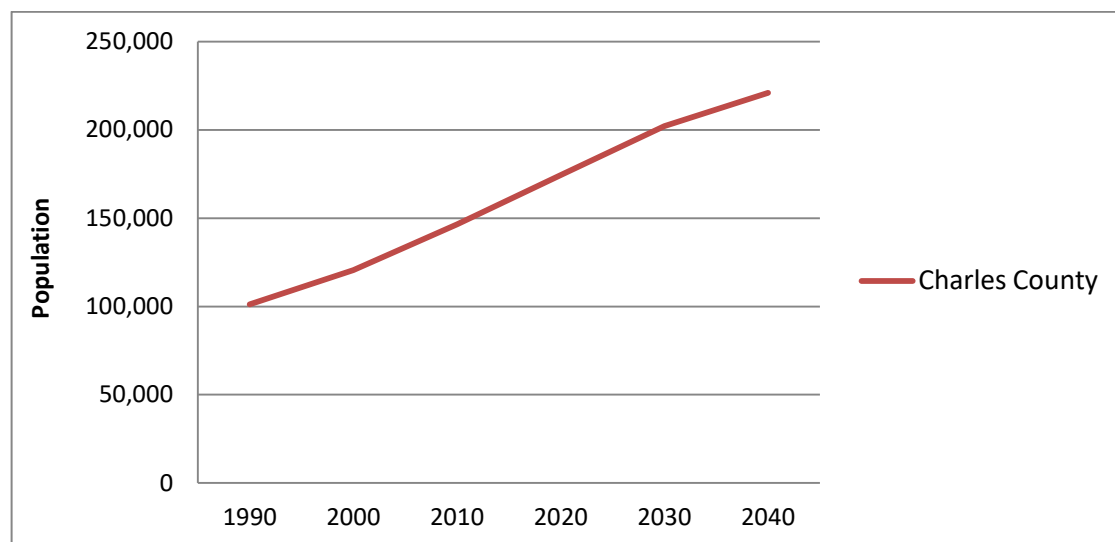
projected to increase in population in Charles County Figure 3-25 illustrates population growth from historical, recent, and projected population numbers for the study area. If the population projections are correct, the study area will have experienced a 118% population increase by 2040.

**Table 3-9: Population Forecast**

Age Group (Years)	2020 Projection		2030 Projection		2040 Projection	
	Population	Percent	Population	Percent	Population	Percent
<b>Maryland</b>	<b>6,224,511</b>	-	<b>6,612,191</b>	-	<b>6,889,692</b>	-
0-19	1,516,273	24%	1,568,475	24%	1,619,848	24%
20-64	3,723,901	60%	3,743,704	57%	3,863,189	56%
65+	984,337	16%	1,300,012	20%	1,406,655	20%
<b>Charles County</b>	<b>174,351</b>	-	<b>202,149</b>	-	<b>220,853</b>	-
0-19	47,529	27%	54,070	27%	57,386	26%
20-64	104,105	60%	110,990	55%	116,283	53%
65+	22,717	13%	37,089	18%	47,184	21%

Source: Maryland Department of Planning, July 2014

**Figure 3-25: Charles County Population by Decade**



Source: U.S. Census, American Factfinder, Maryland Department of Planning, 2014

## TRANSIT DEPENDENT POPULATIONS

Identifying the relative size and location of segments within the general population that are more likely to depend on transit service is important when defining public transportation

needs. Transit dependent populations include individuals who may not have access to a personal vehicle or may be unable to drive due to reasons such as age or income status. Determining the locations of transit dependent populations helps to focus planning efforts for public transportation services.

To provide an objective measure when mapping population groups a relative measurement was used based on the study area's average for each demographic characteristic. To rank the socioeconomic need, block groups are classified relative to the study area using a five-tiered scale of "Low" to "Very High."

A block group classified as "Low" socioeconomic need can still have a significant number of potential transit dependent persons; as "Low" means below the study area's average. At the other end of the spectrum, "Very High" means greater than twice the study area's average. The exact specifications for each score are summarized in Table 3-10.

**Table 3-10: Relative Ranking Definitions for Transit Dependent Populations**

Amount of Vulnerable Persons or Households	Score
Less than and equal to the study area's average	Low
Above the average and up to 1.33 times the average	Elevated
Above 1.33 times the average and up to 1.67 times the average	Moderate
Above 1.67 times the average and up to two times the average	High
Above two times the average	Very High

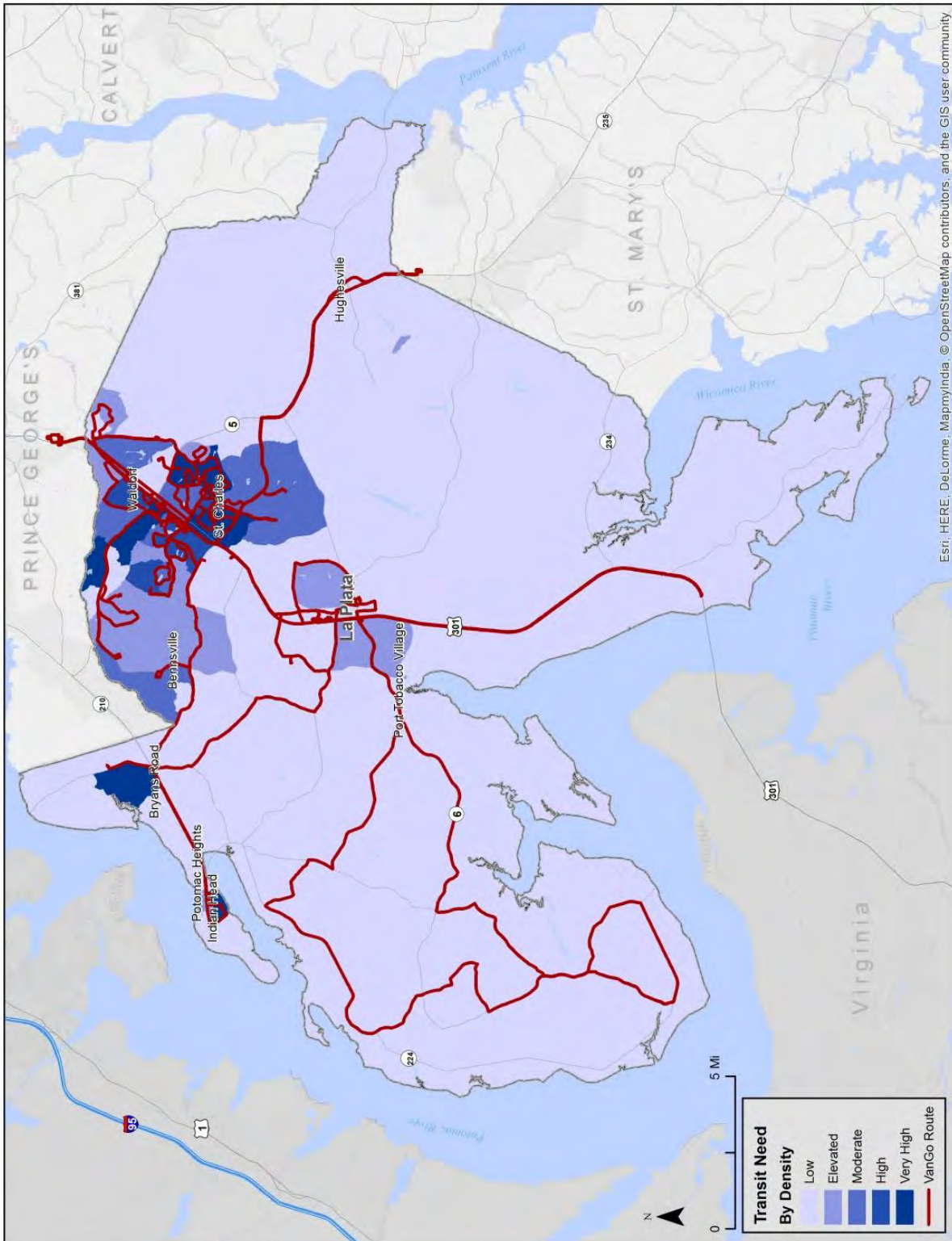
Figure 3-26 displays Transit Dependent Index (TDI) rankings for the study area. According to the TDI, very high transit need areas are found in Waldorf, St. Charles, and Bryans Road. These areas are currently served by a VanGO route.

The Transit Dependence Index Percentage (TDIP) provides a complementary analysis to the TDI measure. It is nearly identical to the TDI measure with the exception of the population density factor. By removing the population per square mile factor, the TDIP measures the degree rather than the amount of vulnerability. The TDIP represents the percentage of the population within the block group with above socioeconomic characteristics, and it follows the TDI's five-tiered categorization of very low to very high. It differs in that it does not highlight block groups that are likely to have higher concentrations of vulnerable populations only because of their population density.

Figure 3-27 shows transit need based on percentage. According to the TDIP, the Nanjemoy area has high transit need based on percent. VanGO's Nanjemoy Route covers this area.

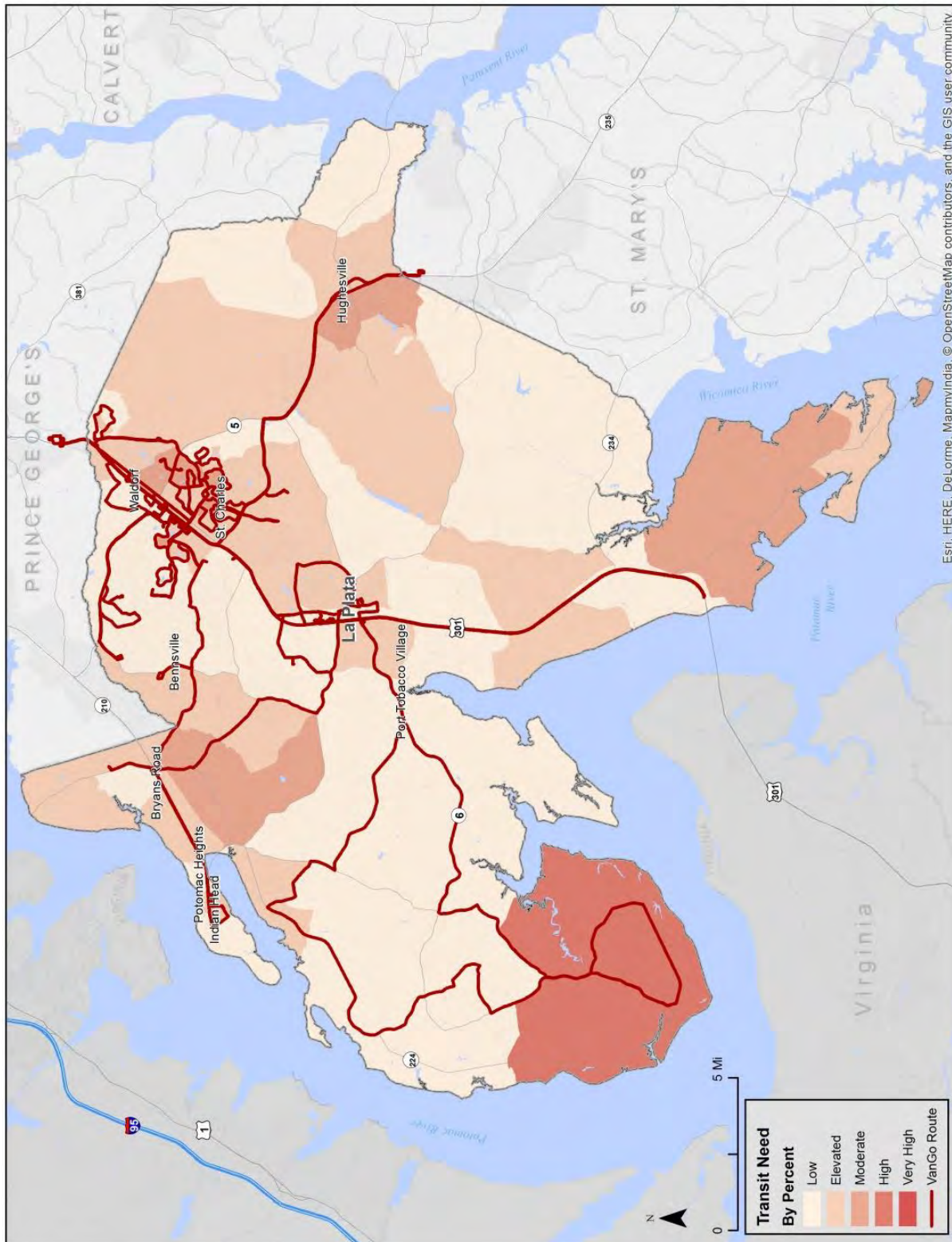


Figure 3-26: Transit Dependence Index



Source: U.S. Census and American Community Survey

Figure 3-27: Transit Dependence Index by Percent



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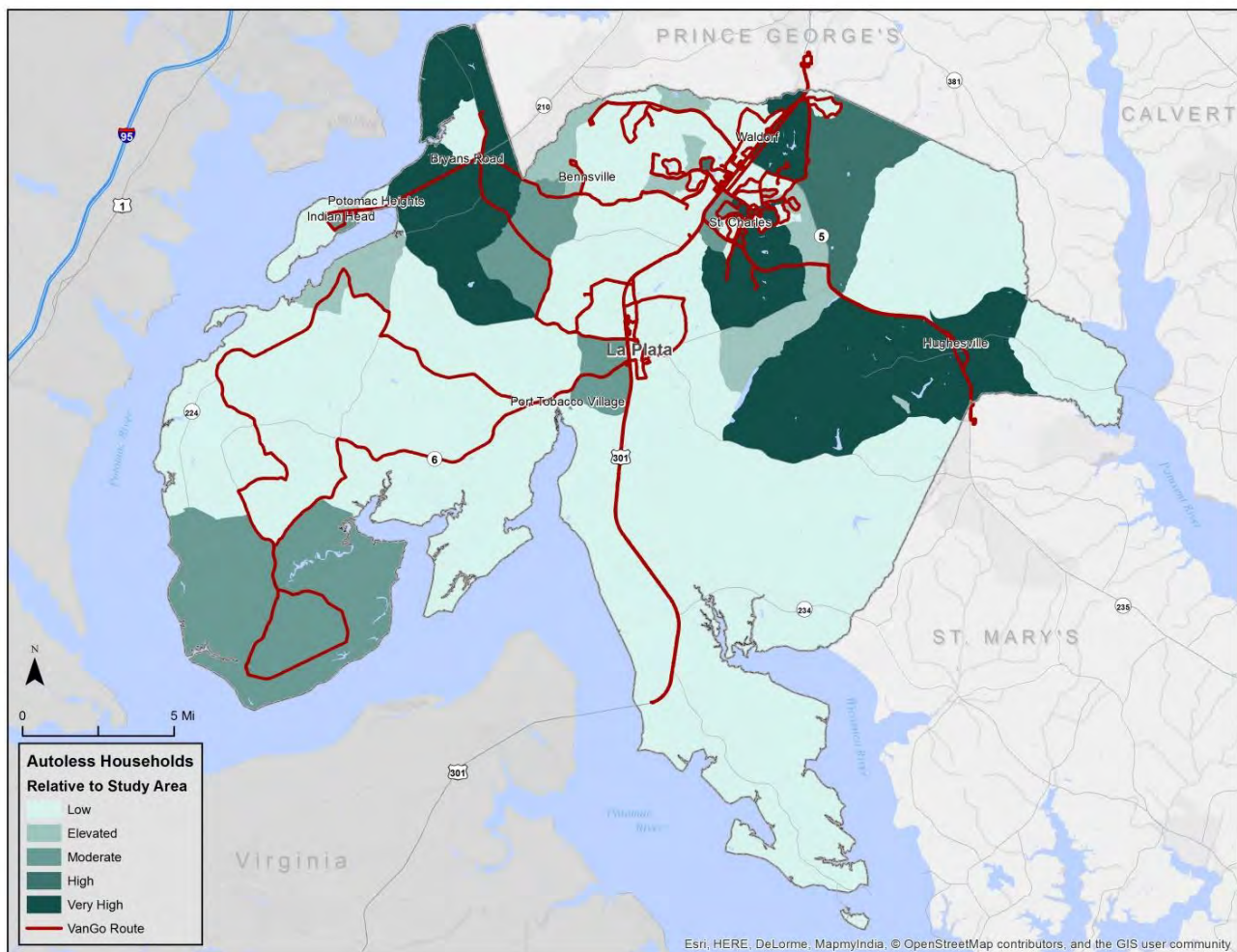
Source: U.S. Census and American Community Survey

## Autoless Households

Households without access to at least one personal vehicle are more likely to depend on the mobility offered by public transit. Although autoless households are reflected in both the TDI and TDIP measures, displaying this segment of the population separately is still important. Areas with very high populations of autoless households exist in Waldorf, St. Charles, a block group to the north and south of Bryans Road, Bryans Road, Hughesville and a large block group to the west of Hughesville.

Figure 3-28 displays the relative number of autoless households in Charles County. It shows that VanGO routes cover most of the areas identified as having high or very high numbers of autoless households. However, large portions of the block groups to the north and south of Bryans Road and to the west of Hughesville are more than a quarter mile from a VanGO route.

**Figure 3-28: Autoless Households**

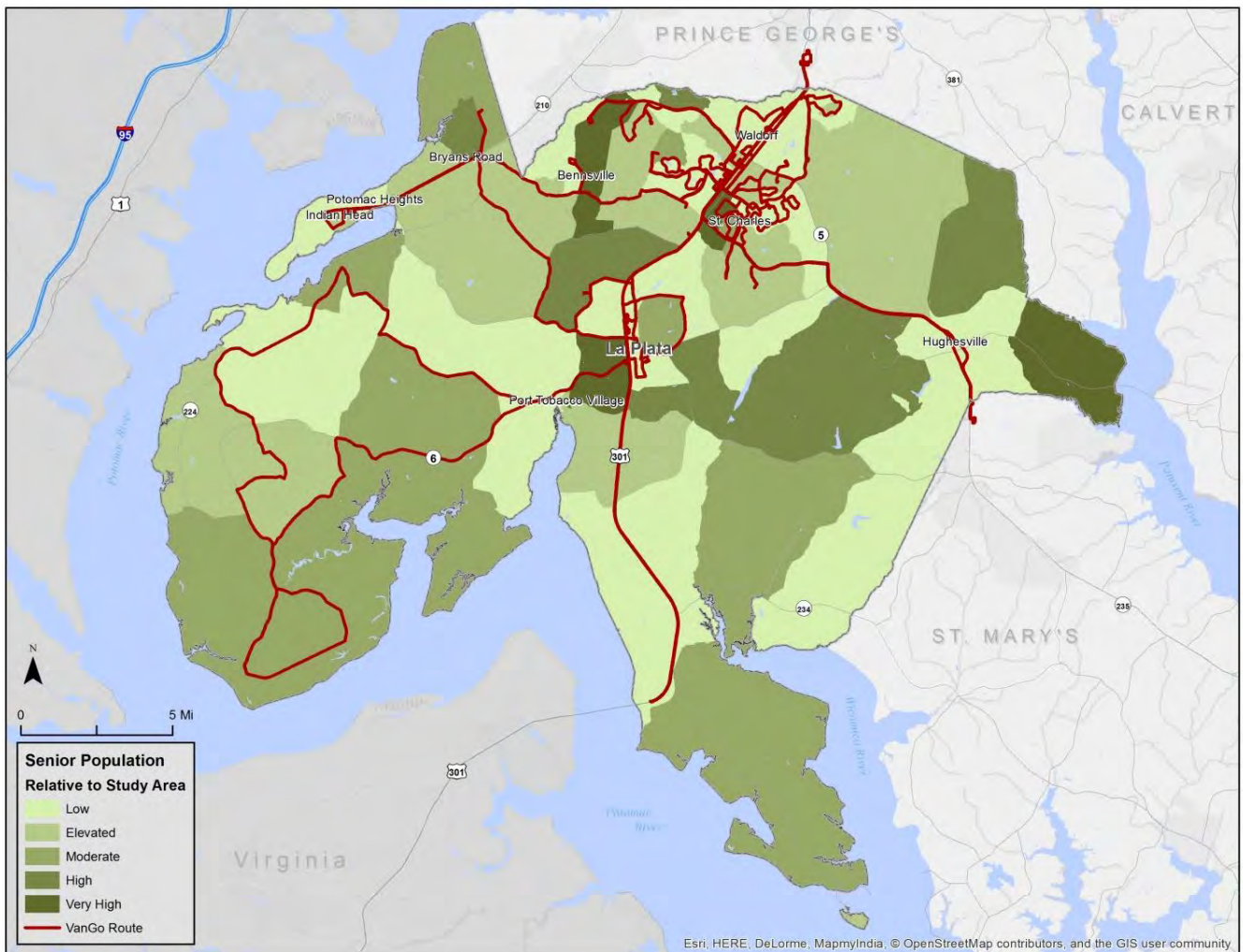


Source: U.S. Census and American Community Survey

## Senior Adult Population

One of the socioeconomic groups analyzed by the TDI and TDIP indices is the senior adult population, which is comprised of individuals ages 65 and older. Persons in this age group may begin to decrease their use of a personal vehicle and rely more on public transit. Block groups that contain very high senior adult populations are in St. Charles, Bennsville, La Plata, and east of Hughesville. Areas with high numbers of senior adults are in the eastern part of Charles County, northwest and southeast of La Plata, and west and northeast of Hughesville. There is also a small block group in Waldorf, bordering Prince George’s County with a high concentration of people ages 65 and older. VanGO serves many of these areas however, the block groups identified as having high or very high concentrations of senior adults in the eastern part of the county are outside of a walking distance from a VanGO route. Figure 3-29 illustrates the distribution of senior adults in Charles County.

