



Charles County Transit Development Plan

May 2025



KFH Group, Inc.
Rockville, MD | Austin, TX

Charles County Transit Development Plan

Adopted May 6, 2025

Table of Contents

Chapter 1: Introduction

Background	1-1
Overview of the Plan and the TDP Process	1-1
TDP Advisory Committee	1-2
Project Kickoff Meeting	1-2

Chapter 2: Review of Existing Conditions

Introduction.....	2-1
VanGO	2-1
<i>Management and Organizational Structure</i>	2-1
<i>Overview of Existing Public Transit Services</i>	2-2
<i>Specialized Services</i>	2-5
<i>Fare Structure</i>	2-5
<i>Vehicle Fleet</i>	2-5
<i>Facilities</i>	2-8
<i>Technology</i>	2-9
<i>Pedestrian, Bicycle and Scooter Access</i>	2-9
<i>Marketing</i>	2-10
<i>Operating Budget</i>	2-11
<i>Capital Budget</i>	2-11
<i>Existing Service Performance Review</i>	2-12
<i>Route Profiles</i>	2-18
Other Area Transportation Services.....	2-50
<i>Public Transportation</i>	2-50
<i>Human Services Transportation</i>	2-50
<i>Private Transportation Providers</i>	2-54
Review of Previous and Current Plans and Studies.....	2-55
<i>Charles County VanGO Transit Development Plan (2019)</i>	2-55
<i>Bryans Road Sub-Area Plan (2023)</i>	2-56
<i>Connect Waldorf (2018)</i>	2-57
<i>Charles County Comprehensive Plan (2016)</i>	2-58
<i>Charles County Bicycle & Pedestrian Master Plan (2012)</i>	2-59

<i>Southern Maryland Coordinated Public Transit-Human Services Transportation Plan (2019)</i>	2-59
---	------

Chapter 3: Transit Needs Assessment

Introduction.....	3-1
Customer Survey Results.....	3-1
<i>Satisfaction with VanGO Services</i>	3-2
<i>Bus Routes, Purpose, and Frequency.....</i>	3-3
<i>Possible Transportation Service Improvements.....</i>	3-8
<i>Rider Profile</i>	3-8
<i>Additional Comments</i>	3-13
Community Survey Results.....	3-14
<i>Primary Mode of Transportation</i>	3-14
<i>Awareness/Impression of Transit Services Provided</i>	3-15
<i>What Services are Used</i>	3-15
<i>Reasons for Not Using Public Transportation.....</i>	3-17
<i>Service Improvements and Travel Needs.....</i>	3-18
<i>Receiving Transit Information</i>	3-21
<i>Community Survey Respondent Profile.....</i>	3-22
<i>Additional Comments</i>	3-27
Stakeholder Interview Results	3-28
<i>Charles County Economic Development Department.....</i>	3-28

Chapter 4: Review of Demographics, Land Use, and Travel Patterns

Introduction.....	4-1
Population Profile	4-1
<i>Historical Population.....</i>	4-1
<i>Future Population Projections</i>	4-3
<i>Census Changes</i>	4-4
<i>Population Density.....</i>	4-4
Transit Dependent Populations	4-7
<i>Autoless Households.....</i>	4-11
<i>Senior Adult Population.....</i>	4-11
<i>Youth Population</i>	4-11
<i>Individuals with Disabilities.....</i>	4-12
Title VI Demographic Analysis.....	4-17
<i>Minority Population</i>	4-17
<i>Low-Income Population.....</i>	4-17
<i>Limited-English Proficiency</i>	4-20
Disadvantaged Communities	4-21
Land Use Profile.....	4-25
<i>Major Trip Generators</i>	4-25

<i>Employment Travel Patterns</i>	4-36
Summary of Analysis.....	4-39

Chapter 5: Service and Organizational Alternatives

Introduction.....	5-1
Potential Service Alternatives	5-1
<i>Modifications to Current Fixed-Route Network</i>	5-1
<i>Microtransit / On-Demand Services</i>	5-5
<i>Increased Service Frequency on Selected Routes</i>	5-23
<i>Expanded Service Hours</i>	5-24
<i>Summary of Potential Service Alternatives</i>	5-25
<i>Improved Bus Stop Infrastructure</i>	5-25
<i>Pedestrian and Bicycle Access</i>	5-27
Organizational Alternatives.....	5-27
<i>Renewed Marketing Efforts</i>	5-27
<i>Safety Concerns</i>	5-27

Chapter 6: Transit Plan

Introduction.....	6-1
Service Plan	6-1
<i>Short-Term Improvements (Years 1-2)</i>	6-2
<i>Mid-Term Improvements (Years 3-4)</i>	6-2
<i>Long-Term Improvements (Year 5 and Beyond)</i>	6-9
<i>Ongoing Improvements</i>	6-10
Conceptual Financial Plan for Operating	6-12
Title VI Considerations	6-14
ADA Paratransit Considerations	6-14
Conceptual Financial Plan for Capital.....	6-14
<i>Financial Plan for Capital</i>	6-15
<i>Additional Capital Considerations</i>	6-16
Summary	6-17

Appendix A: Route Schedules

Appendix B: Customer & Community Surveys

Appendix C: Trip Generators

Chapter 1

Introduction

Background

A TDP is a planning process that should be undertaken on a periodic basis by every transit system. The TDP process builds upon and formulates goals and objectives for transit, reviews and assesses current transit services, identifies unmet transit needs, and develops an appropriate course of action to address the objectives in the short-range future. The completed TDP will then serve as a guide for implementing service and/or organizational changes, improvements, and/or potential expansion.

The Maryland Department of Transportation Maryland Transit Administration (MDOT MTA) requires the Locally Operated Transit Systems (LOTS), such as Charles County VanGO, to conduct a TDP approximately every five years. The LOTS use their TDPs as a basis for preparing their Annual Transportation Plans (ATPs), which serve as their grant applications for transit funding. The most recent TDP for Charles County was completed in 2019.

Overview of the Plan and the TDP Process

The chapters that follow present the results of the planning process:

- **Chapter 2:** Review of Existing Conditions provides a detailed review of VanGO services, including route profiles and a performance assessment. It also documents other public transit services in Charles County, as well as human services transportation and private transportation.
- **Chapter 3:** Transit Needs Assessment identifies transit needs in Charles County based on input received through outreach efforts, with a particular focus on feedback from current customers, key stakeholders, and the broader community.
- **Chapter 4:** Review of Demographics and Land Use provides an analysis of demographic data, land use, and travel patterns to identify major trip generators and underserved/unserved locations.
- **Chapter 5:** Service and Organizational Alternatives presents potential service and organizational alternatives to improve the current services, providing a menu of potential transit improvements.
- **Chapter 6:** Transit Plan provides the final recommendations, including budget and implementation considerations over the next five years.

TDP Advisory Committee

Charles County invited key community stakeholders to serve on a TDP Advisory Committee that would provide advice and feedback at key milestones during the planning process. The committee included representatives from the following agencies and organizations:

- Charles County Aging and Human Services
- Charles County Chamber of Commerce
- Charles County Department of Social Services
- Charles County Economic Development
- Charles County Housing Authority
- Charles County Planning & Growth Department – Long Range Planning
- Charles County Public Schools
- Charles County VanGO
- College of Southern Maryland
- Tri-County Council for Southern Maryland

Project Kickoff Meeting

A meeting was conducted on July 24, 2024, with Charles County VanGO staff and the TDP Advisory Committee to initiate the planning process. This meeting offered the opportunity to:

- Discuss the TDP planning process, and solicit input about scope, issues, or schedule.
- Discuss and identify key issues related to the project, review existing studies and data, and gain a recent historical perspective of the service area from key participants.
- Determine local goals and objectives for transit service that will guide the project's direction, and the relationship of these goals to the current transit issues/service.

Through the project kickoff meeting and initial discussions with Charles County VanGO staff, the following topics and issues were identified, and should be considered throughout the planning process:

- **Sunday Service** – The previous Charles County TDP identified Sunday service on selected routes as a long-term improvement, and one that has not been implemented since that planning process. There were varied opinions among committee members on this need, with some stakeholders noting the importance of Sunday service to local residents who would like to access employment and other destinations, while others thought that improving existing services and conditions was more important than schedule expansion. Through the TDP process, this need will be further assessed and evaluated, and particularly based on the results from the upcoming rider survey.

- **Potential Service Modifications or Expansions** – While the TDP process will assess and evaluate all current services, the following were specifically noted for evaluation through planning efforts:
 - CSM Connector route that serves the College of Southern Maryland’s LaPlata and Hughesville campuses
 - New development along St. Charles Parkway
 - New Kaiser Permanente Facility in White Plains
 - Improved connections to the Prince George’s County transit system
 - New LaPlata Library
 - New affordable housing on Washington Avenue
- **First Mile-Last Mile Connections / Pedestrian and Bicycle Infrastructure** – The committee discussed the need to address the issue of first mile/last mile connections, as it relates to possible on-demand microtransit services and pedestrian and bicycle infrastructure in Charles County. It was noted that streetscaping can and should be coordinated with any bus stop improvements. Previous bike and pedestrian plans should be considered through the TDP process (the Charles County Bicycle & Pedestrian Master Plan is discussed later in Chapter 2).
- **Employment Transportation** – As noted earlier, the committee includes a representative from the Charles County Economic Development who noted the need to interface employment nodes with transit. There is coordination between VanGO and economic development so that new and upcoming developments and various land uses are serviced by VanGO or considered in transit planning efforts.
- **New Transit Facility** – Charles County is in the planning process for a new administration, operations, and maintenance facility, to be located on Piney Church Road near the Regency Furniture Stadium. Currently, operations and maintenance are located in a White Plains facility leased by the current private contractor for VanGO services, with administrative offices located in the Chares County Government office building in LaPlata (though scheduled to move to an office building on Route 301). Progress on the planning of the new facility will be monitored throughout the TDP process, and the status of these efforts will be included in the final TDP.
- **Zero-Emission Buses** – Charles County has been working with MDOT MTA on the future transition to zero-emission buses. However, it was noted that the technology for smaller cutaway buses used by VanGO has not evolved as well as the larger vehicles, and there are capacity issues related to the electrical grid in Southern Maryland for these types of vehicles and the associated infrastructure. Charles County had applied to MDOT MTA for funding to support the transition to zero-emission buses for FY2025 but was not awarded this funding. Appropriate information on efforts to transition to zero-emission vehicles will be included in the TDP process.

- **Expanded Non-Emergency Transportation Options** – Committee members discussed the issues related to local residents who call 911 to use emergency medical services for non-emergency purposes and situations. This situation taxes the EMS system and infrastructure, and takes emergency vehicles like ambulances away from actual emergencies. This issue was also highlighted recently by the Tri-County Council for Southern Maryland. There was some discussion about identifying other transportation options for these residents that would help meet their mobility needs, including a possible taxi voucher program or a service provided by VanGO that goes beyond the current ADA paratransit services. Microtransit service was also mentioned as a possible way to address this issue, especially in areas where there is a higher concentration of older adults from whom many of the requests originate. These and other possible solutions to this issue will be explored through the TDP process.
- **Transit Waiting Environments** – Transit waiting environments were mentioned by several committee members, noting the lack of consistency in amenities at bus stops – a factor that could affect ridership, particularly for choice riders. Safety and the Park & Ride lots were also mentioned, as there have been issues with graffiti and vandalism at these locations. Safety was highlighted as being of the utmost importance for retaining ridership.
- **Education and Marketing** – The need for greater education through marketing efforts was discussed by the group, as some potential customers may not be aware that all fixed-route buses are fully accessible. In particular, some older adults may be unable or uncomfortable using the current fixed-route buses since they have mobility issues, and may be unaware that they can use the lift as needed—and not only if they use a wheelchair. Expanded marketing could help educate potential customers on how they could use fixed-route buses to access medical facilities and other locations, while reducing their need to schedule trips on ADA paratransit services, which helps to alleviate strain on the service.
- **Rebranding Opportunities** – Related to marketing, there was discussion of the possible need for a rebranding campaign. While there was overall consensus not to consider changing the VanGO name, there was agreement that there could be a greater effort to reinforce that transit services are open to everyone in the community; therefore, some rebranding could inform residents who are unfamiliar with the system or might think that it is a private service or only for older adults or seniors. Making it clear that VanGO is a public transit service available to all members of the public could also help increase ridership.
- **Driver Recruitment and Retention** – Like many transit systems across the country, VanGO faces challenges with identifying and employing a sufficient number of vehicle operators. It was mentioned that the hourly wage for VanGO drivers was recently raised, so there has been an influx of applicants that could help to address the issue of driver shortages in the near future.

Chapter 2

Review of Existing Conditions

Introduction

This chapter for the Charles County TDP provides a review of existing services that served as the foundation for the overall planning process. It details the current VanGO organizational structure and services and discusses other public transit systems that operate in the area, along with private and human services transportation providers.

The review of existing conditions provides a fundamental understanding of current and former transportation trends and priorities in Charles County. Along with the needs assessment and the demographic analysis presented in the next two chapters, this information was used to develop possible service and organizational alternatives for improving mobility.

The information and data included in this chapter was obtained through a variety of sources, primarily:

- The Charles County annual grant application and reports to the Maryland Department of Transportation Maryland Transit Administration (MDOT MTA).
- Discussions and follow-up with VanGO staff.
- Online research.

VanGO

Management and Organizational Structure

Transit services in Charles County are administered through one of the five divisions of the county's Department of Planning and Growth Management (PGM). In addition to transit, other PGM divisions are: Administrative Operations; Infrastructure Management; Codes, Permits, and Inspection Services; and Planning.

VanGO administrative staff are currently housed in the Charles County Government Building located in La Plata and are responsible for applying for and administering all grant funds, including completing the ATP application, submitting it to MDOT MTA, and finalizing any necessary reports. Operations are under contract to MV Transportation, a private provider.

Overview of Existing Public Transit Services

VanGO currently operates the following 16 public transit routes. The system operates Monday through Saturday from 6:30 a.m. to 10:22 p.m., though days and times vary slightly between routes.

301 Connector	Berry Road	Brandywine Connector	Bryans Road
Business A	Business B	Charlotte Hall	Indian Head
La Plata	Nanjemoy	Newburg	Pinefield
St. Charles A	St. Charles B	St. Charles C	St. Charles D

A map of the overall system is provided in [Figure 2-1](#), with a more detailed map of services along the US 301 corridor shown in [Figure 2-2](#).

In addition to these routes, VanGO provides the seasonal CSM Connector in partnership with the College of Southern Maryland. This route currently operates between September 3, 2024, through May 5, 2025.

The VanGO Transit Guide that details the schedule for each route is included in Appendix A, and specific route profiles are included later in this document.

Figure 2-1: System-Wide Map of VanGO Routes

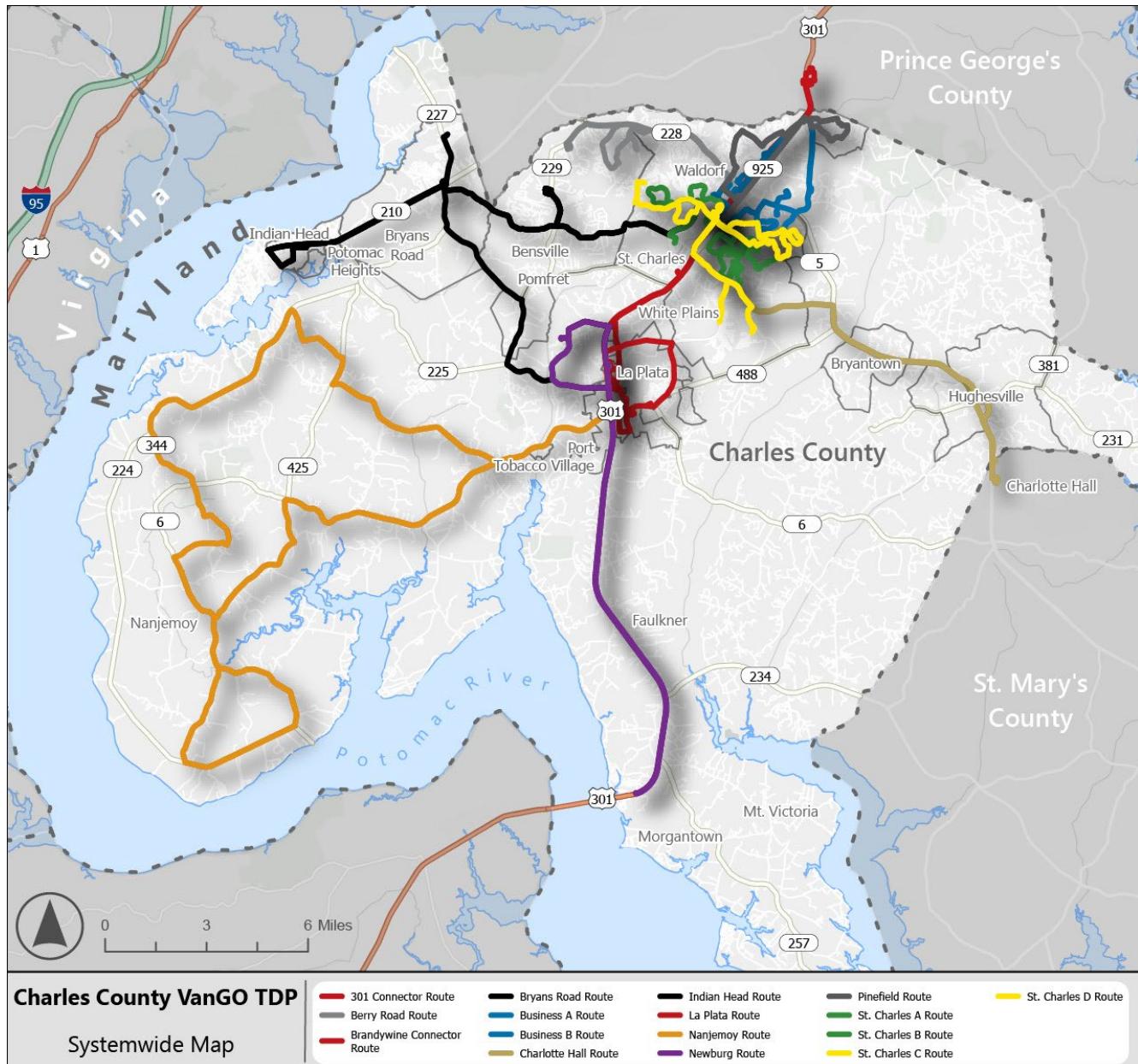
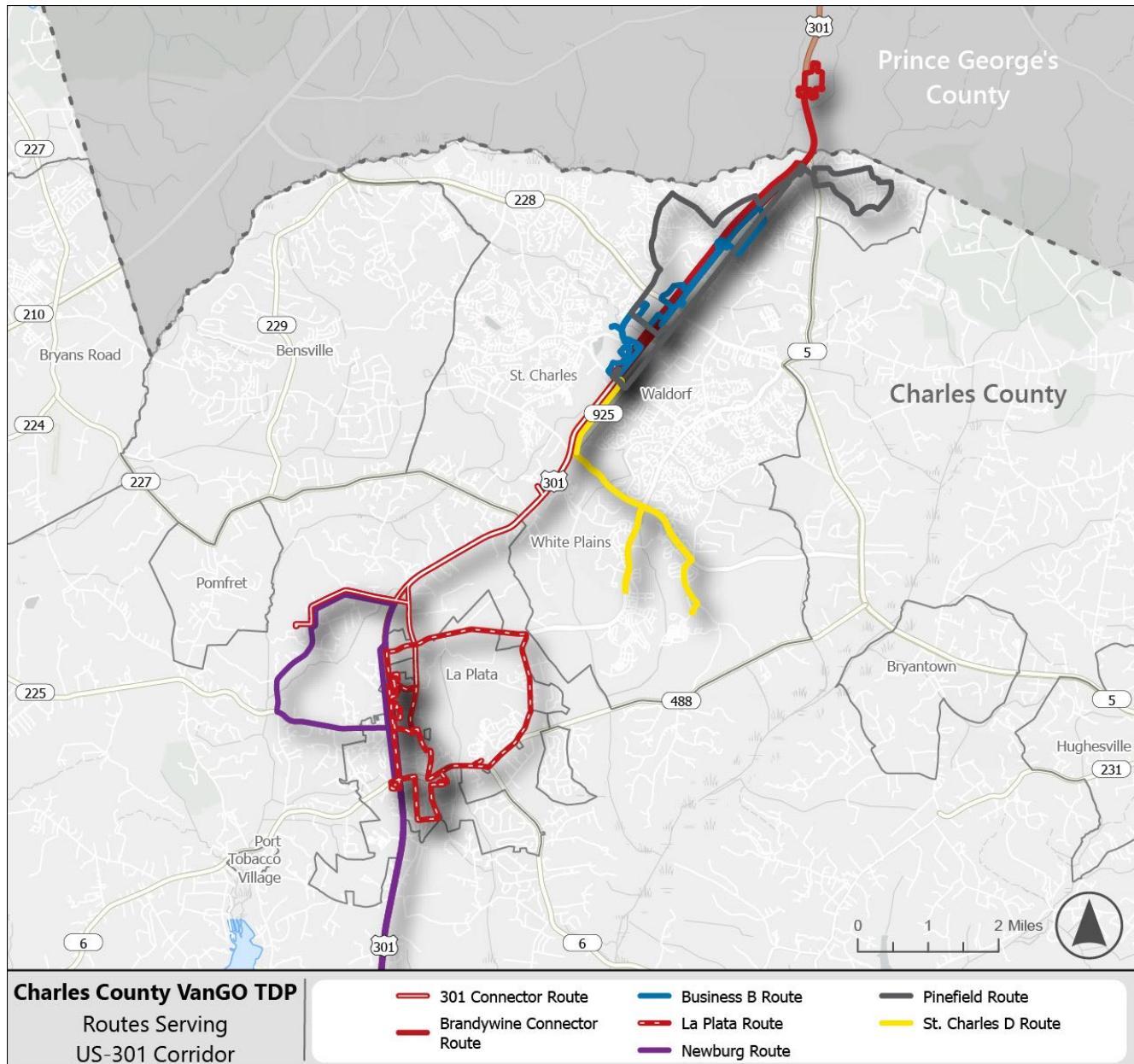


Figure 2-2: VanGO Routes Serving US 301 Corridor

Specialized Services

In addition to fixed-route services, VanGO operates specialized transportation services under a variety of programs for older adults and individuals with disabilities who are unable to access the general public services:



Americans with Disabilities Act (ADA) Services provides general-purpose transportation for people with disabilities who are unable to use the fixed routes due to their disability. Services are available to persons with disabilities up to 3/4 of a mile around existing public transit routes. Departure locations and/or destinations outside ADA areas may be considered for demand-response services.



Demand-Response Service is a door-to-door service for adults aged 60 years and older, and people with disabilities who are near a VanGO public transit route but are unable to use existing fixed routes. Service is provided to destinations within Charles County.



Subscription Services are provided for people who need transportation to dialysis centers and Charles County Senior Centers. VanGO noted that they work closely with these centers to give VanGO customers priority when scheduling service and hours of operation. If a dialysis center is not able to accommodate a customer's need to coincide with the availability of VanGO transportation, that person will be placed on a waiting list for the service days and times needed, when VanGO may be able to offer service under other specialized transportation services until the desired service time can be accommodated.

To qualify for Specialized Services, customers must complete an application that is reviewed by the committee, and applicants receive notification of eligibility within two weeks.

Fare Structure

Like many transit systems across the country, during the COVID-19 pandemic VanGO services became fare-free. A decision was made to continue this policy, and all services remain free with no expectation for this fare structure to change in the near future.

Vehicle Fleet

Table 2-1 provides information on Charles County's current fleet, showing 43 active vehicles. This inventory served as the basis for the capital plan that is provided as part of the Transit Plan in Chapter 6 of this TDP.

Table 2-1: VanGO Revenue Vehicle Inventory

Agency Asset ID	Model Year	Make	Model	Vehicle Type	Seating Capacity	Fuel Type	Current Condition	Current Mileage	Minimum Useful Life		Earliest Possible Replacement Year
									Miles	Year	
1601	2016	Goshen	Impulse	Light Duty	16	Gasoline	3	248,534	150,000	5	2021
1602	2016	Goshen	Impulse	Light Duty	16	Gasoline	3	245,269	150,000	5	2021
1603	2016	Goshen	Impulse	Light Duty	16	Gasoline	3	257,210	150,000	5	2021
CS81	2013	ElDorado	Defender	Light Duty	16	Gasoline	4	313,181	150,000	5	2018
CS83	2013	ElDorado	Aerotech	Light Duty	16	Gasoline	4	369,182	150,000	5	2018
CS87	2013	ElDorado	Aerotech	Light Duty	16	Gasoline	3	346,545	150,000	5	2018
CS90	2014	ElDorado	Aerotech	Light Duty	16	Gasoline	3	293,175	150,000	5	2020
CS91	2014	ElDorado	Aerotech	Light Duty	16	Gasoline	4	316,974	150,000	5	2020
1701	2017	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	4	255,060	150,000	5	2022
1702	2017	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	4	214,022	150,000	5	2022
1703	2017	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	4	243,768	150,000	5	2022
1704	2017	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	4	252,231	150,000	5	2022
1705	2017	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	4	284,617	150,000	5	2022
1706	2017	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	4	241,402	150,000	5	2022
1707	2017	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	4	267,918	150,000	5	2022
1708	2017	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	4	373,592	150,000	5	2022
1709	2017	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	4	343,859	150,000	5	2022
1711	2017	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	4	342,293	150,000	5	2023
1712	2017	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	4	358,288	150,000	5	2022
1714	2017	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	4	366,510	150,000	5	2022
1716	2017	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	4	386,877	150,000	5	2022
1717	2017	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	4	351,787	150,000	5	2022

Agency Asset ID	Model Year	Make	Model	Vehicle Type	Seating Capacity	Fuel Type	Current Condition	Current Mileage	Minimum Useful Life		Earliest Possible Replacement Year
									Miles	Year	
1718	2017	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	4	330,735	150,000	5	2022
1801	2018	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	4	135,780	150,000	5	2028
1901	2019	Starcraft	Allstar XL	Medium Duty	22	Gasoline	4	211,645	200,000	7	2026
1902	2019	Starcraft	Allstar XL	Medium Duty	22	Gasoline	4	181,161	200,000	7	2027
1903	2019	Starcraft	Allstar XL	Medium Duty	22	Gasoline	4	214,552	200,000	7	2026
1904	2019	Starcraft	Allstar XL	Medium Duty	22	Gasoline	3	192,568	200,000	7	2027
1905	2019	Starcraft	Allstar XL	Medium Duty	22	Gasoline	4	192,467	200,000	7	2027
1906	2019	Starcraft	Allstar XL	Medium Duty	22	Gasoline	4	210,055	200,000	7	2026
1907	2019	Starcraft	Allstar XL	Medium Duty	22	Gasoline	1	208,821	200,000	7	2026
1908	2019	Starcraft	Allstar XL	Medium Duty	22	Gasoline	4	202,400	200,000	7	2026
1909	2019	Starcraft	Allstar XL	Medium Duty	22	Gasoline	4	192,780	200,000	7	2027
1910	2019	Starcraft	Allstar XL	Medium Duty	22	Gasoline	4	169,194	200,000	7	2027
1911	2019	Starcraft	Allstar XL	Medium Duty	22	Gasoline	4	190,037	200,000	7	2027
1912	2019	Starcraft	Allstar XL	Medium Duty	22	Gasoline	4	162,689	200,000	7	2027
1913	2019	Starcraft	Allstar XL	Medium Duty	22	Gasoline	3	183,196	200,000	7	2027
1914	2019	Coach&Eqip	Phoenix	Light Duty	10	Gasoline	5	99,040	150,000	5	2027
1915	2019	Coach&Eqip	Phoenix	Light Duty	10	Gasoline	5	88,577	150,000	5	2025
2201	2202	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	5	79,521	150,000	5	2025
2202	2202	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	5	92,437	150,000	5	2025
2203	2202	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	5	83,913	150,000	5	2025
2204	2202	Coach&Eqip	Phoenix	Light Duty	16	Gasoline	5	115,953	150,000	5	2025

Source: Charles County 2025 ATP

Facilities

As noted in *Chapter 1*, Charles County is in the planning process for a new administration, operations, and maintenance facility, to be located on Piney Church Road near the Regency Furniture Stadium. Currently, operations and maintenance are located in a White Plains facility leased by the current private contractor for VanGO services, with administrative offices recently moved from the Charles County Government office building in La Plata, to an office building on US 301.



VanGO maintenance facility – indoor



VanGO maintenance facility - outdoor

Technology

Since the last TDP, VanGo switched to the TripShot software platform for managing services and tracking ridership. Customers can download the TripShot app to track their bus in real-time. The VanGo website also provides a Google Trip Planner for customers using a computer.

Pedestrian, Bicycle and Scooter Access

Charles County has produced several plans that include pedestrian, bicycle, and scooter accessibility. Some of these plans include Connect Waldorf, the Charles County Comprehensive Plan, and the Charles County Bicycle & Pedestrian Master Plan. These studies examine the existing pedestrian and bicycle infrastructure in the county, identify challenges to expansion, and present recommendations for improving these networks. The relationship and access between public transit and bicycles and pedestrians is also discussed in these plans.

Much of Charles County is very rural and lacks adequate pedestrian and bicycle facilities. The main thoroughfare is US 301 which bisects the county. Despite connecting most of the county's residents and businesses, the road is mostly a high-speed divided highway, sometimes with six or more lanes. Often times there are no sidewalks along this crucial route, making for a difficult and dangerous pedestrian and cycling experience. Despite these challenges, the county does have some high-quality pedestrian and cycling facilities. The Indian Head Rail Trail is a repurposed trail that utilizes the right of way of an abandoned freight rail line and connects the community of Indian Head with White Plains. Much of this trail is car-free and relatively flat with gentle curves, making it an easy experience for all users. As identified in the Connect Waldorf Plan, there are some off-street paths in Waldorf which provide a high-quality environment for cyclists and pedestrians. Some of these paths can be found along St. Charles Parkway, Smallwood Drive, Middletown Road, sections of Billingsley Road, and Piney Church Road.

The Connect Waldorf plan aims to transform central Waldorf into the County's premiere urban district with walkable neighborhoods, density, and transit-oriented development. This plan calls for connections into and out of the central Waldorf area so that it can be integrated into the rest of the County's transportation network. To align itself with the State of Maryland's environmental sustainability goals, Charles County will begin with Waldorf, since it is the county's main population center. The plan calls for the Waldorf Urban District to adhere to Complete Streets. These are streets that have been created or modified to accommodate all users of every mobility level and are considered to be the fundamentals of Complete Streets, as defined by Smart Growth America. These are general guidelines, however, as each community is different and unique, and the Complete Streets design will be tailored accordingly.

The Charles County comprehensive plan recommends supporting all types of transit including local, regional, and commuter trips. A main component for this support is to improve roadway congestion. The plan also suggests backing and promoting the preservation of the locally preferred high-capacity fixed-route transit alignment, as outlined in the MTA Southern Maryland Transit Corridor Preservation Study. It advises incorporating facilities for pedestrians, bicycles, and daily parking into capital and development projects, especially near proposed transit station locations.

The 2012 Charles County Bicycle and Pedestrian Master Plan was created to serve as a guide to future planning initiatives. To achieve this vision, the bicycle and pedestrian master plan has developed the following goals:

- Encourage alternative transportation options
- Promote recreational opportunities
- Promote economic development & tourism
- Integrate walking and cycling planning with land use planning
- Make Charles County an overall healthier community

The plan takes public transit into consideration. Along with improving the cycling and pedestrian network, the plan encourages development around transit stops. Along with this, the issue of equity is addressed in the plan as well. Many transit users walk to their stops, as it is the most affordable or sometimes the only way of reaching a transit stop. Better connections to transit stops would be necessary in order to have an interconnected transport network in Charles County. Cycling and pedestrian paths can bridge the gap between commercial nodes and transit stops. This master plan also references the 2010 Downtown Waldorf Plan and Design Guidelines for connecting pedestrians and cyclists to transit stops.

Marketing

VanGO reports the following marketing efforts:

- Schedules, press releases, an internet web page at www.go-vango.com, various promotional items, and fliers to provide ongoing information to the public. In addition, the Community Services Guide, published twice a year in the spring and fall by the Department of Community Services, provides specific information concerning transportation services.
- Staff make presentations and provide schedules to human services organizations, senior centers and clubs, nutrition sites, libraries, housing projects, local businesses and shopping centers. In addition, transportation services are explained to clients on a one-on-one basis when requested.
- VanGO has used Comcast Spotlight to advertise the Prince George's/Charles County connection in order to further educate citizens on their transportation opportunities. The advertisement was aired on cable channels and reached out to residents throughout the Charles County area. Once the campaign is completed, we will review the viewership data to determine how many people were reached.
- The Transit Division has conducted two Facebook Live promotions focused on how to use the Double Map bus track application and how to use bike racks on the fixed routes. Both promotions were well received. A YouTube ad highlighting the VanGO service and how to access public transportation was recorded in FY2021.
- Most of the recent marketing has focused on promoting the Fare-Free Program to encourage riders to try VanGO and see the benefits of public transportation within the community. Efforts highlight the aspects of service that include bike racks, a rider app, and fare-free riding, along with passenger outreach on how to safely use the system.

Operating Budget

Transit services are funded by the Federal Transit Administration (FTA) and state grant programs administered by MDOT MTA, and other local sources. Charles County is responsible for applying for and administering all grant funds, including the completion of the ATP application, and submitting to MDOT MTA any necessary reports. The FY2025 operating budget provided by Charles County is shown **Table 2-2**.

Table 2-2: FY2025 Operating Budget

	5311	5307	SSTAP	ADA	New Freedom	Total
Vehicle Operations Expenses	\$485,037	\$7,092,692	\$482,690	\$1,826,725	\$475,464	\$10,362,608
Administrative Expenses	\$21,800	\$438,200	\$130,700	\$24,100	\$0	\$612,800
Total	\$506,837	\$7,530,892	\$613,390	\$1,850,825	\$475,464	\$10,975,408

Source: Charles County FY2025 Budget

Capital Budget

The VanGO FY2025 capital projects submitted to MDOT MTA are included in **Table 2-3**.

Table 2-3: Summary of Capital Projects

FY	Project Description	Project Cost	Project Financing			Status	Notes
			Federal Funds	State Funds	Local Funds		
2025	Facility Construction	\$10,000,000	\$9,000,000		\$1,000,000		
2025	Small Cutaway Buses- 2	\$282,796	\$254,516		\$28,280		
2025	Medium Duty Buses - 4	\$636,292	\$572,664		\$63,628		
2025	Preventative Maintenance	\$215,000	\$193,500	-	\$21,500		
2025	Bus Stop Improvements	\$50,000					
2025	Changeover Camera Systems - 8	\$8,000					
TOTAL							

Source: Charles County 2025 ATP

Existing Service Performance Review

As noted earlier, VanGO reports operating and performance data to MDOT MTA through Form 2a. **Table 2-4, Table 2-5, and Table 2-6** provide the operating and performance data summary for Charles County VanGO services for FY2022, FY2023, and FY2024, as reported to MDOT MTA. **Table 2-4** shows the data for 5307, or large urban routes. VanGO has one rural route, the Nanjemoy route, which falls under section 5311 and is shown in **Table 2-5**. **Table 2-6** shows the ADA paratransit data. As noted earlier, VanGO has gone fare-free since Covid-19 and continues to do so. Thus, there is no fare or farebox recovery data in the following tables.

Table 2-4: VanGO 5307 Operating and Performance Data – FY2022 - FY2024

Operating/Performance Category	FY2022	FY2023	FY2024
Total Passenger Trips	384,768	479,750	521,124
Total Service Miles	1,225,904	1,201,482	1,235,281
Total Service Hours	66,285	66,112	66,861
Total Operating Costs	\$5,342,908	\$6,038,353	\$7,150,732
Cost/Hour	\$80.61	\$91.34	\$106.95
Cost/Mile	\$4.36	\$5.03	\$5.79
Cost/Trip	\$13.89	\$12.59	\$13.72
Passenger Trips/Mile	0.31	0.40	0.42
Passenger Trips/Hour	5.80	7.26	7.79
Total Farebox Receipts	\$99,323	-	-
Total Farebox Recovery	1.86%	-	-

Table 2-5: VanGO 5311 (Nanjemoy Route) Operating and Performance Data – FY2022 – FY2024

Operating/Performance Category	FY2022	FY2023	FY2024
Total Passenger Trips	18,675	19,235	17,906
Total Service Miles	170,697	130,632	144,640
Total Service Hours	7,360	4,842	4,740
Total Operating Costs	\$513,797	\$433,096	510,060
Cost/Hour	\$69.81	\$3.41	\$107.61
Cost/Mile	\$3.01	\$3.32	\$3.53
Cost/Trip	\$27.51	\$22.52	\$28.49
Passenger Trips/Mile	0.11	0.15	0.12
Passenger Trips/Hour	2.54	3.97	3.78
Total Farebox Receipts	\$4,526	-	-
Total Farebox Recovery	0.88%	-	-

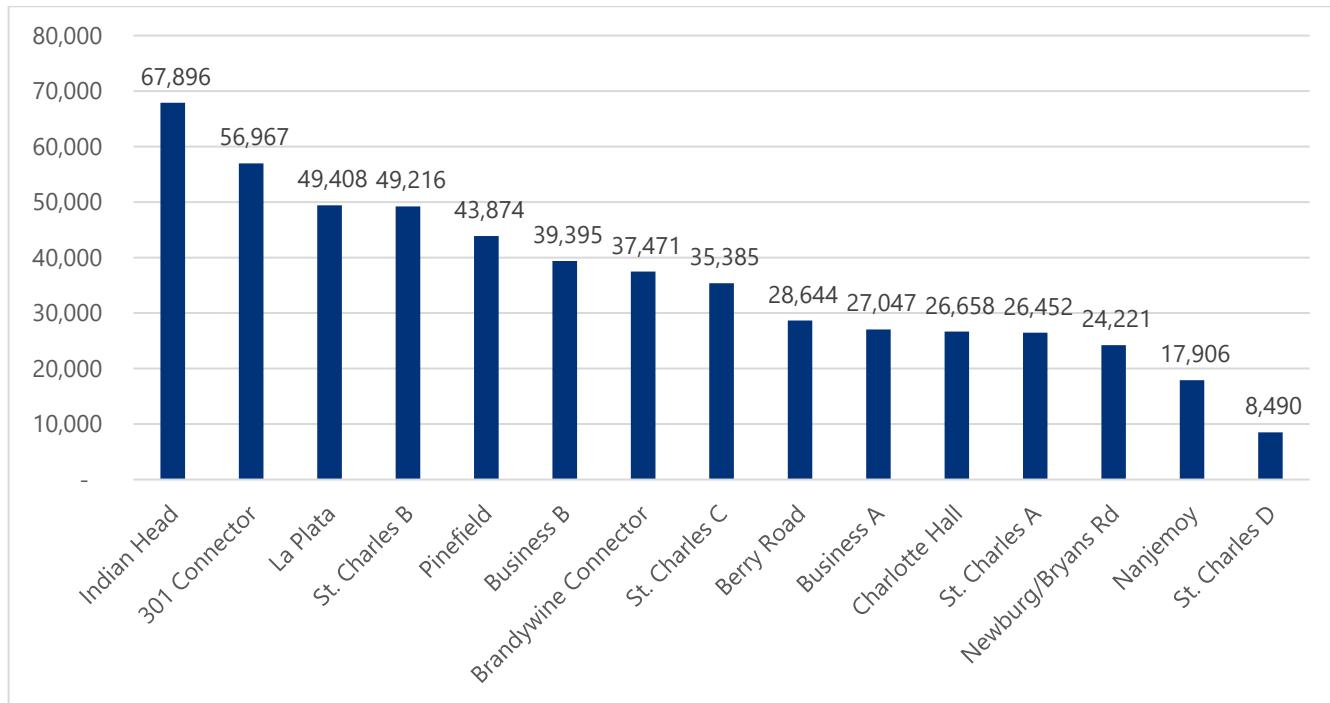
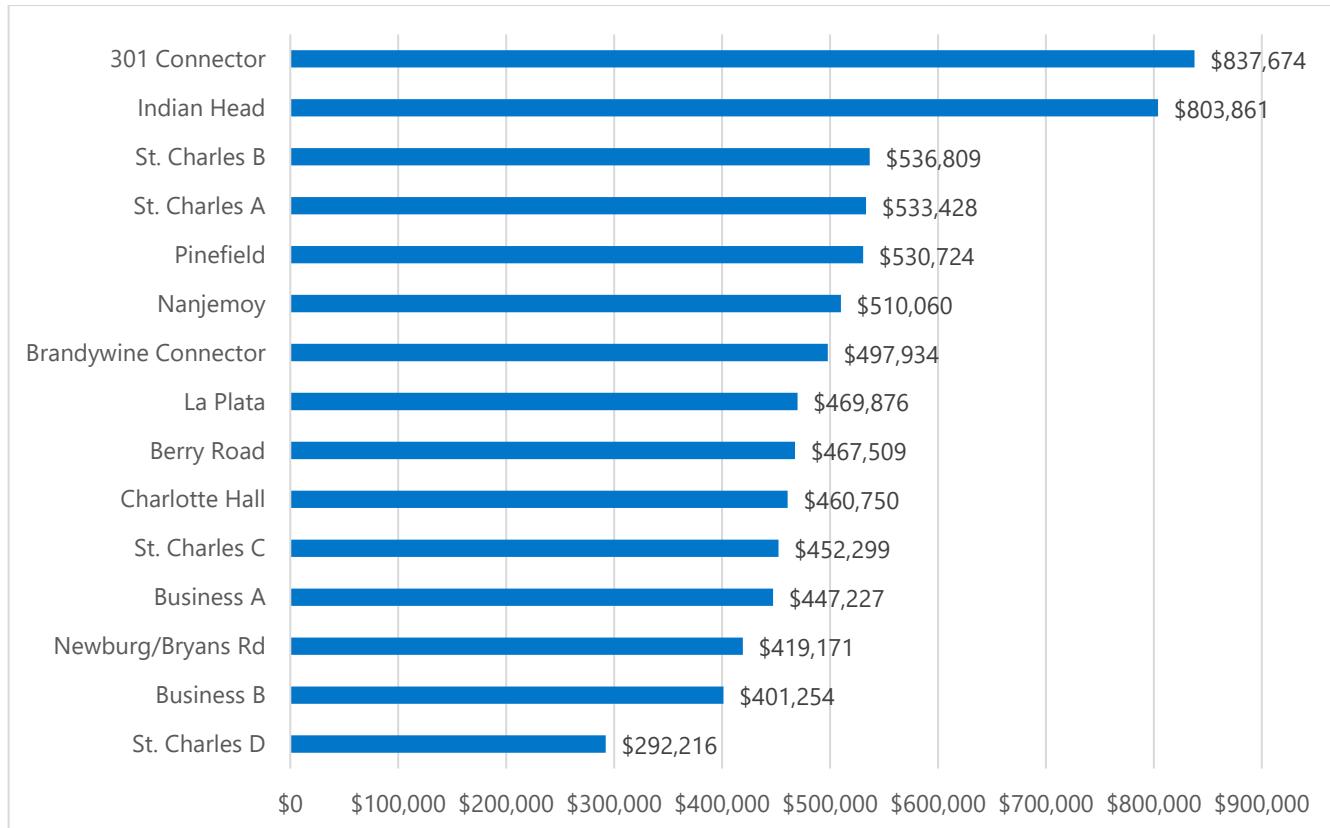
Table 2-6: VanGO ADA and Paratransit Operating and Performance Data – FY2022 – FY2024

Operating/Performance Category	FY2022	FY2023	FY2024
Total Passenger Trips	16,796	24,770	24,685
Total Service Miles	108,325	184,508	162,962
Total Service Hours	6,766	12,426	11,088
Total Operating Costs	\$1,043,095	\$1,244,531	\$1,724,757
Cost/Hour	\$154.17	\$100.16	\$155.55
Cost/Mile	\$9.63	\$6.75	\$10.58
Cost/Trip	\$62.10	\$50.24	\$69.87
Passenger Trips/Mile	0.16	0.13	0.15
Passenger Trips/Hour	2.48	1.99	2.23
Total Farebox Receipts	\$5,996	-	-
Total Farebox Recovery	0.57%	-	-

Table 2-7 shows VanGO FY2024 operating and performance data by route. **Figure 2-3** and **Figure 2-4** show ridership and operating cost by route.

