



Angela D. Alsobrooks
County Executive



Michael D. Johnson, P.E.
Director

PGC Transit Transformation

Presented to the
**Prince George's County Transport, Infrastructure,
Energy, & Environment Committee**
by
Department of Public Works and Transportation



Prince George's County Transit Transformation

*Four initiatives, one clear
vision*



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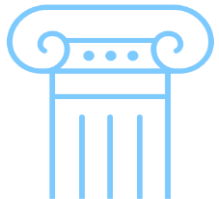
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Transit Transformation

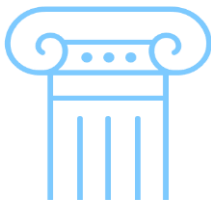
Transit Transformation is our commitment to revamp our framework for providing **safe, efficient, and reliable transit service.**

This new transformative approach is based on **five key pillars** and **three core values** for becoming the best transit operator in the region. The five key pillars represent the services we deliver and the three core values represent who we are.

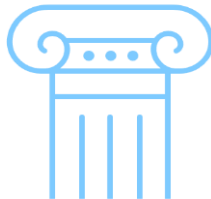
Equitable



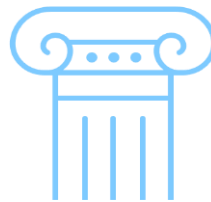
Safe



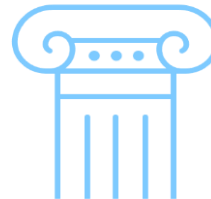
Reliable



User-Friendly



Community-Centric



Core Values

**Equity
Innovation
Sustainability**





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Transit Transformation



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In alignment with the foundational pillars and values of PGC Transit Transformation (PGC TT), we launched the **four initiatives**:

1. Transit Vision Plan
2. Transit Forward
3. Zero - Emission Bus (ZEB) Transition
4. Service Changes





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Transit Forward



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Transit Forward analyzes the quality, effectiveness, and delivery of *TheBus* and *Call-A-Bus* services, using a data-centric approach.

Goals Include:

- Improved on-time performance (OTP)
- Improved amenities
- Enhanced customer experience
- Coordinated transit tracking applications





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Transit Forward



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Since July 2023, DPW&T staff:

- Collected on-board surveys of Call-A-Bus service and conducted ride-alongs on TheBus as well as engaged riders at bus stops.
- Evaluated vehicle quality, vehicle amenities, driver performance, service quality and conditions at bus stops and shelters.
- Used survey data to make immediate changes to achieve quick results.





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Transit Forward



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QUICK HIGHLIGHTS:

**TheBus routes 11 and 26 to Greenbelt and
Largo communities now have an
on-time performance above 90%**



Transit Forward

- Last year, only 5 routes achieved the 80% on time performance goal.
- As of October 2023, Prince George's County transit has doubled that, with 10 routes operating at 80% OTP or better.





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Zero Emission Transition



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TheBus is developing a **Transition Plan** to help determine how and when the transition to ZEB will occur. The plan will include:



