MARYLAND DEPARTMENT OF TRANSPORTATION
MARYLAND TRANSIT ADMINISTRATION

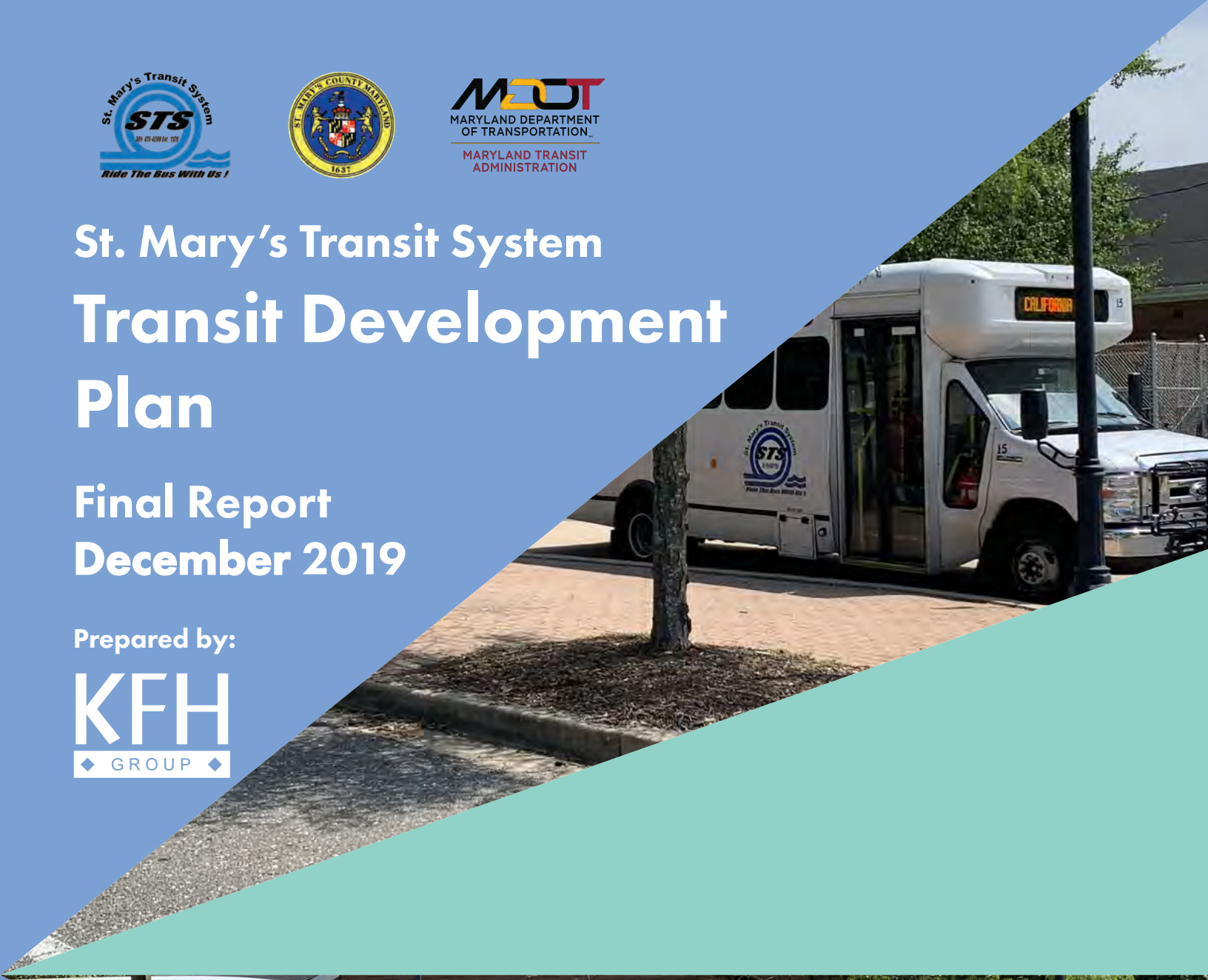
St. Mary's Transit System

Transit Development Plan

Final Report
December 2019

Prepared by:

KFH GROUP



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Chapter 1
Introduction and Background

INTRODUCTION

This first chapter, prepared for the St. Mary's County Transit Development Plan (TDP), provides an introduction to the TDP process, provides background on the planning process and study goals, and summarizes other planning documents that are relevant to providing public transportation services in St. Mary's County. St. Mary's Transit System (STS) is the primary provider of public transportation in the county, as well as a recipient of federal and state grant funding to help provide these services. As such, STS is the focus of this TDP.

BACKGROUND

A TDP is the result of a planning process that should be undertaken on a periodic basis by every transit system. The TDP process builds upon St. Mary's County's goals and objectives for transit, provides a review and assessment of current transit services, identifies unmet transit needs, and develops an appropriate course of action to address the objectives in the short-range future. The planning period for this TDP is five years. Once finalized, this plan will serve as a guide for implementing service and/or organizational changes, improvements, and/or potential expansion during the next five-year period. The most recent previous TDP for St. Mary's County was completed in 2013.

St. Mary's County's population grew significantly between the 2000 Census and the 2010 Census (22%).[1] According to estimates from the American Community Survey (ACS), the 2018 population of St. Mary's County was 112,664, which is 7.1% higher than the 2010 Census population. The growth rate has slowed somewhat since the 2000-2010 decade, but is still above the state's growth rate, which was 4.7% between the 2010 Census and the ACS 2018 estimate.

Growth in the 2000-2010 decade in Southern Maryland resulted in the Census designation of an urbanized area in the Lexington Park area of St. Mary's County and the nearby Chesapeake Ranch Estates and Solomon's Island area of Calvert County. The development of an urbanized area required the two counties to form a Metropolitan Planning Organization (MPO) to ensure that existing and future expenditures of governmental funds for transportation projects and programs are based on a continuing, cooperative, and comprehensive ("3-C") planning process.[2] The Calvert-St. Mary's MPO was formed and is staffed by the St. Mary's County Department of Land Use and Growth Management.

[1] U.S. Census Bureau

[2] https://www.fhwa.dot.gov/planning/processes/metropolitan/legislation_and_regulations/

The increasing suburbanization of St. Mary's County, along with the need to continue to serve rural areas and the county's Amish community, are ongoing challenges for STS. A base map of St. Mary's County showing the urbanized areas is provided as Figure 1-1.

ST. MARY'S TRANSIT SYSTEM MISSION STATEMENT

The mission statement for the St. Mary's Transit System is:

"To provide safe, dependable and cost-effective transportation to our customers and mobility for all residents."

Recommendations that evolve from the TDP planning process should be compatible with this mission. The goals developed for the system during the 2013 TDP are listed below.

ST. MARY'S TRANSIT SYSTEM GOALS FROM 2013 TDP

1. Offer convenient access to medical facilities, employment areas, shopping centers, educational centers/colleges, and community agencies.

2. Work with major employers and educational institutions in the community to maximize transit use among employees and students in the county.

3. Provide adequate mobility options to enable area residents to "age in place."

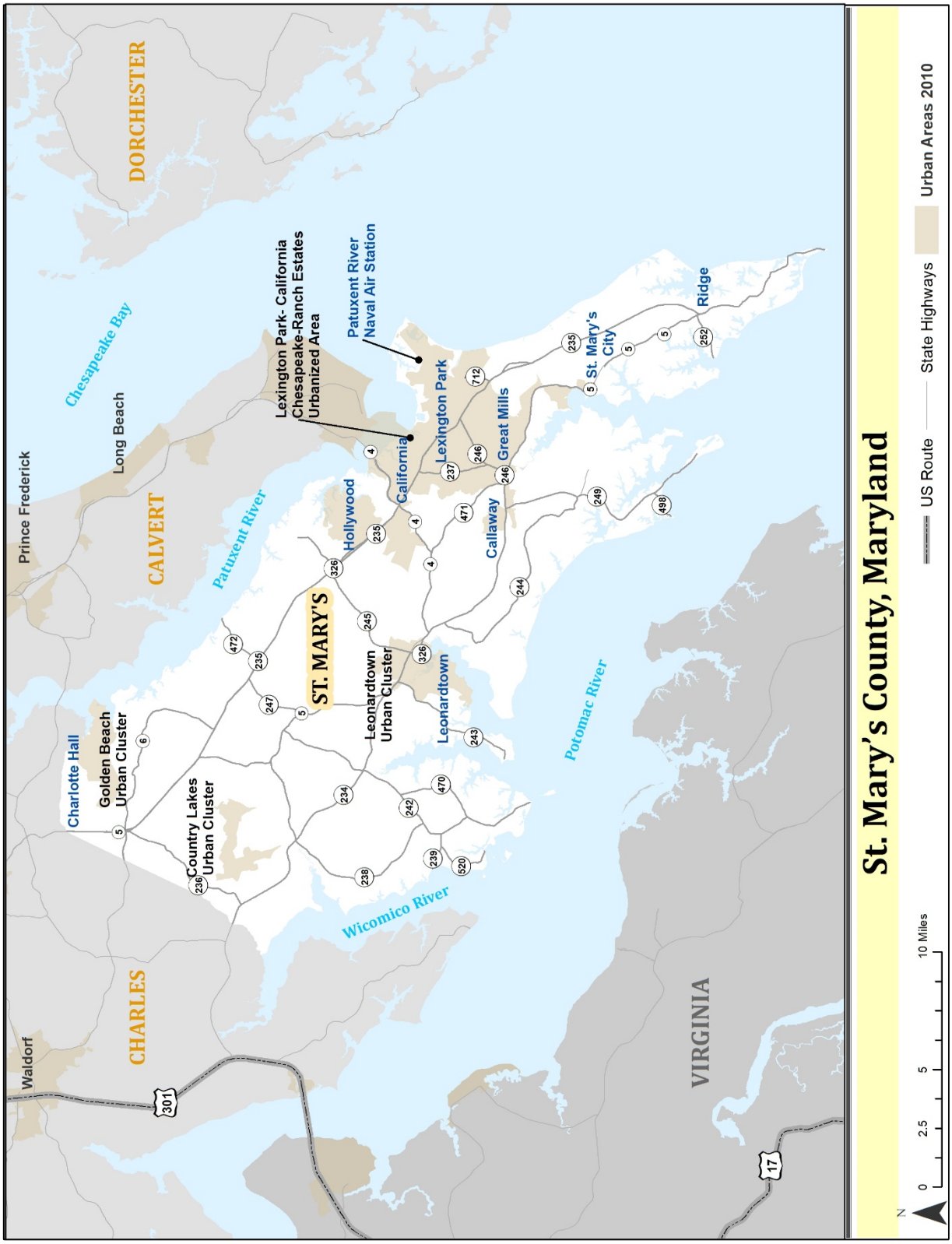
4. Promote mobility options that enable area residents to maintain personal independence and be engaged in civic and social life.

5. Coordinate services with local human service agency transportation programs to ensure effective service delivery to the community.

6. Participate in regional mobility initiatives to ensure connectivity throughout the Southern Maryland region.

7. Manage, maintain, and enhance the existing public transportation system.

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



TRANSPORTATION ADVISORY COMMITTEE

There is a St. Mary's County Transportation Advisory Committee (TAC) in place to provide input and guidance for transit services in the county. The list of TAC members is provided in Appendix A. The TAC has served as the advisory committee for the TDP, helping to inform the study team during the planning process and ensure that the plan will meet the needs of the community. The TDP kick-off meeting was held during the TAC's regularly scheduled January 2019 meeting. Participants discussed the TDP process and provided comments regarding current issues, unmet needs, and ideas to consider for the current TDP planning process. These are summarized below.

Current Issues and Unmet Needs

Service to the DC Metropolitan Area

- Commuter bus service originating in St. Mary's County and traveling to Washington, D.C., is offered through the Maryland Transit Administration (MTA). Four lines are offered: the 705; 715; 725; and 735. The 705; 715; and 735 originate in Charlotte Hall, near the county's northern border. The 725 originates at the Hollywood Volunteer Fire Department.

- The issue with the service is that the last trip in the morning leaves St. Mary's County at 7:35 a.m. and there is not a reverse commute option (something that could be relevant for Patuxent River Naval Air Station employees, as well as others who commute to jobs in St. Mary's County from other counties). If someone wishes to use public transportation to reach the D.C. Metropolitan Area after 7:35 a.m., they need to transfer multiple times among local bus systems. It was reported that the trip takes about 4.5 hours from Leonardtown.

- All day bi-directional service is desired between St. Mary's County and the D.C. Metropolitan Area (the Branch Avenue Metrorail Station).

Improved Coordination with MTA Commuter Bus Services

- STS does not provide a direct connection to MTA Commuter bus stops. The STS Northern Route shows a connection to the Golden Beach Park and Ride, but the first STS bus of the day does not get to that location prior to 7:35 a.m. Also, STS stops at Charlotte Hall Square and the MTA buses use the Charlotte Hall Shopping Center. These locations are about ¾ mile apart and not connected via sidewalks.

- It was reported that there is good coordination among the three local Southern Maryland transit providers (STS, VanGO in Charles County, and Calvert County Public Transportation).

Hours of Service

- There is a need for some type of transportation service for shift workers who work the second shift and do not have personal transportation. For example, employees who work at a local nursing center from 4:00 p.m. to midnight can take the bus to get to work, but it is difficult for them to find a ride home at midnight.

Service for the Rural Areas of St. Mary's County

- There are no public transportation options for people who live in some of the rural areas of St. Mary's County unless they qualify for a particular program. For example, if an able-bodied adult needs to get to a doctor's appointment and does not qualify for Medicaid, they do not have any public or human service agency options. Seniors and people with disabilities can access limited transportation through the Statewide Specialized Transportation Assistance Program (SSTAP), operated by STS.

- The lack of transportation options for the rural parts of the county is an issue for people who need access to job opportunities.

- The Tri-County Council has recently implemented a Wheels to Wellness program that provides non-emergency medical transportation to hospitals. In St. Mary's County the rides are provided by the Center for Life Enrichment. The program is being funded through a state rural health grant.

New Services within the Existing Service Area

- The Town of Leonardtown is experiencing new development, both residential and commercial. In addition, new boat slips are planned for Wharf Park, which will attract boaters who will not have cars available to access services that are not within walking distance of the wharf area. Town leaders would like to explore the concept of a circulator service to connect residential locations, the Wharf area, shopping areas, the College of Southern Maryland, and other attractions within the town.

- The Great Mills and Lexington Park areas of the county have the highest population density, and also have the highest transit ridership. Riders from these areas have expressed the need for a circulator that stays within the Great Mills/Lexington Park area to improve the frequency of service and reduce travel time.

Infrastructure, Technology, and Public Information

- The need for additional shelters and benches at bus stops was mentioned, specifically for the stop at St. Mary's College along the Southern route.

- STS needs to participate in Google Transit. This requires that the route information be translated into General Transit Feed Specification (GTFS), which is a collection of

electronic files that describe a transit program's routes and schedules to the public. This project was started but not completed.

- More detailed route maps need to be available to the public. The current map shows all of the routes together without much detail regarding each individual route.

Other Planning Efforts in the Region

- The Calvert-St. Mary's Metropolitan Planning Organization (MPO) has recently completed a multi-modal transportation study focused on the needs of the Patuxent River Naval Air Station. This study is a mobility planning study to determine how a bi-county multi-modal system could be implemented to decrease the amount of automobile traffic on the major thoroughfares in Calvert and St. Mary's counties for access to the Naval Air Station Patuxent River (NAS Pax) to include the bus system, pedestrian, and bicycle connectivity improvements. The recommendations from this study are discussed in Chapter 4.

- The MPO recently completed bus stop study for the MPO region, which includes parts of St. Mary's and Calvert counties. The recommendations for St. Mary's County bus stops are highlighted in Chapter 4.

- The Human Services - Public Transit Coordinated Plan, a requirement to receive funds through the Federal Transit Administration Section 5310 program, is being updated. The Tri-County Council of Southern Maryland coordinates local human service and public transportation efforts in the region through its Regional Transportation Coordination Program.

Stakeholder Outreach

- TAC members indicated that an employer survey is a good idea. An employer survey was subsequently conducted for the TDP; the results of which are presented in Technical Memorandum #3: Issues and Opportunities – Transit Needs Analysis.

- An electronic public survey was also proposed to gather opinions concerning public transportation in the county. A public survey was subsequently conducted for the TDP; the results of which are also presented in Technical Memorandum #3: Issues and Opportunities – Transit Needs Analysis.

- Committee members indicated that obtaining public input from the Amish community in St. Mary's County is important and the best way to reach them is through their faith leaders.

ISSUES IDENTIFIED BY STS STAFF

In addition to the discussion of needs by TAC members, STS staff also identified the following issues to explore during this TDP process:

- Saturday service increases
- Leonardtown service on Sundays
- Increased frequency of service
- FDR Boulevard as alternative to Three Notch Road
- Service to Wildewood Villages
- Service to Piney Point and St. George's Island
- Transfer hub at the College of Southern Maryland
- Feasibility study for the development of a new operations facility
- Improved passenger facilities
- Improved technology – phone-based fare collection; fixed route bus tracking; new paratransit software
- Hire a trainer
- Incentives to use fixed route rather than paratransit

PREVIOUS PLANS AND STUDIES

Statewide Plans

2040 Maryland Transportation Plan

The Maryland Department of Transportation (MDOT) develops 20-year mission plans for state transportation endeavors every five years. The most recent plan was published in January 2019, and describes statewide transportation goals. Though the plan does not specifically address transit in St. Mary's County, it does note that Southern Maryland is the fastest growing part of the state and much of this growth is in a suburb-style pattern.

Specific MDOT projects listed in the plan that impact St. Mary's County residents are as follows:

- MDOT State Highway Administration (SHA) will continue to progress on updates to MD 4 from MD 2 to MD 235 including the replacement of the Thomas Johnson Bridge.

- MDOT SHA will widen MD 2/4 to six lanes from north of Stoakley Road/Hospital Road to south of MD 765A in Prince Frederick.

- MDOT SHA will upgrade MD 5 from MD 471 to MD 246 including the bridge over the Saint Mary's River.

Countywide Plans

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

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

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

It should be noted that the St. Mary's County Comprehensive Plan has not been updated since the previous TDP (2013).

2013 St. Mary's County Transit Development Plan

The major focus of the 2013 TDP was to restructure the fixed routes to improve travel time and reduce the number of transfers required to complete a trip. This route restructuring was implemented. Additional projects included in the 2013 plan were:

- Bus stop safety improvements
- Evening hours on southern route
- Sunday service expansion
- Commuter bus connectivity
- Restore frequency on Calvert, Northern, Southern
- Increased frequency in Lexington Park/Great Mills
- Fixed route service to seventh district and piney point
- Hire additional staff
- Upgrade transfer facilities
- Transition to electronic fareboxes
- Real-time passenger information

Of these improvements, hourly service was restored on the Southern Route. During the TDP process, STS also implemented Sunday service for Leonardtown and increased frequency of service in the Lexington Park/Great Mills area. In addition, the bus stop study provided a

specific implementation plan to improve bus stops in the MPO area of St. Mary's County. STS is also working on implementing real-time passenger information.

Calvert - St. Mary's MPO Plans

Calvert - St. Mary's MPO Long Range Transportation Plan (LRTP) - Moving Forward 2040

Moving Forward 2040 highlights planned transportation investments for the MPO region for the 25-year period from 2016 through 2040. The planning process for the LRTP was conducted in 2015 and into 2016, with the plan approved in March 2016. The goals of the plan are:

Goal 1: Manage the existing transportation system
Goal 2: Enhance access and mobility
Goal 3: Support economic vitality
Goal 4: Provide a connected, multimodal transportation system
Goal 5: Improve safety and security
Goal 6: Conserve the environment

The only specific projects listed in the plan are roadway and bridge projects.

Calvert - St. Mary's MPO Transportation Improvement Program (FY2018-FY2021) (TIP)

Metropolitan Transportation Organizations are required to develop lists of transportation projects that cover at least a four-year period. These are called Transportation Improvement Programs. The most recent Transportation Improvement Program (TIP) covers years FY2018 through FY2021. For the transit program, the expected federal, state, and local capital funds for preventive maintenance and bus replacements are listed, as are the expected federal, state, and local operating funds for each year. Specific transit improvement projects are not listed.

Calvert - St. Mary's MPO Unified Planning Work Program (UPWP)

A Unified Planning Work Program is an annual or biennial statement of work identifying the planning priorities and activities to be carried out within a metropolitan planning area.[3] Two transit projects are included in the FY19 UPWP, including the following:

- Calvert- St. Mary's Naval Base Commuter Multi-Modal Study (recently completed); and
- Calvert-St. Mary's MPO Bus Stop Assessment Plan (recently completed).

[3] Federal Transit Administration website – Regulations and Guidance – Transportation Planning

Tri-County Council Plans

College of Southern Maryland – Hughesville Transportation Study 2015

The College of Southern Maryland (CSM) is a regional community college that serves students from Calvert, Charles, and St. Mary's counties. A new regional campus was approved in 2014, to be constructed in Hughesville (Charles County). The first phase, the Center for Trades and Energy Training, opened in 2017. The second phase, the Center for Health Sciences, is scheduled to open in 2021.

The purpose of the 2015 Hughesville Transportation Study was to "provide an opportunity for the region to assess how to serve the campus through public transportation and ensure CSM-Hughesville develops in a responsible manner."[4]

The transit recommendations within the study included extensions of four existing bus routes and two new routes. The goal of the proposed services is to provide students from the region greater access to the campus, improve inter-campus connections, as well as inter-county connections. These improvements are listed below:

- Extend STS Charlotte Hall route from the Charlotte Hall Food Lion north to the Hughesville campus. This adds about four miles to the route each way. The proposal also includes a recommendation to extend service until 9:00 p.m. (from the current 6:00 p.m. end).

- Extend STS County Span route from the Charlotte Hall Food Lion north to the Hughesville campus. This adds about four miles to the route each way. The proposal also includes a recommendation to improve the frequency to hourly from the current 2-hour headway. If implemented, this change will necessitate changing the interline pattern with the Northern and Calvert Connection routes.

- Extend STS Leonardtown route (evenings/Saturdays) from the Charlotte Hall Food Lion north to the Hughesville campus. This adds about four miles each way. This proposal would also change the headways from 60 minutes to 70 minutes.

- Improve the frequency on the Calvert Connection from 120 minutes to 60 minutes and start the route one hour earlier.

The two new proposed routes highlighted in the study are:

- LaPlata – Hughesville route; and
- Prince Frederick- Hughesville route.

[4] College of Southern Maryland – Hughesville Transportation Study, MWCOG, Charles County, Calvert County, and St. Mary's County, September 2015, prepared by Foursquare Integrated Transportation Planning.

Travel demand management strategies were also included in the study.

The STS recommendations included within this study have not been implemented to date and will be discussed during the alternatives analysis phase of the study.

Southern Maryland Coordinated Public Transit - Human Services Transportation Plan (2015)

In order to be eligible for funding assistance under the Federal Section 5310 Program, which supports projects that provide mobility for seniors and people with disabilities, projects must be included in a locally developed, coordinated public transit-human services transportation plan. MDOT-MTA sponsored the development of these plans for each region of the state, with the most recent plan completed in December 2015. The plan included the following prioritized strategies:

- Continue to support capital projects that are planned, designed and carried out to meet the specific needs of seniors and individuals with disabilities.
- Develop additional partnerships and identify new funding sources to support public transit and human service transportation.
- Advocate for additional 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.
- Expand transportation demand management programs.
- Expand outreach and information on available transportation options in the region, including establishment of a single point of access.
- Support recommendations for expanded public transportation included in county transit development plans.
- Build upon current volunteer driver programs to expand more specialized and one-to-one transportation services.

- Improve connectivity between land use planning and community transportation services.
- Establish or expand programs that train customers, human service agency staff, medical facility personnel, and others in the use and availability of transportation services.
- Expand access to private transportation services.
- Consider and implement vehicle repair programs.
- Acquire vehicles more suitable for remote areas of the region.

Southern Maryland Mobility Management Program (2012)

The Tri-County Council for Southern Maryland led development of a regional mobility management initiative with the goal of efficiently managing and delivering coordinated transportation services in Calvert, Charles, and St. Mary's counties. A mobility management action plan was finalized in October 2012 and included a vision for a one-stop Southern Maryland mobility management call center. The plan discussed regional needs and made recommendations to help guide the development of a one-stop center.

Community/Municipal Plans

Comprehensive Plan, Town of Leonardtown

Leonardtown's most recent Comprehensive Plan was completed in 2010. The overall vision for the town, as stated in the plan is

> *"To utilize land use and growth management practices that incorporate a shared set of principles agreed to by residents and Town Officials alike. These principles include protecting and perpetuating the Town's small-town character while maintaining the Town's role as the center for St. Mary's County's government, education, health services and judicial systems. Key elements or components of this vision include:*

- *A vital and thriving downtown;*
- *A sustained appreciation and commitment to protection of the Town's historic resources;*
- *Broader public access to waterfront resources and a growing sense of identity as a "waterfront" community;*
- *Provision of a wide range of services, activities and events, that support and enrich the quality of life for Town and County residents; and*

- *Management of anticipated growth to shape its form, scale and qualities to protect and preserve "small town" character."*

The transportation element is multi-modal, including state roads, local roads, sidewalks, bicycle facilities, and transit. There is a specific transit recommendation that advocates for a fixed route trolley system (in conjunction with STS) that interconnects the downtown, wharf, college, county government center, and hospital area.

Lexington Park Development District Master Plan

The Lexington Park Development District is the principal growth area for St. Mary's County. The Lexington Park Development District Master Plan was completed in 2016 to shape and direct grown in the district for a 30-year period. The plan emphasizes revitalization projects through new infill development to create a traditional town pattern of mixed uses, landscaped streets with sidewalks and bikeways, and neighborhood parks. Transit is included as an important component of the plan. The plan identifies existing and planned land uses for the following four distinct areas of Lexington Park: Downtown; Great Mills corridor; FDR Blvd corridor; and Jarboesville. The Transportation and Circulation section recommends the expansion of transit, sidewalks, and bikeways, but recognizes that the private car is the dominant mode of transportation and will likely remain that for the foreseeable future. The recommendations from the 2013 St. Mary's County TDP are incorporated into the plan.

Chapter 2
Review of Existing Services

INTRODUCTION

The purpose of this chapter is to document the transportation services currently available in St. Mary's County, with a focus on the St. Mary's Transit System (STS). A significant portion of the chapter examines STS' existing services, including performance measures, the vehicle fleet, facilities, and technology, with the goal of identifying areas that may need to be improved for better efficiency or service quality. Human service transportation programs and other transportation options are also documented.

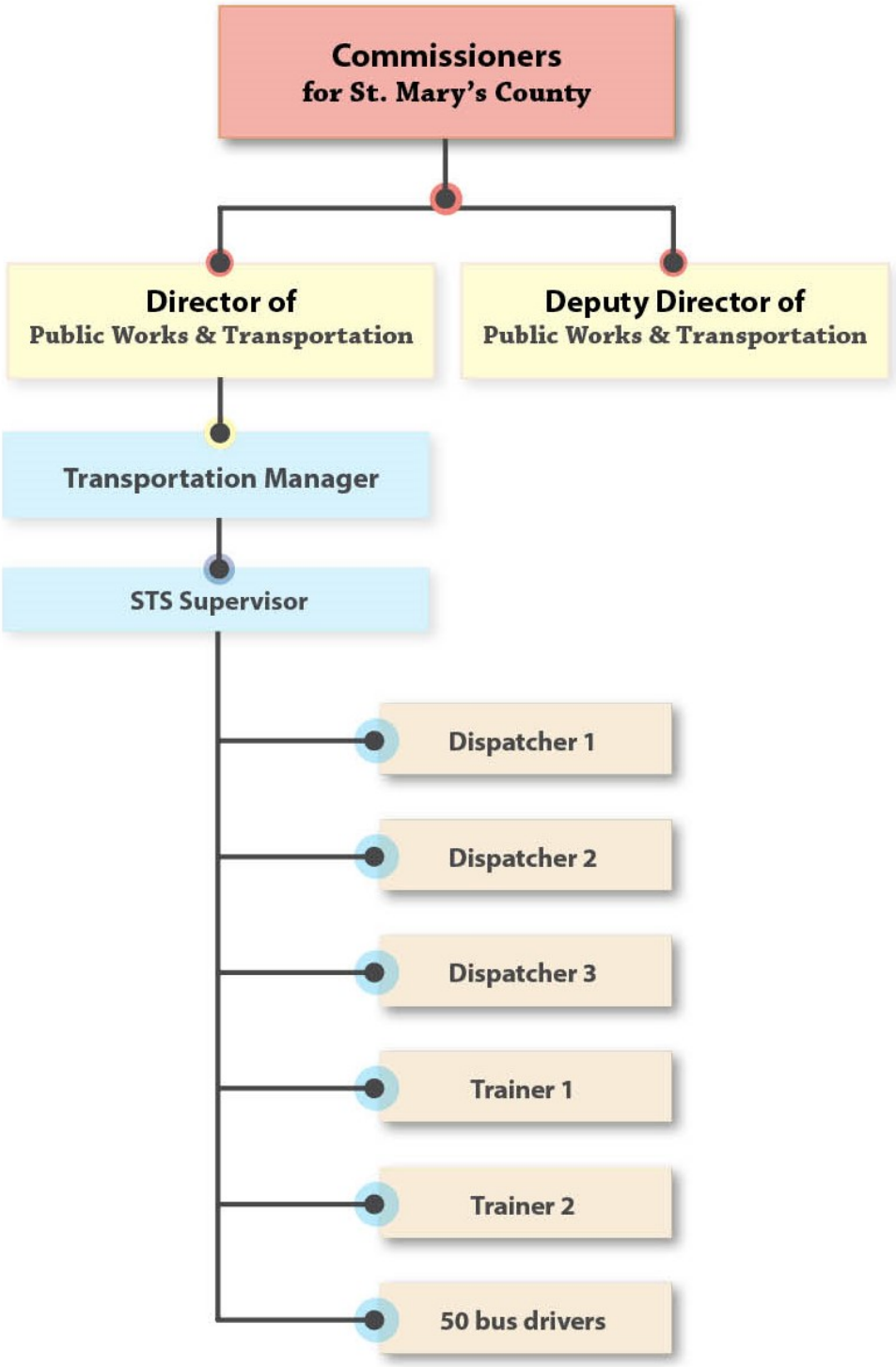
ST. MARY'S TRANSIT SYSTEM OVERVIEW AND HISTORY

Oversight, administration, and the operation of public transportation services in St. Mary's County is provided by the St. Mary's County Department of Public Works and Transportation. A Transportation Manager oversees the STS Supervisor who provides day to day oversight of the operation. Service is provided by county employees.

An organizational chart of the St. Mary's County Department of Public Works and Transportation is provided as Figure 2-1. As a county service, the ultimate decision-making body for STS is the Board of Commissioners for St. Mary's County.

This organizational arrangement has been in place for several years. The program originated within the St. Mary's Office on Aging as a rural demand-response and subscription transportation service and has grown and evolved into an urban-rural public transportation system as the county's population has grown.

Figure 2-1: St. Mary's Transit System Organizational Chart



Services Provided

STS operates the following services:

- Ten fixed routes during peak hours, with some variations of these for evenings and weekends.
- ADA complementary paratransit, which provides demand-response service for people with disabilities who live within ¾ mile of the STS fixed route network.
- SSTAP service, which provides demand-response service for senior citizens and people with disabilities who live beyond ¾ mile of the STS fixed route network.

The next sections provide the specific characteristics and details for these services.

STS Fixed Routes

Route Descriptions

STS fixed routes provide public transportation along the County's most traveled corridors, as well as to some of the County's rural communities. The following routes are provided:

Route 1 – California: Provides service between the Governmental Center in Leonardtown and Tulagi Place in Lexington Park. This route serves a number of multi-family housing, medical, and shopping destinations, including: Millison Plaza; Hickory Hills; Walmart; Target; and the Wildewood Medical Center. Service is provided Monday through Friday from 6:00 a.m. to 6:00 p.m. on hourly headways. Connections to other STS routes are available at the Governmental Center and at Tulagi Place. Two vehicles are used to operate this service.

Route 2 – Charlotte Hall: Provides service between Charlotte Hall Square and the Governmental Center in Leonardtown via Loveville. Important destinations on the route are: the Charlotte Hall Veterans Home; the MVA on Route 5; McKay's at Breton Bay; Leonardtown Village; St. Mary's Hospital (on-demand); Cedar Lane Apartments; and the College of Southern Maryland (Leonardtown campus). Service is provided Monday through Friday from 6:00 a.m. to 6:00 p.m. on hourly headways. Connections to other STS routes are available at Charlotte Hall Square and at the Governmental Center. This route also connects with Charles County's VanGo's Charlotte Hall route, which provides service between Charlotte Hall and Waldorf; and Calvert County's Purple (Charlotte Hall) Route, which provides service between Prince Frederick and Charlotte Hall. Two vehicles are used to provide service for the STS Route 2.

Route 3 – Great Mills: Provides service between the Governmental Center in Leonardtown and Tulagi Place in Lexington Park. Important destinations on the route include: Lexington Park Active Adult Community; Joe Baker Village Apartments; the Soup Kitchen; Cedar Lane Apartments; and the College of Southern Maryland (Leonardtown Campus). Service is provided Monday through Friday from 6:00 a.m. to 6:00 p.m. on hourly headways. Connections to other STS routes are available at the Governmental Center and Tulagi Place. Two vehicles are used to operate this service.

Route 4 – County Span: This route "spans" the County, connecting Charlotte Hall Square to Lexington Park (Tulagi Place) along Maryland Route 235 (Three Notch Road). Service is provided Monday through Friday from 6:00 a.m. to 7:00 p.m. Two-hour headways are provided on this route, which is interlined with the Calvert Connection and the Northern routes. Two vehicles are used to accomplish this interline pattern. Connections to other STS routes are available at Charlotte Hall Square and Tulagi Place. This route also connects with Charles County's VanGo's Charlotte Hall route, which provides service between Charlotte Hall and Waldorf; and Calvert County's Purple (Charlotte Hall) Route, which provides service between Prince Frederick and Charlotte Hall.

Route 5 – Calvert Connection: Provides a public transportation connection over the Thomas Johnson Bridge (MD Route 4) to Patuxent Plaza in the Solomons area of Calvert County. Additional important destinations are San Souci Plaza and the J. Patrick Jarboe Medical Center. Service is provided Monday through Friday from 7:00 a.m. to 6:00 p.m. Two-hour headways are provided on this route, which is interlined with the County Span and Northern routes. Two vehicles are used to accomplish this interline pattern. Connections to other STS routes are available at Tulagi Place. Calvert County Public Transportation's Lusby and South routes also serve Patuxent Plaza, but the connections with STS Route 5 are not timed.

Route 6 - Northern Route: The Northern route provides a loop through a rural area of northern St. Mary's County that is the center of the County's Amish community. Important destinations include: the Charlotte Hall Library; New Market Plaza; and the Charlotte Hall Center. The route originates and terminates at the Charlotte Hall Square, serving a number of Charlotte Hall area destinations. Service is provided Monday through Saturday from 7:00 a.m. to 6:00 p.m. Two-hour headways are provided on this route, which is interlined with the County Span and Calvert Connection routes. Two vehicles are used to accomplish this interline pattern. Connections to other STS routes are available at Charlotte Hall Square.

Route 7 – Southern Route: Provides a loop through the southern portion of St. Mary's County between Tulagi Place in Lexington Park, the Ridge Market, and back to Tulagi Place. This route serves St. Mary's College on the return trip. Service is provided Monday through Friday from 6:00 a.m. to 7:00 p.m. (hourly headways); and on Saturdays from 7:00 a.m. to 7:00 p.m. (two-hour headways). Connections are available to other STS routes at Tulagi Place. One vehicle is used for this service, Monday through Friday. On Saturdays, this route is interlined with the County Span route and the Northern route.

Route 8 – Great Mills/California: This route was implemented in September 2019 to address the need for additional frequency of service for the high ridership urbanized areas within St. Mary's County. This route operates Monday through Friday from 6:00 a.m. to 6:00 p.m. The one-hour loop route serves Tulagi Place on the half-hour, supplementing the Routes 1 and 3, which operate on the hour. This route makes a clockwise loop from Tulagi Place, down Great Mills Road, then turns north to serve the Chancellor's Run corridor to California and travels back to Tulagi Place via Three Notch Road.

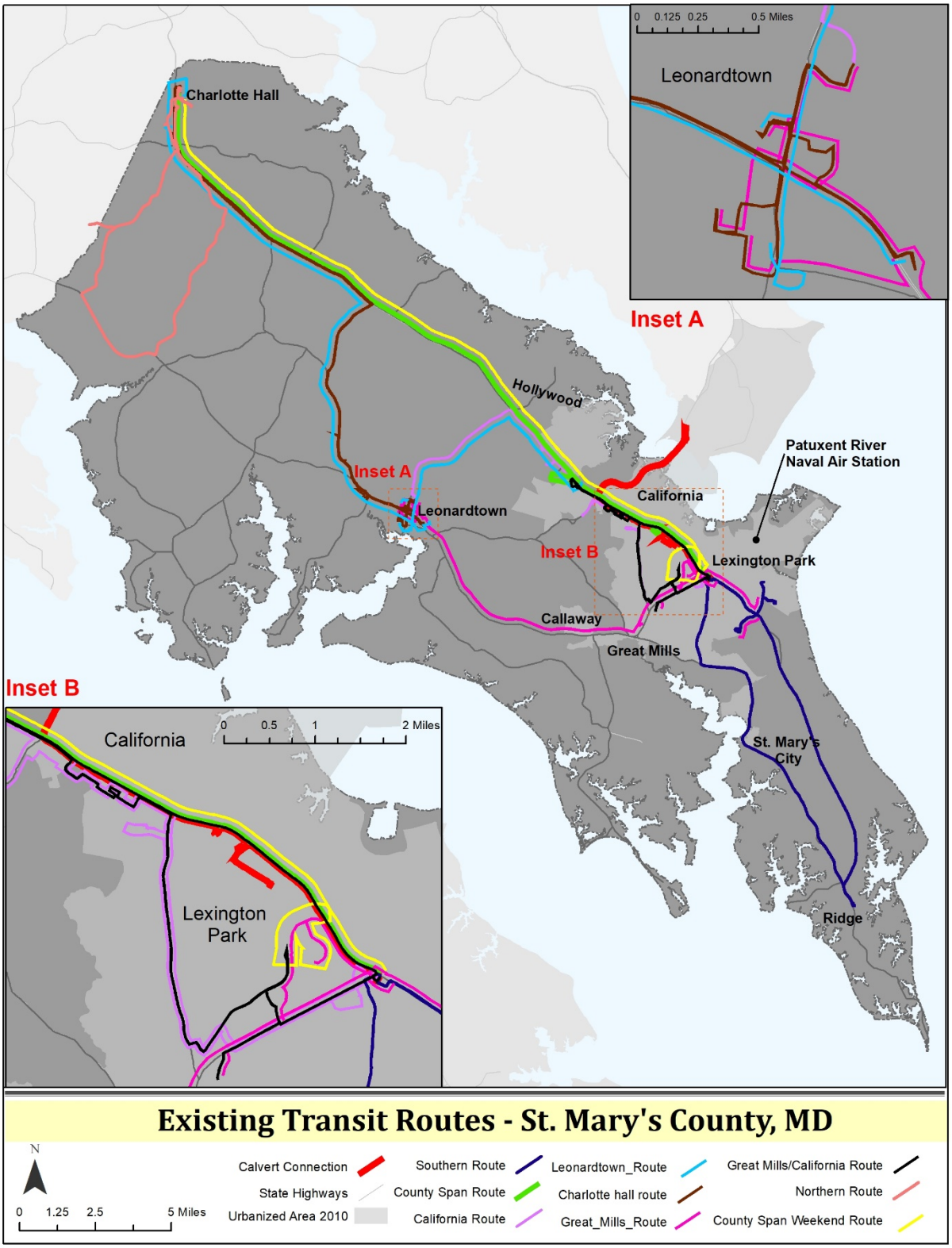
Route 11 – Great Mills/California (Evening/weekend): This route is offered Monday through Friday from 6:00 p.m. to 11:00 p.m.; on Saturdays from 6:00 a.m. to 11:00 p.m.; and on Sundays from 6:00 a.m. to 9:00 p.m. The route is a combination of the M-F daytime Routes 1 and 2. The route originates at Wildewood Center and serves: Target; the Laurel Glen Shopping Center; Walmart; Hickory Hills; Lexwood Drive; Great Mills Road; Tulagi Place; and San Souci. Hourly service is provided on the route using one vehicle. This route connects with Route 12 (Leonardtown) at the Wildewood Center (evenings and Saturdays).

Route 12 – Charlotte Hall – Leonardtown – California (Evening/Saturday/Sunday): This route operates Monday through Friday from 6:00 p.m. to 9:00 p.m. and on Saturday between 6:00 a.m. and 9:00 p.m., and on Sundays from 6:00 a.m. to 8:00 p.m. The southern terminus of the route is the Wildewood Center, where connections are available to the Route 11. The northern terminus is Charlotte Hall Square. Two vehicles are assigned to the route.

Route 14 – County Span (Saturday): The Saturday County Span route operates from 6:00 a.m. to 7:00 p.m., providing service between Charlotte Hall Square and Tulagi Place through the Route 235/5/Three Notch Road corridor on two-hour headways. This route is interlined with the Northern Route and the Southern route on Saturdays, providing two-hour headways for each. Two vehicles are assigned to the route.

A system map is provided as Figure 2-2. Each route is then profiled individually in Figures 2-3 through 2-12.