Table 2-7: VanGO FY2024 Operating and Performance Data by Route

Route	Total Passenger Trips	Total Service Miles	Total Service Hours	Total Operating Costs	Cost/Hour	Cost/Mile	Cost/Trip	Passenger Trips/Mile	Passenger Trips/Hour
301 Connector	56,967	121,377	7,211	\$837,674	\$122.92	\$7.32	\$14.70	0.47	7.90
Berry Road	28,644	87,528	4,335	\$467,509	\$111.23	\$5.75	\$16.32	0.33	6.61
Brandywine Connector	37,471	68,939	4,725	\$497,934	\$112.38	\$7.50	\$13.29	0.54	7.93
Newburg/Bryans Rd	24,221	123,103	4,045	\$419,171	\$110.02	\$3.61	\$17.31	0.20	5.99
Business A	27,047	73,194	4,265	\$447,227	\$110.48	\$6.37	\$16.54	0.37	6.34
Business B	39,395	41,772	3,756	\$401,254	\$109.81	\$9.91	\$10.19	0.94	10.49
Charlotte Hall	26,658	127,119	4,390	\$460,750	\$110.97	\$3.78	\$17.28	0.21	6.07
Indian Head	67,896	168,113	7,412	\$803,861	\$115.68	\$5.04	\$11.84	0.40	9.16
La Plata	49,408	74,114	5,239	\$469,876	\$106.35	\$6.58	\$9.51	0.67	9.43
Nanjemoy	17,906	144,640	4,740	\$510,060	\$107.61	\$3.59	\$28.49	0.12	3.78
Pinefield	43,874	71,164	4,863	\$530,724	\$112.54	\$7.73	\$12.10	0.62	9.02
St. Charles A	26,452	76,859	4,923	\$533,428	\$110.44	\$7.07	\$20.17	0.34	5.37
St. Charles B	49,216	70,562	4,942	\$536,809	\$110.82	\$7.76	\$10.91	0.70	9.96
St. Charles C	35,385	73,487	4,211	\$452,299	\$110.02	\$6.31	\$12.78	0.48	8.40
St. Charles D	8,490	57,950	2,544	\$292,216	\$118.98	\$5.15	\$34.42	0.15	3.34

Figure 2-3: VanGO Fixed-Route Ridership by Route (FY2024)**Figure 2-4: VanGO Fixed-Route Operating Cost by Route (FY2024)**

MDOT MTA Performance Measures and Evaluation

Transit services are typically evaluated both for efficiency (doing things right) and effectiveness (doing the right things):

- Efficiency is usually analyzed by operating cost per hour, mile, and passenger trip.
- Effectiveness, emphasized by passenger productivity, is usually analyzed by passenger trips per mile and hour. The most useful single measure is the passenger trips per hour, as it reflects usage regarding the amount of service provided. Generally speaking, the majority of transit operating costs are hourly (wages and benefits), so higher values of trips per hour reflect better use of resources.

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

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

Table 2-8: MDOT MTA Performance Standards

Suburban/Small Urban Fixed-Route Bus	Revised LOTS Performance Standards		
	Successful	Acceptable	Needs Review
Operating Cost per Hour	<\$68.37	\$68.37 - \$89.41	>\$89.41
Operating Cost per Mile	<\$4.21	\$4.21 - \$6.31	>\$6.31
Operating Cost per Passenger Mile	<\$4.21	\$4.21 - \$7.36	>\$7.36
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

SOURCE: MDOT MTA

The following operating measures form MDOT MTA's performance evaluation process for the LOTS:

Operating cost per hour

Operating cost per mile

Operating cost per passenger trip

Farebox recovery (not applicable)

Passenger trips per mile

Passenger trips per hour

The Suburban / Small Urban Fixed-Route performance measures were used to evaluate the specific routes shown in **Table 2-9** that fall into this category. The performance data is shown in green if it is meeting or exceeding standards, and those not meeting performance measures are shown in red.

Table 2-9: Charles County VanGO FY2024 Operating Data Analysis

Route	Operating Cost per Hour	Operating Cost per Mile	Operating Cost per Passenger Trip	Passenger Trips per Mile	Passenger Trips per Hour
301 Connector	\$122.92	\$7.32	\$14.70	0.47	7.90
Berry Road	\$111.23	\$5.75	\$16.32	0.33	6.61
Brandywine Connector	\$112.38	\$7.50	\$13.29	0.54	7.93
Business A	\$110.48	\$6.37	\$16.54	0.37	6.34
Business B	\$109.81	\$9.91	\$10.19	0.94	10.49
Charlotte Hall	\$110.97	\$3.78	\$17.28	0.21	6.07
Indian Head	\$115.68	\$5.04	\$11.84	0.40	9.16
La Plata	\$106.35	\$6.58	\$9.51	0.67	9.43
Nanjemoy	\$107.61	\$3.59	\$28.49	0.12	3.78
Newburg/Bryans Rd	\$110.02	\$3.61	\$17.31	0.20	5.99
Pinefield	\$112.54	\$7.73	\$12.10	0.62	9.02
St. Charles A	\$110.44	\$7.07	\$20.17	0.34	5.37
St. Charles B	\$110.82	\$7.76	\$10.91	0.70	9.96
St. Charles C	\$110.02	\$6.31	\$12.78	0.48	8.40
St. Charles D	\$118.98	\$5.15	\$34.42	0.15	3.34

Source: Charles County 2025 ATP

Route Profiles

This section profiles current VanGO services, with relevant routes grouped together. The profiles include specific data as reported by Charles County for FY2022, FY2023, and FY2024 through *Form 2a: Service Performance Summary*, which is submitted to MDOT MTA quarterly.

As appropriate, each profile provides:

			
Service Days and Hours	Headways	Annual Passenger Trips	Annual Service Miles
			
Annual Service Hours	Annual Operating Cost	Operating Cost per Hour	Operating Cost per Mile
			
Operating Cost per Trip	Passenger Trips per Hour		

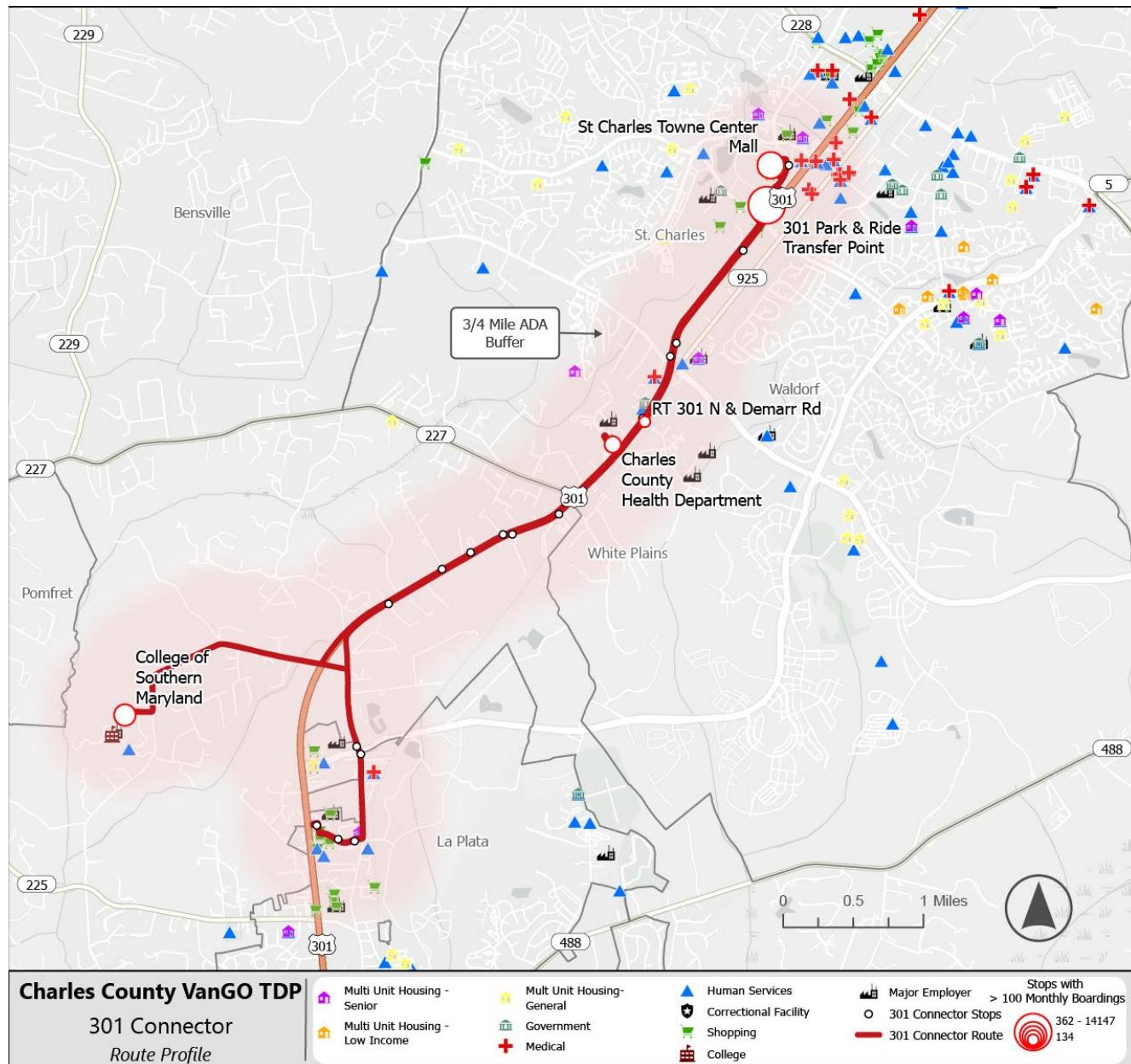
Each profile presents a map with callouts for major origins and destinations on the route. The current route schedules are provided in Appendix B.



301 Connector

Shown in **Figure 2-5**, the 301 Connector route operates from the Waldorf Transfer Point down US 301 to La Plata and the College of Southern Maryland.

Figure 2-5: 301 Connector



Service Description: 301 Connector

Service Hours	M-F: 7:30 a.m. – 5:20 p.m.
Headways	M-F: 60 minutes

Operating Statistics: 301 Connector

301 Connector	FY2022	FY2023	FY2024
Total Passenger Trips	49,915	60,476	56,967
Total Service Miles	118,666	100,174	121,377
Total Service Hours	7,191	6,612	7,211
Total Operating Costs	\$634,029	\$715,474	\$837,674
Cost/Hour	\$90.67	\$111.39	\$122.92
Cost/Mile	\$5.46	\$6.64	\$7.32
Cost/Trip	\$12.70	\$11.83	\$14.70
Passenger Trips/Mile	0.42	0.56	0.47
Passenger Trips/Hour	6.94	9.15	7.90
Farebox Receipts	\$3,671	-	-
Farebox Recovery Ratio	0.6%	-	-

Key Performance Standards

Route	Operating Cost per Hour	Operating Cost per Mile	Operating Cost per Passenger Trip	Passenger Trips per Mile	Passenger Trips per Hour
301 Connector	\$122.92	\$7.32	\$14.70	0.47	7.90

MTA PERFORMANCE STANDARDS FOR SUBURBAN FIXED ROUTE

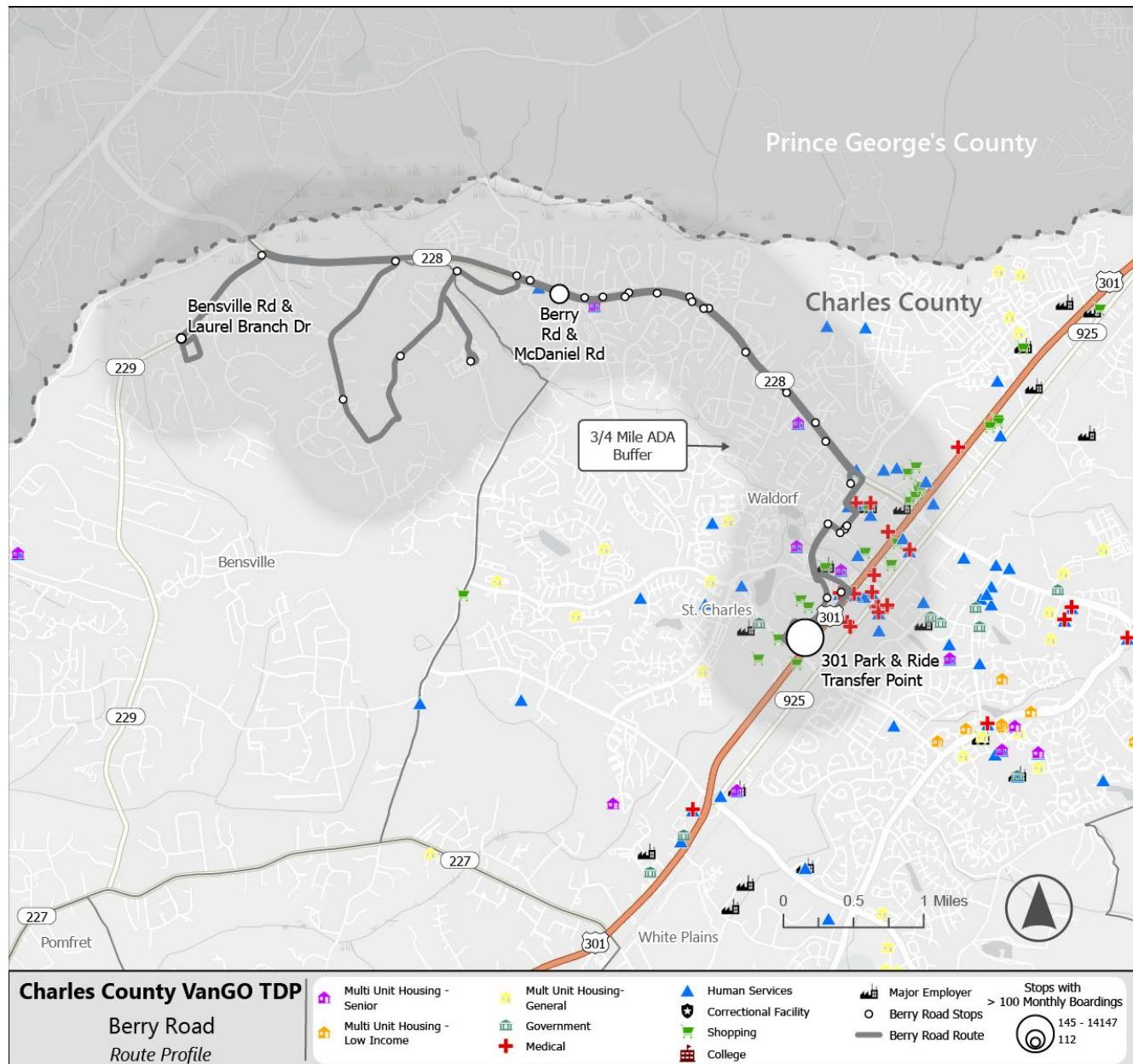
Red= "Needs Review" | Blue= "Acceptable" | Green= "Successful"



Berry Road

Shown in **Figure 2-6**, the Berry Road route runs from the Waldorf Transfer Point to the Bensenville area via Berry Road/MD 228 and serves some of the county's public schools.

Figure 2-6: Berry Road



Service Description: Berry Road

Service Days	Monday-Saturday
Service Hours	M-Sat: 7:00 a.m. – 8:47 p.m.
Headways	M-Sat: 60 minutes

Operating Statistics: Berry Road

Berry Road	FY2022	FY2023	FY2024
Total Passenger Trips	18,229	30,139	28,644
Total Service Miles	87,394	87,494	87,528
Total Service Hours	4,310	4,346	4,335
Total Operating Costs	\$353,859	\$399,314	\$467,509
Cost/Hour	\$84.03	\$94.29	\$111.23
Cost/Mile	\$3.69	\$4.63	\$5.75
Cost/Trip	\$19.41	\$13.25	\$16.32
Passenger Trips/Mile	0.21	0.35	0.33
Passenger Trips/Hour	4.23	6.93	6.61
Farebox Receipts	\$5,596	-	-
Farebox Recovery Ratio	1.6%	-	-

Key Performance Standards

Route	Operating Cost per Hour	Operating Cost per Mile	Operating Cost per Passenger Trip	Passenger Trips per Mile	Passenger Trips per Hour
Berry Road	\$111.23	\$5.75	\$16.32	0.33	6.61

MTA PERFORMANCE STANDARDS FOR SUBURBAN FIXED ROUTE

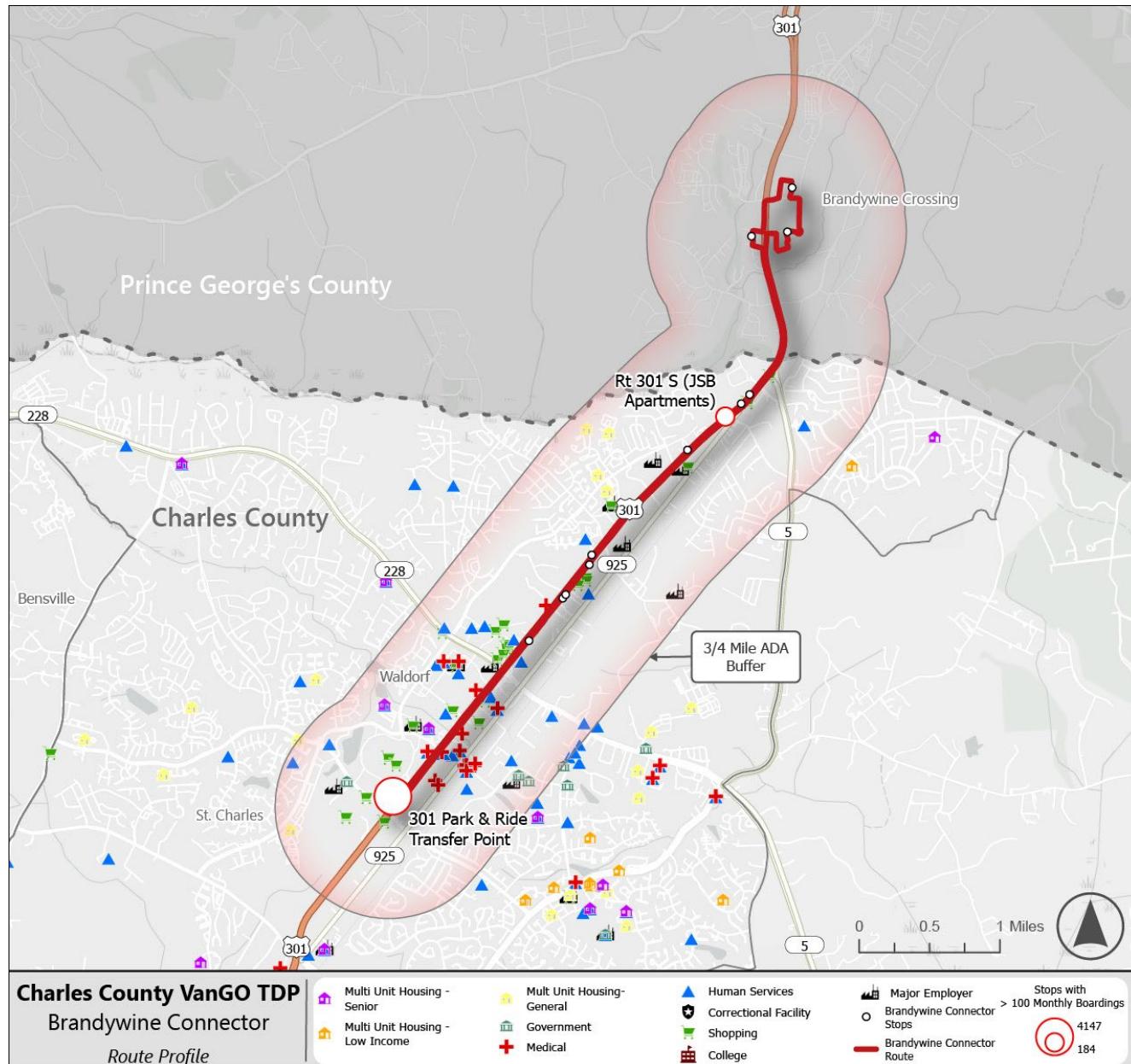
Red= "Needs Review" | Blue= "Acceptable" | Green= "Successful"



Brandywine Connector

The Brandywine Connector, shown in **Figure 2-7**, runs from the Waldorf Transfer Point north to the Brandywine Crossing shopping area in Prince George's County. A connection to Prince George's County Bus Route 36 is available at Brandywine Crossing.

Figure 2-7: Brandywine Connector



Service Description: Brandywine Connector

Service Days	Monday-Saturday
Service Hours	M-Sat: 7:00 a.m. – 9:44 p.m.
Headways	M-Sat: 60 minutes

Operating Statistics: Brandywine Connector

Brandywine Connector	FY2022	FY2023	FY2024
Total Passenger Trips	24,744	29,503	37,471
Total Service Miles	69,023	66,167	68,939
Total Service Hours	4,563	4,516	4,725
Total Operating Costs	\$634,029	\$422,301	\$497,934
Cost/Hour	\$84.09	\$97.33	\$112.38
Cost/Mile	\$5.67	\$6.64	\$7.50
Cost/Trip	\$15.23	\$14.31	\$13.29
Passenger Trips/Mile	0.36	0.46	0.54
Passenger Trips/Hour	5.42	6.53	7.93
Farebox Receipts	\$6,022	-	-
Farebox Recovery Ratio	1.6%	-	-

Key Performance Standards

Route	Operating Cost per Hour	Operating Cost per Mile	Operating Cost per Passenger Trip	Passenger Trips per Mile	Passenger Trips per Hour
Brandywine Connector	\$112.38	\$7.50	\$13.29	0.54	7.93

MTA PERFORMANCE STANDARDS FOR SUBURBAN FIXED ROUTE

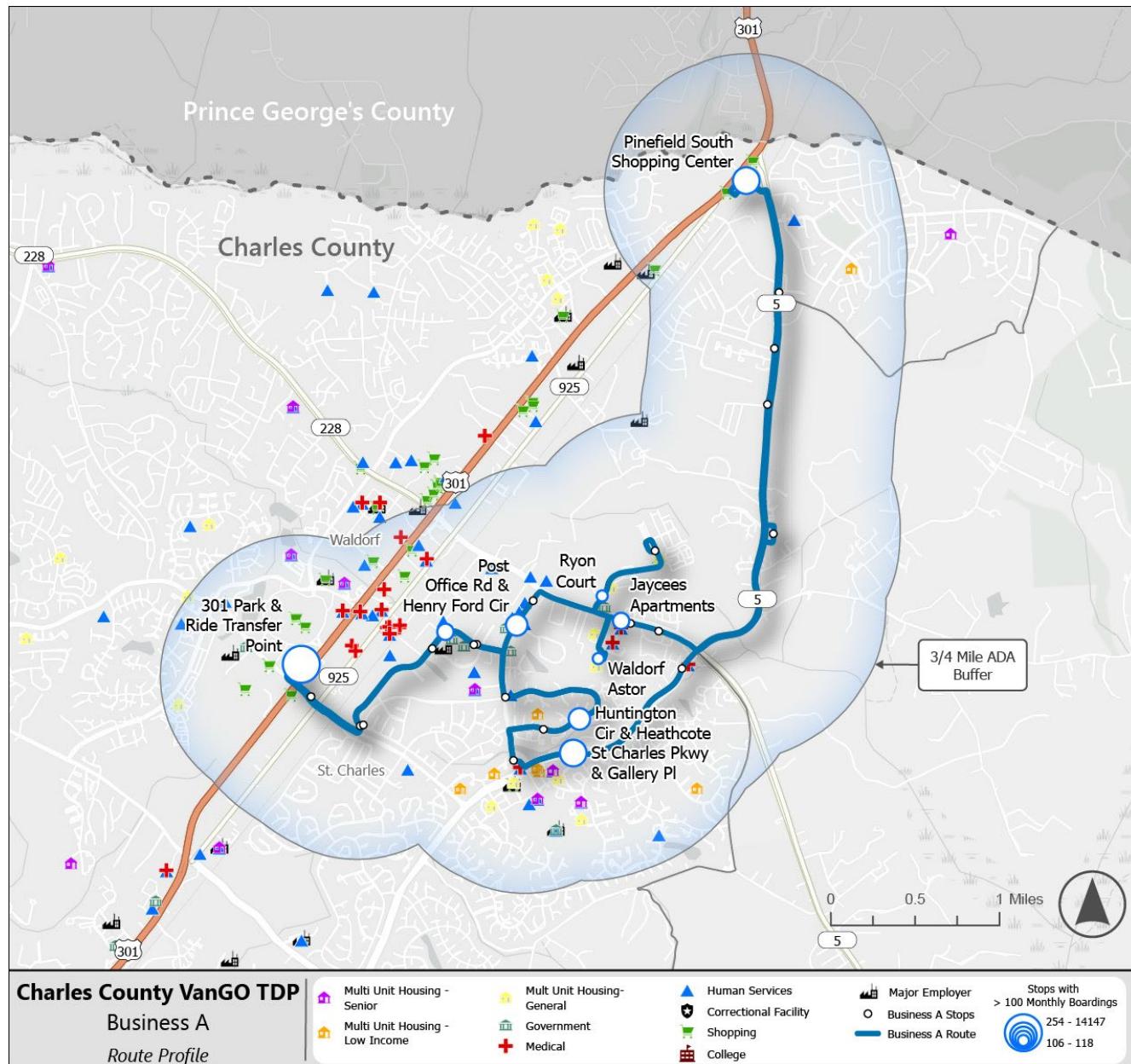
Red= "Needs Review" | Blue= "Acceptable" | Green= "Successful"



Business A

Shown in **Figure 2-8**, the Business A route connects points within the St. Charles area to the east of US 301 beginning with the Waldorf Transfer Point and ending at the Pinefield South Shopping Center.

Figure 2-8: Business A



Service Description: Business A

Service Days	Monday-Saturday
Service Hours	M-Sat: 6:54 a.m. – 8:12 p.m.
Headways	M-Sat: 60 minutes

Operating Statistics: Business A

Business A	FY2022	FY2023	FY2024
Total Passenger Trips	20,717	22,073	27,047
Total Service Miles	67,705	73,215	73,194
Total Service Hours	4,210	4,253	4,265
Total Operating Costs	\$263,367	\$381,990	\$447,227
Cost/Hour	\$65.79	\$94.62	\$110.48
Cost/Mile	\$4.07	\$5.45	\$6.37
Cost/Trip	\$12.71	\$17.31	\$16.54
Passenger Trips/Mile	0.31	0.31	0.37
Passenger Trips/Hour	4.92	5.19	6.34
Farebox Receipts	\$6,702	-	-
Farebox Recovery Ratio	2.5%	-	-

Key Performance Standards

Route	Operating Cost per Hour	Operating Cost per Mile	Operating Cost per Passenger Trip	Passenger Trips per Mile	Passenger Trips per Hour
Business A	\$110.48	\$6.37	\$16.54	0.37	6.34

MTA PERFORMANCE STANDARDS FOR SUBURBAN FIXED ROUTE

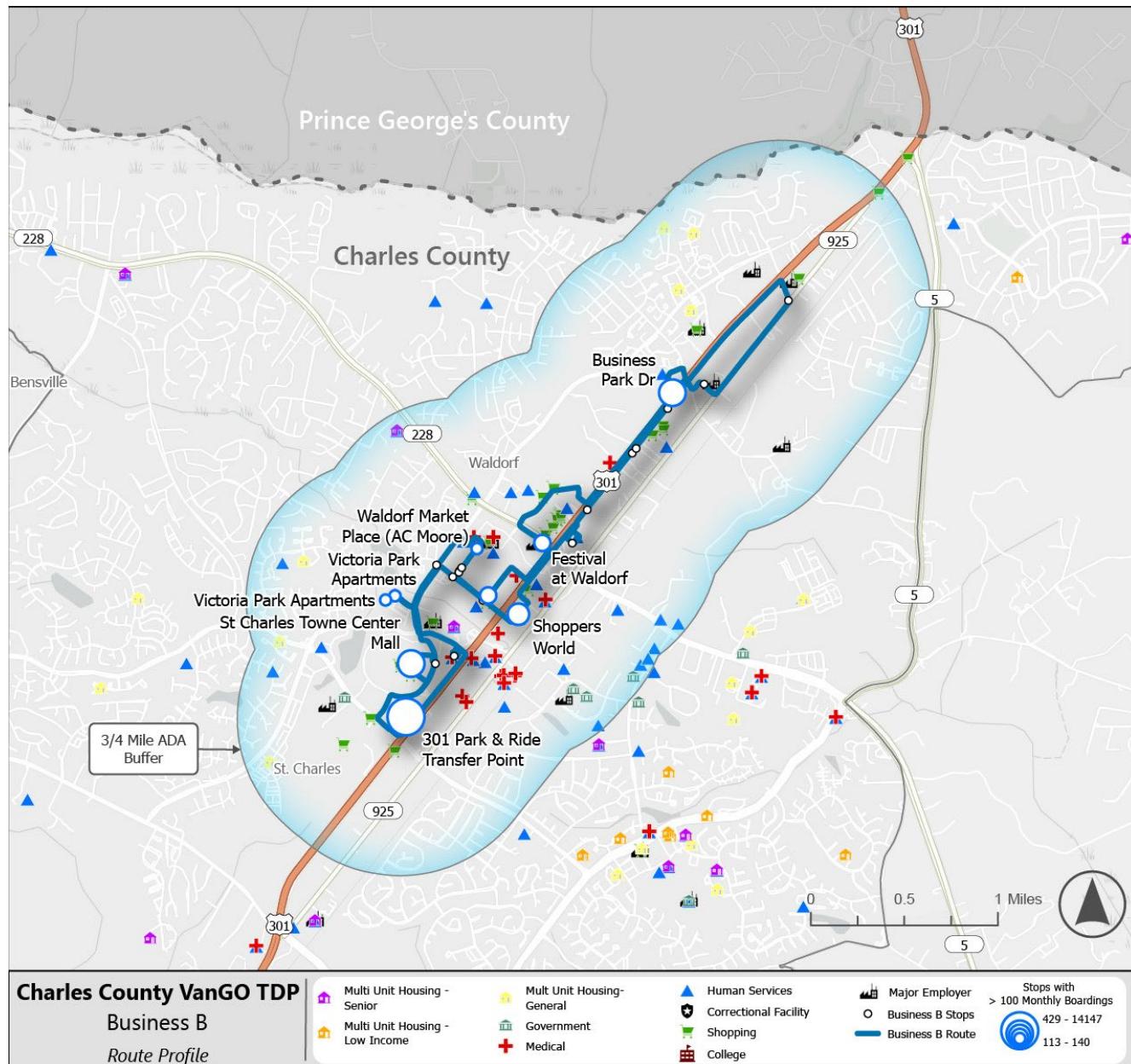
Red= "Needs Review" | Blue= "Acceptable" | Green= "Successful"



Business B

Shown in **Figure 2-9**, Business B serves destinations on and immediately surrounding the US 301 corridor in Waldorf and St. Charles, including the St. Charles Towne Center Mall.

Figure 2-9: Business B



Service Description: Business B

Service Days	Monday-Saturday
Service Hours	M-Sat: 7:30 a.m. – 7:17 p.m.
Headways	M-Sat: 60 minutes

Operating Statistics: Business B

Business B	FY2022	FY2023	FY2024
Total Passenger Trips	32,100	35,915	39,395
Total Service Miles	41,464	49,723	41,772
Total Service Hours	3,723	3,767	3,756
Total Operating Costs	\$303,709	\$342,724	\$401,254
Cost/Hour	\$83.90	\$93.82	\$109.81
Cost/Mile	\$7.57	\$8.50	\$9.91
Cost/Trip	\$9.46	\$9.54	\$10.19
Passenger Trips/Mile	0.77	0.89	0.94
Passenger Trips/Hour	8.62	9.53	10.49
Farebox Receipts	\$4,544	-	-
Farebox Recovery Ratio	1.5%	-	-

Key Performance Standards

Route	Operating Cost per Hour	Operating Cost per Mile	Operating Cost per Passenger Trip	Passenger Trips per Mile	Passenger Trips per Hour
Business B	\$109.81	\$9.91	\$10.19	0.94	10.49

MTA PERFORMANCE STANDARDS FOR SUBURBAN FIXED ROUTE

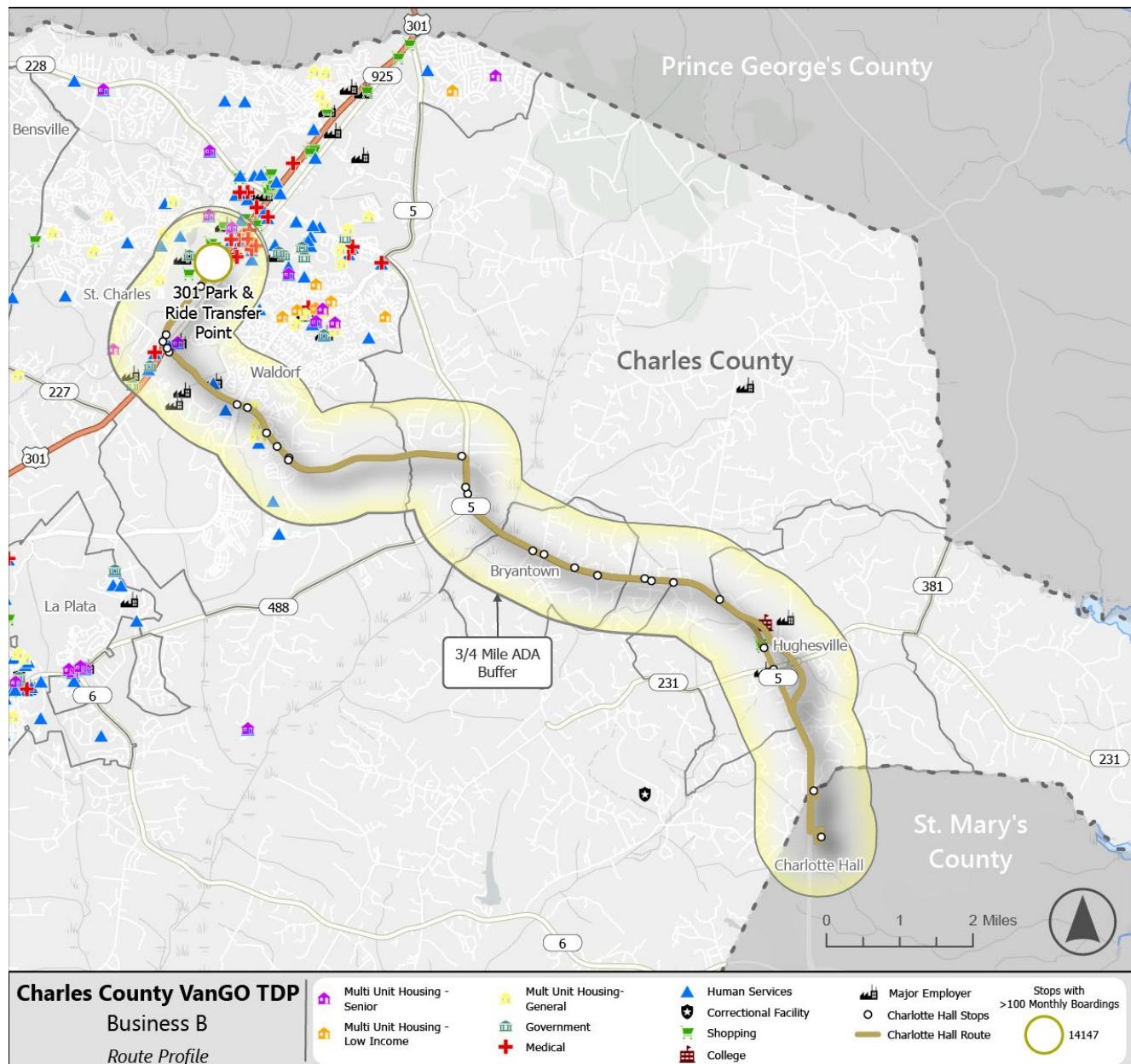
Red= "Needs Review" | Blue= "Acceptable" | Green= "Successful"



Charlotte Hall

Shown in **Figure 2-10**, the Charlotte Hall route connects the Waldorf area with Charlotte Hall in St. Mary's County via MD 5 and Hughesville. Connections to St. Mary's Transit System and Calvert County Public Transportation are available at the Charlotte Hall Transfer Point.