INFRASTRUCTURE
NEEDS



FLEET SIZE &
REPLACEMENT
PLAN



WORKFORCE &
TRAINING NEEDS



PHASING OF
TRANSITION



COSTS & FUNDING
OPPORTUNITIES



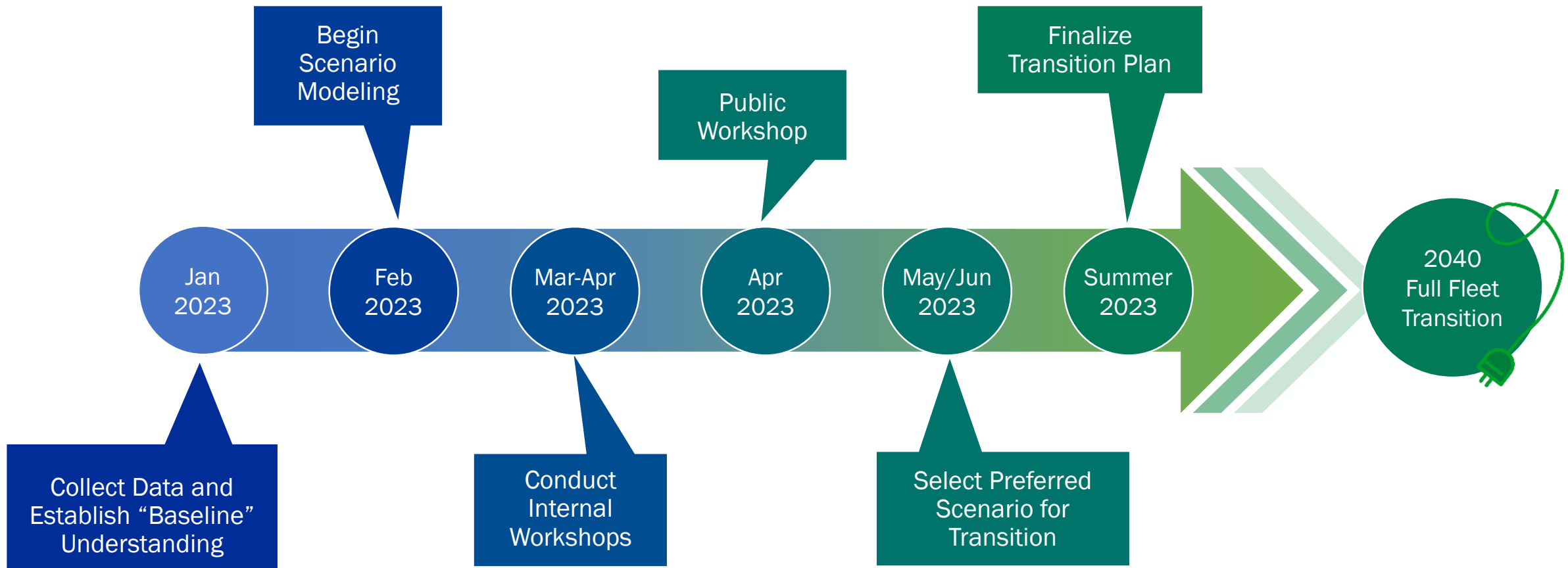
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Zero Emission Transition



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Project Timeline





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Zero Emission Transition

FLEET COMPOSITION



168 REVENUE VEHICLES

116 fixed-route buses – ~3 million VMT
52 demand response – ~600,000 VMT
12 BEBs already accepted