**Figure 3-29: Distribution of the Senior Adult Population (Ages 65 and Older)**

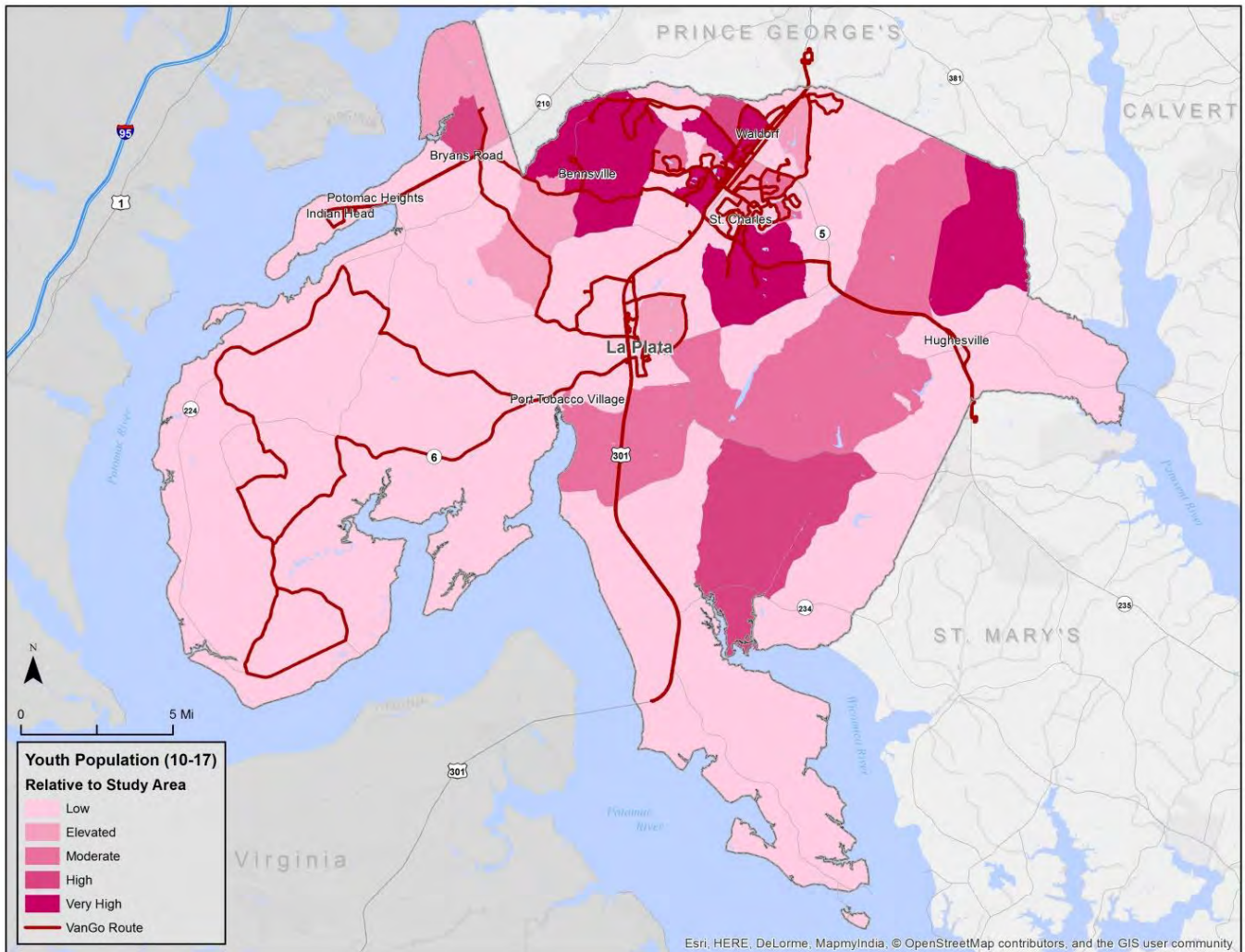


Source: U.S. Census and American Community Survey

## Youth Population

Persons ages 10 to 17 either cannot drive or are just beginning to drive and often do not have a personal automobile accessible to them. For this population, public transit is often the means that offers mobility. A majority of the youth population in Charles County is in the northern and eastern part of the county. Very high concentrations of youths are in Waldorf, Bennsville, St. Charles, and northeast of Hughesville. High amounts of youth are south of Hughesville, Bryans Road, and in northern Waldorf. A majority of the areas where high concentrations of youth reside are located near a VanGO route with the exception of the block groups to the south and northeast of Hughesville. Figure 3-30 illustrates the concentrations of youth populations relative to the study area.

Figure 3-30: Distribution of the Youth Population (Ages 10 to 17)

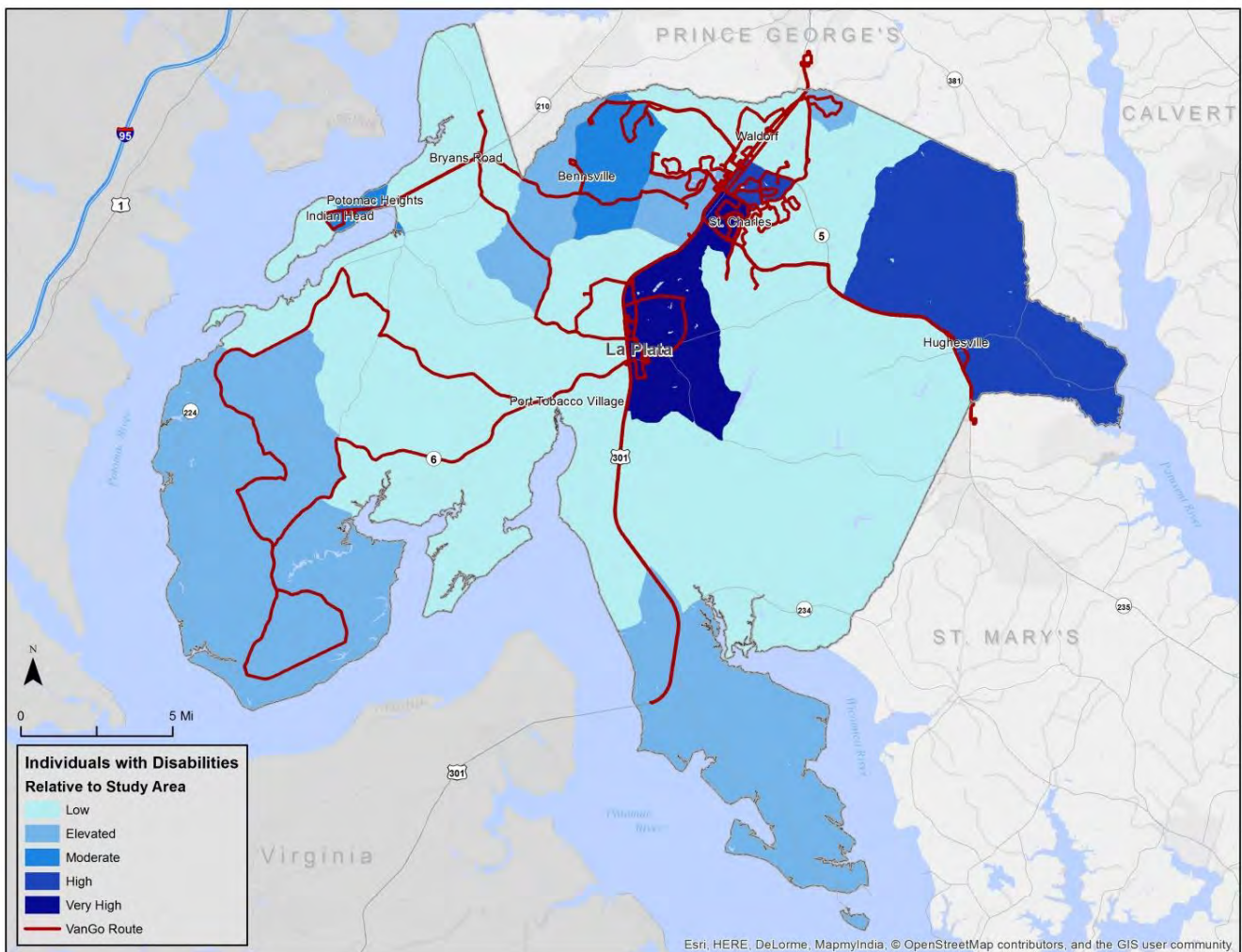


Source: U.S. Census and American Community Survey

## Individuals with Disabilities

Figure 3-31 illustrates individuals with disabilities in the study area. Persons who have disabilities that prevent them from or make it more difficult to own and operate a personal vehicle often rely on public transit for their transportation needs. Very high numbers of individuals with disabilities are located in La Plata, and St. Charles. A high amount of individuals with disabilities are also in St. Charles and north and east of Hughesville. A majority of these areas are served by VanGO's fixed route. The Charlotte Hall route borders the block groups north and east of Hughesville identified as having higher concentrations of individuals with disabilities, however large portions of these block groups are outside of a reasonable walking distance to the route.

**Figure 3-31: Distribution of Individuals with Disabilities**



Source: U.S. Census and American Community Survey

## TITLE VI DEMOGRAPHIC ANALYSIS

The Civil Rights Act of 1964, Title VI prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal subsidies. This includes agencies providing federally funded public transportation. The following section examines the minority and below poverty level populations in the study area.

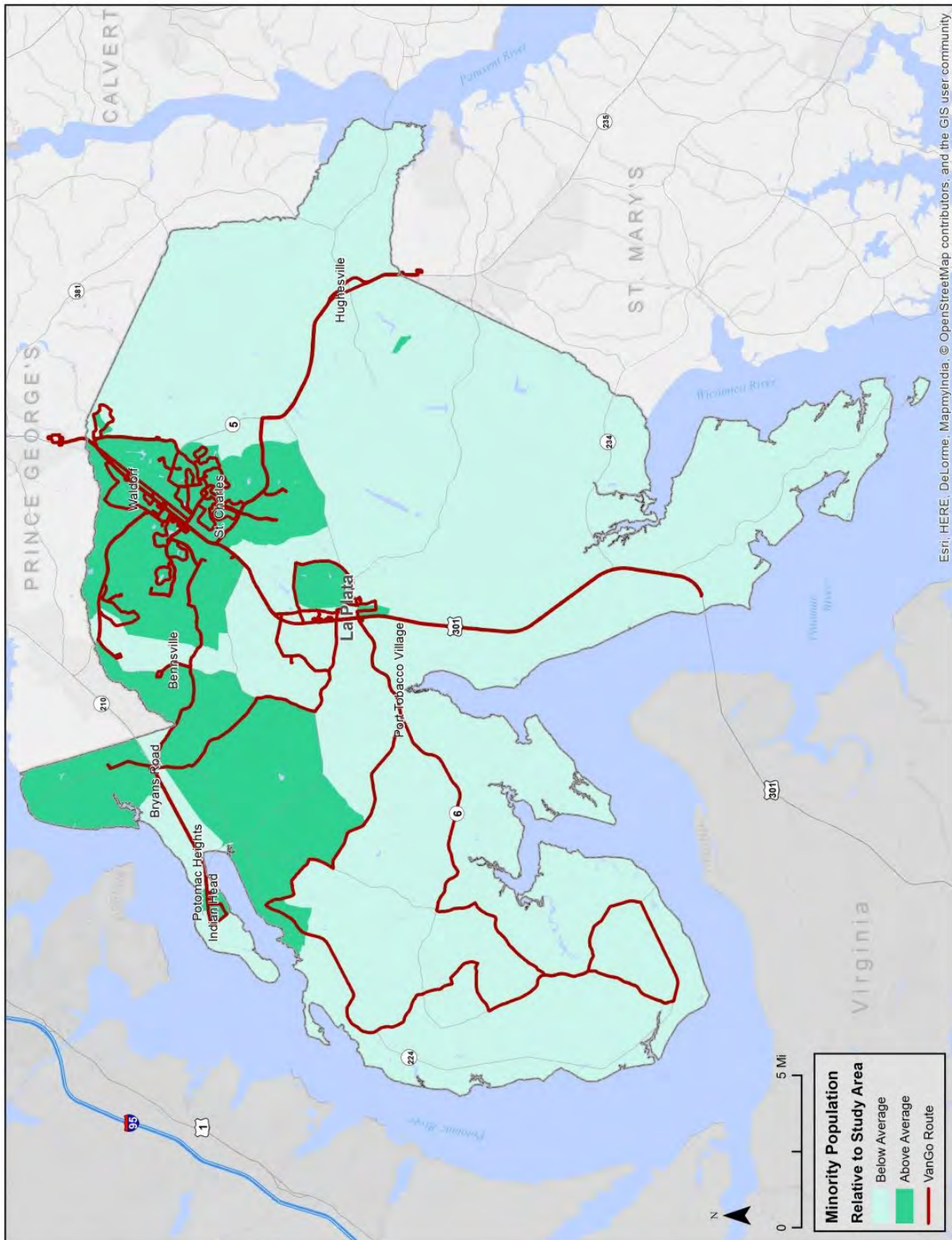
### Minority Population

In accordance with Title VI of the Civil Rights Act of 1964, it is important to ensure that areas with a higher than average concentration of racial and/or ethnic minorities are not negatively impacted by proposed alterations to existing public transportation services. To determine whether an alteration would have an adverse impact it is necessary to first understand where concentrations of minority individuals reside. Figure 3-32 provides a map of the service area showing the Census block groups shaded according to whether they have minority populations of above or below the service area average of 46%. Above average concentrations of minorities are located in the northern part of Charles County, in particular, areas in and around Waldorf, St. Charles, Bennsville, Bryans Road, and La Plata. VanGO fixed route service extends to all of these areas.

### Below Poverty Populations

This socioeconomic group represents individuals who earn less than the federal poverty level. These individuals face financial hardships that make owning and providing the necessary maintenance of a personal vehicle difficult. For this segment of the population, public transportation may be the more economical choice. Figure 3-33 is a map that shows the census block groups according to whether the poverty rate is above or below the study area average of 7.8%. According to the map, areas with below poverty populations in Charles County are the Nanjemoy area, La Plata, Hughesville, Waldorf, St. Charles, Bryans Road and southern Charles County including Cobb Island.

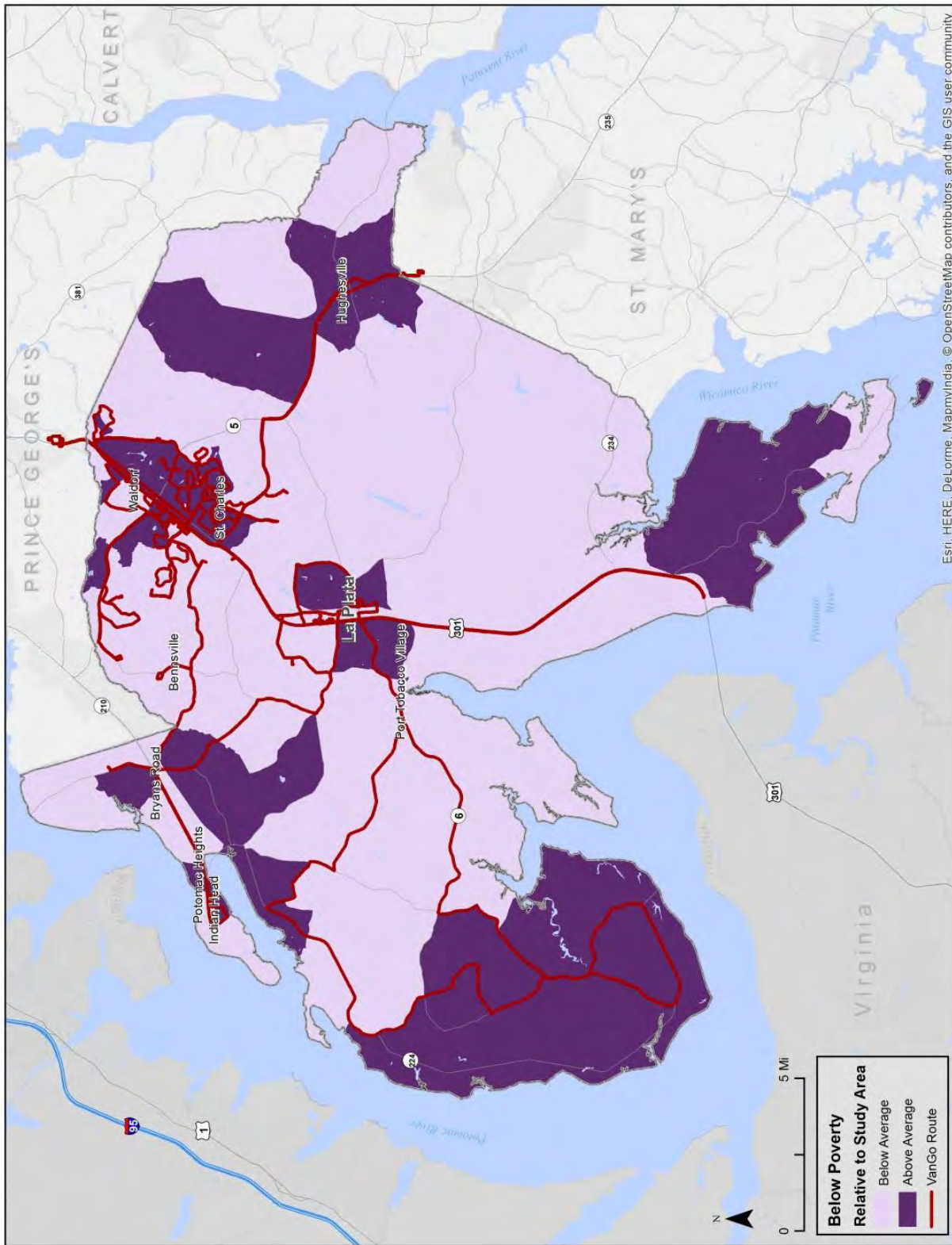
Figure 3-32: Distribution of the Minority Population



Source: U.S. Census and American Community Survey



Figure 3-33: Distribution of the Below Poverty Population



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Source: U.S. Census and American Community Survey

### Limited-English Proficiency

In addition to equitably providing public transportation to individuals of diverse socioeconomic backgrounds, it is also important to recognize the variety of languages spoken in the study area so that public information can be provided to individuals who speak languages other than English. According to the American Community Survey's five-year estimates for 2011-2015, and as noted in Table 3-11, English is the predominately spoken language in Charles County. Seven percent of Charles County's residents are non-English speakers. Three percent of Charles County's population speaks Spanish. A majority of non-English speakers (86%) have the ability to speak English "very well" or "well".