Figure 2-10: Charlotte Hall



Service Description: Charlotte Hall

Service Days	Monday-Saturday
Service Hours	M-Sat: 7:00 a.m. – 8:24 p.m.
Headways	M-Sat: 60 minutes

Operating Statistics: Charlotte Hall

Charlotte Hall	FY2022	FY2023	FY2024
Total Passenger Trips	16,080	17,233	26,658
Total Service Miles	126,952	127,443	127,119
Total Service Hours	4,367	4,408	4,390
Total Operating Costs	\$353,741	\$393,540	\$460,750
Cost/Hour	\$85.49	\$98.78	\$110.97
Cost/Mile	\$2.90	\$3.22	\$3.78
Cost/Trip	\$22.00	\$22.84	\$17.28
Passenger Trips/Mile	0.13	0.14	0.21
Passenger Trips/Hour	3.68	3.91	6.07
Farebox Receipts	\$5,064	-	-
Farebox Recovery Ratio	1.4%	-	-

Key Performance Standards

Route	Operating Cost per Hour	Operating Cost per Mile	Operating Cost per Passenger Trip	Passenger Trips per Mile	Passenger Trips per Hour
Charlotte Hall	\$110.97	\$3.78	\$17.28	0.21	6.07

MTA PERFORMANCE STANDARDS FOR SUBURBAN FIXED ROUTE

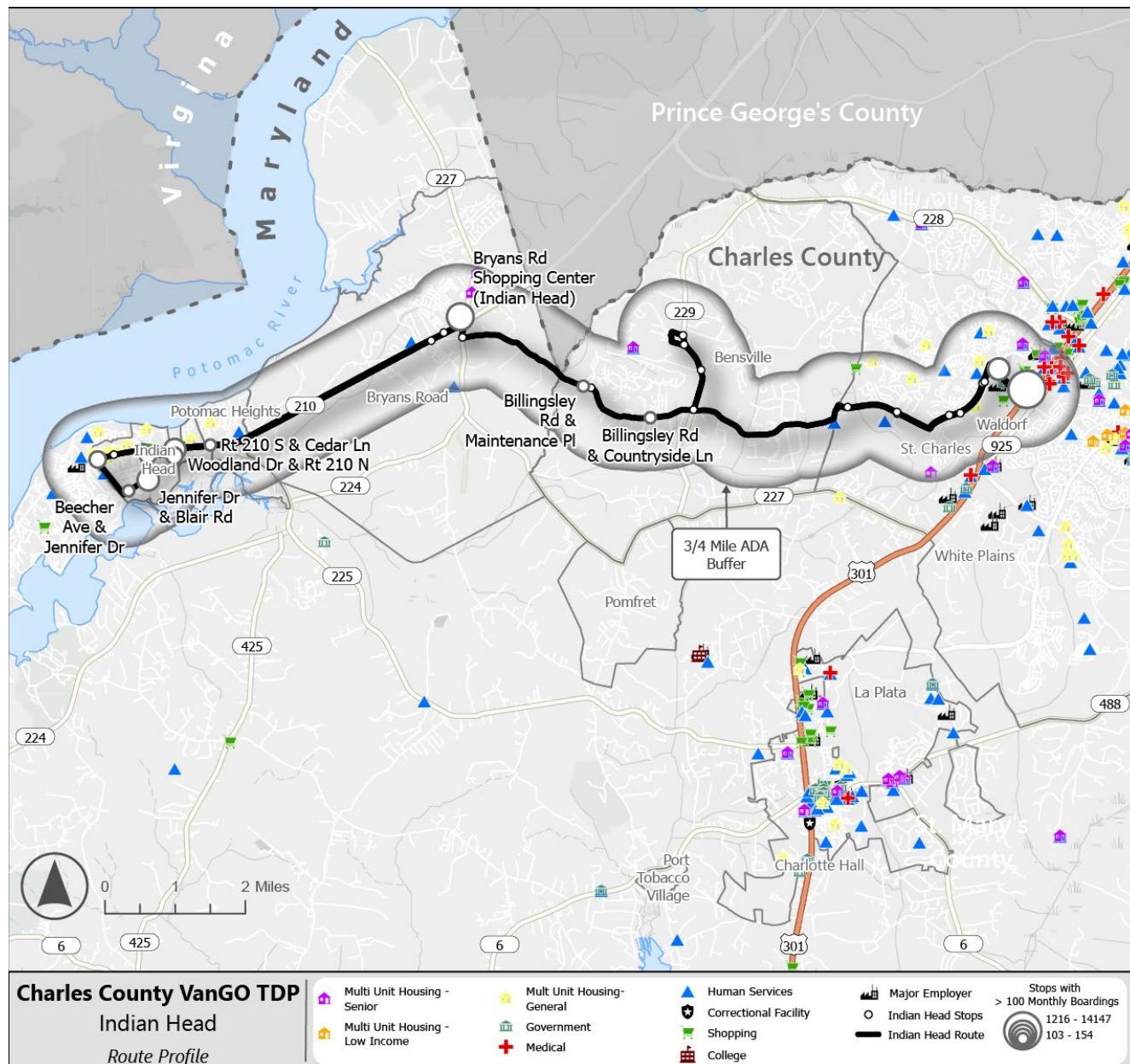
Red= "Needs Review" | Blue= "Acceptable" | Green= "Successful"



Indian Head

The Indian Head route connects Waldorf with Indian Head, as well as points between, including the Bryans Road Shopping Center. The route primarily runs along Billingsley Road and Indian Head Highway/MD 210. **Figure 2-11** shows the route.

Figure 2-11: Indian Head



Service Description: Indian Head

Service Days	Monday-Saturday
Service Hours	M-Sat: 6:20 a.m. – 9:31 p.m.
Headways	M-Sat: 60 minutes

Operating Statistics: Indian Head

Indian Head	FY2022	FY2023	FY2024
Total Passenger Trips	45,511	53,435	67,896
Total Service Miles	168,411	149,219	168,113
Total Service Hours	8,077	6,833	7,412
Total Operating Costs	\$608,442	\$616,278	\$803,861
Cost/Hour	\$88.66	\$100.63	\$115.68
Cost/Mile	\$3.81	\$4.35	\$5.04
Cost/Trip	\$13.37	\$11.53	\$11.84
Passenger Trips/Mile	0.27	0.38	0.40
Passenger Trips/Hour	5.63	7.82	9.16
Farebox Receipts	\$18,960	-	-
Farebox Recovery Ratio	3.1%	-	-

Key Performance Standards

Route	Operating Cost per Hour	Operating Cost per Mile	Operating Cost per Passenger Trip	Passenger Trips per Mile	Passenger Trips per Hour
Indian Head	\$115.68	\$5.04	\$11.84	0.40	9.16

MTA PERFORMANCE STANDARDS FOR SUBURBAN FIXED ROUTE

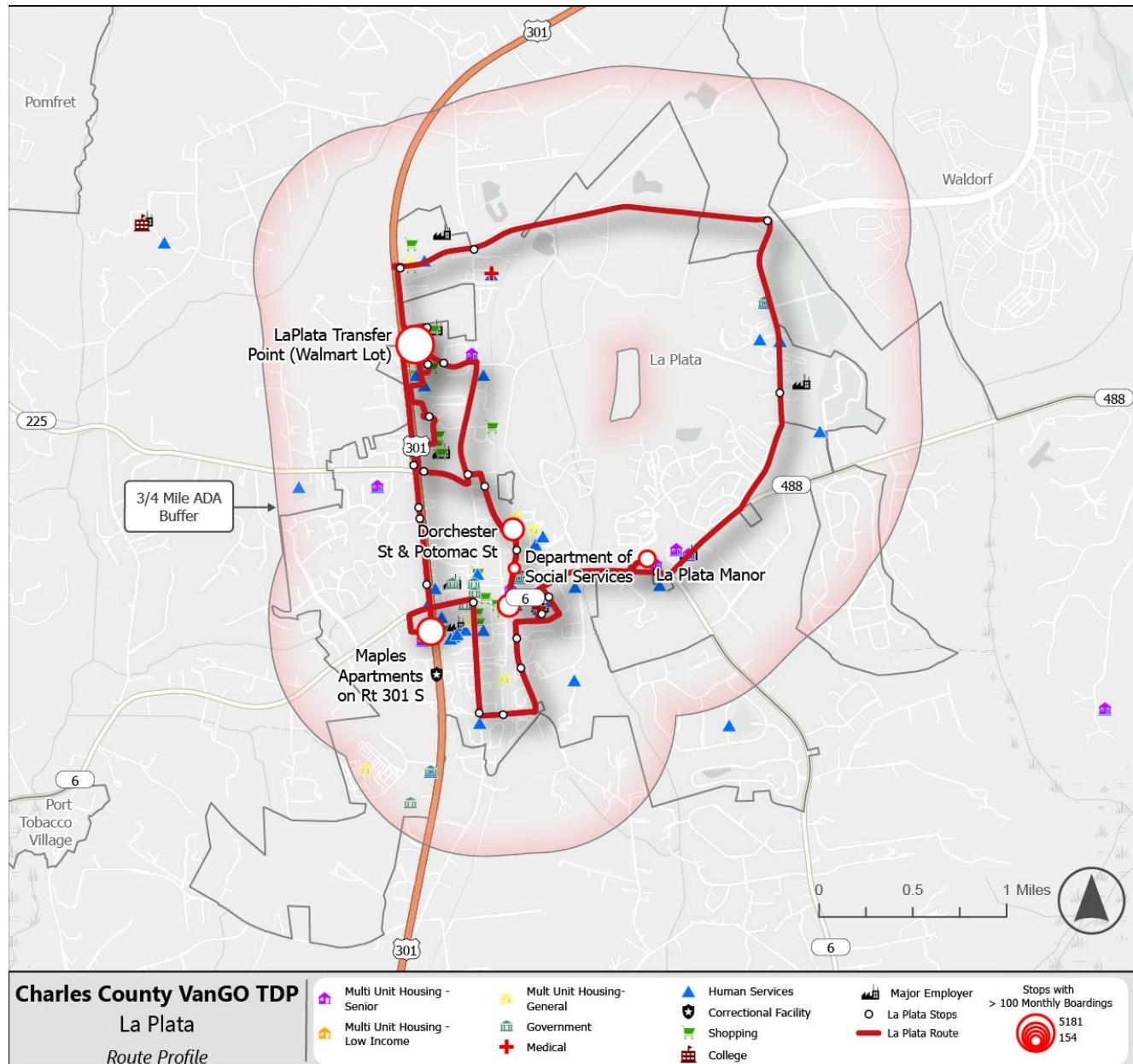
Red= "Needs Review" / Blue= "Acceptable" / Green= "Successful"



La Plata

Shown in **Figure 2-12**, the La Plata route runs almost entirely within the city of La Plata. It connects major points, such as the La Plata Transfer Point, as well as the Department of Social Services and the Maples Apartments.

Figure 2-12: La Plata



Service Description: La Plata

Service Days	Monday-Saturday
Service Hours	M-Sat: 7:00 a.m. – 9:23 p.m.
Headways	M-Sat: 60 minutes

Operating Statistics: Indian Head

La Plata	FY2022	FY2023	FY2024
Total Passenger Trips	38,272	62,608	49,408
Total Service Miles	75,161	74,866	74,114
Total Service Hours	4,520	5,536	5,239
Total Operating Costs	\$355,649	\$401,335	\$469,876
Cost/Hour	\$80.92	\$90.84	\$106.35
Cost/Mile	\$4.92	\$5.57	\$6.58
Cost/Trip	\$9.29	\$6.41	\$9.51
Passenger Trips/Mile	0.51	0.87	0.67
Passenger Trips/Hour	8.47	11.31	9.43
Farebox Receipts	\$8,035	-	-
Farebox Recovery Ratio	2.3%	-	-

Key Performance Standards

Route	Operating Cost per Hour	Operating Cost per Mile	Operating Cost per Passenger Trip	Passenger Trips per Mile	Passenger Trips per Hour
La Plata	\$106.35	\$6.58	\$9.51	0.67	9.43

MTA PERFORMANCE STANDARDS FOR SUBURBAN FIXED ROUTE

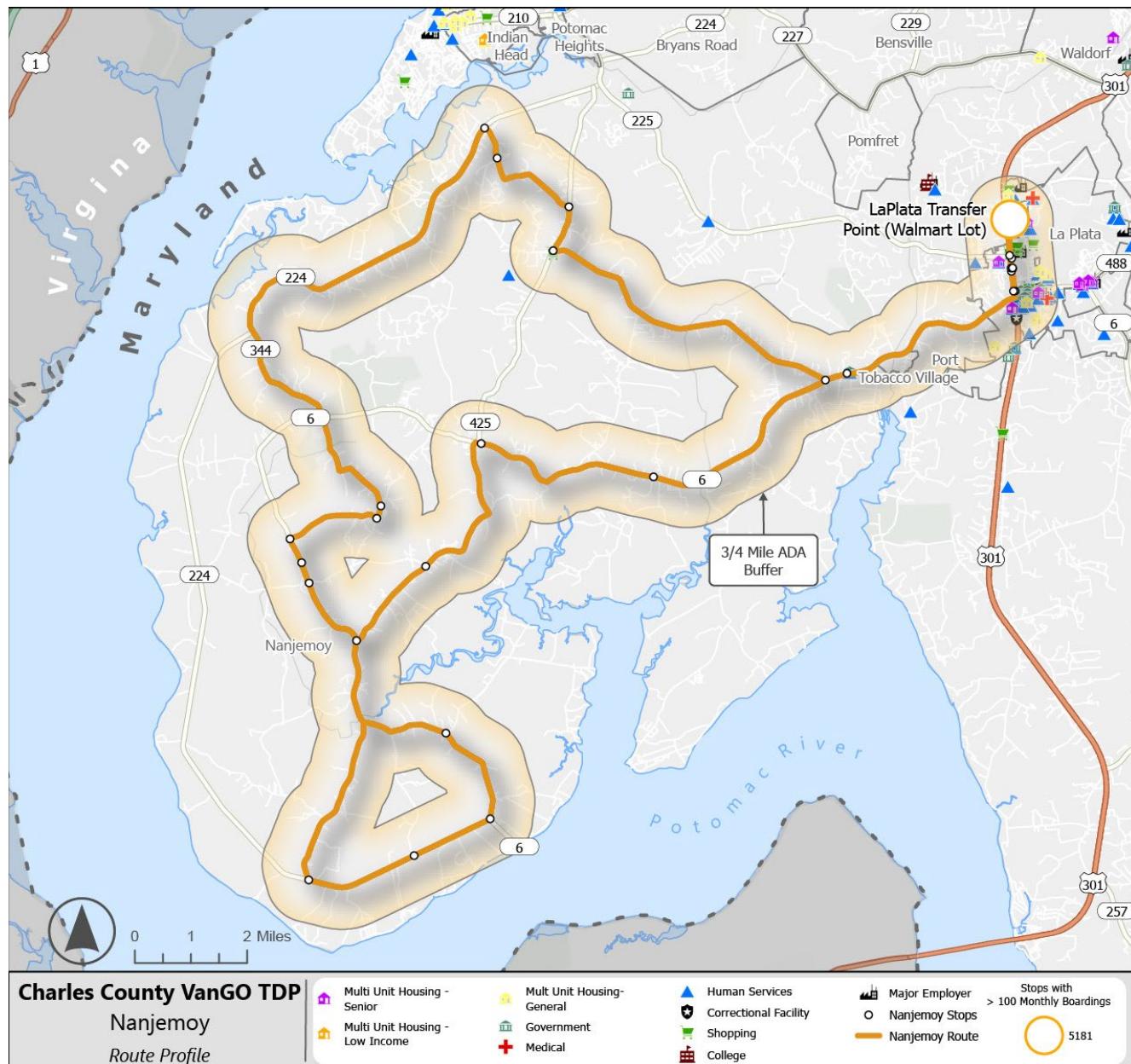
Red= "Needs Review" | Blue= "Acceptable" | Green= "Successful"



Nanjemoy

The Nanjemoy route serves much of the rural sections of Charles County in a large loop beginning in La Plata, running through Nanjemoy, and returning to La Plata. This is the county's only 5311 route and has the lowest frequency—two daily runs. **Figure 2-13** shows the route.

Figure 2-13: Nanjemoy



Service Description: Nanjemoy

Service Days	Monday-Saturday
Service Hours	M-Sat: 1:30 p.m. – 7:03 p.m.
Headways	M-Sat: Twice daily

Operating Statistics: Nanjemoy

Nanjemoy	FY2022	FY2023	FY2024
Total Passenger Trips	12,511	19,235	17,906
Total Service Miles	129,703	130,632	144,640
Total Service Hours	4,656	4,842	4,740
Total Operating Costs	\$383,794	\$433,096	\$510,060
Cost/Hour	\$82.43	\$89.45	\$107.61
Cost/Mile	\$2.81	\$3.41	\$3.59
Cost/Trip	\$30.68	\$22.52	\$28.49
Passenger Trips/Mile	0.10	0.15	0.12
Passenger Trips/Hour	2.69	3.97	3.78
Farebox Receipts	\$3,936	-	-
Farebox Recovery Ratio	1.0%	-	-

Key Performance Standards

Route	Operating Cost per Hour	Operating Cost per Mile	Operating Cost per Passenger Trip	Passenger Trips per Mile	Passenger Trips per Hour
Nanjemoy	\$107.61	\$3.59	\$28.49	0.12	3.78

MTA PERFORMANCE STANDARDS FOR SUBURBAN FIXED ROUTE

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

Newburg/Bryans Road

Shown in **Figure 2-14a**, the Newburg route connects La Plata, the College of Southern Maryland, and the Newburg area, running down US 301. The route stops just short of the Potomac River Bridge. The Bryans Road route, provided in **Figure 2-14b**, is much shorter and connects La Plata with the Bryans Road area via MD 227.

Figure 2-14a: Newburg

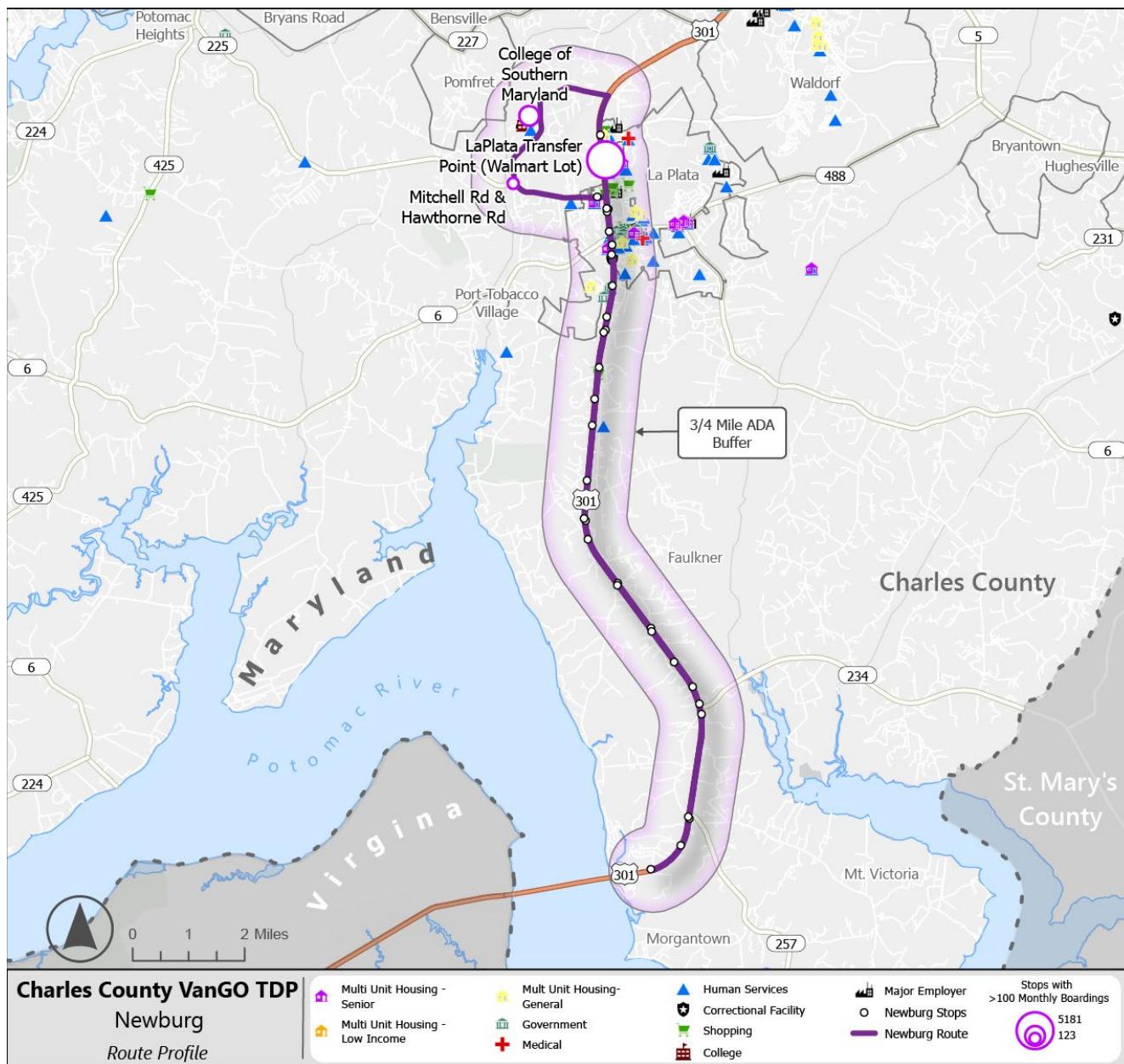
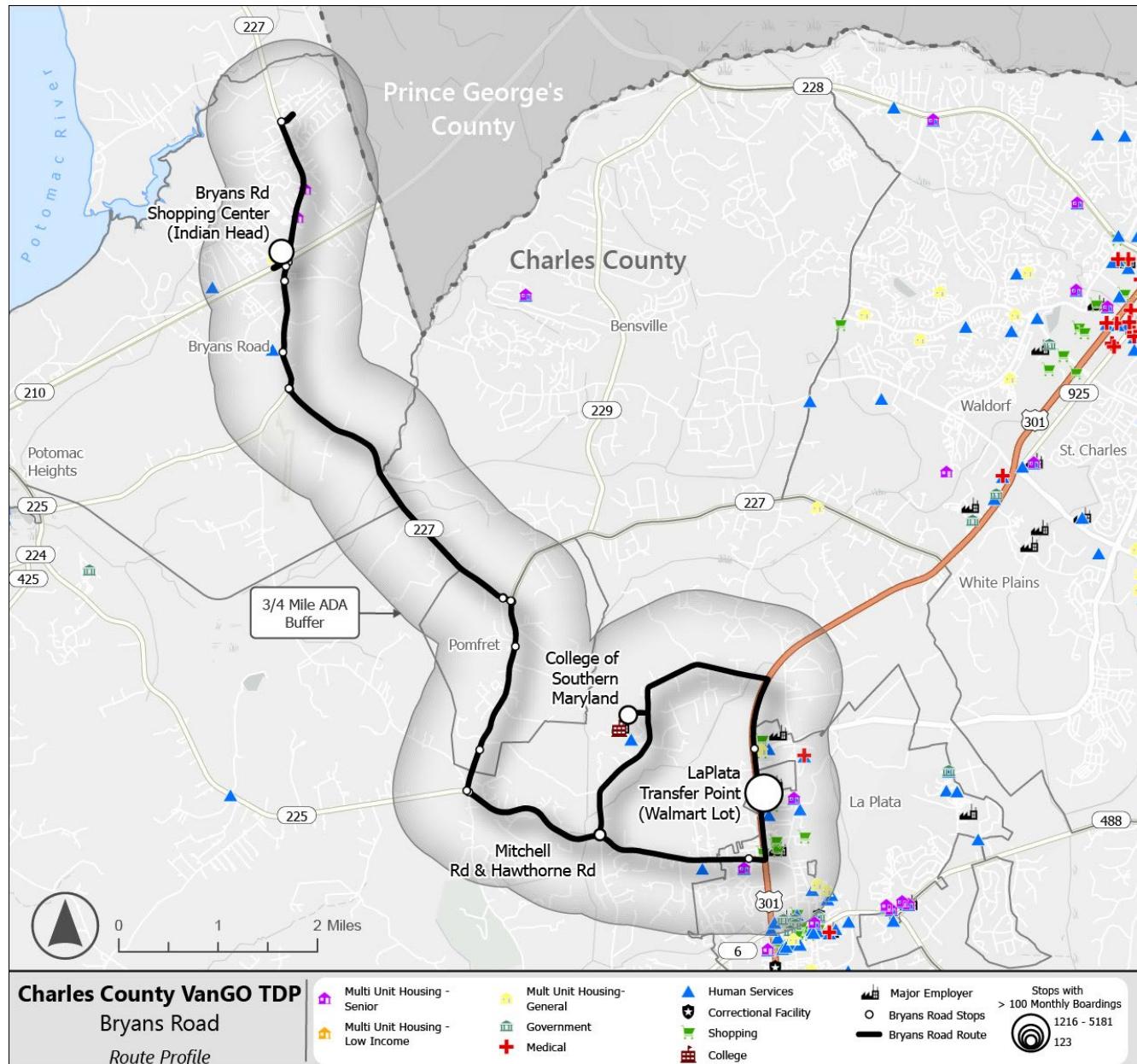


Figure 2-14b: Bryans Road

Service Description: Newburg/Bryans Road

Service Days	Monday-Saturday
Service Hours	M-Sat: 8:30 a.m. – 7:27 p.m.
Headways	M-Sat: 2 hours

Operating Statistics: Newburg/Bryans Road

Newburg/Bryans Rd	FY2022	FY2023	FY2024
Total Passenger Trips	20,231	25,989	24,221
Total Service Miles	121,548	123,978	123,103
Total Service Hours	3,996	4,049	4,045
Total Operating Costs	\$320,971	\$358,026	\$419,171
Cost/Hour	\$85.52	\$93.77	\$110.02
Cost/Mile	\$2.80	\$3.06	\$3.61
Cost/Trip	\$15.87	\$13.78	\$17.31
Passenger Trips/Mile	0.17	0.22	0.20
Passenger Trips/Hour	5.06	6.42	5.99
Farebox Receipts	\$6,045	-	-
Farebox Recovery Ratio	1.9%	-	-

Key Performance Standards

Route	Operating Cost per Hour	Operating Cost per Mile	Operating Cost per Passenger Trip	Passenger Trips per Mile	Passenger Trips per Hour
Newburg/Bryans Road	\$110.02	\$3.61	\$17.31	0.20	5.99

MTA PERFORMANCE STANDARDS FOR SUBURBAN FIXED ROUTE

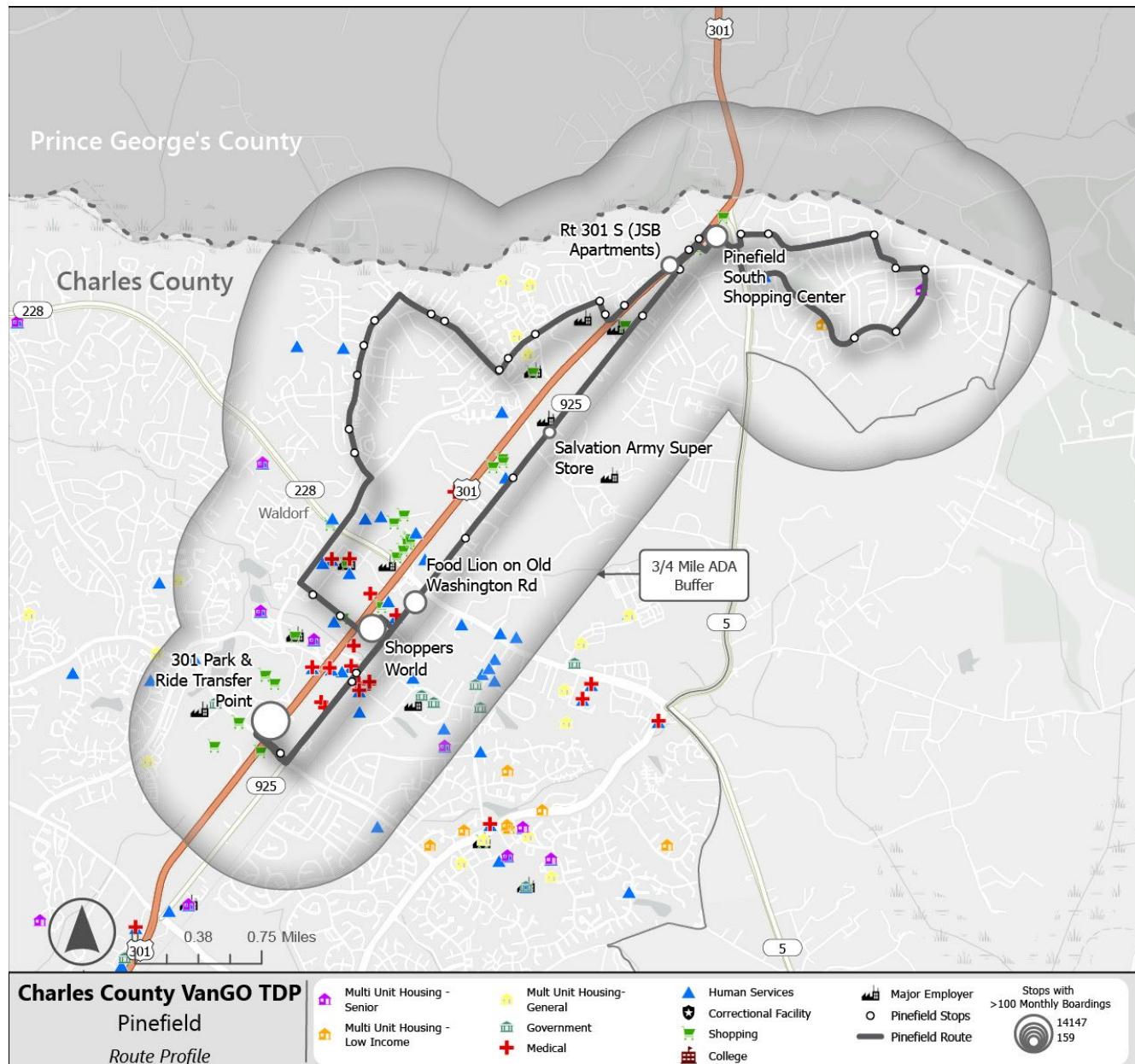
Red= "Needs Review" | Blue= "Acceptable" | Green= "Successful"



Pinefield

Shown in **Figure 2-15**, the Pinefield route runs parallel to US 301 via Old Washington Road and portions of Western Parkway. It connects the Waldorf Transfer Point with the Pinefield South Shopping Center.

Figure 2-15: Pinefield



Service Description: Pinefield

Service Days	Monday-Saturday
Service Hours	M-Sat: 7:00 a.m. – 10:00 p.m.
Headways	M-Sat: 60 minutes

Operating Statistics: Pinefield

Pinefield	FY2022	FY2023	FY2024
Total Passenger Trips	34,432	40,591	43,874
Total Service Miles	71,630	71,246	71,164
Total Service Hours	4,817	4,848	4,863
Total Operating Costs	\$401,706	\$453,398	\$530,724
Cost/Hour	\$85.74	\$96.24	\$112.54
Cost/Mile	\$5.80	\$6.59	\$7.73
Cost/Trip	\$11.67	\$11.17	\$12.10
Passenger Trips/Mile	0.48	0.59	0.62
Passenger Trips/Hour	7.15	8.37	9.02
Farebox Receipts	\$8,448	-	-
Farebox Recovery Ratio	2.1%	-	-

Key Performance Standards

Route	Operating Cost per Hour	Operating Cost per Mile	Operating Cost per Passenger Trip	Passenger Trips per Mile	Passenger Trips per Hour
Pinefield	\$112.54	\$7.73	\$12.10	0.62	9.02

MTA PERFORMANCE STANDARDS FOR SUBURBAN FIXED ROUTE

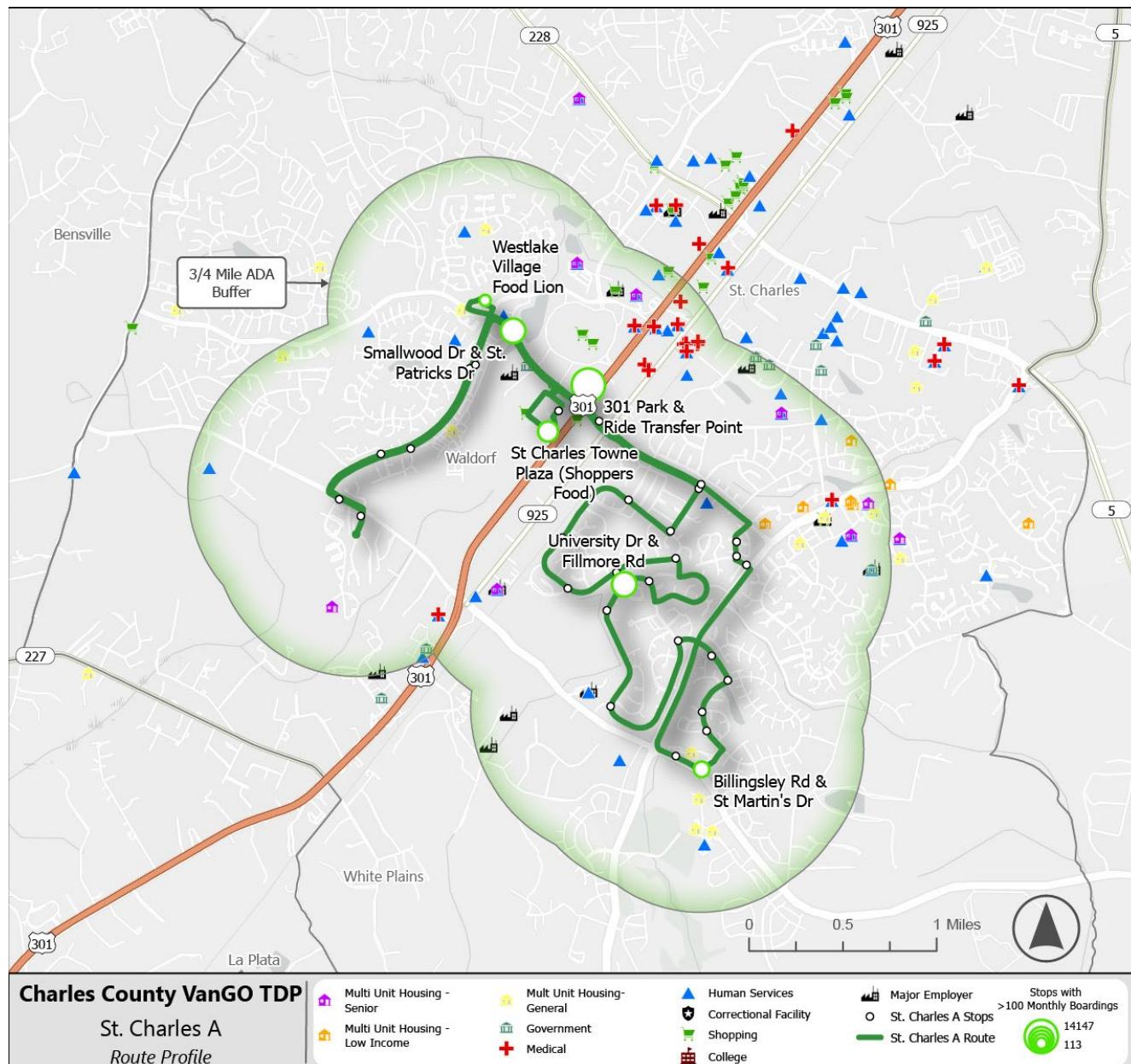
Red= "Needs Review" | Blue= "Acceptable" | Green= "Successful"



St. Charles A

The St. Charles area is served by four similar routes – St. Charles A, B, C, and D –that circulate through the community. The St. Charles A route serves the Waldorf Transfer Point, the Westlake Village Food Lion, and areas to the south and east of US 301. See **Figure 2-16** below.

Figure 2-16: St. Charles A



Service Description: St. Charles A

Service Days	Monday-Saturday
Service Hours	M-Sat: 6:30 a.m. – 10:15 p.m.
Headways	M-Sat: 60 minutes

Operating Statistics: St. Charles A

St. Charles A	FY2022	FY2023	FY2024
Total Passenger Trips	21,940	24,669	26,452
Total Service Miles	76,127	75,287	76,859
Total Service Hours	4,919	4,896	4,923
Total Operating Costs	\$403,752	\$455,617	\$533,428
Cost/Hour	\$83.73	\$95.06	\$110.44
Cost/Mile	\$5.40	\$6.17	\$7.07
Cost/Trip	\$18.40	\$18.47	\$20.17
Passenger Trips/Mile	0.29	0.33	0.34
Passenger Trips/Hour	4.46	5.04	5.37
Farebox Receipts	\$6,864	-	-
Farebox Recovery Ratio	1.7%	-	-

Key Performance Standards

Route	Operating Cost per Hour	Operating Cost per Mile	Operating Cost per Passenger Trip	Passenger Trips per Mile	Passenger Trips per Hour
St. Charles A	\$110.44	\$7.07	\$20.17	0.34	5.37

MTA PERFORMANCE STANDARDS FOR SUBURBAN FIXED ROUTE

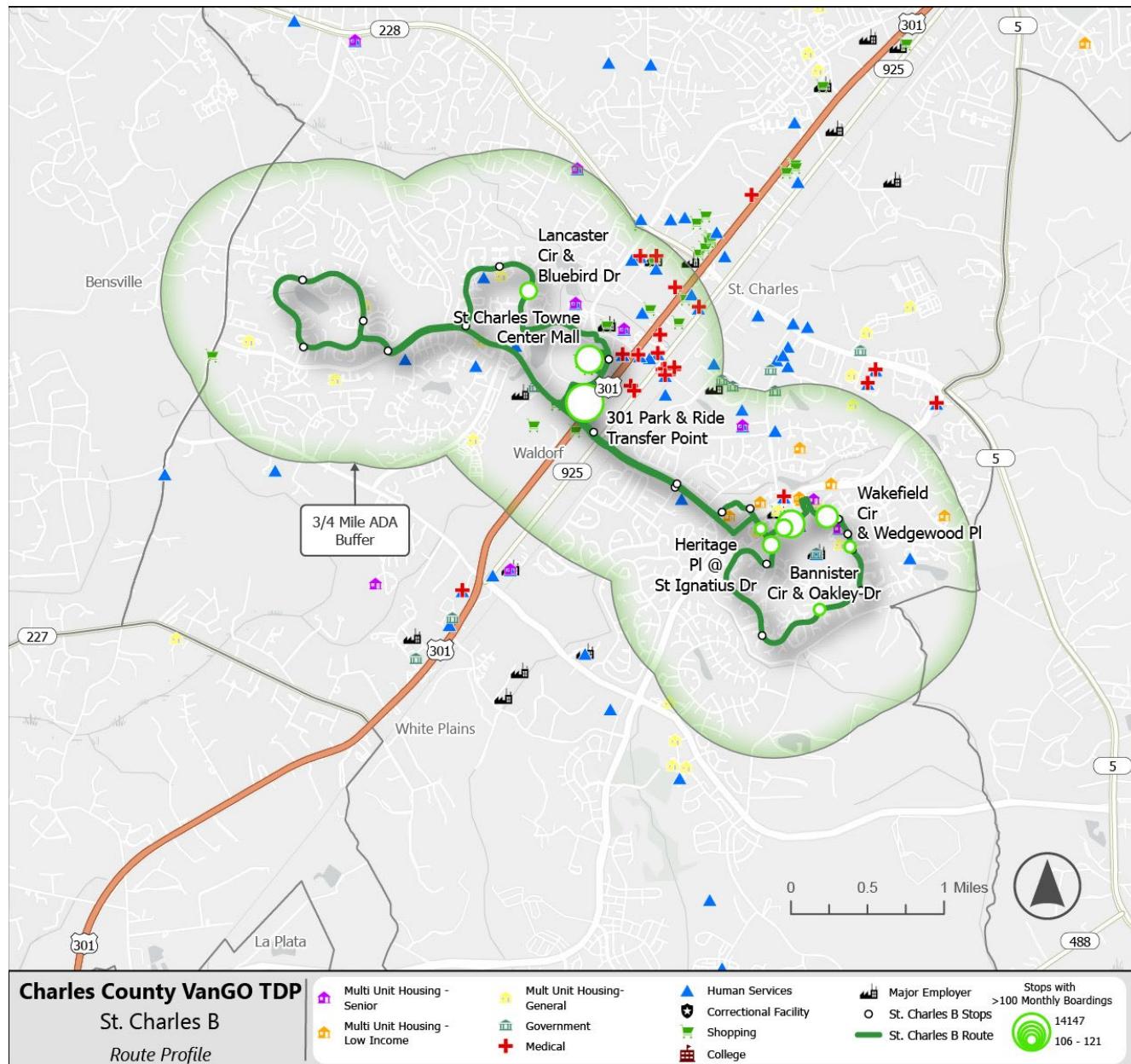
Red= "Needs Review" | Blue= "Acceptable" | Green= "Successful"



St. Charles B

Shown in **Figure 2-17**, the St. Charles B route has some overlap with its counterpart, St. Charles A. The B route serves the Waldorf Transfer Point, St. Charles Towne Center Mall, and the Wakefield Circle area.