EMISSIONS IMPACT



13 million
pounds of greenhouse gases



34,000
pounds of harmful exhaust

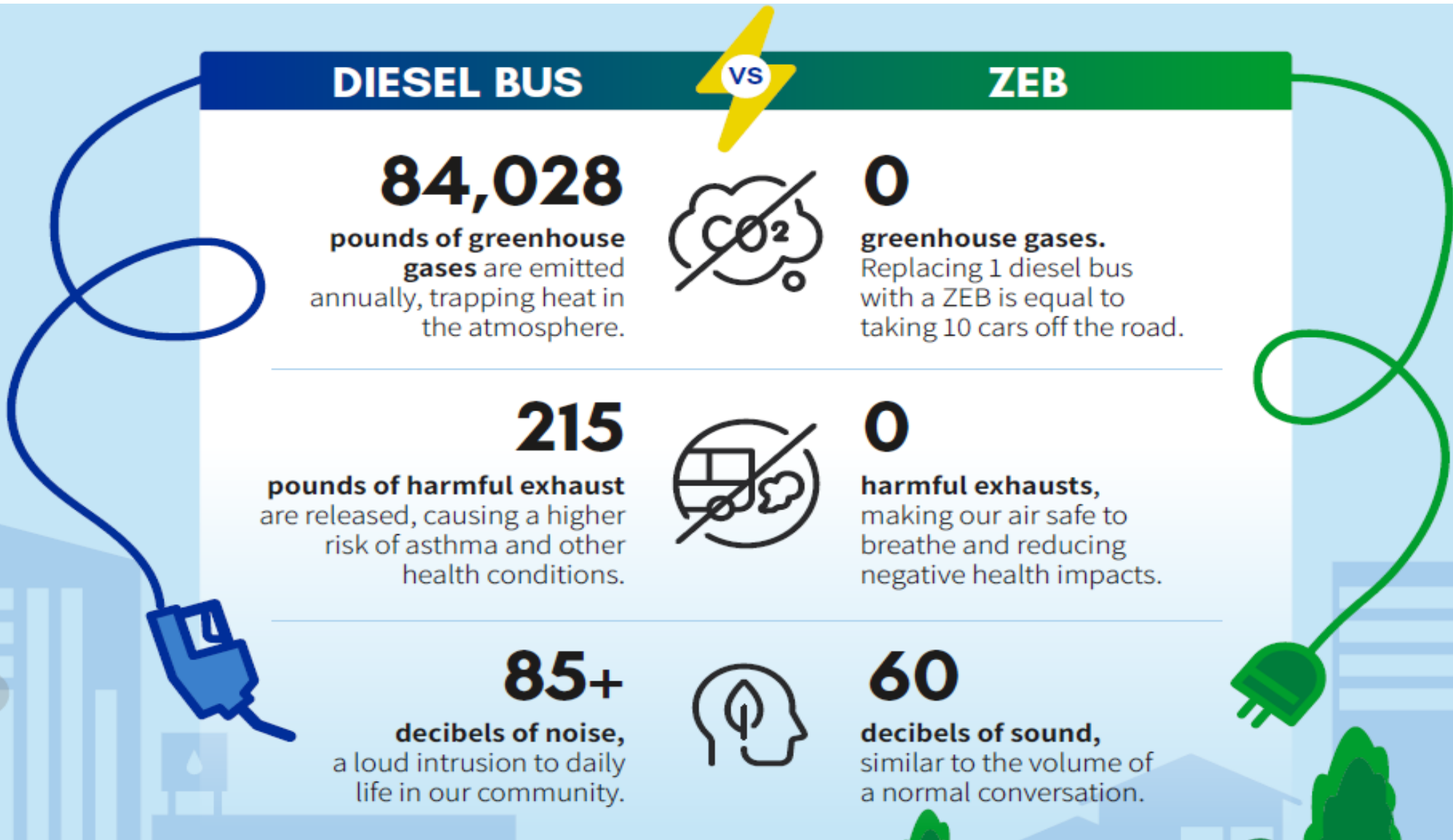


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Zero Emission Transition



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Transit Vision Plan (TVP)



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The Transit Vision Plan will review the current transit system (paratransit, micro-transit, and bus network) and provide recommendations to improve transit service throughout Prince George's County **over the next 5 years.**

- **Assess what transit means** to those who live, work, play, and travel in the County.
- **Understand how the system could work** for current and future travelers.
- **Attract more users to the system**, especially those who are most in need.
- **Meet the transit needs of users** and advancing the County's goals and priorities.
- **Enhance the regional network** and neighboring jurisdictions.





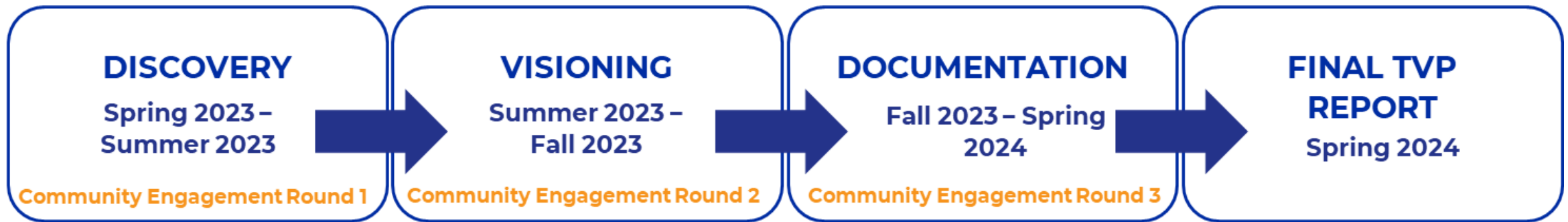
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Transit Vision Plan (TVP)



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Project Timeline



Service Changes

The Fall 2023 Service Change adjusts TheBus routes.

Goals:

- Enhance service frequency and extend hours on the best routes,
- Adjust service to meet rider needs (i.e. bus stop consolidations/elimination low ridership routes),
- Improve on-time performance, and
- Change where some routes go to better connect riders to destinations.

These changes are part of the County's Transit Transformation Initiative and have been made in coordination with WMATA's Better Bus Network Redesign.