Figure 2-2: STS Fixed Routes



Route Profiles

Figure 2-3: Route 1 - California - Route Profile

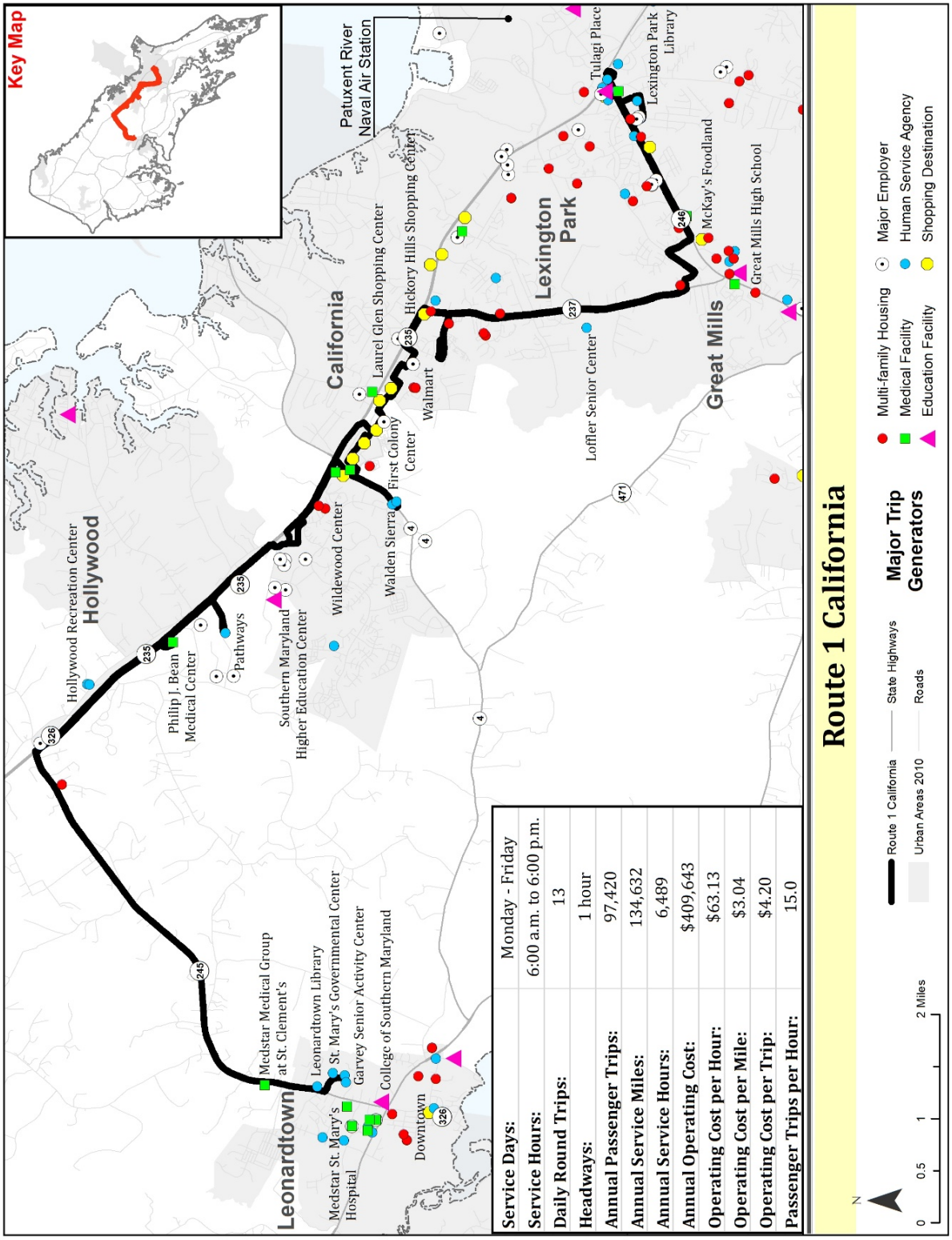


Figure 2-4: Route 2 - Charlotte Hall – Route Profile

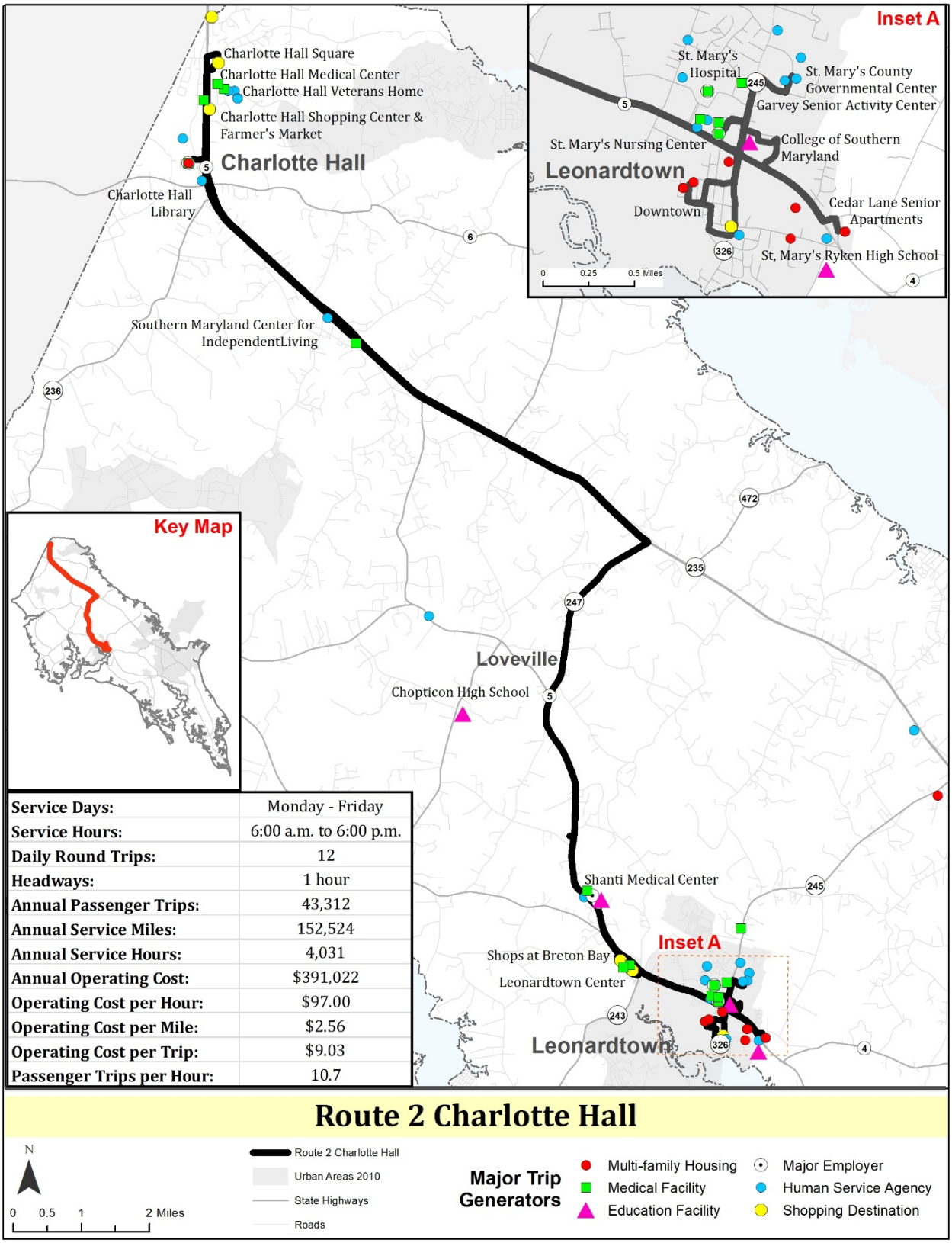


Figure 2-5: Route 3 – Great Mills – Route Profile

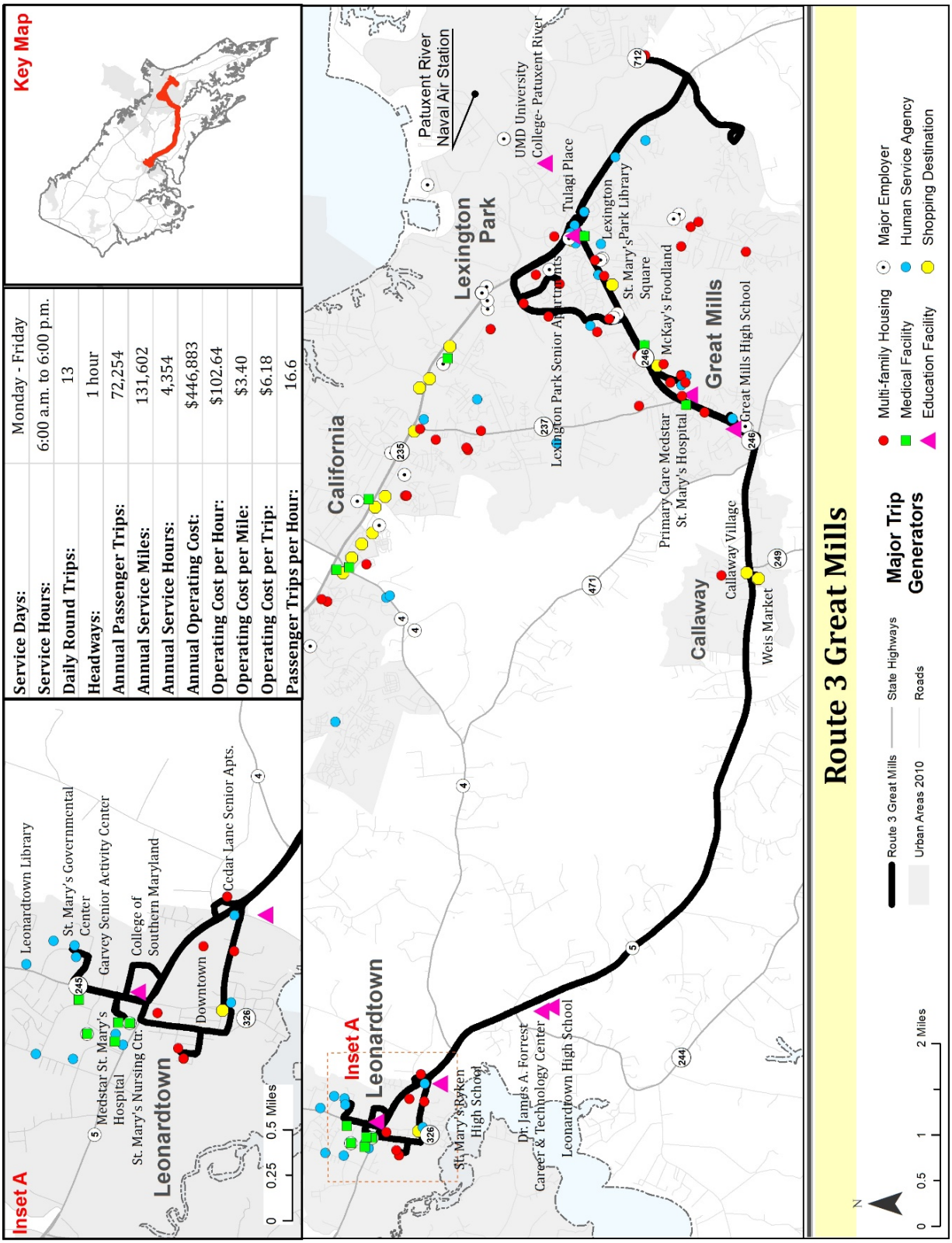


Figure 2-6: Route 4/Route 14 – County Span – Route Profile

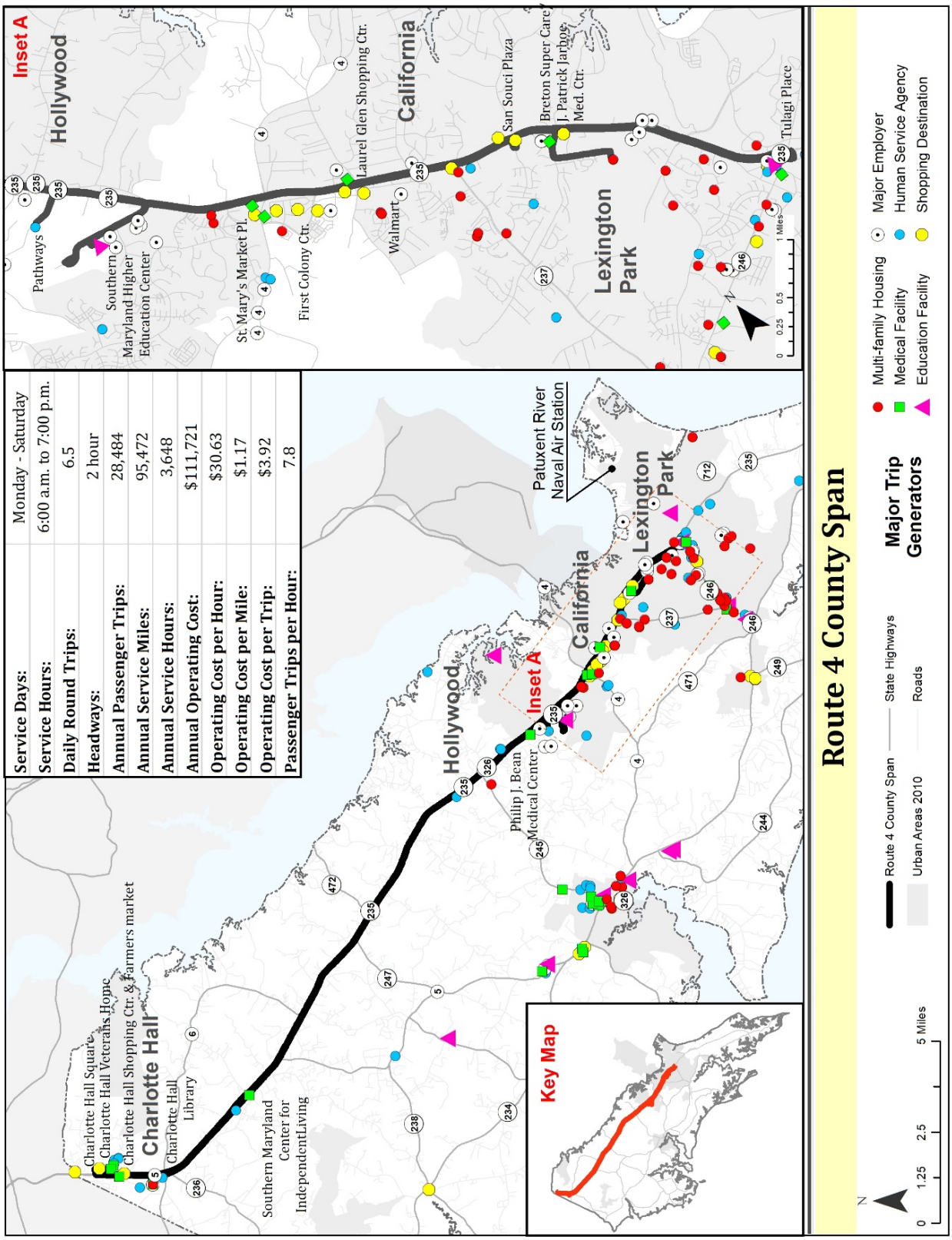


Figure 2-7: Route 5 – Calvert Connection – Route Profile

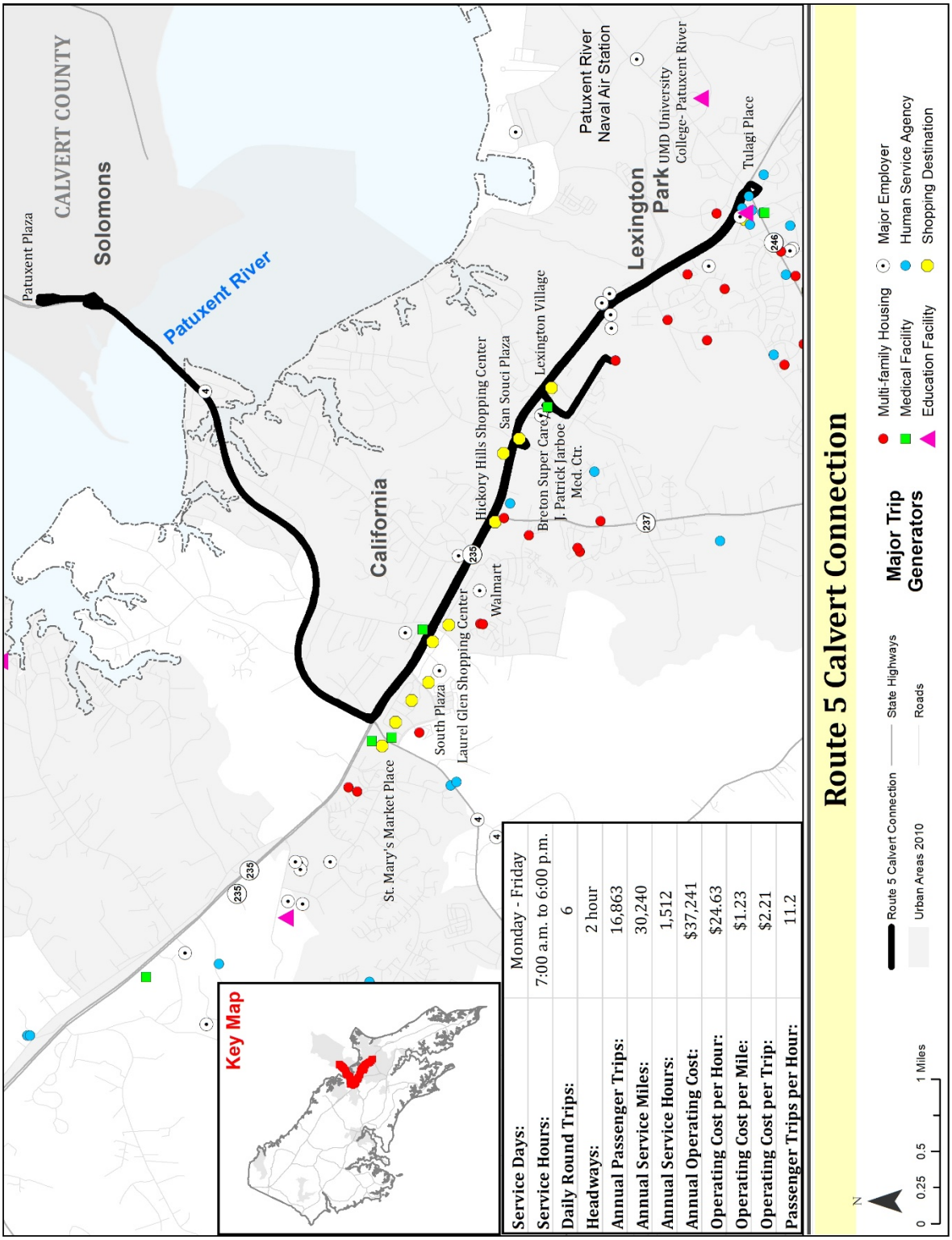


Figure 2-8: Route 6 – Northern – Route Profile

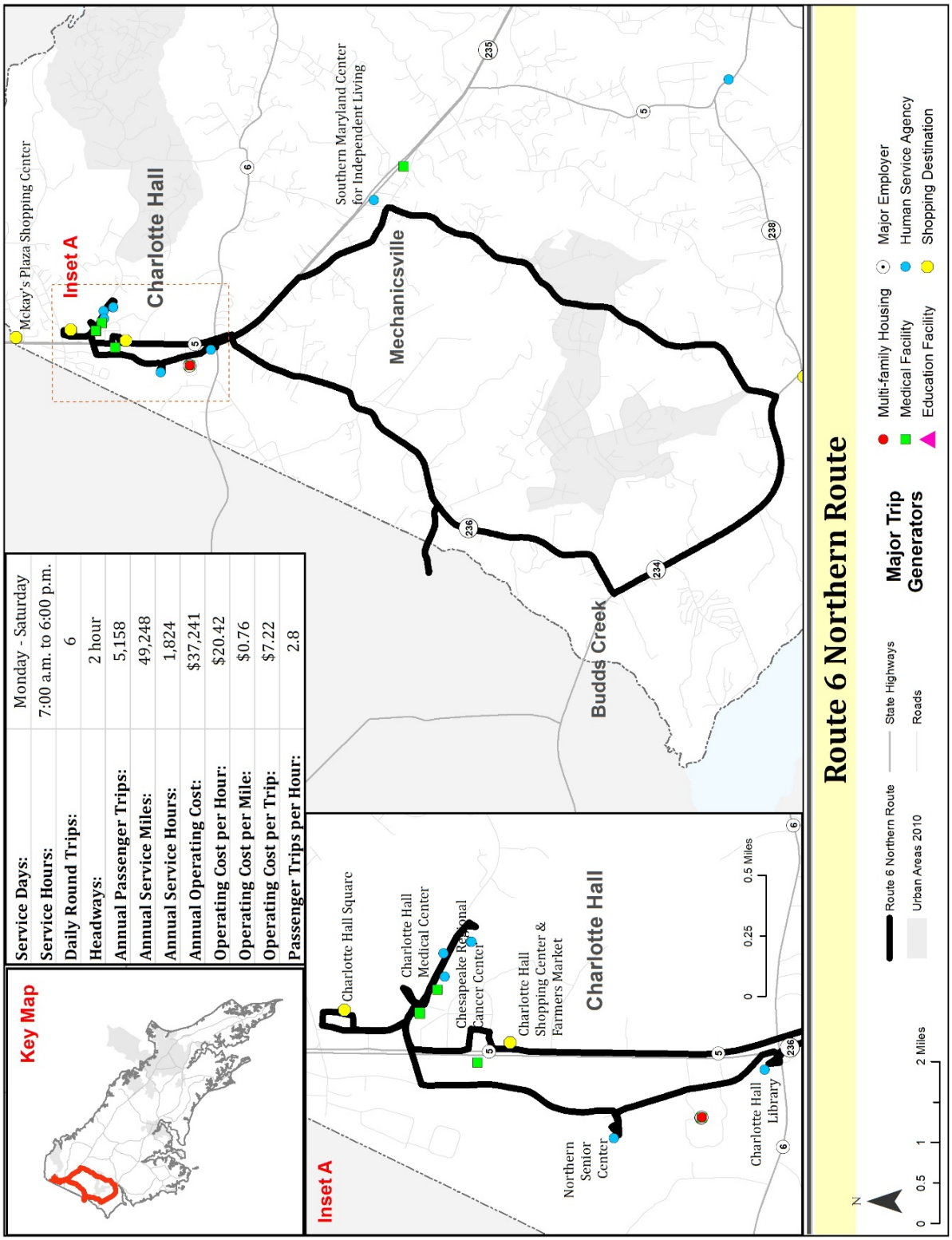


Figure 2-9: Route 7 – Southern – Route Profile

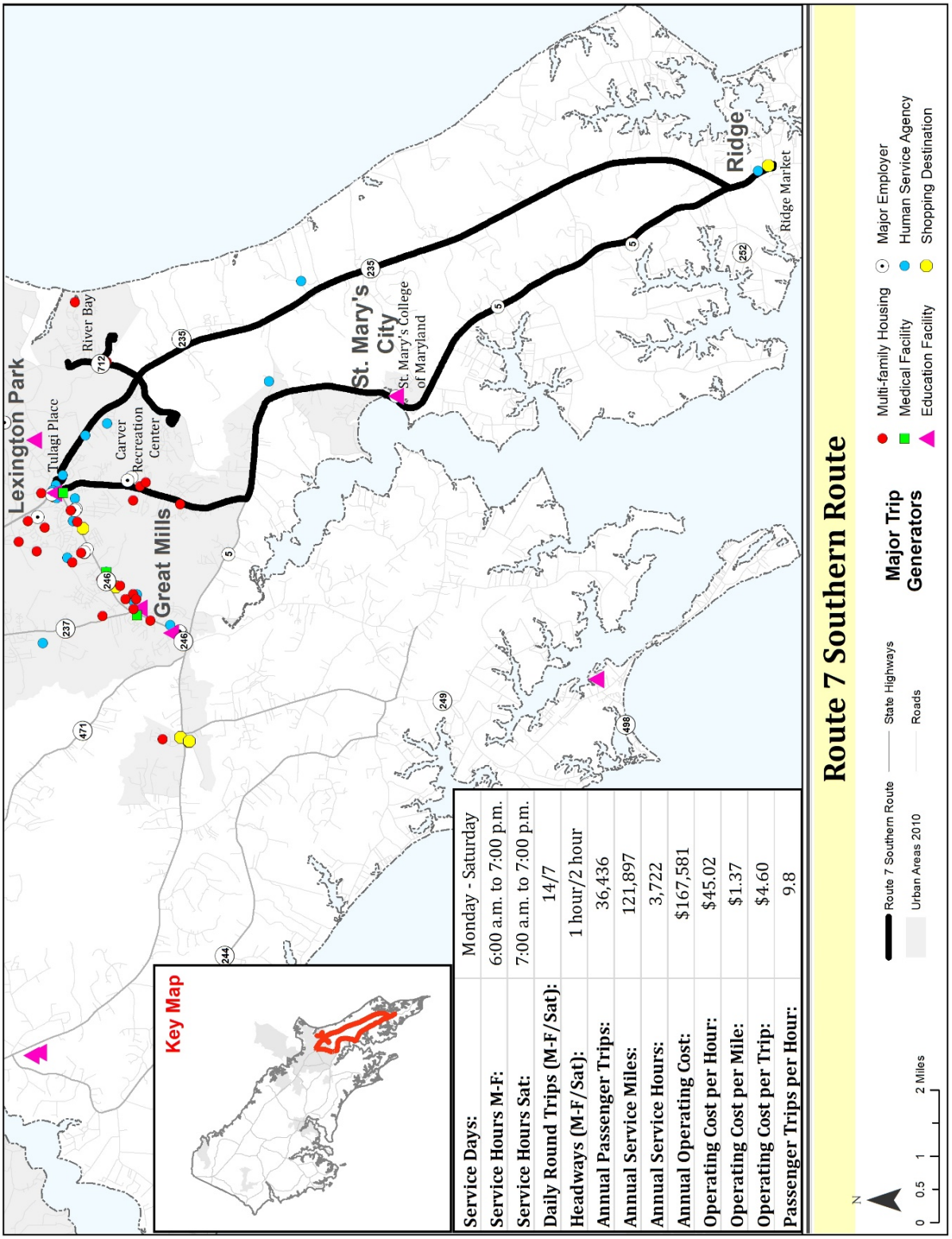
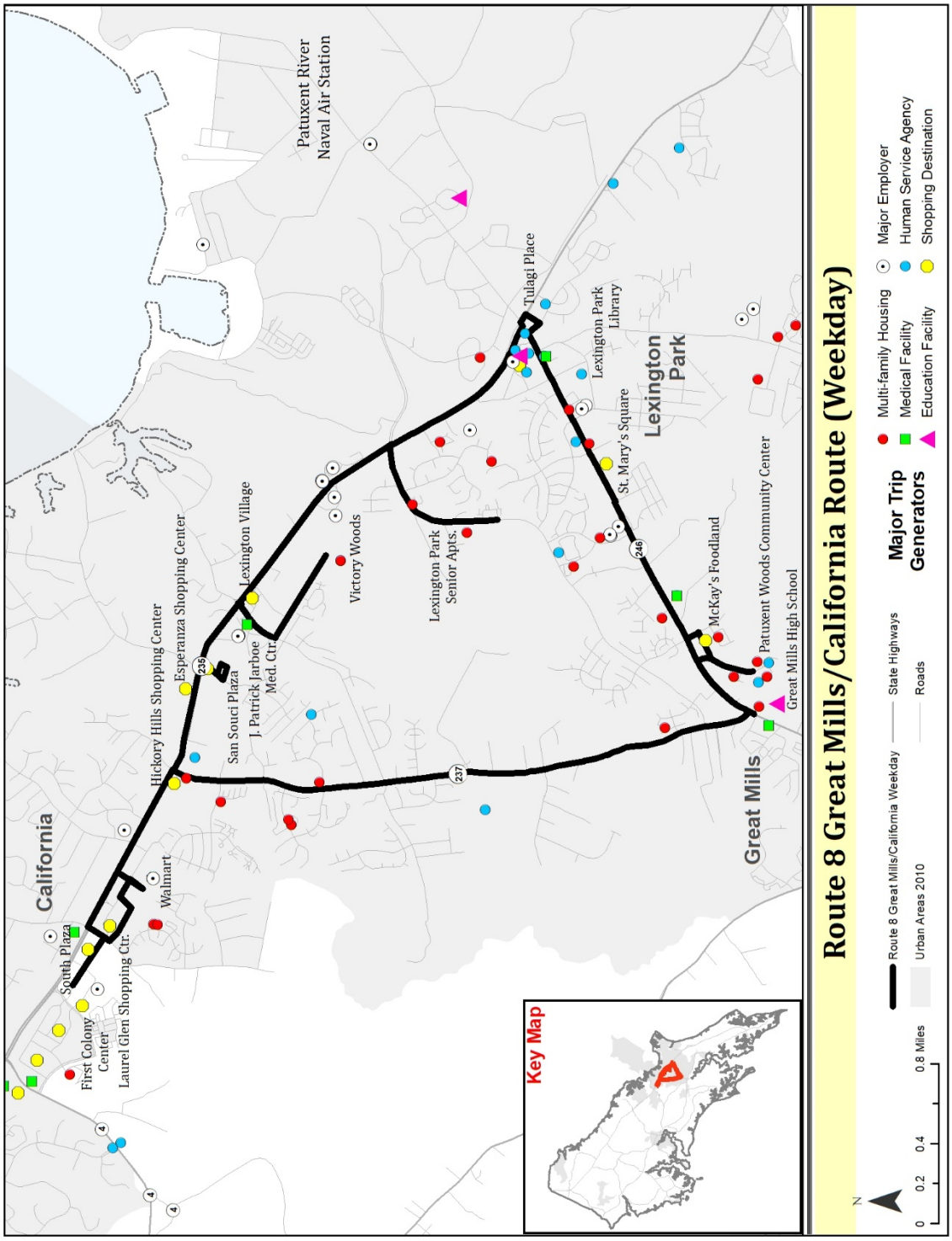


Figure 2-10: Route 8 – Great Mills/California - Route Profile



Note: Route data not included as route was implemented in September, 2019.

Figure 2-11: Route 11 – Great Mills/California (Evenings/Weekends) – Route Profile

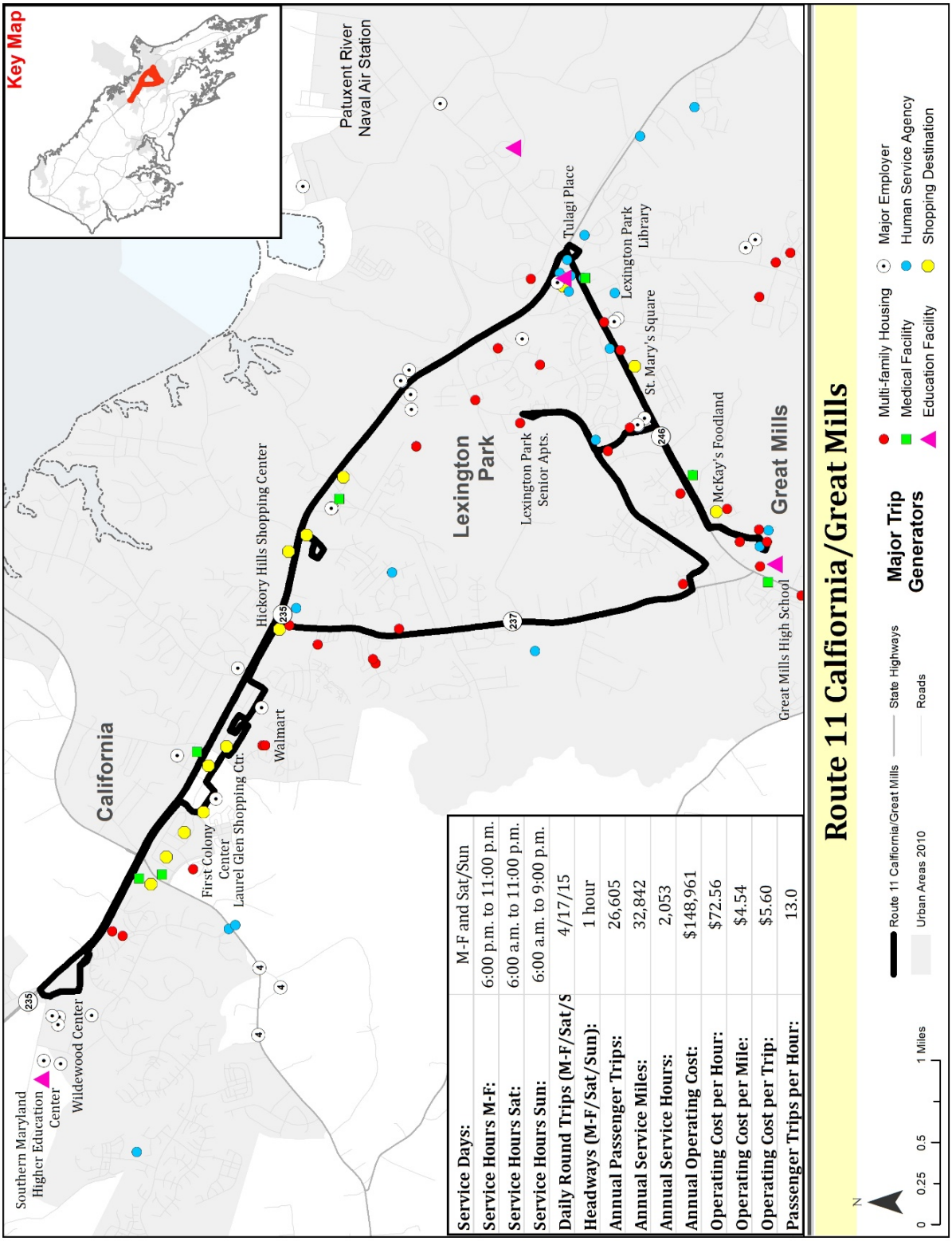
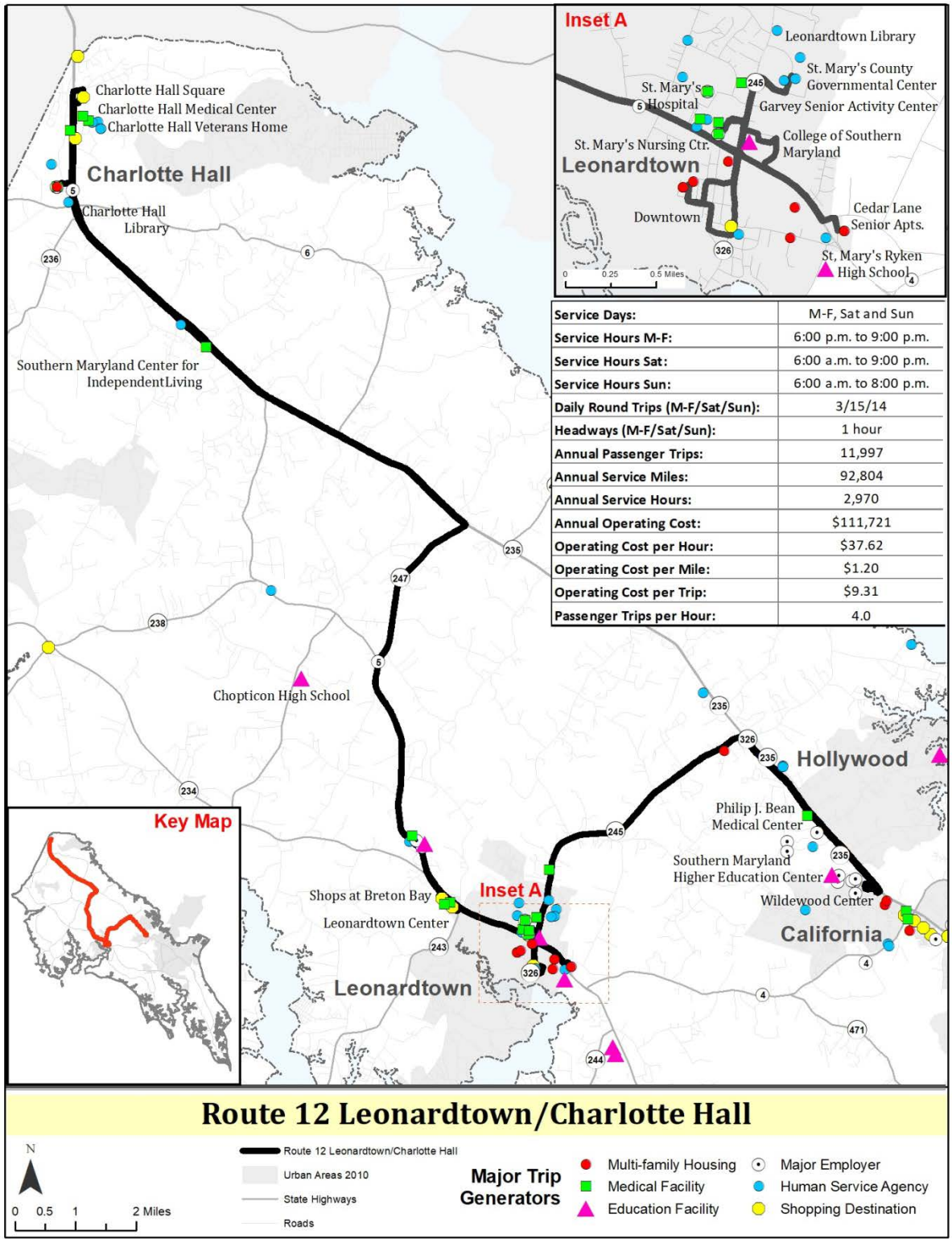


Figure 2-12: Route 12 – Leonardtown/Charlotte Hall (Evenings/Weekends) – Route Profile



Service Days:	M-F, Sat and Sun
Service Hours M-F:	6:00 p.m. to 9:00 p.m.
Service Hours Sat:	6:00 a.m. to 9:00 p.m.
Service Hours Sun:	6:00 a.m. to 8:00 p.m.
Daily Round Trips (M-F/Sat/Sun):	3/15/14
Headways (M-F/Sat/Sun):	1 hour
Annual Passenger Trips:	11,997
Annual Service Miles:	92,804
Annual Service Hours:	2,970
Annual Operating Cost:	$111,721
Operating Cost per Hour:	$37.62
Operating Cost per Mile:	$1.20
Operating Cost per Trip:	$9.31
Passenger Trips per Hour:	4.0

Note: Sunday service was added for this route in September, 2019. Operating data reflects route statistics prior to the addition of Sunday service.

Fixed Route Performance – MTA Standards

The MTA has established performance standards for the Locally Operated Transit Systems (LOTS) in Maryland as a tool for monitoring the effectiveness and efficiency of their services. 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.

The service standard categories that apply to STS include: suburban/small urban fixed-route; and rural transit service.

Trend Data

The trend data for the past four years for the fixed routes show that ridership was stable between FY2015 and FY2016 and increased by about 4.7% between FY2016 and FY2017. Ridership in FY2018 dropped by 3.9%, bringing the annual ridership close to the FY2015 and FY2016 levels. It should be noted that the service hours were also reduced between FY2017 and FY2018, resulting in a small increase in productivity. Costs were reduced between FY2015 and FY2016, and then rose 11% in FY2017 and just 1.3% between FY2017 and FY2018.

As the data show, all of the cost measures are either successful or acceptable when comparing the fixed route trend data to the MTA performance standards. The standards that include ridership all need review, and the study team will look for ways to increase the productivity of the routes. The trend data are shown in Table 2-1 and the ridership and service hour trend data are shown in Figure 2-13.

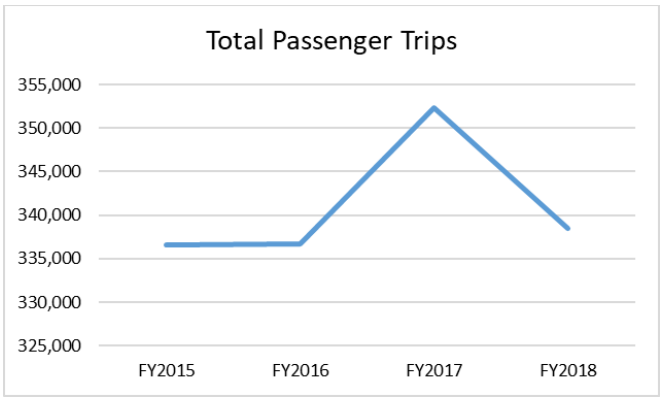
Table 2-1: STS Fixed Route Trend Data – FY2015-FY2018

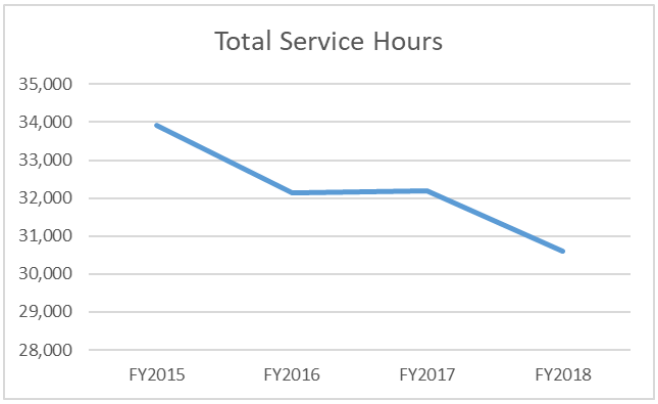
Fixed Route Trend Data	FY2015	FY2016	FY2017	FY2018
Total Passenger Trips	336,640	336,683	352,342	338,529
Total Service Miles	816,072	831,137	855,173	841,168
Total Service Hours	33,909	32,127	32,185	30,608
Total Operating Costs	1,919,042	1,649,741	1,837,795	1,862,013
Total Farebox Receipts	284,918	268,722	312,568	271,812
Other Local Revenue	56,481	51,642	46,395	41,192
Cost/Hour	$56.59	$51.35	$57.10	$60.83
Cost/Mile	$2.35	$1.98	$2.15	$2.21
Cost/Trip	$5.70	$4.90	$5.22	$5.50
Farebox Recovery	15%	16%	17%	15%
Passenger Trips/Mile	0.41	0.41	0.41	0.40
Passenger Trips/Hour	9.93	10.48	10.95	11.06

*MTA Performance Standards for Suburban Fixed Route

(see Appendix B): Red= "Needs Review" | Blue= "Acceptable" | Green= "Successful"

Figure 2-13: Passenger Trips and Service Hours FY2015-FY2018





Route Level Performance

The FY2018 performance data for each individual fixed route is provided in Table 2-2. These data show that all but three of the routes (Route 2, Route 3, and Route 11) are successful in terms of operating cost per hour, and some of the routes operate at a cost per hour that looks erroneously low (Route 6 – Northern). The major differences in the cost per hour are likely due to the way in which the costs are allocated. All of the routes are either acceptable or successful in terms of cost per mile.