Figure 2-17: St. Charles B



Service Description: St. Charles B

Service Days	Monday-Saturday
Service Hours	M-Sat: 6:30 a.m. – 10:22 p.m.
Headways	M-Sat: 60 minutes

Operating Statistics: St. Charles B

St. Charles B	FY2022	FY2023	FY2024
Total Passenger Trips	31,757	39,882	49,216
Total Service Miles	70,281	70,569	70,562
Total Service Hours	4,928	4,934	4,942
Total Operating Costs	\$406,309	\$458,505	\$536,809
Cost/Hour	\$84.42	\$95.07	\$110.82
Cost/Mile	\$5.89	\$6.64	\$7.76
Cost/Trip	\$12.79	\$11.50	\$10.91
Passenger Trips/Mile	0.45	0.58	0.70
Passenger Trips/Hour	6.44	8.08	9.96
Farebox Receipts	\$10,573	-	-
Farebox Recovery Ratio	2.6%	-	-

Key Performance Standards

Route	Operating Cost per Hour	Operating Cost per Mile	Operating Cost per Passenger Trip	Passenger Trips per Mile	Passenger Trips per Hour
St. Charles B	\$110.82	\$7.76	\$10.91	0.70	9.96

MTA PERFORMANCE STANDARDS FOR SUBURBAN FIXED ROUTE

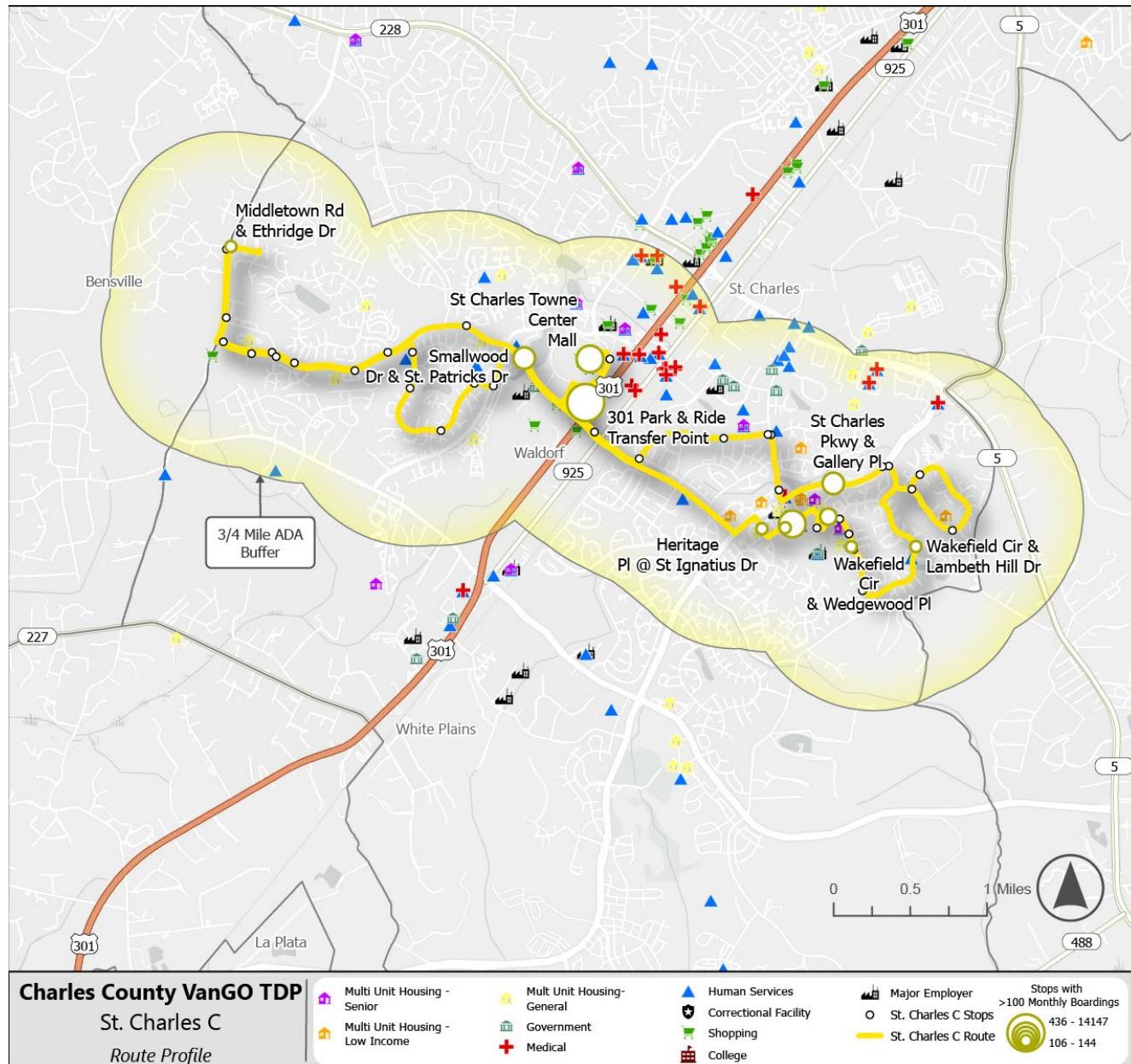
Red= "Needs Review" | Blue= "Acceptable" | Green= "Successful"



St. Charles C

Shown in **Figure 2-18**, the St. Charles C route runs on a more east-west axis and reaches points a bit farther than the A and B routes. The main stops are the Waldorf Transfer Point and the St. Charles Towne Center Mall.

Figure 2-18: St. Charles C



Service Description: St. Charles C

Service Days	Monday-Saturday
Service Hours	M-Sat: 6:30 a.m. – 7:53 p.m.
Headways	M-Sat: 60 minutes

Operating Statistics: St. Charles C

St. Charles C	FY2022	FY2023	FY2024
Total Passenger Trips	24,535	31,495	35,385
Total Service Miles	73,611	73,201	73,487
Total Service Hours	4,170	4,187	4,211
Total Operating Costs	\$342,345	\$386,321	\$452,299
Cost/Hour	\$83.93	\$94.32	\$110.02
Cost/Mile	\$4.74	\$5.38	\$6.31
Cost/Trip	\$13.95	\$12.27	\$12.78
Passenger Trips/Mile	0.33	0.44	0.48
Passenger Trips/Hour	5.88	7.52	8.40
Farebox Receipts	\$8,689	-	-
Farebox Recovery Ratio	2.5%	-	-

Key Performance Standards

Route	Operating Cost per Hour	Operating Cost per Mile	Operating Cost per Passenger Trip	Passenger Trips per Mile	Passenger Trips per Hour
St. Charles C	\$110.02	\$6.31	\$12.78	0.48	8.40

MTA PERFORMANCE STANDARDS FOR SUBURBAN FIXED ROUTE

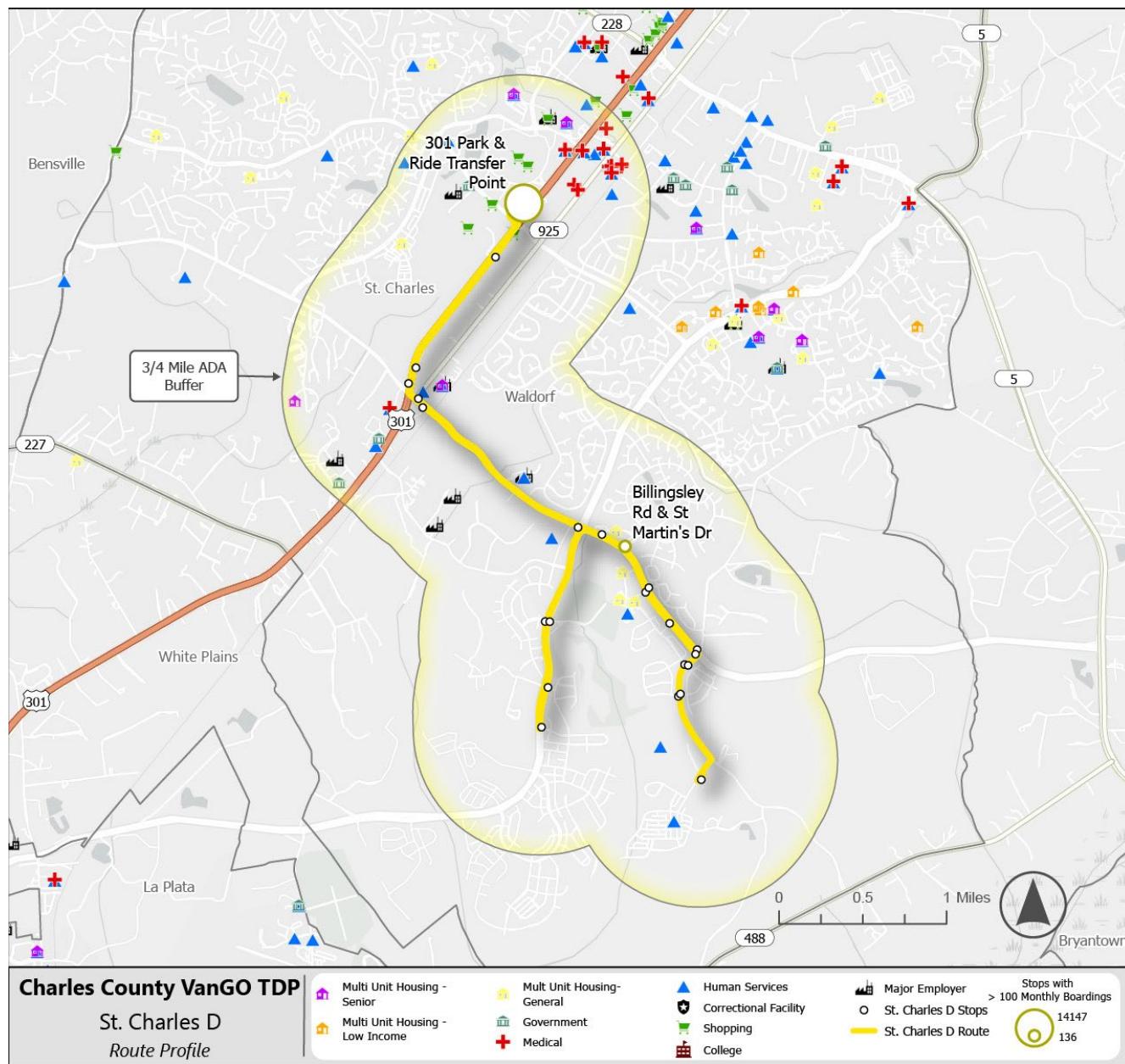
Red= "Needs Review" | Blue= "Acceptable" | Green= "Successful"



St. Charles D

Shown in **Figure 2-19**, the St. Charles D route is the most distinct of the four routes and does not have much overlap, unlike the other three. Beginning at the Waldorf Transfer Point, the route runs south on US 301 and turns east on Billingsly Road before ending at the Southern Maryland Blue Crabs baseball stadium.

Figure 2-19: St. Charles D



Service Description: St. Charles D

Service Days	Monday-Saturday
Service Hours	M-Sat: 6:30 a.m. – 9:50 p.m.
Headways	M-Sat: 60 minutes

Operating Statistics: St. Charles D

St. Charles D	FY2022	FY2023	FY2024
Total Passenger Trips	6,305	5,742	8,490
Total Service Miles	57,931	58,900	57,950
Total Service Hours	2,494	2,927	2,544
Total Operating Costs	\$218,143	\$253,530	\$292,216
Cost/Hour	\$97.21	\$88.15	\$118.98
Cost/Mile	\$3.83	\$4.40	\$5.15
Cost/Trip	\$34.60	\$44.15	\$34.42
Passenger Trips/Mile	0.11	0.1	0.15
Passenger Trips/Hour	2.53	1.96	3.34
Farebox Receipts	\$110	-	-
Farebox Recovery Ratio	0.1%	-	-

Key Performance Standards

Route	Operating Cost per Hour	Operating Cost per Mile	Operating Cost per Passenger Trip	Passenger Trips per Mile	Passenger Trips per Hour
-------	-------------------------	-------------------------	-----------------------------------	--------------------------	--------------------------

St. Charles D

MTA PERFORMANCE STANDARDS FOR SUBURBAN FIXED ROUTE

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

Other Area Transportation Services

Public Transportation

In addition to VanGO's transit services, MDOT MTA operates several commuter bus routes from southern Maryland into Washington, DC. This commuter service consists of eight routes, as listed below:

- Route 610 operates from Waldorf, MD to Washington, DC, weekdays from 4:45 a.m. to 7:41 p.m.
- Route 620 operates from Waldorf, MD to Washington, DC, weekdays from 4:50 a.m. to 7:53 p.m.
- Route 630 operates between La Plata/Waldorf, MD and Washington, DC, weekdays from 4:49 a.m. to 6:58 p.m.
- Route 640 operates from Waldorf/Accokeek, MD to Washington, DC, weekdays from 4:40 a.m. to 7:21 p.m.
- Route 650 begins in Charles County at the La Plata Park and Ride, continues to Waldorf and Accokeek then to Washington, DC, from 4:30 a.m. to 8:04 p.m.
- Route 705 operates between Charlotte Hall/Waldorf, MD and Washington, DC, weekdays from 4:15 a.m. to 7:19 p.m.
- Route 715 operates between Charlotte Hall/Waldorf and Washington, DC, weekdays from 4:20 a.m. to 7:49 p.m.
- Route 735 operates between Charlotte Hall/Waldorf and Washington, DC, weekdays from 4:20 a.m. to 7:29 p.m.

Human Services Transportation

Non-profit and human services agencies in the region offer specialized transportation programs. These services are generally limited to agency clients and are typically available for specific trip purposes, such as medical appointments, employment, or visits to agency locations.

Arc of Southern Maryland

The Arc of Southern Maryland offers supported living services for adults with intellectual and developmental disabilities who live independently. Headquartered in Prince Frederick, with additional offices in Charles and St. Mary's Counties, the Arc serves the entire southern Maryland region. Their services include identifying transportation options and providing transportation for essential needs such as groceries, medical appointments, and more.

Bay Community Support Services

Bay Community Support Services offers subscription-based transportation for individuals with intellectual and developmental disabilities who participate in residential, day, and vocational programs. They operate in Charles, Calvert, St. Mary's, and Anne Arundel Counties.

Charles County Freedom Landing

Charles County Freedom Landing provides transportation services for adults with emotional disorders. Their programs include residential services, day, and vocational programs.

Charles County Non-Emergency Medical Transportation Program (NEMT)

This is a county-run service that provides non-emergency medical trips for county residents who qualify. This is a last resort service for residents who have no other way to reach medical appointments on their own. The service provides different modes of transportation, including ambulatory, wheelchair van, and ambulance services. There are restrictions on who can access this service, and residents must complete an application to qualify and schedule the service in advance.

Charlotte Hall Community-Based Outpatient Clinic

The Charlotte Hall Community-Based Outpatient Clinic (CBOC) provides medical services for veterans residing in southern Maryland. As part of the Washington, DC Veterans Administration Medical Center under the US Department of Veterans Affairs, the clinic operates on the Charlotte Hall Veterans Home campus, Monday through Friday from 8:00 a.m. to 4:30 p.m. CBOC offers transportation to the VA Medical Center on Tuesday and Thursday, departing from the clinic at 6:30 a.m. and returning in the afternoon. For wheelchair-bound veterans, CBOC arranges home pick-ups and flexible transportation to Washington, DC. Additionally, some trips to Washington, DC are provided by volunteer drivers from Disabled American Veterans (DAV).

Chesapeake Medical Transport Services LLC

Chesapeake Medical Transport Services provides medical and mobility transportation services in the southern Maryland area. Based in Waldorf and opened in 2017, they offer a range of services including advanced life support, basic life support, and wheelchair/mobility services. This is a door-to-door service, and they operate 24 hours a day.

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

EPIC-SMVI, formerly Southern Maryland Vocational Industries, is a non-profit organization offering a range of support services for individuals with intellectual disabilities. In addition to transportation services, EPIC-SMVI provides day programs, work activities, and in-home support for individuals with disabilities. While services are primarily offered in Prince George's County, they also extend to Charles, Prince George's, and Montgomery Counties.

LifeStyles, Inc.

LifeStyles, Inc. is a non-profit organization that assists individuals in crisis by offering emergency aid and connecting them with health and human services through partnerships. Their programs include food and clothing services, as well as an overnight shelter. According to the LifeStyles website, they serve as a "one-stop shop" for a community with limited public transportation and areas of poverty amidst growth and prosperity.

LifeStyles also provides transportation services tailored to the needs of transportation-disadvantaged populations, including older adults, individuals with disabilities, and those with low incomes:

- The Southern Maryland RIDES program offers subsidized, coordinated transportation to facilitate access to employment and medical appointments throughout the Washington, DC area.
- The Senior Rides program provides low-to-moderate income older adults with subsidized, door-to-door transportation to meet basic needs, such as medical appointments, shopping, nutritional programs, and other community services.
- The Shuttle is a free shuttle service for clients to get from their La Plata office, the Department of Social Services, and the VanGO transfer points. The Shuttle can also be used to access other community and social resources.

Melwood

Melwood is a non-profit organization that supports individuals with intellectual and developmental disabilities, serving over 2,100 people in the Washington, DC area, including Charles County. Melwood's services encompass job training, employment, housing, and recreational programs. In Charles County, the organization operates a training center at an inclusive camp that welcomes both individuals with and without disabilities.

New Horizons Supported Services, Inc. (NHSSI)

NHSSI is a non-profit organization that provides support services for individuals with developmental disabilities. Based in Upper Marlboro, NHSSI serves Charles, Anne Arundel, Calvert, Montgomery, and Prince George's counties. The organization offers a variety of programs, including center-based vocational training, community support services, employment development, and supported employment job coaching. NHSSI also operates a transportation department to help clients participate in its programs. Transportation is available during peak hours and off-peak as needed, connecting residences, NHSSI, and other locations. The schedules are designed to accommodate caregivers and ensure safe, reliable, and predictable transportation.

Sagepoint Senior Living Services

Sagepoint Senior Living Services, located in La Plata, is a non-profit organization offering a range of services, including long-term care, rehabilitation, assisted living, memory care for assisted living, and adult day services.

Southern Maryland Center for Independent Living

The Southern Maryland Center for Independent Living (SMCIL) is a non-profit organization established by and for individuals with disabilities. SMCIL is an advocacy, information, and educational center that promotes independent living and empowerment for people with various disabilities. The agency provides transportation services to help residents of Calvert, Charles, and St. Mary's counties access community resources and services that enhance their independence.

Southern Maryland Tri-County Community Action Committee (SMTCCAC)

SMTCCAC is a private, non-profit organization that offers self-sufficiency services for individuals with low incomes in Charles County, as well as for residents of Calvert and St. Mary's Counties. The organization has received MTA Section 5310 program capital funds for vehicle acquisition. Their services include health care, job training, home energy assistance, housing support, and a Head Start program.

Spring Dell Center

Spring Dell Center offers subscription-based transportation services for individuals with intellectual and developmental disabilities who participate in their residential, day, and vocational programs. The organization has received MTA Section 5310 program capital funds for vehicle acquisition. They encourage the individuals they serve to utilize community resources and explore other transportation options before contacting Spring Dell Center. Individuals may receive round-trip transportation between their homes and community jobs.

Southern Maryland Community Network

Southern Maryland Community Network supports individuals in the community who are diagnosed with severe and persistent mental illness. The organization provides flexible, around-the-clock services to clients, including transportation and assistance with daily living skills.

Private Transportation Providers

The following companies also provide transportation services in Charles County.

All American Ambulance (AAA) Transport

Provides non-emergency medical transportation via ambulance or wheelchair vans for a fee.

Kidz Kab Express

Children's transportation company serving Charles County. They offer door-to-door service for children aged 4-17 for an affordable price.

New Horizons Solutions Transportation Services

Provides transportation to the general public, organizations, workers compensation programs, and individuals with disabilities.

Taxi Companies

- Silver Cab & Van Services
- Waldorf Yellow Cab
- Waldorf Silver Taxi Cab Service
- ABC CAB
- Uber
- Lyft

Review of Previous and Current Plans and Studies

The following section reviews recent plans and current initiatives relevant to public transportation in Charles County. The reviewed plans include those specific to transportation, as well as those covering broader issues and planning efforts. The review begins with information on the previous Charles County TDP, followed by plans and studies for Charles County, and then those for the broader region. These planning efforts will be updated appropriately with other studies identified through the TDP process and considered as part of the overall needs assessment.

Charles County VanGO Transit Development Plan (2019)

As noted earlier, the previous Charles County VanGO Transit Development Plan was completed in 2019. This plan assessed all aspects of the VanGO transit system, as well as the demographic makeup of Charles County, and other transportation providers in Charles County such as human service and private transportation entities. Data was collected from the transit system and from public outreach efforts to inform the study of how the system is currently operating and how services could be improved.

The conceptual plan in the TDP recommended changes to two of the fixed-routes, increased frequencies on select routes, expanded services hours, Sunday service, and altering the fare policy for both fixed-routes and paratransit. Service and frequency changes were organized by an implementation timeline to include short-term, mid-term, and long-term improvements:

- Short-term improvements involved restructuring the Pinefield and Brandywine Connector routes and changing their frequencies. The restructuring would provide bidirectional service and increase frequencies.
- Mid-term improvements included increased frequency on four routes, which would reduce headways to 30 minutes. Also included in the mid-term improvements are expanded service routes for eight routes.
- The long-term improvements, as noted earlier, would see Sunday service on seven VanGO routes.

Other recommendations in the TDP include changes to the fare policy for fixed routes and paratransit. VanGO's fare was found to be one of the lowest out of all of Maryland's LOTS. Additionally, the paratransit service had the same fare as the fixed routes, so it was recommended that the ADA paratransit fare be raised. After the completion of the TDP, and as a result from the COVID-19 pandemic, VanGO services went fare-free, and currently there are no plans to reinstate a fare structure.

Bryans Road Sub-Area Plan (2023)

The 2023 Bryans Road Sub-Area Plan is a revised plan for the community of Bryans Road. This community lies at the intersection of Livingston Road (MD-227) and Indian Head Highway (MD-210) and radiates outward for about 1.5 miles. The majority, or almost 60%, of the land in the study area and beyond is owned or protected by the local, state, or federal government for environmental protections or federal facilities. The plan notes that this puts a constraint on the amount of developable land available in the Bryans Road area. However, the plan and the direction for this area has changed since both previous plans and the current plan call for maintaining its rural nature.

The plan notes that the Bryans Road area is very automobile dependent. There are currently no marked bicycle lanes in the area, and less than one-third of the roadways leading to the main shopping center have sidewalks. There is also no connection to the Indian Head Trail, a major east-west and mostly grade-separated trail that connects the town of Indian Head with White Plains. The residential communities outside of the small business district also do not have any sidewalks.

As for the transit connections in Bryans Road, there are two VanGO routes that serve the area: the Bryans Road route that runs from La Plata to Bryans Road, and the Indian Head Route which runs from Waldorf to Indian Head. The Bryans Road route has headways of 120 minutes, and the Indian Head route has headways of 60 minutes. The plan states that ridership in the area is extremely low, and most trips are made by residents who lack access to a personal vehicle.

The plan notes that stakeholders in the area understood it to be a largely rural area, and that mobility other than by private automobile is likely to be challenging. However, it also states that stakeholders believed that solutions are available that have not been adequately explored, and investments have not yet been made to improve the situation. One- to two-hour wait between trips on VanGo routes were perceived to be antiquated, and insufficient to the mobility challenges faced, especially by older adults in the area.

As such, this sub-area plan recommends for VanGO to serve the Bryans Road area with on-demand microtransit service to better meet the needs of the small rural community. The plan notes that current VanGO routes also only operate on the main roadways which currently lack any pedestrian infrastructure, and is therefore difficult, if not dangerous, to walk to one of these two routes to catch the buses which run at low frequencies. The plan calls for a more flexible on-demand service which would be able to reach those who need this service, while overcoming the lack of pedestrian facilities and long distances traveled.

Connect Waldorf (2018)

The Connect Waldorf plan is one of a number of redevelopment plans that Charles County has undertaken in order to transform central Waldorf into the County's premiere urban district with walkable neighborhoods, density, and transit-oriented development. This plan calls for connections into and out of the central Waldorf area so that it can be integrated into the rest of the County's transportation network. To align itself with the State of Maryland's environmental sustainability goals, Charles County will begin with Waldorf, since it is the county's main population center.

The plan calls for the Waldorf Urban District to adhere to complete streets. These are streets that have been created or modified to accommodate all users of every mobility level, and are considered to be the fundamentals of Complete Streets, as defined by Smart Growth America. These are general guidelines, however, as each community is different and unique, and the Complete Streets design will be tailored to each individual community.

The Connect Waldorf plan takes inventory of the existing conditions of the pedestrian and bicycle network. These were the four main findings of the existing pedestrian infrastructure:

- 1) The areas to the southeast and southwest of Waldorf have decent connectivity internally, but often have sub-standard sidewalks or shared-use paths. There are few quality connections between neighborhoods, which makes walking as an alternative to driving increasingly difficult.
- 2) The northern half of the study area is largely devoid of pedestrian connectivity. These areas are in need of connections with much better walking facilities.
- 3) Despite being lined by bus stops, jobs, and a diversity of commercial and entertainment destinations, Crain Highway (US-301) bisects the study area into two distinct and separate halves, as no walking or cycling facilities exist along or across this major corridor.
- 4) In order to meet basic ADA and general safety standards, many intersections need to be retrofitted with tactile curb ramps, high-visibility crosswalks, and other safety features.

The existing bicycle network revealed results similar to that of the walking analysis. While the Waldorf area does have about 21 miles of shared-use paths, many of these are disconnected from each other and do not form a cohesive network that could be used as an alternative to driving. The analysis found:

- 1) Whether paved or concrete, few of the shared use paths feature design details such as wayfinding, striping, markings, intersection treatments, signals, that support the intended safe use of the system.
- 2) A more complex palette of contextually appropriate bikeways will be needed to form a coherent and safe network.
- 3) Well-designed bicycle facilities are almost non-existent and will need to be implemented at key commercial, recreational, transit, and employment locations.

The study also examined a crash analysis. This showed the distribution and frequencies of vehicle crashes in the Waldorf area and also examined pedestrian incidents of all injury severity. Most of Waldorf's principle and intermediate arterial corridors are high speed and thus have high concentrations of crashes. This analysis, the existing conditions, and the public outreach were all instrumental to the plan.

Some of the recommendations include:

- Retrofit collector and arterial streets with new or wider sidewalks and/or shared use paths; implement a range of intersection crossing improvements including crosswalks, signals, refuge islands, and raised crossings.
- Introduce traffic-calming, wayfinding, and other pedestrian and cycling amenities within a network of neighborhood greenways along residential streets.
- Undertake land re-assignments wherever possible to allow for protected bike lines, wider sidewalks, and shorter crossing distances.
- Redesign Old Washington Road as a model Complete Streets project for Charles County, setting the stage for more walkable and transit-oriented development in the heart of Waldorf.
- Transition all existing and require new sidewalks/paths to be ADA-compliant; ensure ADA compliance at all VanGO stops.

Charles County Comprehensive Plan (2016)

The Commissioners of Charles County adopted the 2016 Comprehensive Plan to guide land use development in the county for the next 25 years. This comprehensive plan found that bus service is increasing in use and importance in Charles County, especially in the La Plata and Waldorf areas. In 2010, the Charles County Commissioners designated the creation of a Fixed-route, high-capacity transit service (light rail) from the Branch Avenue Metro Station to Waldorf/White Plains as the highest transportation priority for Charles County.

Along the designated transit corridor from White Plains to the county line, mixed-use, transit-oriented development was called for along the Waldorf Urban Redevelopment Corridor (WURC). The WURC area of downtown Waldorf covers approximately 300 acres along the Old Washington Road corridor (MD-925), south of Acton Lane north of Leonardtown Road (MD-Business 5), and between U.S. 301 and the CSX railroad tracks.

The Charles County comprehensive plan recommends supporting all types of transit including local, regional and commuter trips. A main component for this support is to improve roadway congestion. The plan also suggests backing and promoting the preservation of the locally preferred high-capacity fixed-route transit alignment, as outlined in the MTA Southern Maryland Transit Corridor Preservation Study. It advises incorporating facilities for pedestrians, bicycles, and daily parking into capital and development projects, especially near proposed transit station locations.

Charles County Bicycle & Pedestrian Master Plan (2012)

The 2012 Charles County Bicycle and Pedestrian Master Plan was created to serve as a guide to future planning initiatives. This document was not intended to plan all future projects, but to guide them in a consistent and cohesive manner. It will provide direction on how to best incorporate bicycle and pedestrian infrastructure into all of the county's transportation planning efforts. The vision adopted for the plan is:

"Charles County will be a place where people have the safe and convenient option of walking and bicycling for transportation, recreation, and health. Our transportation system will be designed to encourage walking and bicycling, and will provide a seamless, balanced and barrier-free network for all. On- and off-road recreational trails will showcase the County's unique rural areas as well as natural and cultural assets for the benefit and enjoyment of citizens and visitors alike."

To achieve this vision, the bicycle and pedestrian master plan has developed the following goals:

- Encourage alternative transportation options
- Promote recreation opportunities
- Promote economic development & tourism
- Integrate walking and cycling planning with land use planning
- Make Charles County a healthier community overall

The plan takes public transit into consideration. Along with improving the cycling and pedestrian network, the plan encourages development around transit stops. Along with this, the issue of equity is addressed in the plan as well. Many transit users walk to their stops, as it is the most affordable or sometimes the only way of reaching a transit stop. Better connections to transit stops would be necessary in order to have an interconnected transport network in Charles County. Cycling and pedestrian paths can bridge the gap between commercial nodes and transit stops. This master plan also references the 2010 Downtown Waldorf Plan and Design Guidelines for connecting pedestrians and cyclists to transit stops.

Southern Maryland Coordinated Public Transit-Human Services Transportation Plan (2019)

The Federal Transit Administration's (FTA) Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310) Program funds transportation services planned, designed, and provided to meet the needs of older adults and people with disabilities. Section 5310 Program funding can be used for "traditional" capital projects and for "nontraditional" capital and/or operating projects that go beyond the scope of the Americans with Disabilities Act (ADA) complementary paratransit service, or public transportation alternatives designed to assist older adults and people with disabilities.

The coordinated transportation planning effort in Maryland is not solely limited to the Section 5310 Program, and regional plans take a broader approach to providing strategies and potential projects beyond those funded through the Section 5310 Program, including potential public transit improvements. The Southern Maryland Coordinated Public Transit – Human Services Transportation Plan provides a variety of strategies for improving mobility in the region based on local stakeholder review and input. The top-rated strategies included:

- Support recommendations for expanded public transportation included in county transit development plans.
- Ensure transit services are under consideration during the initial planning stages of new area developments, including passenger amenities such as bus stops and shelters.
- Continue the process to receive federal, state, and local funding to provide current services.
- Develop additional partnerships and identify new funding sources to support public transit and human services transportation, including with local businesses and municipalities.
- Advocate for additional funding to support public transit and human services transportation.
- Maintain services that are effectively meeting the transportation needs in the region.
- Use current human services and specialized transportation services to provide additional trips, especially for older adults and those with disabilities.
- Improve coordination among transportation providers.
- Expand outreach and information on available transportation options in the region, including establishment of a single point of access.
- Support the continued prioritization of the “complete streets program” to improve first and last mile connections by creating new bike and pedestrian connectivity.

Chapter 3

Transit Needs Assessment

Introduction

This chapter summarizes the community outreach process and the input that was received during the development of the Charles County TDP. The community outreach process primarily consisted of a rider survey and community survey, supplemented by stakeholder input through the advisory committee and other community members. Through this process feedback was obtained on current VanGO services, and on potential improvements that would help expand mobility. Input ranging from the community's perception of existing transit services to future transit priorities was collected and is summarized in this document.

Findings through the stakeholder and community input process will be combined with the results of previous TDP tasks to identify issues and opportunities that need to be addressed in the development of alternatives for the plan, and ultimately as recommendations in the final TDP.

Overall, this chapter is divided into the following sections:

- **Customer (Rider) Survey** – Review of rider feedback collected from current users of the VanGO system.
- **Community Survey** – Summary of a survey that provided the opportunity to gather opinions and input from the general public.
- **Stakeholder Interview** – A review of the feedback received from a local stakeholder regarding existing transit services and priorities for the future. Input from additional interviews will be added as appropriate.

Customer Survey Results

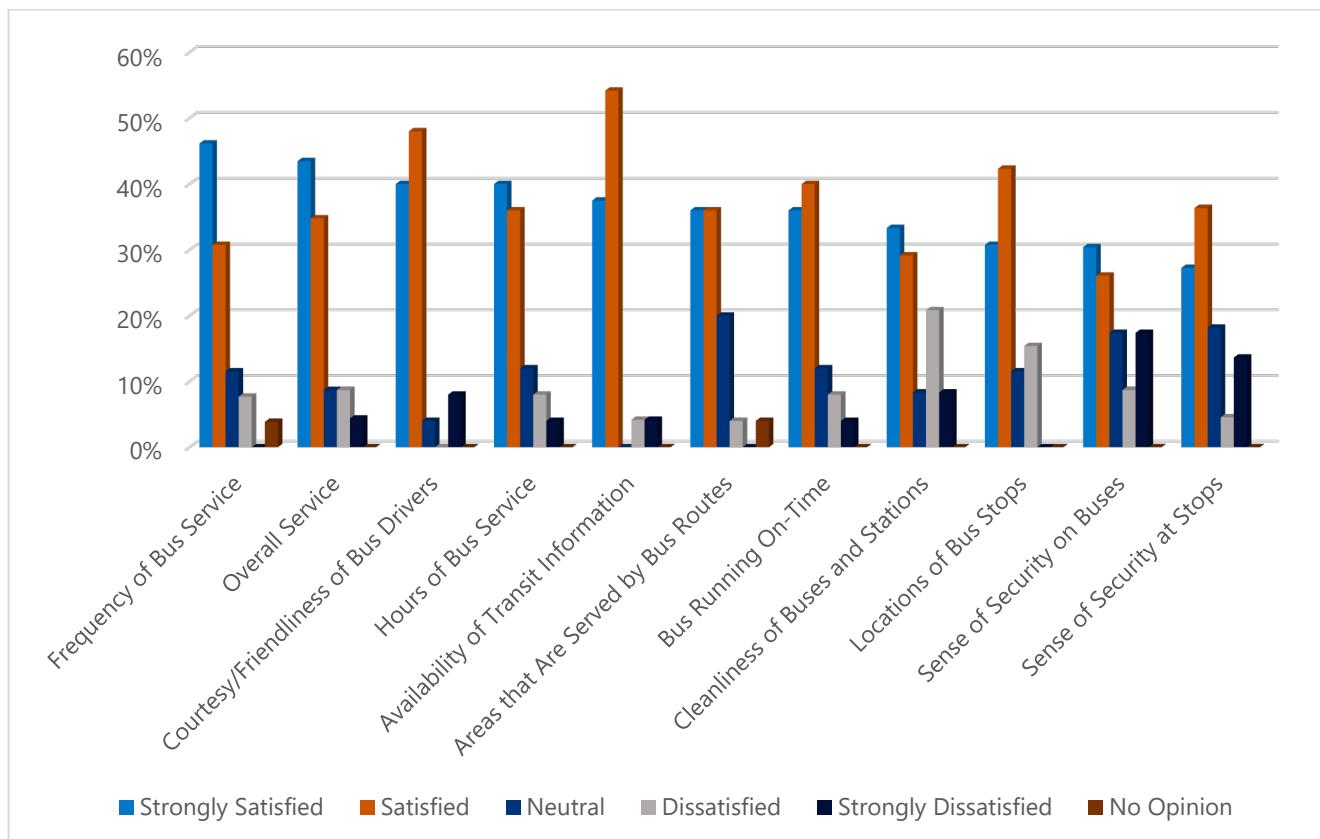
Current VanGO customers were offered the opportunity to provide their input through a survey process. A copy of the survey is included in **Appendix B**. As indicated in the rider survey, customers were able to complete the survey through multiple methods, and the survey covered a variety of topics—including trip characteristics, typical travel patterns, desired service improvements, satisfaction levels, and basic demographic questions.

The rider survey was distributed by VanGO drivers over several months, though customer participation in the survey process was minimal. Overall, a total of 23 rider surveys were collected, and the results are summarized in the following section. Despite this being a relatively small sample size, these important findings will be taken into account in the development of service alternatives through an upcoming phase of the TDP process.

Satisfaction with VanGO Services

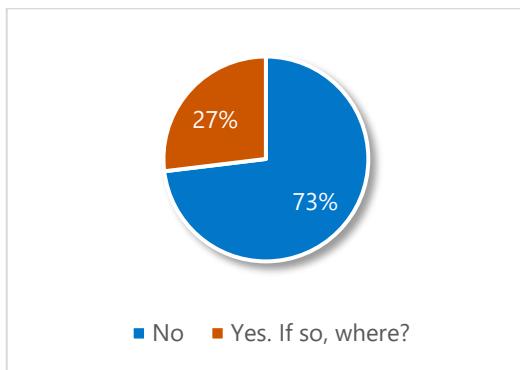
The overall perception of VanGO services from riders was largely positive. Riders were asked to rate eleven areas of VanGO services. The frequency of service category received the most votes for strongly satisfied, accounting for 46% of responses. The highest overall percentage was for availability of transit information, of which 54% of respondents indicated they were satisfied. Riders were least satisfied with the security on the buses. This issue had 17% of respondents indicating they were strongly dissatisfied. Following this, the sense of security at stops came in at 14%, the second most strongly dissatisfied area. This sentiment was echoed further down in the survey when riders were asked what they like least about VanGO. All of the categories and their rankings can be found in Figure 3-1.

Figure 3-1: Satisfaction with VanGO Services



Respondents were asked about locations that are not currently served by VanGO, but that need services. The majority, or 83%, said that there were no places that VanGO does not serve that they need to access. For the yes replies, respondents were asked to elaborate on where those places are located, though most riders chose not to add any additional information. Three respondents added places that were not served including Washington, DC, Clinton, neighboring counties, Old Washington Road between the mall and Wawa, and the La Plata Giant shopping center. These responses can be seen in Figure 3-2.

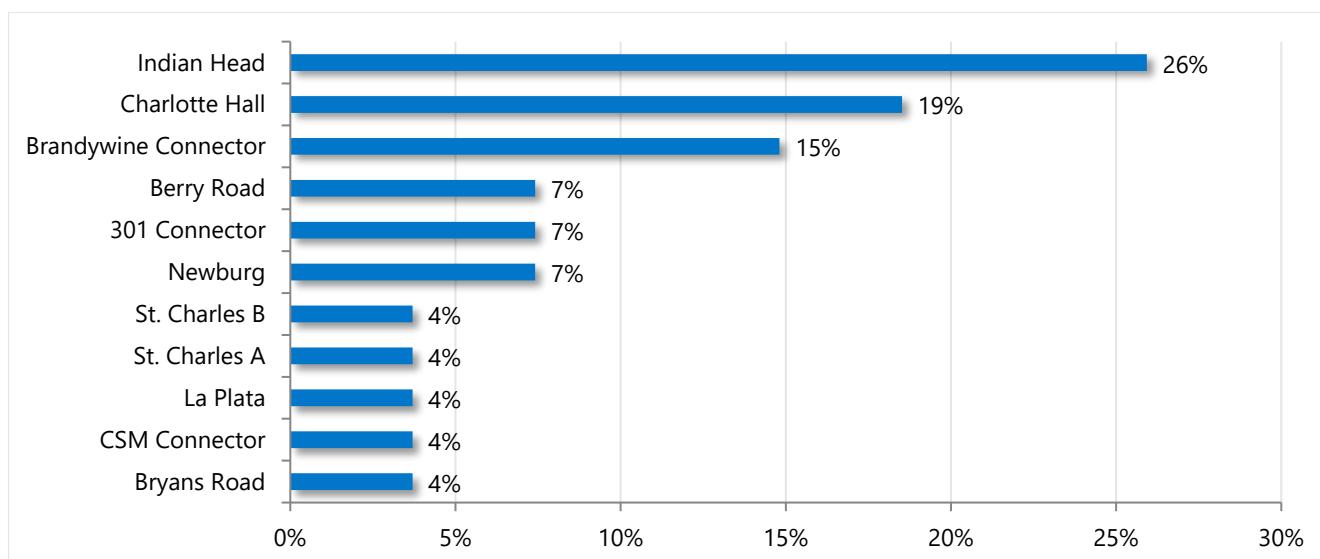
Figure 3-2: Locations Not Served by VanGO



Bus Routes, Purpose, and Frequency

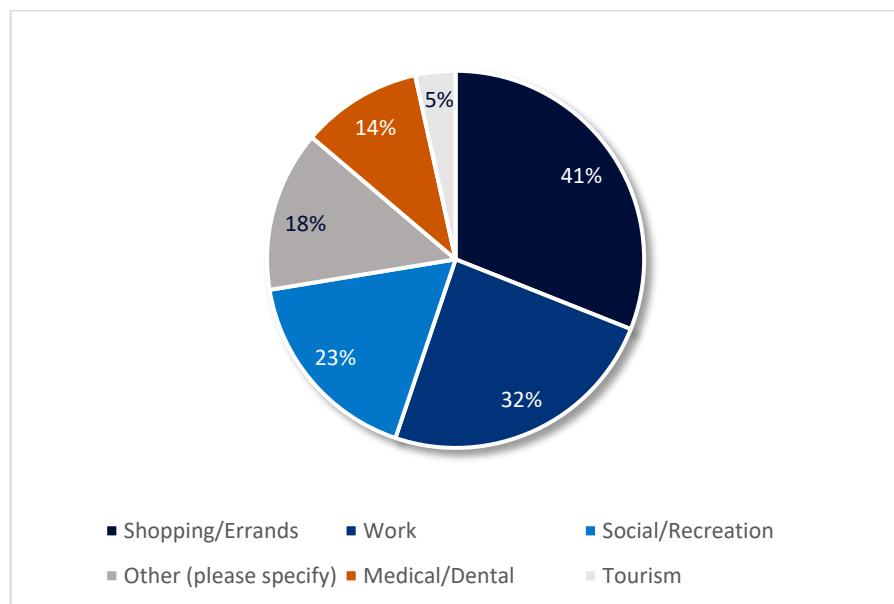
A majority of riders were using the Indian Head route when surveyed. This is consistent with the FY2024 ridership data that shows Indian Head with the highest monthly ridership. The next three routes that most respondents rode were Charlotte Hall, Brandywine Connector, and Berry Road as seen in Figure 3-3.