**Table 3-11: Limited English Proficiency**

Age 5 and older	143,532	
Languages Spoken	Population	Percent
English	133,058	93%
Non-English	10,474	7%
Spanish	4,492	3%
Indo- European languages	2,942	2%
Asian/Pacific Island languages	2,353	2%
Other	687	0%
Ability to Speak English	Population	Percent
"Very Well" or "Well"	9,012	86%
"Not Well" or "Not at All"	1,462	14%

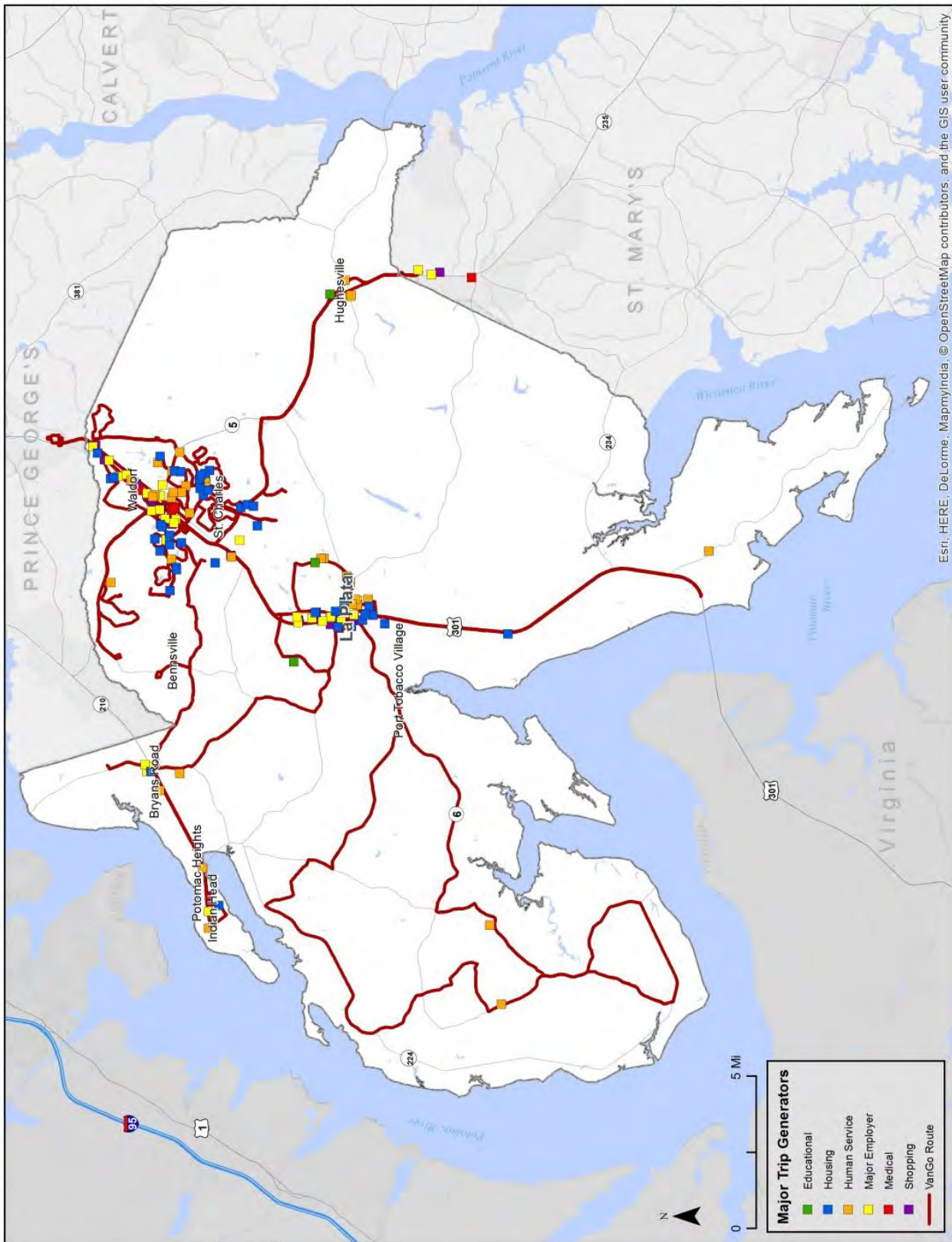
Source: American Community Survey, Five-Year Estimates (2011-2015), Table B16004.

## LAND USE PROFILE

### Major Trip Generators

Identifying land uses and major trip generators in the study area complement the above demographic analysis by indicating where transit services may be most needed. Trip generators attract transit demand and include common origins and destinations, like multi-unit housing, major employers, medical facilities, educational facilities, non-profit and governmental agencies, and shopping centers. Figure 3-34 identifies major trip generators in the study area.

Figure 3-34: Major Trip Generators



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### ***Educational Facilities***

Many individuals that comprise the school age population are unable to afford or operate their own personal vehicle; therefore, it may be assumed that this segment of the population is one that is reliant upon public transportation. Additionally, many faculty and staff members are associated with these institutions as a place of employment. The College of Southern Maryland is located in Charles County which offers courses at three locations in the county. The College of Agriculture and Natural Resources affiliated with the University of Maryland Extension program is also located in Charles County.

### ***Human Services***

Public transit is often vital in ensuring transit dependent populations have access to human service agencies and organizations. Human service agencies provide assistance and resources to residents seeking support in a spectrum of issues including, but not limited to, senior health care, childhood development, recreation, and nutrition.

### ***Major Employers***

The major employers displayed in Figure 3-34 have at least 250 employees and have been identified by the Charles County Department of Economic Development and Maryland Chamber of Commerce as major employers in the county. Some of the major employers in Charles County include Charles County Board of Education, the Naval Support Facility, University of Maryland Charles Regional Medical Center, Charles County Government, College of Southern Maryland, and Walmart.

### ***Major Shopping Destinations***

Shopping centers are trip destinations in which residents may purchase essential items such as groceries or general merchandise. These centers are an attractive trip end for many residents since they also serve some as a place of employment. For the purposes of this study, shopping destinations are defined as a concentration of stores such as a mall or retail outlet, large retail establishments and major supermarkets. It is important that the selected shopping destinations do not simply represent recreational shopping locations, but also include general merchandise and food outlets, as transit dependent persons are more likely to rely on transit services for essential needs.

### ***Medical Facilities***

Medical facilities represent a significant destination for users of public transportation. Older adults and persons with disabilities often rely more heavily upon services offered by medical facilities than other population segments. Medical Facilities in the study area include

University of Maryland Charles Regional Medical Center, John Hopkins Community Physicians, and Sagepoint Senior Living Services.

### **Multi-Unit/ High-Density Housing**

Multifamily residents tend to drive fewer miles and use public transportation more frequently than residents of single family housing. The majority of the high density or multi-unit housing is located in Waldorf, St. Charles, and La Plata.

### **Employment Travel Patterns**

In addition to considering locations of major employers, it is also important to account for commuting patterns of residents working inside and outside of the study area. According to ACS five-year estimates, the majority of residents in the study area work in Maryland and Charles County. The majority of Charles County residents drive alone to work (80%), while 7% use public transportation as their primary means of travel to work. Table 3-12 provides journey to work data for Charles County.

**Table 3-12: Journey to Work Patterns for Charles County**

<b>Workers (Age 16 +)</b>	<b>76,469</b>	
<b>Employment Location</b>	<b>Number</b>	<b>Percent</b>
In State of Residence	50,757	66%
In County	28,979	38%
Outside of County	21,778	28%
Outside State of Residence	25,712	34%
<b>Means of Transportation to Work</b>	<b>Number</b>	<b>Percent</b>
Car, Truck, or Van - drove alone	61,198	80%
Car, Truck, or Van - carpooled	6,415	8%
Public Transportation	4,987	7%
Walked	832	1%
Taxicab, motorcycle, bicycle, other	510	1%
Worked at Home	2,527	3%

Source: ACS, Five-Year Estimates (2011-2015), Table B08130

Another source of data that provides an understanding of employee travel patterns is the Census Bureau's Longitudinal Employer-Household Dynamics (LEHD) dataset. Table 3-13 lists the top ten employment destinations for Charles County residents. According to the data, the number one employment destination is Washington D.C. Within the county, Waldorf and La Plata are the top two destinations.

**Table 3-13: Top Ten Employment Destinations for County Residents**

Place	Census-Designated Place?	Number	Percent
Washington, D.C.		13,291	19.2%
Waldorf, Maryland	Yes	7,758	11.2%
Town of La Plata, Maryland		4,135	6.0%
Arlington, Virginia	Yes	1,662	2.4%
Alexandria, Virginia		1,435	2.1%
Clinton, Maryland	Yes	1,370	2.0%
Baltimore, Maryland		1,039	1.5%
Queensland, Maryland	Yes	740	1.1%
Columbia, Maryland	Yes	637	0.9%
Bowie, Maryland		594	0.9%
All Other Locations		36,466	52.8%

Source: Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics, 2014.

## SUMMARY OF DEMOGRAPHIC ANALYSIS

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

- Charles County's 2010 Census population was 146,551. Since then, Charles County has experienced continual population growth. Population projections show that the county's population will continue to increase.
- Though the population of Charles County is anticipated to increase, the age make-up of the county will change. Population projections for the county predict that the senior population will continue to increase while the 0-19 and 20-64 age groups are expected to decline in population.
- According to the TDI, Waldorf, St. Charles, Bryans Road, and Indian Head are areas within the county that exhibit high or very high transit need. However, when removing the density factor to the transit need analysis, Nanjemoy stands out as a high transit need area.

# Chapter 4

## Service and Organizational Alternatives

### INTRODUCTION

This chapter presents potential service and organizational alternatives for Charles County VanGO to improve transit services. These alternatives were developed based on gaps in current services, data analysis, and input from riders, residents, and other stakeholders. Feedback on the alternatives from VanGO staff, the MTA, and the Advisory Committee were then used to refine the alternatives for inclusion in the conceptual plan provided in the next chapter of the TDP.

The service alternatives discussed in this chapter include a summary of potential advantages, disadvantages, and estimates of costs and ridership. They focus on:

- Service Restructuring
- Increased Service Frequency on Selected Routes
- Expanded Service Hours on Selected Routes
- Sunday Services

In addition, this chapter discusses fare policy and ADA paratransit program considerations, safety and security issues, and possible bus stop improvements.

### SERVICE RESTRUCTURING

#### **Pinefield Route / Brandywine Connector Modifications**

Currently the Pinefield Route travels from the Route 301 Park and Ride along Old Washington Road, serving destinations such as Food Lion, Salvation Army Super Store, and Washington Square. After servicing the Pinefield Road area, the Pinefield Route travels south on U.S. Highway 301 briefly and goes to Hamilton Road before returning to the 301 Park and Ride. The Pinefield Route currently operates on an hourly basis.

The Brandywine Connector begins at the Route 301 Park and Ride and travels north on U.S. Highway 301 (Crain Highway). While the Pinefield Route operates from 7:00 a.m. to 10:29 p.m. on weekdays, the Brandywine Connector only operates Monday through Friday from 7:00 p.m. to 9:45 p.m.

This alternative proposes that these routes be modified in conjunction with one another.

- The section of the Pinefield Route that serves Old Washington Road would instead be served by a portion of the Brandywine Connector, which would operate on this route in both directions. The Brandywine Connector would be expanded to operate during the same hours as the current Pinefield Route.
- The Pinefield Route would be restructured such that it would operate in both directions along the alignment west of U.S. 301 that is currently served only in the inbound direction. The one-way loop through the Pinefield community would continue to be served as it is presently.
- Service frequency on “new” Pinefield Route would be increased to allow for 30 minute headways.
- Headways on the expanded Brandywine Connector would be 60 minutes.

The proposed modified routes are depicted in Figure 4-1.

### Advantages

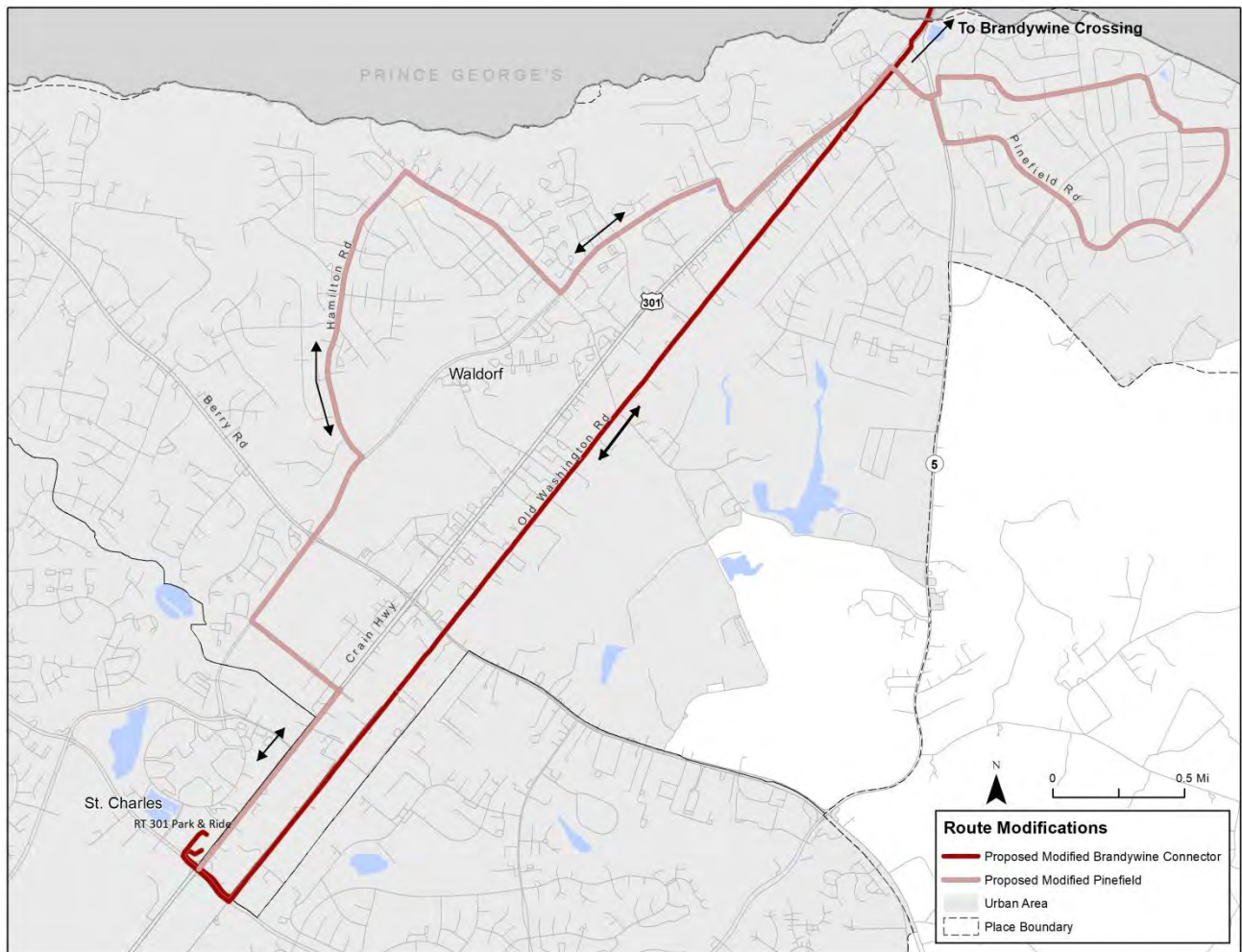
- Provides bi-directional service on the majority of the Pinefield Route, reducing travel times for customers using this route.
- Increased frequency on Pinefield Route would provide customers with more convenient services and expanded access to the VanGO system.
- More fully utilizes the existing Brandywine Connector.

### Disadvantages

- Operating costs for the Pinefield Route would increase with the expansion of service frequency.
- Operating costs for the Brandywine Connector would increase with the expansion of service hours.
- Requires additional vehicles to operate expanded services.



Figure 4-1: Proposed Modifications to Pinefield/Brandywine Connector



## Expenses

- Expanding service frequency on the Pinefield Route would result in approximately 2,860 annual vehicle hours. Using a projected operating cost of \$91.33 per hour (based on FY2017 operating costs of \$88.93 per hour times the annual increase through Charles County's service contract of 2.7%), estimated annual operating expenses for this expansion would be \$261,204.
- One additional vehicle would be needed for the Pinefield service expansion, costing about \$100,000.
- Expanding service hours on the Brandywine Connector would result in approximately 3,120 annual vehicle hours. Using the projected operating cost of \$91.33 per hour, estimated annual operating expenses for this expansion would be \$284,950.

- One additional vehicle would be needed for the Brandywine Connector expansion, costing about \$100,000.
- The schedule redesign and printing would incur minimal costs.

### Ridership

- Based on FY2017 passenger trips per hour, the restructuring of the Pinefield Route along with the expanded service frequency would result in an increase of 46,332 annual passenger trips.
- Based on FY2017 passenger trips per hour for the overall VanGO system, the expansion of the Brandywine Connector would result in an increase of 39,811 annual passenger trips.

## INCREASED SERVICE FREQUENCY ON SELECTED ROUTES

The majority of VanGO routes currently operate on sixty minute headways (the time between buses serving a specific location). This alternative recommends that service be increased on selected routes to reduce headways to 30 minutes, between the start of the route and 5:30 p.m. The following routes are identified for this service expansion in this priority order:

1. La Plata
2. Pinefield (as discussed in previous alternative)
3. St. Charles B
4. Business B

Currently, headways on the Bryans Road and Newburg Routes are two hours. This alternative calls for increased service so that the headways on these routes are reduced from two hours to 60 minutes.

In addition this alternative recommends that Saturday service on the 301 Connector be increased to reduce headways from 60 minutes to 30 minutes.

### Advantages

- Increased frequency on popular routes would provide customers with more convenient services and expanded access to the VanGO system and to important destinations in the community.
- Increased frequency responds to a top need expressed by current VanGO customers.

- More frequent service may help to attract new customers, particularly those who responded through the community survey that they do not currently use VanGO because the trip takes too long.

### Disadvantages

- Operating costs for the proposed expansion in service frequency would increase for the selected routes.
- Requires additional vehicles to operate expanded services.

### Expenses

- Expanding service frequency on these routes would result in the following approximate annual vehicle hours and estimated annual operating expenses using the projected operating cost of \$91.33 per hour:
  - La Plata: 2,860 annual vehicle hours / \$261,204 annual operating expenses
  - St. Charles B: 2,860 annual vehicle hours / \$261,204 annual operating expenses
  - Business B: 2,600 annual vehicle hours / \$237,458 annual operating expenses
  - Bryans Road: 2,860 annual vehicle hours / \$261,204 annual operating expenses
  - Newburg: 2,860 annual vehicle hours / \$261,204 annual operating expenses
  - 301 Connector: 468 annual vehicle hours / \$42,742 annual operating expenses
- It is anticipated that one additional vehicle will be needed for each route. The cost for six additional vehicles would be approximately \$600,000.
- The schedule redesign and printing would incur minimal costs.

### Ridership

- Based on FY2017 passenger trips per hour, it is estimated that the increased service frequency would result in the following increase in passenger trips:
  - La Plata: 55,770
  - St. Charles B: 45,417
  - Business B: 43,316
  - Bryans Road: 30,745
  - Newburg: 30,745
  - 301 Connector: 4,404

## EXPANDED SERVICE HOURS

Two of the top service improvements expressed by current VanGO customers was for later evening hours and earlier morning service. This alternative proposes expanded service hours on selected VanGO routes.