The highest performing routes, in terms of passenger trips per revenue hour are the Route 1 California and the Route 3 Great Mills. This makes sense, as these routes serve the areas of the county with the highest population density. The following routes fall into the "needs review" category in terms of productivity:

- Route 2 Charlotte Hall
- Route 4 County Span
- Route 5 Calvert Connection
- Route 6 Northern
- Route 7 Southern
- Route 12 – Evening/Weekend L-town-Charlotte Hall

It should be noted that some of these routes serve significant rural areas as well, which affects their overall productivity (Charlotte Hall, County Span, Northern, Southern and the Evening/Weekend Route 12).

Table 2-2: STS Fixed Route Performance, FY2018

2018								Evening/Weekend Routes		
	Route 1 California	Route 2 Charlotte Hall	Route 3 Great Mills	Route 4 County Span	Route 5 Calvert Connection	Route 6 Northern Route	Route 7 Southern Route	Route 11 Calfiornia/ Great Mills	Route 12 Leonardtown/ Charlotte Hall	Totals
Annual Passenger Trips	97,420	43,312	72,254	28,484	16,863	5,158	36,436	26,605	11,997	338,529
Annual Service Miles	134,632	152,524	131,602	95,472	30,240	49,248	121,897	32,842	92,804	841,261
Annual Service Hours	6,489	4,031	4,354	3,648	1,512	1,824	3,722	2,053	2,970	30,603
Annual Operating Cost	$409,643	$391,022	$446,883	$111,721	$37,241	$37,241	$167,581	$148,961	$111,721	1,862,014
Operating Cost per Hour	$63.13	$97.00	$102.64	$30.63	$24.63	$20.42	$45.02	$72.56	$37.62	$60.84
Operating Cost per Mile	$3.04	$2.56	$3.40	$1.17	$1.23	$0.76	$1.37	$4.54	$1.20	$2.21
Operating Cost per Trip	$4.20	$9.03	$6.18	$3.92	$2.21	$7.22	$4.60	$5.60	$9.31	$5.50
Passenger Trips per Hour	15.0	10.7	16.6	7.8	11.2	2.8	9.8	13.0	4.0	11.1

*MTA Performance Standards for Suburban Fixed Route

(see Appendix B): Red= "Needs Review" | Blue= "Acceptable" | Green= "Successful"

ADA PARATRANSIT

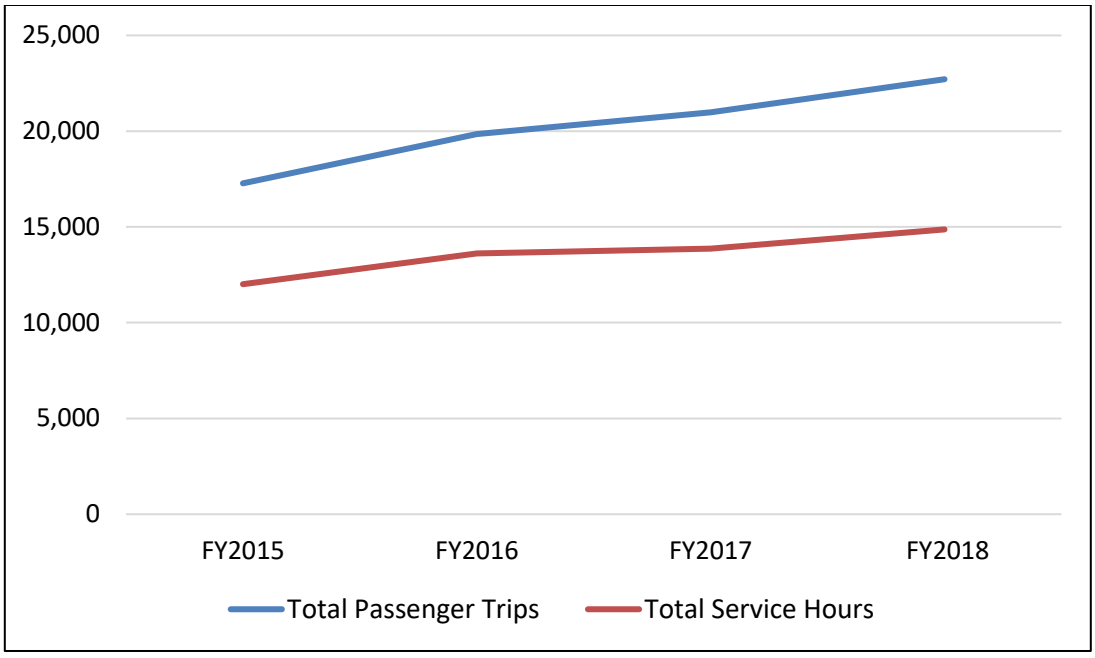
For riders whose disabilities prevent them from accessing STS fixed routes, STS provides ADA complementary paratransit service within ¾ mile of the fixed route service network. Service is provided on a demand-response basis and riders need to call a day ahead to schedule their trips. ADA paratransit is provided during the same days and hours of service, as required by the Americans with Disabilities Act (ADA). STS requires that riders complete an ADA paratransit application in order to become qualified to use the service.

The fare for ADA paratransit ($2.00 per stop) is twice the fixed route fare, as permitted under the ADA. Schedulers are available to take trip requests between the hours of 8:00 a.m. to 5:00 p.m., Monday through Saturday.

ADA Paratransit Trend Data and Performance

ADA paratransit ridership has grown 31.5% over the past four years and the service hours have grown by 23.5%. These data show that STS has been able to improve productivity as demand for the service increased. These trends are shown in Figure 2-14.

Figure 2-14: ADA Paratransit Trends – Ridership and Service Hours



The full trend data for the ADA paratransit program for FY2015 through FY2018 is provided in Table 2-3. Given the very low costs reported, it may be that some of the ADA costs were assigned to SSTAP, as both services provide demand-response service under STS.

Table 2-3: STS ADA Paratransit Trend Data – FY2015 through FY2018

ADA Paratransit Statistics	FY2015	FY2016	FY2017	FY2018
Total Passenger Trips	17,277	19,855	20,986	22,712
Total Service Hours	12,011	13,610	13,872	14,871
Total Service Miles	189,941	199,632	213,009	219,361
Total Operating Costs	$235,974	$189,404	$88,021	$151,533
Total Farebox Receipts	$34,664	$38,328	$40,941	$37,056
Other Local Revenue	$7,491	$6,747	$8,093	$355
Cost/Hour	$19.65	$13.92	$6.35	$10.19
Cost/Mile	$1.24	$0.95	$0.41	$0.69
Cost/Trip	$13.66	$9.54	$4.19	$6.67
Farebox Recovery	15%	20%	46.5%	24.5%
Passenger Trips/Mile	0.09	0.10	0.10	0.10
Passenger Trips/Hour	1.44	1.46	1.51	1.53

*MTA Performance Standards for Small Urban Demand Response

(see Appendix B): Red= "Needs Review" | Blue= "Acceptable" | Green= "Successful"

SSTAP

The Statewide Specialized Transportation Assistance Program (SSTAP) provides demand-response transportation for senior citizens and people with disabilities who live in areas of St. Mary's County that are not served by the STS fixed routes. STS manages the demand for this service by serving different areas of the county on different days of the week. The SSTAP schedule is as follows:

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

STS requests that riders make their appointments for times between 10:00 a.m. and noon, and 48-hour notice is recommended. The STS fare is $3.00 per stop.

This program also provides transportation to the County's senior centers: the Garvey Center; the Northern Center; and the Loffler Center. The fare to use the service to access the senior centers is $1.00 per person per day (round-trip).

The SSTAP trend data (Table 2-4) shows that ridership has been up and down over the past four years, with FY2018 ridership significantly lower than the prior three years (31% lower than FY2015). Service hours were lower in FY2018 as compared to the prior two years, but higher than those recorded in FY2015. As with several STS services, the cost data show successful performance, while the data that involve ridership show that the services need review. It should be noted that the more rural areas of St. Mary's County are difficult to serve in a productive manner, as the population densities are low and there are a number of waterways that pose as natural barriers to direct transportation routes.

Table 2-4: STS SSTAP Trend Data- FY2015 to FY2018

SSTAP Statistics	FY2015	FY2016	FY2017	FY2018
Total Passenger Trips	7,114	6,035	6,621	4,893
Total Service Miles	116,298	117,791	112,988	115,122
Total Service Hours	6,338	8,114	7,295	6,909
Total Operating Costs	$257,485	$201,626	$184,724	$126,013
Total Farebox Receipts	$10,469	$8,842	$7,397	$6,471
Other Local Revenue	$4,795	$4,318	$3,225	$227
Cost/Hour	$40.63	$24.85	$25.32	$18.24
Cost/Mile	$2.21	$1.71	$1.63	$1.09
Cost/Trip	$36.19	$33.41	$27.90	$25.75
Farebox Recovery	4%	4%	4.0%	5.1%
Passenger Trips/Mile	0.06	0.05	0.06	0.04
Passenger Trips/Hour	1.12	0.74	0.91	0.71

STS Fare Structure

The STS fixed route fare structure and list of fares and pass types is provided in Table 2-5. The 2013 TDP included a recommendation to raise the fares, but this did not occur. The discount ticket prices are shown in Table 2-6 and the demand-response fares are shown in Table 2-7.

Table 2-5: STS Fixed Route Fares and Passes

Fixed Route Fares and Passes				
Fare Category	One-Way Trip	Transfer	All-Day Pass	Monthly Pass
General Public	$1.00	$0.50	$3.00	$40.00
Seniors, People with Disabilities and Medicare card holders	$0.50	$0.25	$1.50	$20.00
Summer Youth Cruiser Pass	n.a	n.a	n.a	$20.00

Table 2-6: STS Discount Tickets

Discount Tickets - 10-Ticket Sheets		
Fare Category	**1 Ticket**	**Transfer**
General Public	$0.85	$0.50
Seniors, People with Disabilities and Medicare card holders	$0.50	$0.25
Children 12 and under	$0.50	$0.25
Students with ID	$0.50	$0.25

Table 2-7: ADA and SSTAP Fares

Demand Response	Per Stop	Round Trip
ADA Paratransit	$2.00	$4.00
SSTAP	$3.00	$6.00

EXISTING FLEET

The public transportation fleet in St. Mary's County consists of 25 vehicles. All of the vehicles are wheelchair accessible and all are body-on-chassis style small or medium transit vehicles. Sixteen of the vehicles use gasoline as their fuel and nine use diesel.

The vehicles are equipped with bicycle racks and surveillance cameras. The fleet is owned and maintained by St. Mary's County. Table 2-8 provides the detailed information on the STS fleet as of May, 2019. This table will be updated at the end of the planning process, and will serve as the basis for the capital plan that will be included in the final TDP.

A photo of one of the STS vehicles is shown in Figure 2-15.

Table 2-8: STS Vehicle Inventory

Vehicle Number		DESCRIPTION	Year	Seats/WC	Mileage 5/2019
H-36	6112	Ford Diesel Bus	2006	16/2	588,433
H-39	6119	Ford Diesel Bus	2006	16/2	744,415
41	6167	Ford Medium Diesel Bus	2009	16/2	608,501
42	6168	Ford Small Diesel Bus	2009	12/2	395,155
43	6169	Ford Small Diesel Bus	2009	12/2	401,917
44	6170	Ford Small Diesel Bus	2009	12/2	467,267
45	6171	Ford Medium Diesel Bus	2009	16/4	465,878
48	6176	Ford Medium Diesel Bus	2009	16/2	587,316
49	6177	Ford Medium Diesel Bus	2009	16/2	584,835
52	6204	Chevy Gasoline	2013	8/4	380,212
11	6290	Ford V-10 Gasoline	2017	16/4	147,896
12	6291	Ford V-10 Gasoline	2017	16/4	135,517
13	6292	Ford V-10 Gasoline	2017	16/4	161,503
14	6293	Ford V-10 Gasoline	2017	16/4	131,299
15	6294	Ford V-10 Gasoline	2017	16/4	136,498
16	6295	Ford V-10 Gasoline	2017	16/4	149,051
17	6296	Ford V-10 Gasoline	2017	16/4	161,316
18	6297	Ford V-10 Gasoline	2017	16/4	151,273
19	6311	Ford V-10 Gasoline	2018	16/4	108,877
20	6312	Ford V-10 Gasoline	2018	16/4	29,683
21	6313	Ford V-10 Gasoline	2018	16/4	94,259
22	6351	Ford V-10 Gasoline	2019	24/2	2,448
23	6352	Ford V-10 Gasoline	2019	24/2	679
24	6353	Ford V-10 Gasoline	2019	24/2	2,175
25	6354	Ford V-10 Gasoline	2019	24/2	988

Figure 2-15: STS Fixed Route Vehicle

FACILITIES

STS operates out of the County's Public Works and Transportation facility on St. Andrew's Church Road. Maintenance and vehicle storage are co-located with the DPWT facility, with maintenance provided in-house. STS has outgrown its portion of the facility and an operations facility planning project is included in the five-year plan.

There are currently eight shelters within the STS fixed route network. The locations of these shelters are listed below.

- Tulagi Place (transfer location)
- Governmental Center (transfer location)
- Lexwood Drive
- Ridge Market
- Liberty Street
- Food Lion/Charlotte Hall Square (transfer location)
- Hollywood Volunteer Fire Department (moved from the St. Mary's Airport)

There are very few signed stops within the STS network. STS recently participated in an MPO bus stop study, which included a number of recommendations for bus stop improvements. These have been incorporated into Chapter 4 of the TDP.

TECHNOLOGY

Current technologies in place for STS include paratransit scheduling software as well as security cameras on-board the vehicles. STS is working on implementing Google Transit so that the routes will appear on Google maps. During the upcoming five-year period, STS will be working on the implementation of phone-based fare-collection, fixed route bus tracking; and new paratransit software.

MARKETING

STS conducts a number of marketing and advertising activities throughout the year to educate the public, community leaders, and county and state agencies about the transit program. STS publishes an STS information booklet that is distributed throughout the community. In addition, STS advertises on Channel 95, the local government channel, and STS information is featured on the St. Mary's County website.

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

- STS participates in the St. Mary's County Fair, providing an STS bus display. Staff members distribute schedules, paratransit applications, employment applications, and various promotional items each year at the Fair.
- STS is a member of the County's Chamber of Commerce.
- STS has transit information posted at NAS Patuxent River.
- STS is a member of the St. Mary's County Commission on Persons with Disabilities.
- STS is a member of the Transportation Association of Maryland.
- STS works with the following organizations on a regular basis:
  - St. Mary's County Board of County Commissioners
  - NAS Patuxent River
  - Tri-County Council of Southern Maryland
  - St. Mary's County Department of Aging
  - St. Mary's County Department of Social Services
  - The Center for Life Enrichment
  - Pathways, and
  - St. Mary's College of Maryland.

Operating Budget – Expenses and Funding

The total operating budget for STS for FY2020 is $2,373,661. Funding to support the program comes from a mix of federal, state, and local sources. The MTA operating budget for FY2020 for STS is provided in Table 2-9.

Table 2-9: STS MTA Grant Operating Budget FY2020

Funding Program	Federal	State	Local	Total
Passenger Fares				$366,870
Rural S. 5311 Operating	$256,836	$85,612	$344,354	$686,802
Urban Section 5307 Operating	$369,593	$123,198	$492,168	$984,959
ADA Operating		$135,000	$25,929	$160,929
SSTAP Operating		$134,362	$39,740	$174,102
Totals	**$626,429**	**$478,172**	**$902,191**	**$2,373,662**

Source: St. Mary's County Annual Transportation Plan for FY2020

FY2020 Capital Budget

The FY2020 capital budget for STS is $570,00. The major capital project for this year is to begin the process up technology upgrades for the system. The breakdown of expenses and funding sources for the FY2020 capital projects is provided in Table 2-10.

Table 2-10: STS MTA Grant Capital Budget, FY2020

Capital Item	Federal	State	Local	Total
Preventive Maintenance - Section5307	$58,528	$7,316	$7,316	$73,160
Preventive Maintenance - Section5311	$40,672	$5,084	$5,084	$50,840
Routing Software - Section 5307	$210,512	$26,314	$26,314	$263,140
Routing Software - Section 5311	$146,288	$18,286	$18,286	$182,860
Totals	**$456,000**	**$57,000**	**$57,000**	**$570,000**

Source: St. Mary's County Annual Transportation Plan for FY2020

Other Area Providers

A variety of human service transportation and private transportation services are provided in St. Mary's County. This section documents and describes the transportation programs and services identified.

Major Non-Profit and Human Service Transportation Providers

Various specialized transportation programs are offered by non-profit and human service agencies in the region. This type of transportation is typically provided only to agency clients for a specific trip purpose, generally either medical, employment or to access agency locations. The major human service agency transportation programs in St. Mary's County are described in this section.

Center for Life Enrichment

The Center for Life Enrichment (TCLE) is a private non-profit agency located in Hollywood that provides programs and support services to increase the vocational and personal potential for individuals with disabilities. TCLE currently serves 267 individuals.
Transportation is provided for almost all of the program participants so that they can access employment, medical appointments and recreational events. Door-to-door service is provided. Some of TCLE's clients who are independently employed in the community are able to use STS and TCLE provides travel training, as well as vouchers. TCLE reported that they spend about $1 million per year on client transportation.

TCLE staff indicated that their clients and their families are aware of STS services and they do use public transportation; however, most parents and care givers prefer the one-on-one service that TCLE's transportation program is able to provide. TCLE staff also indicated that their buses are currently full. They do help STS on occasion with trips that are outside of the STS fixed routes. For those trips the individuals are charged $1.50 per mile.

TCLE opinions concerning unmet needs and service issues are provided in Chapter 3 – Issues and Opportunities- Transit Needs Analysis.

St. Mary's County Department of Aging and Human Services Senior Rides

The Senior Rides program provides door-to-door transportation for older adults in St. Mary's County using a pool of volunteer drivers. Adults aged 60 years of age or older who are unable to utilize other public transportation options are eligible to use the service. In order to use the program, an application must be completed either by-phone, by-mail, or in -person. Once approved for service, riders need to make their requests for transportation at least three business days in advance for locations within the county and five business days for locations outside of the county. Out of county trips are limited to medical trips. Each user can request up to four rides per month.

St. Mary's County Department of Social Services

The St. Mary's County Department of Social Services (DSS) administers a number of federal, state, and local programs to assist residents of St. Mary's County. Through a variety of programs, the DSS serves about 35,000 people. The agency reported that about 6% of the clients need transportation assistance.

The DSS administers the distribution of Job Access Reverse Commute funds and purchases daily and monthly passes for clients who are served by DSS programs specific to providing access to employment. The DSS spends about $20,000 annually for individual bus tickets and monthly passes.

DSS opinions concerning unmet needs and service issues are provided in Chapter 3 – Issues and Opportunities- Transit Needs Analysis.

St. Mary's County Health Department

The St. Mary's County Health Department is responsible for the Medical Assistance Transportation Program in St. Mary's County. This program provides transportation assistance for people enrolled in the Medicaid program to access non-emergency, medically-necessary appointments. The program functions as the "payer of last resort," which means that clients go through a screening process to determine if they have access to any other forms of transportation that they could use to travel to their medical appointments.

For clients who do not have any other means of transportation, the St. Mary's County Health Department uses the following resources to assist clients with Medical Assistance Transportation:

- Purchases bus tickets for clients to ride STS to and from appointments;
- Provides gas vouchers to reimburse friends or family members (non-household) who drive the clients to appointments;
- Directly provides transportation using Health Department drivers for trips that cannot be accommodated via STS or friends/family.

The Health Department has a fleet of nine vehicles and employs four full-time drivers for these trips, which include scheduled days for appointments in Baltimore and Washington.

In FY2018 the Health Department reported a total of 917 unduplicated individuals and 29,576 passenger trips. The annual transportation grant from the State of Maryland was $610,174, which includes the operating expenses for all modes utilized.

Health Department staff reported that the numbers of trips being requested has grown over the past few years, most notably to accommodate trips for methadone treatment. There is treatment center in St. Mary's County, located in Callaway.

Health Department opinions concerning unmet needs and service issues are provided in Chapter 3 – Issues and Opportunities- Transit Needs Analysis.

Wheels to Wellness

Wheels to Wellness is a program that combines hospital and human service providers to help low-income people and people with disabilities living in rural areas access medical appointments. The program is a partnership effort among the Tri-County Council for Southern Maryland (TCCSMD); CalvertHealth Medical Center; MedStar St. Mary's Hospital; the Community Transportation Association of America (CTAA); the ARC of Southern Maryland; and the Center for Life Enrichment (TCLE). The program operates in St. Mary's and Calvert Counties, with the ARC of Southern Maryland providing trips in Calvert County and TCLE providing trips in St. Mary's County.

Trips are requested by hospital staff using a "Ride Roundtrip" software program. The ARC of Southern Maryland acts as the dispatcher and assigns the trip to either the ARC of Southern Maryland or TCLE. Between August 2018 and December 2018, the program provided 607 non-emergency medical trips. An update provided by the Tri-County Council in February 2019 indicated that the program was closed to completing its first six months providing the service and the project partners will be studying transportation and scheduling issues; transportation efficiency; rural barriers; patient recovery; patient outcomes; and funding sources for rural health transportation.

Taxi Services

Safe Ride Services (previously branded as Chesapeake Cab is the only taxi service based on St. Mary's County.

Transportation Network Companies (TNCs)

Uber and Lyft provide on-demand, ride-hailing transportation service in St. Mary's County. Service is available 24 hours a day, 7 days a week though the supply of vehicles varies by time of day and geographic area. Customers are required to set up an account with Uber or Lyft and link a debit/credit card to their account. No cash is exchanged between drivers and passengers, and two or more passengers can split payments. Both Uber and Lyft offer several classes of service at different costs, which vary by the vehicle used and whether the ride is shared with other passengers.

To reserve a trip, customers are required to use a smartphone to request a vehicle, indicating their pickup location and destination. Passengers are sent the vehicle type, color, and license plate number of the vehicle coming to pick them up. Upon arrival at the requested origin, drivers wait two minutes for passengers. After two minutes, the driver cancels the trip and charges the passenger a cancellation fee ($7).

COMMUTER ASSISTANCE

Commuter Bus

The Maryland Department of Transportation (MDOT) – Maryland Transit Administration (MTA) contracts with private coach operators to provide commuter bus service in several areas of the state, including Southern Maryland and St. Mary's County. The following routes directly serve St. Mary's County:

705 – Charlotte Hall (Charlotte Hall Shopping Center)/Waldorf to Washington, D.C. - 17 northbound a.m. trips and 18 southbound p.m. trips, Monday through Friday. The morning trips leave St. Mary's County between 4:15 a.m. and 7:35 a.m. and the afternoon trips arrive back to St. Mary's County between 1:42 p.m. and 7:52 p.m. The first southbound trip (mid-day) and the last southbound trip also serve the Golden Beach Park and Ride and the Hollywood Volunteer Fire Department.

715 – Charlotte Hall (Golden Beach Park and Ride)/Waldorf to Washington, D.C. - 12 northbound trips and 14 southbound p.m. trips, Monday through Friday. The morning trips leave St. Mary's County between 4:20 a.m. and 7:35 a.m. and the afternoon trips arrive back to St. Mary's County between 1:39 p.m. and 7:49 p.m. The first southbound trip (mid-day) and the last southbound trip also serve the Charlotte Hall Shopping Center and the Hollywood Volunteer Fire Department.

725 – Hollywood Volunteer Fire Department/Golden Beach Park and Ride to Washington, D.C. - 6 northbound a.m. trips and 6 southbound p.m. trips, Monday through Friday. The morning trips leave St. Mary's County between 4:00 a.m. and 6:55 a.m. and the afternoon trips arrive back to St. Mary's County between 4:28 p.m. and 7:43 p.m.

735- Charlotte Hall (Golden Beach Park and Ride)/Waldorf to Washington, D.C. via the Suitland Federal Center and Suitland Metro - 9 northbound a.m. trips and 10 southbound p.m. trips, Monday through Friday. The morning trips leave St. Mary's County between 4:30 a.m. and 7:00 a.m. and the afternoon trips arrive between 1:57 p.m. and 7:14 p.m.

The following MDOT/MTA zones apply to these routes for fare pricing:

- Zone 2 (Charlotte Hall to Suitland) - $4.00 one-way full fare; $3.00 for seniors/disabled
- Zone 3 (Charlotte Hall to Washington) - $5.00 one-way full fare; $4.00 for seniors/disabled

- Zone 5 (California to Washington) - $7.00 one-way full fare; $6.00 for seniors/disabled

Ten trip tickets and monthly passes are also available. The monthly passes provide about a 19% discount (assuming daily commuting), while the ten-trip tickets do not offer a discount.

Ridesharing

The Tri-County Council of Southern Maryland (TCCSM) operates the Regional Ridesharing Program of Southern Maryland. The program helps Southern Maryland residents commute to work via carpools, vanpools, and the MDOT-MTA commuter bus program. The Regional Ridesharing Program taps into the ride-matching database operated by Commuter Connections, which is the Washington D.C. regional ride-sharing program operated by the Metropolitan Washington Council of Governments. The Regional Ridesharing Program of Southern Maryland is also affiliated with Commuter Choice Maryland, which is MDOT's travel demand management program.

TCCSM reported that there are five active vanpools that leave St. Mary's County each workday, serving 42 commuters and there are four active vanpools that arrive in St. Mary's County each workday, serving 26 commuters. There were seven additional vanpools into St. Mary's County (serving Patuxent River Naval Air Station) prior to 2012, but these were discontinued when the base taxi was cut several years ago. The base taxi is slated to be re-instated, so this may promote the formation of new vanpools.

Guaranteed Ride Home Program (GRH)

GRH is a program that acts as a safety net for residents who use alternative transportation to get to work. Commuters who register with GRH and commute by carpool, vanpool, bike, walk, or transit at least twice a week may get a free ride home in case of emergencies or unscheduled overtime, up to four times per year. There are a number of program participation guidelines associated with the program and these are listed at the following link: https://www.commuterconnections.org/grh-participation-guidelines/.

GRH in both the Baltimore and Washington, D.C. metropolitan areas is operated by Commuter Connections, which is based within the Metropolitan Washington Council of Governments.

Park-and-Ride Facilities

There are seven formal park and ride facilities in St. Mary's County, with about 1,660 total spaces. Of the seven park and ride lots, three have commuter bus service – the two lots in Charlotte Hall and the lot at the Hollywood Volunteer Fire Department. The Hollywood VFD site was recently moved from the St. Mary's Airport, as there were not enough spaces

available at the airport. STS routes operate within ½ mile of all but one of the park and ride lots in the county (Clements). The list of park and ride lots in St. Mary's County is provided in Table 2-11.

Table 2-11: St. Mary's County Park and Ride Facilities

Name	Address	Number of Spaces	Commuter Bus Service	Local Transit within 1/2 mile
Clements	Budds Creek Road and Colton Point Road, Clements	17	no	no
Mechanicsville	31550 Point Lookout Road, Mechanicsville	24	no	yes
Tulagi Place	21750 Tulagi Place, Lexington Park	50	no	yes
Hollywood VFD	24801 Three Notch Road	450	yes	yes
Leonardtown	26720 Point Lookout Road, Leonardtown	20	no	yes
Golden Beach	37850 Golden Beach Road, Charlotte Hall	500	yes	yes
Charlotte Hall Shopping Center	29660 Three Notch Road, Charlotte Hall	600	yes	yes

Chapter 3
Issues and Opportunities – Transit Needs Analysis

INTRODUCTION

This chapter provides a full range of both qualitative information and quantitative data concerning the need for public transportation in St. Mary's County including: stakeholder, rider, public, and employer input; and analyses of demographics and land uses. The information provided within this chapter, together with the data analyzed in Chapters 1 and 2 were used to develop potential projects to consider for the five-year plan.

The report includes the following primary sections:

- Stakeholder Input
- Customer Survey
- Community Survey
- Employer Survey
- Population
- Transit Dependent Populations
- Title VI Analysis
- Land Use Profile
- Employment Travel Patterns

STAKEHOLDER INPUT

Community Stakeholder Opinions

In addition to the input from TAC members provided in Chapter 1, the following input concerning unmet needs and transportation issues has been provided by area stakeholders.

- Shorter ride times on the fixed route services are desired.
- 5-day a week SSTAP service to all areas of the County is desired.
- Additional service to the rural areas of the County is desired.
- Longer hours of daily operation and additional weekend routes to include public access recreational areas (beaches and parks) are desired.

CUSTOMER SURVEY

An important task for the TDP is to gather opinions from system users concerning the St. Mary's Transit System's overall service, customer satisfaction, and unmet needs, as well as developing a profile of STS riders. With input from members of the Transportation Advisory Council, an onboard survey was prepared for these purposes. A copy of the onboard survey is provided in Appendix C.

The survey was administered onboard STS fixed route vehicles on May 7th and 8th, 2019. Temporary staff members rode the STS fixed routes to distribute and collect the surveys. At the conclusion of the two-day effort, 253 rider surveys were collected; the results are discussed below.

Satisfaction with Service Characteristics

Survey participants were presented with a list of service characteristics and asked to indicate their level of satisfaction with each. Participants could choose one of the following for each of the characteristics listed:

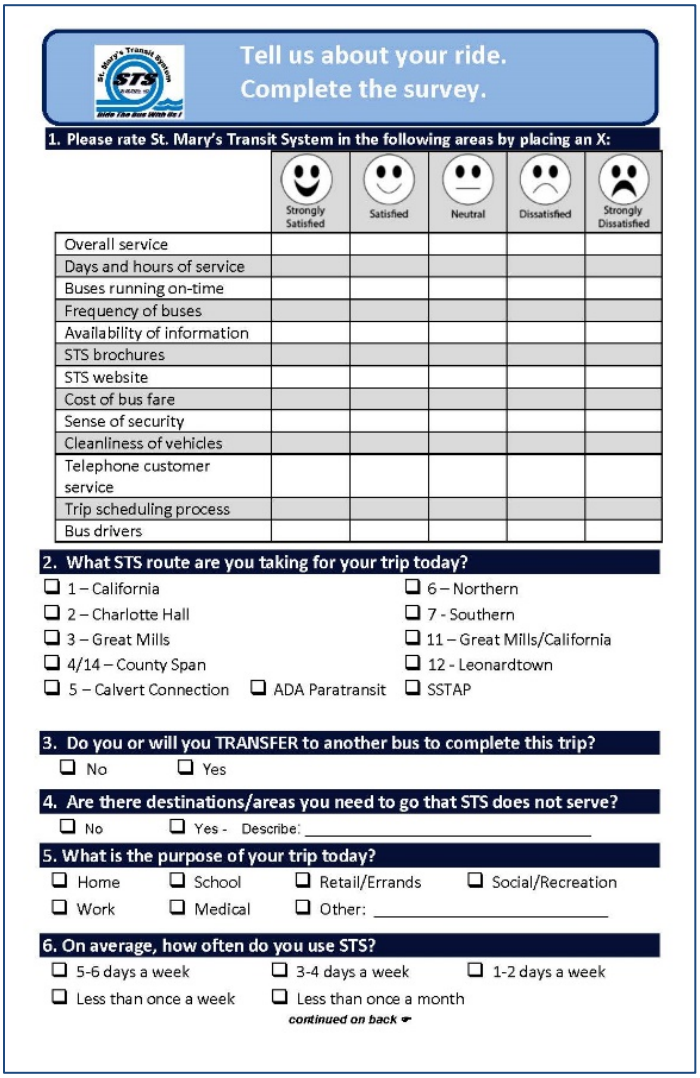
- Strongly Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Strongly Dissatisfied

The highest rated characteristics were:

1. Overall service
2. Cost of bus fare
3. Cleanliness of vehicles
4. Sense of security
5. Bus drivers

The lowest rated characteristics were:

1. Days and hours of service
2. Telephone customer service
3. Frequency of service



Tell us about your ride.
Complete the survey.

1. Please rate St. Mary's Transit System in the following areas by placing an X:

	Strongly Satisfied	Satisfied	Neutral	Dissatisfied	Strongly Dissatisfied
Overall service					
Days and hours of service					
Buses running on-time					
Frequency of buses					
Availability of information					
STS brochures					
STS website					
Cost of bus fare					
Sense of security					
Cleanliness of vehicles					
Telephone customer service					
Trip scheduling process					
Bus drivers					

2. What STS route are you taking for your trip today?

☐ 1 – California ☐ 6 – Northern
☐ 2 – Charlotte Hall ☐ 7 - Southern
☐ 3 – Great Mills ☐ 11 – Great Mills/California
☐ 4/14 – County Span ☐ 12 - Leonardtown
☐ 5 – Calvert Connection ☐ ADA Paratransit ☐ SSTAP

3. Do you or will you TRANSFER to another bus to complete this trip?

☐ No ☐ Yes

4. Are there destinations/areas you need to go that STS does not serve?

☐ No ☐ Yes - Describe: _____

5. What is the purpose of your trip today?

☐ Home ☐ School ☐ Retail/Errands ☐ Social/Recreation
☐ Work ☐ Medical ☐ Other: _____

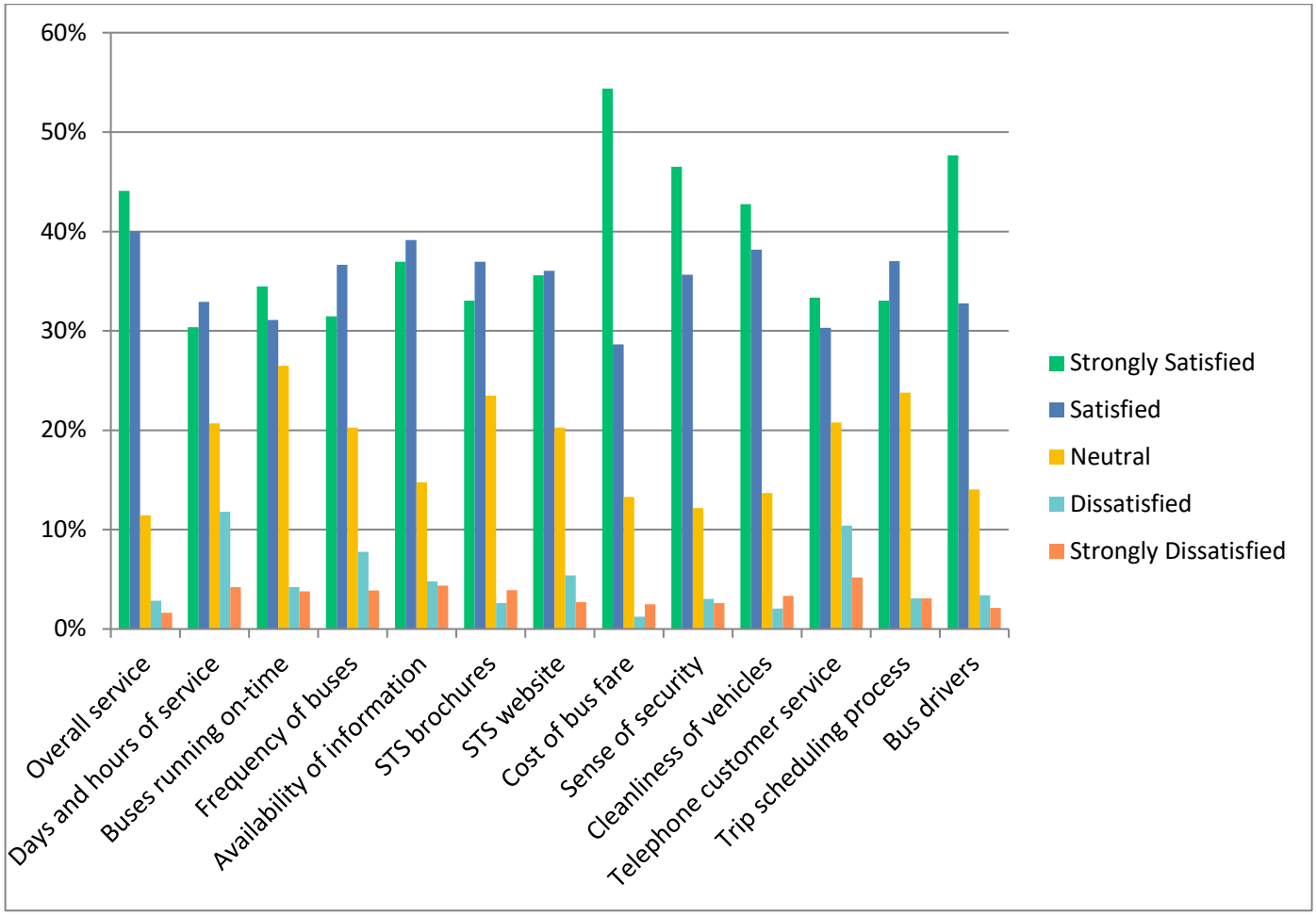
6. On average, how often do you use STS?

☐ 5-6 days a week ☐ 3-4 days a week ☐ 1-2 days a week
☐ Less than once a week ☐ Less than once a month

continued on back ☛

These responses are shown graphically in Figure 3-1.

Figure 3-1: STS Customer Satisfaction Responses



Routes Surveyed

Survey responses were received from riders on all of the weekday fixed routes. The data for the question that asked respondents to indicate which route they were riding shows that the highest number of surveys was received from the routes with the highest ridership (Great Mills, California, Charlotte Hall). The data also show there is some confusion with route naming, as the survey team was not on site during the hours that the Routes 11 and 12 were operating. It is assumed that these riders were actually on the Great Mills, California, or Charlotte Hall routes. The data also show that there is a fair amount of transferring, with 388 route responses from 248 survey respondents. These data are shown in Table 3-1.

Table 3-1: Survey Responses by Route

Route	Number of Responses	Percent of Participants
1- California	64	26%
2- Charlotte Hall	56	23%
3 - Great Mills	86	35%
4/14 - County Span	48	19%
5 - Calvert Connection	31	13%
6 - Northern	17	7%
7 - Southern	40	16%
11 - Great Mills/California	25	10%
12 - Leonardtown	21	8%
Total Responses	**388**	
Total Participants for Question	**248**	

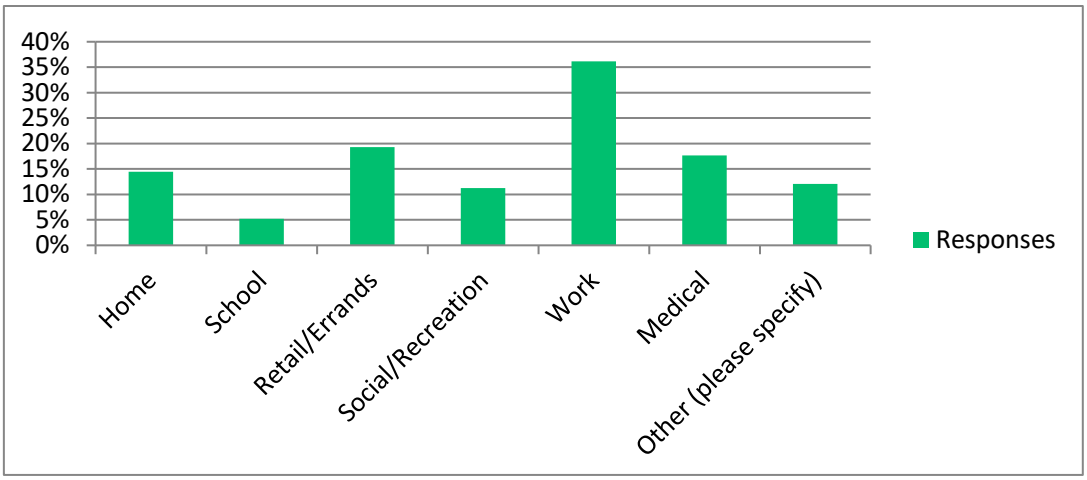
Transfers

Survey respondents were asked to indicate if they had to transfer to another bus to complete the trip they were making. The responses indicate that 47% of the riders make a transfer to complete their travel and 53% do not make a transfer to complete their travel. These data are relatively consistent with the data from Question 2 that asked which route they were taking.