Figure 3-3: Bus Routes Used by Survey Respondents



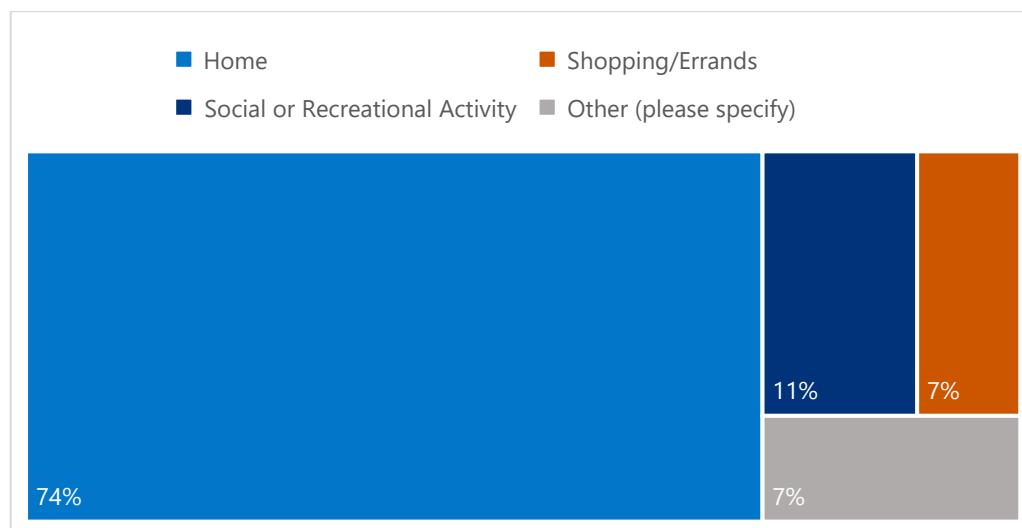
When asked about the purpose of their trip, a majority of respondents stated that they were using the bus for shopping and errands, which accounted for 41% of the responses. As shown in Figure 3-4, other respondents stated that they were using the services for work, social/recreation, the "other" category, and medical/dental.

Figure 3-4: Trip Purpose



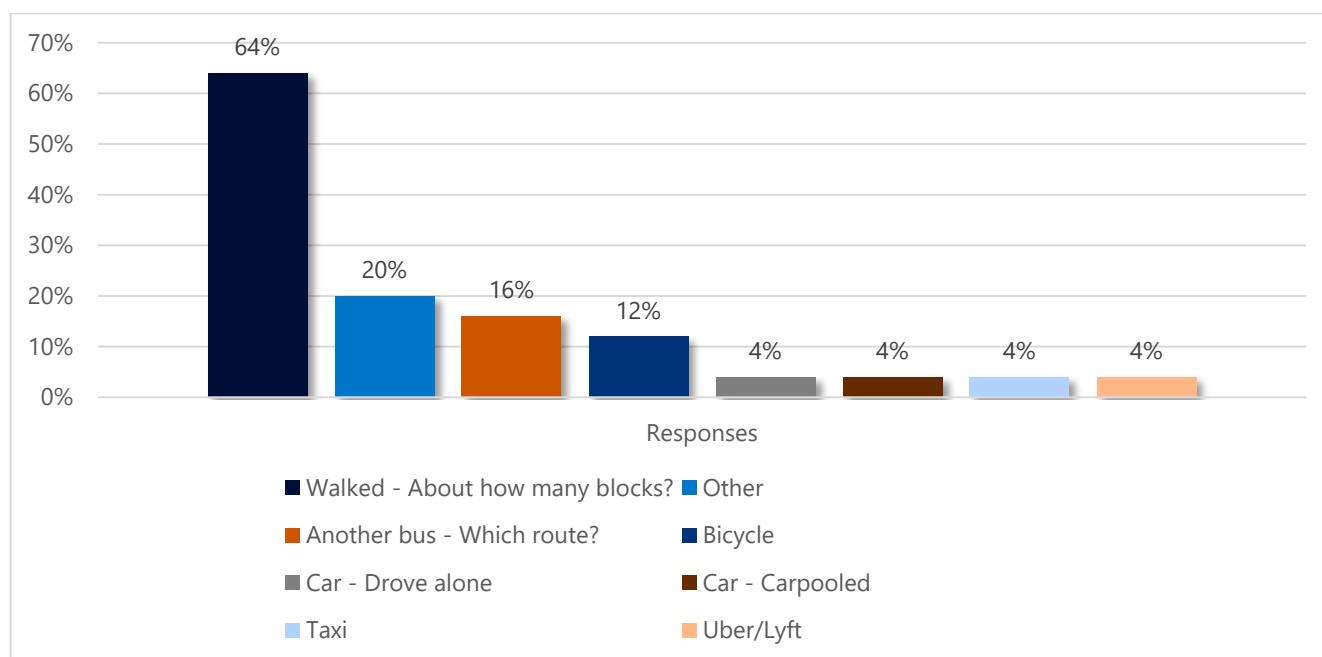
As seen in Figure 3-5, respondents were also asked about their starting location, and a majority of riders were starting from home. A small percentage of riders came from shopping/errands, social/recreational outings, or other. One rider chose the "other" category and indicated that they were coming from church.

Figure 3-5: Trip Starting Point



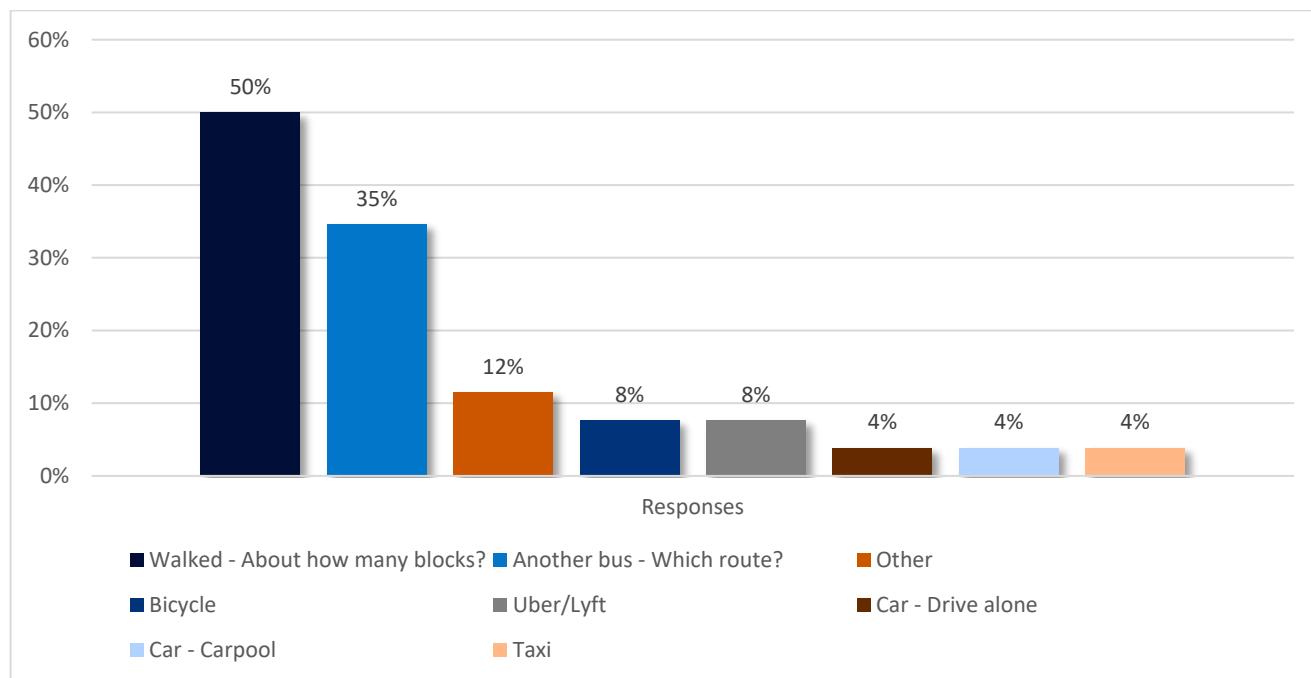
When respondents were asked about how they accessed the bus stop, a majority of respondents stated that they walked there. Riders were again asked to elaborate on how many blocks they walked. While not everyone chose to add additional information, those who did indicated that some of them walked anywhere from one to six blocks. Some riders walked as little as 50-100 feet while others walked much longer distances, up to a mile, to access their bus stop. The second most common method of accessing the bus stop was the “other” category. These respondents provided more information including whether they were picked up at the door or flagged the bus to stop. After that, the third most common method was to use another bus route. Some of these bus routes that riders used include St. Charles B, Pinefield, and St. Charles C. These findings can be seen in Figure 3-6.

Figure 3-6: Access to Bus Route



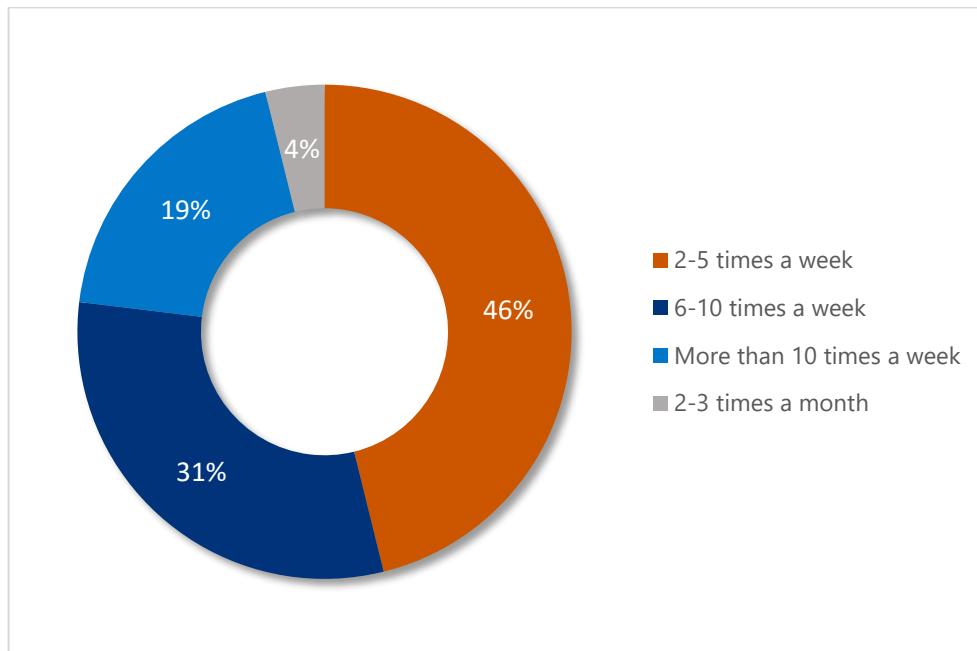
As shown in Figure 3-7, respondents were asked about accessing their final destination while using VanGO. The modality was similar to accessing the bus at the beginning of their trips, with the highest number walking to their final destination. Riders walked anywhere from one to six blocks. The next most common mode to get to their final destination was to use another bus, accounting for 36% which is much higher than the previous question. Some of the other routes that riders used to finish their trips were St. Charles B, Pinefield, St. Charles C, and Business B.

Figure 3-7: Access to Final Destination



Riders were asked about how often they typically ride VanGO services. A majority of riders stated that they ride VanGO two to five times per week. This accounted for 50% of the responses. Thirty-one percent indicated that they ride six to 10 times per week, and 19% said they use the service more than 10 times a week. The lowest response was two to three times per month at four percent. These results can be seen in Figure 3-8.

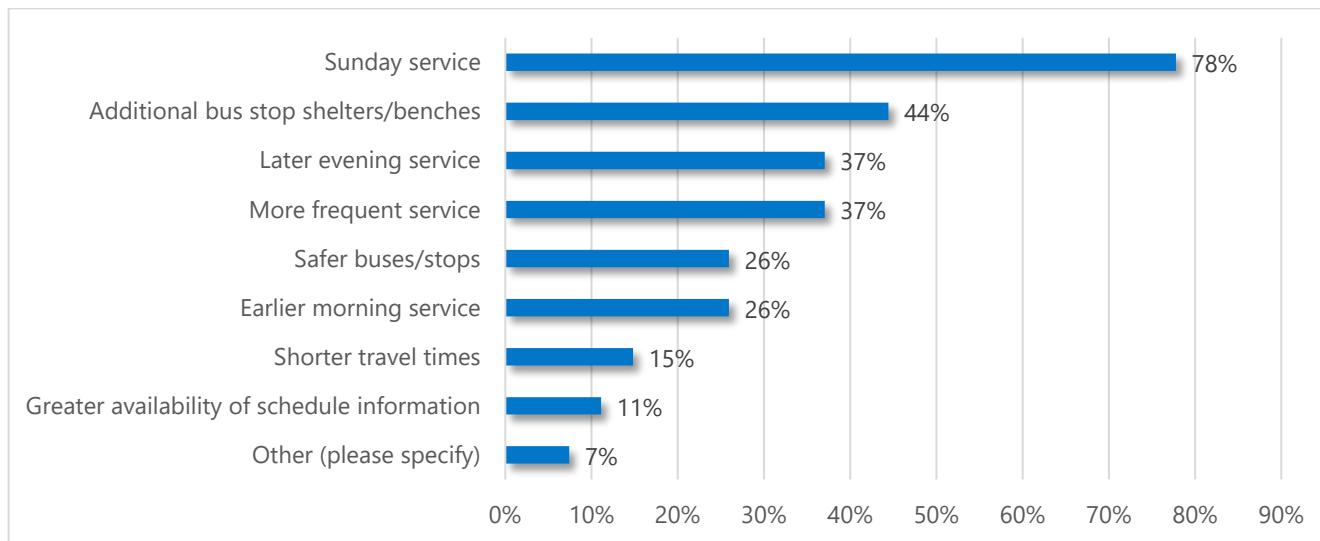
Figure 3-8: Frequency of Public Transportation Use



Possible Transportation Service Improvements

Respondents were asked to rate their top three choices for the most useful improvements for VanGO (shown in Figure 3-9). The overwhelming majority named Sunday service as their top priority for improvement. The next three most common choices included additional bus stop shelters/benches, more frequent service, and later evening service.

Figure 3-9: Desired Improvements



Rider Profile

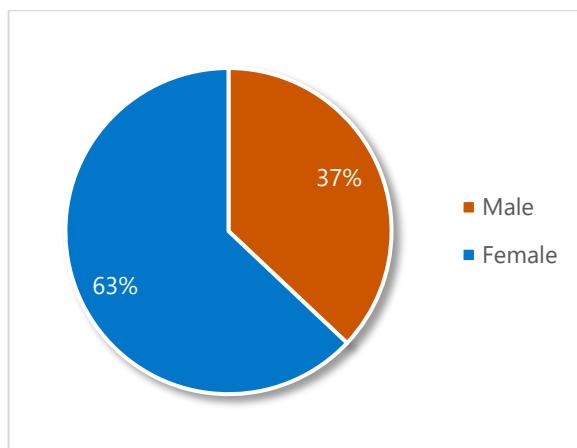
Customers were asked for their ZIP Code to gain more insight on where VanGO riders live. Most of the respondents live in 20602 which is the St. Charles area, and 20640 which is the Indian Head area, accounting for 23% each. Overall responses can be found in Table 3-1.

Table 3-1: Rider ZIP Codes

ZIP Code	Count	Percentage
20640	6	24%
20602	5	20%
20601	4	16%
20646	3	12%
20603	2	8%
20601	1	4%
20603	1	4%
20616	1	4%
20664	1	4%
20695	1	4%

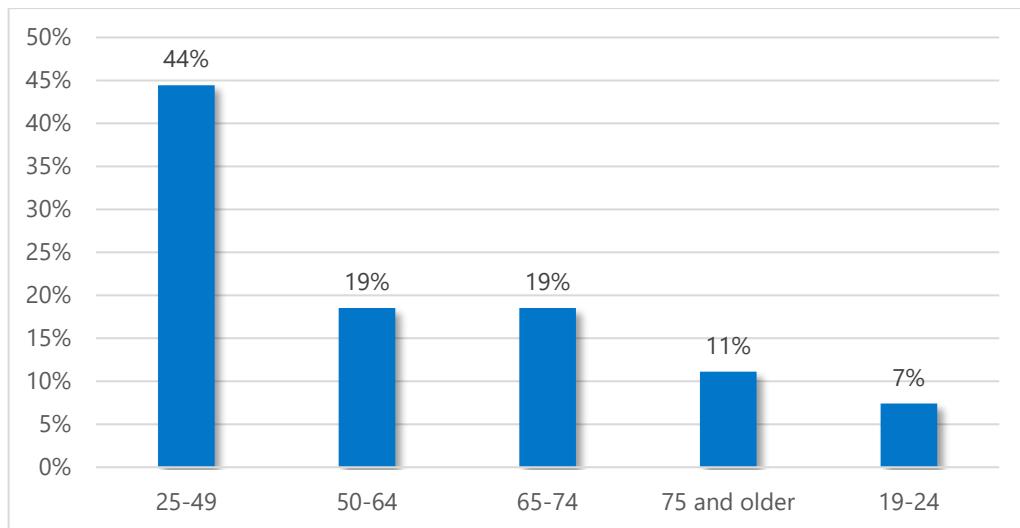
As seen in Figure 3-10, respondents were asked about their gender—a majority (63%) of riders stated that they were female.

Figure 3-10: Gender of Respondents



Respondents were then asked about their age. Most of the respondents indicated that they were in the 25-49 age group. This was followed by those in the 50-64 age group, then the 65-74, and finally the 75 and older age group. The smallest age group was those between 19-24. Figure 3-11 shows the distribution of age groups among the riders.

Figure 3-11: Age Group of Respondents



Respondents were also asked whether they have a valid driver's license, and 58% indicated they did not, as shown in Figure 3-12.

Figure 3-12: Valid Driver's License

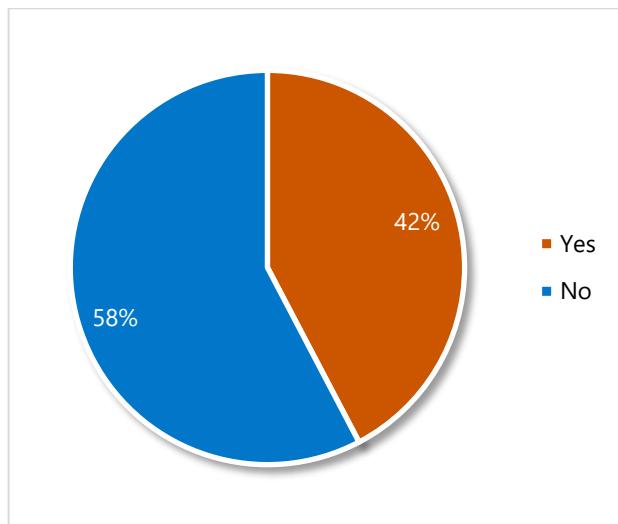
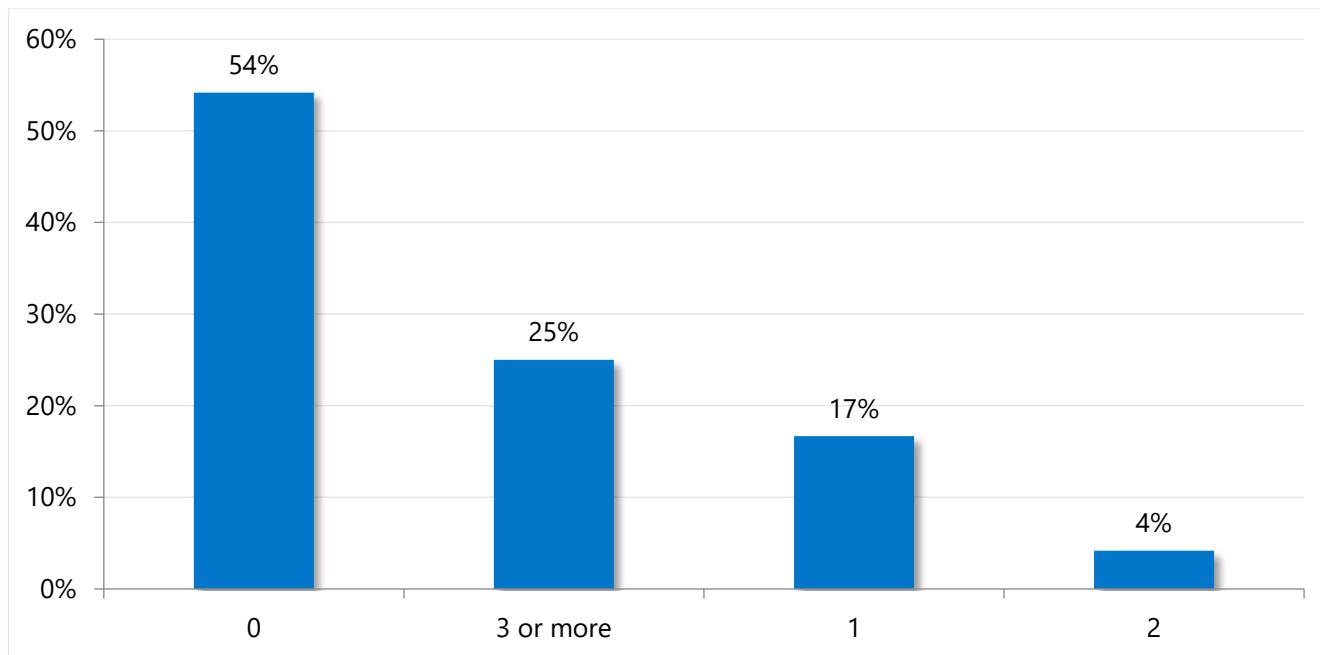


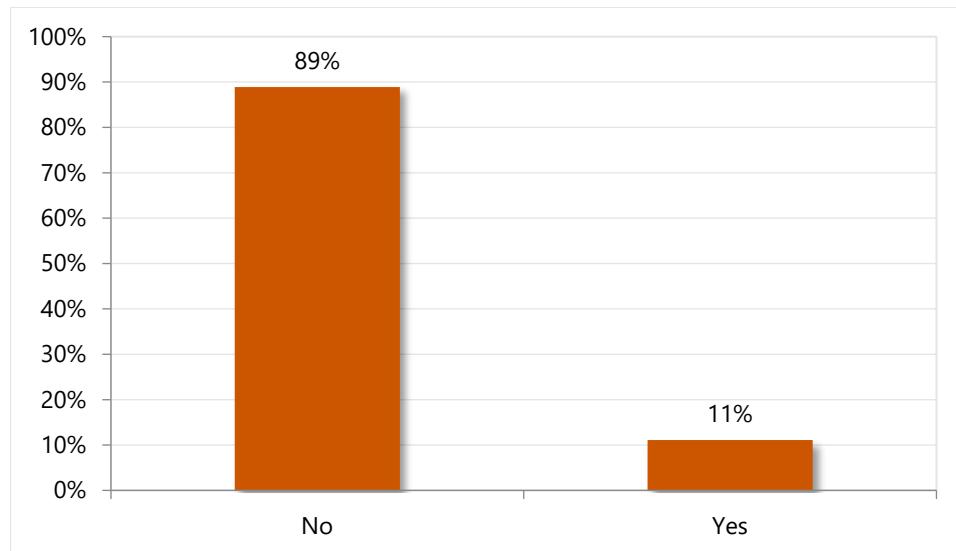
Figure 3-13 shows the total number of vehicles in each household. A majority of respondents stated that they had zero cars in their household. The next most common response was three or more cars in their household, which accounted for 25% of the replies, as seen in Figure 3-13.

Figure 3-13: Number of Cars in Household



Respondents were then asked about the availability of a car for the current trip they were taking. The overwhelming majority of riders said they did not have a car available for this trip, as seen in Figure 3-14.

Figure 3-14: Availability of a Car for Current Trip



Going further into the passenger profile, respondents were asked about their current employment status, and a majority of respondents stated that they are not employed. This accounted for 42% of responses for this question. The next three responses were employed full-time, employed part-time, and retired, which accounted for around 17% each. These results can be seen in Figure 3-15.

Figure 3-15: Current Employment Status of Respondent

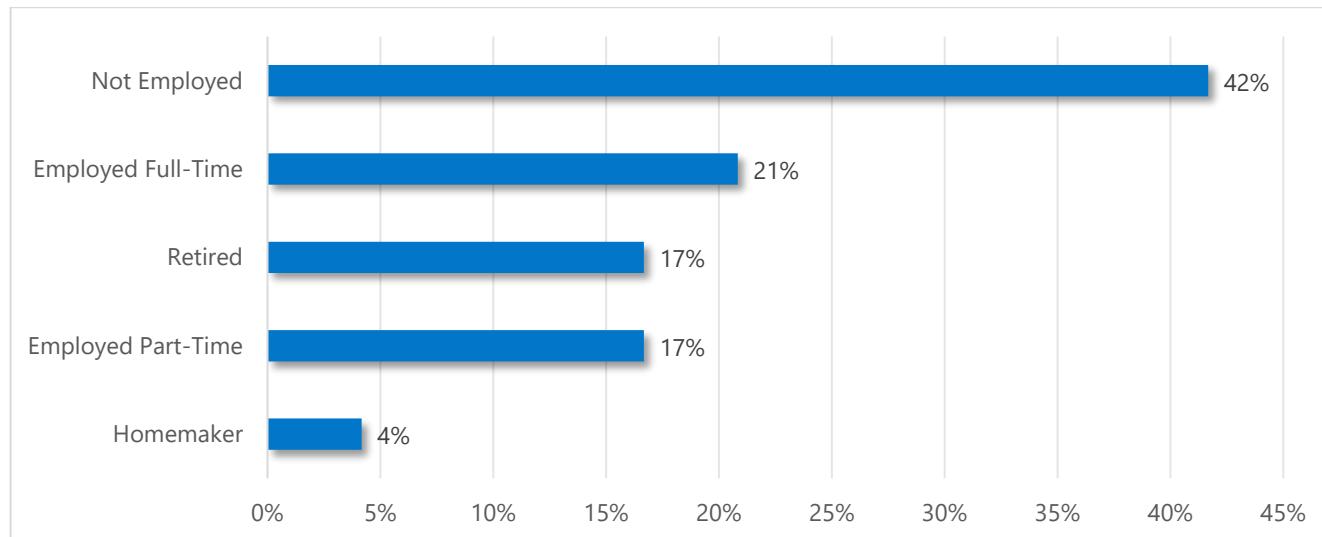
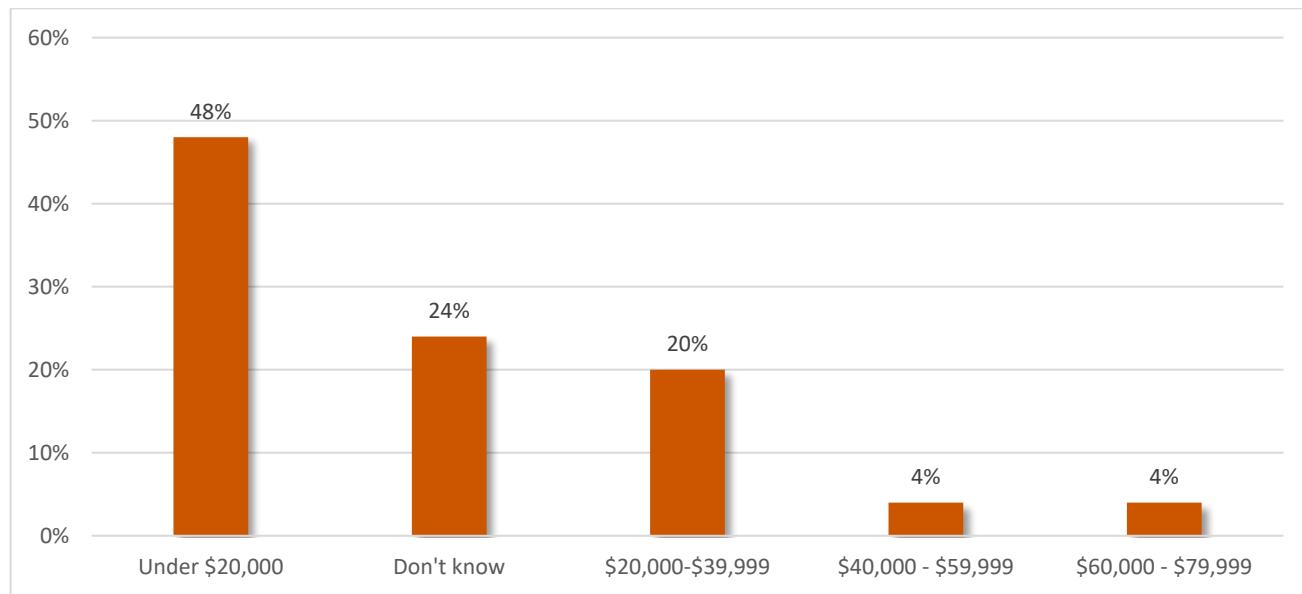


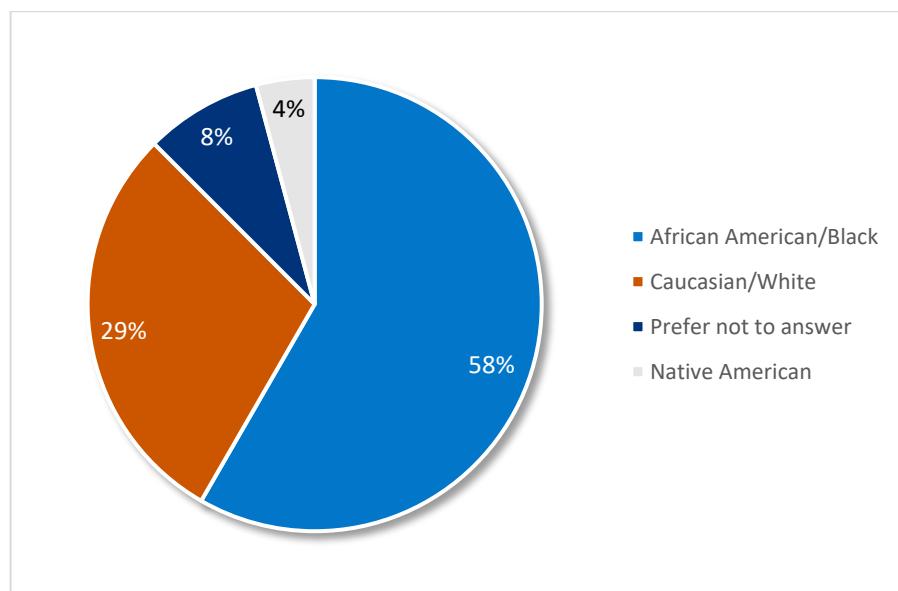
Figure 3-16 shows the total annual household income for the respondents. Most of the riders (48%) indicated their annual household income was under \$20,000. Twenty-four percent of the riders said that they did not know their income, while 20% stated their income was \$20,000-\$39,999.

Figure 3-16: Total Annual Household Income



Respondents were also asked to classify themselves, as seen in Figure 3-17. A majority of respondents classified themselves as African American/Black, while 29% classified themselves as Caucasian/White. A small minority (eight percent) preferred not to answer, one indicated that they were Native American, and two respondents skipped the question.

Figure 3-17: Classification of Respondents



Additional Comments

Finally, respondents were asked to leave additional comments regarding their current trip or transit services in general. While only 14 of the 23 respondents chose to leave additional comments, the majority of them were overwhelmingly positive. Most riders commented on how nice, pleasant, respectful, and courteous the bus drivers were on their rides. There was one rider who felt the driver was disrespectful to them. Other than that, the comments were very positive and supportive. One rider even wished the drivers could be paid more because of how satisfied they were with their experience. Others remarked that the fare-free service was a big help to their budgets.

The other theme from the comments was the issue of safety at the transfer points. While this was a small portion of the comments, those who did bring it up indicated their desire to see more police coverage at the Park & Ride lots where the passengers wait for their buses. Another rider commented on the issue of litter, pointing out that some riders leave trash and unfinished food and beverage on the buses, as well as political stickers.

Community Survey Results

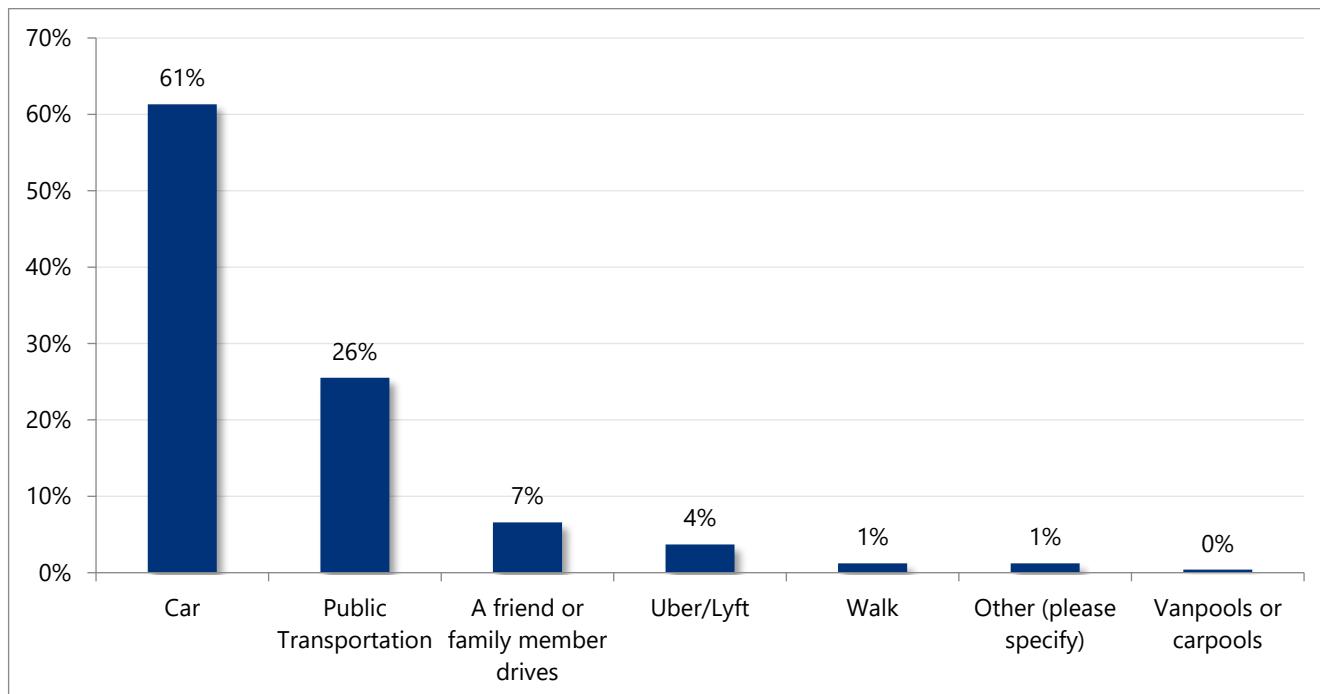
A community survey was launched in the fall of 2024 and closed on November 15, 2024. The Charles County Government and the Charles County Chamber of Commerce both posted the survey to their various social media accounts including Facebook, Instagram, and LinkedIn. A copy of the survey is included in Appendix B.

A total of 244 responses were collected through the online survey. The community survey covered a range of topics that included transportation choices, the impression of public transportation, typical travel patterns, desired transportation improvements, and demographic questions. The following section provides a review of key community survey results.

Primary Mode of Transportation

Community survey respondents were asked about their primary form of transportation. As shown in Figure 3-18, 61% stated that their primary mode of transportation is their car. The second highest answer with 26% of the respondents was public transportation. This amount is larger than in a typical community survey and indicates that riders of VanGO services or MDOT commuter services were some of the respondents.

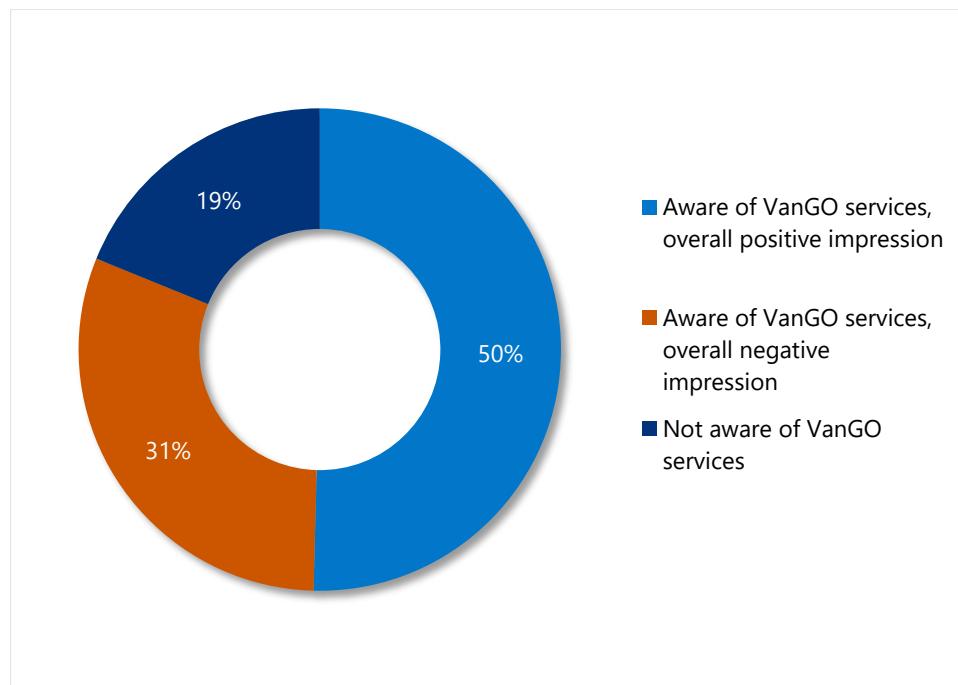
Figure 3-18: Primary Mode of Transportation



Awareness/Impression of Transit Services Provided

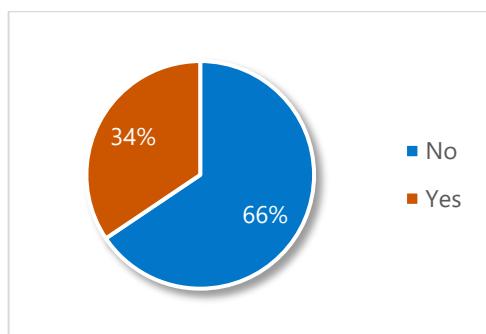
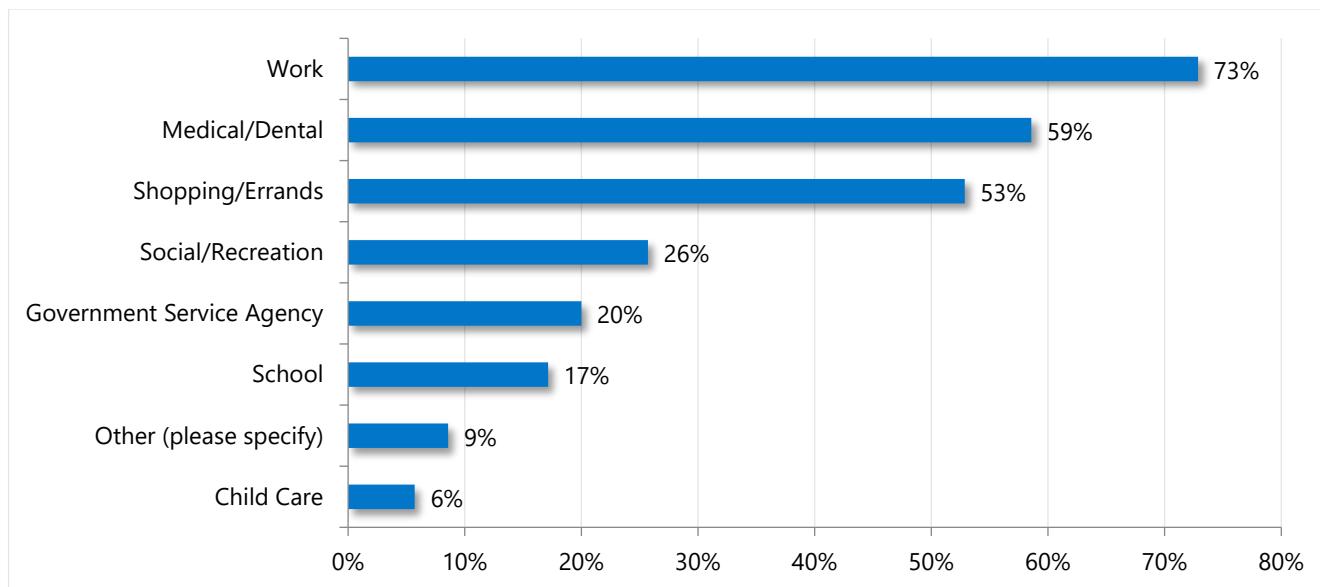
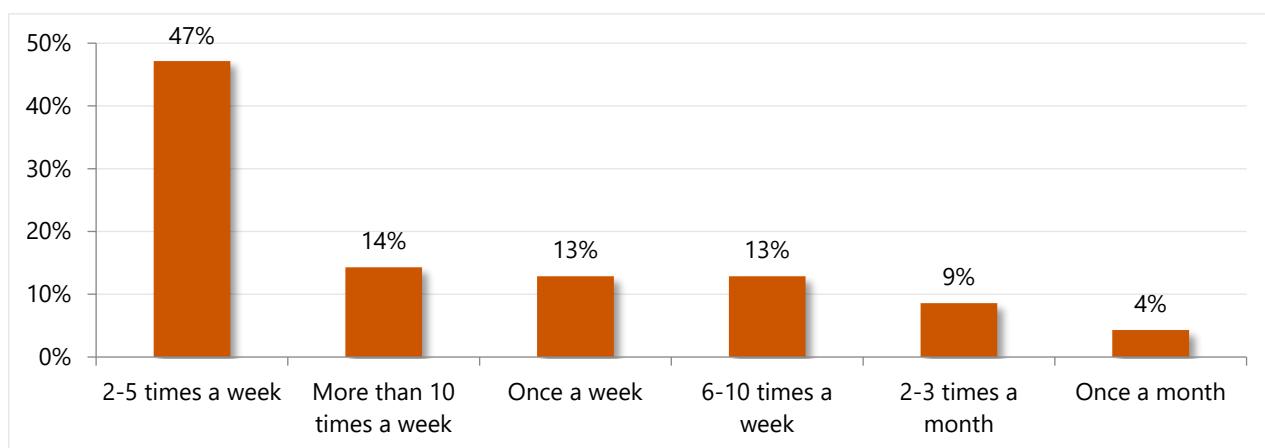
When the community was asked about their awareness and impression of VanGO, most respondents stated that they are aware and have a positive impression of the services, while only 19% of respondents stated that they were unaware of VanGO services. Thirty-one percent of community respondents indicated that they were aware of VanGO services but had an overall negative impression. Figure 3-19 shows the overall awareness of VanGO services.