- Brandywine Connector: Service hours on this route would be expanded as part of the modification with the Pinefield Route. Service span would be increased to 7:30 a.m. to 9:30 p.m., Monday through Saturday.
- Services would begin one hour earlier on the following routes:
  - 301 Connector
  - Bryans Road
  - Charlotte Hall
  - Indian Head
  - La Plata
  - Pinefield
  - St. Charles A, B, C and D
- Evening services on the St. Charles C Route would be expanded by two hours.

### Advantages

- Responds to two top needs expressed by current VanGO customers.
- Provides customers with greater flexibility in accessing key destinations, particularly employment opportunities that require earlier or later work hours.
- Utilizes vehicles in existing fleet.

### Disadvantages

- Operating costs for the proposed expanded service hours would increase for the selected routes.
- Results in additional mileage on current buses, thereby accelerating the vehicle replacement schedule.

### Expenses

- Expanding morning hours on the selected routes would result in approximately 2,600 annual vehicle hours. Using the projected operating cost of \$91.33 per hour, estimated annual operating expenses for this expansion would be \$237,458.

- Expanding evening services on the St. Charles C Route would result in approximately 520 annual vehicle hours. Using the projected operating cost of \$91.33 per hour, estimated annual operating expenses for this expansion would be \$47,492.
- The schedule redesign and printing would incur minimal costs.

### Ridership

- Based on FY2017 passenger trips per hour, it is estimated that the expanded morning service on the selected routes would result in 33,176 passenger trips.
- Based on FY2017 passenger trips per hour, it is estimated that the expanded evening service on the St. Charles C Route would result in 6,744 passenger trips.

## SUNDAY SERVICES

The top service improvement expressed by current VanGO customers was for Sunday services. This alternative proposes the implementation of hourly service on Sundays from 9:00 a.m. to 6:00 p.m. on selected VanGO routes:

- 301 Connector
- Brandywine Connector
- Business B
- Indian Head
- La Plata
- Pinefield
- St. Charles A, B, C and D

### Advantages

- Responds to the top need expressed by current VanGO customers.
- Expands access to important destinations in Charles County, particularly employment opportunities that require Sunday work hours.
- Utilizes vehicles in existing fleet.

### Disadvantages

- Requires additional operating costs for expanded service.
- Results in additional mileage on current buses, thereby accelerating the vehicle replacement schedule.

- Requires a need for the contractor to recruit and hire additional drivers and dispatch staff.

### Expenses

- Implementing Sunday service between 9:00 a.m. and 6:00 p.m. on the selected routes would result in approximately 4,680 annual vehicle hours. Using the projected operating cost of \$91.33 per hour, estimated annual operating expenses for this expansion would be \$427,424.
- Vehicles in the current fleet will be used, so no immediate additional capital costs would be incurred. However, the vehicle replacement schedule would accelerate and would need to be considered when planning capital improvements.
- The schedule redesign and printing would incur minimal costs.

### Ridership

- While implementing Sunday service is the top priority of current customers, implementing this service may not lend itself to large ridership numbers at the outset of service. However, to the customers who need these trips - especially to access jobs and shopping locations - these trips are critical.
- Assuming ridership on Sunday would initially be about one third of current average ridership on the VanGO system, projected annual ridership for Sunday service would be approximately 17,915.

Table 4-1 provides a summary of the proposed service alternatives.

**Table 4-1: Charles County VanGO - Summary of Alternatives**

Route/ Project Description	Annual Revenue Service Hours	Annual Operating Expenses <sup>(1)</sup>	Capital Expenses <sup>(2)</sup>	Estimated Annual Ridership <sup>(3)</sup>
<b>Pinefield</b> Modification and Expanded Service Frequency	2,860	\$261,204	\$100,000	46,332
<b>Brandywine Connector</b> Expanded Service Hours	3,120	\$284,950	\$100,000	39,811
<b>La Plata</b> Expanded Service Frequency	2,860	\$261,204	\$100,000	55,770
<b>St. Charles B</b> Expanded Service Frequency	2,860	\$261,204	\$100,000	45,417
<b>Business B</b> Expanded Service Frequency	2,600	\$237,458	\$100,000	43,316
<b>Bryans Road</b> Expanded Service Frequency	2,860	\$261,204	\$100,000	30,745
<b>Newburg</b> Expanded Service Frequency	2,860	\$261,204	\$100,000	30,745
<b>301 Connector</b> Expanded Saturday Service Frequency	468	\$42,742	\$100,000	4,404
<b>Selected Routes</b> Expanded Morning Service on	2,600	\$237,458	\$0	33,176
<b>St. Charles C</b> Expanded Evening Services	520	\$47,492	\$0	6,744
<b>Selected Routes</b> Sunday Services on	4,680	\$427,424	\$0	17,915
<b>Totals</b>	<b>28,288</b>	<b>\$2,583,543</b>	<b>\$800,000</b>	<b>354,375</b>

(1) Based on FY2017 operating cost per hour x annual service contract increase

(2) Based on current VanGO pricing for medium duty bus of \$100,000

(3) Based on FY2017 passenger trips per hour for respective route;  
except for Brandywine Connector used overall system passenger trips per hour

## FARE POLICY CONSIDERATIONS

The fare structure for VanGO has remained the same for many years, so the TDP process provides the opportunity to consider possible modifications. There are a variety of issues related to any change that will be discussed with VanGO staff and the TDP Advisory Committee as part of developing possible recommendations. These considerations include:

- As discussed in Chapter 2 the current farebox recovery ratio is below MTA guidelines.
- Any increase to the fare structure may be a hardship to current and potential riders; as detailed in the results of the rider survey because VanGO serves a population with lower incomes.
- VanGO fares are lower than similar transit systems in Maryland. Table 4-2 provides a comparison to transit services in Annapolis and Frederick and Howard Counties. As also indicated in this comparison the other systems have monthly passes and fare media not currently employed by Charles County VanGO.
- Taking into consideration Maryland Locally Operated Transit System (LOTS) guidelines on modifications; the (LOTS Manual includes a chapter on fares and fare changes that provides guidance on possible modifications. This guidance notes:
  - To some extent fare levels influence ridership. A general rule of thumb in communities where transit customers are mostly transit-dependent rather than choice riders is that for every 10% of fare increase, ridership will decrease by 3%.
  - Written procedures for obtaining comments in a public forum prior to fare changes are required, and these procedures must be approved by MTA.
  - Comments received through public comment must be addressed before any proposed change is finalized.
  - When planning any fare change, including amount charged and method of payment, changes should be designed to equitably impact the entire community. An analysis of Title VI implications must be conducted with any fare change proposal. This analysis must be done prior to making the final decision on implementation of any fare change.
- There are discussions between VanGO and the transit providers in Calvert and St. Mary's Counties on a regional fare system.



**Table 4-2: Fare Policy Comparison**

Transit System	VanGO	TransIT Services of Frederick County	Annapolis Transit <sup>(2)</sup>	Howard Transit (RTA)
One-Way Fare: General Public	\$1.00	\$1.50	\$2.00	\$2.00
One-Way Fare:- Seniors and People with Disabilities	\$0.50	\$0.75	\$1.00	\$1.00
All Day Pass:- General Public <sup>(1)</sup>	\$2.00	\$4.00	\$4.00	N/A
All Day Pass:- Seniors and People with Disabilities	\$1.00	N/A	\$2.00	N/A
Monthly Pass:- General Public	N/A	\$50.00	\$80.00	\$47.00
Monthly Pass: Seniors and People with Disabilities	N/A	\$30.00	\$40.00	\$16.00
Discount Tickets	\$10 worth of one-way fares for \$8.00	<u>General Public</u> 10-trip ticket: \$13.00 20-trip ticket: \$25  <u>Seniors and People with Disabilities</u> 10-trip ticket: \$7.00 20-trip ticket: \$13.00	N/A	<u>General Public</u> 10-trip ticket: \$13.50  <u>Seniors and People with Disabilities</u> 10-trip ticket: \$4.50
Youth/Students	N/A	10-trip ticket: \$10.00 Monthly pass: \$30.00 Summer Freedom pass: \$15.00	Half price of regular passes / Summer Youth pass: \$35.00	Ten-trip ticket: \$4.50 Monthly pass: \$16.00

(1) Mobile app only for TransIT Services of Frederick County

(2) Annapolis Transit also offers 90-Day and Annual Passes

## ADA PARATRANSIT PROGRAM CONSIDERATIONS

VanGO's Americans with Disabilities Act (ADA) Transportation Service provides general purpose transportation to people with disabilities who are unable to use fixed route public

transportation systems due to their disability. VanGO has reported that the demand for ADA paratransit services has increased significantly in recent years, borne out by an increase from 2,864 passenger trips in FY2016 to 4,439 in FY2017. Average per trip delivery cost was \$76.11 in FY2017, versus \$6.97 for fixed route trips. While ADA paratransit trips represent only a small percentage of those provided by VanGO (a little more than one half of a percent in FY2017), a little over 5% of the FY2017 operating cost was used for these trips.

VanGO can consider possible modifications to the paratransit program, while still meeting ADA requirements and ensuring mobility for customers that need and depend on it most:

- Under the ADA, transit systems can charge up to twice the fare for an ADA paratransit trip over the price of a general public trip. VanGO currently charges \$1.00 for an ADA paratransit trip, and therefore could consider an increase of this ADA fare to \$2.00 for a one-way trip.
- This change can be a part of an overall effort to encourage greater use of fixed route services where, as noted above, the cost per passenger trip is much lower. Considerations could include:
  - Offering free fixed route fares for people who qualify for ADA paratransit services
  - Providing safer services (discussed in next section)
  - Reducing ride times (as noted in the Service Improvements)
  - Continuously assessing accessibility to bus stops and make improvements as needed
  - Identifying possible flexible first-mile/last-mile local services
  - Expanding rider education and travel training in how to use the fixed route system
  - Conducting in-person assessments. The National Aging and Disability Transportation Center (NATDC) offers resources with implementing an ADA paratransit eligibility design process, including a comprehensive manual on functional assessments and in-person interviews.
- Implementing a taxi voucher or subsidy program to encourage use of private transportation services in lieu of providing trips directly.

## SAFETY AND SECURITY ISSUES

Throughout the rider survey responses, a common complaint concerned the activities of some people at the La Plata Park and Ride. In addition concerns have been noted about loitering at the 301 Park and Ride location. VanGO staff has been working with law enforcement personnel and a crime task force to discuss safety and security issues at these locations.

Through the rider survey, it was also noted that the percentage of older adults using VanGO services is lower than most transit systems. This may be the result of seniors not feeling comfortable using services, particularly if they are observing inappropriate behavior at key transfer points and bordering locations.

Addressing safety concerns is also a component of the preceding alternative. To encourage greater use of fixed route services, customers will need to feel secure at bus stops and transfer locations.

## **BUS STOP IMPROVEMENTS**

At the outset of the TDP process, the advisory committee expressed the need for additional shelters and benches at key VanGO stops. Additional bus stop shelters and benches was also a top service improvement mentioned by respondents of the survey of current VanGO riders.

With the proposed service expansions, these stops can be further identified so that a program can be put in place to prioritize improvements. Another consideration is that property owners or organizations that are adjacent to bus stops may be willing to financially support the system and/or maintain a shelter or other amenities.

### **Advantages**

- Responds to a top desired improvement by current customers through the rider survey.
- Encourages ridership by improving customer amenities at key bus stop locations.
- Improves visibility of the system and offers marketing and partnership opportunities.

### **Disadvantages**

- Staff time would be needed to assess locations and coordinate bus stop improvements.
- There would be capital costs to purchase and install additional shelters and benches.

### **Expenses**

- The cost to move or improve current bus stops with passenger amenities can range from \$200 to \$15,000 depending on the level and type of improvements.

## Ridership

- It is anticipated that bus stop improvements, along with service improvements, will help to increase ridership on VanGO fixed route services.

# Chapter 5

## Conceptual Plan

### INTRODUCTION

This chapter is the culmination of the TDP process, providing a plan to guide transit services in Charles County over the next five years. This plan was derived through evaluation of existing services (Chapter 2), a comprehensive needs analysis including demographic data (Chapter 3), and alternatives analysis (Chapter 4). This plan also takes into account input throughout the process from the Maryland Transit Administration (MTA), Charles County VanGO staff, and the TDP Advisory Committee.

The five-year plan is organized into the following main sections:

1. Potential phasing for service improvements and expansions
2. Title VI analysis
3. Recommendations beyond service improvements
4. Conceptual financial plan for operations
5. Conceptual financial plan for capital
6. Other capital expenses

The phasing is designed to indicate approximate timing and priority, however, implementation of any component is often a function of funding availability. There is an annual budget process, and acceptance of this TDP and does not obligate Charles County or the MTA to fund any particular element at any time.

The costs shown in this chapter are based on projected hourly operating costs and estimates of capital costs. Depending on the timing and the final choices, in any given year the costs could differ due to the effects of inflation and energy costs. For service expansions, the costs shown are incremental—above the base year funding of the current system — and for service restructuring, the costs are net of the current operating costs of that service. For each phase, the costs of expansions or new programs become part of the base year. All new services are presented as conceptual services that would need final operational planning of the exact route alignment, stop location, and timetable prior to final implementation.

### STRATEGY AND PHASING

The proposed plan involves selections and combinations from the menu of alternatives and options that were presented in the previous chapter. The plan takes into account both the need to improve services while maintaining expenses near current funding levels, in addition to the need to expand services when funding opportunities become available. The phasing of

improvements therefore reflect initial service modifications that could be implemented with little change in operating costs, and service expansions that would be implemented gradually over the next five years.

The proposed projects described in the service plan are summarized below in an implementation timeline. In general, the short-term projects correspond to Year 1 and Year 2, the mid-term projects to Year 3 and Year 4, and the long-term projects to Year 5 and beyond. Actual implementation may vary due to the availability of funding and other changing conditions.

## **Short-Term Improvement**

### ***Pinefield Route / Brandywine Connector Modifications***

As detailed in Chapter 4 the current Pinefield and Brandywine Connector routes would be modified in conjunction with one another. For planning purposes these modifications are proposed to occur in Year 2.

## **Mid-Term Improvements**

### ***Increased Service Frequency on Selected Routes***

As recommended, service would be increased on the following routes to reduce headways to 30 minutes (between the start of the route and 5:30 p.m.):

1. La Plata
2. Pinefield
3. St. Charles B
4. Business B

In addition, service on the Bryans Road and Newburg Routes would be increased so that headways on these routes would be reduced from two hours to 60 minutes.

Saturday service on the 301 Connector would also be increased to reduce headways from 60 minutes to 30 minutes.

These service improvements are proposed to occur in Year 3, though as noted in Chapter 4 some are a higher priority. Therefore a more gradual implementation process could be considered.

### **Expanded Service Hours**

In Year 4, it is proposed that service hours on selected VanGO routes be expanded:

- Brandywine Connector: Service span would be increased to 7:30 a.m. to 9:30 p.m., Monday through Saturday.
- Services would begin one hour earlier on the following routes:
  - 301 Connector
  - Bryans Road
  - Charlotte Hall
  - Indian Head
  - La Plata
  - Pinefield
  - St. Charles A, B, C and D
- Evening services on the St. Charles C Route would be expanded by two hours.

### **Long Term Improvement**

#### ***Sunday Service on Selected Routes***

As recommended, hourly service on Sundays from 9:00 a.m. to 6:00 p.m. would be implemented on the following VanGO routes:

- 301 Connector
- Brandywine Connector
- Business B
- Indian Head
- La Plata
- Pinefield
- St. Charles A, B, C and D

For planning purposes, the addition of Sunday service is proposed to occur in Year 5.

## **TITLE VI ANALYSIS**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin. Public transportation agencies have the ability and responsibility to enhance the social and economic quality of life for people in their communities. As such, public

transportation agencies must ensure that changes in services do not have a disproportionately high negative impact on below poverty or minority populations.

Charles County VanGO is not required by the FTA to evaluate its service and fare changes under Title VI due to thresholds regarding UZA population (200,000 or more) and number of vehicles operated in peak service. However, Charles County should still consider the impacts of proposed changes based on the distribution of the county's minority and below poverty populations. Chapter 3 includes maps that show this distribution.

Overall, minority and below poverty individuals stand to benefit from the proposed service changes included in this TDP, as do all Charles County residents. However, Charles County VanGO should continue its monitoring and evaluation efforts once these service changes are implemented to ensure that below poverty and minority populations do not experience adverse and disproportionate impacts.

## OTHER RECOMMENDATIONS

Chapter 4 discussed potential modifications to the current VanGO fare policy and ADA paratransit program. Based on input from the TDP Advisory Committee it is recommended that these considerations move forward. Changes to both programs will need further analysis, and therefore the full implications of the modified programs are unknown at this time but will impact the conceptual financial plans that follow in this chapter.

## FINANCIAL PLAN FOR OPERATIONS

Table 5-1 provides the conceptual financial plan for transit operations, including operating, maintenance, and administrative expenses for the five-year period. The estimated total budget for each year assumes all service improvements occur in the year planned and at the level of service planned.

Charles County develops an annual grant application to the Maryland DOT MTA that includes operating and capital grant requests. This grant application has to be approved by the Board of County Commissioners each year. Maryland's transit program combines available federal and state funds to provide local assistance, and the allocation to the different localities is not strictly formula driven.

Therefore, any estimate for the amount of grant funding available to Charles County is somewhat speculative. The amounts for county, state, and federal shares of the total operating budget in the Table 5-1 (on the next page) are based on the shares in the FY2018 Annual Transportation Plan (ATP) award. The county's annual proposals will have to compete in a discretionary program. The TDP serves an important role in the MTA's annual process of



Table 5-1: Conceptual Operations Financial Plan

Projects	Year				
	1	2	3	4	5
FY19 Operating Budget with Inflationary Increase <sup>(1)</sup>	\$7,383,193	\$7,826,185	\$8,295,756	\$8,793,501	\$9,321,111
Pinefield Route / Brandywine Connector Modifications		\$563,251	\$597,046	\$632,869	\$670,841
Increased Service Frequency on Selected Routes			\$1,327,581	\$1,407,235	\$1,491,669
Expanded Service Hours				\$287,800	\$305,067
Sunday Service on Selected Routes					\$453,069
<b>Total New Operating Expenses</b>	<b>\$0</b>	<b>\$563,251</b>	<b>\$1,924,627</b>	<b>\$2,327,904</b>	<b>\$2,920,647</b>
<b>Subtotal Projected Operating Expenses</b>	<b>\$7,383,193</b>	<b>\$8,389,436</b>	<b>\$10,220,382</b>	<b>\$11,121,405</b>	<b>\$12,241,758</b>
<b>Anticipated Funding Sources for Operating</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Federal/State<sup>(2)</sup></b>					
Section 5307	\$2,724,291	\$2,724,291	\$2,724,291	\$2,724,291	\$2,724,291
Section 5311	\$96,247	\$96,247	\$96,247	\$96,247	\$96,247
<b>Subtotal Federal/State</b>	<b>\$2,820,538</b>	<b>\$2,820,538</b>	<b>\$2,820,538</b>	<b>\$2,820,538</b>	<b>\$2,820,538</b>
<b>State<sup>(2)</sup></b>					
SSTAP	\$140,805	\$140,805	\$140,805	\$140,805	\$140,805
<b>Subtotal, State</b>	<b>\$140,805</b>	<b>\$140,805</b>	<b>\$140,805</b>	<b>\$140,805</b>	<b>\$140,805</b>
<b>Local</b>					
Passenger Fares- Fixed Route, SSTAP and ADA <sup>(3)</sup>	\$404,000	\$460,580	\$561,099	\$610,565	\$672,073
DSS Contract	\$155,000	\$155,000	\$155,000	\$155,000	\$155,000
General Funds	\$3,862,850	\$4,812,513	\$6,542,940	\$7,394,497	\$8,453,343
<b>Subtotal Local</b>	<b>\$4,421,850</b>	<b>\$5,428,093</b>	<b>\$7,259,039</b>	<b>\$8,160,062</b>	<b>\$9,280,415</b>
<b>Total Projected/Proposed Operating Revenues</b>	<b>\$7,383,193</b>	<b>\$8,389,436</b>	<b>\$10,220,382</b>	<b>\$11,121,405</b>	<b>\$12,241,758</b>

(1) Operating Budget includes fixed routes, SSTAP, ADA, and DSS/JARC services; 6% annual inflation factored each year.