2023 Fall Service Change

Major Service Change Highlights



Four routes that currently end at 6:00 or 6:30 p.m. will now extend to **run until 8:00 p.m.**, Monday through Saturday (routes 16, 18, 30, 32)



Route 18, TheBus' highest ridership route, will increase to **run every 20 minutes** (currently every 30 minutes)



Almost every route received a **timing and schedule update**, which will also improve on-time performance

2023 Fall Service Change

Other Service Change Highlights



Route 21 rerouted to serve **Brightseat Road** (formerly served by Route 22, which hasn't operated since COVID-19)



Route 21X rerouted to serve **McCormick Place** and **Downtown Largo Metro**



Route 14 restructured not to run as a loop, which will **improve its on-time performance** and avoid congestion on Route 1

2023 Fall Service Change

Outreach Distributions

- 495 promotional posters
- 150+ distributed postcards
- 17 social media posts
- 750+ online hub sessions
- 3,000 online hub pageviews
- 268 QR code scans

To garner additional feedback, service changes were provided online and on the popular DPW&T Transportation Hub to receive additional comments.

Engagement Tactic	Interactions
Online Interactive Hub	2,985
Pop Up, Hyattsville Crossing	60
Pop Up, Largo	30
Pop Up, Courthouse (Upper Marlboro)	19
Virtual Public Meeting	4
In-person Staff Interactions	29



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2023 Fall Service Change



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Listening to Our Customers

- After public feedback closed, the project team reviewed and considered every comment.
- In response to customer and operator feedback, adjustments were made in routing and level of service





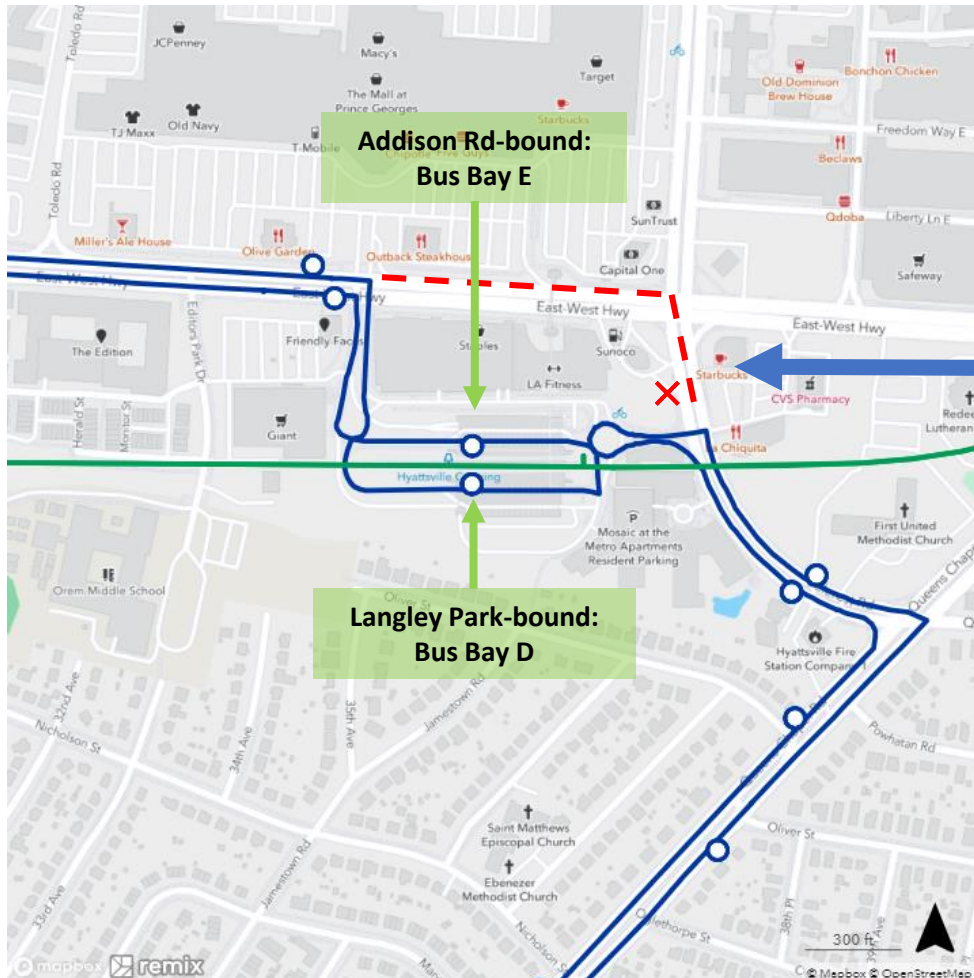
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2023 Fall Service Change



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Route 18



Send route 18 into Hyattsville Crossing Bus Bays instead of stopping on Belcrest Road—dropping passengers off closer to Metrorail.