Figure 3-19: Awareness and Impression of VanGO



What Services are Used

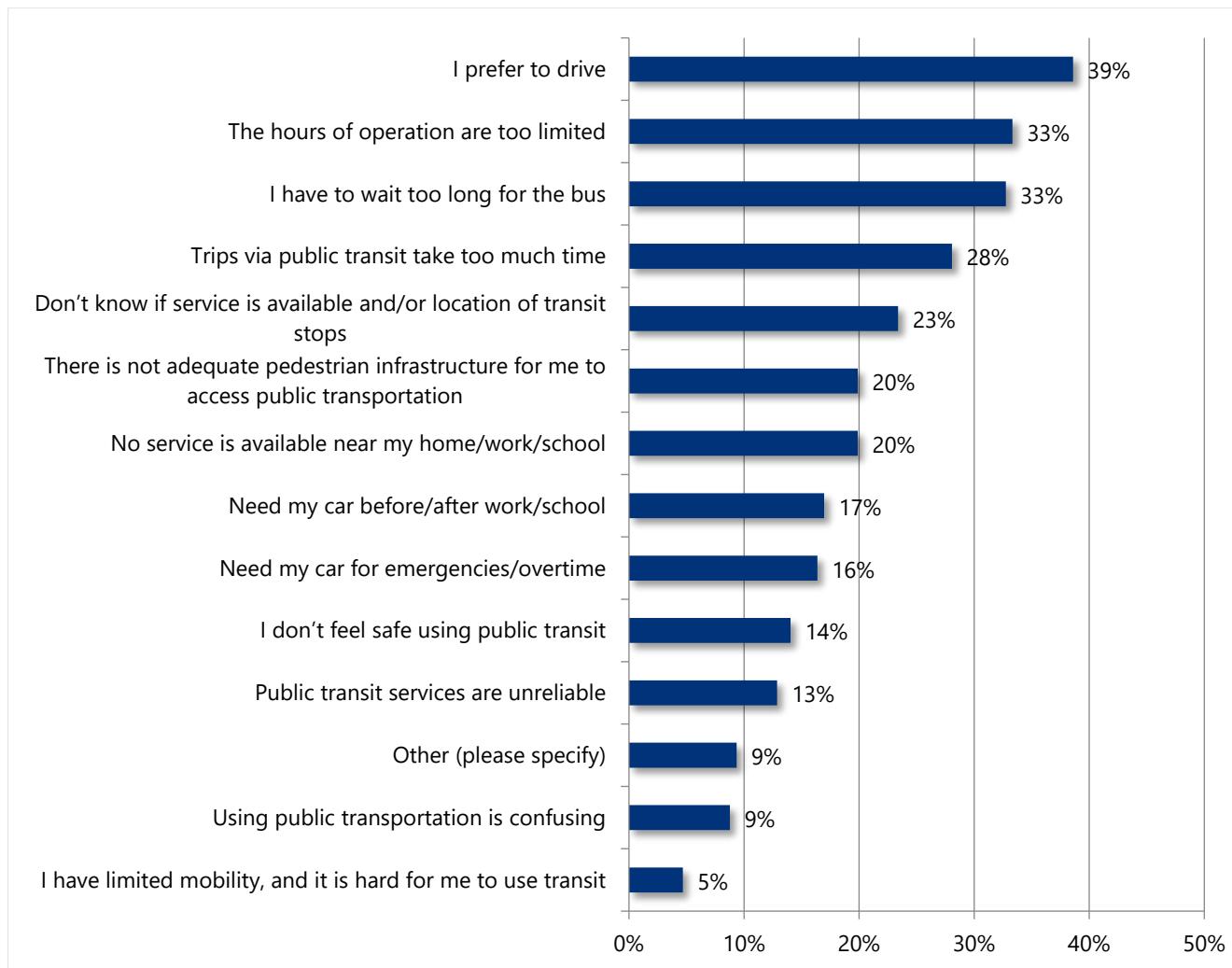
When community members were asked if they use VanGO services, 65.6% of the respondents stated that they do not use the services, while 34.4% indicated that they do, as seen in Figure 3-20. Figure 3-21 shows that work, medical/dental, and shopping/errands were the top three choices for why community members would use public transportation. When looking at the frequency of using VanGO, almost half used the services two to five times per week. This can be seen in Figure 3-22.

Figure 3-20: Use of VanGO**Figure 3-21: Public Transportation User's Trip Purpose****Figure 3-22: Frequency of Use of Public Transportation Users**

Reasons for Not Using Public Transportation

Community survey respondents were asked to check reasons as to why they do not use public transportation, and the majority of respondents stated that they preferred to drive. Figure 3-23 shows the breakdown of reasons why the respondents do not use public transportation. The second reason for not using public transportation was that the hours of operation are too limited (33%).

Figure 3-23: Why Respondents Do Not Use Public Transportation



Service Improvements and Travel Needs

The majority of the Community survey respondents stated that there is a need for additional or improved public transportation in Charles County—92% replied in the affirmative as shown in Figure 3-24.

Figure 3-25 shows the types of improvements community members felt were necessary to encourage them to utilize transportation services in Charles County. The top three choices included shorter wait/pickup time (55%), more frequent service (47%), and better sidewalk infrastructure to access transit stops (42%).

Figure 3-26 shows which improvements community members feel are needed in Charles County. The top three improvements include a new service that would connect communities or key destinations (81%), expanded transportation services designed for older adults and people with disabilities (76%), and new or expanded service that would provide connections to other public transit systems (72%). This question gave space for respondents to provide further details. Some of the individual responses can be found below in Table 3-2.

Figure 3-24: Do You Think There Is a Need for Additional or Improved Public Transportation in Charles County?

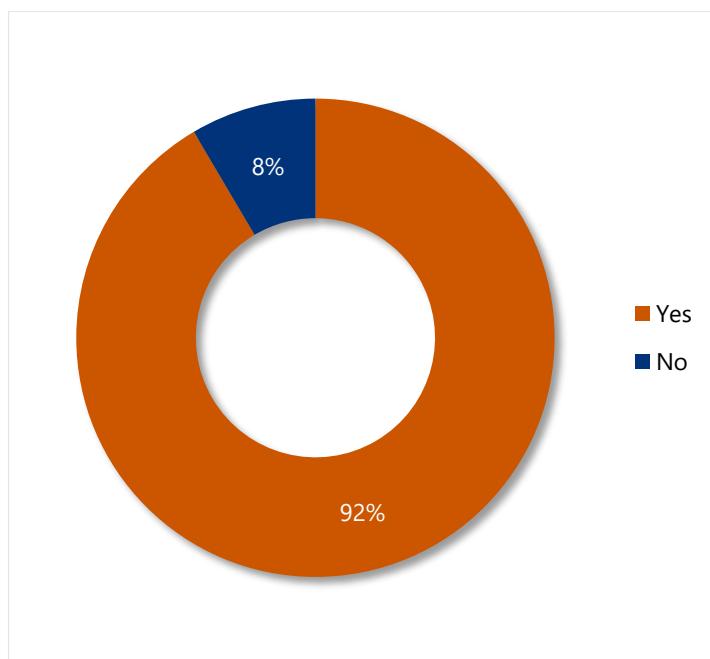
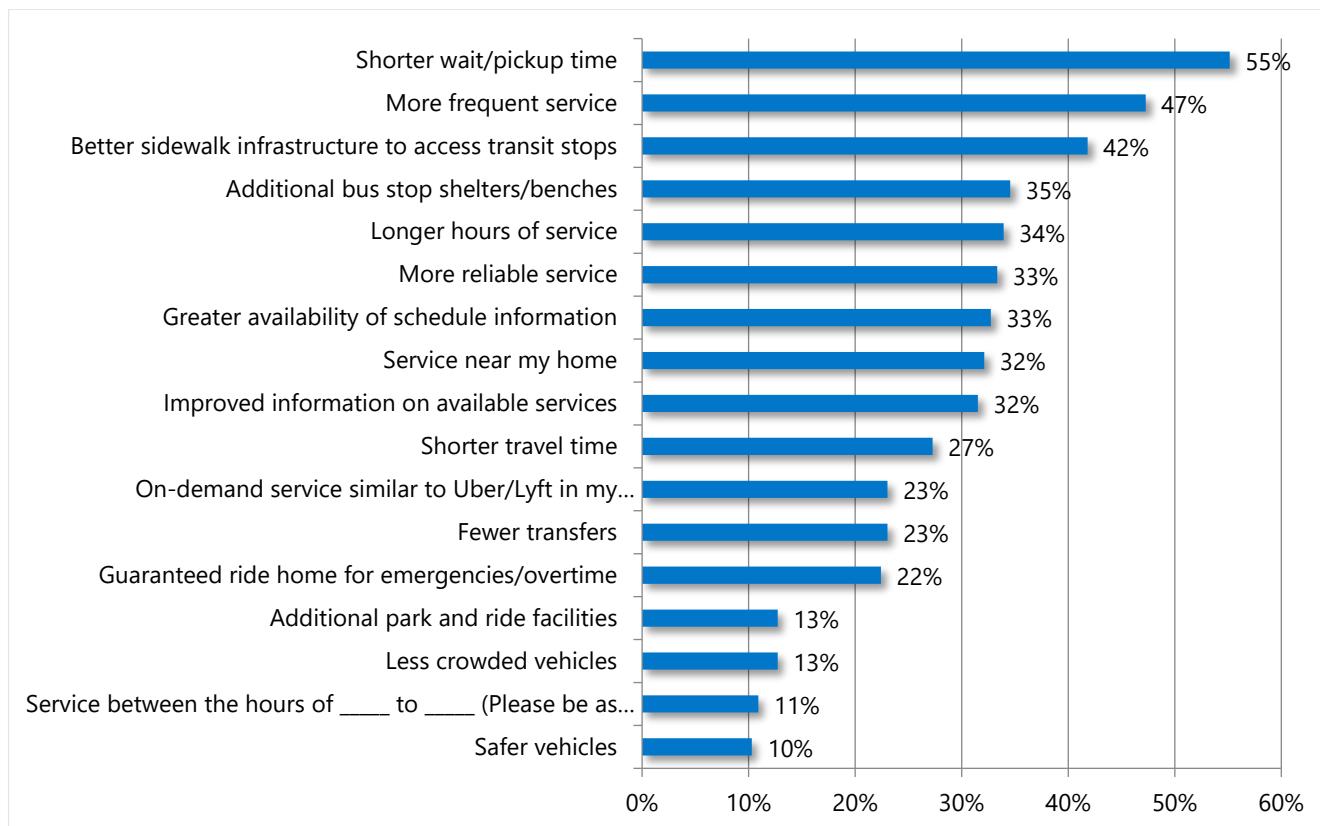
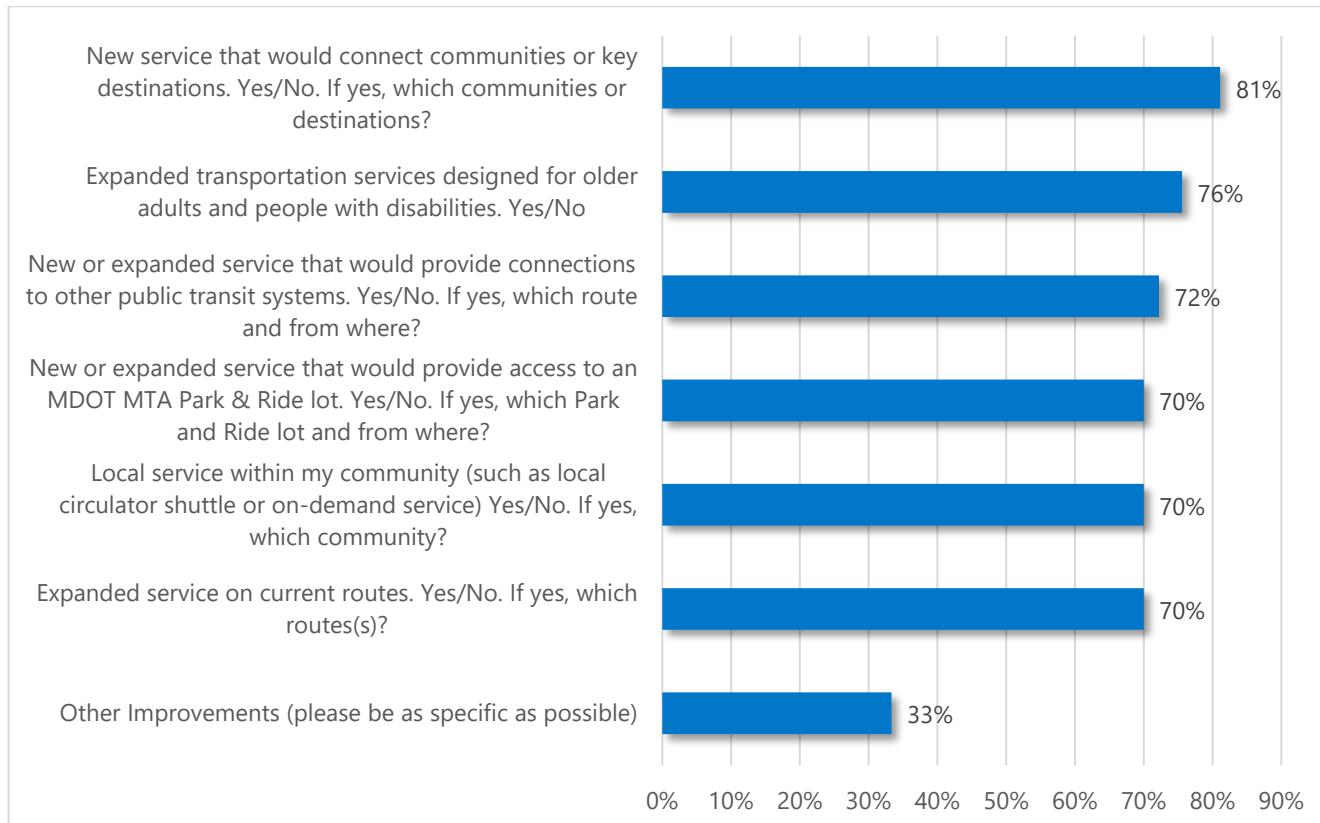


Figure 3-25: What Transit Service Improvements are Needed to Encourage Usage**Table 3-2: What Transit Service Improvements are Needed in Charles County - Individual Responses**

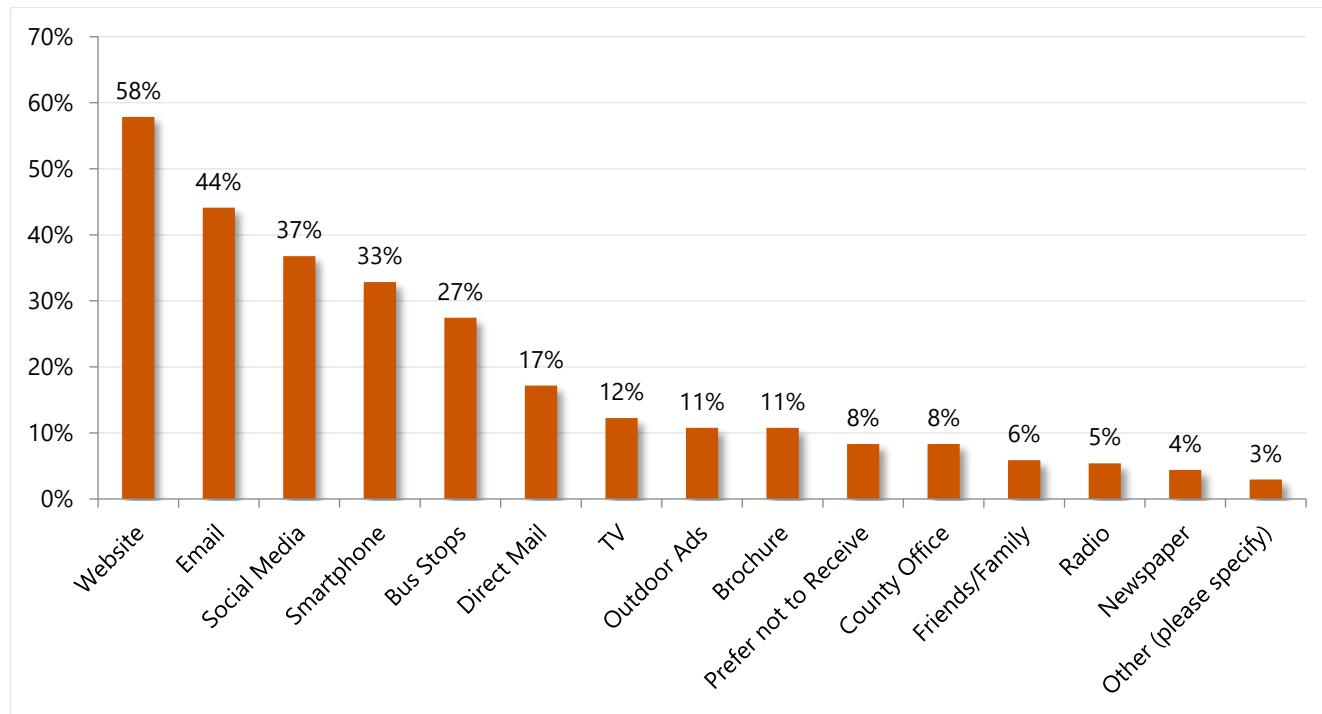
Answer Choices	Example of Individual Response
New service that would connect communities or key destinations. Yes/No. If yes, which communities or destinations?	"Waldorf, White Plains, La Plata to Washington D.C."
Expanded transportation services designed for older adults and people with disabilities. Yes/No	"Yes, lowered steps"
New or expanded service that would provide connections to other public transit systems. Yes/No. If yes, which route and from where?	"Branch avenue station"
Expanded service on current routes. Yes/No. If yes, which route(s)?	"Route 5 South to St. Mary County Line"
Local service within my community (such as local circulator shuttle or on-demand service) Yes/No. If yes, which community?	"Yes, Bryans Road, Waldorf and LaPlata"
New or expanded service that would provide access to an MDOT MTA Park & Ride lot. Yes/No. If yes, which Park & Ride lot and from where?	"Yes. Ft. Washington or National Harbor Park and Ride"
Other Improvements (please be as specific as possible)	"More seating with coverings from weather at bus stops, park and rides & signs where the bus stops are."

Figure 3-26: What Transit Service Improvements are Needed in Charles County

Receiving Transit Information

Community members were asked how they prefer to receive information about public transportation. As seen in Figure 3-27, the top three ways community members want to receive information include website (58%), email (44%), and social media (37%).

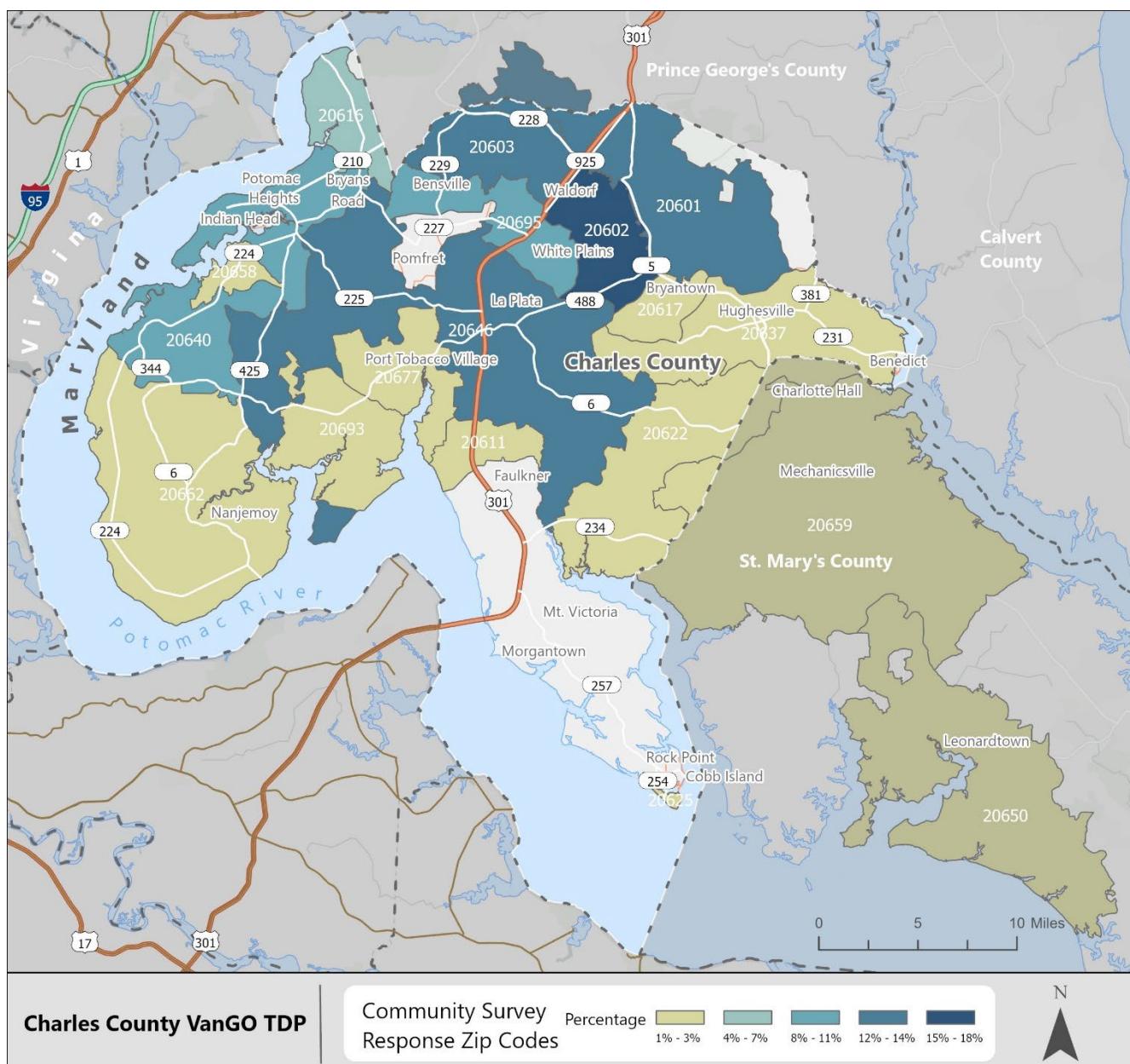
Figure 3-27: Preferences for Information Dissemination



Community Survey Respondent Profile

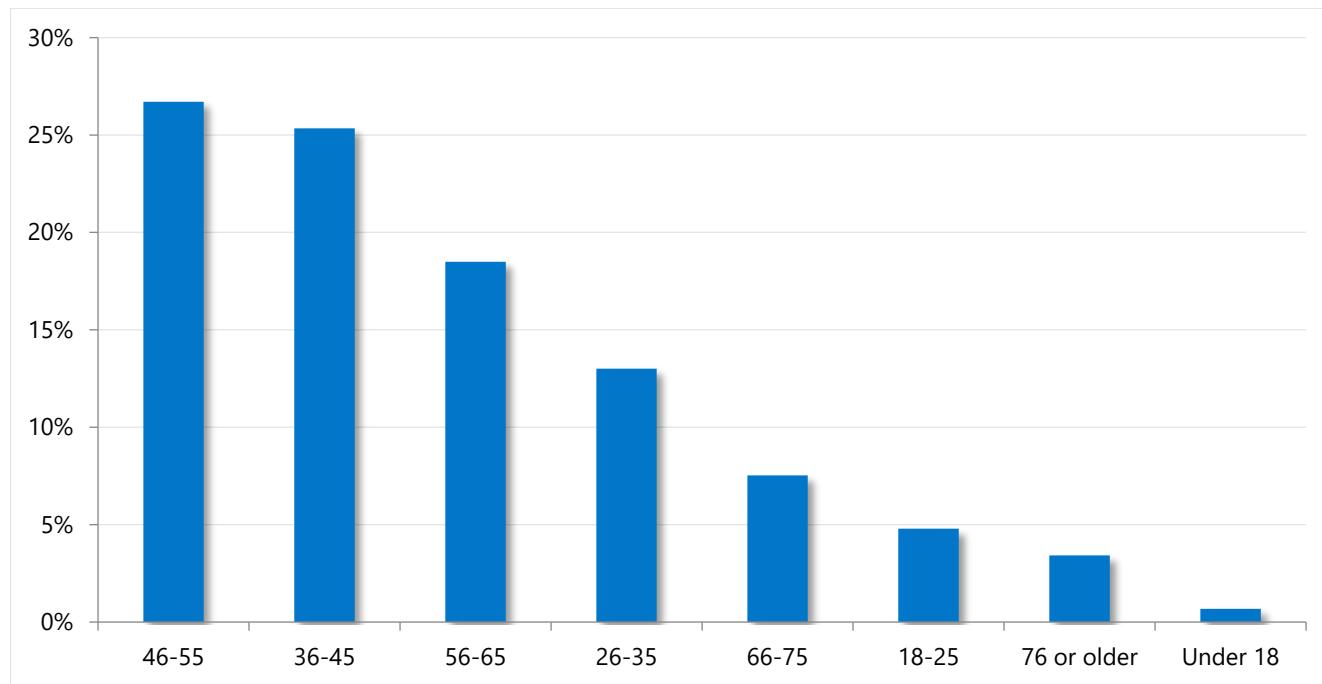
The survey asked multiple questions regarding basic demographics of the community survey respondents. The first demographic question asked respondents to provide their home ZIP Code. Most respondents came from the Waldorf and White Plains areas with 20602 accounting for 18% of the responses. This lines up with the population density of the county, as the Waldorf area has the highest population density. Some responses came from outside Charles County including some in neighboring St. Mary's County. See Figure 3-28 below for the geographic distribution of responses.

Figure 3-28: Respondent Home ZIP Code



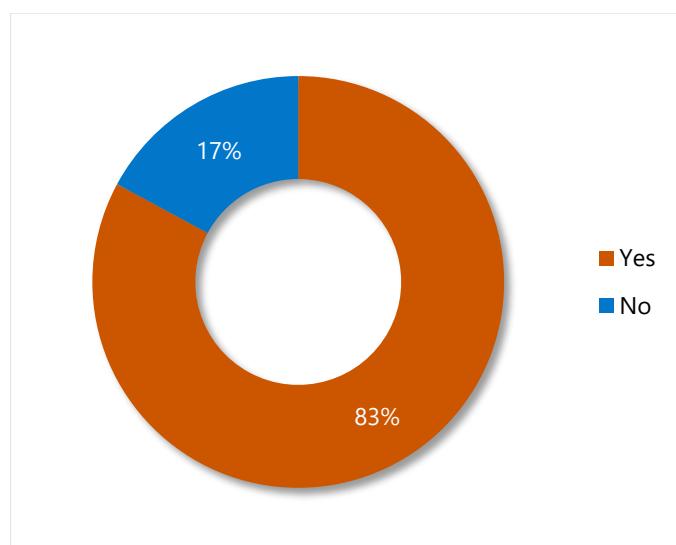
As seen in Figure 3-29, there was a wide range of ages of the respondents with the highest groupings including those between the ages of 46-55 (27%), followed by those aged 36-45 (25%).

Figure 3-29: Age Range of Respondents



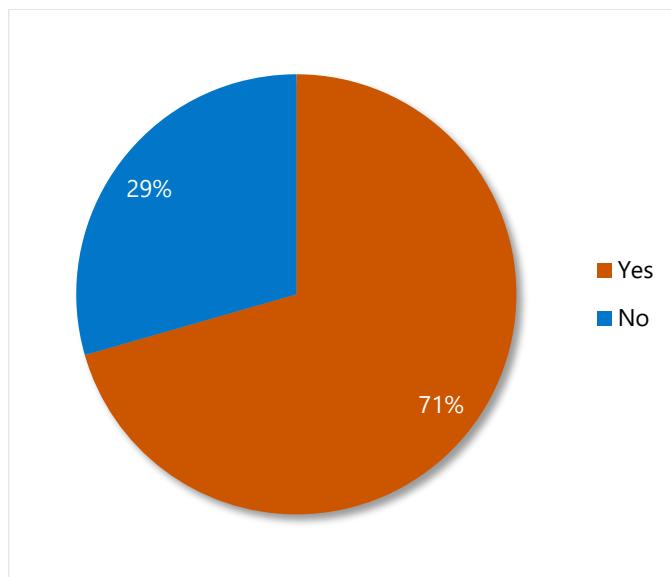
As shown in Figure 3-30, 83% of the community survey respondents stated that they have a valid driver's license, as is the case in many community surveys.

Figure 3-30: Do You Have a Valid Driver's License?



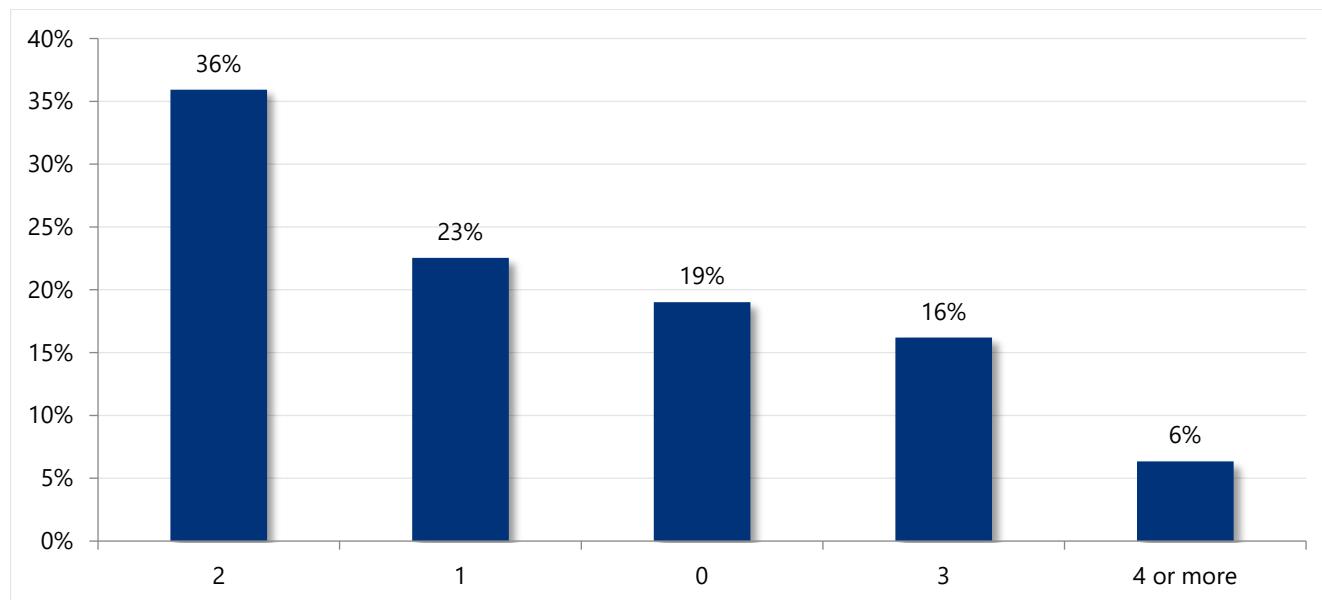
When asked about their access to a personal vehicle on a regular basis, 71% of respondents stated that they do have access, which is in line with the previous question on drivers' licenses, as seen in Figure 3-31.

Figure 3-31: Access to A Personal Vehicle on a Regular Basis



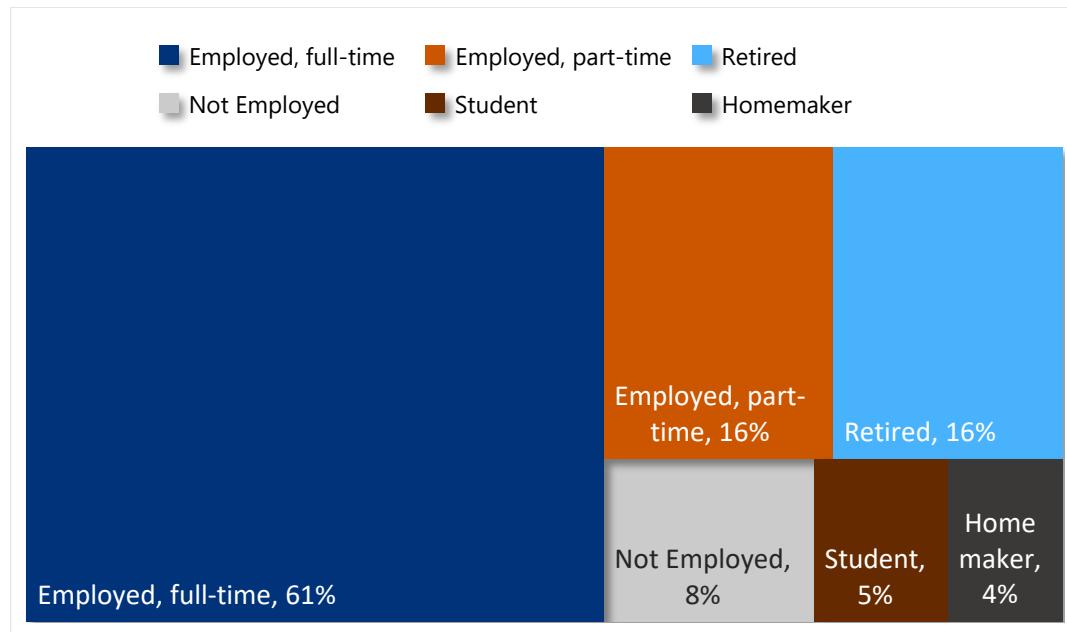
Respondents were asked about the number of working vehicles in their household, as shown in Figure 3-32. A majority of respondents stated that they have two cars in their household. Only 19% of respondents stated that they have zero working vehicles, while six percent stated they have four or more vehicles.

Figure 3-32: How Many Working Cars/SUVs/Motorcycles Are in Your Household?



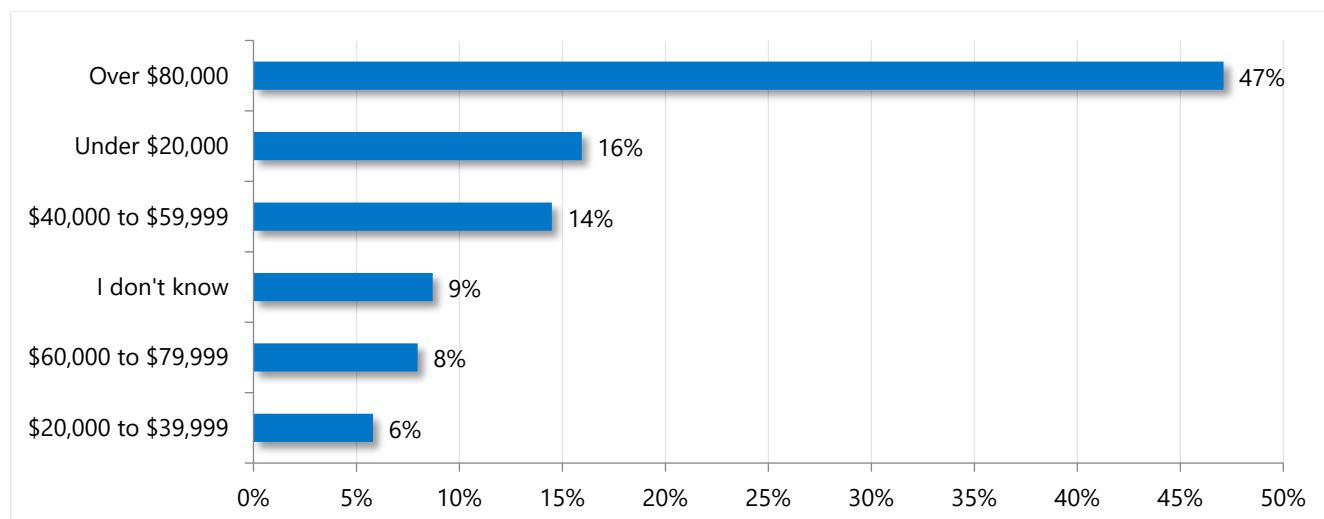
When asked about their current employment status, a majority of respondents stated that they were employed full-time, as seen in Figure 3-33. Many other community members indicated that they were employed part-time or retired, accounting for 16% of responses.

Figure 3-33: Current Employment Status of Respondents



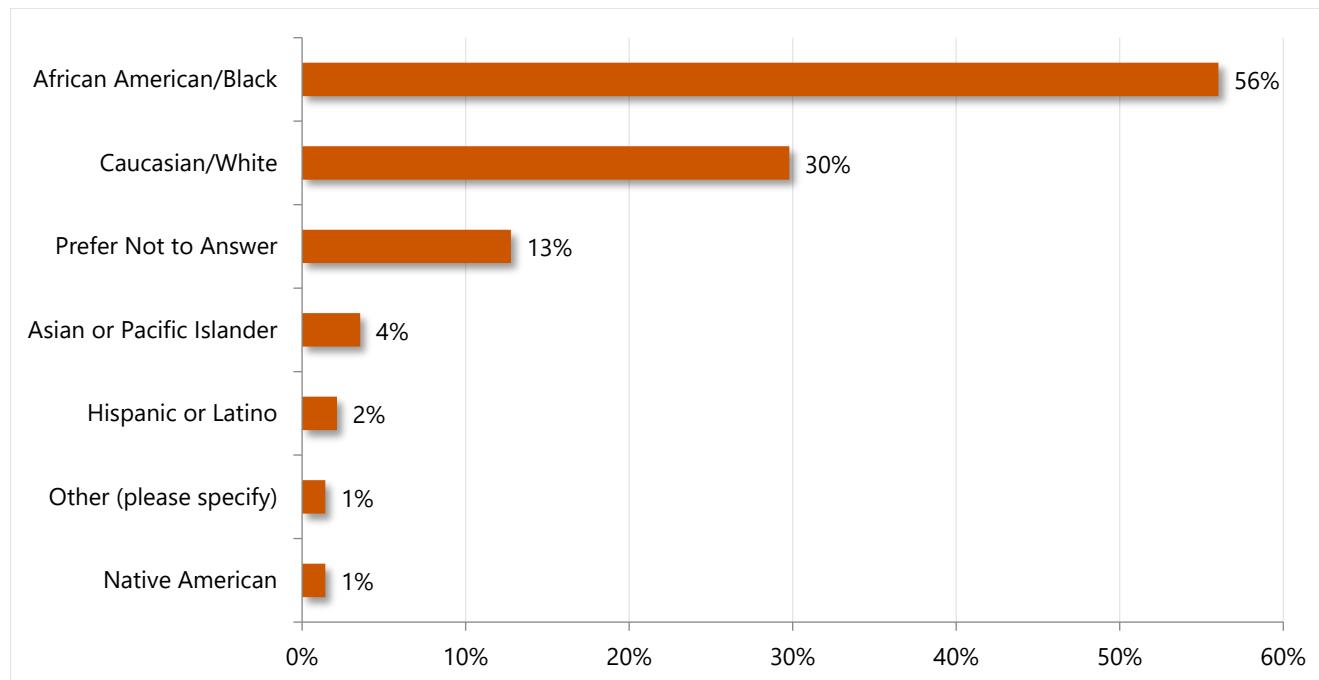
Community members were also asked about their annual household income. Over 47% of respondents said they earned over \$80,000 per year. The next largest group was those earning under \$20,000 per year, which accounted for 16% of replies. The results can be seen in Figure 3-34.

Figure 3-34: Annual Household Income



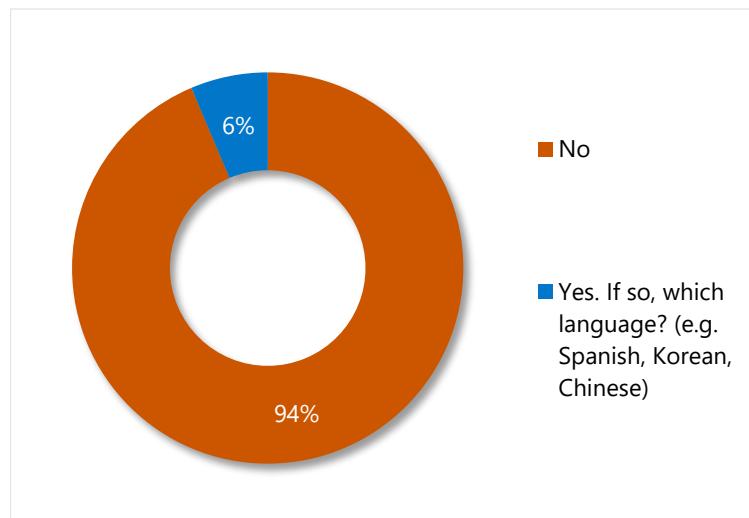
Community members were also asked to identify their ethnicity. Fifty-six percent of community members who took the survey said they were African American/Black while 30% indicated they were Caucasian/White. Figure 3-35 shows this distribution below.