(2) Assumes no increases based on current MTA projections.

(3) Farebox recovery ratio of 5.9% based on FY 2017.

reviewing grant applications: typically the projects proposed in a county's annual grant application must have been identified in the TDP in order to receive funding.

## FINANCIAL PLAN FOR CAPITAL

This section discusses a projected capital plan to maintain the current level of service and to implement the conceptual operating plan. There are several factors that impact this capital plan:

- With the addition of more medium duty busses in the near future that will be used for fixed route services, VanGO will transition light duty vehicles currently used for these services to paratransit.
- VanGO is planning to use current vehicles beyond their useful life criteria, and instead of replacing vehicles they will repower and use them for an additional time period. In the ATP application the MTA notes that refurbished vehicles must add at least four years to the estimated useful life.

Table 5-2 provides the conceptual plan for vehicle replacement, refurbishment, and expansion.

**Table 5-2: Conceptual Operations Financial Plan**

	Year <sup>(1)</sup>				
	1	2	3	4	5
<b>Number of Vehicles</b>					
Replacement	2	4	3	8	8
Refurbishment	11	11	5	-	-
Expansion	-	2	6	-	-
<b>Total Number of Vehicles</b>	<b>4</b>	<b>6</b>	<b>9</b>	<b>8</b>	<b>8</b>
<b>Vehicle Costs<sup>1</sup></b>					
Replacement	\$200,000	\$400,000	\$300,000	\$800,000	\$800,000
Refurbishment	\$110,000	\$110,000	\$50,000	\$0	\$0
Expansion	\$200,000	\$200,000	\$600,000	\$0	\$0
<b>Total Projected Costs</b>	<b>\$510,000</b>	<b>\$710,000</b>	<b>\$950,000</b>	<b>\$800,000</b>	<b>\$800,000</b>
<b>Anticipated Funding Sources</b>					
Federal	\$408,000	\$568,000	\$760,000	\$640,000	\$640,000
State	\$51,000	\$71,000	\$95,000	\$80,000	\$80,000
Local	\$51,000	\$71,000	\$95,000	\$80,000	\$80,000
<b>Total Projected Funding</b>	<b>\$510,000</b>	<b>\$710,000</b>	<b>\$950,000</b>	<b>\$800,000</b>	<b>\$800,000</b>

(1) Replacement and refurbishment years based on current VanGO capital plan beginning with FY2019; expansion vehicle years based on conceptual operations financial plan

(2) Replacement and expansion vehicles costs based on current VanGO pricing for medium duty bus of \$100,000

(3) Refurbishment costs based on VanGO ATP; includes complete engine and transmission remove and replace.

## OTHER CAPITAL EXPENSES

As discussed in Chapter 2 Charles County and the MTA have begun plans for a VanGO Transit Operations and Maintenance Facility to support transit services. The project schedule is dependent upon available funding but as noted in Chapter 2 it is expected to be funded for Architectural and Engineering work in FY2020 and construction in FY2022. As this project moves forward there will be capital expenses related to the new facility that need to be considered through the annual ATP process.

Additional potential capital expenses will include those associated with passenger amenity and information improvements, as well as tools and communication upgrades.



# Appendix A

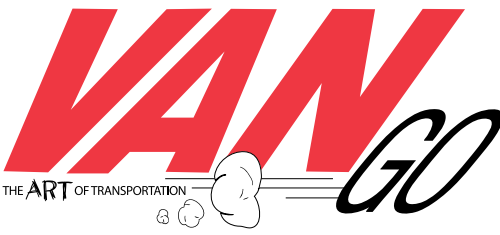
## VanGO Route Schedule





# Public Transportation Schedules

[www.GO-VANGO.com](http://www.GO-VANGO.com)



# Contacting VanGO

Service Inquires, Dispatch,  
and Trip Scheduling ..... 301-609-7917

Customer Service ..... 301-645-0642  
*E-Mail: VanGO@CharlesCountyMD.gov*

Inclement Weather ..... 301-609-7917

Maryland Relay ..... 7-1-1  
*(Relay TDD: 1-800-735-2258)*

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# Holidays

VanGO service holidays are subject to change. Visit **www.Go-VanGO.com** for up-to-date information.

### No Service on these holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

### Limited service on these holidays:

- Martin Luther King, Jr. Day
- Veterans Day
- Christmas Eve
- New Year’s Eve

**VanGO** public transit is administered by the Charles County Department of Planning and Growth Management. This organization is committed to providing safe and reliable transit and quality service for Charles County residents.

In addition to the public transit services described in this brochure, VanGO also operates specialized transit services for senior citizens and individuals with disabilities who are unable to access the general public services, and for medical assistance recipients who have no other means of transportation.

Schedule times may vary up to 10 minutes, but the vehicles will not pass or depart designated stops prior to the times identified on the timetable. Routes and fares are subject to change. Please visit **www.GO-VanGO.com** or call 301-609-7917 to confirm accurate schedule information.

**Information contained in this brochure is accurate as of: December 2016.**

# VanGO Fares

## All-Day Pass

General Public ..... \$2  
 Senior/Disabled ..... \$1  
 Medicare Card Holders ..... \$1

## One-Way Trip

General Public ..... \$1  
 Senior/Disabled ..... 50¢  
 Medicare Card Holders ..... 50¢

## Stored Value Card

Available for purchase at the Charles County Government Treasurer’s Office (La Plata, MD)

**\$10 worth of fares ..... \$8**

**Children age 6 and younger are free when accompanied by an adult, age 18 and older.**

**Drivers cannot make change, but instead will issue a “CHANGE CARD” good for future VanGO rides.**



## General Information

VanGO is a countywide transportation system that offers public transportation routes that operate on fixed schedules and more specialized transportation services for those persons unable to utilize the public transportation system. VanGO is administered by the Charles County Department of Planning and Growth Management, but operated by a private contractor.

To learn more, visit [www.GO-VanGO.com](http://www.GO-VanGO.com).

## Public Transit

VanGO public transit provides transportation opportunities within Charles County and serves several desired primary destinations including the College of Southern Maryland, St. Charles Towne Center Mall, employment locations, medical facilities, and numerous shopping centers.

Most routes operate Monday through Saturday from 6:30 a.m. to 10 p.m.

All schedules can be downloaded from the website by going to the schedules section. Additionally, schedules can be mailed or obtained on VanGO vehicles. The schedules are in the form of timetables and provide details regarding the service area, service days, color identification, designated vehicle stops, and times. Call the Department of Planning and Growth Management, Transit Division at 301-645-0642 if you would like to have schedules mailed to you.

VanGO routes cover the Waldorf, La Plata, Indian Head, Charlotte Hall, Newburg, and Nanjemoy areas. Stops along the routes are listed on the schedules, and flag stops may be accommodated depending on location.

Some of the more popular VanGO stops in Charles County include:

- Department of Health
- Department of Social Services
- Charles Regional Medical Center
- College of Southern Maryland
- Old Line Centre
- Pembroke Medical Center

## Passenger Rights and Responsibilities

Passengers have the right to travel safely in a clean and appropriate atmosphere, and to be treated with courtesy and respect. Passengers are entitled to a driver who maintains control over their vehicle to the best of their ability and to vehicles that are properly maintained and driven in a safe and defensive manner. In return, passengers are expected to adhere to the following rules:

- Be courteous to and respectful of other passengers and drivers.
- Do not eat, drink, or smoke while on VanGO vehicles.
- Do not carry or use alcohol or illegal substances on VanGO vehicles.
- Do not use profanity, offensive language, or inappropriate behavior.
- Do not litter in the vehicle or at VanGO stops and transfer points.
- Speak in a reasonable tone and respect other passengers.

If seats are available, remain seated while the vehicle is in motion. If standing due to capacity issues, hold securely to the overhead grab bar.

Bring only as many items on the vehicle as you can carry without assistance; secure all carry-on items under your seat or on your lap.

Arrive at designated stops or locations suitable for flag stops prior to the time identified on the schedule.

Alert drivers several stops in advance of the location you wish to exit the vehicle; exit only after the vehicle has stopped completely.

Advise the driver if you require an accommodation due to a disability.

Riding VanGO is a privilege. Violation of any rule may result in punitive action up to and including termination of VanGO services. Any criminal acts occurring on or to VanGO vehicles, drivers, or staff will be prosecuted to the fullest extent of the law.

# BRANDYWINE CONNECTOR

## Holiday Service:

Last loop on designated holidays departs at:

- La Plata Transfer Point at 5:30 p.m., and operates by request only.
- 301 Park & Ride Transfer Point at 6:00 p.m., and operates by request only.

MONDAY THROUGH FRIDAY		1st Hour	Last Hour
<b>Waldorf to Brandywine Crossing</b>			
301 Park & Ride Transfer Point	07:00 pm	07:45 pm	08:30 pm
Route 301 N (Olive Garden)	07:02 pm	07:47 pm	08:32 pm
Route 301 N & Central Ave	07:06 pm	07:51 pm	08:36 pm
Brandywine Crossing (Costco)	07:12 pm	07:57 pm	08:42 pm
Brandywine Crossing (Xscape 14)	07:14 pm	07:59 pm	08:44 pm
<b>Brandywine Crossing to Waldorf</b>			
Clymer Dr & Albert Rd	07:17 pm	08:02 pm	08:47 pm
Route 301 S (JSB Apartments)	07:20 pm	08:05 pm	08:50 pm
Route 301 S & Business Park Dr	07:24 pm	08:09 pm	08:54 pm
301 Park & Ride Transfer Point (ROUTE ENDS)	07:30 pm	08:15 pm	09:00 pm

SATURDAY		1st Hour	Last Hour
<b>Waldorf to Brandywine Crossing</b>			
301 Park & Ride Transfer Point	07:00 am	07:45 am	08:30 am
Route 301 N (Olive Garden)	07:02 am	07:47 am	08:32 am
Route 301 N & Central Ave	07:06 am	07:51 am	08:36 am
Brandywine Crossing (Costco)	07:12 am	07:57 am	08:42 am
Brandywine Crossing (Xscape 14)	07:14 am	07:59 am	08:44 am
<b>Brandywine Crossing to Waldorf</b>			
Clymer Dr & Albert Rd	07:17 am	08:02 am	08:47 am
Route 301 S (JSB Apartments)	07:20 am	08:05 am	08:50 am
Route 301 S & Business Park Dr	07:24 am	08:09 am	08:54 am
301 Park & Ride Transfer Point (ROUTE ENDS)	07:30 am	08:15 am	09:00 am

# 301 CONNECTOR

MONDAY THROUGH FRIDAY	1st Hour	Bus Stops Every	Last Hour
<b>Waldorf to La Plata</b>			
301 Park & Ride Transfer Point	07:00 am	30 minutes until	05:00 pm
Route 301 S & Regency Pl	07:05 am	30 minutes until	05:05 pm
Charles County Health Department	07:07 am	30 minutes until	05:07 pm
Route 301 S & Marshall Corner Rd (Dash In)	07:09 am	30 minutes until	05:09 pm
White Plains Livestock Farm	07:09 am	30 minutes until	05:09 pm
Route 301 S & Rhodes Dr	07:10 am	30 minutes until	05:10 pm
Route 301 S & Faith Baptist Church Rd	07:11 am	30 minutes until	05:11 pm
College Of Southern Maryland (CC Building)	07:17 am	30 minutes until	05:17 pm
Washington Ave & Rosewick Rd	07:24 am	30 minutes until	05:24 pm
Heritage Green Pkwy & Morris Dr	07:25 am	30 minutes until	05:25 pm
La Plata Wal Mart Transfer Point (ROUTE ENDS)	07:26 am	30 minutes until	05:26 pm
<b>La Plata to Waldorf</b>			
La Plata Wal Mart Transfer Point	07:30 am	30 minutes until	05:30 pm
Heritage Green Pkwy & Lelia Ct	07:31 am	30 minutes until	05:31 pm
Washington Ave & Rosewick Rd	07:33 am	30 minutes until	05:33 pm
Route 301 N & Hickory Ln	07:35 am	30 minutes until	05:35 pm
Andrew's Auto Parts	07:36 am	30 minutes until	05:36 pm
Route 301 N & Smitty Dr	07:37 am	30 minutes until	05:37 pm
Charles County Health Department	07:40 am	30 minutes until	05:40 pm
Route 301 N & Demarr Rd	07:42 am	30 minutes until	05:42 pm
JRJ Income Tax Building	07:43 am	30 minutes until	05:43 pm
Route 301 N (Cracker Barrel/Carraba's)	07:44 am	30 minutes until	05:44 pm
St Charles Towne Center Mall	07:48 am	30 minutes until	05:48 pm
301 Park & Ride Transfer Point (ROUTE ENDS)	07:51 am	30 minutes until	05:51 pm

## Holiday Service:

Last loop on designated holidays departs at:

- La Plata Transfer Point at 5:30 p.m., and operates by request only.
- 301 Park & Ride Transfer Point at 6:00 p.m., and operates by request only.

# 301 CONNECTOR (EVENING SERVICE • WEEKDAYS)

MONDAY THROUGH FRIDAY	1st Hour	Bus Stops Every	Last Hour
<b>Waldorf to La Plata</b>			
301 Park & Ride Transfer Point	06:00 pm	60 minutes until	09:00 pm
Route 301 S & Regency Pl	06:05 pm	60 minutes until	09:05 pm
Charles County Health Department	06:07 pm	60 minutes until	09:07 pm
Route 301 S & Marshall Corner Rd (Dash In)	06:09 pm	60 minutes until	09:09 pm
White Plains Livestock Farm	06:09 pm	60 minutes until	09:09 pm
Route 301 S & Rhodes Dr	06:10 pm	60 minutes until	09:10 pm
Route 301 S & Faith Baptist Church Rd	06:11 pm	60 minutes until	09:11 pm
College Of Southern Maryland (CC Building)	06:17 pm	60 minutes until	09:17 pm
Washington Ave & Rosewick Rd	06:24 pm	60 minutes until	09:24 pm
Heritage Green Pkwy & Morris Dr	06:25 pm	60 minutes until	09:25 pm
La Plata Wal Mart Transfer Point (ROUTE ENDS)	06:26 pm	60 minutes until	09:26 pm
<b>La Plata to Waldorf</b>			
La Plata Wal Mart Transfer Point	06:30 pm	60 minutes until	09:30 pm
Heritage Green Pkwy & Lelia Ct	06:31 pm	60 minutes until	09:31 pm
Washington Ave & Rosewick Rd	06:33 pm	60 minutes until	09:33 pm
Route 301 N & Hickory Ln	06:35 pm	60 minutes until	09:35 pm
Andrew's Auto Parts	06:36 pm	60 minutes until	09:36 pm
Route 301 N & Smitty Dr	06:37 pm	60 minutes until	09:37 pm
Charles County Health Department	06:40 pm	60 minutes until	09:40 pm
Route 301 N & Demarr Rd	06:42 pm	60 minutes until	09:42 pm
JRJ Income Tax Building	06:43 pm	60 minutes until	09:43 pm
Route 301 N (Cracker Barrel/Carraba's)	06:44 pm	60 minutes until	09:44 pm
St Charles Towne Center Mall	06:48 pm	60 minutes until	09:48 pm
301 Park & Ride Transfer Point (ROUTE ENDS)	06:51 pm	60 minutes until	09:51 pm

## Holiday Service:

Last loop on designated holidays departs at:

- La Plata Transfer Point at 5:30 p.m., and operates by request only.
- 301 Park & Ride Transfer Point at 6:00 p.m., and operates by request only.

# 301 CONNECTOR (SATURDAY SERVICE)

SATURDAY	1st Hour	Bus Stops Every	Last Hour
<b>Waldorf to La Plata</b>			
301 Park & Ride Transfer Point	07:00 am	60 minutes until	09:00 pm
Route 301 S & Regency Pl	07:05 am	60 minutes until	09:05 pm
Charles County Health Department	07:07 am	60 minutes until	09:07 pm
Route 301 S & Marshall Corner Rd (Dash In)	07:09 am	60 minutes until	09:09 pm
White Plains Livestock Farm	07:09 am	60 minutes until	09:09 pm
Route 301 S & Rhodes Dr	07:10 am	60 minutes until	09:10 pm
Route 301 S & Faith Baptist Church Rd	07:11 am	60 minutes until	09:11 pm
College Of Southern Maryland (CC Building)	07:17 am	60 minutes until	09:17 pm
Washington Ave & Rosewick Rd	07:24 am	60 minutes until	09:24 pm
Heritage Green Pkwy & Morris Dr	07:25 am	60 minutes until	09:25 pm
La Plata Wal Mart Transfer Point (ROUTE ENDS)	07:26 am	60 minutes until	09:26 pm
<b>La Plata to Waldorf</b>			
La Plata Wal Mart Transfer Point	07:30 am	60 minutes until	09:30 pm
Heritage Green Pkwy & Lelia Ct	07:31 am	60 minutes until	09:31 pm
Washington Ave & Rosewick Rd	07:33 am	60 minutes until	09:33 pm
Route 301 N & Hickory Ln	07:35 am	60 minutes until	09:35 pm
Andrew's Auto Parts	07:36 am	60 minutes until	09:36 pm
Route 301 N & Smitty Dr	07:37 am	60 minutes until	09:37 pm
Charles County Health Department	07:40 am	60 minutes until	09:40 pm
Route 301 N & Demarr Rd	07:42 am	60 minutes until	09:42 pm
JRJ Income Tax Building	07:43 am	60 minutes until	09:43 pm
Route 301 N (Cracker Barrel/Carraba's)	07:44 am	60 minutes until	09:44 pm
St Charles Towne Center Mall	07:48 am	60 minutes until	09:48 pm
301 Park & Ride Transfer Point (ROUTE ENDS)	07:51 am	60 minutes until	09:51 pm

## Holiday Service:

Last loop on designated holidays departs at:

- La Plata Transfer Point at 5:30 p.m., and operates by request only.
- 301 Park & Ride Transfer Point at 6:00 p.m., and operates by request only.

# BERRY ROAD

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
<b>Berry Road</b>			
301 Park & Ride Transfer Point	07:00 am	hour on the hour until	08:00 pm
Mall Circle (Toys "R" Us)	07:02 am	60 minutes until	08:02 pm
Waldorf Marketplace (TJ Maxx)	07:06 am	60 minutes until	08:06 pm
Berry Rd & Trumpeter Ct	07:09 am	60 minutes until	08:09 pm
Berry Rd & Buttonbush Dr	07:10 am	60 minutes until	08:10 pm
Berry Rd & Greenwood Rd	07:10 am	60 minutes until	08:10 pm
Berry Rd & Westwood Dr	07:11 am	60 minutes until	08:11 pm
Berry Rd & Community Dr	07:12 am	60 minutes until	08:12 pm
Berry Rd & Greenmont Dr	07:12 am	60 minutes until	08:12 pm
Berry Rd & Ironwood Dr	07:13 am	60 minutes until	08:13 pm
Berry Rd & Briarwood Dr	07:13 am	60 minutes until	08:13 pm
Berry Rd & Cassidy St	07:14 am	60 minutes until	08:14 pm
Berry Rd & Sharperville Pl	07:14 am	60 minutes until	08:14 pm
Berry Rd & Bensville Rd	07:16 am	60 minutes until	08:16 pm
Bensville Rd & Laurel Branch Dr	07:18 am	60 minutes until	08:18 pm
Bensville Rd & Grey Run Dr	07:20 am	60 minutes until	08:20 pm
Berry Rd & Mill Hill Rd	07:23 am	60 minutes until	08:23 pm
Mill Hill Rd & Homecoming Dr	07:25 am	60 minutes until	08:25 pm
North Point Complex	07:27 am	60 minutes until	08:27 pm
Lexington Dr & Montpelier Dr	07:30 am	60 minutes until	08:30 pm
Davis Rd & Bunker Hill Rd	07:32 am	60 minutes until	08:32 pm
Berry Rd & McDaniel Rd	07:33 am	60 minutes until	08:33 pm
Berry Rd & Kanegis Dr	07:34 am	60 minutes until	08:34 pm
Berry Rd & Leyton Ct	07:35 am	60 minutes until	08:35 pm
Berry Rd & Ashford Dr	07:36 am	60 minutes until	08:36 pm
Berry Rd & Streamview Dr	07:36 am	60 minutes until	08:36 pm
Berry Rd & Sun Valley Dr	07:37 am	60 minutes until	08:37 pm
Berry Rd & Stavors Rd	07:38 am	60 minutes until	08:38 pm
Berry Rd & Chestnut Dr	07:39 am	60 minutes until	08:39 pm
Berry Rd & Western Pkwy (WaWa)	07:40 am	60 minutes until	08:40 pm
Waldorf Marketplace (TJ Maxx)	07:42 am	60 minutes until	08:42 pm
Western Pkwy & Millbrooke Ct	07:43 am	60 minutes until	08:43 pm
St Charles Professional Building	07:45 am	60 minutes until	08:45 pm
301 Park & Ride Transfer Point (ROUTE ENDS)	07:47 am	60 minutes until	08:47 pm

## Holiday Service:

Last loop on designated holidays departs at:

- La Plata Transfer Point at 5:30 p.m., and operates by request only.
- 301 Park & Ride Transfer Point at 6:00 p.m., and operates by request only.