Trip Purposes

When asked to indicate the purpose of their trip on STS, the highest number of responses indicated "work," followed by "retail/errands," and "medical." Participants could check more than one response. These data are shown graphically in Figure 3-2.

Figure 3-2: Trip Purposes



Frequency of Use

STS riders are frequent users of the system, with almost half of the survey participants indicating that they ride 5-6 days per week. These responses are provided in Table 3-2.

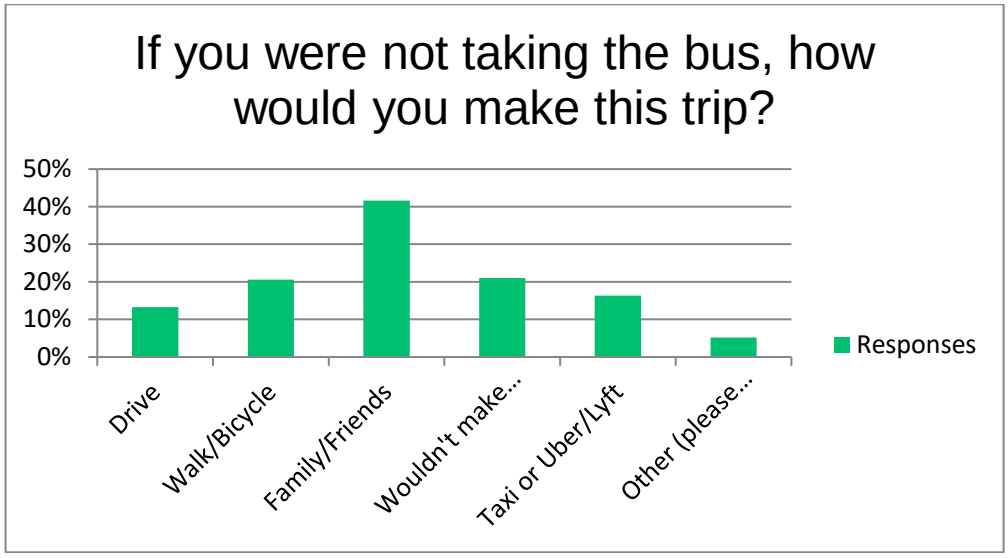
Table 3-2: On average, how often do you use STS?

Answer Choices	Percent of Responses	Number of Responses
5-6 days a week	45.38%	113
3-4 days a week	34.14%	85
1-2 days a week	15.26%	38
Less than once a week	2.81%	7
Less than once a month	2.41%	6
Answered		**249**
Skipped		**4**

Transportation Alternatives

Survey participants were asked to indicate how they would make their trip if they were not taking the bus. The highest number of responses indicated that they would ride with family or friends; followed by not making the trip; walking/bicycling; taxis/Uber/Lyft; and driving. The "other" category included various iterations of the choices provided, as well as "horse and buggy." These data are shown in Figure 3-3.

Figure 3-3: Transportation Alternatives



Potential Improvements

Question 8 of the survey asked participants to rank a number of potential service improvements. This question was misinterpreted by a number of survey participants who checked the desired improvements, rather than ranked them. In order to capture these results, the study team assigned a score of 1 to all of the checked responses. This method diluted the rankings, but does provide insight as to the most desired improvements.

The results showed that the most desired improvement is: additional Sunday service; followed by additional Saturday service; service later in the evenings; more frequent service; and service to additional locations within St. Mary's County. These results are shown in Table 3-3.

Table 3-3: Potential Service Improvements

Potential Improvements	Percent of Responses	Number of Responses
Additional Sunday Service	80%	169
Additional Saturday service	74%	157
Service later in the evenings	60%	127
More frequent service	60%	126
Service to additional locations within St. Mary's County	59%	124
"Real time" transit information that would allow you to see on your phone or computer the actual location of your bus when you are waiting for it to come.	57%	121
Bus shelters and benches at stops	54%	114
Faster, more direct routing between origin and destination	54%	113
Service to additional locations outside of St. Mary's County	51%	108
Service earlier in the mornings	50%	105
Other	5%	11
Answered		**211**
Skipped		**42**

The following responses were provided in the "Other" category:

Don't have problems with current system
1: Better drivers
Bus that goes from Chancellors to Lexington Park via 235
Bus stops running down to Ridge too early
None
1: Service senior appts on Pegg later in the evenings
4: Not answered
1: Make more awareness of website
9: Automated fareboxes

Survey Comments

The open-ended comments and survey notes are provided in Table 3-4.

Table 3-4: Open Ended Comments and Survey Notes

Number	Comments
1	Under access to functioning vehicle; rider noted "horse & buggy."
2	I'm glad that we have the STS busses down (in) this area.
3	No
4	Note: survey completed in Spanish
5	Note: survey completed in Spanish
6	Note: survey completed in Spanish
7	Commute with Calvert and Saturday runs.
8	Income: SSI
9	Great bus driver
10	Sunday buses to more places and 6 am service for Charlotte Hall
11	If they had bus service in the 7th District would be nice
12	Add Sat. service for Great Mills
13	Southern route 7 on Sundays because I can't work Sundays
14	There's no way to distinguish route information from all the survey cards
15	Not all drivers know that riders with disabilities should be charged $0.50
16	More brochures for tourists
17	Robert is a fantastic polite and pleasant driver
18	No Rt 5 on weekends
19	Sunday service in Leonardtown and California and Charlotte Hall.
20	I work different shits (hours) through the week but County Span runs from Calvert/Charlotte Hall every other hr. Already takes an hr trip – 2 hr waits or you have to catch the bus 3 hrs earlier!
21	The schedule on the line does not list any stops in Leonardtown. *note> comment was on front; backside was left blank
22	STS runs in Hollywood, MD on Sunday, run every hour in Hollywood, MD
23	Wish you would run Sundays (7th District/Charlotte Hall) route. Start at 6 am Southbound

Rider Demographics

The responses to the questions regarding the rider demographics are provided in this section.

Home Zip Codes

Table 3-5 provides the responses to the home zip code question for those zip codes that received over a 1% response. These data show that the highest percentage of surveys was

completed by riders who live in Lexington Park, followed by Leonardtown, Mechanicsville, and Great Mills.

Table 3-5: Home Zip Codes of Rider Survey Participants

Zip Code	Location	Percent of Responses
20653	Lexington Park	45.54%
20650	Leonardtown	10.33%
20659	Mechanicsville	7.98%
20634	Great Mills	7.51%
20657	Lusby	3.76%
20619	California	3.29%
20684	St. Inigoes	2.82%
20680	Ridge	2.82%
20636	Hollywood	1.88%
20602	Waldorf	1.88%
20621	Chaptico	1.41%
20620	Callaway	1.41%
20646	La Plata	1.41%
20628	Dameron	0.94%
20622	Charlotte Hall	0.94%

Ages of Survey Participants

The ages of the survey participants are shown in Table 3-6.

Table 3-6: Age of Survey Participants

Age	Percent of Responses	Number of Responses
Under 18	0.9%	2
18-24	13.9%	32
25-34	23.8%	55
35-54	32.5%	75
55-64	19.5%	45
65+	9.5%	22
Answered		**231**
Skipped		**22**

Use of Assistive Devices

Participants' use of assistive devices is shown in Table 3-7.

Table 3-7: Use of Assistive Devices

Answer Choices	Percent of Responses	Number of Responses
Wheelchair	0.5%	1
Walker	4.7%	9
Cane	9.3%	18
Service animal	1.0%	2
Personal Care Attendant	1.6%	3
None of the above	84.5%	163
Answered		**193**
Skipped		**60**

Smart Phones

Survey data indicate that 74% of the survey participants reported that they have an Internet-enabled smart phone.

Driver's License and Automobile Availability

As shown in Table 3-8, the majority of the survey participants reported that they do not have a valid driver's license or access to a functioning vehicle.

Table 3-8: Driver's License and Auto Availability

Do you have a valid driver's license?		
Answer Choices	**Percent of Responses**	**Number of Responses**
Yes	37.50%	84
No	62.50%	140
Answered		**224**
Skipped		**29**

Table 3-8, Continued

Do you have access to a functioning vehicle?		
Answer Choices	**Percent of Responses**	**Number of Responses**
Yes	23.39%	51
No	76.61%	167
Answered		**218**
Skipped		**35**

Employment and Income

The majority of the survey participants reported that they are employed either full-time or part-time. Participants could check more than one status, if appropriate. These data are shown in Table 3-9.

Table 3-9: Employment Status

Answer Choices	Percent of Responses	Number of Responses
Employed (Full time)	31.4%	71
Employed (Part time)	21.7%	49
Retired	15.5%	35
Unemployed	15.5%	35
Other (please specify)	9.3%	21
Homemaker	3.1%	7
Student (Full time)	2.7%	6
Student (Part time)	2.7%	6
Answered		**226**
Skipped		**27**

The majority of the survey participants reported that they earn $14,999 or less, as shown in Table 3-10.

Table 3-10: Household Income

Answer Choices	Percent of Responses	Number of Responses
$14,999 or less	51.63%	95
$15,000-$29,999	27.72%	51
$30,000-$44,999	10.33%	19
$45,000-$59,999	5.43%	10
$60,000-$74,999	3.26%	6
$75,000 or higher	1.63%	3
Answered		**184**
Skipped		**69**

Race and Ethnicity

The responses to the race and ethnicity questions are provided in Table 3-11 and 3-12.

Table 3-11: Race of Survey Participants

Answer Choices	Percent of Responses	Number of Responses
African American/Black	58.1%	129
White/Caucasian	35.6%	79
Prefer not to answer	4.1%	9
Asian	2.7%	6
American Indian/Alaskan Native	2.7%	6
Native Hawaiian/Pacific Islander	0.5%	1
Hispanic or Latino	0.0%	0
Answered		**222**
Skipped		**31**

Table 3-12: Ethnicity of Survey Participants

Do you consider yourself Hispanic/Latino?

Answer Choices	Percent of Responses	Number of Responses
Yes	4.1%	9
No	95.9%	210
Answered		**219**
Skipped		**34**

COMMUNITY SURVEY

Between April and May 2019, 238 surveys were collected to rate and measure the community's public transportation needs in St. Mary's County, Maryland. The survey consisted of 18 questions that were collected using Survey Monkey with paper options available at key locations around the county, in both English and Spanish. A copy of the survey is provided as Appendix D.

The survey included a series of questions that asked survey participants to provide information on the forms of transportation that are available and used. These questions asked respondents about how they get to work, which public transportation services are used, and the primary reasons to use public transportation. Finally, the survey also had a number of questions that asked participants to provide personal information about age, mobility needs, race, employment status, and annual household income. The results are discussed below.

Use and Awareness of Public Transportation

The first question on the survey asked participants to indicate whether or not they use public transportation, and then followed up with a question about awareness of STS. The results indicated that 56% of the survey respondents ***do not*** use public transportation and 44% do use public transportation.

Just over 47% of the respondents are aware of STS and have a positive impression of the service; 28.6% of the respondents reported that they are aware of STS and have a negative impression of the service. The remaining 24.2% of the respondents to the question reported that they are not aware of STS. These results are shown in Table 3-13.

Table 3-13: Awareness and Impression of STS

Answer Choices	Percent of Responses	Number of Responses
Aware; overall positive impression	47.2%	109
Aware; overall negative impression	28.6%	66
Not aware	24.2%	56
Answered		**231**
Skipped		**7**

Modes of Transportation

Community members were asked about the modes of transportation they used most often to get to work, school, shopping, errands, or medical appointments. Given six options,

respondents were asked to rank these options by frequency of use. Some takeaways from this question include:

- A majority of respondents (66.7%) ranked driving themselves first, while 20.9% of respondents ranked using public transportation first.
- A majority (59.3%) of respondents ranked family or friends driving second, while 19.2% chose walking.
- Walking was ranked third by 36.9% of the respondents, followed by taking a taxi/Uber/Lyft (21.5%) and riding with family or friends (20%).

Modes of Transit and Frequency of Use

For the survey respondents that use public transportation/shared ride services either regularly or on occasion, they were asked to indicate which services they use and how frequently. These responses are shown in Table 3-14. These data show that about 64% of the survey respondents use some mode of public or shared-ride transit at least once a week. The most commonly used mode was STS buses, followed by taxis/Uber/Lyft and WMATA Metro.

Table 3-14: Frequency of Use of Public Transit and Shared Ride Services

	Frequency of Use					
	5 days/week or more		1-4 days/week		Usage of 1 day/week or more	
Transit Mode	Percent of Responses	Number of Responses	Percent of Responses	Number of Responses	Percent of Responses	Number of Responses
STS fixed route buses	10.9%	26	10.5%	25	21%	51
STS ADA Paratransit	2.5%	6	2.9%	7	5%	13
SSTAP Demand- Response	0.8%	2	1.3%	3	2%	5
Calvert County Public Transportation	2.1%	5	1.3%	3	3%	8
Charles County VanGO	1.7%	4	2.5%	6	4%	10
MTA Commuter Bus Service	2.9%	7	2.9%	7	6%	14
WMATA Metro	2.1%	5	4.2%	10	6%	15
Taxis/Uber/Lyft	2.9%	7	7.1%	17	10%	24
Vanpools or carpools	1.3%	3	4.2%	10	5%	13

Note: the % listed is the % of total survey participants

Survey participants who use public transportation were asked to provide information regarding the reasoning for the use of the public transportation. The most frequently cited reasons were:

- I do not have access to a vehicle (50 responses)
- It saves me money (46 responses)
- I do not have a driver's license (43 responses)

Survey participants who do not use public transportation were asked to rank a series of service improvements to indicate what types of service improvements are needed in order for them to consider riding public transportation. The most highly ranked improvement was "better service near my home, work, or school," followed by "more frequent buses." These data are provided in Table 3-15.

Table 3-15: Ranked List of Potential Transit Service Improvements

Improvement	Weighted Average Score
Better service availability near my home/work/school	1.16
More frequent buses	1.41
Improved reliability	1.44
Improved connectivity to the DC Metro area	1.49
Improved access to transit information	1.49
Service later in the evening	1.58
Shorter travel time	1.58
Guaranteed ride home for emergencies/ overtime	1.62
Service earlier in the morning	1.75
Better security on board the vehicles	1.94
Less crowded vehicles	2.13

The following locations were listed in association with "better service availability near my home/work/school:

Places listed for better service:
NAS PAX
Near Route 231
Morganza
Great Mills - Flat Iron Road - Loop inconvenient
Breton Bay neighborhood
St. Inigoes
Cedar Cove
Drayden (2)

Mechanicsville (2)
Hermanville Road
Scotland
Pass Gate
Oakville
Anne Court, Hollywood
Country Lakes
Hollywood
Lexington Park/Leonardtown
Avenue

Open Ended Comments

An open-ended comment area was included within the survey and participants provided a variety of insights concerning the need for public transportation improvements. The following themes emerged from these comments:

- A higher level of public transportation is desired, both for travel internal to St. Mary's County and also for travel to and from the Washington, D.C. area.
- For the routes that currently operate as loops, more direct service or bi-directional service is desired so that the travel time is reasonable in both directions.
- The need for established bus stops was mentioned by many survey participants.
- Improved pedestrian infrastructure to support people who use public transportation was mentioned as a need.
- Additional and more easily accessible public information is needed.
- A bus tracker application is desired.

The full list of comments is provided in Appendix E.

Demographics

Zip Code Data

The highest number of surveys was completed by residents of Lexington Park, followed by Mechanicsville, Leonardtown, and California. The list of zip codes and the number of surveys received from each (above 2) are shown in Table 3-16.

Table 3-16: Survey Results by Zip Code

Zip Code	Location	Number
20653	Lexington Park	52
20659	Mechanicsville	29
20650	Leonardtown	27
20619	California	24
20636	Hollywood	13
20634	Great Mills	12
20620	Callaway	4
20622	Charlotte Hall	4
20630	Drayden	4
20609	Avenue	2
20621	Chaptico	2
20626	Coltons Point	2
20628	Dameron	2
20657	Lusby	2
20667	Park Hall	2
20670	Patuxent River	2
20680	Ridge	2
20684	Saint Inigoes	2
20687	Scotland	2

Ages of Survey Participants

The highest number of surveys was completed by people in the 35 to 54 age group (71 responses), followed by people in the 25 to 34 age group. These data are provided in Table 3-17.

Table 3-17: Ages of Survey Participants

Age Group	Percent of Responses	Number of Responses
Under 18	0%	0
18-24	8.3%	17
25-34	27.0%	55
35-54	34.8%	71
55-64	15.7%	32
65+	14.2%	29
Answered		**204**
Skipped		**34**

Assistive Devices

The majority of the survey participants reported that they do not need any assistive devices, as shown in Table 3-18.

Table 3-18: Use of Assistive Devices

Assistive Devices	Percent of Responses	Number of Responses
None	88.1%	170
Cane	6.2%	12
Walker	3.6%	7
Wheelchair	3.1%	6
Other (please specify)	2.6%	5
Service Animal	1.0%	2
Personal Care Attendant	0.5%	1
Answered		**193**
Skipped		**45**

Smart Phones

Eighty-nine percent of the survey respondents reported that they have an Internet-enabled smart phone.

Ability to Drive and Access to a Vehicle

As shown in Tables 3-19 and 3-20, the majority of the survey participants are licensed to drive and do have access to a functioning vehicle.

Table 3-19: Ability to Drive

Valid Driver's License	Percent of Responses	Number of Responses
Yes	76.6%	160
No	23.4%	49
Answered		**209**
Skipped		**29**

Table 3-20: Access to a Vehicle

Access to Functioning Vehicle	Percent of Responses	Number of Responses
Yes	78.3%	162
No	21.7%	45
Answered		**207**
Skipped		**31**

Race/Ethnicity

The majority of the survey participants indicated that they are white, as shown in Table 3-21. Six percent of the survey respondents identified their ethnicity as Hispanic/Latino.

Table 3-21: Races of Survey Participants

Race	Percent of Responses	Number of Responses
White/Caucasian	75.5%	154
African American/Black	14.7%	30
Asian	0.5%	1
Prefer not to answer	10.3%	21
American Indian/Alaskan Native	2.0%	4
Native Hawaiian/Pacific Islander	0.0%	0
Answered		**204**
Skipped		**34**

Employment Status

Almost half of the survey participants reported that they work full-time. The second largest cohort of survey participants were retirees (17.6%), followed by those who are unemployed (14.2%). These data are shown in Table 3-22.

Table 3-22: Employment Status

Employment Status	Percent of Responses	Number of Responses
Employed (Full-time)	49.3%	101
Employed (Part-time)	10.7%	22
Student (Full-time)	2.4%	5
Student (Part-time)	0.5%	1
Retired	17.6%	36
Homemaker	5.9%	12
Unemployed	14.2%	29
Other	5.9%	12
Answered		**205**
Skipped		**33**

Income

The highest number of survey participants reported annual household incomes of $75,000 or higher (79 responses, 42%), followed by $14,999 or less (51 responses, 27%). These data are shown in Table 3-23.

Table 3-23: Annual Household Income

Annual Household Income	Percent of Responses	Number of Responses
$14,999 or less	27%	51
$45,000 - $59,999	7%	14
$15,000 - $29,999	10%	19
$30,000 - $44,999	3%	6
$60,000 - $74,999	11%	20
$75,000 or higher	42%	79
Answered		**189**
Skipped		**49**

EMPLOYER SURVEY

An online survey was made available via press release to St. Mary's County employers to receive their input for the TDP. A copy of the survey is provided as Appendix F.

Surveys were received from the 18 employers listed in Table 3-24. The study team also reached out directly to the Patuxent River Naval Air Station (PAX River) for their input, as they are the largest single employer in St. Mary's County. PAX River, in partnership with the MPO, recently completed a Multi-Modal Transportation Study. The results of the study that are pertinent to STS are discussed within Chapter 4.

Table 3-24: Employers Providing Input

Company or Agency	Number of Employees
AVAIN LLC	270
Amelex	250
AMEWAS, Inc.	235
St. Mary's County Library	75
RC Theatres	50
Seabreeze Restaurant	45
Cedar Lane Senior Living Community	**27**
W M Davis Inc	24
Askey, Askey & Associates	18
The Good Earth Natural Foods Company	16
Baldwin, Briscoe & Steinmetz	15
Checkers of California	15
iStorage	10
Patuxent Habitat for Humanity	6
Emily Cunningham Insurance	5
Point Lookout Marina	5
Michael A. Guy CPA	2
Patuxent Tideaster Land Trust	1
Total	**1,069**

The first question on the survey asked if the employers were aware of any issues or concerns that employees had regarding transportation options. Of the 18 employers, 13 indicated "no" and 5 indicated "yes." Comments concerning this question are provided in Table 3-25.

Table 3-25: Comments Concerning Employee Transportation Issues

Comments Concerning Employee Transportation Issues
We employ a number of people who do not have a driver's license or access to a vehicle and rely on family, friends, co-workers, and rideshare services.
Some employees who live near Norris Road have to go to Chancellor's Run Road to get picked up. This is a long walk for them. Also the bus does not go to Ridge on weekends, just during the week I believe. Our Checkers is open 7 days a week. The bus does run in many locations daily from 6 AM – 10 PM. It would be helpful since we are open later than 10 PM if the bus ran later, but we understand.
About five percent of our employees do not have their own vehicle.
Car troubles, snow issues, don't own a car.
Driving south on 235 and rt. 5 continues to be a problem when accessing PAX in the morning; opposite direction in the evenings Turning left onto Airport Road, California, MD gets backed up in the mornings.

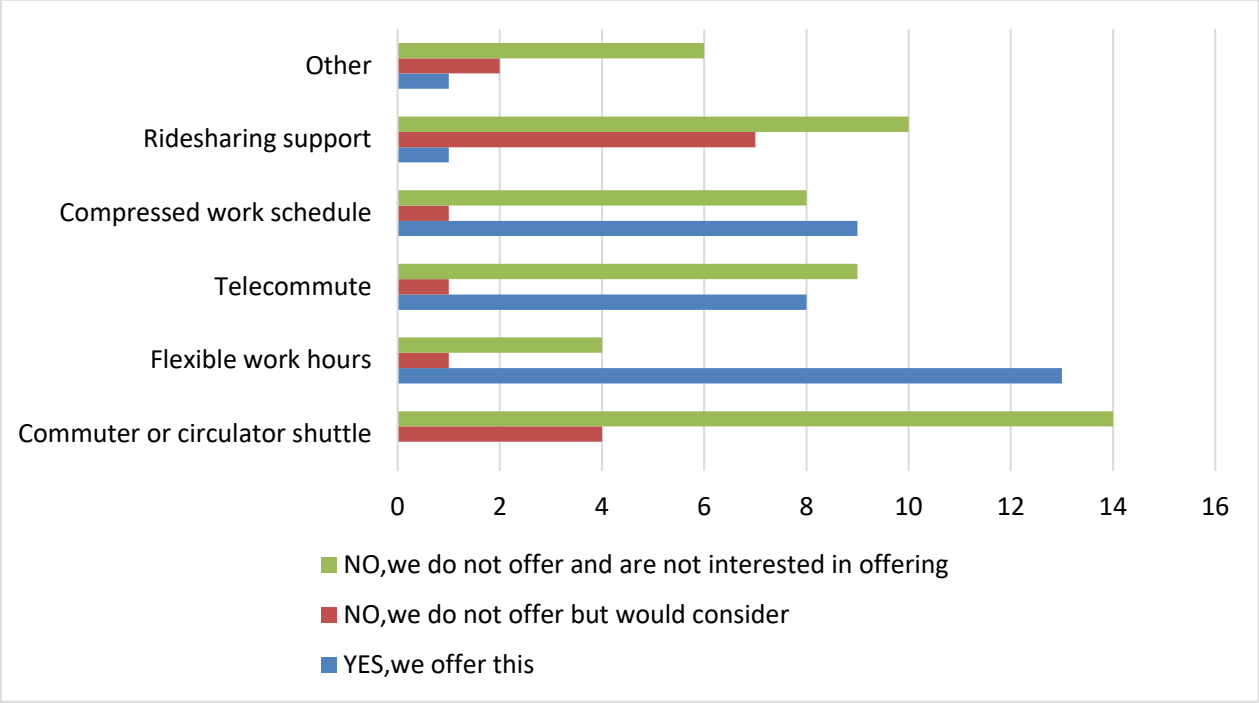
A follow-up question asked employers to indicate if a lack of transportation options affects hiring and retaining employees. For this question, 14 employers indicated "no" and 4 indicated "yes." Comments received with regard to this question are provided in Table 3-26.

Table 3-26: Comments Concerning Hiring and Retaining Employees

Comments Concerning Hiring and Retaining Employees
This particularly applies to volunteers and interns. Without a personal vehicle, they have poor options for getting around - to get to work and to get to meetings. STS runs by my house (we have a PTLT office here) and gets to Leonardtown, where most meetings occur, but service is infrequent and round trip takes hours due to loop nature of Southern route.
But is an issue with clients that do not own cars.
Attendance, including punctuality, is a factor in retention that does result in employees leaving or termination.
We are still able to hire people who use the bus. We can work around the 6 AM-10 PM hours, as long as the bus comes every day.
Yes. We have tried to hire people on work release from the detention center who do not have their own transportation.
Car problems.
No, however, it would be more appealing to those employees who had better walkways and bike paths to take alternative transportation to work.

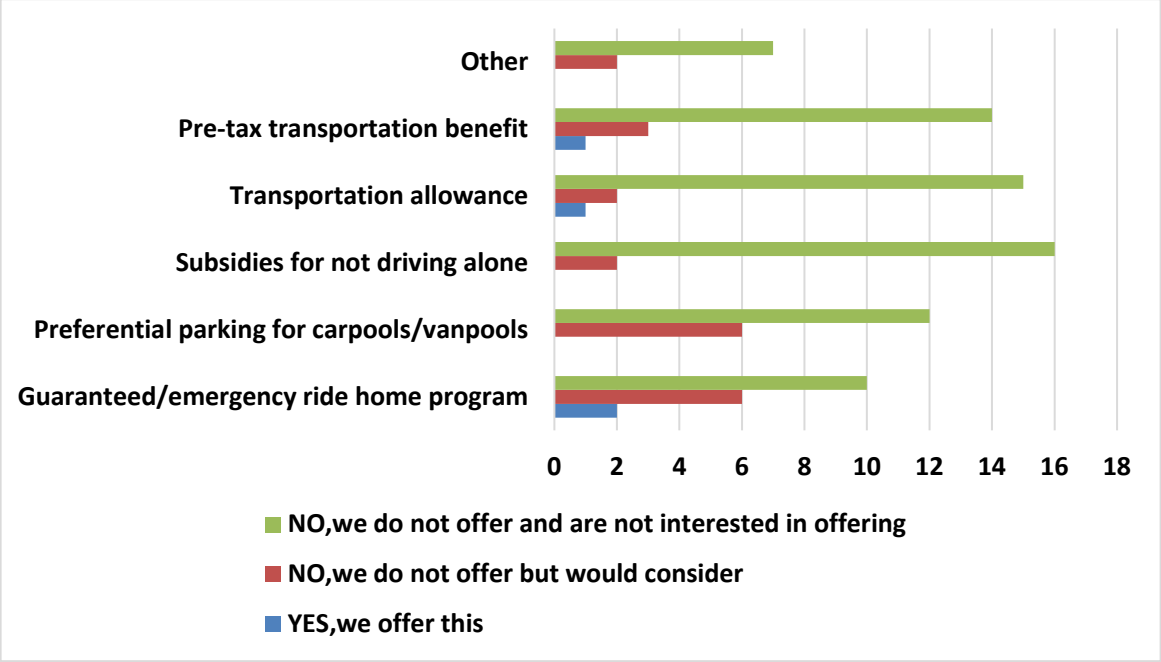
The next survey question asked employers to indicate if they offer a series of transportation programs and services. The question allowed respondents to indicate whether or not they offered the service, as well as if they would be interested in offering the service in the future. The responses showed that flexible work hours, compressed work schedules, and telecommuting were the most popular employment benefits offered in consideration of employee's travel to work. In terms of considering additional commute benefits, seven employers indicated that they would consider ridesharing support, and one reported that they already do. These results are shown in Figure 3-4.

Figure 3-4: Employer Transportation Programs



The employers were also asked if they currently offer any public transit benefits or incentives for ride-sharing. The results indicate that between 1 and 2 of the employers surveyed currently provide any type of public transit or ridesharing incentives and up to six employers would consider preferential parking for carpools/vanpools and guaranteed ride home. These results are shown in Figure 3-5.

Figure 3-5: Public Transit Benefits and Incentives



Survey participants were also offered an opportunity to provide unstructured comments. Ten comments were received and are provided in Table 3-27.

Table 3-27: Employer Survey Comments

Comments
STS would be more useful if it were more hub and spoke rather than loop based. Direct service from St. Mary's City to Leonardtown would be desirable, as would more frequent service. We also desperately need more robust commuter bus service - from Lexington Park to the METRO, including reverse commute, off-peak, evening and holiday service.
I believe that it would be very beneficial to people that use STS - if you could offer prepaid gift cards. I work with several charitable organizations that could benefit from that.
Some of our employees do ride the bus in St. Mary's County. It has worked pretty well so far. Obviously, more buses would be better. But what we have now works pretty well most of the time.

Comments
Our staff who ride STS provided the following comments: 1. Would like for the bus to come to the front door of St. Mary's Nursing Center and pick them up. 2. Would like there to be a every hour pickup service on Saturday. 3. Would like Sunday service. 4. When calling STS at 6:30pm, there is no one answering phone. They leave a message and no one returns their call. 5. One employee leaves at 6:30pm and lives in Charlotte Hall. Has to ride the entire Wildewood Route before taken to Charlotte Hall.
Have a Leonardtown loop so Leonardtown residents can get around efficiently.
Do STS buses go on base?
Would like to see defined "bus stops" on major roads. Individuals flagging a bus for a stop creates traffic problems. Bus drivers need to follow traffic laws.
Many library users rely on public transportation. I hope you are able to expand your services to allow even more frequent buses on more routes.
We are a construction company having multiple projects throughout the county. Locations change as projects are completed and new ones begin.

POPULATION

Population

The estimated population of St. Mary's County, as of July 1, 2018, was 112,664.[1] This is about 7% higher than the 2010 Census population of 105,151 and is expected to continue to increase as the 2020 Census approaches. St. Mary's County has grown at a consistently higher rate than the State of Maryland as a whole since the 1990 Census. The historical population data for St. Mary's County and the State of Maryland are provided in Table 3-28.

Table 3-28: Historical Populations and Current Estimates

	1990 Population	2000 Population	Growth Rate	2010 Population	Growth Rate	2018 Estimate	Growth Rate
Maryland	4,781,468	5,296,486	11%	5,773,552	9%	6,042,718	5%
St. Mary's County	76,430	86,211	13%	105,151	22%	112,664	7%

Source: U.S. Census, American Factfinder

[1] U.S. Census Bureau Estimates

Future Population Projections

Population projections developed by the Maryland Department of Planning estimate that the population of St. Mary's County will continue to outpace growth in the rest of the state over the next 20 years. This growth will likely also bring opportunities for STS to continue to mature as a transit program.

Table 3-29 provides a breakdown of the estimated growth in specific age groups. While all of the three age ranges shown are expected to grow in the future, the 65 and older age group will experience greater proportional growth when compared to those aged 20 to 64.

Growth in the 65 and older age group is especially noteworthy given the potential impacts on transit. Typically, growth in the senior population drives demand for transit service as individuals choose to age in place while basic life skills begin to diminish. Demand for trips to medical appointments and other essential services (grocery store, pharmacy, etc.) will likely increase.

Table 3-29: Future Population Projections

Age Group (Years)	2020 Projection		2030 Projection		2040 Projection	
	Population	Percent	Population	Percent	Population	Percent
Maryland	**6,224,511**	**7.80%**	**6,612,191**	**6.20%**	**6,889,692**	**4.20%**
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%
St. Mary's County	**120,150**	**14.26%**	**140,750**	**17.15%**	**155,350**	**10.37%**
0-19	33,179	28%	37,618	27%	42,254	27%
20-64	71,011	59%	78,867	56%	85,567	55%
65+	15,964	13%	24,263	17%	27,530	18%

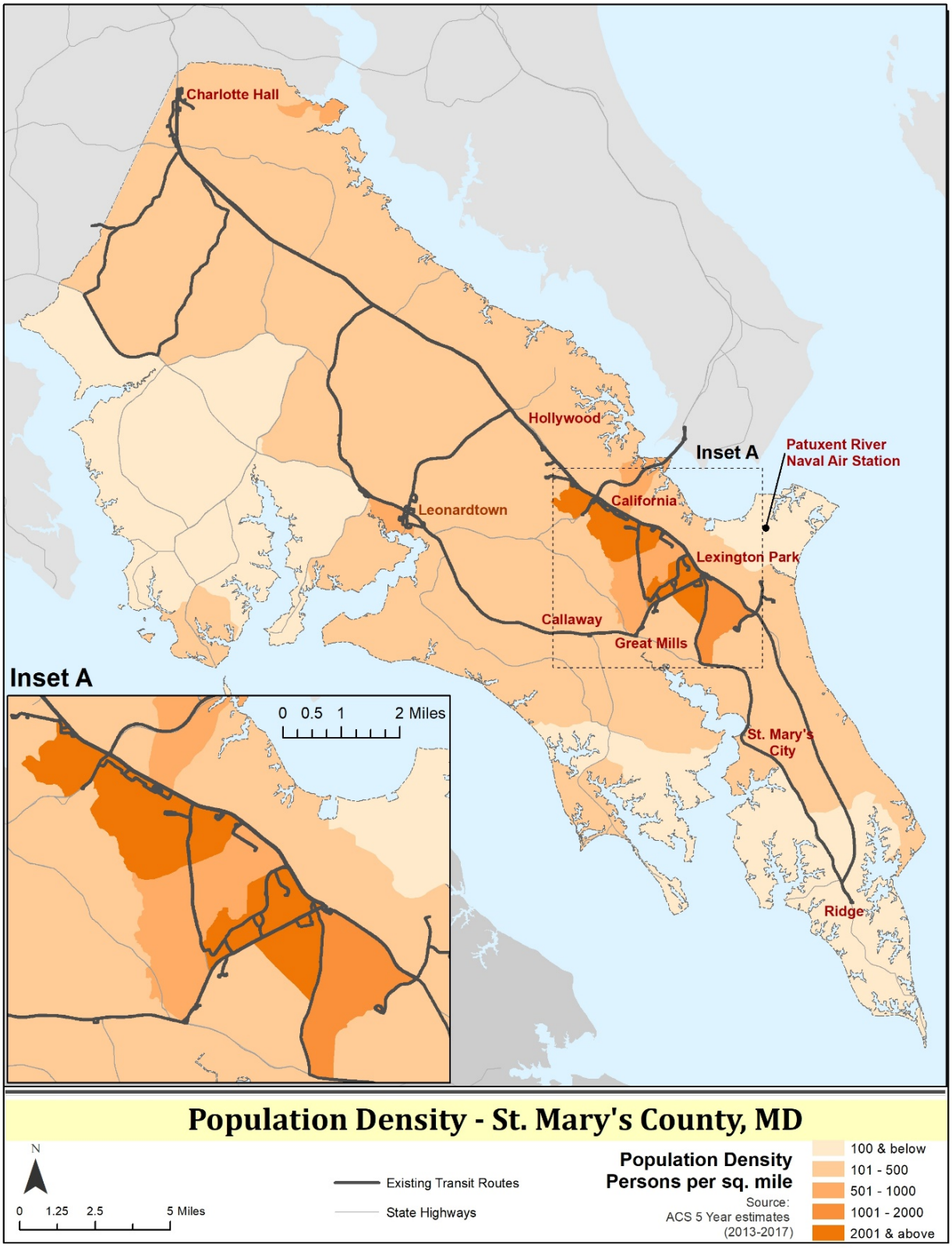
Source: Maryland Department of Planning

Population Density

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

When assessing population density for transit demand, Census block group data are typically used. This assessment for St. Mary's County shows that the highest density areas are located in Lexington Park and California. The routes that serve these areas are the most productive within the STS network. Figure 3-6 portrays St. Mary's County's population density at the census block level overlaid with the STS fixed routes.

Figure 3-6: St. Mary's County 2010 Census Population Density



TRANSIT DEPENDENT POPULATIONS

Public transportation needs are defined in part by identifying the relative size and location of those segments within the general population that are most likely to use transit services. This is particularly true for suburban and rural areas where there are typically fewer riders using transit by choice. These transit dependent populations include individuals who may not have access to a personal vehicle or are unable to drive themselves due to age. Determining the location of these populations assists in the evaluation of current transit services and the extent to which the services meet community needs.

Transit Dependence Index

The Transit Dependence Index (TDI) is an aggregate measure displaying relative concentrations of transit dependent populations. The TDI aggregates census data from the American Community Survey's Five-Year Estimates (2013-2017).

Five factors make up the TDI calculation:

1. Population Density;
2. Autoless Households;
3. Senior Population (ages 65 and above);
4. Youth Populations (ages 10 to 17); and
5. Below Poverty Populations.

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

As illustrated in Figure 3-7, the relative classification system utilizes averages in ranking populations. For example, areas with less than the average transit dependent population fall into the "very low" classification, where areas that are more than twice the average will be classified as "very high." The classifications "low," "moderate," and "high" all fall between the average and twice the average; these classifications are divided into thirds. Figure 3-8 displays the TDI categories within St. Mary's County, overlaid with the STS routes.