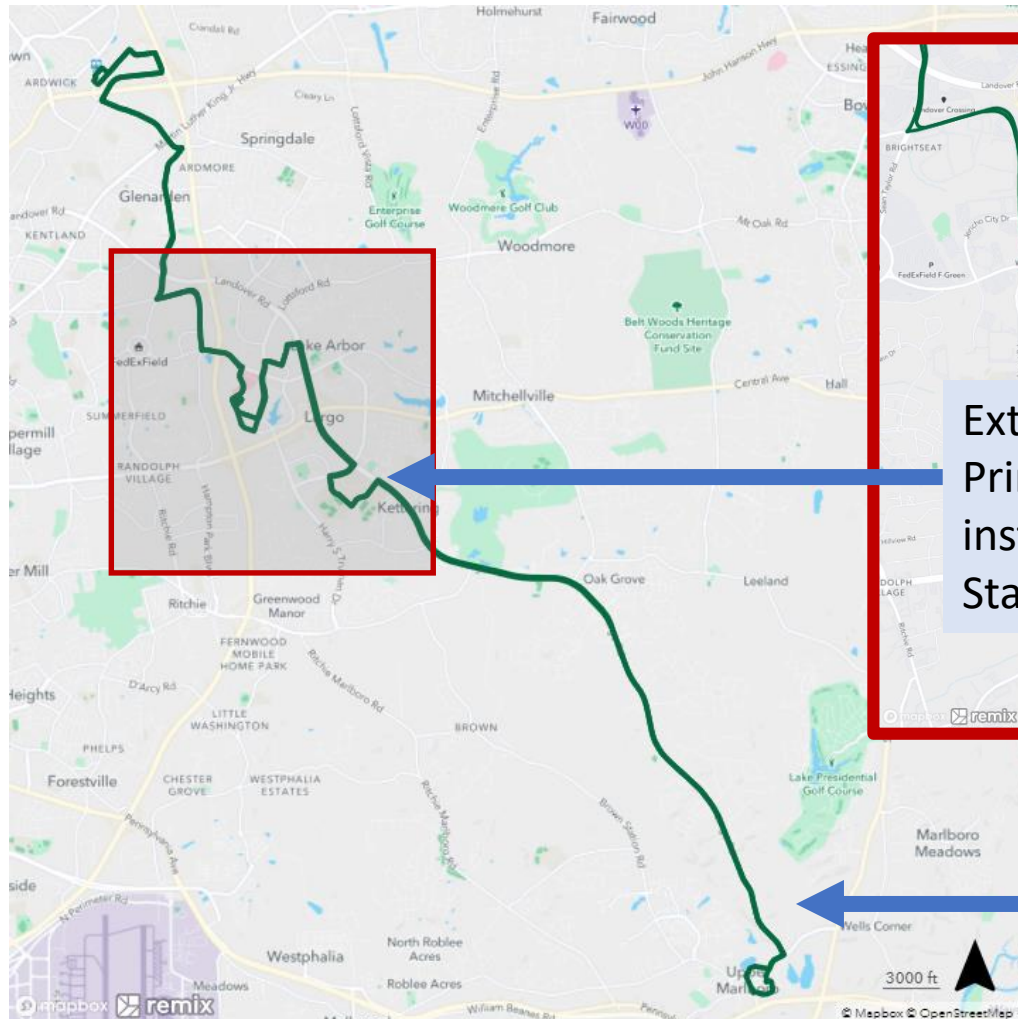
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2023 Fall Service Change



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Route 21



Reinstate service to Kaiser Permanente while keeping new service on Brightseat Rd.

Extend short turn on Saturdays to Prince George's Community College, instead of Downtown Largo Metro Station.

Run every other trip on Saturdays to Upper Marlboro, instead of no service on Saturdays.