# BRYANS ROAD

<b>MONDAY THROUGH SATURDAY</b>	<b>1st Hour</b>	<b>Bus Stops Every</b>	<b>Last Hour</b>
<b>La Plata to Bryans Road</b>			
La Plata Wal Mart Transfer Point	<b>07:30 am</b>	every 2 hours until	<b>05:30 pm</b>
Rt 301 & Rosewick Rd	<b>07:32 am</b>	every 2 hours until	<b>05:32 pm</b>
College Of Southern Maryland (CC Building)	<b>07:37 am</b>	every 2 hours until	<b>05:37 pm</b>
Mitchell Rd & Hawthorne Rd	<b>07:41 am</b>	every 2 hours until	<b>05:41 pm</b>
Hawthorne Rd & Marshall Corner Rd	<b>07:43 am</b>	every 2 hours until	<b>05:43 pm</b>
McDonough High School	<b>07:44 am</b>	every 2 hours until	<b>05:44 pm</b>
Robert Stethem Education Center	<b>07:46 am</b>	every 2 hours until	<b>05:46 pm</b>
Marshall Corner Rd & Pomfret Rd	<b>07:47 am</b>	every 2 hours until	<b>05:47 pm</b>
Pomfret Rd & Preston Ln	<b>07:48 am</b>	every 2 hours until	<b>05:48 pm</b>
Pomfret Rd & Livingston Rd	<b>07:53 am</b>	every 2 hours until	<b>05:53 pm</b>
Marshall Hall Rd (McDonalds)	<b>07:55 am</b>	every 2 hours until	<b>05:55 pm</b>
Marshall Hall Rd & Arbor Ln	<b>07:58 am</b>	every 2 hours until	<b>05:58 pm</b>
Bryans Road Shopping Center (Safeway)	<b>08:02 am</b>	every 2 hours until	<b>06:02 pm</b>
Hampton Court	<b>08:02 am</b>	every 2 hours until	<b>06:02 pm</b>
Livingston Rd (Shell Gas Station)	<b>08:04 am</b>	every 2 hours until	<b>06:04 pm</b>
Henson Community Center	<b>08:06 am</b>	every 2 hours until	<b>06:06 pm</b>
Livingston Rd & Pomfret Rd	<b>08:07 am</b>	every 2 hours until	<b>06:07 pm</b>
Pomfret Rd & Preston Ln	<b>08:11 am</b>	every 2 hours until	<b>06:11 pm</b>
Pomfret Rd & Marshall Corner Rd	<b>08:12 am</b>	every 2 hours until	<b>06:12 pm</b>
Marshall Corner Rd & Hawthorne Rd	<b>08:18 am</b>	every 2 hours until	<b>06:18 pm</b>
La Plata Wal Mart Transfer Point (ROUTE ENDS)	<b>08:21 am</b>	every 2 hours until	<b>06:21 pm</b>

## **Holiday Service:**

Last loop on designated holidays departs at:

- La Plata Transfer Point at 5:30 p.m., and operates by request only.
- 301 Park & Ride Transfer Point at 6:00 p.m., and operates by request only.

# BUSINESS A

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
<b>Route 5 (Leonardtown Rd)</b>			
301 Park & Ride Transfer Point	07:30 am	60 minutes until	07:30 pm
Industrial Park Dr & Copley Ave	07:34 am	60 minutes until	07:34 pm
Industrial Park Dr & Irongate Dr	07:37 am	60 minutes until	07:37 pm
MVA	07:38 am	60 minutes until	07:38 pm
Post Office Rd & Henry Ford Cir	07:40 am	60 minutes until	07:40 pm
Cenna Center	07:40 am	60 minutes until	07:40 pm
New Post Professional Building	07:41 am	60 minutes until	07:41 pm
Hanson Community Center	07:43 am	60 minutes until	07:43 pm
Ryon Court	07:44 am	60 minutes until	07:44 pm
Waldorf Astor	07:47 am	60 minutes until	07:47 pm
Jaycees Apartments	07:48 am	60 minutes until	07:48 pm
Route 5 (Old Line Center)	07:50 am	60 minutes until	07:50 pm
Route 5 (Thomas Stone High School)	07:53 am	60 minutes until	07:53 pm
Mattawoman-Beantown Park and Ride	07:56 am	60 minutes until	07:56 pm
Mattawoman-Beantown Rd & Indian Ln	07:59 am	60 minutes until	07:59 pm
Pinefield South Shopping Center	08:02 am	60 minutes until	08:02 pm
Mattawoman-Beantown Rd & Council Oak Dr	08:04 am	60 minutes until	08:04 pm
Mattawoman-Beantown Rd & Idlewood Park Rd	08:05 am	60 minutes until	08:05 pm
St Charles Pkwy & Northgate Pl	07:06 am	60 minutes until	08:06 pm
St Charles Pkwy & St Marks Dr	07:08 am	60 minutes until	08:08 pm
St Charles Pkwy & Gallery Pl	07:09 am	60 minutes until	08:09 pm
Post Office Rd & October Pl	07:10 am	60 minutes until	08:10 pm
Huntington Cir & Light Arms Pl	07:11 am	60 minutes until	08:11 pm
Huntington Cir & Heathcote Rd	07:12 am	60 minutes until	08:12 pm
Huntington Cir & Post Office Rd	07:12 am	60 minutes until	08:12 pm
MVA	07:14 am	60 minutes until	08:14 pm
Industrial Park Dr & Rockefeller Ct	07:16 am	60 minutes until	08:16 pm
Industrial Park Dr & Copley Ave	07:17 am	60 minutes until	08:17 pm
301 Park & Ride Transfer Point (ROUTE ENDS)	07:19 am	60 minutes until	08:19 pm

**Holiday Service:** Last loop on designated holidays departs 301 Park & Ride Transfer Point at 6:00 p.m., and operates by request only.



# BUSINESS B

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
<b>Route 301 (Crain Highway)</b>			
301 Park & Ride Transfer Point	07:30 am	60 minutes until	06:30 pm
St. Charles Towne Center Mall	07:33 am	60 minutes until	06:33 pm
Victoria Park Apartments	07:34 am	60 minutes until	06:34 pm
Plaza Dr & Shasho Pl (Waldorf Market Place)	07:38 am	60 minutes until	06:38 pm
Plaza Dr (Charles County Plaza)	07:41 am	60 minutes until	06:41 pm
Shoppers World (Bed Bath & Beyond)	07:44 am	60 minutes until	06:44 pm
Waldorf Jaycees Building	07:47 am	60 minutes until	06:47 pm
Route 301 N (Kenwood Building)	07:49 am	60 minutes until	06:49 pm
Route 301 N (Golden Corral)	07:51 am	60 minutes until	06:51 pm
Route 301 N (Smallwood Building)	07:52 am	60 minutes until	06:52 pm
VFW Rd & Old Washington Rd	07:53 am	60 minutes until	06:53 pm
Wal Mart	07:55 am	60 minutes until	06:55 pm
Business Park Dr	07:59 am	60 minutes until	06:59 pm
Festival at Waldorf (Pet Smart)	08:02 am	60 minutes until	07:02 pm
Charles County Plaza (Giant)	08:05 am	60 minutes until	07:05 pm
Waldorf Marketplace (TJ Maxx)	08:08 am	60 minutes until	07:08 pm
Western Pkwy & Millbrook Ct	08:10 am	60 minutes until	07:10 pm
Victoria Park Apartments	08:13 am	60 minutes until	07:13 pm
St Charles Professional Building	08:15 am	60 minutes until	07:15 pm
301 Park & Ride Transfer Point (ROUTE ENDS)	08:17 am	60 minutes until	07:17 pm

**Holiday Service:** Last loop on designated holidays departs 301 Park & Ride Transfer Point at 6:00 p.m., and operates by request only.

# CHARLOTTE HALL

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
<b>Waldorf to St. Mary's County</b>			
301 Park & Ride Transfer Point	07:30 am	60 minutes until	07:30 pm
Route 301 & Billingsley Rd (WaWa)	07:32 am	60 minutes until	07:32 pm
Billingsley Rd & St. Charles Parkway	07:34 am	60 minutes until	07:34 pm
Billingsley Rd & St Francis Dr	07:36 am	60 minutes until	07:36 pm
Billingsley Rd & St Marie Dr	07:37 am	60 minutes until	07:37 pm
Billingsley Rd & Piney Church Rd	07:38 am	60 minutes until	07:38 pm
Route 5 & Zachia Manor Ct	07:39 am	60 minutes until	07:39 pm
Bryantown Mall	07:41 am	60 minutes until	07:41 pm
Route 5 & Roosevelt Pl	07:42 am	60 minutes until	07:42 pm
Route 5 & Wolfe Dr	07:43 am	60 minutes until	07:43 pm
Route 5 & Cracklingtown Rd	07:44 am	60 minutes until	07:44 pm
Route 5 (Hughesville Warehouse)	06:47 am	60 minutes until	07:47 pm
Route 5 & Burnt Store Rd	06:48 am	60 minutes until	07:48 pm
Charlotte Hall Food Lion (ROUTE ENDS)	06:53 am	60 minutes until	07:53 pm
<b>St. Mary's County to Waldorf</b>			
Charlotte Hall Food Lion	07:00 am	60 minutes until	08:00 pm
Route 5 (McKays)	07:02 am	60 minutes until	08:02 pm
Route 5 (Randys Ribs & BBQ)	07:06 am	60 minutes until	08:06 pm
Route 5 & Sapp Pl	07:07 am	60 minutes until	08:07 pm
Route 5 & Ted Bowling Rd	07:08 am	60 minutes until	08:08 pm
Route 5 & Olivers Shop Rd	07:09 am	60 minutes until	08:09 pm
Route 5 & Aubrey James Sr Pl	07:11 am	60 minutes until	08:11 pm
Route 5 & Billingsley Rd	07:12 am	60 minutes until	08:12 pm
Billingsley Rd & Piney Church Rd	07:15 am	60 minutes until	08:15 pm
Billingsley Rd & St Martins Dr	07:17 am	60 minutes until	08:17 pm
Billingsley Rd & Old Washington Rd	07:20 am	60 minutes until	08:20 pm
301 Park & Ride Transfer Point (ROUTE ENDS)	07:24 am	60 minutes until	08:24 pm

**Holiday Service:** Last loop on designated holidays departs 301 Park & Ride Transfer Point at 6:00 p.m., and operates by request only.

# INDIAN HEAD

<b>MONDAY THROUGH SATURDAY</b>	<b>1st Hour</b>	<b>Bus Stops Every</b>	<b>Last Hour</b>
<b>Waldorf to Indian Head</b>			
301 Park & Ride Transfer Point	07:00 am	60 minutes until	09:00 pm
Smallwood Dr & St Patricks Dr	07:01 am	60 minutes until	09:01 pm
St Patricks Dr & St Phillips Dr	07:05 am	60 minutes until	09:05 pm
Billingsley Rd & Silent Creek Rd	07:07 am	60 minutes until	09:07 pm
Billingsley Rd & Middletown Rd	07:08 am	60 minutes until	09:08 pm
Bennsville Rd & Bancroft Dr	07:10 am	60 minutes until	09:10 pm
Bennsville Rd & Eutaw Forest Dr	07:12 am	60 minutes until	09:12 pm
Capt Dement Dr & Bennsville Rd	07:13 am	60 minutes until	09:13 pm
Bennsville Rd & Billingsley Rd	07:15 am	60 minutes until	09:15 pm
Billingsley Rd & Highgrove Dr	07:17 am	60 minutes until	09:17 pm
Billingsley Rd & Prince Edward Dr	07:19 am	60 minutes until	09:19 pm
Billingsley Rd & Livingston Rd	07:20 am	60 minutes until	09:20 pm
Bryans Rd Shopping Center (Hampton Ct)	06:26 am	60 minutes until	09:26 pm
Hampton Ct	06:27 am	60 minutes until	09:27 pm
Route 210 & South Hampton Dr	06:30 am	60 minutes until	09:30 pm
Smallwood Community Center	06:34 am	60 minutes until	09:34 pm
Route 210 & Cedar Ln	06:35 am	60 minutes until	09:35 pm
Route 210 & McWilliams Dr	06:36 am	60 minutes until	09:36 pm
Route 210 & Stark Rd	06:40 am	60 minutes until	09:40 pm
Route 210 & (US Post Office)	06:41 am	60 minutes until	09:41 pm
<b>Indian Head to Waldorf</b>			
Beecher Ave & Jennifer Dr	06:43 am	60 minutes until	09:43 pm
Jennifer Dr & Blair Rd	06:44 am	60 minutes until	09:44 pm
Blair Rd & Strauss Ave	06:46 am	60 minutes until	09:46 pm
Strauss Ave & Woodland Dr	06:47 am	60 minutes until	09:47 pm
Woodland Dr & Rt 210	06:48 am	60 minutes until	09:48 pm
Route 210 & Lower Wharf Rd	06:49 am	60 minutes until	09:49 pm
Route 210 & Metropolitan Church Rd	06:53 am	60 minutes until	09:53 pm
Bryans Road Shopping Center (Hampton Ct)	06:57 am	60 minutes until	09:57 pm
Hampton Ct	06:58 am	60 minutes until	08:58 pm
Billingsley Rd & Maintenance Pl	07:00 am	60 minutes until	09:00 pm
Billingsley Rd & Countryside Ln	07:05 am	60 minutes until	09:05 pm
Bennsville Rd & Bancroft Dr	07:07 am	60 minutes until	09:07 pm
Bennsville Rd & Eutaw Forest Dr	07:08 am	60 minutes until	09:08 pm
Captain Dement Rd & Bennsville Rd	07:09 am	60 minutes until	09:09 pm
Bennsville Rd & Billingsley Rd	07:11 am	60 minutes until	09:11 pm
Billingsley Rd & Silent Creek Rd	07:15 am	60 minutes until	09:15 pm
St. Patricks Dr & Quilback St	07:17 am	60 minutes until	09:17 pm
St. Patricks Dr & Highgate Pl	07:19 am	60 minutes until	09:19 pm
301 Park & Ride Transfer Point (ROUTE ENDS)	07:20 am	60 minutes until	09:20 pm

**Holiday Service:** Last loop on designated holidays departs 301 Park & Ride Transfer Point at 6:30 p.m., and operates by request only.

# LA PLATA

<b>MONDAY THROUGH SATURDAY</b>	<b>1st Hour</b>	<b>Bus Stops Every</b>	<b>Last Hour</b>
<b>Glen Albin Road to Kent Avenue</b>			
La Plata Wal Mart Transfer Point	07:00 am	60 minutes until	09:00 pm
Route 301 (McDonalds)	07:02 am	60 minutes until	09:02 pm
Route 301 & Oriole Ln	07:04 am	60 minutes until	09:04 pm
Maples Apartments	07:06 am	60 minutes until	09:06 pm
Charles St & St Marys Ave (Courthouse)	07:08 am	60 minutes until	09:08 pm
St Marys Ave & Glen Albin Rd	07:08 am	60 minutes until	09:08 pm
Glen Albin Rd & Patuxent Ct	07:09 am	60 minutes until	09:09 pm
Oak Ave (Milton Somers Community Center)	07:10 am	60 minutes until	09:10 pm
Oak Ave & Worchester St	07:10 am	60 minutes until	09:10 pm
UM Charles Regional Medical Ctr. (rear entrance)	07:12 am	60 minutes until	09:12 pm
La Plata Library	07:13 am	60 minutes until	09:13 pm
Charles St & Kent Ave	07:15 am	60 minutes until	09:15 pm
Kent Ave (Department of Social Services)	07:15 am	60 minutes until	09:15 pm
Kent Ave & Caroline Dr	07:16 am	60 minutes until	09:16 pm
Dorchester Ave & Potomac St	07:16 am	60 minutes until	09:16 pm
Kent Ave & Hawthorne Dr	07:17 am	60 minutes until	09:17 pm
Harford St & Washington Ave	07:18 am	60 minutes until	09:18 pm
Hawthorne Dr (CVS)	07:19 am	60 minutes until	09:19 pm
Shining Willow Way (Safeway)	07:22 am	60 minutes until	09:22 pm
Wal Mart	07:23 am	60 minutes until	09:23 pm
La Plata Wal Mart Transfer Point (ROUTE ENDS)	07:25 am	60 minutes until	09:25 pm
<b>Radio Station Road to Kent Avenue</b>			
La Plata Wal Mart Transfer Point	07:30 am	60 minutes until	08:30 pm
Washington Ave & Rosewick Rd	07:33 am	60 minutes until	08:33 pm
Rosewick Rd & Radio Station Rd	07:35 am	60 minutes until	08:35 pm
Radio Station Rd (La Plata High School)	07:38 am	60 minutes until	08:38 pm
Route 6 (Richard R. Clark Senior Center)	07:41 am	60 minutes until	08:41 pm
La Plata Manor	07:43 am	60 minutes until	08:43 pm
Charles St & Kent Ave	07:43 am	60 minutes until	08:43 pm
Kent Ave (Department of Social Services)	07:44 am	60 minutes until	08:44 pm
Kent Ave & Caroline Dr	07:44 am	60 minutes until	08:44 pm
Dorchester Ave & Potomac St	07:45 am	60 minutes until	08:45 pm
Kent Ave & Hawthorne Dr	07:46 am	60 minutes until	08:46 pm
Harford St & Washington Ave	07:47 am	60 minutes until	08:47 pm
Heritage Green Pkwy & Morris Dr	07:49 am	60 minutes until	08:49 pm
Weis	07:50 am	60 minutes until	08:50 pm
Wal Mart	07:52 am	60 minutes until	08:52 pm
La Plata Wal Mart Transfer Point (ROUTE ENDS)	07:54 am	60 minutes until	08:54 pm

**Holiday Service:** Last loop on designated holidays departs 301 Park & Ride Transfer Point at 6:00 p.m., and operates by request only.

# NANJEMOY

## MONDAY THROUGH SATURDAY

### SUBSCRIPTION SERVICE APPOINTMENTS

Must call 301-609-7917 at least two hours prior to the time you wish to be picked up.