Figure 3-7: Transit Dependent Populations Classification System

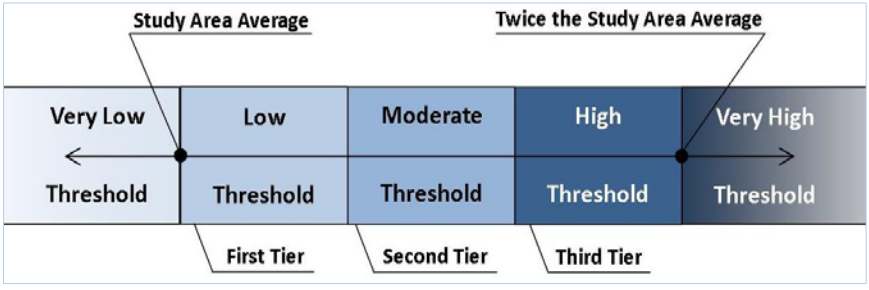
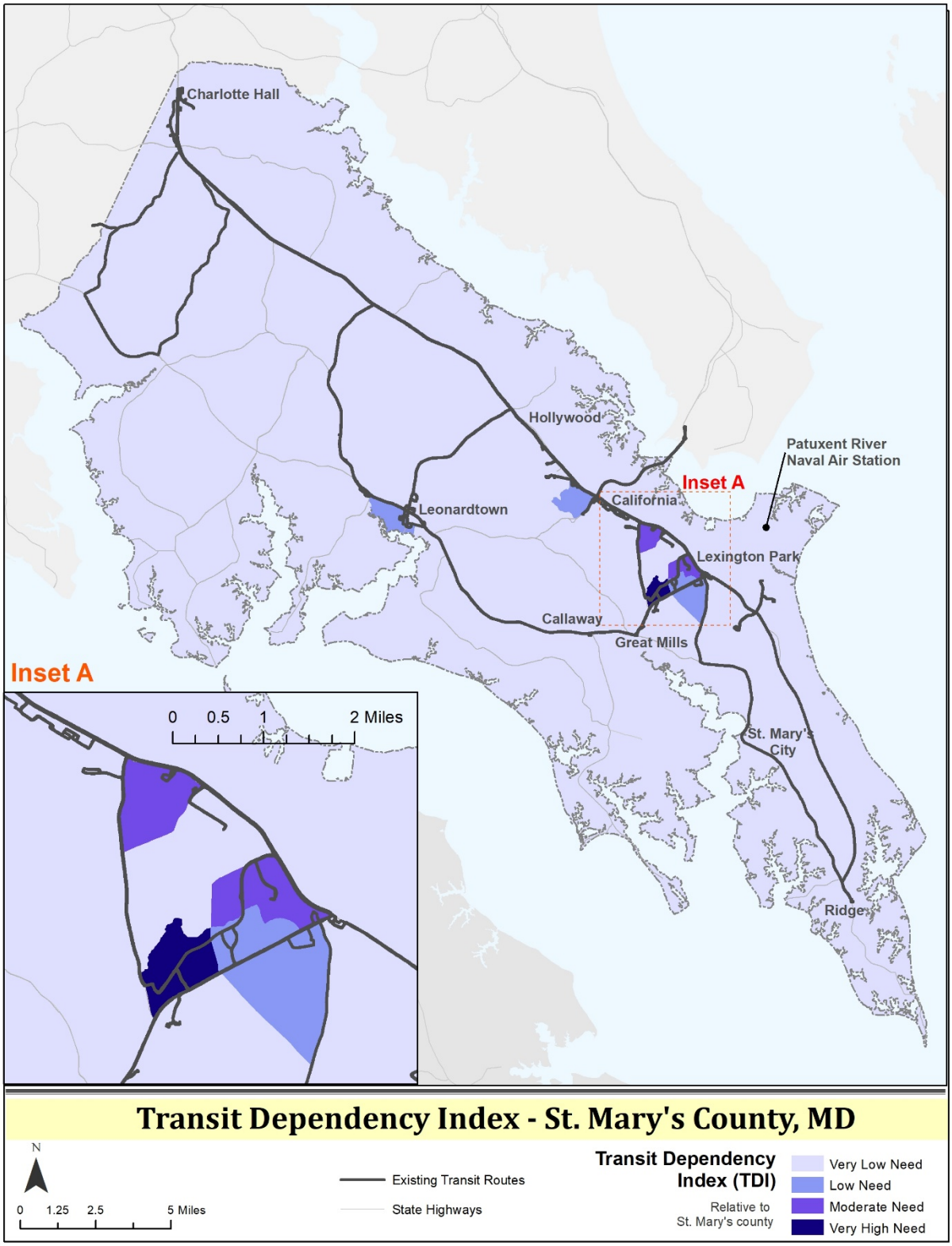


Figure 3-8: St. Mary's County TDI Index



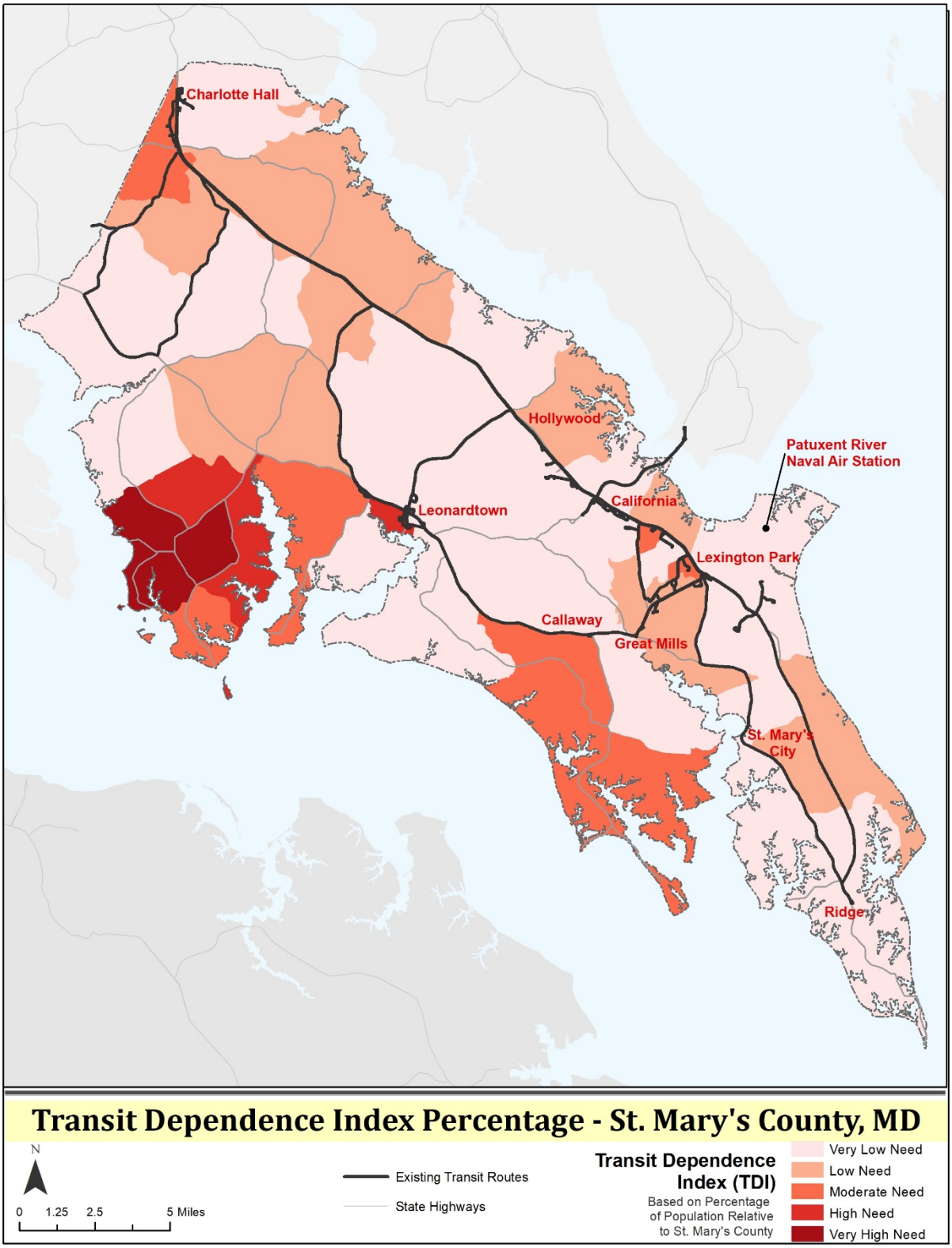
The TDI map for St. Mary's County shows that there is one very high need area in the County, located along Great Mills Road. This area is served by public transit, as are the areas of moderate need.

Transit Dependence Index Percentage

The Transit Dependence Index Percent (TDIP) provides a complementary analysis to the TDI measure. It is nearly identical to the TDI measure with the exception of the population density factor. Removing population density from the TDI highlights transit need in areas with smaller populations by utilizing absolute population numbers from the four demographic groups. The TDIP map for St. Mary's County is shown in Figure 3-9.

Without considering population density, the very high need areas of St. Mary's County appear to be in the western portion of the County, in an area south of Chaptico and north of Avenue (Seventh District). This area is not served by the fixed routes, but does have SSTAP service. High need areas are located in the southwest portion of the County, south of Callaway to Piney Point. These areas are also served only through SSTAP.

Figure 3-9: Transit Dependence Index Percentage



Autoless Households

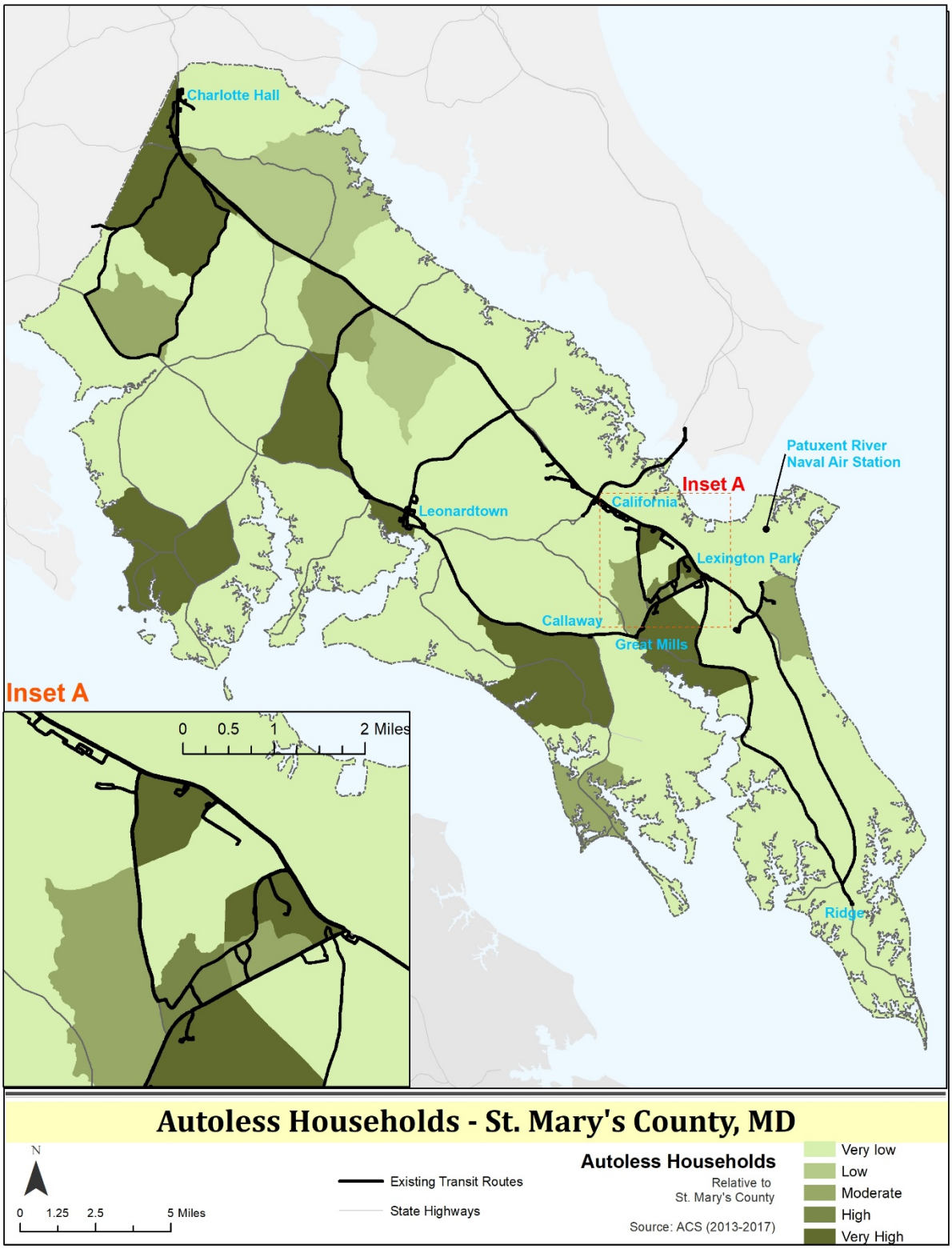
Households without at least one personal vehicle are more likely to depend on the mobility offered by public transit than those households with access to a car. Although autoless households are reflected in both the TDI and TDIP measures, displaying this segment of the population separately is important since most land uses in St. Mary's County are at distances too far for non-motorized travel. According to the U.S. Census, about 5.2% of the households in St. Mary's County do not have an automobile.

As would be expected, areas in Northern St. Mary's County, to the west of Charlotte Hall show very high relative numbers of autoless households. This area is home to a significant number of Amish families. Additional areas of the County that show very high relative numbers of autoless households include:

- An area to the southwest of Loveville;
- The western shore of the County, south of Bushwood and north of Avenue (Seventh District);
- An area to the south of Callaway;
- An area south of Lexington Park, between the St. Mary's River and Route 5

Figure 3-10 provides this information graphically.

Figure 3-10: Classification of Autoless Households in St. Mary's County

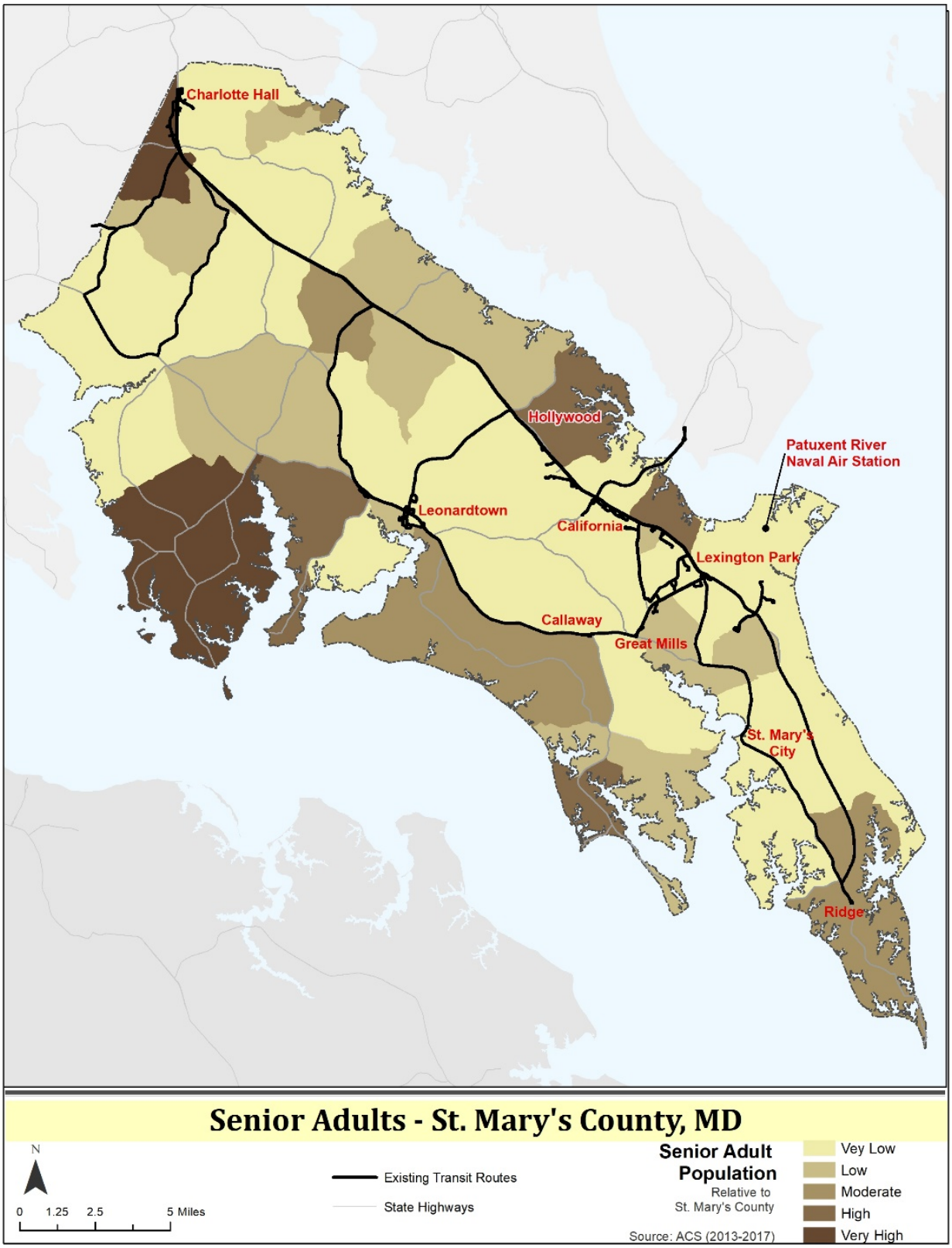


Senior Adult Population

The second socioeconomic group included in the TDI and TDIP indices is the senior adult population. Individuals ages 65 and older may scale back their use of personal vehicles as they age, leading to greater reliance on public transportation compared to those in other age brackets. Approximately 13% of St. Mary's County's population is 65 years and older, which is lower than the statewide figure of 16%. The senior population is expected to increase over the next 20 years.

Figure 3-11 displays the relative concentration of seniors in St. Mary's County, overlaid with the STS routes. The map indicates the highest concentrations of senior adults in the northern part of the county, just west of Charlotte Hall; and in the rural Seventh District area. The Northern Route serves the area west of Charlotte Hall, while the rural Seventh District area is served only through SSTAP.

Figure 3-11: Classification of Senior Adults

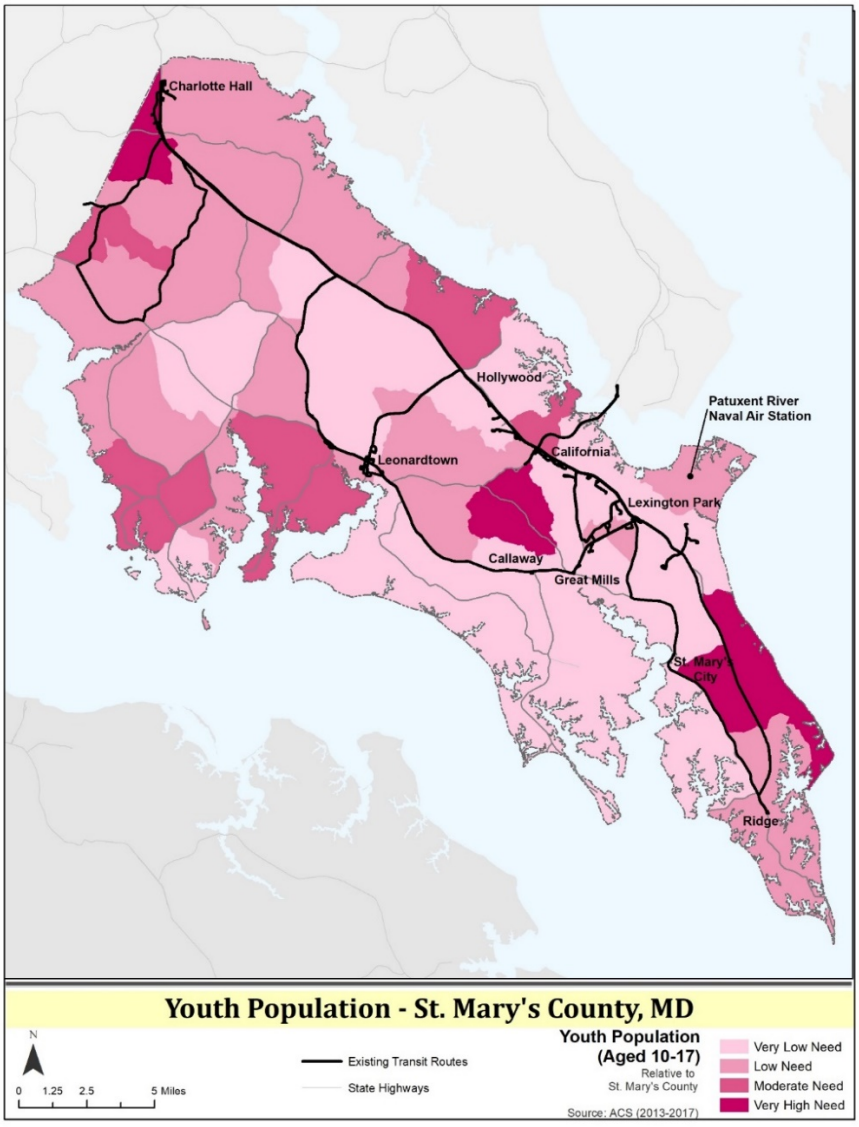


Youth Population

Youth and teenagers, ages 10 to 17, either cannot drive or are just beginning to drive but may not have access to an automobile. As individuals within this group find greater independence they appreciate the continued mobility provided by public transportation. Approximately 11.4% of county residents are included in the 10 to 17 age bracket.

Figure 3-12 illustrates the areas with high concentrations of youth populations. This map shows that there are very high relative numbers of youth in northern part of the county, west of Charlotte Hall; in the center of the County south of California; and the southern part of the county, east of St. Mary's City. With the exception of the block group south of California, these areas are served by STS fixed routes.

Figure 3-12: Classification of Youths



Below Poverty Population

Below poverty population is the fourth and final socioeconomic factor included in the TDI and TDIP measure. To avoid repetition, this demographic group is detailed under the Low-Income section of the proceeding Title VI Demographic Analysis, see Figure 3-14.

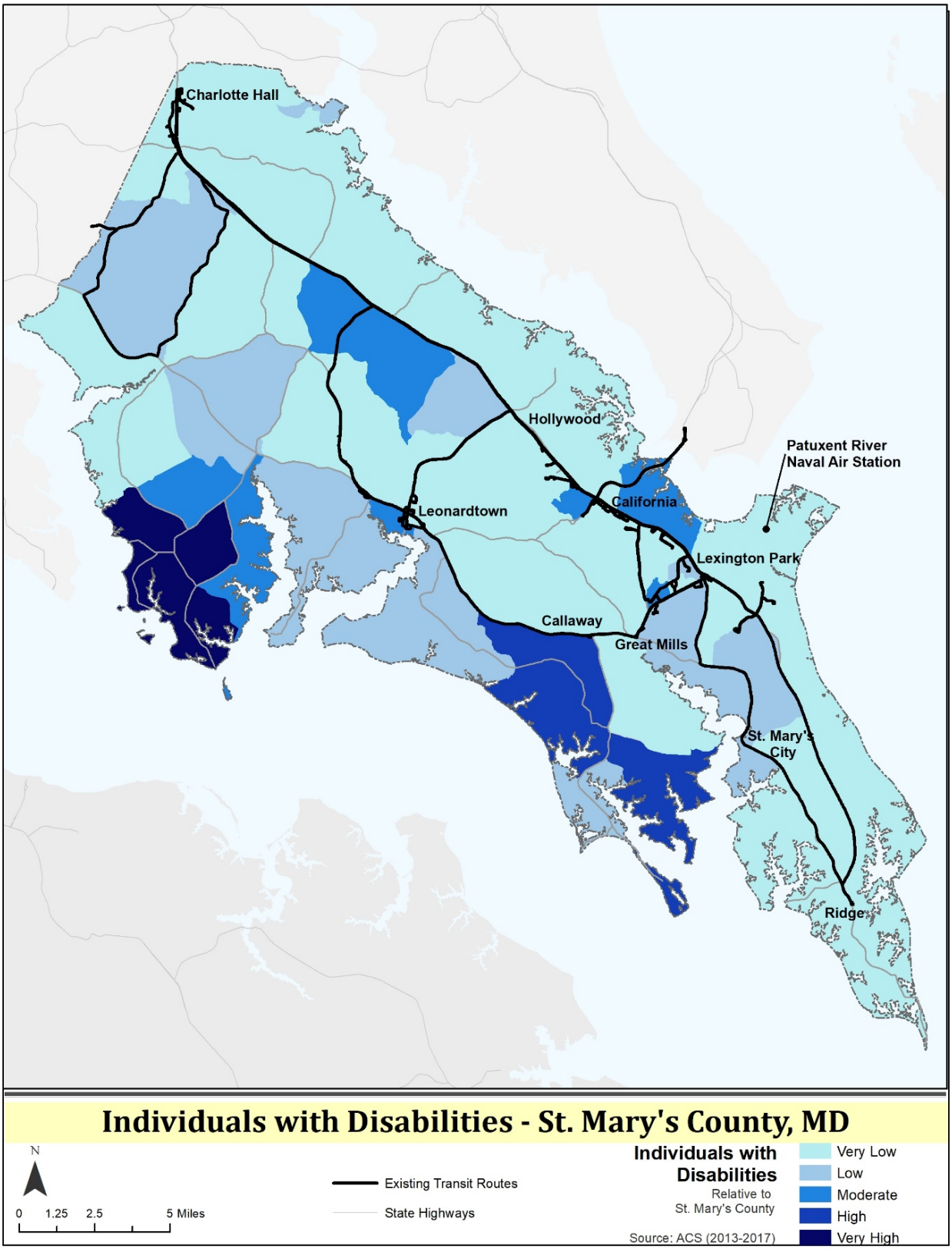
Individuals with Disabilities

While not a component of the TDI and TDIP measure, due to changes in census reporting, this demographic is also a key element to consider when gauging transit demand. Individuals with disabilities may be unable to operate a personal vehicle and consequently more likely to depend upon public transportation.

According to the American Community Survey (2013-2017) approximately 11.6% of St. Mary's County's population has a disability. Figure 3-13 shows areas with a higher relative concentration of individuals with disabilities overlaid with the STS routes.

The greatest concentration of individuals with disabilities in St. Mary's County is located the rural western peninsula area. This area is only served through SSTAP.

Figure 3-13: Classification of Individuals with Disabilities



TITLE VI DEMOGRAPHIC ANALYSIS

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

St. Mary's County is not required to evaluate its service and fare changes under Title VI because it does not meet the FTA thresholds regarding UZA population (greater than 200,000) and the number of vehicles operated in peak service (50+). However, based on state guidance, it should still consider the following analysis before implementing any changes as a part of this TDP.

Low-Income Population

The low-income population represents individuals who earn less than the federal poverty level. These individuals face financial hardships that may make the ownership and maintenance of a personal vehicle difficult. In such cases, they may be more likely to depend on public transportation.

Approximately 8.2% of St. Mary's County's population lives below the federal poverty level. Figure 3-14 depicts block groups with above average populations of individuals living below the poverty level. The rural western peninsula area, as well as the southwestern peninsula area both show higher than average populations of people living below the federal poverty level with limited access to public transportation.

Minority Population

It is important to ensure that areas with an above average percentage of racial and/or ethnic minorities are not disproportionately impacted by any proposed alterations to existing public transportation services.

Approximately 23.6% of the population of St. Mary's County are considered minorities. Figure 3-15 depicts block groups with above average populations of minorities. This map indicates that the majority of the Census block groups with higher than average minority populations are served by STS fixed routes. The exceptions include a portion of the rural western peninsula and the southern end of the County, south of Ridge.

Figure 3-14: Title VI Assessment – Low-Income Population

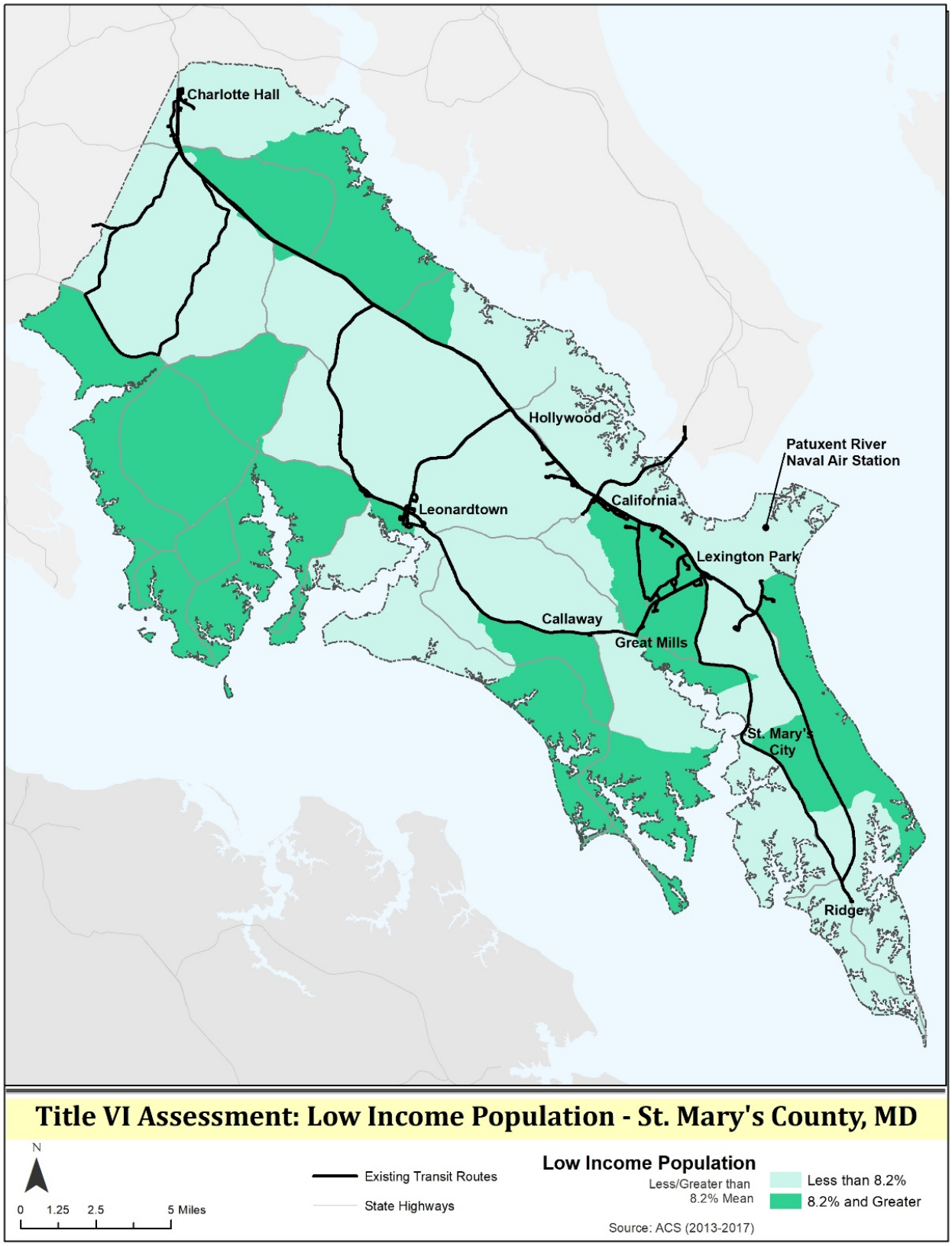
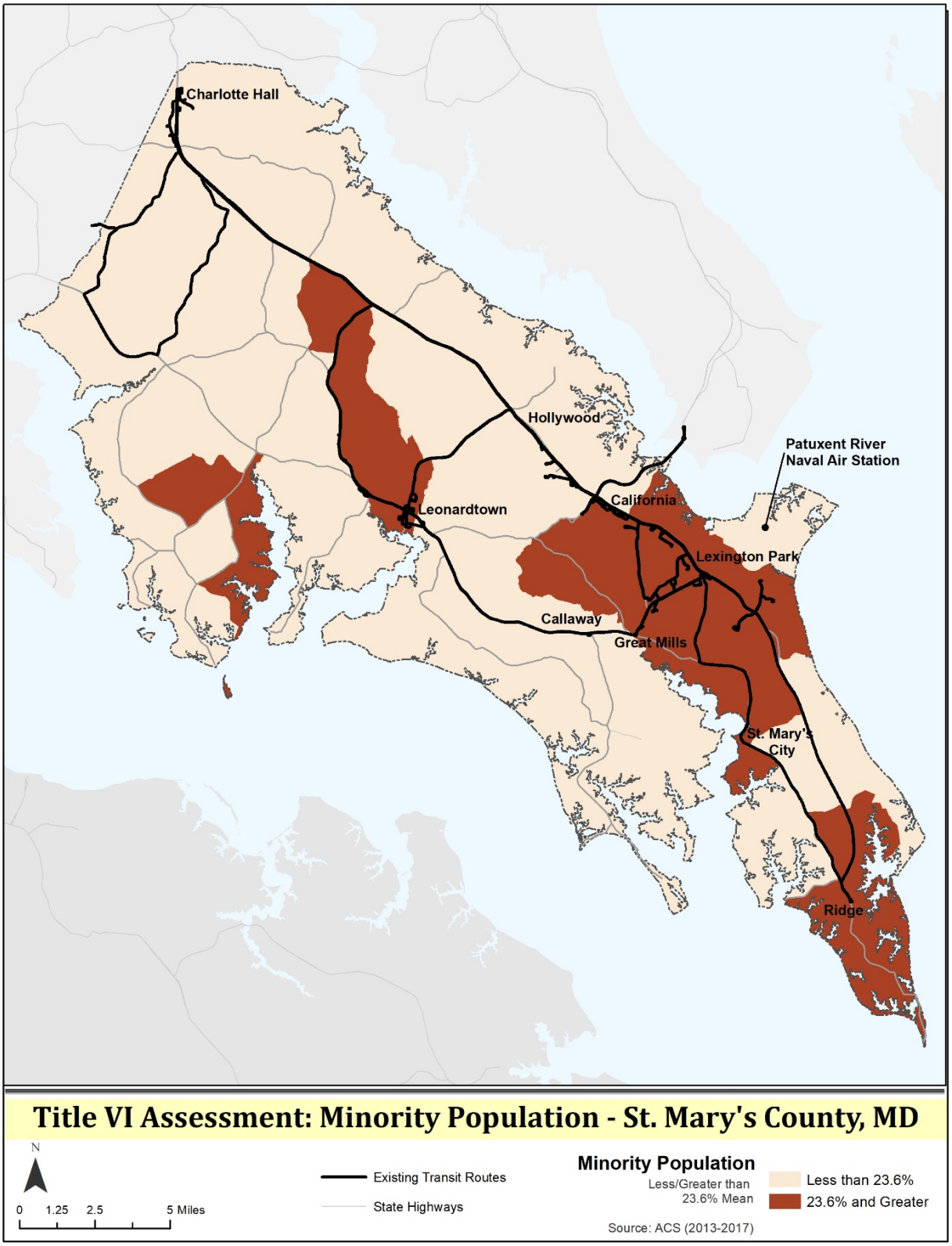


Figure 3-15: Title VI Assessment – Minority Population



Limited-English Proficiency

In addition to providing public transportation for a diversity of socioeconomic groups, it is also important to serve and disseminate information to those of different linguistic backgrounds. As shown in Table 3-30, St. Mary's residents predominately speak English (about 93.1%). Spanish is the next most prevalent language (2.6%).

A Limited-English Proficiency (LEP) person is defined as anybody who identifies as speaking English at a level less than "very well." Title VI's Safe Harbor Provision stipulates that recipients of federal funding must provide written translations of all "vital documents" for each language group with an LEP population that makes up 5% or 1,000 persons (whichever is less) of the total population of the service area. In St. Mary's County, none of the languages meet this threshold.

Of those county residents who speak a non-English language at home, most are also able to speak English "very well." Only 2,087 (2%) individuals in St. Mary's County speak English less than "very well," indicating a limited need for resources to address the LEP population.

Table 3-30: Limited English Proficiency in St. Mary's County

	St. Mary's County, Maryland					
	Total	Percent	Percent of specified language speakers			
			Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English less than "very well"
Subject	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Population 5 years and over	103,789	(X)	101,702	98.00%	2,087	2.00%
Speak only English	96,627	93.10%	(X)	(X)	(X)	(X)
Speak a language other than English	7,162	6.90%	5,075	70.90%	2,087	29.10%
SPEAK A LANGUAGE OTHER THAN ENGLISH						
Spanish	2,741	2.60%	2,015	73.50%	726	26.50%
Other Indo-European languages	2,309	2.20%	1,807	78.30%	502	21.70%
Asian and Pacific Island languages	1,799	1.70%	983	54.60%	816	45.40%
Other languages	313	0.30%	270	86.30%	43	13.70%

(X) means estimate not applicable or not available

Source: American Community Survey, Five-Year Estimates (2013-2017)

LAND USE PROFILE

Major Trip Generators

Identifying land uses and major trip generators in St. Mary's County complemented the previous 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 and shopping centers. The specific listings for the trip generators that are depicted on the map presented as Figure 3-16 can be found in Appendix G.

As shown on the map of trip generators, the STS fixed routes provide fairly comprehensive geographic coverage of the major trip generators in St. Mary's County. It should be noted that STS provides service adjacent to the County's largest employer, the Patuxent River Naval Air Station, but does not travel onto the property with the fixed route service. Improving multi-modal connections to the facility was recently examined by a joint effort between the MPO and PAX River. STS was a study stakeholder.

Figure 3-16: Major Trip Generators in St. Mary's County

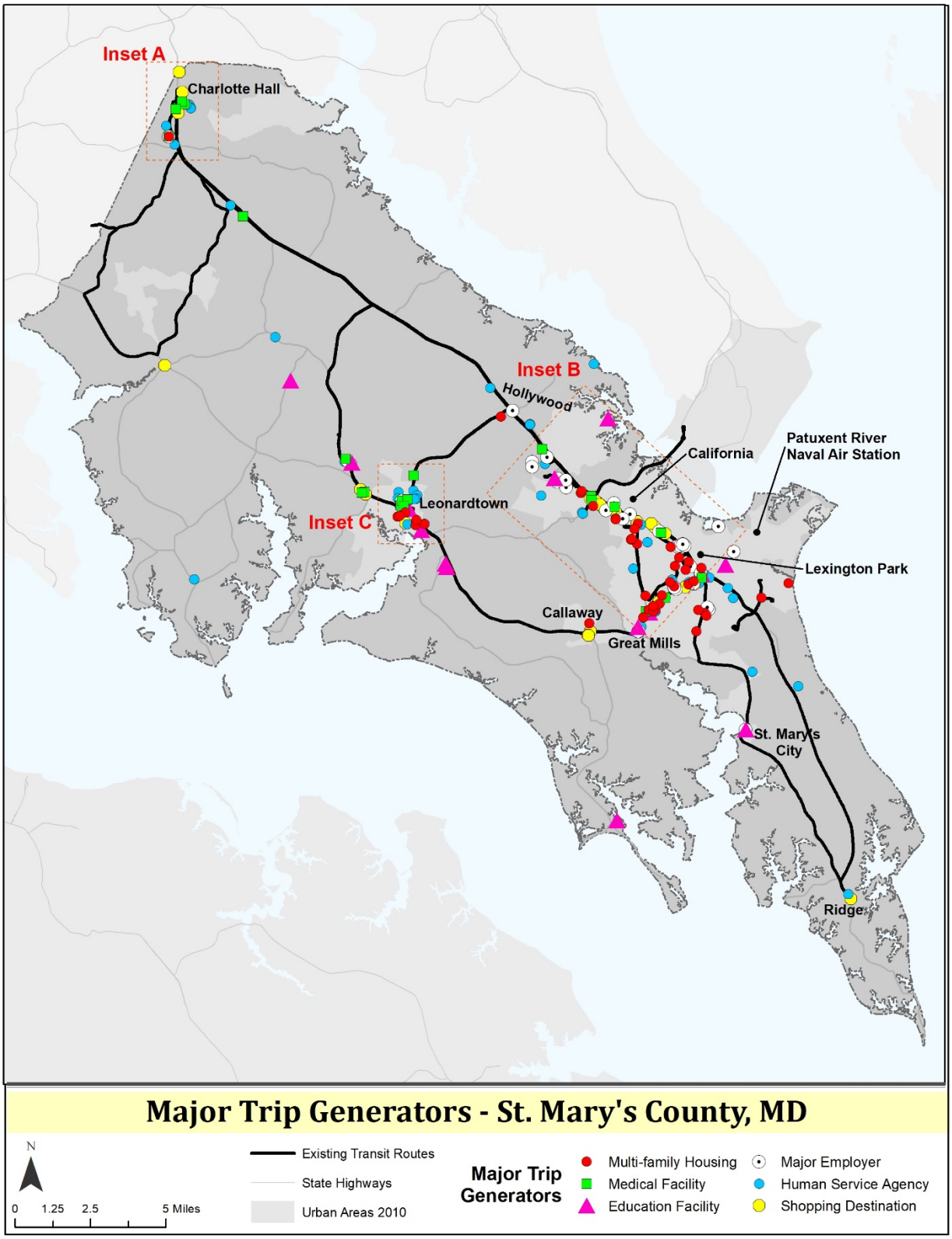
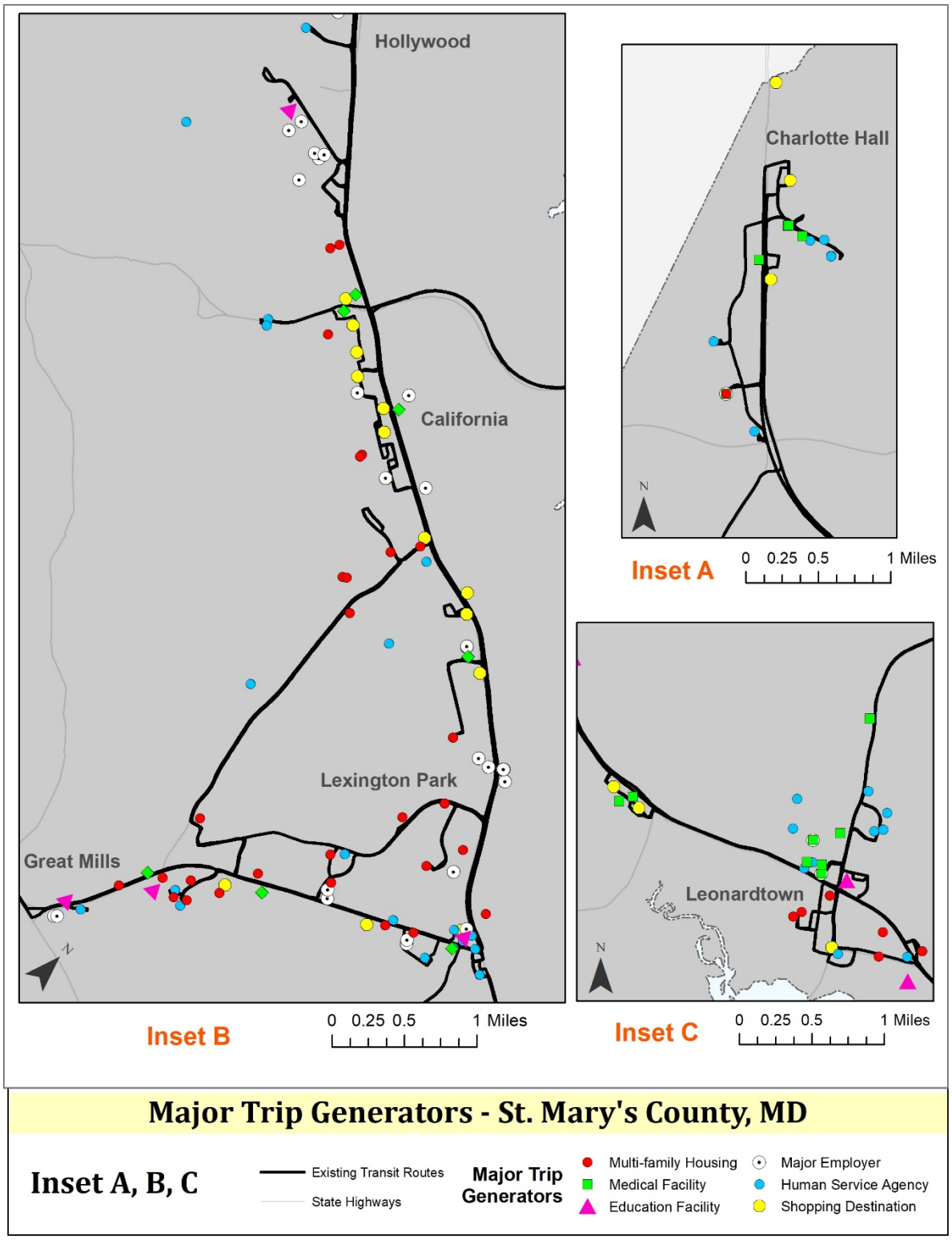


Figure 3-16: Major Trip Generators - Continued



EMPLOYMENT TRAVEL PATTERNS

In addition to considering the locations of St. Mary's County's major employers, it is also important to account for the commuting patterns of residents working inside and outside of the county. According to data collected from the American Community Survey (2013-2017), about 74% of St. Mary's County workers stay within the county for work. Important destinations for workers who commute out of the county for work are shown in Table 3-31. This dataset is from the 2011-2015 dataset, which showed a slightly higher percentage of the workforce staying within the county for work than the 2013-2017 dataset.