Figure 3-35: Respondent Ethnicity



Respondents were asked if they spoke any language other than English at home. The vast majority, or 94%, replied that they did not speak another language at home, as seen in Figure 3-36. For those who replied yes, they were asked to specify the other language they spoke at home. Some of those replies include Spanish, Tagalog, Swedish, and Nepali.

Figure 3-36: Languages Spoken at Home other than English



Additional Comments

Finally, respondents were asked to leave additional comments regarding public transportation in Charles County. A few respondents provided comments about potential changes to the current transportation system. Themes included more frequent service, light rail, and issues with traffic congestion. Some examples can be found below.

- *"Please work with the state to bring metro/connected light rail to Charles County."*
- *"On-demand and more frequent bus runs/stop locations is imperative to the expanding community."*
- *"Please pick up medical patients on time and have proper a/c or heat when needed."*
- *"Possibly a light rail system using the mall as a central hub/yard/end of line."*
- *"No way it should take 3 buses to get to La Plata because the Bryans Road bus doesn't stop in the shopping center."*
- *"Information about services need to be clearer."*
- *"Public transportation is a necessary resource and improves the vitality of a community. New employers can be drawn to this area with better transit options. We need better public transit to support our seniors to give them more independence. Also, our teens and young adults will have the ability to seek employment. I support and expect better transit options compared to the taxes I pay living in LaPlata. Sometime or rather jump on a bus than wait for a ride from someone."*
- *"Nanjemoy needs to have two buses, one start at park and ride and one start in Nanjemoy so the ride isn't two hours long and takes a whole day just to get to Waldorf. If I have an appointment I have to catch the 530 bus. And when it's a request bus I still should be able to see the bus on the trip app. And the dispatchers should not tell me not to keep calling back that's rude."*

Stakeholder Interview Results

Charles County Economic Development Department

In addition to input from the TDP Advisory Committee throughout the TDP process, an interview was conducted with the committee representative who serves as the Chief of Commercial Development for the Charles County Economic Development Department. He noted that at this time there are several concurrent transportation studies in Charles County and emphasized the need for all consultants to be aware of the respective studies and where there may be overlap. Some of these studies include transit corridors on US 301/Crain Highway and MD 210/Indian Head Highway. These studies were taken into account in the first chapter of the TDP where previous studies were reviewed. The other transportation studies in Charles County are on a much longer timeframe than the TDP, but these studies were considered as part of the planning process. Additional input from the Charles County Economic Development Department included improved services on the US 310 and MD 210 corridors, and the need for better cross-county travel linking places such as Waldorf and Indian Head.

Chapter 4

Review of Demographics, Land Use, and Travel Patterns

Introduction

This chapter provides a review of demographics, land use, and travel patterns to help identify where potential transit users live and where people are going, as part of assessing the need for transit in Charles County. It documents and examines the study area's major trip-generators as well as the underserved and unserved population segments. In addition to a review of the demographic factors pertinent to a Title VI analysis, it includes a general population profile, and the identification and assessment of underserved population subgroups. The chapter also develops a land use profile based on major trip generators and resident commuting patterns in Charles County. The primary data sources comprise the 2020 Census, along with the American Community Survey (ACS) five-year estimates for 2018-2022¹ (as available).

Population Profile

This section provides a broad overview of Charles County's population, identifies and assesses the underserved population subgroups, and examines the demographic factors pertinent for Title VI.

Historical Population

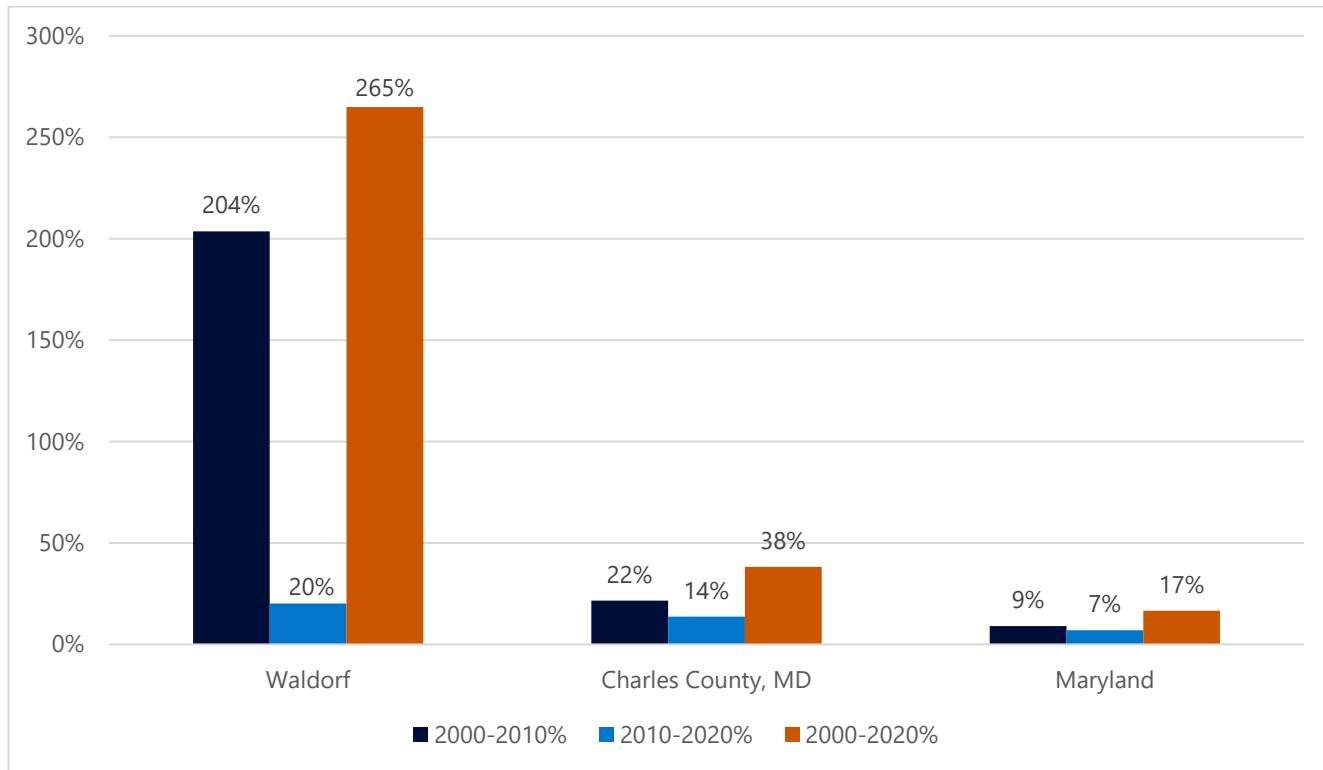
As of the 2020 Census, Charles County's population was 166,617, as shown in **Table 4-1**. Although growth over the past 10 years has slowed compared to the rapid rate of the 2000s, it still represents an increase over both 2010 and 2000. The population growth rate of Charles County during the past 10 years is 14%—greater than that of the state of Maryland at seven percent—and the 20% growth rate of Waldorf's population is also higher than that of the state. The most recent estimated population of Charles County is 170,102 according to the 2018-2022 ACS 5-Year Estimates. **Figure 4-1** illustrates the population change in the last two decades.

¹ 2022 ACS 5-Year Estimates were not accessible at the Census Block Group level at the time of the analysis.

Table 4-1: Historical Populations for Charles County

Name	2000 Pop.	2010	2020	2000-2010%	2010-2020%	2000-2020%
Waldorf	22,312	67,752	81,410	204%	20%	265%
Charles County, MD	120,546	146,551	166,617	22%	14%	38%
Maryland	5,296,486	5,773,552	6,177,224	9%	7%	17%
Charles County (By Age Groups)						
10-19 years	18,855	22,640	22,325	20.07%	-1.39%	18%
20-44 years	46,468	49,298	51,760	6.09%	4.99%	11%
45-64 years	27,063	41,016	46,956	51.56%	14.48%	74%
65+ years	9,430	13,834	20,123	46.70%	45.46%	113%

SOURCE: U.S. DECENTNIAL CENSUS

Figure 4-1: Population Change in Charles County

Future Population Projections

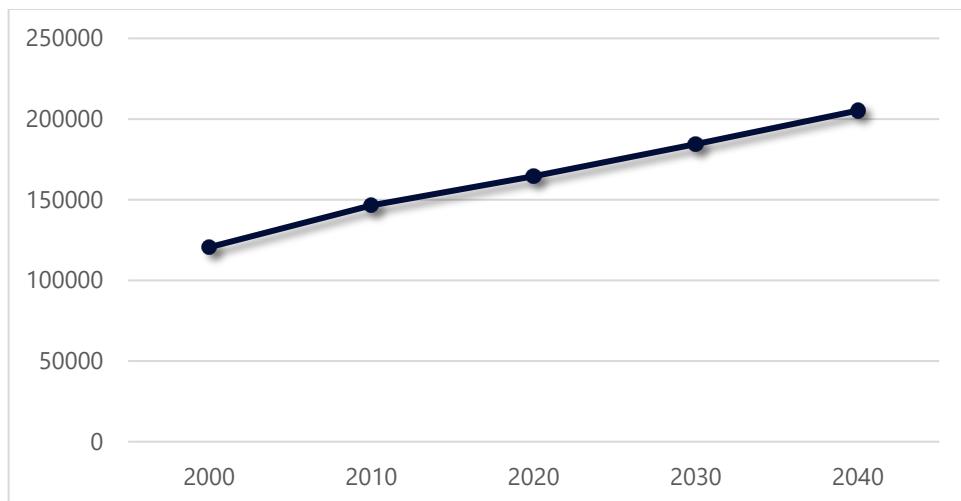
According to the projections provided by the Maryland Department of Planning in **Table 4-2**, Charles County is expected to experience a gradual population increase of 11 to 12 percent per decade over the next 20 years. Overall, this represents a 25% growth rate and is notably higher than the projected growth rate for the entire state of Maryland (11%).

Table 4-2: Future Population Projections for Charles County

Name	2000	2010	2020	2030	2040	2020-2030%	2030-2040%	2020-2040%
Charles	120,546	146,551	164,540	184,470	205,290	12%	11%	25%
Maryland	5,296,486	5,773,552	6,074,750	6,413,690	6,739,410	6%	5%	11%
Charles County (By Age Groups)								
10-19 years	18,855	22,640	22,325	24,458	28,649	10%	17%	28%
20-44 years	46,468	49,298	51,760	56,662	60,403	9%	7%	17%
45-64 years	27,063	41,016	46,956	45,307	46,474	-4%	3%	-1%
65+ years	9,430	13,834	20,123	34,124	43,160	70%	26%	114%

Figure 4-2 illustrates the population growth of Charles County using historical and projected population data. Based on the estimates, it is projected that the population of Charles County will increase by nearly 25% over the next 20 years. This growth rate is higher than the population growth experienced in the previous 20-year period. These projections indicate a steady rate of population growth for Charles County, continuing the trend of the past two decades. Notably, the senior population is expected to increase by 114% over the next two decades.

Figure 4-2: Charles County Population- Future Projection



Census Changes

The US Census Bureau published the newly established urban area delineations based on the 2020 Census in January 2023. The US Census changed the definitions for urban-rural classification in 2020. Areas with a population of 5,000 or more are classified as Urban, while the precise definitions for Urban and Rural areas are based on both population and housing density. Contrary to 2010, Census no longer distinguishes between Urban Clusters and Urbanized Areas, however, the FTA has published a list of Urbanized Areas (with 50,000 or more inhabitants) based on the new Census delineations that are pertinent to FTA programs. The set of federal statutes governing FTA's funding programs—49 U.S.C. Chapter 53—still defines an urbanized area as an urban area encompassing a population of not less than 50,000 people. Further, 49 U.S.C. Chapter 53 still makes this distinction in order to prescribe FTA's distribution of formula grant funding to urbanized vs. non-urbanized areas.

Figure 4-3 visualizes an overlay of 2020 FTA UZAs and 2010 UZAs in the study area. Charles County, Maryland has three Urbanized Areas – the Waldorf Urban Area, the La Plata Urban Area, and the Indian Head Urban Area. Over the last decade, the boundaries of the Waldorf Urban Area have changed somewhat significantly with a large addition on the southern end of the urban area. The La Plata Urban Area also added area but was reduced somewhat as well. The Indian Head Urban Area was reduced by a notable amount.

Population Density

Population density serves as a valuable indicator for determining the feasibility of various public transit services within a specific study area. Although there may be exceptions, an area with a population density of 2,000 persons per square mile typically has the capacity to support traditional fixed-route transit services that operate frequently on a daily basis. On the other hand, an area with a population density below this threshold but above 1,000 persons per square mile might be more suitable for alternative transit options such as flex fixed-route or demand-response services, including microtransit on-demand services. These alternative services can better accommodate the transportation needs of areas with slightly lower population densities.

Figure 4-4 illustrates the distribution of population density in Charles County, focusing on the census block group level. The majority of the population is concentrated in the northern portion of the county in and around Waldorf and the border of Prince George's County. In terms of population density, block groups with a density of at least 2,000 people per square mile are primarily concentrated within and around Waldorf. Outside of this area, these high-density block groups can also be found in La Plata, Indian Head, Bryans Road, and Bensville. The majority of Charles County is highly rural with most census block groups falling in the 0-500 persons per square mile range.

Figure 4-3: Census 2020 Changes in the Study Area

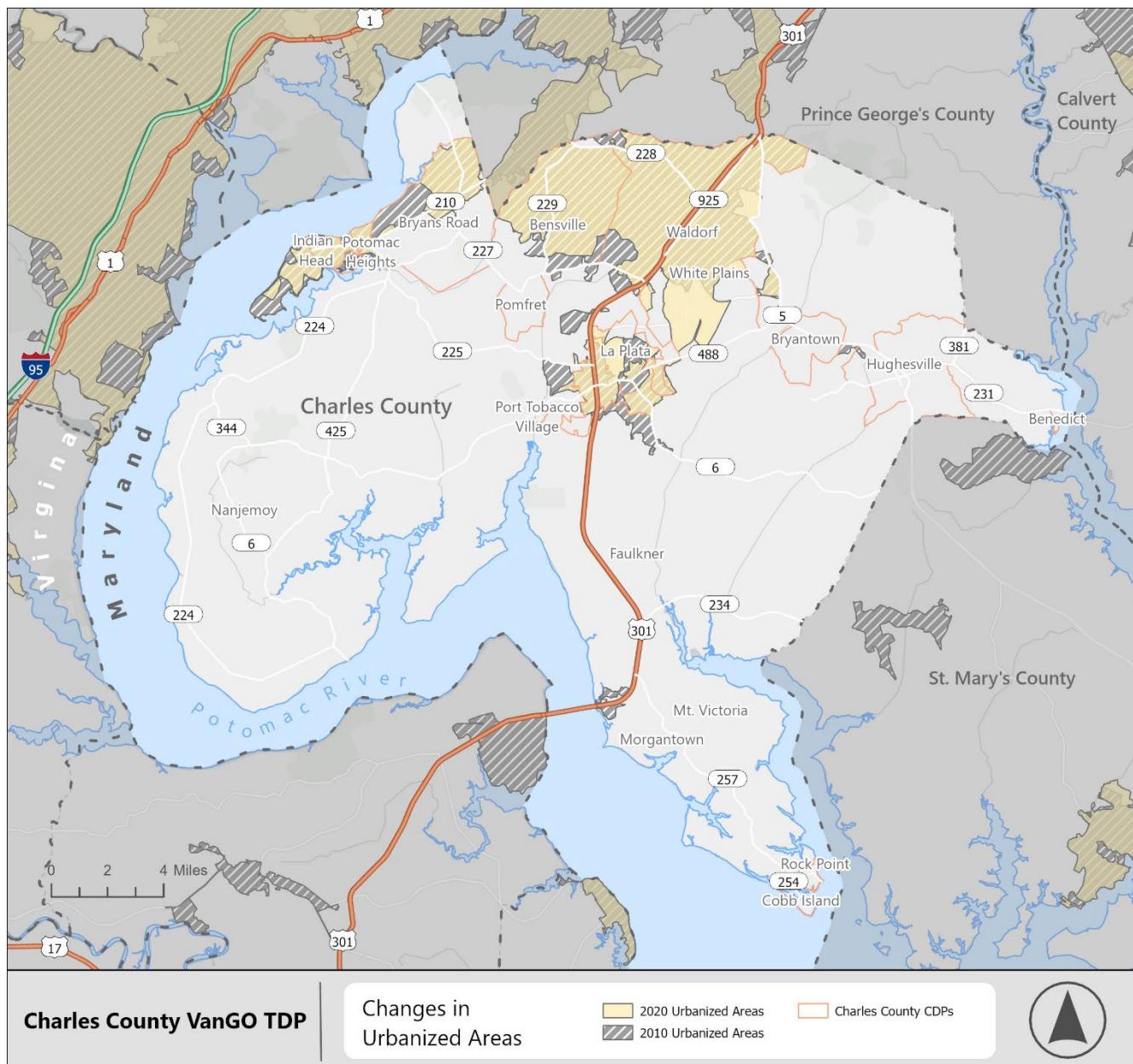
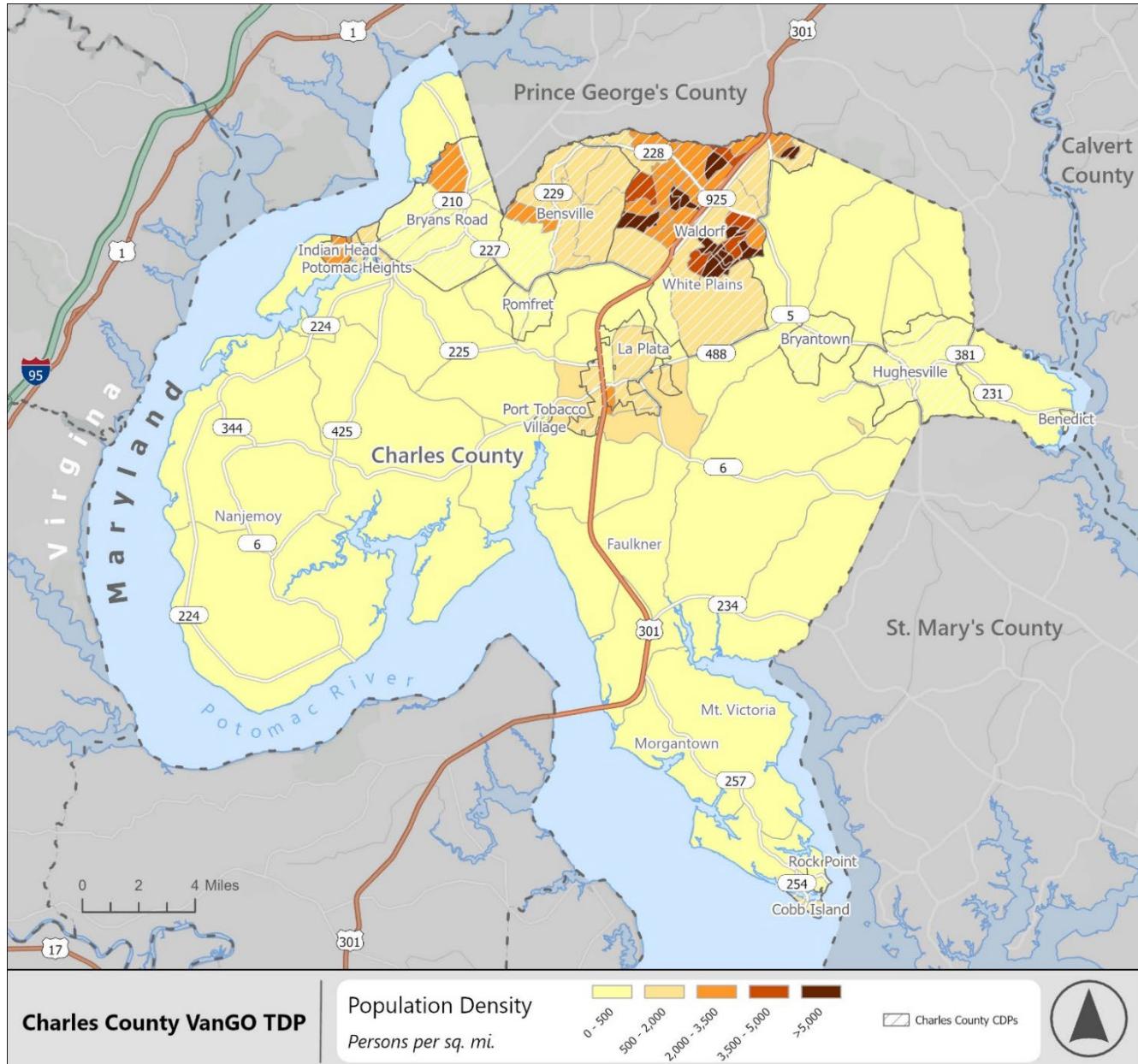


Figure 4-4: Population Density, Charles County



Transit Dependent Populations

To understand the public transportation requirements, it is important to identify specific segments within the overall population that are more inclined to utilize transit services. These segments often include transit-dependent populations who either lack access to private vehicles or are unable to drive themselves due to factors such as age or income constraints. Analyzing the size and distribution of these transit-dependent populations helps assess the effectiveness of existing transit services and evaluate the extent to which they meet the needs of the community. By identifying these populations and their geographical locations, informed decisions can be made regarding service improvements and adjustments to better serve the community.

The Transit Dependence Index (TDI) is an aggregate measure displaying relative concentrations of transit dependent populations. Five factors make up the TDI calculation: population density, autoless households, elderly populations (ages 65 and over), youth populations (ages 10-17), and below-poverty populations.

The factors above represent specific socioeconomic characteristics of Charles County residents. For each factor, individual block groups were classified according to the prevalence of the vulnerable population 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 4-5**, 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, whereas, those 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 4-5: Transit Dependent Populations Classification System

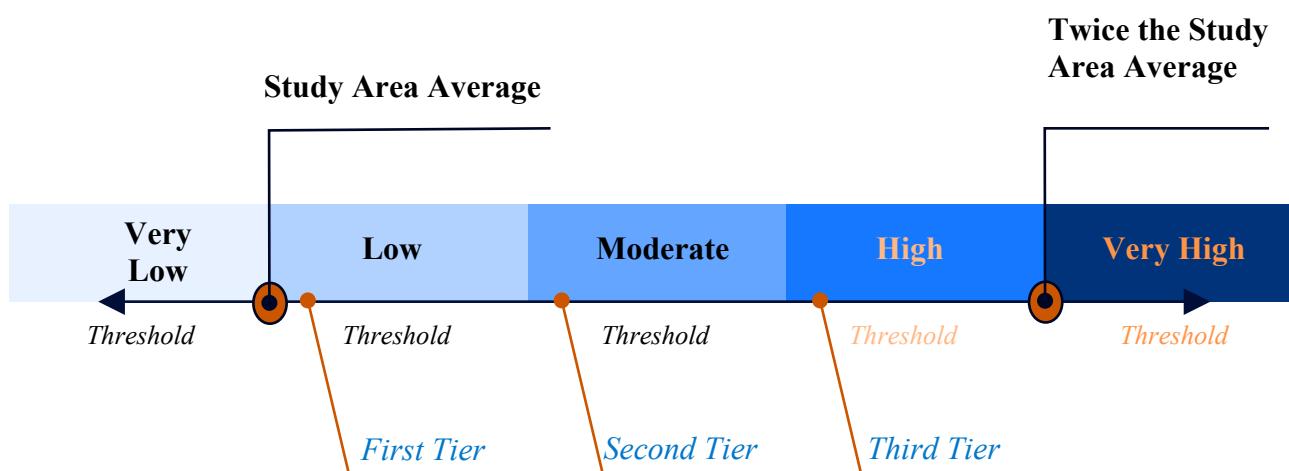


Figure 4-6 exhibits the TDI rankings assigned to different areas within Charles County. Regions characterized as having a "Very High Need" can be found in and around Waldorf, La Plata, Indian Head, and in a small block group in Charlotte Hall. This latter block group is home to a correctional facility, which explains its high transit need classification, despite being located in an otherwise rural area. There are five of these "Very High Need" block groups which account for 6,173 people. There are three block groups that are "High Need" for transit services which includes 5,781 people, all in the Waldorf area. The "Moderate Need" category is more widely distributed with 13 block groups in this category and includes 22,849 people. Outside of those towns mentioned above, the only other areas above "Very Low Need" are found in Potomac Heights, Bryans Road, Bensville, and Pomfret. The rest of the county is classified as being "Very Low Need" and includes the highest number of people at 88,232.

The Transit Dependence Index Percent (TDIP) provides a complementary analysis to the TDI measure. It is nearly identical to the TDI measure except for the exclusion of population density. **Figure 4-7** shows the distribution of need levels in the different block groups within Charles County. Across the county, there is only one block group with "Very High Need" consisting of 1,027 people which is found in La Plata and parts of White Plains. Outside of this area, there are 25 block groups with "Low Need" representing 44,571 people, 13 rise to the level of "Moderate Need" with a population of 21,196, while just three are classified as "High Need", accounting for 4,706 residents. These "High Need" block groups are located in the large block group that includes parts of the Rural Legacy Areas around Nanjemoy, the large block group in the southern part of the county that includes Morgantown and Mt. Victoria, and one in Waldorf. The rest of the county is split between "Very Low Need" and "Low Need" which are somewhat evenly distributed throughout the rural parts of the county.

Figure 4-6: Transit Dependence Index

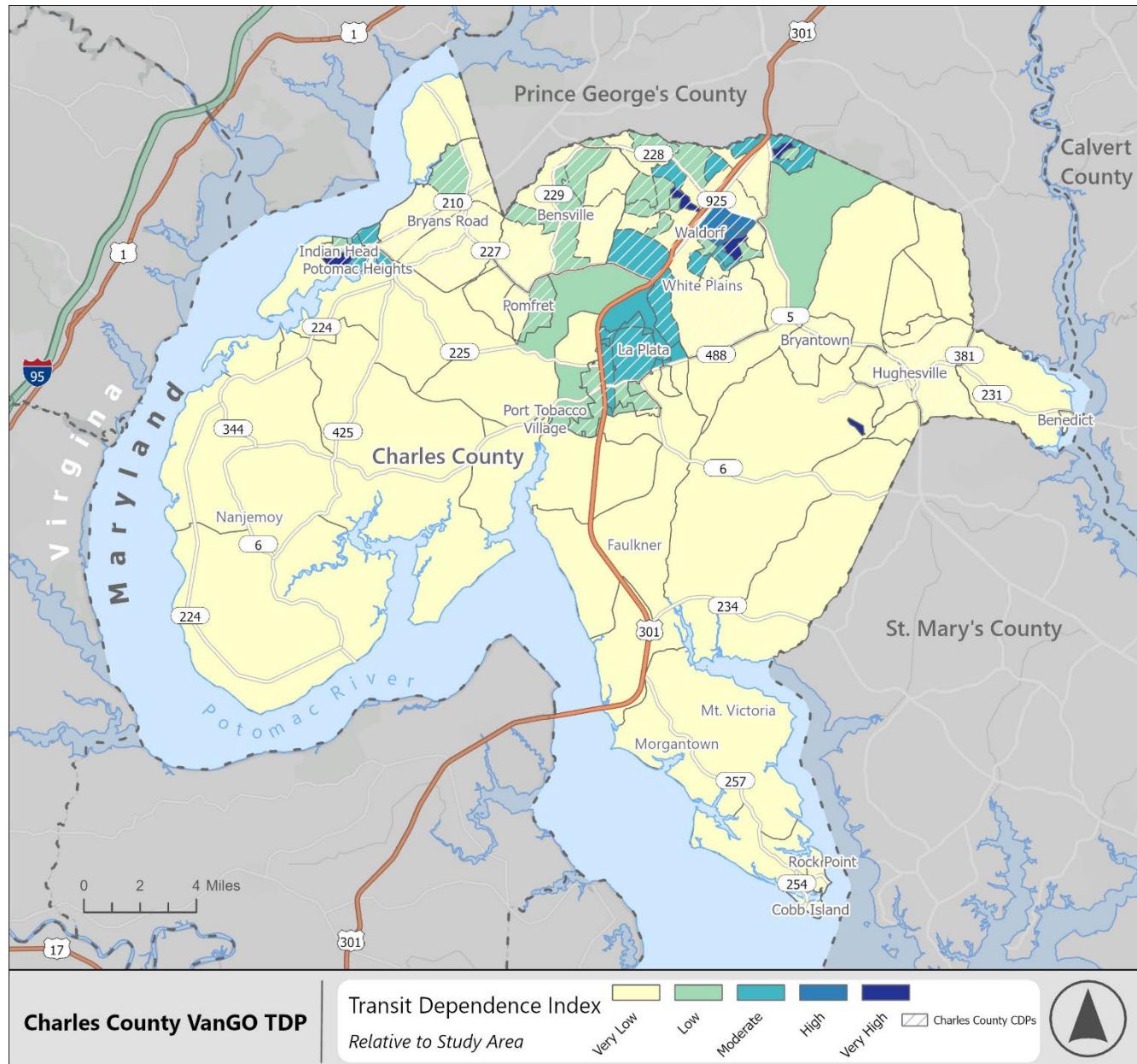
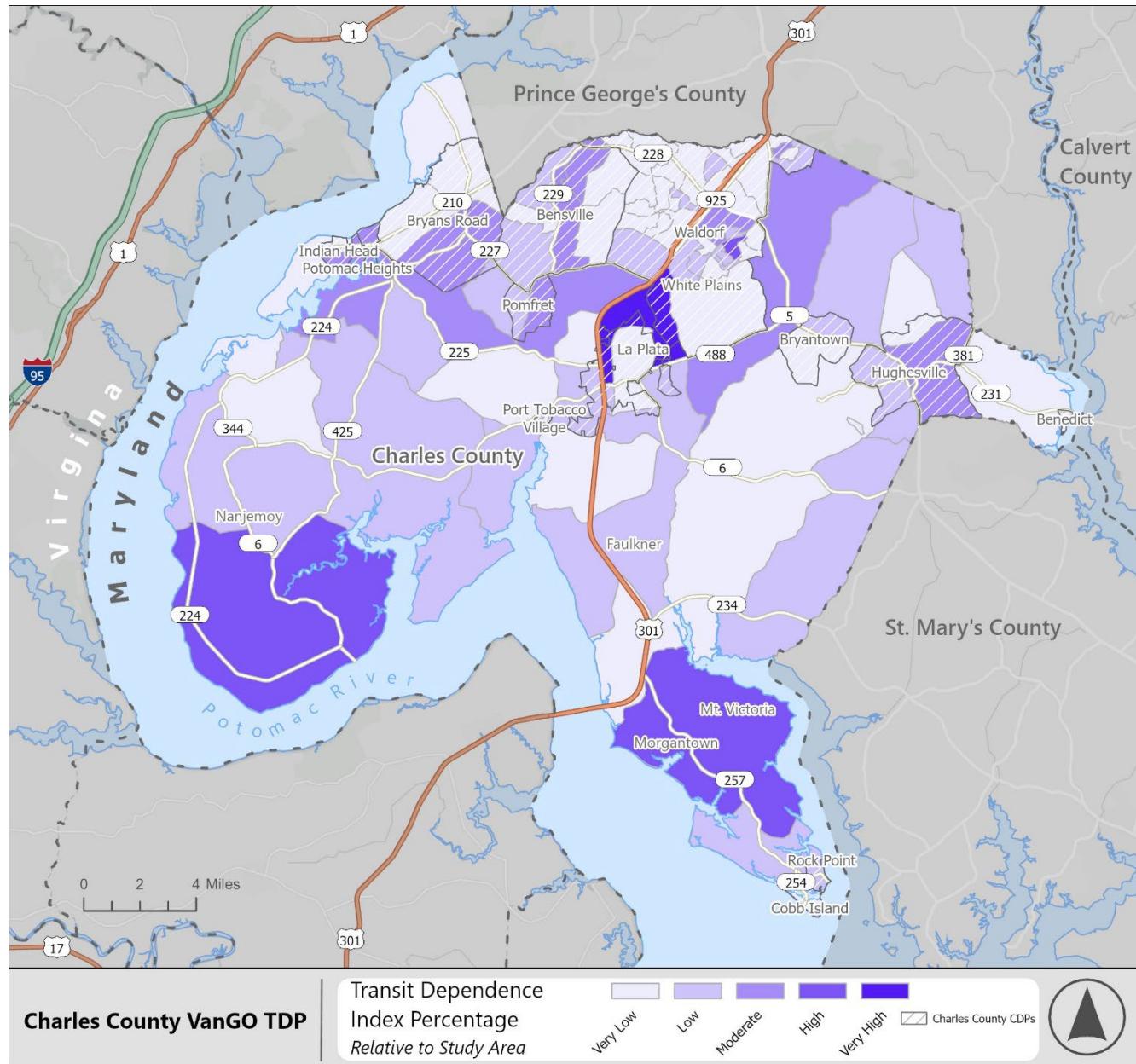


Figure 4-7: Transit Dependence Index Percentage

Autoless Households

Households that do not have at least one personal vehicle are more reliant on public transit for their transportation needs compared to households with car access. While both the TDI and TDIP measures account for households without vehicles, it is crucial to display this specific segment of the population separately. This is important because, in Charles County, most land uses are located at distances that are impractical for non-motorized travel. Due to the rural nature of much of the county, particularly in the southern half, non-motorized travel is more difficult.

Figure 4-8 illustrates the proportionate number of households without vehicles. Block groups with "Very High" concentrations of the autoless households are predominantly found in La Plata, Pomfret, Indian Head, in and east of Waldorf, as well as some rural areas near Port Tobacco Village and the border of St. Mary's County near Charlotte Hall. There were two block groups ranked as "High" for autoless households, which can be found in La Plata and the large block group near Faulkner. Four block groups made up the "Moderate" category which were found near Nanjemoy, Potomac Heights, and sections of Waldorf.

Senior Adult Population

A second socioeconomic group analyzed by the TDI and TDIP indices is the senior population. Individuals 65 years of age and older may scale back their use of personal vehicles as they age, leading to greater reliance on public transportation compared to those in other age brackets.

Figure 4-9 presents the relative distribution of seniors in Charles County. The block groups categorized as having a "Very High" concentration of seniors are primarily situated in the northern half of the county, with notable concentrations around La Plata, White Plains, Pomfret, Indian Head, Potomac Heights, and Hughesville. Another area of "Very High" concentration can be found in the southern part of the county near Morgantown and Wayside. Other "High" concentrations are found around Faulkner, Bryan's Road, and Ripley in the central and northern parts of Charles County.

Youth Population

Youths and teenagers, ages 10 to 17 years, who cannot drive or are just beginning to drive but do not have an automobile available, typically appreciate the continued mobility offered by public transportation.

Figure 4-10 illustrates the areas with high concentrations of youth populations. There is only one block group in Charles County that is rated as "Very High," and this can be found in parts of La Plata and White Plains. Outside of these areas, there is no clear pattern to the distribution of block groups with "Moderate" or "High" concentrations. They are found in all regions of the county, except for the southwestern portion.

Individuals with Disabilities

Individuals with disabilities often face challenges in operating personal vehicles, leading to a higher reliance on public transportation. **Figure 4-11** depicts the block groups with high concentrations of individuals with disabilities. Charles County has ten block groups that rank as "Very High" for people with disabilities. These block groups include the areas around La Plata, White Plains, Bryans Road, Potomac Heights, Hughesville, Morgantown, and the large rural block group to the south of Nanjemoy. There is only one block group that ranks as "High," and this is in the southeastern part of Waldorf. Much of the rest of the county is rated as "Moderate" and "Low." Despite most of the "Very High" block groups being in the northern half of the county, many of the more densely-populated block groups in the north are ranked "Very Low."