Pickup/Drop Off Location: La Plata Wal Mart Transfer Point

### BUS STOPS EVERY

Schedule Pick-Up Time Between:	5:30-7:30 am	9:30-11:30 am	3:30-5:30 pm	
Last Drop-Offs Occur Between:				7:30-9:00 pm
La Plata Wal Mart Transfer Point	7:30 am	11:30 am	3:16 pm	7:16 pm
Route 301 (McDonalds)	7:33 am	11:33 am	3:13 pm	7:13 pm
Department of Community Services	7:40 am	11:40 am	3:06 pm	7:06 pm
Route 6 & Wedding Dr	7:46 am	11:46 am	3:00 pm	7:00 pm
Ironsides Store	7:51 am	11:51 am	2:55 pm	6:55 pm
Route 6 & Ironsides Rd	7:52 am	11:52 am	2:54 pm	6:54 pm
Ironside Rd & Baptist Church Rd	7:56 am	11:56 am	2:50 pm	6:50 pm
Liverpool Point Rd & Adams Willett Rd	By Request	By Request	By Request	By Request
Hancock Run Rd & Gertrudes Pl	By Request	By Request	By Request	By Request
Route 6 & Tayloes Neck Rd	8:03 am	12:03 pm	2:43 pm	6:43 pm
Route 6 & Riverside Rd	8:07 am	12:07 pm	2:39 pm	6:39 pm
Riverside Rd & Holly Springs Rd	8:10 am	12:10 pm	2:36 pm	6:36 pm
Riverside Rd & Maryland Pt Rd	8:13 am	12:13 pm	2:33 pm	6:33 pm
Route 6 & Liverpool Pt Rd	8:20 am	12:20 pm	2:26 pm	6:26 pm
Nanjemoy Community Center	8:26 am	12:26 pm	2:20 pm	6:20 pm
Route 6 & Poseytown Rd	8:27 am	12:27 pm	2:19 pm	6:19 pm
Poseytown Rd & Bowie Rd	8:30 am	12:30 pm	2:16 pm	6:16 pm
Bowie Rd & Gilroy Rd	8:30 am	12:30 pm	2:16 pm	6:16 pm
Gilroy Rd & Chicamuxen Rd	8:35 am	12:35 pm	2:11 pm	6:11 pm
Chicamuxen Rd & Bicknell Rd	8:48 am	12:48 pm	1:58 pm	5:58 pm
Bicknell Rd & Pisgah/Marbury Rd	8:49 am	12:49 pm	1:57 pm	5:57 pm
Pisgah/Marbury Rd & Mason Springs Rd	8:53 am	12:53 pm	1:53 pm	5:53 pm
Mason Springs Rd & Poorhouse Rd	8:55 am	12:55 pm	1:51 pm	5:51 pm
Poorhouse Rd & Route 6	9:05 am	1:05 pm	1:41 pm	5:41 pm
Department of Community Services	9:06 am	1:06 pm	1:40 pm	5:40 pm
Route 301 (La Plata Professional Bldg)	9:13 am	1:13 pm	1:33 pm	5:33 pm
Hawthorne Rd & Route 301	9:14 am	1:14 pm	1:32 pm	5:32 pm
La Plata Wal Mart Transfer Point (ROUTE ENDS)	9:16 am	1:16 pm	1:30 pm	5:30 pm

**Subscription Service:** Passengers must call in advance to schedule their pickup time in the available time slots shown above.

**Holiday Service:** Last loop on designated holidays departs 301 Park & Ride Transfer Point at 6:00 p.m., and operates by request only.

# NEWBURG

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
<b>La Plata to Newburg</b>			
La Plata Wal Mart Transfer Point	08:30 am	every 2 hours until	06:30 pm
Route 301 & Rosewick Rd	08:33 am	every 2 hours until	06:33 pm
College Of Southern Maryland (N Campus Drive Lot)	08:38 am	every 2 hours until	06:38 pm
Mitchell Rd & Hawthorne Rd	08:40 am	every 2 hours until	06:40 pm
Hawthorne Rd & Magnolia Dr	08:42 am	every 2 hours until	06:42 pm
Route 301 & Oriole Ln	08:43 am	every 2 hours until	06:43 pm
Route 301 (Maples Apartments)	08:46 am	every 2 hours until	06:46 pm
Route 301 (Sheriff's Department)	08:47 am	every 2 hours until	06:47 pm
Catalpa Dr	08:48 am	every 2 hours until	06:48 pm
Route 301 (Twin Kiss)	08:50 am	every 2 hours until	06:50 pm
Route 301 & Old Stagecoach Rd	08:51 am	every 2 hours until	06:51 pm
Route 301 & Cherry Ln	08:52 am	every 2 hours until	06:52 pm
Route 301 & Preference Rd	08:52 am	every 2 hours until	06:52 pm
Route 301 & Sadie Ln	08:53 am	every 2 hours until	06:53 pm
Route 301 & Balsam Run	08:54 am	every 2 hours until	06:54 pm
Bel Alton Motel	08:55 am	every 2 hours until	06:55 pm
Jude House	08:56 am	every 2 hours until	06:56 pm
Route 301 & Popes Creek Rd	08:57 am	every 2 hours until	06:57 pm
Route 301 & S Faulkner Rd	08:58 am	every 2 hours until	06:58 pm
Route 301 & Crossover Rd	08:59 am	every 2 hours until	06:59 pm
Route 301 & Edge Hill Rd	09:01 am	every 2 hours until	07:01 pm
Route 301 & Clifton Dr	09:03 am	every 2 hours until	07:03 pm
Aqualand	07:04 am	every 2 hours until	07:04 pm
<b>Newburg to La Plata</b>			
Route 301 & Rt 257 (Hardesty's Store)	07:07 am	every 2 hours until	07:07 pm
Shine Inn	07:09 am	every 2 hours until	07:09 pm
Thunderbird Motel	07:10 am	every 2 hours until	07:10 pm
Town & Country Motel	07:10 am	every 2 hours until	07:10 pm
Route 301 & Faulkner Rd	07:12 am	every 2 hours until	07:12 pm
Red Top Store	07:13 am	every 2 hours until	07:13 pm
Relax Inn	07:15 am	every 2 hours until	07:15 pm
Route 301 & Fairgrounds Rd	07:17 am	every 2 hours until	07:17 pm
Route 301 & St Mary's Ave	07:19 am	every 2 hours until	07:19 pm
Route 301 & Centennial St	07:21 am	every 2 hours until	07:21 pm
La Plata Professional Building	07:22 am	every 2 hours until	07:22 pm
Route 301 & Ridley Dr	07:23 am	every 2 hours until	07:23 pm
Route 301 & Hawthorne Rd (CVS)	07:24 am	every 2 hours until	07:24 pm
La Plata Wal Mart Transfer Point (ROUTE ENDS)	07:25 am	every 2 hours until	07:25 pm

**Holiday Service:** Last loop on designated holidays departs 301 Park & Ride Transfer Point at 6:00 p.m., and operates by request only.

# PINEFIELD

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
<b>Old Washington Road to Pinefield Road</b>			
301 Park & Ride Transfer Point	07:00 am	60 minutes until	10:00 pm
Old Washington Rd (Cambridge Bldg)	07:03 am	60 minutes until	10:03 pm
Old Washington Rd (Food Lion)	07:04 am	60 minutes until	10:04 pm
Old Washington Rd & Oak Manor Dr	07:08 am	60 minutes until	10:08 pm
Elite Gymnastics	07:09 am	60 minutes until	10:09 pm
Salvation Army Super Store	07:09 am	60 minutes until	10:09 pm
Washington Square	07:10 am	60 minutes until	10:10 pm
Old Washington Rd & Sub Station Rd	07:11 am	60 minutes until	10:11 pm
Pinefield South Shopping Center	07:12 am	60 minutes until	10:12 pm
Pinefield Rd & Lisa Dr	07:13 am	60 minutes until	10:13 pm
Pinefield Rd & Alfred Dr	07:15 am	60 minutes until	10:15 pm
Pinefield Rd & Josephine Rd	07:16 am	60 minutes until	10:16 pm
Josephine Rd & Pinewood Dr	07:17 am	60 minutes until	10:17 pm
Pinewood Dr & Michael Rd	07:17 am	60 minutes until	10:17 pm
Michael Rd & Country Ln	07:18 am	60 minutes until	10:18 pm
Melwood	07:20 am	60 minutes until	10:20 pm
Country Ln & Spruce St	07:20 am	60 minutes until	10:20 pm
Route 301 (McDonalds)	07:23 am	60 minutes until	10:23 pm
Route 301 (Rips)	07:23 am	60 minutes until	10:23 pm
Route 301 (JSB Apartments)	07:24 am	60 minutes until	10:24 pm
Route 301 & Gillespie Cir	07:25 am	60 minutes until	10:25 pm
Route 301 & Pierce Rd	07:26 am	60 minutes until	10:26 pm
Pierce Rd & Western Pkwy	07:27 am	60 minutes until	10:27 pm
Western Pkwy & Holly Tree Ln	07:28 am	60 minutes until	10:28 pm
Western Pkwy & Tanglewood Dr	07:29 am	60 minutes until	10:29 pm
Western Pkwy & Acton Ln	07:29 am	60 minutes until	10:29 pm
Acton Ln & Tawney Dr	07:30 am	60 minutes until	09:30 pm
Acton Ln & Tred Avon Ct	07:31 am	60 minutes until	09:31 pm
Hamilton Rd & Flora Springs St	07:31 am	60 minutes until	09:31 pm
Hamilton Rd & Wildmeadows St	07:32 am	60 minutes until	09:32 pm
Hamilton Rd & Stoney Cove Dr	07:32 am	60 minutes until	09:32 pm
Hamilton Rd & Firethorne St	07:32 am	60 minutes until	09:32 pm
Hamilton Rd & Moran Dr	07:33 am	60 minutes until	09:33 pm
Western Pkwy & Plaza Dr	07:35 am	60 minutes until	09:35 pm
Shoppers World (Bed Bath & Beyond)	07:36 am	60 minutes until	09:36 pm
Old Washington Rd (Pembroke)	07:37 am	60 minutes until	09:37 pm
301 Park & Ride Transfer Point (ROUTE ENDS)	07:42 am	60 minutes until	09:42 pm

**Holiday Service:** Last loop on designated holidays departs 301 Park & Ride Transfer Point at 6:00 p.m., and operates by request only.

# ST. CHARLES A

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
<b>University Drive to Sheffield Circle</b>			
301 Park & Ride Transfer Point	06:30 am	60 minutes until	09:30 pm
Stone Ave & Smallwood Dr	06:34 am	60 minutes until	09:34 pm
Stone Ave & Garner Ave	06:35 am	60 minutes until	09:35 pm
Garner Ave & Copley Ave	06:36 am	60 minutes until	09:36 pm
Garner Ave & Marshall Rd	06:37 am	60 minutes until	09:37 pm
Garner Ave & Wilson Rd	06:38 am	60 minutes until	09:38 pm
Garner Ave & Fillmore Rd	06:39 am	60 minutes until	09:39 pm
Garner Ave & Van Buren Rd	06:39 am	60 minutes until	09:39 pm
University Dr & Fillmore Rd	06:39 am	60 minutes until	09:39 pm
University Dr & Harvard Rd	06:40 am	60 minutes until	09:40 pm
University Dr & Redcar Ct	06:41 am	60 minutes until	09:41 pm
University Dr & Ravensglass Rd	06:41 am	60 minutes until	09:41 pm
University Dr & Duncannon Rd	06:43 am	60 minutes until	09:43 pm
St. Andrews Dr & Argyle Ave	06:44 am	60 minutes until	09:44 pm
St. Andrews Dr & Sheffield Cir	06:45 am	60 minutes until	09:45 pm
Sheffield Cir & Spyglass Pl	06:46 am	60 minutes until	09:46 pm
Sheffield Cir & St Martins Dr	06:46 am	60 minutes until	09:46 pm
St. Martins Dr & Pocasset Pl	06:47 am	60 minutes until	09:47 pm
Billingsley Rd & Prestancia Pl	06:47 am	60 minutes until	09:47 pm
St Charles Pkwy & Dartmouth Rd	06:49 am	60 minutes until	09:49 pm
Dartmouth Rd & Kipling Dr	06:49 am	60 minutes until	09:49 pm
Kipling Dr & Jubilee Way	06:50 am	60 minutes until	09:50 pm
Smallwood Dr & Stone Ave	06:52 am	60 minutes until	09:52 pm
Smallwood Dr & Chandler Ct	06:53 am	60 minutes until	09:53 pm
301 Park & Ride Transfer Point (ROUTE ENDS)	06:54 am	60 minutes until	09:54 pm
<b>St Patricks Drive to Billingsley Road</b>			
301 Park & Ride Transfer Point	07:00 am	60 minutes until	10:00 pm
Westlake Village Food Lion	07:02 am	60 minutes until	10:02 pm
St Patricks Dr & St Phillips Dr	07:04 am	60 minutes until	10:04 pm
St Patricks Dr & Redhorse Ct	07:05 am	60 minutes until	10:05 pm
Billingsley Rd & Southwinds Dr	07:06 am	60 minutes until	10:06 pm
Sundance Dr & Telluride Dr	07:07 am	60 minutes until	10:07 pm
St Patricks Dr & Quillback St	07:10 am	60 minutes until	10:10 pm
St Patricks Dr & Highgate Pl	07:11 am	60 minutes until	10:11 pm
St Charles Towne Plaza (Shoppers Food)	07:14 am	60 minutes until	10:14 pm
St Charles Towne Plaza (Dollar Tree)	07:15 am	60 minutes until	10:15 pm
301 Park & Ride Transfer Point (ROUTE ENDS)	07:17 am	60 minutes until	10:17 pm

**Holiday Service:** Last loop on designated holidays departs 301 Park & Ride Transfer Point at 6:00 p.m., and operates by request only.



# ST. CHARLES B

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
<b>Wakefield Circle to Bannister Circle</b>			
301 Park & Ride Transfer Point	06:30 am	60 minutes until	09:30 pm
St Ignatius Dr & Heritage Pl	06:36 am	60 minutes until	09:36 pm
St Ignatius Dr & Husk Pl	06:36 am	60 minutes until	09:36 pm
Bannister Cir & Hunt Pl	06:37 am	60 minutes until	09:37 pm
Bannister Cir & Cooper Ct	06:38 am	60 minutes until	09:38 pm
Bannister Cir & Vaughn Ct	06:39 am	60 minutes until	09:39 pm
Bannister Cir & Oakley Dr	06:40 am	60 minutes until	09:40 pm
Oakley Dr & Wakefield Cir	06:41 am	60 minutes until	09:41 pm
Wakefield Cir & Windsor Park Ct	06:42 am	60 minutes until	09:42 pm
St. Thomas Dr & Aldermans Pl	06:43 am	60 minutes until	09:43 pm
PD Brown Library	06:44 am	60 minutes until	09:44 pm
Safeway	06:45 am	60 minutes until	09:45 pm
St Ignatius Pl & October PL	06:46 am	60 minutes until	09:46 pm
October Pl & Smallwood Dr	06:49 am	60 minutes until	09:49 pm
Smallwood Dr & Chandler Ct	06:51 am	60 minutes until	09:51 pm
301 Park & Ride Transfer Point (ROUTE ENDS)	06:52 am	60 minutes until	09:52 pm
<b>Lancaster Circle to Hampshire Circle</b>			
301 Park & Ride Transfer Point	07:00 am	60 minutes until	10:00 pm
St Charles Towne Center Mall	07:03 am	60 minutes until	10:03 pm
Lancaster Cir & Bluebird Dr	07:05 am	60 minutes until	10:05 pm
Lancaster Cir & Gamebird Ct	07:06 am	60 minutes until	10:06 pm
Lancaster Cir & Smallwood Dr	07:08 am	60 minutes until	10:08 pm
Hampshire Cir & Red Fox Ln	07:12 am	60 minutes until	10:12 pm
Hampshire Cir & Impala Ct	07:14 am	60 minutes until	10:14 pm
Hampshire Cir & St Anthony's Dr	07:16 am	60 minutes until	10:16 pm
St Stevens Dr & Smallwood Dr	07:19 am	60 minutes until	10:19 pm
301 Park & Ride Transfer Point (ROUTE ENDS)	07:23 am	60 minutes until	10:23 pm

**Holiday Service:** Last loop on designated holidays departs 301 Park & Ride Transfer Point at 6:00 p.m., and operates by request only.

# ST. CHARLES C

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
<b>Pinecone Circle to Copley Avenue</b>			
301 Park & Ride Transfer Point	06:30 am	60 minutes until	07:30 pm
Heritage Pl & St Ignatius Dr	06:34 am	60 minutes until	07:34 pm
PD Brown Library	06:35 am	60 minutes until	07:35 pm
Stoddert Middle School	06:36 am	60 minutes until	07:36 pm
St Thomas Dr & Wakefield Cir	06:36 am	60 minutes until	07:36 pm
Wakefield Cir & Wingate Ct	06:37 am	60 minutes until	07:37 pm
Wakefield Cir & Wedgewood Pl	06:37 am	60 minutes until	07:37 pm
Wakefield Cir & Lambeth Hill Dr	06:38 am	60 minutes until	07:38 pm
Pinecone Cir & Primrose Dr	06:39 am	60 minutes until	07:39 pm
Pinecone Cir & White Fir Ct	06:39 am	60 minutes until	07:39 pm
Pinecone Cir & Huntington Woods Dr	06:43 am	60 minutes until	07:43 pm
St Marks Dr & St Charles Pkwy	06:44 am	60 minutes until	07:44 pm
St Charles Pkwy & Gallery Pl	06:45 am	60 minutes until	07:45 pm
Post Office Rd & Huntington Cir	06:47 am	60 minutes until	07:47 pm
Post Office Rd & Copley Ave	06:47 am	60 minutes until	07:47 pm
Copley Ave & Belfast Rd	06:48 am	60 minutes until	07:48 pm
Copley Ave & Acadia Rd	06:49 am	60 minutes until	07:49 pm
Copley Ave & Industrial Park Dr	06:49 am	60 minutes until	07:49 pm
Smallwood Dr & Chandler Ct	06:50 am	60 minutes until	07:50 pm
301 Park & Ride Transfer Point (ROUTE ENDS)	06:53 am	60 minutes until	07:53 pm
<b>Middletown Road to Dorchester Circle</b>			
301 Park & Ride Transfer Point	07:00 am	60 minutes until	07:00 pm
St Charles Towne Center Mall	07:03 am	60 minutes until	07:03 pm
Smallwood Dr & St Stevens Dr	07:07 am	60 minutes until	07:07 pm
Smallwood Dr & St Anthonys Dr	07:09 am	60 minutes until	07:09 pm
Smallwood Dr (Westlake HS)	07:09 am	60 minutes until	07:09 pm
Smallwood Dr & Middletown Rd	07:10 am	60 minutes until	07:10 pm
Middletown Rd (Westlake HS)	07:11 am	60 minutes until	07:11 pm
Middletown Rd & Ethridge Dr	07:13 am	60 minutes until	07:13 pm
Middletown Rd & Bittmore St	07:14 am	60 minutes until	07:14 pm
Smallwood Dr & St Florian Dr	07:16 am	60 minutes until	07:16 pm
Smallwood Dr & Deerwood Pl	07:17 am	60 minutes until	07:17 pm
Smallwood Dr & New Forest Ct	07:18 am	60 minutes until	07:18 pm
St James Dr & Dorchester Cir	07:22 am	60 minutes until	07:22 pm
Dorchester Cir & Tarpon Ct	07:24 am	60 minutes until	07:24 pm
Dorchester Cir & Parrotfish Ct	07:25 am	60 minutes until	07:25 pm
Dorchester Cir & St Phillips Dr	07:26 am	60 minutes until	07:26 pm
St Patricks Dr & Highgate Pl	07:26 am	60 minutes until	07:26 pm
301 Park & Ride Transfer Point (ROUTE ENDS)	07:27 am	60 minutes until	07:27 pm

**Holiday Service:** Last loop on designated holidays departs 301 Park & Ride Transfer Point at 6:30 p.m., and operates by request only.