Table 3-31: Primary Work Locations for St. Mary's County Workers

Work Jurisdiction	St. Mary's County Workers Ages 16 and Older	
	Number of Responses	Percent of Responses
St. Mary's County	41,526	75.6%
Charles County	4,065	7.4%
Calvert County	2,507	4.6%
Prince George's County	2,325	4.2%
Washington, DC	2,234	4.1%
Montgomery County	363	0.7%
Fairfax County, VA	336	0.6%
Anne Arundel County	312	0.6%
Arlington County, VA	311	0.6%
King George, VA	151	0.3%
Howard County	133	0.2%
Alexandria, VA	132	0.2%
Baltimore City	107	0.2%

Source: U.S. Census Bureau, ACS, 2011-2015

The study team also gathered data from the American Community Survey 2013-2017 concerning mode of transportation to work for St. Mary's County commuters as well as the State of Maryland. These data are shown in Table 3-32.

These data show that St. Mary's County workers stay within the county and the state for employment at a rate that is above the statewide average, with 74.2% of the workforce staying within the county and 93.6% staying within the state. St. Mary's County commuters drive alone to work at a higher rate than state commuters overall (82.6% versus 73.8%).

Table 3-32: Journey to Work Patterns for St. Mary's County and the State of Maryland

Place of Residence	St Mary's County		State of Maryland	
Workers 16 Years and older	55,125		3,008,292	
Location of Employment	**Count**	**Percent**	**Count**	**Percent**
Worked in state of residence:	51,598	93.6%	2,503,008	83.2%
Worked in county of residence	40,924	74.2%	1,615,353	53.7%
Worked outside county of residence	10,674	19.4%	887,655	29.5%
Worked outside state of residence	3,527	6.4%	505,284	16.8%
Means of Tranportation to Work	**Count**	**Percent**	**Count**	**Percent**
Car, truck, or van - drove alone:	45,547	82.6%	2,220,170	73.8%
Car, truck, or van - carpooled:	5,194	9.4%	275,002	9.1%
Public transportation (excluding taxicab):	1,198	2.2%	263,851	8.8%
Walked:	1,297	2.4%	71,857	2.4%
Taxicab, motorcycle, bicycle, or other means:	529	1.0%	41,596	1.4%
Worked at home	1,360	2.5%	135,816	4.5%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

SUMMARY OF NEEDS

This chapter has documented both qualitative and quantitative needs. In reviewing all of the transit needs information, the following themes recurred:

- STS riders would like to see the following service improvements:
  - Additional weekend service;
  - Service later in the evenings;
  - More frequent service;
  - Service to additional areas within St. Mary's County;
  - Real-time transit information
  - Signed bus stops

- Stakeholders and others would like to see:
  - All-day, bi-directional service to and from the Washington, D.C. area;
  - Shorter ride time;
  - Longer hours of service;
  - Improved frequency of service;
  - Additional service to the more rural areas of St. Mary's County

The demographic analysis indicated that the highest density areas in St. Mary's County are served by STS, but there are some areas of relatively high transit needs in the rural areas of St.

Mary's County that are only served with one or two day a week SSTAP service. The area that showed up in several of the analyses was the Seventh District area of the County.

Chapter 4
Service and Organizational Alternatives

INTRODUCTION

This chapter presents the potential service and organizational alternatives that were considered for implementation during the five-year period covered by this Transit Development Plan (TDP). These alternatives were developed based on: gaps in current services; data analysis; input from the Transportation Advisory Council (TAC), STS staff, transit riders, residents, and other stakeholders. Feedback on the alternatives from STS staff, the TAC, and the Maryland Department of Transportation - Maryland Transit Administration (MDOT-MTA) was used to refine the alternatives for inclusion in the final TDP.

The alternatives discussed in this document include a summary of each proposal as well as the potential advantages and disadvantages, and estimates of costs and ridership. They focus on:

- Fixed Route Options
- Naval Air Station Patuxent River Multi-Modal Recommendations
- Demand Response
- Infrastructure
- Technology
- Marketing and Advertising
- Advocacy for Commuter Options

FIXED ROUTE OPTIONS

This section outlines a series of potential options to consider for the STS fixed route network. These options were designed to be a starting point for discussion, with revisions from STS staff and stakeholders expected and welcomed. The options are not prioritized for this chapter.

Reconfiguration of Northern Route – Addition of Western Rural Areas and the College of Southern Maryland's Hughesville Campus

An identified need in the region is to implement public transportation service from St. Mary's County (as well as from other areas of Charles County and from Calvert County) to the new Hughesville Campus of the College of Southern Maryland (CSM). The new campus is being constructed in two phases, with the first phase, the Center for Trades and Energy Training, completed in 2017. The second phase, the Center for Health Sciences, is expected to open in 2021 and will likely generate significantly more student enrollment than Phase 1.

In 2015 a plan was developed (College of Southern Maryland, Hughesville Transportation Study) that called for the campus to be served from St. Mary's County via extensions of the Charlotte Hall, County Span, and Leonardtown routes. The plan calls for the re-location of the Charlotte Hall transfer stop from the Charlotte Hall Food Lion to the Hughesville campus of CSM and also included connections from Charles County VanGo and Calvert County Public Transportation. The plan indicates that moving the hub from Charlotte Hall to CSM is only feasible if the campus is accessible from MD5 or MD231, which is not currently the case yet.[1] Local transportation planners are advocating for an entrance to the campus via the creation of a road connection between Foster Road and Valyn Drive, which can be accessed via MD231.

While the 2015 plan provides a high level of service for the campus, the three routes identified are not likely to have time in the schedule to extend an additional nine miles round trip without adding vehicles to each one or extending the headways.

An alternative plan is to re-structure the Northern Route, which does not currently have high productivity, to serve the campus and also serve the small rural communities along Route 234, terminating in Leonardtown. This would provide a western option between Charlotte Hall and Leonardtown, complementing the Charlotte Hall Route, which uses Routes 235 and 247.

A proposed route map is shown in Figure 4-1. As the map shows, this route will also provide service to the new Charlotte Hall Veterans Affairs Community-Based Outpatient Clinic.
The potential impacts of the development of a new Northern-Western Route are discussed in Table 4-1.

[1] College of Southern Maryland, Hughesville Transportation Study, prepared for MWCOG, Charles, Calvert, and St. Mary's counties. Prepared by Foursquare Integrated Transportation Planning, September 2015.

Figure 4-1: Re-Configured Northern/Western Route

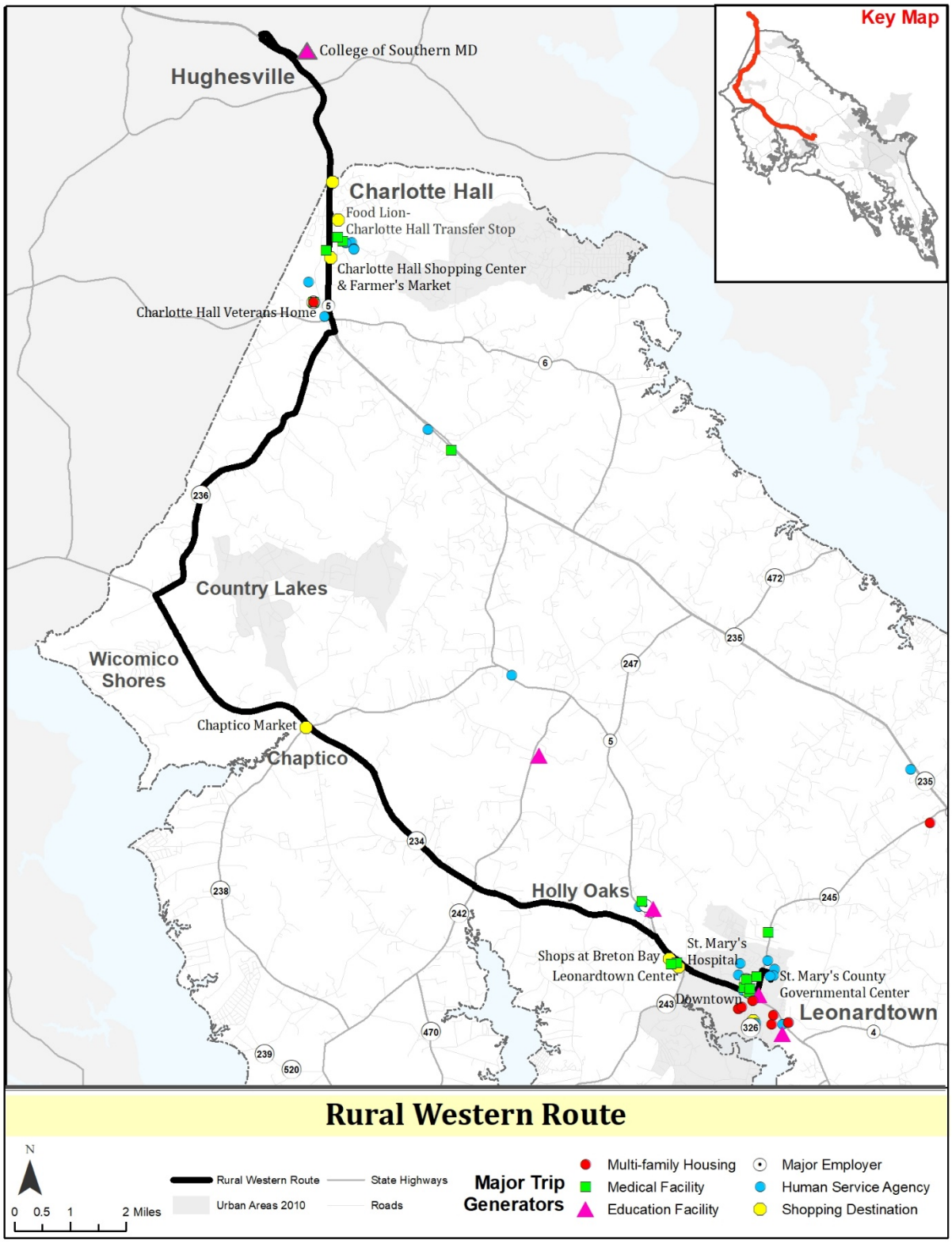


Table 4-1: Potential Impacts of a Re-Configured Northern/Western Route

Advantages	Disadvantages
• Connects the STS route network directly to CSM in Hughesville. • Modifies a route that has relatively low productivity, while maintaining the core ridership areas. • Eliminates a loop service. • Adds service to areas of St. Mary's County that have requested service. • Will not require already long routes to be extended.	• Adds operating and capital expenses. • Is a very long route. • Removes service from Mechanicsville Road • Disrupts the interline pattern with the County Span route, which may also be seen as an advantage, as this will add frequency to the County Span route.
Cost Estimates	**Ridership Impacts**
• Will require a vehicle, which is estimated to be about $190,000. • If the route operates an 11-hour span of service, Monday through Saturday, the annual operating expenses are estimated to be about $214,000.	• The current Northern Route experiences about 2.8 passenger trips per service hour. If the new route could improve that to 3.5 passenger trips per hour by adding additional communities, the annual ridership would be 10,700, up from the current 5,138 annual passenger trips.

County Span – Hourly Service

If the Northern route is extended to Leonardtown via the western rural route, the County Span route will not have an interline partner once it reaches Charlotte Hall. This will provide an opportunity for hourly service on the route, which has been requested. The cost of adding this vehicle is reflected in the cost of re-configuring the Northern route. A map of the County Span Route is provided in Figure 4-2 and the potential impacts are discussed in Table 4-2.

Figure 4-2: Current County Span Route

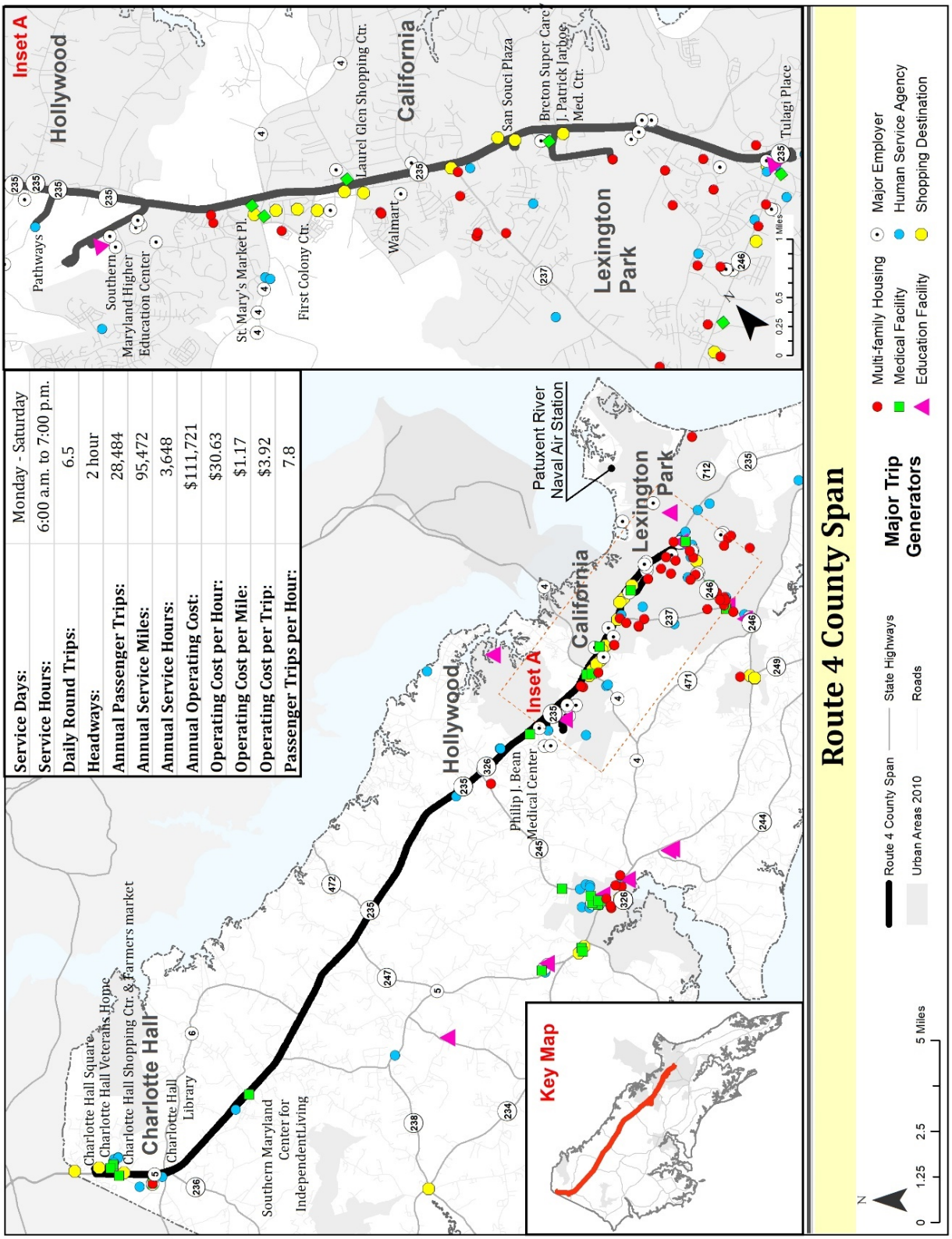


Table 4-2: Potential Impacts of Hourly Service on the County Span Route

Advantages	Disadvantages
• Addresses a need that was articulated by riders. • Allows other routes in the STS route network to be re-configured. • Improves service to hourly, which is much more convenient for most riders.	• Adds operating and capital expenses (which are reflected in the other route alternatives).
Cost Estimates	**Ridership Impacts**
• The cost estimates for providing hourly service on the County Span route are reflected within other route alternatives that propose changing routes that are currently interlined with the County Span route.	• The current County Span route provides 7.8 trips per revenue hour. If 12 additional hours are provided daily on the route, six days per week, an additional 20,000 or so annual passenger trips could be expected.

Calvert Connection – Hourly Service

The Calvert Connection is currently interlined with the County Span and Northern routes, which results in 120-minute headways on the route. Data from several sources, including the 2015 College of Southern Maryland Study, the passenger survey, and stakeholder discussions, indicate that more frequent service is desired between St. Mary's County and Solomon's Island. The focus of this alternative is to provide hourly service on the Calvert Connection, which will require a change in the interline pattern with the County Span route on the southern end of the route. Making this change, coupled with the change on the northern end of the County Span interline will result in the County Span route becoming a stand-alone route, with two vehicles assigned, operating on hourly headways (see previous alternative).

Another proposed improvement for the Calvert Connection is for the route to operate on Saturdays. This improvement would help riders who currently use the service to access the hospitality work opportunities on Solomon's Island. A map of the Calvert Connection is provided in Figure 4-3. The potential impacts of this proposal are outline in Table 4-3.

Figure 4-3: Map of Calvert Connector Route

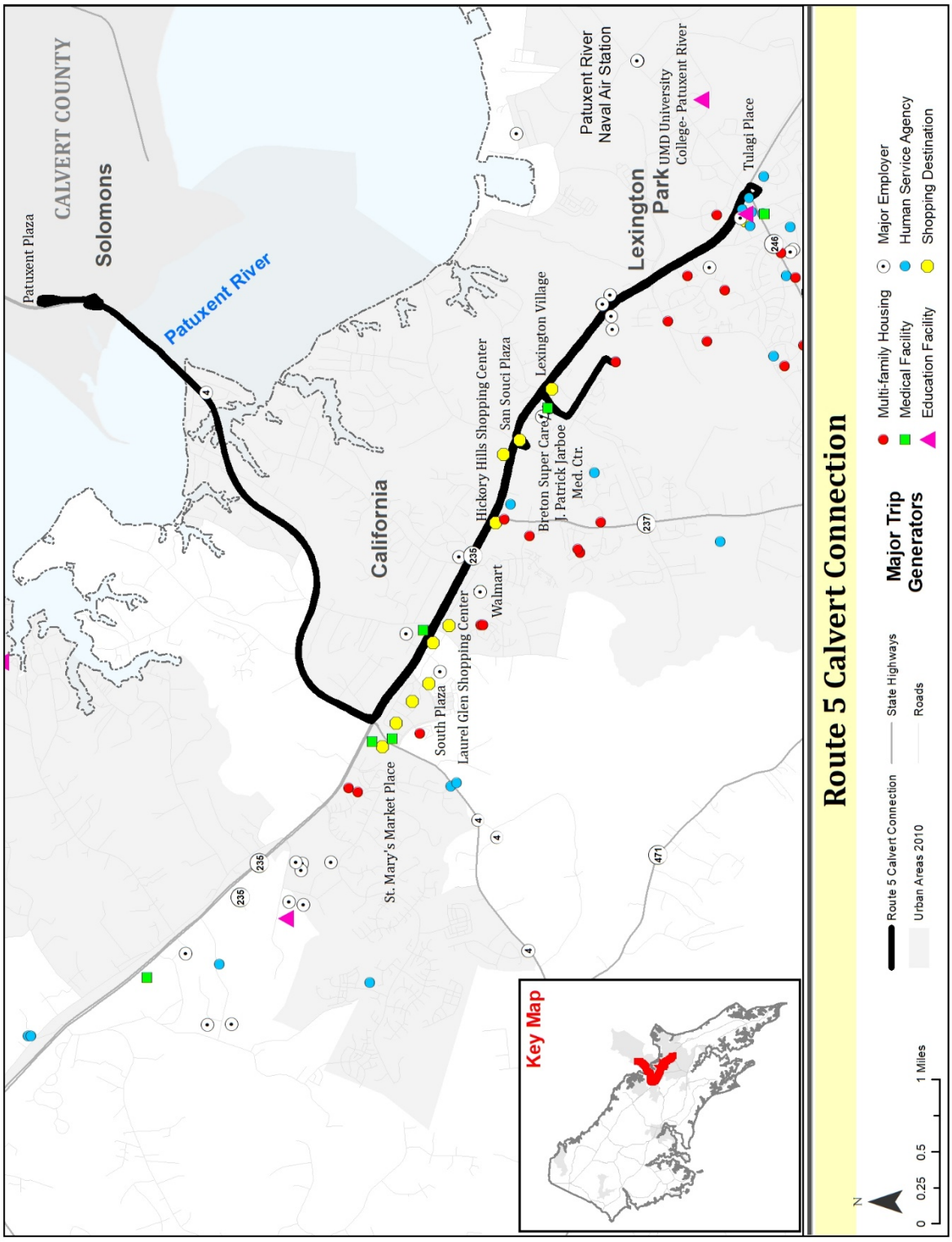


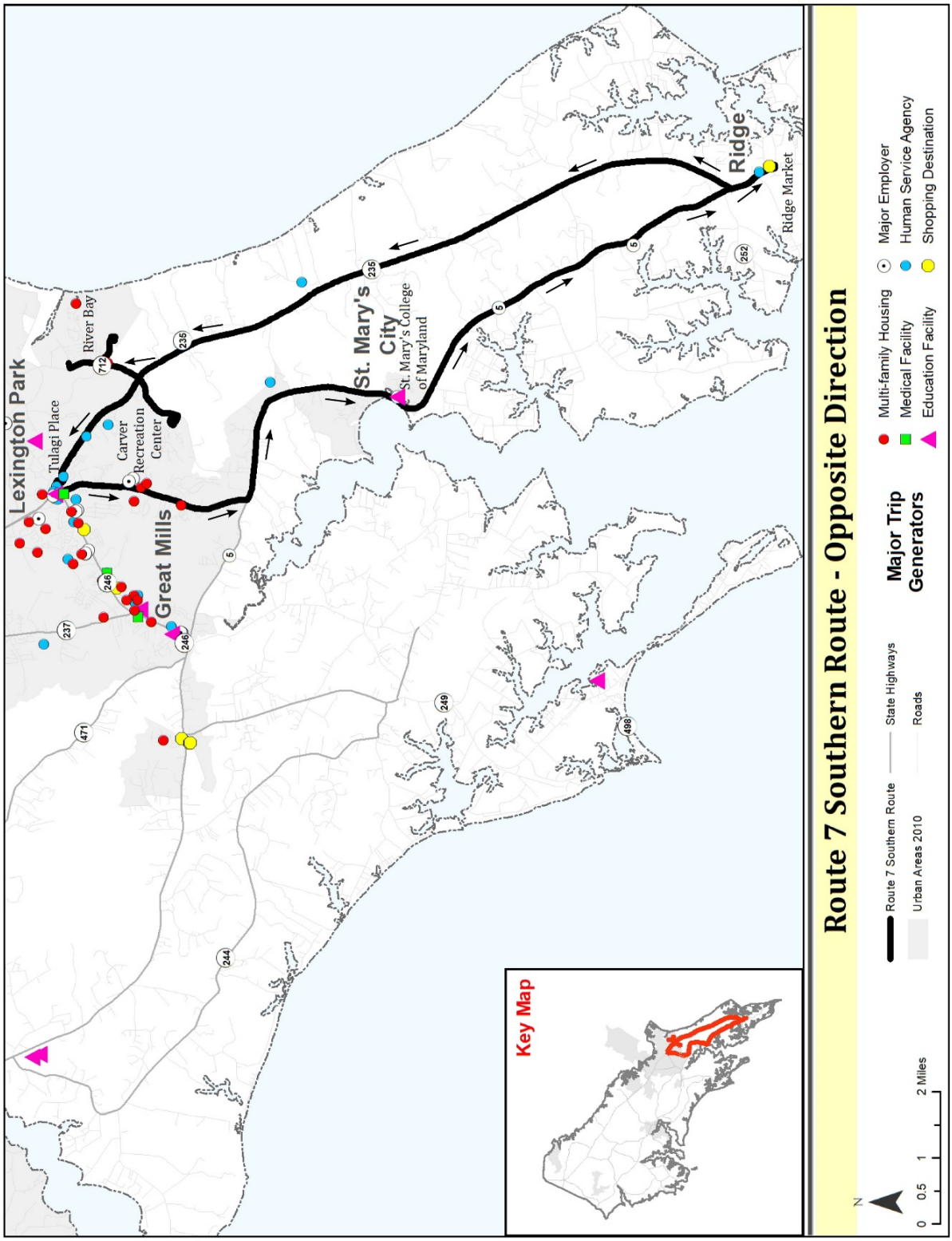
Table 4-3: Potential Impacts of Hourly and Saturday Service on the Calvert Connection

Advantages	Disadvantages
• Provides hourly service between St. Mary's County and Calvert County, greatly improving rider convenience. • Adds Saturday service, which will help people access job opportunities. • Responds to customer and stakeholder feedback. • Improves regional connectivity.	• Adds operating and capital expenses. • Eliminates the interline with County Span, which can also be seen as an advantage as increased frequency on the County Span route is desired by riders.
Cost Estimates	**Ridership Impacts**
• Will require a vehicle, which is estimated to be about $190,000. • The current operating hours assigned to this route are 1,512 annually. Doubling this level of service would add 1,512 annual operating hours at an estimated annual operating expense of $94,734. • The Saturday service will add an additional $39,000 annually (624 operating hours)	• The current productivity on the route is just over 10 trips per hour. If this level is maintained for the additional hours, we could expect about 15,000 additional passenger trips annually for the weekday service. • The Saturday service is expected to generate about 4,000 additional passenger trips.

Provide Bi-Directional Service on the Southern Route and Improve Saturday Frequency

The focus of this alternative is to improve the convenience of public transportation service for riders of the Southern route. The Southern Route is currently operated as a clockwise loop, which results in long travel times for passengers either heading to their destination or heading home. The focus of this alternative is to add a second bus to the route to provide bi-directional service on the route. This would provide a significantly faster return trip for riders. The initial implementation would be Monday through Friday, with Saturday service an option for the future. A map of this option is provided in Figure 4-4. The impacts are discussed in Table 4-4.

Figure 4-4: Southern Route, Opposite Direction



The second alternative for the Southern Route is to offer 60-minute service on Saturdays. This would require that the route no longer be aligned with County Span, which is discussed above.

Table 4-4: Potential Impacts of Southern Route – Bi-Directional Option and Improved Saturday Service.

Advantages	Disadvantages
• Provides bi-directional service for the Southern route, which was requested by riders. This would significantly improve travel times for riders. • Improves Saturday service to hourly, which was requested.	• Adds significant operating expenses.
Cost Estimates	**Ridership Impacts**
• This improvement will require a vehicle, at a cost of about $190,000. • The annual operating expenses for bi-directional service M-F for a 13-hour span are estimated to be $213,000. • The Saturday hourly service (one-direction) is expected to cost about $23,000 annually.	• The ridership estimate for the bi-directional service is 23,000 additional annual passenger trips. • The ridership estimate for the Saturday hourly service is 2,500 additional annual passenger trips.

Leonardtown Circulator

The Town of Leonardtown has seen significant development over the past several years, with more planned for the next several years. The town recently completed a Downtown Strategic Plan, which included the following four primary goals:

1. Strengthen and activate the core; build upon and fully leverage existing open space and building assets.
2. Ensure strong connectivity among the core, adjacent blocks, and Tudor Hall Farm.
3. Strengthen the presence of the waterfront.
4. Effectively market Downtown Leonardtown.[2]

As the town continues to develop, town leaders would like to implement a circulator service to connect the major points of interest to the Wharf. As the Town increases the number of

[2] Town of Leonardtown, Downtown Strategic Plan. Prepared by Mahan Rykiel Associates, January 2019.

transient boat slips at the Wharf, it would like to provide an opportunity for boaters to use a transit service to access the Downtown, as well as to access opportunities to buy groceries.

The Town currently hires a trolley service for five specific events throughout the year to manage the parking requirements of these events. The parking and circulation strategy for these events is to provide parking at the College of Southern Maryland and shuttle people to the Square or Wharf, depending upon the event.

The focus of this alternative is to provide trolley/circulation service for the entire summer season. A preliminary schedule of seven days a week from about 9:00 a.m. to 9:00 p.m. was discussed with Town staff. The service could be a traditional type service with a fixed route, or could be more of an on-call service. These details would need to be worked out during the implementation process. For planning purposes, we will include this concept as an alternative, but will not yet devise a route map. A zoning map of the Town is provided as Exhibit 1. A connector road is planned to run through this area from Leonard's grant to the southwest, with the intention of providing circulation through Leonardtown that does not use Maryland Route 5.

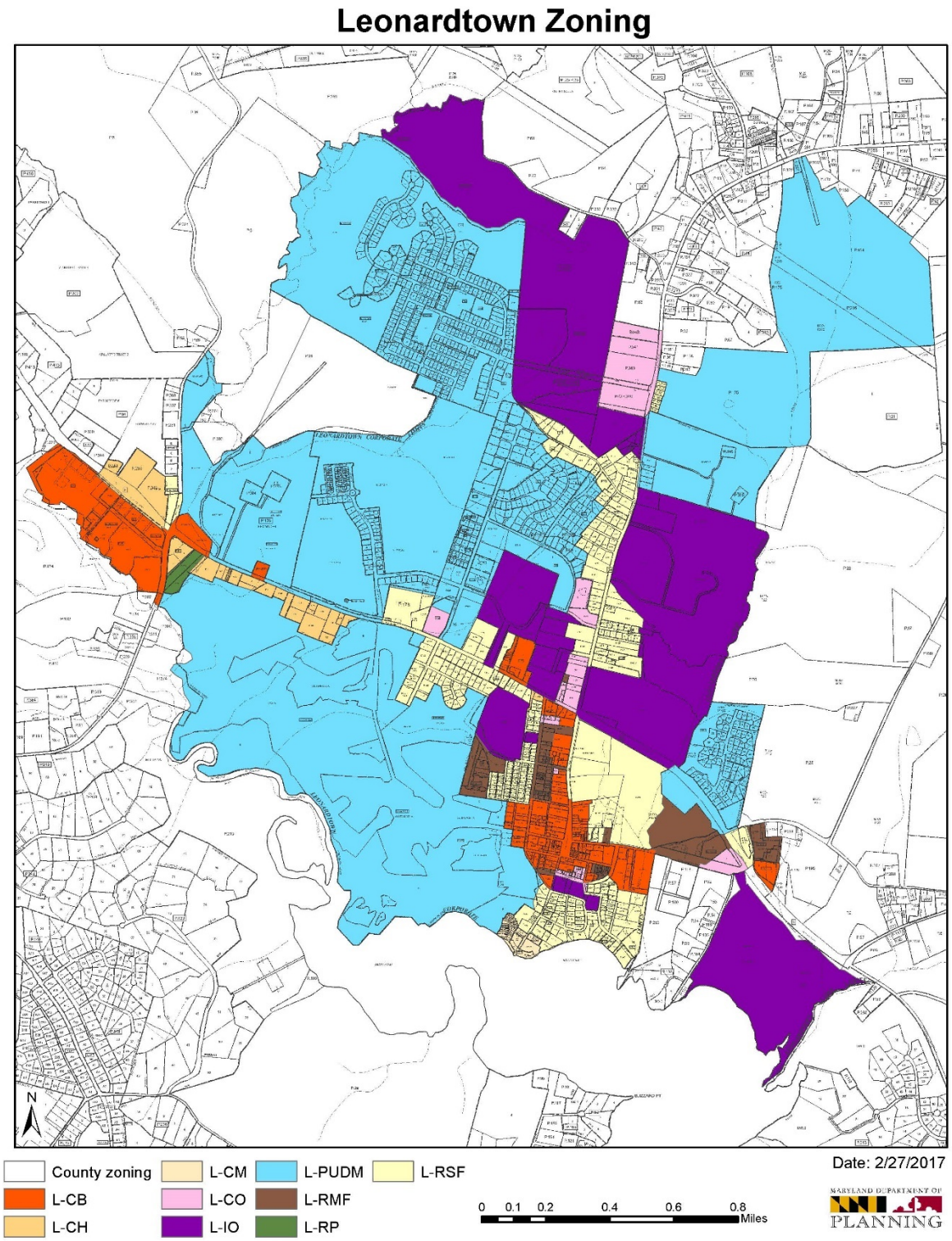
Photo of Leonardtown Wharf area from Visit St. Mary's website

Table 4-5 provides the potential implications of a seasonal circulator for the Town of Leonardtown.

Table 4-5: Potential Impacts of Leonardtown Circulator

Advantages	Disadvantages
• Helps reduce vehicular traffic in Downtown Leonardtown. • Allows visitors who arrive via boat to access Leonardtown businesses. • Helps balance parking availability for busy periods and reduce the amount of valuable land used for parking. • Potentially provides a connection to the full STS route network.	• The only disadvantage is likely to be cost.
Cost Estimates	**Ridership Impacts**
• If a twelve- hour service day were to be offered, for about 15 weeks, this would equate to about 1,260 annual operating hours. The operating expenses would be about $79,000 annually. This cost is based on STS current operating expenses. • A vehicle would also be needed. Trolley replica vehicles vary considerably in price, from about $130,000 to $500,000. • It may also be a viable option to contract this seasonal service out to an operator that has a trolley, similar to the current arrangement, but for a longer term.	• Until more specifics are designed regarding the service, it is difficult to estimate ridership.

Exhibit 1: Zoning Map for the Town of Leonardtown



Increased Frequency in the MPO Area

The MPO area of St. Mary's County (California, Lexington Park, Great Mills) is served by several STS routes, including Routes 1, 3, 4, 5, and 7 (and a new Route 8), Monday through Friday, during the day; and Routes 11, 12, and 14 on evenings/Saturdays. Service has historically been offered on hourly headways for these routes, with the exception of Routes 4 and 5, which have 120-minute headways.

Increased frequency of service is an improvement that is desired by stakeholders and transit riders. STS was awarded additional funding for FY2020 to implement another route (Route 8), which is helping to provide additional frequency of service to this high-demand area. It was implemented in September, 2019. This route serves California, Great Mills, and Lexington Park. The loop takes one hour and is offered hourly between 6:30 a.m. and 6:30 p.m., Monday through Friday. The implementation of service on this route supplements the busy routes 1 and 3, providing 30-minute service for a significant portion of the MPO area.

In addition, TDP alternatives contemplate increased frequency on the County Span and Calvert Connection routes to provide hourly service. The need for additional frequency of service should be re-evaluated once the Route 8 has been in service for a year or so. There will also likely be additional opportunities for routing alternatives once FDR Boulevard is completed and the Lexington Park Development District Master Plan is implemented.

Leonardtown Service on Sundays

Providing transit service on Sundays in the Leonardtown area was also discussed as a need by stakeholders and riders. This service was funded for FY2020 and began in September. The Sunday route operates from 6:00 a.m. to 8:00 p.m. and connects California, Hollywood, and Leonardtown.

NAVAL AIR STATION PATUXENT RIVER MULTI-MODAL STUDY RECOMMENDATIONS

The Calvert-St. Mary's MPO, in collaboration with the Naval Air Station – Patuxent River (NAS PAX) is in the process of completing a multi-modal planning study to help address congestion on and near the facility. The study includes recommendations in the following areas:

1. Transit
2. Bicycle Improvements
3. Pedestrian Connectivity
4. Geometric Changes
5. Transportation Demand Management

While the focus of the study is NAS PAX infrastructure and services, there are some recommendations that include investments for STS, the County, and/or the State. The off-base improvements are discussed below.

Base Shuttle and Tulagi Place Improvements

The primary transit recommendation included within the Multi-Modal Planning Study is the development of a base shuttle, which would connect to STS at Tulagi place. The base shuttle is envisioned to be operated as a service of NAS PAX River, rather than as an STS public route. The preliminary recommendation within the Multi-Modal Study included making Tulagi Place a more active park and ride lot for NAS PAX River, as well as providing lunch options there via food trucks.

Pedestrian Crossing of MD 235

The study recommends that the MPO coordinate with the State Highway Administration (SHA) to install a pedestrian crossing of MD 235 at the intersection of Cedar Point Road and MD 235. A crosswalk and associated crossing infrastructure are recommended to be placed on the southern-most side of the intersection of Cedar Point Road and MD 235. This location avoids conflicts between the high-volume free flow right from the base to MD 235 and reduces the overall number of conflicts between vehicles and pedestrians.[3]

The study further noted that the installation of a pedestrian signal at this location would not require additional green signal time for pedestrians to cross, but that a full signal study would be required for implementation. This improvement is not a project that STS has direct control over, but it would benefit transit riders and area residents who access the base as pedestrians. An aerial view of the intersection from Google Earth is provided as Figure 4-5.

[3] Deliverable #2: Document of Findings, Naval Base Commuter Multi-Modal Planning Study. Prepared by JMT for the Calvert- St. Mary's MPO, July, 2019.

Figure 4-5: MD 235 and Cedar Point Road Intersection

DEMAND RESPONSE

Stakeholders and staff have identified the need for additional demand response service to meet the needs for SSTAP and ADA paratransit riders. Over the past several years ADA paratransit demand has been steadily growing, while SSTAP ridership has dropped. There are three possible ways that additional service could be provided and are outlined below.

Add Capacity

In order to ensure that STS is able to meet the legal obligation to provide ADA paratransit, STS may need to add capacity, as it has over the past few years. For example, STS provided about 1,000 more hours of ADA paratransit in 2018 as it did in 2017. The purpose of this option is to formally recognize this growth and budget for it over the five-year TDP period. This alternative includes the addition of 250 additional hours per year for the first four years of the TDP period. The potential impacts of this option are highlighted in Table 4-6.

Table 4-6: Potential Impacts of Providing Additional Paratransit Capacity

Advantages	Disadvantages
• Acknowledges that this segment of STS service is growing. • May be necessary to continue to meet legal obligations under the Americans with Disabilities Act.	• Adds low productivity service. • Adds costs
Cost Estimates	**Ridership Impacts**
• Each incremental service addition of 250 hours is about $15,600. • One additional vehicle would be needed, at a cost of about $71,000.	• ADA paratransit services currently provides about 1.5 passenger trips per hour. Using this rate, each 1,000 hours of service would be expected to produce 1,500 passenger trips.

ADA Ride Free on Fixed Route

Another way to handle the growing demand for ADA paratransit is to attempt to reduce the demand by incentivizing the use of the fixed routes for people who are ADA eligible but can under certain conditions use the fixed routes. The concept is to allow ADA-eligible riders to ride the fixed routes for free. This would save the passenger $2.00 per trip ($4.00 per round trip).

This concept is currently in use by a number of transit programs around the country including Hampton Roads Transit (Virginia); New Orleans; Great Falls, Montana (small urban); and Gainesville, Florida. The Transit Cooperative Research Program (TCRP) conducted a study of this practice and the results are outlined in *TCRP Report 163: Strategy Guide to Enable and Promote the Use of Fixed-Route Transit by People with Disabilities.*[4]

The following conclusions were offered within TCRP Report 163:

- There is a significant financial incentive for transit agencies to adopt fare-free fixed route service for ADA paratransit customers. Transit agencies reported that the savings realized from providing fewer paratransit trips were greater than the revenue lost by providing free fixed route trips.

- The costs to implement this type of fare incentive were negligible.

[4] Transit Cooperative Research Program, Report 163, *Strategy Guide to Enable and Promote the Use of Fixed-Route Transit by People with Disabilities,* Russ Thatcher, et al, 2013.

- For transit agencies that use in-person interviews and functional assessments to determine paratransit eligibility, fare free fixed routes for paratransit eligible riders did not increase the number of ADA applications received by the agencies. However, for agencies that rely on paper applications, fare free service significantly increased the number of applications received.

Seven agencies were discussed within the research and each one has made some tweaks to the program specific to their experiences. The potential impacts that could be expected if STS were to implement fare free fixed routes for ADA riders are outlined in Table 4-7.

Table 4-7: Potential Impacts of Fare Free Fixed Route for ADA Riders

Advantages	Disadvantages
• Will likely save money through trip diversions. • Offers financial savings to riders with disabilities. • May reduce paratransit demand. • May increase fixed route ridership.	• Will require that STS transition to in-person interviews for qualifying ADA riders. The TCRP research indicated that for agencies that do not require in-person interviews, the number of ADA applications significantly increased when fare-free fixed routes for ADA riders were introduced. This may be something that the County's ADA Coordinator can help with.
Cost Estimates	**Ridership Impacts**
• Modest savings through the provision of fewer paratransit trips. • May increase the cost of eligibility if STS transitions to in-person interviews for ADA riders.	• Likely will reduce ADA ridership and increase fixed route ridership.

Ride-Sharing Application

The concept of developing some sort of publicly-sponsored ride-sharing application (a public version of Uber) is of interest to several stakeholders in St. Mary's County, as well as transit stakeholders in many areas of the U.S. During the past decade, large urban areas have been inundated by privately operated e-hailing services; including Uber, Lyft, Via, Chariot, etc. (also known as Transportation Network Companies/TNCs). These services are complementing existing transportation networks and adding to the menu of shared-use services. More recently, e-hailing services have started to serve lower-density communities, supplementing demand response and deviated fixed route bus service. In response to

increasing demand and cost, unproductive service, and poor service quality, public transit operators are adapting their service models to include e-hailing as a component of their service operations. This type of model may work in St. Mary's County to help provide additional service to the more rural areas of the County where the demand is too low for fixed route service, but there is a need for some type of service.

In current practice, there are two models of publicly regulated on-demand, e-hailing service. Each model depends upon a partnership with a technology-based company to either develop a user interface and/or operate the service. The two models are listed below and detailed on the following pages.