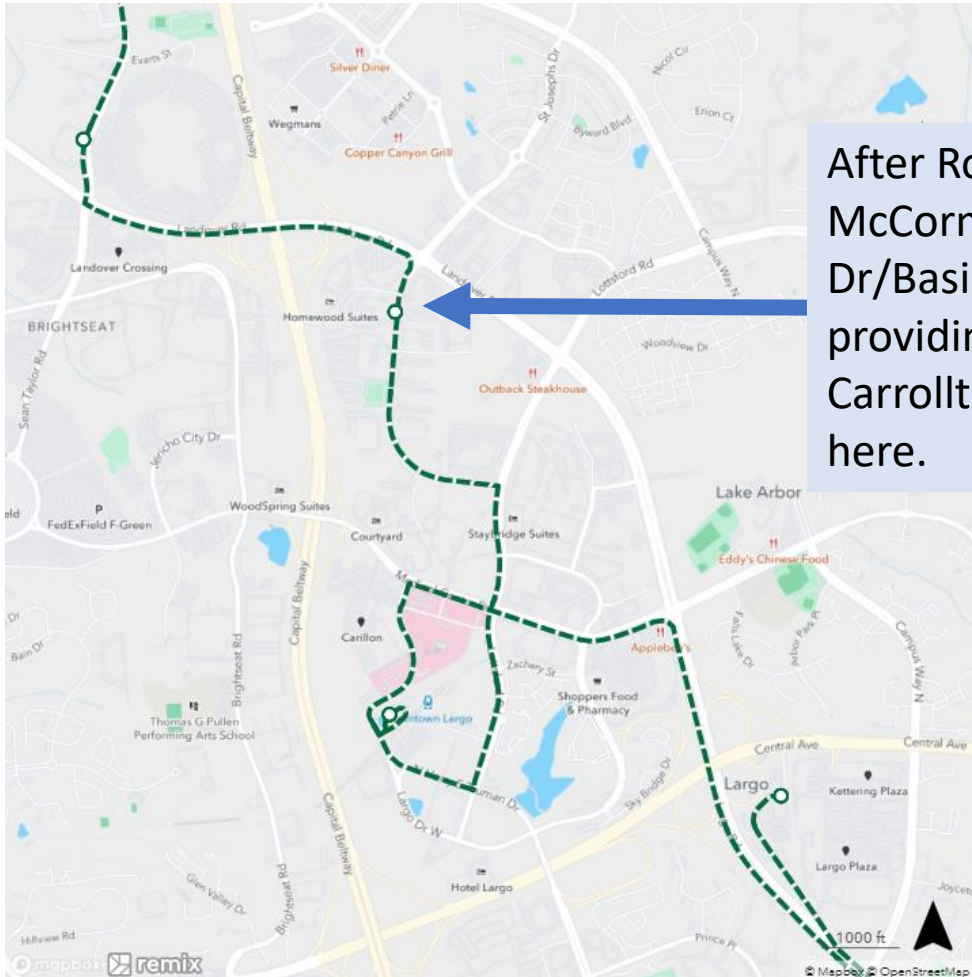
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2023 Fall Service Change



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Route 21X



After Route 21 was rerouted off of McCormick Dr, a stop at McCormick Dr/Basil Ct was added to the 21X—providing a faster connection from New Carrollton for residents and workers here.



Recognitions & Awards



2023 Driver of the Year Award

Transportation Association of Maryland

Ms. Angie Counce

2023 Unsung Hero Award

Transportation Association of Maryland

Ms. Janelle Johnson

2023 Outstanding Leader Award

Transportation Association of Maryland

Ms. Oluseyi Olugbenle

2023 Rising Star Award

Community Transportation Association of America

James Turner

2023 Woman in Clean Energy & Transportation

Greater Washington Clean Cities Coalition

Semia Hackett

2022 Transit Fleet of the Year Award

Greater Washington Clean Cities Coalition

TheBus

2023 Open Energy Program

Maryland Energy Administration

B100 Biodiesel Pilot

2022 Bus & Bus Facility Grant

U.S. Department of Transportation

Battery Electric Buses & Infrastructure

2021 Low to No Emission Grant

U.S. Department of Transportation

Battery Electric Buses & Infrastructure

2021 Areas of Persistent Poverty

U.S. Department of Transportation

High-capacity Transit Corridor Central



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We Value Your Feedback



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- ▶ **Survey:** Visit bit.ly/PGCTVPSurvey or scan the QR code to provide additional thoughts on transit in Prince George's County.
- ▶ **Share:** Please share the survey with your stakeholders.
- ▶ **Visit:** DPW&T will host Transit Vision Plan pop-ups across the County this fall and early 2024.

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