# ST. CHARLES D

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
<b>Gleneagles South to Regency Furniture Stadium</b>			
301 Park & Ride Transfer Point	06:30 am	60 minutes until	09:30 pm
Route 301 & Billingsley Rd (WaWa)	06:32 am	60 minutes until	09:32 pm
St Charles Pkwy & St Edwins Dr	06:35 am	60 minutes until	09:35 pm
St Charles Pkwy & St Christopher Dr	06:36 am	60 minutes until	09:36 pm
St Charles Pkwy & Alameda Ave	06:37 am	60 minutes until	09:37 pm
St Charles Pkwy (White Plains Park)	06:38 am	60 minutes until	09:38 pm
Billingsley Rd & St Francis Dr	06:40 am	60 minutes until	09:40 pm
Billingsley Rd & St Marie Dr	06:41 am	60 minutes until	09:41 pm
Piney Church Rd & St Matthews Dr	06:42 am	60 minutes until	09:42 pm
Piney Church Rd & Royal Birkdale Ave	06:43 am	60 minutes until	09:43 pm
St Linus Dr (Regency Furniture Stadium)	06:44 am	60 minutes until	09:44 pm
Piney Church Rd & Tipperary Ave	06:45 am	60 minutes until	09:45 pm
Piney Church Rd & St Matthews Dr	06:46 am	60 minutes until	09:46 pm
Billingsley Rd & St Owen Ct	06:47 am	60 minutes until	09:47 pm
Billingsley Rd & St Martins Dr	06:48 am	60 minutes until	09:48 pm
301 Park & Ride Transfer Point (ROUTE ENDS)	06:53 am	60 minutes until	09:53 pm

**Holiday Service:** Last loop on designated holidays departs 301 Park & Ride Transfer Point at 6:30 p.m., and operates by request only.

# Have You Tried Our Trip Planner?

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**Start Address**  
  
*e.g., 1125 Smallwood Dr., Waldorf, MD 20603*

**End Address**  
  
*e.g., 8190 Port Tobacco Road, Port Tobacco, MD 20677*

**Depart at or**

**Arrive by**

**Date:**

**Time:**

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# New! Bus Tracking App

- Search “**DoubleMap Bus Tracker**” on your app store.
- Once you install the app, open the menu and choose “**Select a System**” ... pick “Charles County” from the list.
- Customize your view, choose specific routes, and select a stop to view estimated time of arrival.
- View “Announcements” for delays and closures.



Also available on desktop computers at:  
**VanGO.DoubleMap.com**

# Charles County Commissioners



## Charles County Government Department of Planning and Growth Management

P.O. Box 2150, 200 Baltimore Street • La Plata, MD 20646  
301-645-0642 • Maryland Relay: 7-1-1 (*Relay TDD: 1-800-735-2258*)  
Equal Opportunity Employer

[www.CharlesCountyMD.gov](http://www.CharlesCountyMD.gov)



**Mission Statement** — The mission of Charles County Government is to provide our citizens the highest quality service possible in a timely, efficient, and courteous manner. To achieve this goal, our government must be operated in an open and accessible atmosphere, be based on comprehensive long- and short-term planning, and have an appropriate managerial organization tempered by fiscal responsibility. We support and encourage efforts to grow a diverse workplace.

**Vision Statement** — Charles County is a place where: private initiative is rewarded and businesses grow and prosper, while the preservation of our heritage is paramount; government services have reached the highest level of excellence; the quality of life is felt by its citizens to be the best in the region; and its government is recognized as a leader in support of these expectations.

**Equal Opportunity Employer** — It is the policy of Charles County to provide equal employment opportunity to all persons regardless of race, color, sex, age, national origin, religious or political affiliation or opinion, disability, marital status, sexual orientation, genetic information, gender identity or expression, or any other status protected by law.

**Americans With Disabilities** — Charles County Government welcomes the participation of individuals with disabilities. As with all county government, we comply fully with the Americans With Disabilities Act in making reasonable accommodations to encourage involvement.

## Title VI

Charles County Government is committed to ensuring that no person is excluded from participation in, or denied the benefits of VanGO's transit services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964.

For additional information on VanGO's nondiscrimination policies and procedures, please visit [www.Go-VanGO.com](http://www.Go-VanGO.com). To file a complaint, please contact the Department of Planning and Growth Management in writing at:

**Charles County Department of  
Planning and Growth Management**  
Attn: Transit Division  
P.O. Box 2150  
La Plata, MD 20646

# Appendix B

## MTA Performance Standards





## Recommended Revised Performance Standards for MTA LOTS

Mar 28, 2016

Using 2015 CPI change

Cost-based Standards to be updated annually using prior year as base of CPI (see footnote\*)

Urban Fixed-Route Bus	Revised LOTS Performance Standards		
	Successful	Acceptable	Needs Review
Operating Cost per Hour	< \$91.53	\$91.53 - \$111.87	> \$111.87
Operating Cost per Mile	< \$7.12	\$7.12 - \$8.14	> \$8.14
Operating Cost per Passenger Trip	< \$3.81	\$3.81 - \$4.58	> \$4.58
Local Operating Revenue Ratio	> 70%	60% - 70%	< 60%
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

\*Based on composite of 54 national peer agencies with comparably-sized operations

Urban Demand-Response Service	Revised LOTS Performance Standards		
	Successful	Acceptable	Needs Review
Operating Cost per Hour	< \$71.19	\$71.19 - \$91.53	> \$91.53
Operating Cost per Mile	< \$4.07	\$4.07 - \$8.14	> \$8.14
Operating Cost per Passenger Trip	< \$20.34	\$20.34 - \$30.51	> \$30.51
Local Operating Revenue Ratio	> 60%	40% - 60%	< 40%
Farebox Recovery Ratio	> 12%	6% - 12%	< 6%
Passenger Trips per Mile	> 0.25	0.15 - 0.25	< 0.15
Passenger Trips per Hour	> 3.0	1.5 - 3.0	< 1.5

\*Based on composite of 375 national peer agencies with comparably-sized operations

Suburban / Small Urban Fixed-Route Bus	Revised LOTS Performance Standards		
	Successful	Acceptable	Needs Review
Operating Cost per Hour	< \$66.11	\$66.11 - \$86.45	> \$86.45
Operating Cost per Mile	< \$4.07	\$4.07 - \$6.10	> \$6.10
Operating Cost per Passenger Trip	< \$4.07	\$4.07 - \$7.12	> \$7.12
Local Operating Revenue Ratio	> 55%	45% - 55%	< 45%
Farebox Recovery Ratio	> 20%	10% - 20%	< 10%
Passenger Trips per Mile	> 1.25	0.75 - 1.25	< 0.75
Passenger Trips per Hour	> 16.0	12.0 - 16.0	< 12.0

\*Based on composite of 136 national peer agencies with comparably-sized operations

Suburban/Small Urban Demand-Response Service	Revised LOTS Performance Standards		
	Successful	Acceptable	Needs Review
Operating Cost per Hour	< \$61.02	\$61.02 - \$81.36	> \$81.36
Operating Cost per Mile	< \$3.56	\$3.56 - \$7.12	> \$7.12
Operating Cost per Passenger Trip	< \$20.34	\$20.34 - \$40.68	> \$40.68
Local Operating Revenue Ratio	> 60%	40% - 60%	< 40%
Farebox Recovery Ratio	> 12%	6% - 12%	< 6%
Passenger Trips per Mile	> 0.20	0.10 - 0.20	< 0.10
Passenger Trips per Hour	> 3.0	1.5 - 3.0	< 1.5

\*Based on composite of 375 national peer agencies with comparably-sized operations

Rural Transit Service	Revised LOTS Performance Standards		
	Successful	Acceptable	Needs Review
Operating Cost per Hour	< \$40.68	\$40.68 - \$61.02	> \$61.02
Operating Cost per Mile	< \$2.03	\$2.03 - \$4.07	> \$4.07
Operating Cost per Passenger Trip	< \$7.12	\$7.12 - \$18.31	> \$18.31
Local Operating Revenue Ratio	> 50%	40% - 50%	< 40%
Farebox Recovery Ratio	> 15%	7% - 15%	< 7%
Passenger Trips per Mile	> 0.30	0.15 - 0.30	< 0.15
Passenger Trips per Hour	> 5.0	2.5 - 5.0	< 2.5

\*Based on composite of 334 national peer agencies with comparably-sized operations

\* Based on "Annual Avg. CPI" as produced by the Bureau of Labor Statistics in Table 24 of the CPI Detailed Reports available at <http://www.bls.gov/cpi/#tables>



# Appendix C

## Customer Survey





## CUSTOMER SURVEY

Help us to serve you better! Charles County VanGO is conducting a transit plan, and we need your input on our services so that we that we can better understand the travel patterns and needs in the community. Please take a minute to complete this survey during your bus trip. Please complete only one survey. Thank you!

**1. Which VanGO route did you board?**

- |   |  |
|---|--|
| <input type="checkbox"/> Brandywine Connector | <input type="checkbox"/> La Plata      |
| <input type="checkbox"/> 301 Connector        | <input type="checkbox"/> Nanjemoy      |
| <input type="checkbox"/> Berry Road           | <input type="checkbox"/> Newburg       |
| <input type="checkbox"/> Bryans Road          | <input type="checkbox"/> Pinefield     |
| <input type="checkbox"/> Business A           | <input type="checkbox"/> St. Charles A |
| <input type="checkbox"/> Business B           | <input type="checkbox"/> St. Charles B |
| <input type="checkbox"/> Charlotte Hall       | <input type="checkbox"/> St. Charles C |
| <input type="checkbox"/> Indian Head          | <input type="checkbox"/> St. Charles D |

**2. How many VanGO buses will it take to complete this one-way trip today?**

- 1    2    3    4+

**3. 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"/> Social/Recreation | <input type="checkbox"/> Medical/Dental |
| <input type="checkbox"/> Shopping/Errands  | <input type="checkbox"/> Tourism        |
| <input type="checkbox"/> Child Care        | <input type="checkbox"/> Other          |

**4. Is your trip part of a round-trip on the bus?**

- Yes    No    Don't Know

**Please let us know where you are COMING FROM:**

**5. Where did this one-way trip start?**

*Please select only one.*

- |                                     |  |
|-------------------------------------|--|
| <input type="checkbox"/> Home       | <input type="checkbox"/> Shopping/Errands                |
| <input type="checkbox"/> School     | <input type="checkbox"/> Medical/Dental Office           |
| <input type="checkbox"/> Work       | <input type="checkbox"/> Social or Recreational Activity |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Other _____                     |

**6. How did you get to the bus stop for this bus?**

*You may check more than one.*

- Walked – How many blocks? \_\_\_\_\_
- Another bus – Which route? \_\_\_\_\_
- Car – Drove Alone    Car - Carpoled
- Bicycle
- Other: \_\_\_\_\_

**Please let us know where you are GOING TO:**

**7. Where will this one-way trip end?**

*Please select only one.*

- |                                     |  |
|-------------------------------------|--|
| <input type="checkbox"/> Home       | <input type="checkbox"/> Shopping/Errands                |
| <input type="checkbox"/> School     | <input type="checkbox"/> Medical/Dental Office           |
| <input type="checkbox"/> Work       | <input type="checkbox"/> Social or Recreational Activity |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Other _____                     |

**8. How will you get to your final destination once off the bus? You may check more than one.**

- Walk – How many blocks? \_\_\_\_\_
- Another bus – Which route? \_\_\_\_\_
- Car – Drive Alone    Car - Carpool
- Bicycle
- Other: \_\_\_\_\_

**9. Please rate VanGO in the following areas:**

	<u>Strongly Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Strongly Dissatisfied</u>	<u>No Opinion</u>
a. Frequency of Bus Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Areas that Are Served by Bus Routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Locations of Bus Stops	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
e. Hours of Bus Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Availability of Transit Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Cost of the Bus Fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sense of Security on Buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Sense of Security at Stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Cleanliness of Buses and Stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Courtesy/Friendliness of Bus Drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Overall Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. What do you like the MOST about VanGO?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

11. What do you like the LEAST about VanGO?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

12. Are there places in the area that you need to go that VanGO does not serve?

Yes  No

If, yes, where?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

13. Do you believe the bus fare price is reasonable for the VanGO service you are receiving today?  Yes  No

If not, what do think the fare should be?

\_\_\_\_\_

14. Which of the following improvements would be MOST useful to you? Please choose your top 3.

- More frequent service  Sunday service  
 Shorter travel times  Safer buses/stops  
 Earlier morning service  Later evening service  
 Additional bus stop shelters/benches  
 Greater availability of schedule information  
 Other: \_\_\_\_\_

15. If VanGO were to make one service improvement, what would be your top choice?

\_\_\_\_\_  
\_\_\_\_\_

16. How often do you typically ride VanGO?

- Once a week  More than 10 times a week  
 2-5 times a week  Once a month  
 6-10 times a week  2-3 times a month

17. What is your home ZIP Code? \_\_\_\_\_

18. What is your gender?  Male  Female

19. How many people live in your household? \_\_\_\_\_

20. What is your age?

- Under 16  25 – 49  
 16 – 18  50 – 64  
 19-24  65 and older

21. Do you have a valid driver's license?

Yes  No

22. How many cars are in your household?

0  1  2  3 or more

23. Was a car available to you for this trip?

Yes  No

24. Have you used the new VanGO bus tracking app?

Yes  No

25. Which best describes your current employment status?

You may check more than one.

- Employed Full-Time  Employed Part-Time  
 Student  Homemaker  
 Not Employed  Retired

26. Have you ever served in the military?

Yes  No

27. What is your total annual household income?

- Under \$20,000  \$60,000 - \$79,999  
 \$20,000-\$39,999  Over \$80,000  
 \$40,000 - \$59,999  Don't Know

28. Are you of Hispanic origin?

Yes  No

29. How would you classify yourself?

- African American/Black  
 Asian or Pacific Islander  
 Caucasian/White  
 Native American  
 Other: \_\_\_\_\_

Please provide any comments regarding your ride today or public transportation in the area:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**THANK YOU!** Please return your completed survey to the VanGO driver. If you need more time please give the completed survey to the driver on your next trip.

# Appendix D

## Community Survey







# Community Transportation Survey

Charles County VanGO is conducting a transit plan, and we need your help to better understand travel patterns and transportation needs in the area. Please take a few minutes to complete the following Community Transportation Survey. To complete this survey online, please visit (<https://www.surveymonkey.com/r/VanGoPublic>). Please complete only one survey.

Individual survey responses will be kept confidential. If you have any questions please contact VanGO at 301-934-0102 or [barnettj@charlescountymd.gov](mailto:barnettj@charlescountymd.gov), or the KFH Group (the firm conducting the transit plan) at 301-951-8660 or [ddalton@kfhgroup.com](mailto:ddalton@kfhgroup.com). Thank you!

## 1. What is your primary mode of transportation for the following trips?

	Drive Myself	Ride w/ Family or Friend	Public Transit	Walk	Bicycle	Taxi/ Uber/ Lyft	Other
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social/Rec	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping/Errands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 2. Where do you travel to the most? Please indicate your three most frequent destinations.

1: \_\_\_\_\_ 2: \_\_\_\_\_ 3: \_\_\_\_\_

## 3. Are you aware of the services provided by VanGO? What is your impression of VanGO services?

- Aware of VanGO services, overall positive impression
- Aware of VanGO services, overall negative impression
- Not aware of VanGO

## 4. Do you currently use VanGO? Yes No (go to question 6)

## 5. If you use VanGO, how often do you ride?

- Less than once a week
- About once a week
- 2-4 times a week
- Every day

## 6. If you don't use VanGO, what are your reasons? Choose as many as needed.

- Did not know about public transit
- Need my car for work/school
- No service near my home/work/school
- Trip is too long/takes too much time
- The bus is uncomfortable
- I have limited mobility/hard to use the bus
- The hours of operation are too limited
- The days of operation are too limited
- Have to wait too long for the bus
- Buses are unreliable/late
- Don't feel safe on the bus or at the bus stop
- The fare is too expensive
- Using the bus is confusing
- Other \_\_\_\_\_

## 7. Would you consider using VanGO if there were services that met your travel needs?

- Yes
- No
- Not at this time

**8. Is there a need for additional or improved VanGO service?**

- Yes    No   (go to question 11)

**9. Please indicate the locations that need additional or improved service.**

---

**10. What other improvements are needed? Please choose your top three.**

- More frequent service                       Sunday service  
 Shorter travel times                             Safer buses/stops  
 Earlier morning service                         Later evening service  
 Additional bus stop shelters/benches       Greater availability of schedule information  
 Other: \_\_\_\_\_

**11. Please indicate your age.**

- Under 18             18-24             25-64             65-79             80+

**12. Do you have a valid driver's license?**    Yes    No

**13. How many working vehicles are available in your household?**

- 0                       1                       2                       3 or more

**14. Which best describes your current employment status?**

- Full or part time     Retired             Student             Unemployed       Other

**15. What is your annual household income?**

- Under \$20,000       \$20,000-\$39,999     \$40,000- \$59,999     Over \$60,000

**16. Are you of Hispanic origin?**

- Yes    No

**17. How would you classify yourself?**

- African American/Black     Asian/Pacific Islander  
 Native American     Caucasian/White  
 Other

**Please provide any other comments about public transit and transportation in the community.**

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***Thank You!***

# Appendix E Employer Survey



## CHARLES COUNTY TRANSIT DEVELOPMENT PLAN ON LINE EMPLOYER SURVEY

### Introduction

The Charles County Transit Development Plan (TDP) will determine transit needs, assess existing services and develop plans for improvements in public transportation services. The completed TDP will serve as a guide for the VanGO system, providing a roadmap for implementing service, organizational changes, improvements, and potential expansion. Transit riders, the general public and stakeholders are all being asked to provide their input to the study. As a key stakeholder, employers are provided an opportunity to share their insights on the transportation needs of their employees through this survey.

Your input about employee transportation needs is important. The study team wants your input on the current and potential role of public transit in linking your employees with their workplaces in the Charles County region. We are interested in determining what issues or problems exist, how important this issue is, and what specific potential employment locations and times might need transit services. Your insights will inform the Charles County Transit Development Plan by highlighting commuting patterns and employee transportation needs in our community.

Please contact Lucinda Shannon at KFH Group, [lshannon@kfhgroup.com](mailto:lshannon@kfhgroup.com) with your questions and comments. Thank you for taking the time to give us your input.

### About Your Agency

1. Company/Agency
  2. Address
  3. Type of Business
  4. Contact
  5. Title
  6. Phone
  7. Email
- 
8. How many employees does your company/agency employ?

### How do Your Employees Commute?

9. How do your employees generally commute to/from work? (Check all that apply)
  - a. Transit
    - i. VanGo
    - ii. WMATA Bus
    - iii. MTA Commuter Bus
  - b. Drive alone
  - c. Bicycle/walk

- d. Vanpool/carpool
- e. Uber/Lyft
- f. Taxi
- g. Zipcar

10. Are you aware of any employee transportation issues or concerns? Yes No  
If yes, please describe:

11. Is transportation an issue for hiring and/or retaining employees for your company/agency? Yes No  
If Yes, please explain:

**Employee Transportation Services**

12. Does your company/agency offer any of the following programs or services?

	YES, we offer this	NO, we do not offer but would consider	NO, we do not offer and are not interested in offering
Commuter or circulator shuttle			
Flexible work hours			
Telecommute			
Compressed work schedule			
Ridesharing support			
Other:			

13. Is your company/agency currently providing any transportation programs, services, or incentives?  
If not, has it done so in the past? Please list or describe below.

	YES, we offer this	NO, we do not offer but would consider	NO, we do not offer and are not interested in offering
Guaranteed/emergency ride home program			
Preferential parking for carpools/vanpools			
Subsidies for not driving alone			
Transportation allowance			
Pre-tax transportation benefit			
Other:			

**Your Agency's Job Sites**

14. How many locations does your company/agency have in Charles County?

**(FOR EACH COMPANY/AGENCY LOCATION) The online survey will repeat these questions and tables so that there are opportunities for respondents to fill in 5 job sites/locations.**

15. Location Address:

- a. What is the number of employees at this location?
- b. What are the shift times at this location:

Shift	Number of Employees	Start Time	End Time

- c. For each location, can you provide the zip code of **residence** of the employees at that location along with the number of employees residing in that zip code? We do not want individual names or addresses, only the number of employees living in that zip code (to provide input to the design of potential transit services): *(If you have questions, or if you would find it easier to provide this information directly to us, please email lshannon@kfhgroup.com.)*

Zip Code	No. of Employees

- d. Is there an adequate number of parking spaces at this location (for the number of employees)?
- e. Is there a charge for parking at this location?