The Two Existing On-Demand E-Hailing Transportation Services Include:

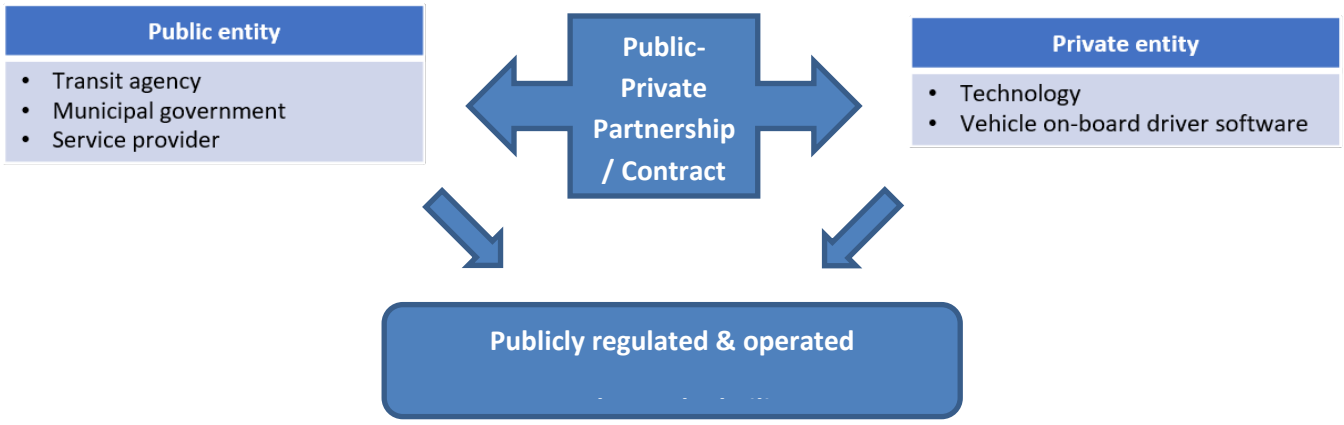
1. Publicly Regulated and Operated/Private Partnership
2. Publicly Regulated/Transportation Network Company Operated

Model #1: Publicly Regulated and Operated/Private Partnership

This first model consists of a public transit agency partnering with a tech-based company. As a part of the partnership, the tech company develops and supplies the vehicle GPS software for bus drivers. In addition, the transit agency works with the company to develop a user smartphone app. The app allows passengers to plan, reserve, pay and track an on-demand vehicle to their curb (some customers may be required to walk up to two-blocks). With this model, the transit agency is able to use their existing fleet of cutaway buses that are ADA compliant (wheelchair accessible). The existing fleet can be retrofitted with the turn-by-turn software that transmits passenger's approximate pick-up and drop-off location information in real-time. Figure 4-6 provides a diagram of the model with potential advantages and disadvantages listed below.

Montgomery County is currently piloting a "Flex" program in three small areas during limited hours using this model.

Figure 4-6: Diagram of On-Demand Publicly Operated and Tech-Based Company Partnership Model



Potential Advantages	Potential Disadvantages
▪ On-demand, e-hailing service for the general public. ▪ Increases service levels. ▪ Expands service catchment area. ▪ Replaces low productivity routes and increases performance. ▪ Reduces operating cost. ▪ Use of existing fleet and drivers. ▪ All vehicles are ADA (wheelchair) accessible (if use cutaway buses).	▪ Cost - procurement of new technology. ▪ Cost - train bus operators on new technology ▪ If demand outpaces supply, has the potential to increase agency cost.

Model #2: Publicly Regulated/Transportation Network Company Operated

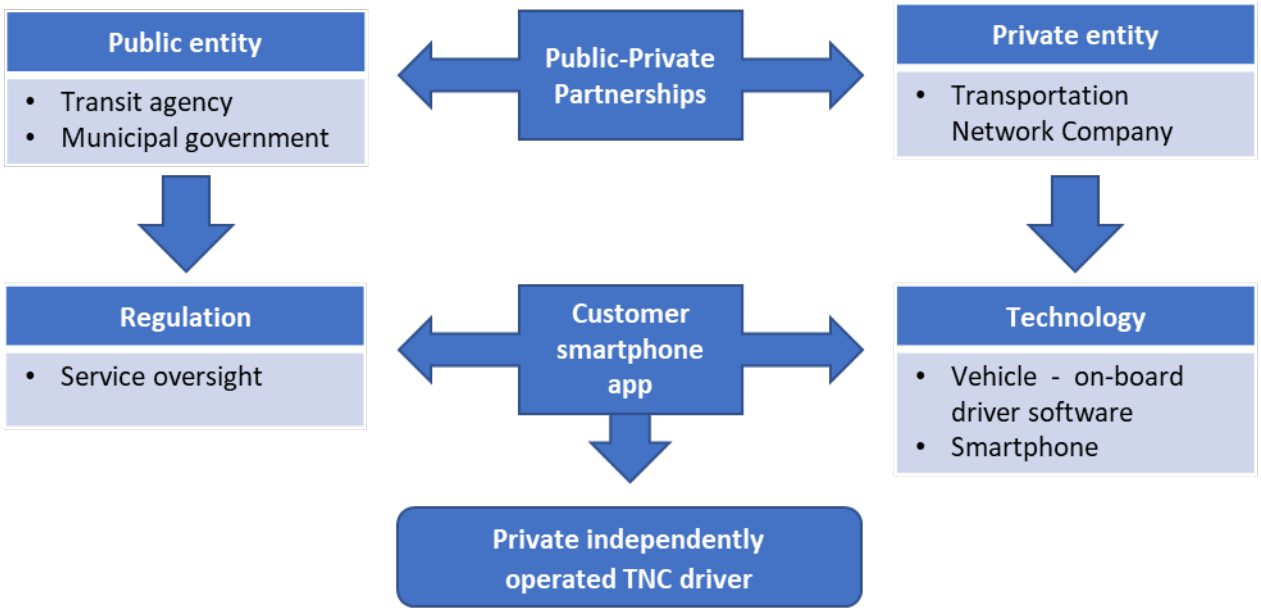
Similar to Model #1, the second model also entails the public transit agency developing a partnership with a tech-based company. The difference is the transit provider regulates the service, and the tech-based company supplies the service. As part of the partnership, the transit agency enters into a contractual service delivery agreement with a taxi company (with e-hailing capabilities) or a TNC.[5]

The agreement identifies a geo-fenced zoned (GFZ), plus the designated and/or virtual bus stops for the service area parameters. The program allows transit agency customers to use the taxi company or TNCs smartphone app to request and pay for their trip, in which the transit

[5] This model is similar to the arrangement that is in place in Carroll County between Lifebridge Health and Uber for the program that provides rides home from the hospital.

agency subsidies a portion of the ride. Transit providers are experimenting with two types of pick-up/drop-off models. One permits passengers to travel anywhere via the taxi or TNC within the defined GFZ. This model is primarily geared towards ADA ambulatory passengers. The second model permits customers to travel via taxi or TNC to/from designated transit facilities (bus stops/transit centers/park & rides) within the designated GFZ. Figure 4-7 provides a diagram of the model with potential advantages and disadvantages presented below.

Figure 4-7: Diagram of On-Demand Publicly Regulated and TNC Operated Model



Potential Advantages	Potential Disadvantages
▪ On-demand, e-hailing service for the general public. ▪ Expand service catchment area (first mile-last mile connections). ▪ Increases service levels (on-demand) for ADA paratransit ambulatory customers. ▪ Alleviates demand from traditional services. ▪ Reduces operating cost and improve system productivity. ▪ No increase in technology procurement cost.	▪ Limited vehicles may be available for accessible services. ▪ Limited number of vehicles in service currently in the rural areas of St. Mary's County. ▪ Ensuring private companies adhere to federal regulations. ▪ Obtaining ridership and performance data from private companies. ▪ Ensuring TNCs pick-up/drop-off passengers within the defined GFZ. ▪ If demand outpaces supply, has the potential to increase the agency cost.

INFRASTRUCTURE IMPROVEMENTS

Bus Stop Improvements

The Calvert - St. Mary's MPO has recently completed a Bus Stop Assessment and Plan. The purpose of the study was to identify existing stop locations and determine needed improvements. The focus of the study was the Calvert - St. Mary's MPO area, which includes the mostly densely populated areas of St. Mary's County: the California-Lexington Park - Great Mills area.

The planning process included field surveys that were used to document the existing conditions. The results of the field surveys were compared with Americans with Disability Act (ADA) standards for bus stops and transit industry guidelines for bus stop placement and design. The study recommended improvements at 47 of the 106 bus stop locations in the MPO area (41 of which are in St. Mary's County). These recommendations include guidance with regard to signage, accessibility, pedestrian infrastructure, and passenger amenities.

For St. Mary's County, the following improvements were recommended:

- Bus stop signs for 39 stops. The stops recommended for signage have transit ridership of five or more passenger trips per day. The purpose of this recommendation is to begin the transition away from flag stops and to signed stops in the more populated areas of the county.
- Basic bus stop improvements, including landing pads, sidewalk connections, and curb ramps.
- Enhanced bus stop improvements, including benches, trash cans, information cases, and shelters.
- Transit center improvements. Tulagi Place was the focus of this recommendation for St. Mary's County. This recommendation is discussed as a separate TDP alternative.

It should be noted that all of these improvements were also requested by TDP survey participants via both the on-board rider survey and the public survey.

The improvements recommended for the short-term (2020-2025) are listed in Table 4-8. The specific locations and recommendations are fully detailed in the Calvert - St. Mary's MPO Bus Stop Assessment and Plan. Table 4-9 presents the potential impacts of these improvements.

Table 4-8: Bus Stop Improvements Recommended for St. Mary's County 2020-2025

Improvement	#	Estimated Cost
Bus Stop Signs	39	$12,480
Boarding and Alighting Area/Landing Pad	12	$76,800
Sidewalk Connection	0	$0
Curb Ramp	1	$5,600
Detectable Warning (Curb Ramp)	7	$1,120
Passenger Seating/Bench	6	$12,480
Trash Receptacle (Mounted)	7	$11,200
Information Case	10	$8,000
Shelter	3	$72,000
Subtotal, Short Term (2020-2025)		**$199,680**

Table 4-9: Potential Impacts of Bus Stop Improvements

Advantages	Disadvantages
• Encourages ridership by improving rider amenities at key bus stop locations. • Improves visibility of the transit system and offers marketing and partnership opportunities. • Improves safety for transit riders. • Responds to rider requests. • May improve running time by transitioning stops from flag stops to signed stops in the MPO area.	• Cost is the only disadvantage.
Cost Estimates	**Ridership Impacts**
• The cost estimate for the short-term improvements is $199,680. The short-term improvements (2020-2025) correspond with the TDP planning horizon.	• Ridership may improve somewhat with new bus stop signs, shelters and benches, particularly as they serve a marketing role for the transit service, but any increase would be marginal.

Purpose-Built Transfer Hub

The STS routes currently meet for transfer opportunities at three primary transfer locations in the County: Tulagi Place in Lexington Park; the Governmental Center in Leonardtown; and the Charlotte Hall Shopping Center. This arrangement works fairly well for Charlotte Hall and Leonardtown, but the Tulagi Place hub does not have sufficient infrastructure in place. In addition, Tulagi Place is located in an area where there are building restrictions due to its proximity to PAX River NAS.

The purpose of this alternative is to begin the process of planning and building an STS hub at a location in the Lexington Park area (as close as possible to Tulagi Place) that is specifically built as a transit hub, rather than as a park and ride lot. Transit hubs typically include a bus staging location, passenger shelters, and driver restrooms. Some are also incorporated into multi-use buildings. Given the range of sizes and services offered, the cost of building transit hubs also varies considerably among programs. A photo of the current arrangement at Tulagi Place is shown in Figure 4-8.

The Multi-Modal Study prepared for NAS Pax River suggested that Tulagi Place should serve as its intended park and ride function, as well as a staging location for lunch time food trucks.

Figure 4-8: Tulagi Place Transfer Area

The potential impacts of planning and building a transit hub are listed in Table 4-10.

Table 4-10: Potential Impacts of a New Transit Hub

Advantages	Disadvantages
• Improves the functionality of the hub by providing infrastructure that is designed for the use. • Presents a more professional image for STS. • Allows for system growth.	• It is expensive and time-consuming to plan and construct a transfer hub.
Cost Estimates	**Ridership Impacts**
• The cost to plan and build a transit hub is variable and will include site selection as well as planning/design and construction. Land acquisition may also be involved, depending upon the site. The first step would be a feasibility study, which is estimated to cost about $100,000.	• Ridership may improve somewhat with a new transfer hub, but any increase would be marginal.

Planning Study for New Operations Facility

STS has outgrown its current operating and administrative facility that is co-located with the Department of Public Works on Airport Road. The first step in the process of moving to a larger facility is to conduct a facility feasibility study to figure out the key features that will be needed for STS for a 40-year period. The key features are likely to include:

- Location
- Size
- Indoor/Outdoor parking
- Interior configuration and number of offices
- Space needs for other purposes such as training, driver break room, etc.

Once these have been determined, a cost estimate for design and construction can be developed and planned for in the County's budget process. The potential impacts of starting this process are outlined in Table 4-11.

Table 4-11: Potential Impacts of Facility Planning Study

Advantages	Disadvantages
• STS is in need of more space to accommodate system growth and a facility study is the first step in the process. • A facility study will give the County a good understanding of how much this improvement is likely to cost so that it can be budgeted.	• The only disadvantage is cost.
Cost Estimates	**Ridership Impacts**
• Facility feasibility studies are likely to cost between $80,000 and $100,000, depending upon the extent of the work (i.e. whether the site is pre-determined)	• While not directly impacting ridership, a new facility will allow STS the space to grow and continue to meet transit needs in St. Mary's County.

TECHNOLOGY IMPROVEMENTS

Routing Software

STS has been awarded a grant of $446,000 to procure paratransit routing software, a payment application, and real-time transit information. Paratransit routing software will help STS develop more efficient routes and will also help with record-keeping and data analysis. The payment application is discussed below.

Smartphone App

Transit programs are increasingly becoming interested in automating the fare collection process and providing trip planning capabilities. Smart phone applications are currently available that allow riders to pre-pay fares while also accommodating period passes (weekly, monthly, etc.) and seamless transfers across the system. This would also provide fare coordination opportunities with other area transit providers and private transportation providers like Uber, Lyft and other TNCs.

In Maryland, Frederick County has a smart phone payment application and Cecil County is currently working on implementing one. Cecil County's app will supersede the use of electronic farebox technology by using a QR code scanner on driver's tablets to scan tickets.

When utilizing smartphone technology, equity concerns should also be addressed. Not every rider will own a smartphone or have access to a bank account that would be needed to utilize the app. While electronic or manual fareboxes will accept cash fare payments, offering discounted fare types or passes exclusively through the smart app would amount to inequity against riders without a smartphone and/or are unbanked. If special fares or passes are available through the smartphone app, they should also be available for all riders.

The potential impacts of implementing these technologies are shown in Table 4-12.

Table 4-12: Impacts of Implementing Smart Phone Technologies

Advantages	Disadvantages
• Allows riders to pre-purchases passes. • Streamlines onboard fare payment. • Reduces time spent counting and managing cash fares. • Valuable for transit service planning. • Ensures accurate reporting.	• Procurement and ongoing maintenance costs. • Would not be advantageous to all riders, approximately 74% of riders have a smartphone according to the May 2019 rider survey.
Cost Estimates	**Ridership Impacts**
• $140,000 for the Smart phone application development (based on a similar project for Cecil County). • Tablets would also be required.	• Providing easier and more efficient methods to pay fares will encourage additional ridership. • When the data generated is used effectively, these tools can provide the basis for better route and schedule design leading to increased ridership.

Real Time Transit Information

Real-time transit information refers to a system whereby the actual location of a transit vehicle can be accessed by the public as it travels along its route. Customers can typically use smart phones, tablets, computers, or information kiosks to access this information. This technology has been used by urban transit programs for many years. As the technology has become more available, small urban and rural systems are now increasingly making this information available for their fixed routes and deviated fixed routes. Real-time transit information was requested by 57% of the customer survey participants. The need for a bus tracker application was also mentioned in the comments from the public survey.

This technology typically relies on automatic vehicle location (AVL) devices onboard the vehicles that relay the location back to an interface that displays it for either management or the public, or both. Often these systems are tied to other technology management tools used by transit programs, such as routing and scheduling software.

Several local bus systems in Maryland have some form of real-time transit information including:

- Frederick County TransIT (Route Shout)
- Charles County VanGo (DoubleMap)
- Harford County Link (Route Shout)
- Regional Transportation Agency of Central Maryland (Route Shout)

The potential impacts of implementing real-time transit information for STS are shown in Table 4-13.

Table 4-13: Potential Impacts of Implementing Real-Time Transit Information

Advantages	Disadvantages
• Allows riders to know when the next bus is coming to their stop, thus alleviating the anxiety of wondering when it will come. • Allows supervisors to know where all of the vehicles are, which provides a way to track on-time performance. • Transit riders increasingly expect this information to be available.	• Procurement and ongoing maintenance costs. • Not all riders will have devices that will allow them to use real-time transit information.
Cost Estimates	**Ridership Impacts**
• Real-time transit information varies in cost depending upon the system, as well as whether or not the vehicles are already equipped with AVL technology. • The cost is about $15,000 per vehicle, plus a monthly fee (typically in the $1,200 range).	• Real-time transit information can improve ridership incrementally as customers feel more secure knowing when the vehicle will be arriving at their stop.

Marketing and Advertising Improvements

STS currently publishes booklet that includes all of the information a rider needs to use the system, including fares, schedules, rider policies, ADA and SSTAP information, and references to other transportation services in Southern Maryland. The booklet is available in hard copy and can be downloaded from the STS website.

The missing pieces for the route information are clear and concise maps for each route. There is a system map, but it is not of high quality and is not usable for a rider who needs to figure out where to catch the bus. The focus of this improvement is to develop high quality maps for all of the routes and make them available in print and on line. The route maps could be coupled with schedules and provided as companion to the ride guide information. The potential impacts for this option are highlighted in Table 4-14.

Table 4-14: Potential Impacts of Improved Marketing and Advertising

Advantages	Disadvantages
• Provides clearer information for the public. • Presents a more professional image for the system. • Responds to customer feedback.	• The only disadvantage is cost.
Cost Estimates	**Ridership Impacts**
• Creating new route maps and schedules is likely to cost about $25,000.	• Providing easier to understand route maps may result in a small increase in ridership.

Advocacy for Increased Commuter Bus Service

One of the most significant unmet transit needs that has been discussed during the TDP process is the need for all-day, bi-directional access to the Washington, DC Metropolitan Area. Currently there is commuter bus service from St. Mary's County to Washington DC that provides access for residents to get to DC for a traditional job schedule and then home in the evening. The commuter bus program is administered and funded through the Maryland Department of Transportation, Maryland Transit Administration (MDOT-MTA). MDOT-MTA provides commuter bus service in several commuter corridors of the State of Maryland. Given that this service is state funded and administered, local advocacy efforts through the annual priority letter sent by each county to MDOT is likely the proper channel to articulate the need for more hours of operation and bi-directional options.

It should also be noted that there had been a long-standing effort to develop a rapid transit project in the Route 5/U.S. 301 corridor from the Branch Avenue Metrorail Station to Waldorf and White Plains. Several studies have been completed for the project, including the most recent one in 2017, which recommended bus rapid transit for the project. While not serving St. Mary's County directly, this project could help St. Mary's commuters who could access the proposed service in either Waldorf or White Plains.

SUMMARY OF SERVICE ALTERNATIVES

A summary of the service and infrastructure proposals is provided in Table 4-15.

Table 4-15: Summary of Service and Infrastructure Proposals

Proposed Improvements	Annual Operating Costs	Capital Costs
Operating:		
Re-Configured Northern/Western Route	$214,000	$190,000
County Span Service - Hourly	Included in other alternatives	
Calvert Connection - Hourly Service	$94,734	$190,000
Calvert Connection - Saturdays	$39,000	$0
Southern Route - Bi -Directional Service	$213,000	$190,000
Southern Route - Hourly Service on Saturdays	$23,000	$0
Leonardtown Circulator - Seasonal	$79,000	$200,000
Demand Response - Add Capacity	$62,700	$71,000
ADA Ride Free on Fixed Routes - Incremental Savings	$0	$0
Ride-Sharing Application	TBD	TBD
Subtotal Operating	**$725,434**	**$841,000**
Capital/Infrastructure/Technology:		
Bus Stop Improvements (from MPO study)	$0	$199,680
Planning Study for Transfer Hub (1)	$100,000	TBD
Planning Study for Operations Facility (1)	$100,000	TBD
Smart Phone Application (FY2020 funding)	$0	$140,000
Real Time Transit Information (FY2020 funding for capital)	$14,400	$240,000
Route Map Improvements (2)	$25,000	
Subtotal Capital/Infrastructure/Technology	**$239,400**	**$579,680**

(1) One time cost

(2) Periodic Expense

Chapter 5
Service and Capital Plan

INTRODUCTION

This five-year service plan for St. Mary's County Transit (STS) is the culmination of the TDP planning process. This plan was derived through a thorough evaluation of existing services (Chapter 2); a comprehensive demographic review and an analysis of rider and community input (Chapter 3); and a complete review of service and organizational alternatives (Chapter 4). The alternatives were presented to the St. Mary's County Transportation Advisory Committee in November, 2019. Several suggestions were made by staff and committee members to provide direction for the five-year plan. This plan reflects the guidance provided by STS staff and TAC members. The Commissioners of St. Mary's County approved the plan in December, 2019.

The service plan is divided into the following sections:

- **Service Plan** – Brief narratives on the proposed improvements; broken into three categories based on when the alternatives will likely be implemented.
- **Title VI Analysis** – Overview of Title VI implications in regard to proposed improvements.
- **Conceptual Financial Plan for Operating** – Estimated operating costs for FY2020 to FY2025; based on existing operating costs and estimated operating costs for the proposed improvements.
- **Conceptual Financial Plan for Capital** – Estimated capital costs for FY2020 to FY2025; based on data from the STS FY2020 budget and estimated capital needs from the service plan.
- **Summary Overview** – Brief review of the proposed improvements.

SERVICE PLAN

The service plan is presented based on the priorities articulated by STS staff and the TAC. Each of the improvements proposed in the service plan is derived from the review of the alternatives discussed within Chapter 4.

For each of the improvements, brief descriptions are provided in this section; however, full additional details can be found in Chapter 4.

Near Term - Years FY2021 – FY2022

The projects discussed for implementation in the near-term are those that have either already been approved for funding, or have been identified as being a high priority for STS riders.

These projects are:

- Technology Improvements
- Bus Stop Improvements
- Marketing and Advertising Improvements
- Add Capacity on ADA
- ADA Ride Free on Fixed Routes
- Advocacy for Increased Commuter Bus Service

Technology Improvements

STS has been awarded a grant of $440,000 to procure paratransit routing software, a payment application, and real-time transit information. Paratransit routing software will help STS develop more efficient routes and will also help with record-keeping and data analysis.

The development of a smart phone payment application will allow riders to pre-purchase passes, and will streamline onboard fare payment, reduce time spent counting cash fares, and provide valuable and accurate data.

Real-time transit information refers to a system whereby the actual location of a transit vehicle can be accessed by the public as it travels long its route. Customers can use smart phones, tablets, computers, or information kiosks to access this information. STS riders have requested this type of technology and it can improve ridership incrementally as customers feel more secure knowing when the vehicle will be arriving at their stop.

Implementation

STS will be developing a request for proposals to bundle these three projects together, with the intent to award a contract to a vendor that can accomplish all three of these projects within the budget of $446,000.

Bus Stop Improvements

STS recently participated in a Bus Stop Assessment and Plan, which was led by the Calvert - ST. Mary's MPO and focused on identifying existing stop locations and determining needed improvements. The focus of the study was the Calvert - St. Mary's MPO area, which includes the most densely populated areas of St. Mary's County: the California - Lexington Park - Great Mills area.

For St. Mary's County, the following improvements were recommended:

- Bus stop signs for 39 stops.
- Basic bus stop improvements, including landing pads, sidewalk connections, and curb ramps.
- Enhanced bus stop improvements, including benches, trash cans, information cases, and shelters.
- Transit center improvements.

Implementation

The improvements recommended for the short term (FY2020 to FY2025) total $199,680 and are discussed in Chapter 4 and fully detailed in the Bus Stop Assessment and Plan. For the TDP, we will spread these improvements out over the five-year period and assign a budget of $40,000 per year for the project, beginning in FY2021 and ending in FY2025.

Marketing and Advertising Improvements

The focus of the marketing and advertising improvements is the development of clear and concise route maps for each route. These route maps could be coupled with schedules and provided as companion information to the STS Ride Guide. These maps and schedules could be available in hard copy as well as in PDF form on the STS website.

Implementation

The development of route maps and schedules is likely to cost about $25,000 and is planned for FY2021. There will also be a need for periodic updates as route improvements are implemented.

Add Capacity on ADA

STS has needed to add capacity over the last several years to keep up with the demand for ADA paratransit. It is included within the five-year plan in recognition of the growth within this segment of STS services. This capacity could be added in the traditional way or could be accomplished via the development of a ridesharing application (discussed within Chapter 4).

Implementation

Additional ADA capacity is included for each year of the plan at an increase of 250 hours per year ($15,600), with one additional vehicle ($71,000).

ADA Ride Free on Fixed Routes

In addition to adding capacity for ADA paratransit, STS will also work on mitigating the demand for ADA paratransit by allowing ADA-eligible riders to ride the fixed routes for free, for those trips where they can manage to use the fixed routes. Transit industry research has suggested that there is a significant financial incentive for transit agencies to adopt fare-free fixed route service for ADA paratransit customers. Agencies reported that the savings realized from providing fewer paratransit trips were greater than the revenue lost by providing free fixed route trips.

The research also indicated that in order for this program to be effective, transit agencies need to use in-person interviews and functional assessments to determine paratransit eligibility rather than only paper applications. For agencies that rely only on paper applications, fare-free service significantly increased the number of applications received.

Implementation

For STS to implement fare-free fixed route for ADA-eligible riders, it will have to change its application process from paper-based to in-person/functional. STS will work with the County's ADA Coordinator to help implement this concept.

Advocacy for Increased Commuter Bus Service

One of the most significant unmet transit needs that was discussed during the TDP process is the need for all-day, bi-directional access to the Washington, D.C. Metropolitan Area. The commuter bus program is administered and funded through the Maryland Department of Transportation, Maryland Transit Administration (MDOT-MTA). MDOT-MTA provides commuter bus service in several commuter corridors of the State of Maryland given that this service is state funded and administered, local advocacy efforts through the annual priority letter sent by each county to MDOT is likely the proper channel to articulate the need for more hours of operation and bi-directional service.

Mid-Term – Years FY2023- FY2024

The primary focus of the improvements during the mid-term period of the TDP horizon will be adding service so that hourly service is provided on all of the routes, with the exception of the Northern Route. Several STS routes are currently interlined with the County Span route, which means that if a change is made to one of the routes, it affects the entire network. For this reason, several route improvements are planned for implementation at the same time. These are:

- Re-configuration of Northern Route
- County Span – Hourly Service
- Calvert Connection – Hourly Service and Service on Saturdays
- Southern Route – Hourly Service on Saturdays

Implementation

These route enhancements, which are fully detailed in Chapter 4, will require the addition of the following resources:

- Weekday Improvements
  - Re-configured Northern Route; County Span hourly; Calvert Connection Hourly
    - Cost estimate of $309,000 for annual operating expenses
    - Addition of two vehicles ($380,000)
- Weekend Improvements
  - Calvert Connection on Saturdays
    - Cost estimate of $39,000 for operating
    - No additional capital required
  - Southern Route – hourly service on Saturdays
    - Cost estimate of $23,000 for operating
    - No additional capital required

In addition, the transfer hub study is also planned for the mid-term. The estimated cost for a feasibility study to include site selection and preliminary design is $100,000.

Longer Term – Year FY2025

Projects planned for the last year of the TDP period include the following:

- Leonardtown Circulator
- Southern Route – Bi-Directional
- Facility Planning Study

Leonardtown Circulator

As the Town of Leonardtown continues to develop, town leaders would like to implement a circulator service to connect the major points of interest to the Wharf. The focus of this improvement is to provide a trolley/circulator service for the summer season. A preliminary schedule of seven days per week from about 9:00 a.m. to 9:00 p.m. was discussed with town staff.

This type of service will:

- Allow visitors who arrive via boat to access Leonardtown-area businesses.
- Help reduce vehicular traffic in Downtown Leonardtown.
- Help balance parking availability for busy periods and reduce the amount of valuable land used for parking.

It is envisioned that this type of service will connect with the full STS route network.

Implementation

This service could be a traditional-style service with a fixed route, or could be more of an on-call service. These details will need to be worked out during the implementation process. With the seasonal service to operate during the hours described above, the total annual operating expenses are estimated to be about $79,000 annually. A vehicle will also be needed at a cost of about $200,000.

Southern Route – Bi-Directional

The Southern route currently operates as a clockwise loop, which results in long travel times for passengers either heading to their destination or heading home. The focus of this alternative is to add a second bus to the route to provide bi-directional service on the route. This would provide a significantly faster return trip for riders.

Implementation

Adding a vehicle for the full span of service, Monday through Friday, is estimated to cost about $213,000 annually. A vehicle will also be needed at a cost of $190,000.

Facility Planning Study

STS has outgrown its current operating and administrative facility that is co-located with the Department of Public Works on Airport Road. The first step in the process of moving to a larger facility is to conduct a facility feasibility study to figure out the key features that will be needed for STS for a 40-year period. The key features are likely to include:

- Location
- Size
- Indoor/Outdoor Parking
- Interior configuration and number of offices
- Space needs for other purposes such as training, driver break room, etc.

Once these have been determined, a cost estimate for design and construction can be developed.

Implementation

Scheduled for the final year of the TDP period, a facility planning study is expected to cost about $100,000.

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 providers have the ability and responsibility to enhance the social and economic quality of life for people in their communities. Public transportation providers must ensure that service changes do not disproportionally impact below poverty or minority populations.

STS is not required to formally evaluate its service and fare changes under Title VI due to FTA established thresholds regarding UZA population (200,000 or more) and the number of vehicles used in peak service (50 or more). STS still considers the impacts of proposed changes based on the distribution of St. Mary's County's minorities and below poverty populations. The Title VI Demographic Analysis in Chapter 3 includes maps that illustrate distribution or protected population groups.

Overall, minority and below poverty individuals stand to benefit from the proposed service changes, as do all St. Mary's County residents. However, as these proposals are implemented, STS should continue its monitoring and evaluation efforts to ensure that protected populations do not experience adverse or disproportionate impacts.

CONCEPTUAL FINANCIAL PLAN FOR OPERATING

STS develops an annual grant application for MDOT MTA that includes operating and capital grant programs. The county also has an internal budget process that is followed for all county departments and the total program budget for STS is higher than the budget reflected in the annual MDOT MTA grant application.

Maryland's transit program combines available federal and state funds to provide local assistance, and the allocation to the various localities is not strictly formula driven. Therefore, any estimate for the amount of grant funding available to St. Mary's County is somewhat speculative. The amounts for local, state and federal shares of the total operating budget in Table 5-1 are based on the current level of funding, plus inflation. It is possible that state and federal funds will be available for expansion, but recent funding has been relatively flat. The TDP serves an important role in MDOT MTA's annual process for 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. Including projects in a multi-year TDP budget does not commit the county to implementing these projects, but does signify that these are the priorities, should funding be available.

Table 5-1 presents the conceptual financial plan for transit operations covering the TDP's five-year period. The estimated total budget for each year assumes that all service improvements occur in the years planned and incorporates the current level of service.

Table 5-1: Conceptual Financial Plan for Operating

Proposed Operations Improvements	Fiscal Year				
	2021	2022	2023	2024	2025
Baseline Operating Cost with Inflation†	$2,444,871	$2,518,217	$2,593,763	$2,671,576	$2,751,724
Marketing and Advertising - Route Maps (1)	$25,750	$0	$0	$28,138	$0
Add ADA Capacity - an additional 250 hours per year for 4 years	$16,068	$33,100	$51,140	$70,232	$72,339
Fixed Route Enhancements - Weekday	$0	$0	$0	$347,782	$358,216
Fixed Route Enhancements - Weekend	$0	$0	$0	$69,782	$71,875
Leonardtown Circulator	$0	$0	$0	$0	$91,583
Southern Route Bi-Directional	$0	$0	$0	$0	$246,925
New Operating Expenses	$41,818	$33,100	$51,140	$515,933	$840,937
Total Proposed Transit Operating Expenses	**$2,486,689**	**$2,551,317**	**$2,644,903**	**$3,187,510**	**$3,592,661**
Farebox Revenue	**$377,977**	**$387,800**	**$399,380**	**$481,314**	**$538,899**
Net Deficit	**$2,108,712**	**$2,163,517**	**$2,245,523**	**$2,706,196**	**$3,053,762**
Anticipated Funding Sources for Operating Federal and State Grants					
Section 5307 Operating Urban	$492,791	$507,575	$522,802	$538,486	$554,641
Section 5311 Operating Rural	$342,448	$352,721	$363,303	$374,202	$385,428
SSTAP Operating	$134,362	$138,393	$142,545	$146,821	$151,226
ADA Operating	$135,000	$139,050	$143,222	$147,518	$151,944
Subotal, Federal and State Grants	**$1,104,601**	**$1,137,739**	**$1,171,871**	**$1,207,027**	**$1,243,238**
Local Funding Required	**$1,004,111**	**$1,025,778**	**$1,073,652**	**$1,499,168**	**$1,810,524**

Notes:

† Annual inflation factor of 3%.

Assumes federal and state increases for inflation only

(1) Initial project plus an update to reflect route enhancements

CONCEPTUAL FINANCIAL PLAN FOR CAPITAL

The capital plan provides the basis for maintaining, replacing and expanding the capital infrastructure needed to maintain the current level of STS service and to implement the TDP's operating plan. The capital plan consists of a vehicle replacement plan and an associated capital plan for non-vehicle capital needs.

Vehicle Useful Life Standards

Useful life standards are developed by MDOT MTA based on vehicle manufacturer's designated life-cycle and the results of independent FTA testing. If vehicles are allowed to exceed their useful life they may become much more susceptible to break-down which may result in increased operating costs and a decrease in service reliability. Useful life standards for a variety of transit vehicle classes are provided in Table 5-2.

Table 5-2: Useful Life Standards for Transit Vehicles

Vehicle Classification	Useful Life	
	Years	Miles
Revenue Specialized Vehicles *(Accessible Minivans, Vans, Accessible Taxicabs & Sedans)*	4	150,000
Light Duty Small Bus *(15,000 lbs. or less GVWR)*	6	200,000
Medium Duty Bus *(30' to 40' or between 15,000 to 23,000 lbs. GVWR)*	8	250,000
Heavy Duty Bus *(Under 35')*	10	350,000
Heavy Duty Bus *(Over 35')*	12	500,000
Non-Revenue Specialized/Fleet Support Vehicles *(Pick-Up trucks, Utility Vehicles & Sedans)*	10	200,000

Vehicle Plan – Baseline Estimate

STS operates a fleet of body-on-chassis vehicles, with seating capacities of between 12 and 26. All of the vehicles are lift-equipped. MDOT MTA's useful life policy was applied to the existing fleet to develop an estimate of the capital needs needed to maintain current service levels for the next five years. Table 5-3 is a complete listing of the STS existing vehicle inventory with an estimated replacement year for each vehicle.

Table 5-3: Vehicle Inventory with Replacement Years

Vehicle Number	DESCRIPTION	Year	Seats/WC	Mileage 5/2019	Estimated Replacement Year
H-36 6112	Ford Diesel Bus	2006	16/2	588,433	FY2021
H-39 6119	Ford Diesel Bus	2006	16/2	744,415	FY2021
41 6167	Ford Medium Diesel Bus	2009	16/2	608,501	FY2021
42 6168	Ford Small Diesel Bus	2009	12/2	395,155	FY2021
43 6169	Ford Small Diesel Bus	2009	12/2	401,917	FY2021
44 6170	Ford Small Diesel Bus	2009	12/2	467,267	FY2021
45 6171	Ford Medium Diesel Bus	2009	16/4	465,878	FY2021
48 6176	Ford Medium Diesel Bus	2009	16/2	587,316	FY2021
49 6177	Ford Medium Diesel Bus	2009	16/2	584,835	FY2021
52 6204	Chevy Gasoline	2013	8/4	380,212	FY2021
11 6290	Ford V-10 Gasoline	2017	16/4	147,896	FY2023
12 6291	Ford V-10 Gasoline	2017	16/4	135,517	FY2023
13 6292	Ford V-10 Gasoline	2017	16/4	161,503	FY2023
14 6293	Ford V-10 Gasoline	2017	16/4	131,299	FY2023
15 6294	Ford V-10 Gasoline	2017	16/4	136,498	FY2023
16 6295	Ford V-10 Gasoline	2017	16/4	149,051	FY2023
17 6296	Ford V-10 Gasoline	2017	16/4	161,316	FY2023
18 6297	Ford V-10 Gasoline	2017	16/4	151,273	FY2023
19 6311	Ford V-10 Gasoline	2018	16/4	108,877	FY2025
20 6312	Ford V-10 Gasoline	2018	16/4	29,683	FY2025
21 6313	Ford V-10 Gasoline	2018	16/4	94,259	FY2025
22 6351	Ford V-10 Gasoline	2019	24/2	2,448	FY2027
23 6352	Ford V-10 Gasoline	2019	24/2	679	FY2027
24 6353	Ford V-10 Gasoline	2019	24/2	2,175	FY2027
25 6354	Ford V-10 Gasoline	2019	24/2	988	FY2027

Financial Plan for Capital

Table 5-4 provides a financial plan for vehicle replacement and expansion. The plan is based on the vehicle replacement needs identified in the baseline estimate, beginning with FY2021. The financial plan incorporates STS's proposed replacement schedule and the expansion vehicles required for the successful implementation of the service plan. As is shown in the vehicle table, there are some years (FY2021 and FY2023) that will require a significant investment in replacement vehicles. For budgetary purposes, STS may need to balance out the number of

vehicles purchased each year by postponing some of planned FY2021 vehicle replacements to FY2022 and some of the planned FY2023 vehicle replacements to FY2024.

Table 5-4: Conceptual Financial Plan for Vehicle Replacement and Expansion

Projected Vehicle Needs	Fiscal Year				
	2021	2022	2023	2024	2025
Replacement Vehicles					
Cutaway Medium Duty	4	0	8	0	3
Cutaway Light Duty	6	0	0	0	0
Total	**10**	**0**	**8**	**0**	**3**
Expansion Vehicles					
Cutaway Medium Duty	0	0	0	2	1
Cutaway Light Duty	0	1	0	0	0
Trolley	0	0	0	0	1
Total	**0**	**1**	**0**	**2**	**1**
Projected Vehicle Costs†					
Replacement	$1,221,580	$0	$1,660,945	$0	$654,371
Expansion	$0	$75,324	$0	$427,693	$449,978
Total	**$1,221,580**	**$75,324**	**$1,660,945**	**$427,693**	**$1,104,348**
Anticipated Funding Sources					
Federal	$977,264	$60,259	$1,328,756	$342,155	$883,479
State	$122,158	$7,532	$166,095	$42,769	$110,435
Local	$122,158	$7,532	$166,095	$42,769	$110,435
Total Projected Funding	**$1,221,580**	**$75,324**	**$1,660,945**	**$427,693**	**$1,104,348**

Note: Assumes funding ratios remain consistent

† Annual inflation factor of 3%

Other Capital Expenses

The financial plan for other capital expenses is presented in Table 5-5. Chief among these is preventive maintenance, which is projected to increase by roughly 3% annually. Other expenses include additional bus stop amenities and the two facility studies. A major capital project for STS during the TDP period will be the implementation of technology improvements, and these funded within the STS FY2020 budget.

Table 5-5: Conceptual Financial Plan for Other Capital Equipment and Projects

Other Projected Capital Needs	Fiscal Year				
	2021	2022	2023	2024	2025
Preventive Maintenance	$127,720	$131,552	$135,498	$139,563	$143,750
Bus Stop Amenities	$40,000	$41,200	$42,436	$43,709	$45,020
Transfer Hub Study	$0	$0	$109,273	$0	$0
Facility Needs Study	$0	$0	$0	$0	$115,927
Total	**$167,720**	**$172,752**	**$287,207**	**$183,272**	**$304,698**
Anticipated Funding Sources					
Federal	$134,176	$138,201	$229,765	$146,618	$243,758
State	$16,772	$17,275	$28,721	$18,327	$30,470
Local	$16,772	$17,275	$28,721	$18,327	$30,470
Total Projected Funding	**$167,720**	**$172,752**	**$287,207**	**$183,272**	**$304,698**

SUMMARY OVERVIEW

This TDP presents recommendations for transit improvements in St. Mary's County that:

- Modernize STS by providing transit technology, marketing, and infrastructure improvements to support continued growth in transit services.
- Improve convenience for riders by providing more frequent headways for the County Span and Calvert routes, as well as the Southern route on Saturdays.
- Addresses the need for service in the western portion of St. Mary's County.
- Addresses the future need for seasonal circulator in the Town of Leonardtown.
- Improves the convenience for riders who use the Southern route.

The TDP aims to improve services with modest increases in the county's transit operating budget. New services and improvements that require additional funding were developed to address issues identified during the review of needs; they are dependent on the future availability of new or additional funding.

With uncertain budgets and non-guaranteed financial resources, it is important to remember that public transportation can contribute to the local economy by providing a way for residents to get to work and school, access necessary medical services, and support local businesses and economic development. In addition, the quality of life for people who cannot drive a personal

vehicle due to economic, age, or disability status is greatly improved by the availability of convenient public transportation.

Appendix A
St. Mary's County
Transportation Advisory Committee

St. Mary's Transit System

Transportation Advisory Committee Member Roster

Scott Anderson, U.S. Patent and Trademark Office

Laura Carrington, Citizen Representative

George Clark, Tri-County Council of Southern Maryland

Kevin Corrigan, Department of Social Services

Adam Dyson, Citizen Representative

Karen Gardner, Center for Life Enrichment

Nancy Krasnesky, NAVFAC Pax River

Melinda Lyon, St. Mary's Nursing Center

Yolanda Hipski, Tri-County Council of Southern Maryland

Lemuel Proctor, Citizen Representative

Bill Roberts, St. Mary's College

Laschelle McKay, Town of Leonardtown

Cindy Spaulding, St. Mary's Health Department

Margaret Oliver, St. Mary's County LUGM (staff support)

Vanessa Price, NAVFAC Pax River

Jennifer Martinez, St. Mary's County ADA Coordinator (staff support)

Mary Ann Blankenship, St. Mary's Transit System (staff support)

Appendix B
MDOT- MTA Performance Standards

Recommended Revised Performance Standards for MTA LOTS

Mar 28, 2016

Using 2015 CPI change

Cost-based Standards to be updated anually 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

On-Board Rider Survey

Tell us about your ride. Complete the survey.

1. Please rate St. Mary's Transit System in the following areas by placing an X:

	 Strongly Satisfied	 Satisfied	 Neutral	 Dissatisfied	 Strongly Dissatisfied
Overall service					
Days and hours of service					
Buses running on-time					
Frequency of buses					
Availability of information					
STS brochures					
STS website					
Cost of bus fare					
Sense of security					
Cleanliness of vehicles					
Telephone customer service					
Trip scheduling process					
Bus drivers					

2. What STS route are you taking for your trip today?

- ❑ 1 – California
- ❑ 2 – Charlotte Hall
- ❑ 3 – Great Mills
- ❑ 4/14 – County Span
- ❑ 5 – Calvert Connection
- ❑ ADA Paratransit
- ❑ 6 – Northern
- ❑ 7 - Southern
- ❑ 11 – Great Mills/California
- ❑ 12 - Leonardtown
- ❑ SSTAP

3. Do you or will you TRANSFER to another bus to complete this trip?

❑ No ❑ Yes

4. Are there destinations/areas you need to go that STS does not serve?

❑ No ❑ Yes - Describe: _____

5. What is the purpose of your trip today?

❑ Home ❑ School ❑ Retail/Errands ❑ Social/Recreation
❑ Work ❑ Medical ❑ Other: _____

6. On average, how often do you use STS?

❑ 5-6 days a week ❑ 3-4 days a week ❑ 1-2 days a week
❑ Less than once a week ❑ Less than once a month

continued on back ☛

7. If you were not taking the bus, how would you make this trip?

❑ Drive ❑ Walk/Bicycle ❑ Family/Friends ❑ Wouldn't make trip

❑ Taxi or Uber/Lyft ❑ Other: _____

8. If STS were to make service improvements, please rank the following improvements from 1 (being most important) to 10 (being least important)

_____ Additional Saturday service _____ Service later in the evenings

_____ Additional Sunday service _____ Service earlier in the mornings

_____ More frequent service _____ Bus shelters and benches at stops

_____ Service to additional locations within St. Mary's County: _____

_____ Service to additional locations outside of St. Mary's County: _____

_____ Faster, more direct routing between origin and destination

_____ "Real-time" transit information that would allow you to see on your phone or computer the actual location of your bus when you are waiting for it to come.

_____ Other: _____

Please answer a few questions about yourself.

What is your zip code? _____

How old are you?

❑ Under 18 ❑ 18-24 ❑ 25-34 ❑ 35-54 ❑ 55-64 ❑ 65+

Do you need any of the following to help you on a daily basis? (check all that apply)

❑Wheelchair ❑Walker ❑Cane ❑Service Animal ❑Personal Care Attendant ❑No

Do you have an internet enabled "smart" phone? ❑ Yes ❑ No

Do you have a valid driver's license? ❑ Yes ❑ No

Do you have access to a functioning vehicle? ❑ Yes ❑ No

Do you consider yourself Hispanic/Latino? ❑ Yes ❑ No

Which one of the following best describes your race? (check all that apply)

❑ White/Caucasian ❑ African American/Black ❑ Asian ❑ Prefer not to answer

❑ American Indian/Alaskan Native ❑ Native Hawaiian/Pacific Islander

What is your employment status? (check all that apply)

❑ Employed (Full-time) ❑ Student (Full-time) ❑ Retired ❑ Unemployed

❑ Employed (Part-time) ❑ Student (part-time) ❑ Homemaker ❑ Other

What is your annual household income? (optional)

❑ $14,999 or less ❑ $15,000 - $29,999 ❑ $30,000 - $44,999

❑ $45,000 - $59,999 ❑ $60,000 - $74,999 ❑ $75,000 or higher

St. Mary's Transit System (301) 475-4200 ext. *1120

Comments:

Appendix D
Community Survey

Public Transportation Survey

The St. Mary's Transit System (STS) is conducting a Public Transportation Survey. Please help us learn more about community transportation needs in St. Mary's County by completing this survey. Alternatively, you can complete this survey on-line at: https://www.surveymonkey.com/r/STS_Public_Survey

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1. Do you use any form of public transportation? ❑ Yes ❑ No
2. Are you aware of the services provided by St. Mary's Transit (STS)?

   ❑ Aware; overall positive impression ❑ Aware; overall negative impression ❑ Not aware
3. Have you completed a survey on board the bus in the last month? ❑ Yes ❑ No
4. How do you ***usually*** get to where you need to go within the community for work, school, shopping, errands, or medical appointments? *Please rank the top 3 modes you use, with #1 being the one you use most frequently.*

   ____ I drive ____ I use public transportation ____I walk
   ____ Friends/family drive me ____ I ride a bicycle ____I take a taxi/Uber/Lyft
5. Do you currently use any of the following transportation services? *Please check all that apply and indicate how often you typically ride*

Service	Frequency of Use		
❑ STS fixed route buses	❑ 5 days/week or more	❑ 1-4 days/week	❑ Less than 1 day/week
❑ STS ADA Paratransit	❑ 5 days/week or more	❑ 1-4 days/week	❑ Less than 1 day/week
❑ SSTAP Demand- Response	❑ 5 days/week or more	❑ 1-4 days/week	❑ Less than 1 day/week
❑ Calvert County Public Transportation	❑ 5 days/week or more	❑ 1-4 days/week	❑ Less than 1 day/week
❑ Charles County VanGO	❑ 5 days/week or more	❑ 1-4 days/week	❑ Less than 1 day/week
❑ MTA Commuter Bus Service	❑ 5 days/week or more	❑ 1-4 days/week	❑ Less than 1 day/week
❑ WMATA Metro	❑ 5 days/week or more	❑ 1-4 days/week	❑ Less than 1 day/week
❑ Taxis/Uber/Lyft	❑ 5 days/week or more	❑ 1-4 days/week	❑ Less than 1 day/week
❑ Vanpools or carpools	❑ 5 days/week or more	❑ 1-4 days/week	❑ Less than 1 day/week
❑ Other: _____	❑ 5 days/week or more	❑ 1-4 days/week	❑ Less than 1 day/week

6. If you **DO** use public transportation, what are the primary reasons why you choose public transportation? *Please check all that apply*

   ❑ I do not have access to a vehicle
   ❑ I am unable to drive due to age or disability
   ❑ I do not have a driver's license
   ❑ It saves me time
   ❑ It saves me money
   ❑ For environmental reasons
   ❑ Public transit is more convenient than other modes
   ❑ Other: _____

⇨

7. If you **DO NOT** use public transportation, **OR ARE ONLY ABLE TO USE IT FOR SOME TRIPS**, what transit service improvements are needed for you to ride public transportation more frequently? *Please let us know the importance of these potential improvements by indicating either a 1 (very important); a 2 (somewhat important); or a 3 (not as important).*

___Better service availability near my home/work/school- where: _____

___Improved access to transit information
___More frequent buses
___Improved connectivity to the DC Metro area
___Guaranteed ride home for emergencies/overtime
___Improved reliability
___ Other: _____

___Shorter travel time
___Service earlier in the morning
___Service later in the evening
___ Less crowded vehicles
___Better security on board the vehicles

8. Please provide any comments you may have concerning public transportation in St. Mary's County.

Please answer a few questions about yourself

9. What is your zip code? _____

10. How old are you?
❑ Under 18 ❑ 18-24 ❑ 25-34 ❑ 35-54 ❑ 55-64 ❑ 65+

11. Do you need any of the following assistance to help you on a daily basis? (check all that apply)
❑ Wheelchair ❑ Walker ❑ Cane ❑ Service Animal ❑Personal Care Attendant ❑ No
❑ Other: _____

12. Do you have an internet enabled "smart" phone? ❑ Yes ❑ No

13. Do you have a valid driver's license? ❑ Yes ❑ No

14. Do you have access to a functioning vehicle? ❑ Yes ❑ No

15. Do you consider yourself Hispanic/Latino? ❑ Yes ❑ No

16. Which one of the following best describes your race? (check all that apply)
❑ White/Caucasian ❑ African American/Black ❑ Asian ❑ Prefer not to answer
❑ American Indian/Alaskan Native ❑ Native Hawaiian/Pacific Islander

17. What is your employment status? (check all that apply)
❑ Employed (Full-time) ❑ Student (Full-time) ❑ Retired ❑ Unemployed
❑ Employed (Part-time) ❑ Student (part-time) ❑ Homemaker ❑ Other

18. What is your annual household income?
❑ $14,999 or less ❑ $15,000 - $29,999 ❑ $30,000 - $44,999
❑ $45,000 - $59,999 ❑ $60,000 - $74,999 ❑ $75,000 or higher

Please return this survey to the collection box where you picked it up, or to: KFH Group, Inc., 4920 Elm Street, Suite 350, Bethesda, Maryland 20814.

Thank you!

Appendix E
Public Survey Comments

Appendix E
Public Survey Comments

Number	Other (please specify)
1	Note question 7: better service availability to NAS PAX. Other: promote public transit services. 1. St. Mary's is not a walker friendly county due to lack of sidewalks and walking on the road is dangerous 2. Shuttles that go to the base would help reduce traffic and ease transit for employees 3. I had no idea St. Mary's had public transit/where are the bus stations/stops? What is the bus schedule like? What routes are offered?
2	Note question 7: better service availability near route 231
3	It could be helpful for me (and perhaps other in my situation using only public transportation) to have someone ride with me, accompany me to my appointments. Without that, the anxiety of missing a bus or getting on the wrong bus,…it would just be horrible. I always fear getting stranded somewhere
4	Please be more mindful of people in wheelchairs
5	Note question 7: better service availability to Morganza. I think more people should know about the gas vouchers to get to the appointments who can get rider because it really helps especially people who can't find jobs right now.
6	Express buses from Lexington Park to Leonardtown and from LP/LT to DC please daily (not just the I-way commuter bus in the weekday morning)
7	An app to track buses would be nice. Designated bus stops would be nice
8	Note question 7: better service availability to Great Mills, Flat Iron Rd. The loop system means if it takes me 5 mins to drive there, it would take me 55 min to get back. I would like direct routes from places where people live into commercial areas and back
9	Need established bus stops along routes. I live in Ridge and would use public bus if it went both ways not just one way. Great job – keep improving the services!
10	Note question 7: better service access to Breton Bay Neighborhood. Other: drivers better screened trained and reviewed periodically. My daughter has a seizure condition and will never drive. Having access to public transportation would open up opportunities. However, I've witnessed some unsafe driving by STS drivers so that's a major concern
11	Where do you publish route and schedule info? Cost?
12	Am a PP give location and arrival and departure time would be helpful bus stops
13	I want to be able to visit my family in St. Mary's without being driven there
14	Inclement weather and bus stops
15	Note question 2: know of STS but not where they go or how to use
16	Note: completed in Spanish

17	I am currently 80 years old and consider myself still able to drive my car in a safe manner. However, I foresee a time in the future when I will be more dependent on the STS for local shopping/visiting trips
18	Most local to out of area transit goes into Washington, DC. When will transit travel to Greenbelt, NASA? It sure would be a nice option to use. Note question 16: prefer not to answer/human
19	People don't know the routine or schedules of the bus
20	Note question 7: better service availability to St. Inigoes
21	Question 7: better service availability to Cedar Cove – other: buses that go both directions, not a circle route
22	Note: completed in Spanish
23	Could buses go to Drayden?
24	A blessing to have available
25	Question 7: better service availability to Drayden
26	Question 7: better service availability to 20659
27	Question 7 other: never know where stop/pick-up is. Why? People don't understand, or don't care, the bus is for us old geezers/handicapped. Priority seating isn't. No driver critical thinking (common sense) at pick-up/drop off spots; mudholes, etc. Also, non-driver related; try hobbling/limping ¾ mile to a stop daily or weekends. Why doesn't on bus tell us signage? Where it's going. We don't give a rats … where it came from!
28	The bus stink and you can't get money back if you put in wrong amount in there
29	Question 7: better service availability to Scotland, MD. Other: more prominent information. I am new to the county, and formerly use public transit regularly (having lived in an urban center).
30	I use public transportation when my car is not available due to repair, etc.
31	Make an app
32	Question 7: better service availability to Pass Gate More bus stops need to be added. Create a bus for people who live Hermanville Rd. on past that. Itt's sad folks have to walk that long distance if they do not have any other options. All the way up to the 2nd gate in the DARK and wait to catch a bus
33	This is essential – because of traffic and the environment. Needed of those without cars. Mainly important for us all
34	Question 7: better service availability near Route 7
35	I am not very familiar with the options, don't know that they would take me where I need to go, and aren't sure how they connect me to DC area
36	Needs expansion, especially of APA/SSTAP services, many disabled are limited in accessing community because of the limited hours
37	Note: written in Spanish Question 7: Saint Andrews Church and California MD. There are not many bus routes available
38	Am often not able to use transportation because I am on oxygen and cannot be out of the house long
39	Never ridden public transportation, no concern
40	None
41	Question 7: better service availability to Mechanicsville

42	Question 7: better service availability to Oakville
43	Question 7: better service availability to 42507 Anne Ct, Hollywood, MD 20653
44	Question 7: better service availability to Countrylakes Better places for them to stop instead of just anywhere on the main roads. Seen several times careless driving
45	Question 7: better service availability to Hollywood
46	Question 7: better service availability to Lexington Park/Leonardtown. Overcharge, impatient, left behind
47	Question 7: need to get more info since I may need to start using. Getting info about hours, may need to start using due to my new situation
48	Better service availability near my home/work/school – where: Avenue, MD
49	Better service availability for back roads. After hours for discharged Hospital patients who are needing a way home with little to no money
50	Maybe the drivers should have better training, some drivers I have witnessed are not cautious on safe, better driving training would help
51	Better service availability near my home/work/school – where: doctor office
52	Hey, if you guys could extend one of your routes to Golden Beach RD by the Fire station … that would save me a 4-5-mile hike to your nearest bus stop
53	1. The driver Larry is always rude 2. The lady who wears too much make up has a lead foot and is always too early
54	1. The driver Larry is always rude 2. The lady that wears to much make up has a lead foot and is ALWAYS way late 3. The black lady that has her hair up doesn't stop at bus stop and is rude
55	There needs to be greater accessibility to more areas of the county. You should be able to take a bus from Lexington Park to Leonardtown with ease, especially so people can take advantage of CSM or to get to the courthouse. Everything is so far apart it's not easy to get around without a car
56	Safer stops
57	Getting to Food Lion to buy groceries is pretty direct route on the bus, but getting NewTowne Village it's a very roundabout route and takes a long time.
58	If I didn't have a car, I would not have moved here
59	We should access the federal funds for base employees that carpool like they do at the Pentagon. It would also be nice for there to be park-and-rides around Leonardtown, California, and Solomons for base employees with buses that read CAC's so that the entire bus can get onto base without having to check CAC's at the gates. This would eliminate the biggest problems with traffic. There should also be more options for getting to the Metro from down there.
60	We need public transportation to nearby cities
61	I just wish there were more of it
62	Need to work with smcm csm and public schools on ways they can be integrated
63	It would be nice to see signs posted where buses will be stopping. I see people just standing randomly on different roads. A person not used to using the STS buses would be clueless as to where they should stand to wait

64	Please work on putting up better announcements when transit is not operating on major holidays. I know there is a bulletin board at the front of the bus, but not everyone will pay attention to that especially when people are in those seats. Please put notifications up again when buses are not operating. Also please have ADA buses and SSTAP busses Flash their lights at passengers on the side of the roads when they are not the right buses, instead of us always almost getting into the roadway to flag down the bus. Since we don't know what bus is what picking us up if it's a new bus or older bus. Create a bus app.
65	It is difficult to figure out information about when or where the bus will pick up. The irregular hours and long routes make it a very inconvenient option for transport. I think effective public transportation is an invaluable resource for a city or town to have and I would love to see St. Mary's transit system become more accessible and easier to navigate.
66	I think thousands of people would benefit from investment in the current public transit system. Traffic has gotten out of control and this would help to alleviate that immensely. More buses and larger buses are absolutely wanted and needed
67	I drive
68	It would be nice if St. Mary's Transit System could hire somebody to develop an app so that way, passengers would know when the next bus was coming. Something similar to WMATA's Next Bus service
69	They do a great job!
70	The biggest problem with the current public transportation system in SMC is reliability. In any major city the buses come every 10-15 minutes. Even though this is a smaller community, there needs to be more buses, routes, and frequency of times. I would probably use public transportation if the wait and route times were shorter
71	Right now, it's hit and miss, it stops are few and far between
72	We need bigger buses on the most crowded routes
73	I'd like to see buses operate more on the weekends so I work. I take Great Mills and there's no bus that picks me up in Redgate. Also please provide an APP like VanGo has so we can see where buses are at, instead of always calling and asking. This would be a big help
74	The Lexington Park loop seems to take a long time between a bus dropping off and coming back. It seems that it has to loop all the way around. Children in schools should be taught how to use the bus system in St. Mary's County. It would also be worth coordinating with local youth programs to find locations served by the bus where groups can meet, like connecting housing areas and community centers or spaces groups like scouts and 4-H can hold meetings and events. Also, what connection, if any is there between Lex Park and Leonardtown and Charlotte Hall? Hard to know. You also see people waiting at seemingly random spots along the road. How do they know where to catch the bus?
75	Greatly needed service!
76	We need HOV and his priority lights. Also need to get rid of traffic lights. Rt 5 need to be like Rt 50

77	Need an app or something to track buses to know where they are. Website is hard to maneuver. More bus routes connecting to DC even if it's only once or twice a day or even just Friday Saturday Sunday. More ADA routes/buses/options. ADA bus reliant people are very limited to where they can live. Better phone system. A dedicated line for dispatch, especially for ADA. Have to go through menus and click responses to wait and go to voicemail most of the time. An app would fix that because less people would call. Some ADA people might be willing to pay more to have a dedicated real curb to curb service so they are not limited to where they can live and which doctors they can see if they live in the county. Someone should be checking the bus run sheets. The poor drivers working 10-11 hours every day having to go from Leonard town to ridge in 5 minutes. makes everyone late.
78	No concerns. Thank you for providing this service to those who are in need of transportation
79	It seems transportation is not available in rural areas where it is most needed
80	N/A
81	Something to reduce traffic on 235 would be extremely helpful
82	Build designated stop areas on roads like 235. Like pull-off areas, shelter, or signs. Buses should not stop in the main stream of traffic. Right turn lane stops are not good
83	I do not work in the Lexington Park/Leonardtown shopping districts there for public transportation is not available. I always see people waiting for buses along Rt 235 and wonder when it will pick them up. I would also like to be able to access some of the other county facilities such as parks, pools, museums and farmers markets by public transportation but have been told they do not make stops at these locations
84	Na
85	The buses that are in operation in our county need to pull completely off the highway when picking up passengers. Nothing is any more dangerous than the back end of the bus still on the highway for others to either stop or swerve around them
86	Awareness
87	We need better, more reliable transit access to Washington area employment. Bus lanes and signal priority would go a long way in this area. Thinking about moving to nova because this area doesn't even try to compete
88	N/A
89	No regular bus stops … looks like more of a hitchhiking ride share with people waving buses down
90	There needs to be service in more rural areas in the county
91	We moved here only 9 months ago, coming from places like near Yokohama and near Seattle. Both had amazing transit options. St Mary's County seems to be lacking, tremendously. The lack of real taxi service and limited Uber drivers makes it difficult to support local businesses at night if we chose to have a drink or three. The lack of more options for transit into the DC area is depressing. Can the Metro be brought down to this area, especially considering the amount of people who commute up there?
92	As a YOUNG legally blind person, I would like to have later times on all days, particularly Saturday and Sunday too, as I work Monday-Friday until 5pm and only am able to go grocery shopping on Saturday mornings. Also, I would like to be out later on Saturdays to be with friends (who live North, while I live South) and have to cut short just to catch the bus.
93	Require riders to pay a fee that would support it without tax payer funded $$$

94	We need train service in St. Mary's County
95	I would like to be able to get to any major point in the country, give or take a bit of walking
96	Would love to be able to utilize more.
97	While STS does good for many, the drivers are less than stellar … (1) failure to follow traffic laws (2) failure to show driver courtesy (3) roadway stops w/o paying attention to safety per location/traffic pattern, w/o warning/signals, blocks access in parking lots, pulling out w/o looking etc. etc. etc.
98	I'd ride the bus rather than drive all the time frequency is a major concern and express service to governmental center etc. would be beneficial
99	Bus stops need to be more clearly marked with pull over lanes and buses more clearly identified with flashing lights just like school buses. Also set stops with no deviation as now I have seen buses stop just form being flagged by people
100	I never use it
101	Public transportation is not well advertised, with the heavy traffic/congestion on 235 it would be ideal to have express stops to the main intersections
102	Bus drivers are a danger to anyone else driving on the roads
103	I recently had to have surgery at SMD Hospital. It was extremely difficult to find out IF there was transportation. I was told to call Tri-County which I did a week before the surgery. I had a phone message from the lady yesterday a full week after my surgery. Fortunately, I had a friend who took time off to help with my driving needs
104	The southern route is very neglected, and as a result, has an impact on housing and employment. People with transportation limitations are less likely to live or work south of great mills road. Increasing availability of public transportation in Dameron, Ridge, Saint Inigoes, Park Hall, and Saint Mary's city would positively impact access to housing and employment in the county.
105	There needs to be designated stops. Not stopping willy-nilly. Even the airport bus system won't stop if you're not at a designated stop
106	Public transportation does not allow me to use many of my county facilities for recreational purposes. There needs to be some transportation system to drop people off at parks, museums, farmers markets etc. not just the hospital area, Walmart and shopping
107	Public transportation locally not as relevant during the work day since I'm mobile much of the day for meetings. It would, however, be great to have additional safe, dependable ways to get up to the DC area for social occasions or for occasional work trips (extended commuter buses south of the base that don't just go downtown but also JBAB or Navy Yard, etc.)
108	Please develop a commuter airport. Please have more options for in county bus routes, as well as DC/Baltimore routes and advertise/publicize them more
109	I have no issues on any public transportation
110	Where do we find route and time/cost info? Regulated or info on demand stops?
111	It would be nice if they had a map with a real time tracker so we can locate the bus and see if it was on time.

112	It's so hard to figure out where stops are! Put that information on Google maps! I also think there should be a stop at the Kohl's shopping center. I saw that Montgomery County is trialing an app called Via that's on demand public transportation, which also seems like it might be useful here in St. Mary's county, especially in the underserved rural and residential areas.
113	We need rail!
114	Boarding when you have a disability
115	Route 5 needs service on weekends, especially between Leonardtown and Great Mills and California.
116	No
117	We do not use state and local funds to the same degree as the rest of the state for clearing roads in winter. Instead give us those funds for more public transportation to residents so that they can get to their jobs, earn money and spend money here where we live
118	Need more weekend times
119	Need all day service between southern MD and the Metro – that multi-bus trip through Charles and PG is really impractical
120	Public pick up locations are not always convenient (especially the oak road one – now where does one catch that bus?)
121	Still like to see light rail to DC Metro. Driving into the city/ airport is soul crushing. We turned down a job paying $150,000 due to not wanting to spend 4 hrs./ day in a car
122	I don't understand the Sunday service because it doesn't work for a lot of people.
123	Access to other locations on the weekends
124	Please put Weekend routes on MD 5 from Great Mills Road to Leonardtown. I live near Winters Sheet Metal and due to no route on weekends I'm not able to work weekends which causes me to have less food to buy. When I'm needed the most at the job.
125	Why is my race/nationality a question in this survey - are you only worried about non-whites?

Appendix F
Employer Survey

St. Mary's COUNTY TRANSIT DEVELOPMENT PLAN
ON LINE EMPLOYER SURVEY

Introduction

The St. Mary's Transit System Transit Development Plan (TDP) is a five-year transit plan that is currently being updated. The planning process helps determine transit needs, evaluates existing services and develops strategies for improvements to public transportation services. The completed TDP will serve as a guide for the St. Mary's Transit System, providing a roadmap for implementing service, organizational changes, and improvements. Transit riders, the general public and stakeholders are all being asked to provide input to the study. As key stakeholders, employers are provided an opportunity to share insights on the transportation needs of their employees through this survey.

Your input concerning 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 St. Mary's County. Your insights will inform the St. Mary's Transit System's Transit Development Plan by highlighting employee transportation needs in our community.

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. Public Transit
    b. Drive alone
    c. Bicycle/walk
    d. Vanpool/carpool
    e. Uber/Lyft
    f. Taxi
    g. Other:

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

11. Is the lack of transportation options 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
Commute or circulator shuttle			
Flexible work hours			
Telecommute			
Compressed work schedule			
Ridesharing support			
Other:			

13. Does your company/agency currently provide any transportation programs, services, or incentives?

	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 St. Mary's 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. Is there an adequate number of parking spaces at this location (for the number of employees)?

    d. Is there a charge for parking at this location?

16. Please provide any comments you may have concerning public transportation in St. Mary' County.

Appendix G

Trip Generators

Major Employers in St. Mary's County

Name	Address	Place	Zip Code	Number of Employees
Naval Air Station Patuxent River*	22268 Cedar Point Road	Patuxent River	20670	11915
Medstar St. Mary's Hospital	25500 Point Lookout Road	Leonardtown	20650	1260
DynCorp International	22268 Cedar Point Road	Patuxent River	20670	1020
KBRwyle	22309 Exploration Drive	Lexington Park	20653	700
BAE Systems***	23481 Cottonwood Pkwy	California	20619	645
General Dynamics	44421 Airport Road	California	20619	600
St. Mary's College of Maryland	47645 College Drive	St. Mary's City	20686	555
SAIC	45310 Abell House Lane	California	20619	515
Engility Corporation (Now SAIC)**	43880 Commerce Ave	Hollywood	20636	500
PAE Applied Technologies	21841 Three Notch Road	Lexington Park	20653	500
J.F.Taylor***	21610 S Essex Drive	Lexington Park	20653	475
Lockheed Martin**	46611 Corporate Drive	Lexington Park	20653	470
Boeing**	47137 Whalen Road	Patuxent River	20670	450
HMR Of Maryland/ Charlotte Hall	29449 Charlotte Hall Road	Charlotte Hall	20622	438
Northrop Grumman***	43865 Airport View Drive	Hollywood	20636	415
Booz Allen Hamilton**	46950 Bradley Blvd	Lexington Park	20653	400
Walmart	45485 Miramar Way	California	20619	350
CACI**	21517 Great Mills Road	Lexington Park	20653	280
Sikorsky	46655 Expedition Drive	Lexington Park	20653	280
Eagle Systems	22560 Epic Drive	California	20619	250
Precise Systems	22290 Exploration Drive	Lexington Park	20653	250
Smartronix	44150 Smartronix Way	Hollywood	20636	250
Burch Oil**	24660 Three Notch Road	Hollywood	20636	247
MIL Corporation**	46655 Expedition Drive	Lexington Park	20653	245
Spalding Consulting	46655 Expedition Drive	Lexington Park	20653	245
Target	45155 First Colony Way	California	20619	242
Sabre Systems	46610 Expedition Drive	Lexington Park	20653	235
AMEWAS	44427 Airport Road	California	20619	220
St. Mary's Nursing Center	21585 Peabody Street	Leonardtown	20650	214

Source: https://www.stmarysmd.com/ded/majoremployers.asp
http://commerce.maryland.gov/Documents/ResearchDocument/StMarysBef.pdf

NOTES:

* Employee counts for federal and military facilities exclude contractors to the extent possible; embedded contractors may be included

**Total employees at two locations ***Total employees at three locations

Multi-Family Housing in St. Mary's County

Name	Address	Place	Zip
44763 Woodlake Court	44763 Woodlake Court	California	20619
Apartments Of Wildewood	23314 Surrey Way	California	20619
Laurel Glen Apartments	22760 Laurel Glen Road	California	20619
Settler's Landing	45086 Voyage Path	California	20619
Wilde Ridge Apartments	22760 Laurel Glen Road	California	20619
Hunting Meadows Apartments	44851 Hunting Meadows Court	Callaway	20620
Charlotte Hall Veterans Home	29449 Charlotte Hall Road	Charlotte Hall	20622
Chancellors Run Apartments	45882 Chancellors Run Road	Great Mills	20634
Foxchase Village	45970 Foxchase Drive	Great Mills	20634
Greenview Village Apartments	436 Military Lane	Great Mills	20634
Greenview West Townhomes	45620 Jillian Court	Great Mills	20634
Hickory Hills East Townhouses	22501 Iverson Drive	Great Mills	20634
Villas At Greenview West	45660 Jillian Court	Great Mills	20634
24548 Mount Pleasant Road	24548 Mount Pleasant Road	Hollywood	20636
22865 Washington St	22865 Washington Street	Leonardtown	20650
Breton Bay Apartments	22954 Gregory Drive	Leonardtown	20650
Cedar Lane Senior Living Community	22680 Cedar Lane Court	Leonardtown	20650
Hamptons At Leonardtown	45000 Hampton Blvd	Leonardtown	20650
Leonards Freehold	41485 Connelly Street	Leonardtown	20650
Leonardtown Village Apartments	41485 Connelly Street	Leonardtown	20650
New Towne Village	22810 Dorsey Street	Leonardtown	20650
21015 Great Mills Road	21015 Great Mills Road	Lexington Park	20653
Abberly Courtt Apartments	46860 Morningside Lane	Lexington Park	20653
Abberly Crest Apartments	46850 Abberly Crest Lane	Lexington Park	20653
Crossroads Apartments	21401 Great Mills Road	Lexington Park	20653
Great Mills Apartments	21628 Great Mills Road	Lexington Park	20653
Great Mills Court	45990 Great Mills Court	Lexington Park	20653
Greens At Hilton Run Apartments	46860 Hilton Drive	Lexington Park	20653
Hunting Creek Apartments	46925 Crocus Street	Lexington Park	20653
Indian Bridge Apartments	45910 Indian Way	Lexington Park	20653
Joe Baker Village Apartments	21260 Joe Baker Court	Lexington Park	20653
Lex Woods Apartments	21284 Lexwood Court	Lexington Park	20653
Lexington Park Senior Apartments	21895 Pegg Road	Lexington Park	20653
Lexington Village Apartments	21625 Liberty Street	Lexington Park	20653
Park Villas	21295 Mayfaire Lane	Lexington Park	20653
Patuxent Crossing	21691 Eric Road	Lexington Park	20653
River Bay Townhomes	48100 Baywoods Road	Lexington Park	20653
Saint Mary's Landing	21590 Pacific Drive	Lexington Park	20653

Name	Address	Place	Zip
Spring Valley Apartments	46533 Valley Court	Lexington Park	20653
Spyglass At Cedar Cove	21620 Spyglass Way	Lexington Park	20653
The Apartments At Londontowne	22023 Oxford Court	Lexington Park	20653
Valley Drive Estates	22004 Valley Drive	Lexington Park	20653
Victory Woods	22611 FDR Blvd	Lexington Park	20653
Lovell Cove	21967 Cuddihy Road	Patuxent River	20670

Shopping Centers in St. Mary's County

Name	Address	Place	Zip
Bj's Wholesale Club	44950 Worth Ave	California	20619
First Colony Center	45101 First Colony Way	California	20619
Hickory Hills Shopping Center	Chancellors Run Road & Three Notch Road	California	20619
Laurel Glen Shopping Center	Old Rolling Road & Alton Lane	California	20619
Lowe's	45075 Worth Ave	California	20619
San Souci Plaza	Three Notch Road & Macarthur Blvd	California	20619
South Plaza	Old Rolling Road & Three Notch Road	California	20619
St. Mary's Market Place	44930 St Andrews Church Road	California	20619
Walmart	45485 Miramar Way	California	20619
Wildewood Centre	Three Notch Road & Wildewood Blvd	California	20619
Callaway Village	Point Lookout Road & Callaway Village Way	Callaway	20620
Weis Market	20995 Point Lookout Road	Callaway	20620
Chaptico Market	25466 Maddox Road	Chaptico	20621
Charlotte Hall Shopping Center	29890 Three Notch Road	Charlotte Hall	20622
Charlotte Hall Square	30320 Triangle Drive	Charlotte Hall	20622
Mckay's Plaza Shopping Center	37670 Mohawk Drive	Charlotte Hall	20622
Downtown Leonardtown	Fenwick Street & Washington Street	Leonardtown	20650
Leonardtown Centre	Point Lookout Road & Compton Road	Leonardtown	20650
Shops At Breton Bay	40845 Merchants Lane	Leonardtown	20650
Esperanza Shopping Center	22654 Three Notch Road	Lexington Park	20653
Lexington Village	46360 Lexington Village Way	Lexington Park	20653
Mckay's Foodland	46075 Signature Lane	Lexington Park	20653
Millison Plaza	Shangri-La Drive & Great Mills Road	Lexington Park	20653
St. Mary's Square Shopping Center	Great Mills Rd & Street Marys Square	Lexington Park	20653
Commissary	22155 Cuddihy Road	Patuxent River	20670
Ridge Market	13270 Point Lookout Road	Ridge	20680

Educational Facilities in St. Mary's County

Name	Address	Place	Zip
Southern Maryland Higher Education Center	44219 Airport Road	California	20619
Great Mills High School	21130 Great Mills Road	Great Mills	20634
William W. Winpisinger Education And Technology Center	45223 Clarkes Landing Road	Hollywood	20636
College Of Southern Maryland (CSM)	22950 Hollywood Road	Leonardtown	20650
Dr. James A. Forrest Career & Technology Center	24005 Point Lookout Road	Leonardtown	20650
Leonardtown High School	23995 Point Lookout Road	Leonardtown	20650
University Of Maryland Extension, St. Mary's County	26737 Radio Station Way	Leonardtown	20650
St. Mary's Ryken High School	22600 Camp Calvert Road	Leonardtown	20650
Embry-Riddle Aeronautical University	21795 Shangri-La Drive	Lexington Park	20653
Fairlead Academy	20833 Great Mills Road	Lexington Park	20653
Chopticon High School	25390 Colton Point Road	Morganza	20660
Umd University College - Patuxent River	21866 Fortin Circle	Patuxent River	20670
Paul Hall Center For Maritime Training And Education	45353 St Georges Avenue	Piney Point	20674
St. Mary's College Of Maryland	47645 College Drive	St. Mary's City	20686

Medical Facilities in St. Mary's County

Name	Address	Place	Zip
Breton Super Care	22590 Shady Court	California	20619
Fresenius Kidney Care Lexington Park	44930 Worth Ave	California	20619
Medexpress Urgent Care	45325 Abell House Lane	California	20619
Righttime Medical Care	44980 St Andrews Church Road	California	20619
Charlotte Hall Medical Center	37767 Market Drive	Charlotte Hall	20622
Charlotte Hall Veterans Home	29449 Charlotte Hall Road	Charlotte Hall	20622
Chesapeake Regional Cancer Center	30770 Business Center Drive	Charlotte Hall	20622
Medstar Medical Group At Charlotte Hall	29955 Three Notch Road	Charlotte Hall	20622

Medstar Promptcare At Charlotte Hall	37767 Market Drive	Charlotte Hall	20622
Philip J. Bean Medical Center	24035 Three Notch Road	Hollywood	20636
Fresenius Kidney Care Leonardtown	40865 Merchants Lane	Leonardtown	20650
Medstar Guh Ob-Gyn & Leonardtown Surgery Center, LLC	40900 Merchants Lane	Leonardtown	20650
Medstar Medical Group At St. Clement's	23511 Hollywood Road	Leonardtown	20650
Medstar St. Mary's Hospital	25500 Point Lookout Road	Leonardtown	20650
Psychological Services Center LLC	25484 Point Lookout Road	Leonardtown	20650
Shanti Medical Center	26840 Point Lookout Road	Leonardtown	20650
Southern Maryland Women's Healthcare, P.A.	41680 Miss Bessie Drive	Leonardtown	20650
St. Mary's County Health Department	21580 Peabody Street	Leonardtown	20650
St. Mary's Nursing Center	21585 Peabody Street	Leonardtown	20650
Chesapeake Shores	21412 Great Mills Road	Lexington Park	20653
Primary Care Medstar St. Mary's Hospital	45870 East Run Drive	Lexington Park	20653
Trico Clinical Services, Ltd.	46490 S Shangri La Drive	Lexington Park	20653
Fresenius Kidney Care Southern Maryland Home	28103 Three Notch Road	Mechanicsville	20659

Human Service Agencies in St. Mary's County

Name	Address	Place	Zip
Compass Halfway House	44863 St Andrews Church Road	California	20619
Discovery Commons at Wildewood	23185 Milestone Way	California	20619
United Way of Saint Mary's County	22685 Three Notch Road	California	20619
Walden Behavioral Health	44867 St Andrews Church Road	California	20619
Alternatives for Youth, Inc.	30049 Business Center Drive	Charlotte Hall	20622
Anchor of Walden	30007 Business Center Drive	Charlotte Hall	20622
Big Brothers Big Sisters of Southern Maryland	30065 Business Center Drive	Charlotte Hall	20622
Charlotte Hall Library	37600 New Market Road	Charlotte Hall	20622
Northern Senior Center	29655 Charlotte Hall Road	Charlotte Hall	20622
Walden Behavioral Health	30007 Business Center Drive	Charlotte Hall	20622
Loffler Senior Center	21905 Chancellors Run Road	Great Mills	20634
Rock Creek Foundation for	45872 Church Drive	Great Mills	20634

Name	Address	Place	Zip
Mental Health			
Bay Community Support Svc Inc	25410 Rosedale Manor Ln	Hollywood	20636
Hollywood Recreation Center	24400 Mervell Dean Road	Hollywood	20636
Pathways, Inc.	44065 Airport View Drive	Hollywood	20636
St Mary's Adult Medical Day Care	24400 Mervell Dean Road	Hollywood	20636
The Center for Life Enrichment	25089 Three Notch Road	Hollywood	20636
Arc of Southern Maryland	25470 Point Lookout Road	Leonardtown	20650
Be-Lite Horizon Medical Center	26825 Point Lookout Road	Leonardtown	20650
Care Net Pregnancy Center of Southern Maryland	25482 Point Lookout Road	Leonardtown	20650
Cedar Lane Senior Living Community	22680 Cedar Lane Court	Leonardtown	20650
Center for Children	41900 Fenwick Street	Leonardtown	20650
Garvey Senior Activity Center	41780 Baldridge Street	Leonardtown	20650
Joseph D. Carter Multi-Service Center	23110 Leonard Hall Drive	Leonardtown	20650
Leonardtown Library	23250 Hollywood Road	Leonardtown	20650
NovaCare Rehabilitation	23000 Moakley Street	Leonardtown	20650
On Our Own of St. Mary’s	41660 Park Ave	Leonardtown	20650
Sense-Ability, LLC Rehabilitation Center	25480 Point Lookout Road	Leonardtown	20650
St Mary's County Recreation & Parks	23150 Leonard Hall Drive	Leonardtown	20650
Alternatives-Youth & Families	21644 Liberty Street	Lexington Park	20653
Care Net Pregnancy Center of Southern Maryland	21562 Thames Ave	Lexington Park	20653
Carver Recreation Center	47382 Lincoln Ave	Lexington Park	20653
Chesapeake Shores	21412 Great Mills Road	Lexington Park	20653
Jarboe Educational Center	21161 Lexwood Drive	Lexington Park	20653
Lexington Park Library	21677 FDR Blvd	Lexington Park	20653
Pastoral Counseling Center	21641 Great Mills Road	Lexington Park	20653
Patuxent Woods Community Center	46021 Radford Ln	Lexington Park	20653
Rock Creek Foundation for Mental Health	19835 Tippett Road	Lexington Park	20653
Southern Maryland Jobsource	21795 North Shangri-La Drive	Lexington Park	20653

Name	Address	Place	Zip
St. Mary's Caring	20850 Langley Road	Lexington Park	20650
St. Mary's County Department of Social Services	21775 Great Mills Road	Lexington Park	20653
Three Oaks Center	46905 Lei Drive	Lexington Park	20653
Trico Clinical Services, Ltd.	46490 South Shangri-La Drive	Lexington Park	20653
Trico Clinical Services, Ltd.	46490 South Shangri La Drive	Lexington Park	20653
United Cerebral Palsy	21815 Three Notch Road	Lexington Park	20653
Victory Woods	22611 FDR Blvd	Lexington Park	20653
Walden Behavioral Health	21770 FDR Blvd	Lexington Park	20653
Margaret Brent Recreation Center	29679 Point Lookout Road	Mechanicsville	20659
Southern Maryland Center for Independent Living	38588 Brett Way	Mechanicsville	20659
Rhema New Life Center	47694 Park Hall Road	Park Hall	20667
American Legion Hall	13390 Point Lookout Road	Ridge	20680