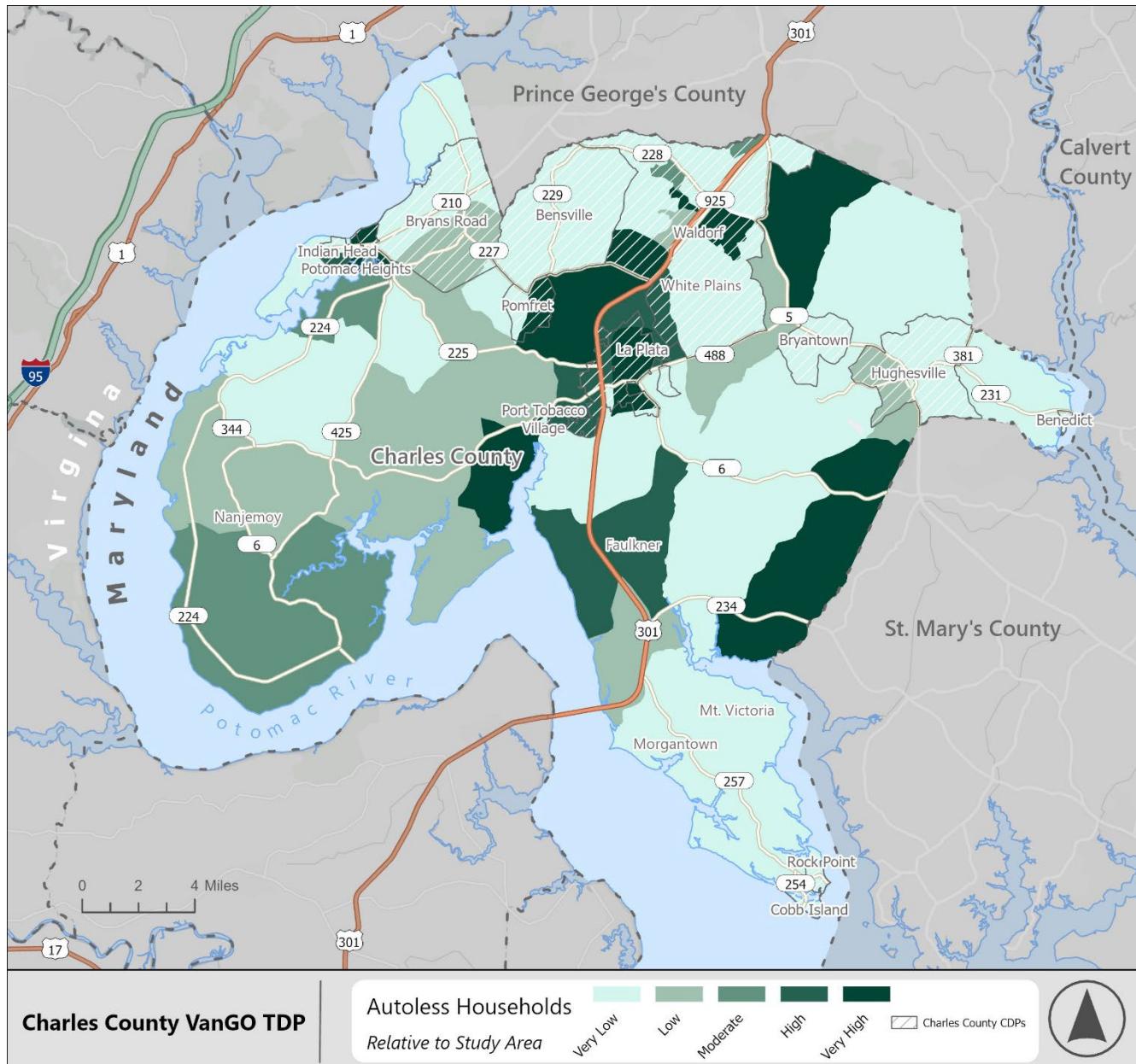
Figure 4-8: Classification of Autoless Households

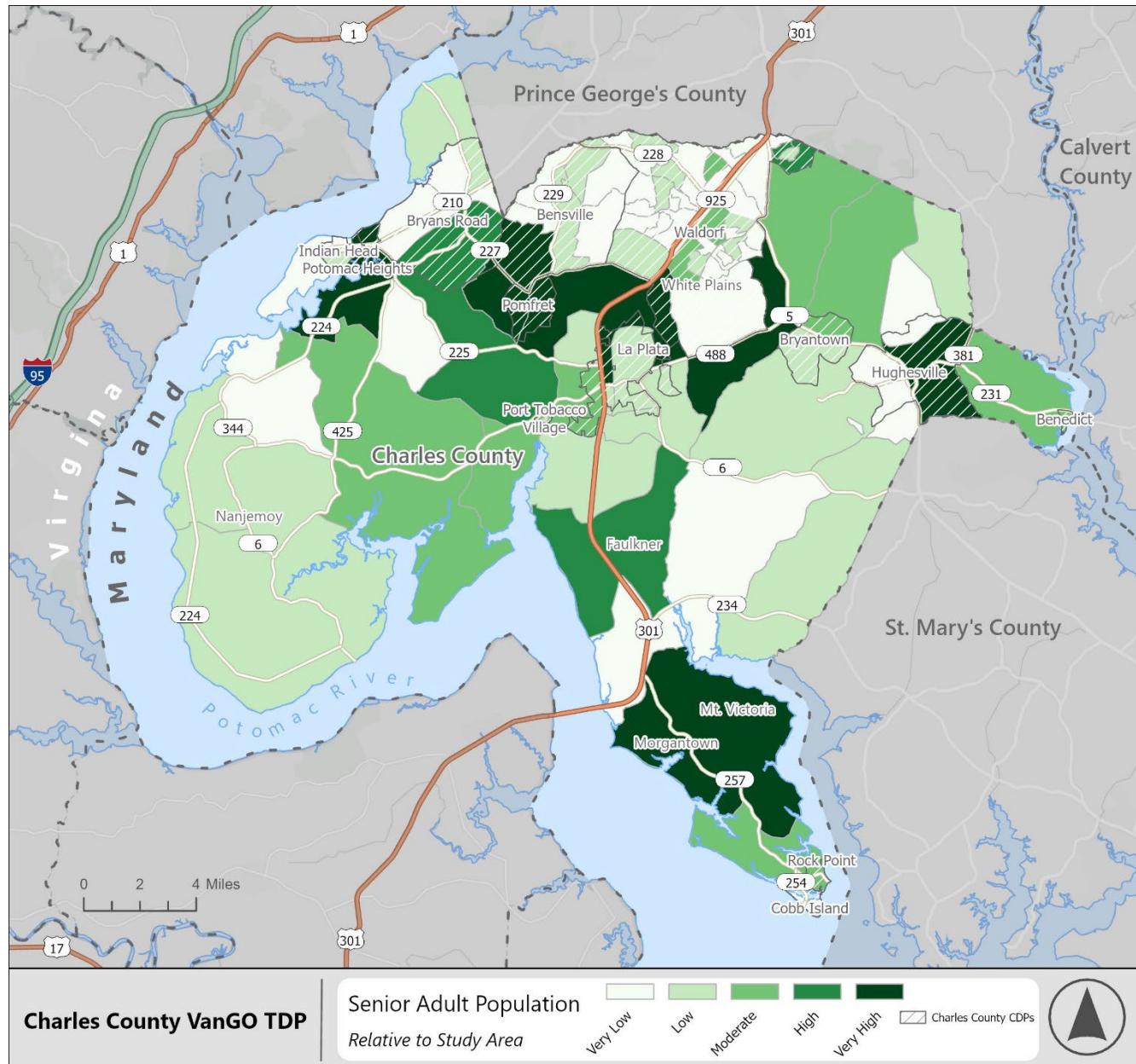
Figure 4-9: Classification of Senior Adults

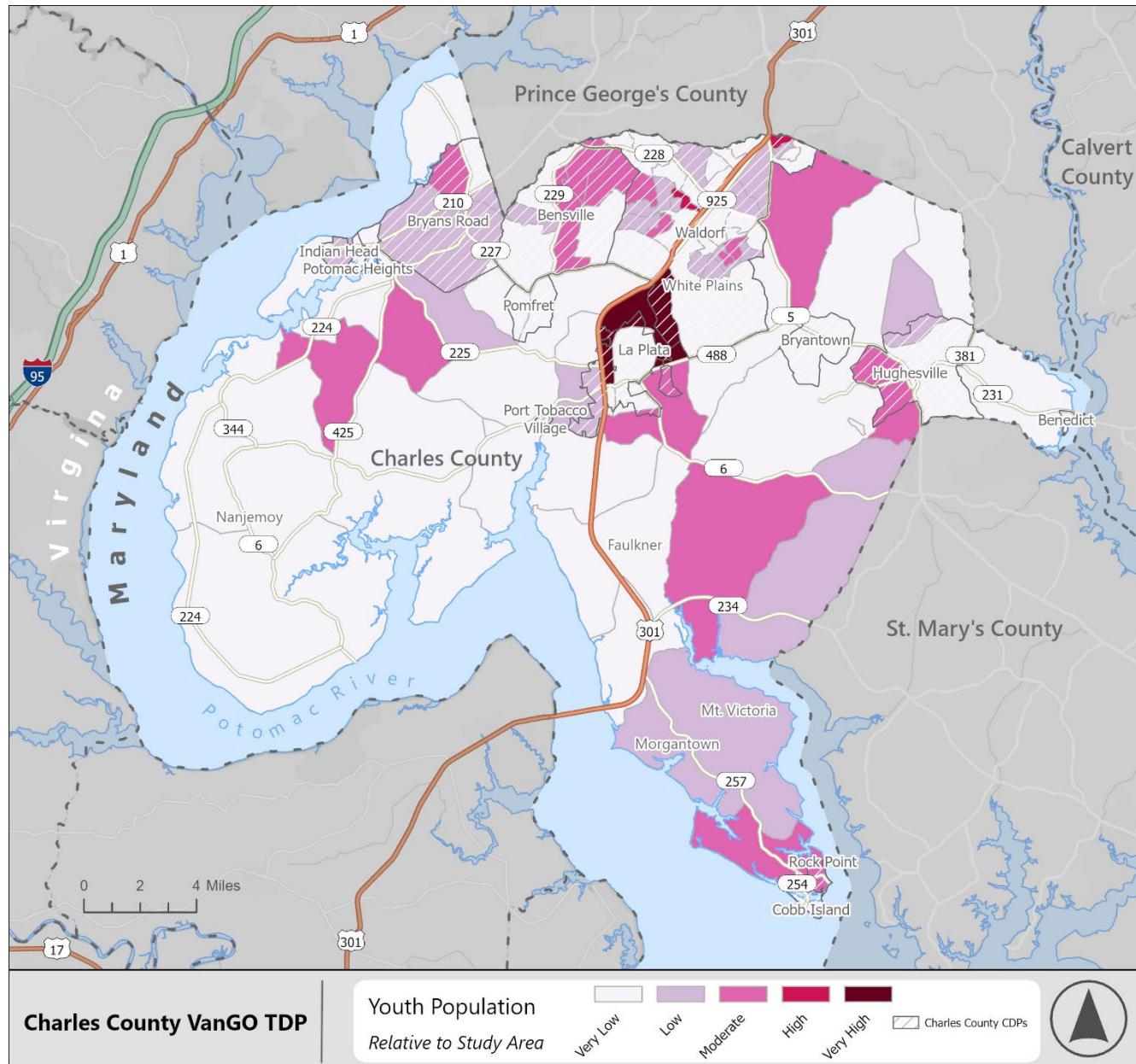
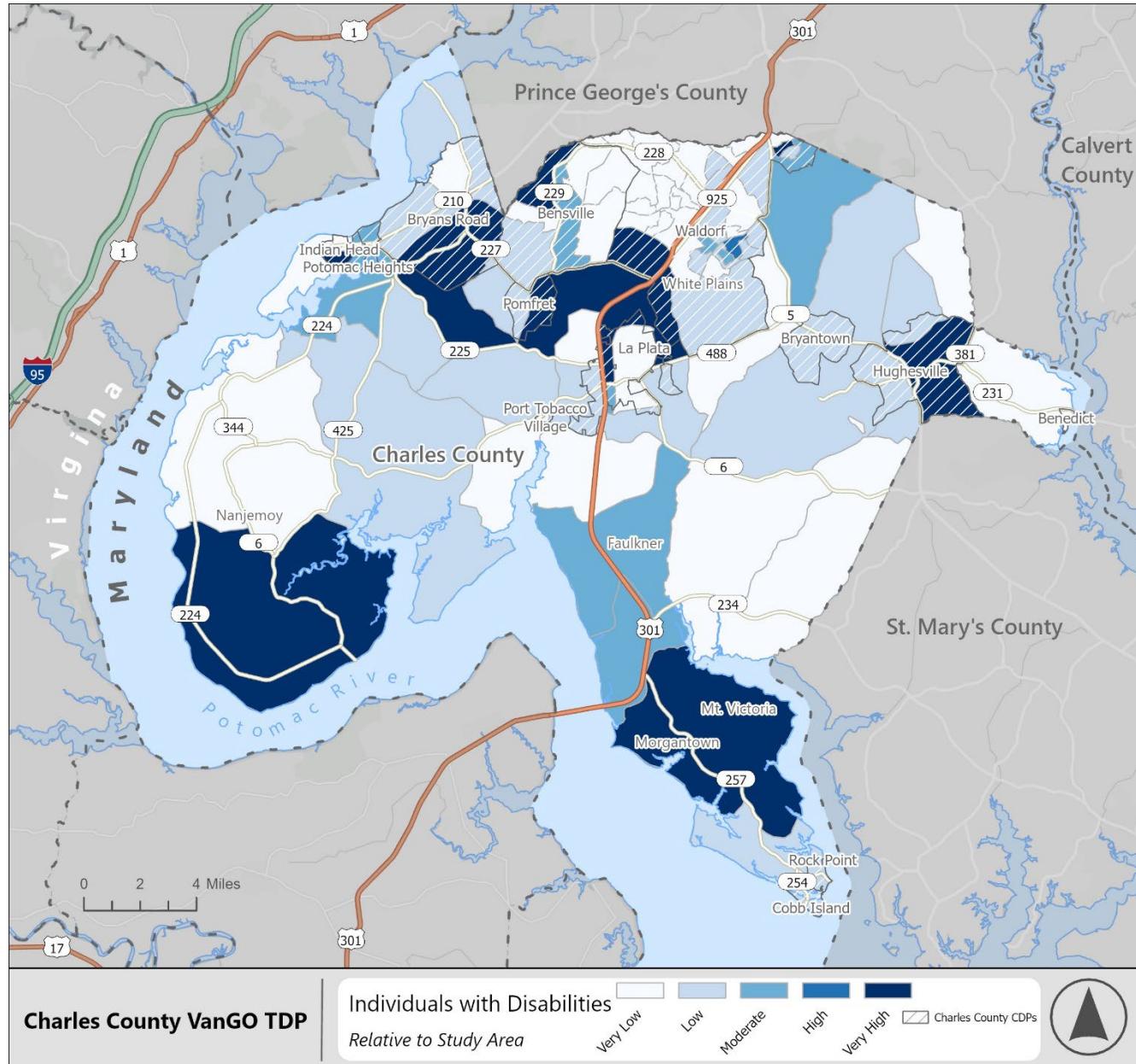
Figure 4-10: Classification of Youths

Figure 4-11: Classification of Individuals with Disabilities



Title VI Demographic Analysis

As part of the Civil Rights Act of 1964, Title VI prohibits discrimination based on race, color, or national origin in programs and activities receiving federal subsidies. This includes agencies providing federally-funded public transportation. The following section examines the minority and below-poverty populations of Charles County. It then summarizes the prevalence of residents with Limited-English Proficiency (LEP). Charles County VanGo is not required to evaluate its service and fare changes under Title VI because it does not meet the FTA thresholds regarding UZA population (200,000 or more), and the number of vehicles operated during peak service (50 or more fixed-route vehicles). However, based on MTA guidance, it is pertinent to consider the following analysis before implementing any changes as a part of this TDP.

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. **Figure 4-12** depicts the percentage of minority persons above or below the study area mean per block group in Charles County.

As a majority-minority county, Charles County's mean percentage of the minority population is 59.8%. Out of the total 88 block groups, 41 block groups had a minority population higher than the county average. These block groups with above-average minority populations are primarily situated in the northern sections of the county, close to the border of Prince George's County, as well as one block group in the north-central part of the county near the community of Pisgah. The correctional facility near Hughesville also scores above the county mean.

Low-Income Population

The second socioeconomic group included in the Title VI analysis represents those individuals who earn less than the federal poverty level. These individuals face financial hardships that may make the ownership and maintenance of a personal vehicle difficult. In such cases, they may be more likely to depend on public transportation. **Figure 4-13** depicts the percentage of below-poverty individuals above or below the study area mean per block group.

Among the 88 block groups, 32 block groups had a below-poverty population exceeding the county average of 36.3%. These block groups are fairly evenly distributed throughout the county. There are concentrations in the northern parts near Waldorf, Bensville, and Bryans Road, as well as in the southern parts near Nanjemoy, Port Tobacco Village, and Faulkner.

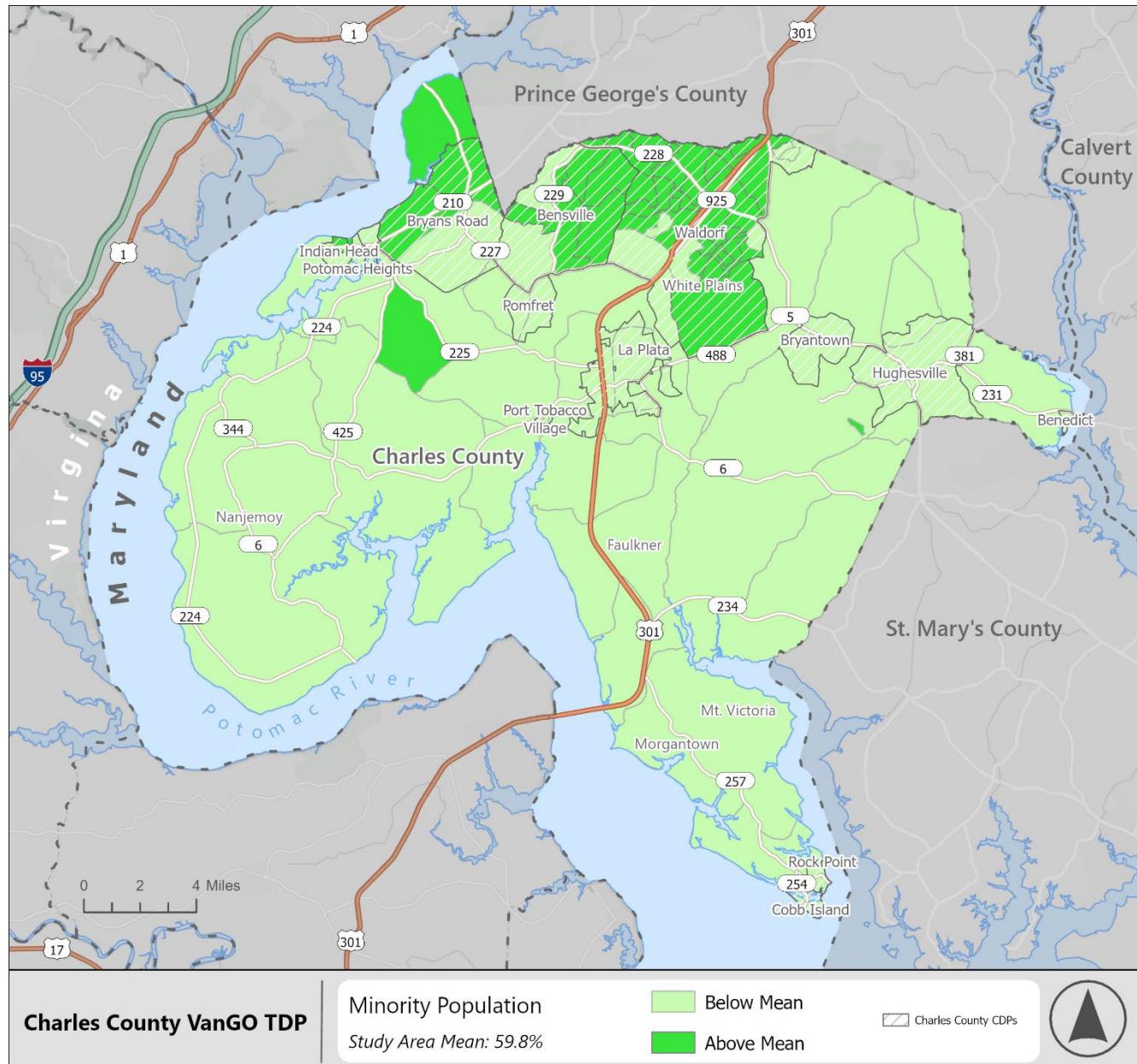
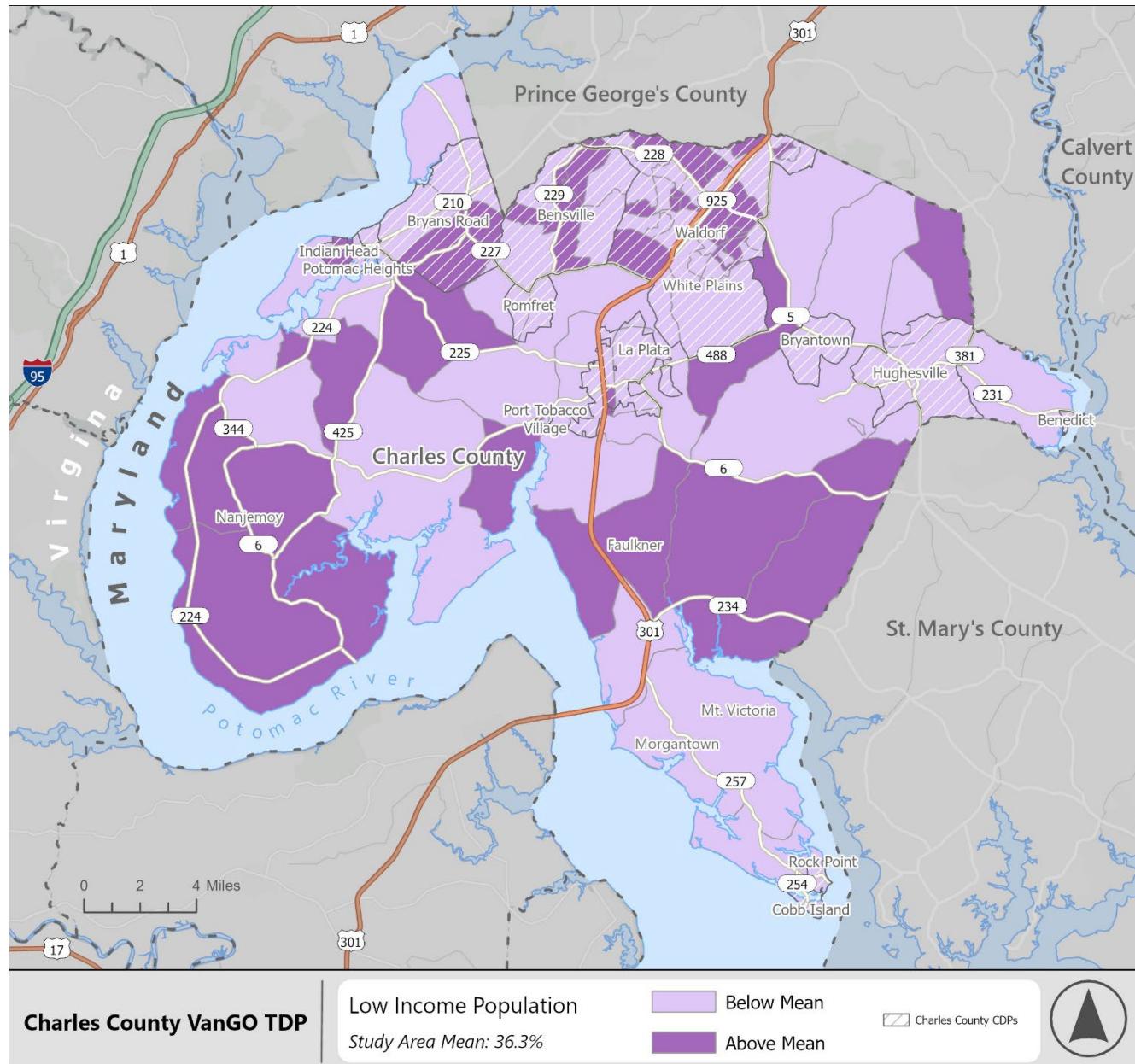
Figure 4-12: Minority Individuals

Figure 4-13: Individuals Below Poverty

Limited-English Proficiency

Ensuring inclusive public transportation involves not only catering to various socioeconomic groups but also effectively communicating and providing information to individuals with different linguistic backgrounds. The Limited English Proficiency (LEP) population comprises individuals whose primary language is not English, and their proficiency in English is below the level of "very well." According to the Safe Harbor Provision of Title VI², organizations that receive federal funding must offer written translations of all essential documents for each language group that constitutes either five percent or 1,000 persons (whichever is lower) of the total population in the service area. This requirement aims to guarantee equal access to vital information for diverse-language communities.

According to **Table 4-3**, the majority of Charles County residents primarily use English as their language of communication, accounting for 90.2% of the population. Spanish is the next most common language, with 2,006 residents (1.3%) of the county population speaking it. Since there are over 1,000 Limited English Proficient (LEP) individuals who speak Spanish residing within the VanGO service area and meeting the Safe Harbor threshold, it is mandatory for VanGO to provide services to cater to the Spanish-speaking LEP population in their service area. Additionally, VanGO must ensure that all vital documents are available in the Spanish language.

Table 4-3: Limited English Proficiency for Charles County

Charles County, MD	# Population	% Population
Total Pop. (5 yrs. and over)	157,359	100%
Speak only English	141,895	90.2%
Speak:	Est. LEP Population	% LEP Population
Spanish	2,006	1.3%
French, Haitian, or Cajun	281	0.2%
German or other West Germanic languages	232	0.1%
Russian, Polish, or other Slavic languages	19	0.0%
Other Indo-European languages	505	0.3%
Korean	38	0.0%
Chinese (incl. Mandarin, Cantonese)	273	0.2%
Vietnamese	117	0.1%
Tagalog (incl. Filipino)	401	0.3%
Other Asian and Pacific Island languages	229	0.1%
Arabic	69	0.0%
Other and unspecified languages	246	0.2%

SOURCE: AMERICAN COMMUNITY SURVEY, FIVE-YEAR ESTIMATES 2022, TABLE C16001.

² Title VI Requirements and Guidelines For Federal Transit Administration Recipients (FTA C 4702.1B), https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf, Chapter III

Disadvantaged Communities

A disadvantaged community refers to a group of people or a specific geographic area that experiences significant social, economic, or environmental challenges, resulting in a lack of access to resources and opportunities compared to more privileged communities. These communities may include low-income neighborhoods, rural areas, minority populations, and marginalized groups who have historically been disadvantaged due to systemic inequities and discrimination.

The preceding sections will provide an in-depth examination of the study area's demographic composition, including the classification of transit-dependent population categories and a Title VI demographic analysis. Although this analysis offers valuable insights into the study area, various equity-focused federal transportation programs utilize additional indicators to identify disadvantaged communities. This analysis specific to Charles County will supplement our knowledge of the existing transit-dependent population and provide valuable insights for addressing transportation equity.

The various federal programs utilize diverse indicators to identify disadvantaged communities, and there are several tools available for this process. These tools help federal agencies and policymakers identify and address disparities, leading to targeted interventions and equitable investments. Here is a compilation of commonly-used terminology and federal online mapping tools across various programs:

1. **Areas of Persistent Poverty** (defined by the Bipartisan Infrastructure Law): Census Tract that has a poverty rate of at least 20%, measured by the 2014-2018 5-year data series, are defined as an area of persistent poverty. Three online tools visualize these areas—FTA Mapping Tool for AoPP and HDC.³ RAISE Mapping Tool,⁴ and USDOT Equitable Transportation Community (ETC) Explorer.⁵
2. **Transportation Disadvantaged Census Tracts or Historically Disadvantaged Communities** (defined by USDOT consistent with Justice40 initiative): These communities include certain qualifying census tracts based on 22 indicators that fall into six distinct categories. These categories include transportation access disadvantage, health disadvantage, environmental disadvantage, economic disadvantage, resilience disadvantage, and equity disadvantage. These communities can be found on the FTA's Mapping Tool for AoPP and HDC.
3. **Disadvantaged Community Census Tracts** identified by the Council on Environmental Quality (CEQ): A community is identified as disadvantaged if it falls within a census tract that meets the threshold or exceeds it for one or more environmental, climate, or other burdens that include but are not limited to transportation, housing, health, workforce development, and energy. The Climate and Economic Justice Screening Tool (CEJST)⁶ (an online mapping tool) helps to identify disadvantaged communities that can benefit from programs under the Justice40 Initiative.

³ <https://usdot.maps.arcgis.com/apps/dashboards/75febe4d9e6345ddb2c3ab42a4aae85f>

⁴ <https://maps.dot.gov/BTS/GrantProjectLocationVerification/>

⁵ <https://experience.arcgis.com/experience/0920984aa80a4362b8778d779b090723/page/ETC-Explorer---Homepage/>

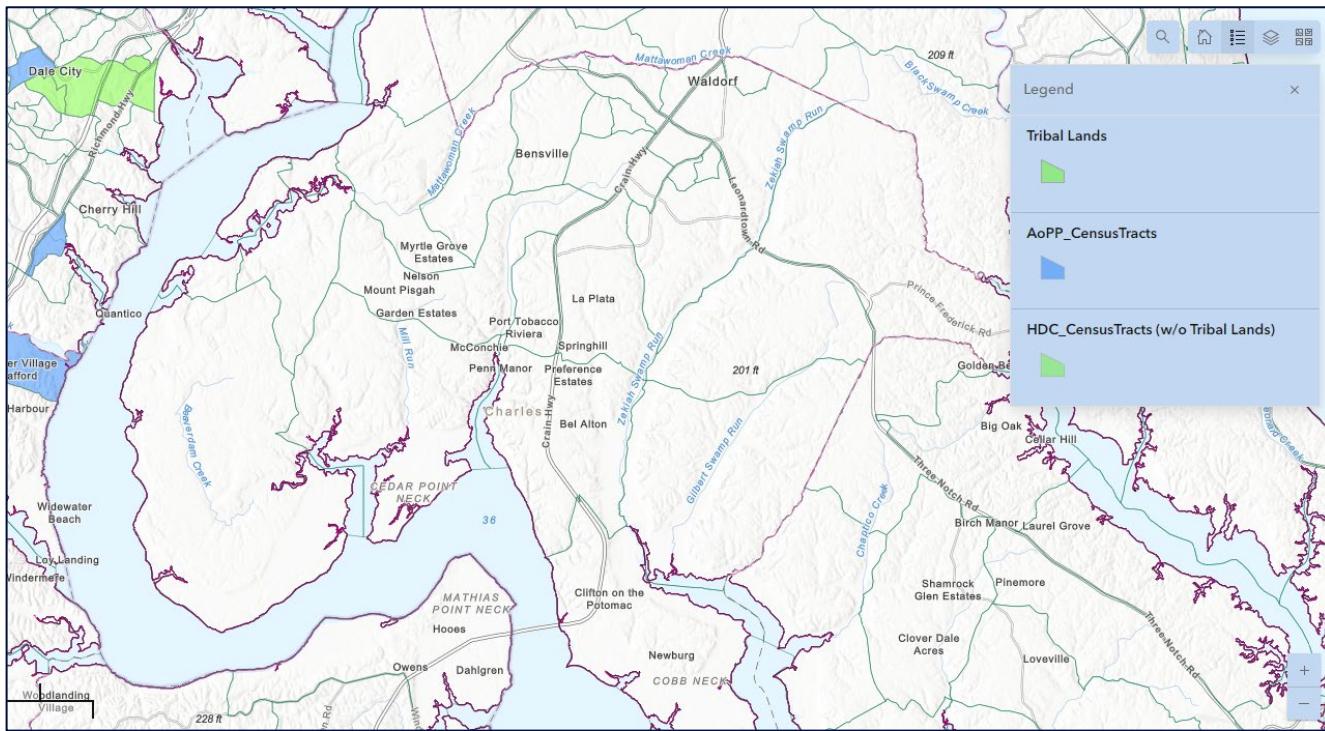
⁶ <https://screeningtool.geoplatform.gov/en/#3/33.47/-97.5>

4. **Overall Transportation Disadvantaged Census Tract** (defined by USDOT Equitable Transportation Community (ETC) Explorer⁷): It is a combination of CEQ's transportation disadvantage component and ETC's transportation insecurity component. The ETC Explorer allows users to explore and visualize five transportation-related factors: Transportation Insecurity, Climate and Disaster Risk Burden, Environmental Burden, Health Vulnerability, and Social Vulnerability.

Figure 4-14 through **Figure 4-16** illustrate the Disadvantaged Census Tracts in Charles County as identified by aforementioned programs. The result of this analysis is summarized below:

1. **Figure 4-14** shows a screenshot from the FTA's Mapping Tool.
 - No areas of persistent poverty are found in Charles County.
2. There is one census tract in Charles County that is classified as disadvantaged by the CEQ tool due to meeting more than one burden threshold and associated socioeconomic criteria, including health, housing, and workforce development (**Figure 4-15**).
3. **Figure 4-16** illustrates State results of the DOT Overall Transportation Disadvantage CTs for Charles County. These tracts score higher in transportation access (an indicator of transportation insecurity) which means residents in this area face challenges such as lengthy commute times and limited access to personal vehicles or public transportation options. These census tracts are located mainly in the southern half of the county, with a notable concentration in the Waldorf and White Plains areas.

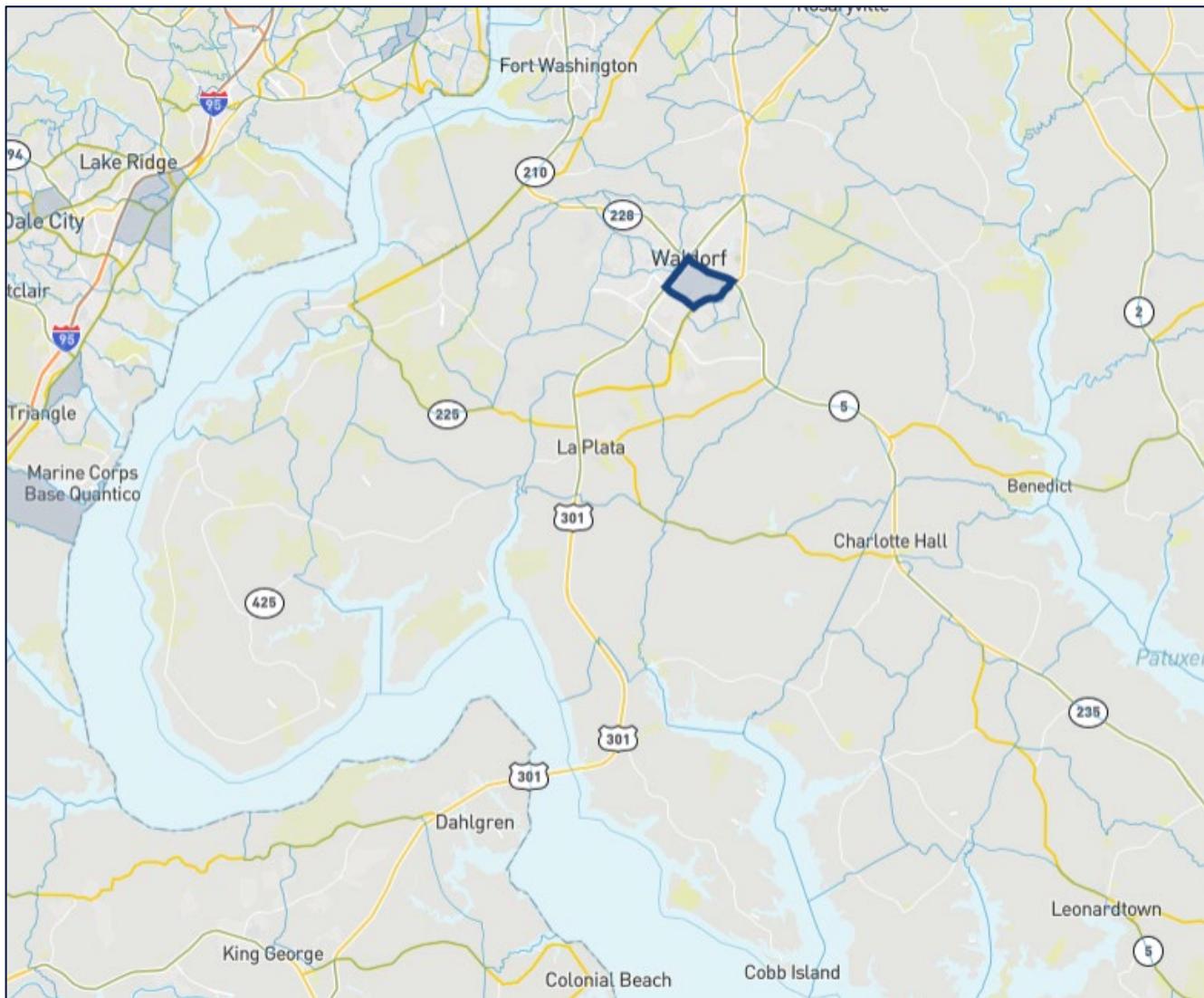
Figure 4-14: Results of FTA Mapping Tool for AoPP and HDC



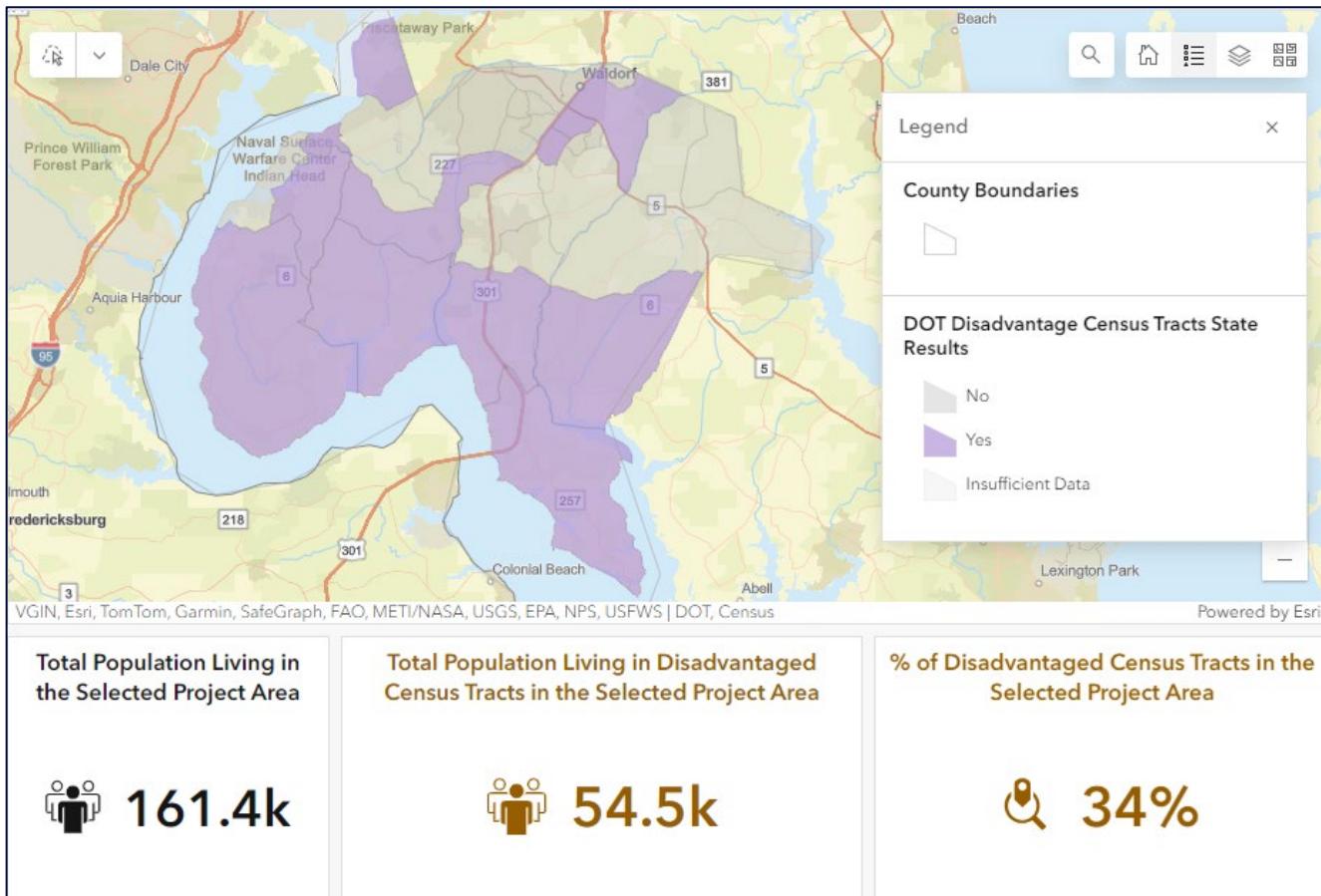
SOURCE: [HTTPS://USDOT.MAPS.ARCGIS.COM/APPS/DASHBOARDS/75FEBE4D9E6345DDB2C3AB42A4AAE85F](https://USDOT.MAPS.ARCGIS.COM/APPS/DASHBOARDS/75FEBE4D9E6345DDB2C3AB42A4AAE85F)

⁷ <https://experience.arcgis.com/experience/0920984aa80a4362b8778d779b090723/page/Understanding-the-Data/>

Figure 4-15: Results of CEQ Mapping Tool



SOURCE: [HTTPS://SCREENINGTOOL.GEOPLATFORM.GOV/EN/#9.44/38.4898/-76.9926](https://SCREENINGTOOL.GEOPLATFORM.GOV/EN/#9.44/38.4898/-76.9926)

Figure 4-16: Results of ETC Explorer Mapping Tool

SOURCE: [HTTPS://EXPERIENCE.ARCGIS.COM/EXPERIENCE/0920984AA80A4362B8778D779B090723/PAGE/ETC-EXPLORER---STATE-RESULTS/](https://experience.arcgis.com/experience/0920984aa80a4362b8778d779b090723/PAGE/ETC-EXPLORER---STATE-RESULTS/)

The US Department of Transportation (USDOT) and the Federal Transit Administration (FTA) have several grant programs that consider disadvantaged communities and use these tools to assess their needs. Some of these grant programs include:

1. **The Justice40 Initiative**, signed into Executive Order in 2021, aims to deliver 40% of the overall benefits of federal investments in climate and clean energy, which includes sustainable transportation.
2. **The RAISE (Rebuilding American Infrastructure with Sustainability and Equity) grant program**, formerly known as the BUILD and TIGER grant programs, is a competitive grant program administered by the US Department of Transportation (USDOT). It is covered under Justice40 Initiative. The RAISE grant provides funding for transportation infrastructure projects that promote economic growth, enhance mobility, improve safety, and advance environmental sustainability. To be eligible for the grant, the project should be located in areas designated as "Areas of Persistent Poverty."
3. **The Areas of Persistent Poverty (AoPP) grant** is a federal program established under the Consolidated Appropriations Act that provides funding to designated communities experiencing long-term economic distress and persistent poverty. These communities, identified through specific criteria, receive targeted assistance to improve transportation infrastructure, services, and accessibility in addition to other initiatives related to economic development, job creation, education, healthcare, and affordable housing. Entities that are eligible recipients or subrecipients under 5307, 5310, or 5311, and are situated in Areas of Persistent Poverty or Historically Disadvantaged Communities, are considered eligible applicants.

Land Use Profile

Major Trip Generators

Identifying land uses and major trip generators throughout the county provides a clearer understanding of the travel needs and demands of Charles County residents and Charles County VanGO riders. These trip generators are largely clustered by land use and in proximity to each other. That is, similar land uses are geographically grouped together. Shopping trip generators are typically located near other shopping trip generators, multi-family housing by other multi-family housings, etc. They also serve as trip origins and destinations.

When looking at a countywide scale, the clusters of trip generators are concentrated within the urban areas along US 301. Waldorf, St. Charles, White Plains, and La Plata and their surroundings contain the majority of these destinations, though the county's other notable population hub of Indian Head also contains clusters of transit origins and destinations. Charles County's rural areas contain few trip generators, with the exception of the Hughesville area that is now home to the second campus of the College of Southern Maryland. At a macro level, the distribution of all trip generators in the county can be seen in **Figure 4-17**. A detailed list of all trip generators and their categories can be found in Appendix A.

Trip generators fall into the following categories:



Multifamily Housing: Residential structures that house more than one unit or family, often on multiple floors or larger tracts of land. These properties are shown in [Figure 4-18](#). Three subcategories of multifamily housing have been implemented for a better visualization of the housing demographics:

General: Regular market-rate dwelling units and senior living facilities in multifamily structures.

Low Income: Subsidized properties in which the entire property is reserved for affordable housing for lower income populations.

Senior: Housing that is specific to the county's senior citizens, whether they are nursing homes or assisted living facilities.



Major Employers: The top 30 employers in the county can be found in [Figure 4-19](#).

The top employer on the list is the Naval Support Facility Indian Head, which employs 3,834 people.



Medical: Major medical facilities including hospitals, medical centers, and urgent care.

The Waldorf St. Charles Medical Center and UM Charles Regional Medical Center are the county's two largest healthcare institutions. See [Figure 4-20](#) for details.



Shopping: Shopping centers with multiple retail outlets or large grocery or department stores such as Walmart and Target. The majority of the shopping destinations are located along US 301. These can be found in [Figure 4-21](#).



Education: There is only one college in Charles County. The College of Southern Maryland has two branches—one in La Plata and a new one located in Hughesville. See [Figure 4-22](#).



Human Services: Organizations and agencies that provide a variety of services for health, wellness, or social programs. These include, but are not limited to, libraries, community and activity centers, adult daycare centers, recovery organizations, assisted living facilities, and second-hand stores. [Figure 4-23](#) shows the distribution of these human services.



Correctional Facilities: Correctional facilities can generate some trips for those visiting the facility and also those phasing out of the justice system. [Figure 4-24](#) displays these.



Government Buildings: The public need access to government and civic buildings such as the county courthouse, the MVA, and the Social Security Administration. Many of these buildings are located along US 301. [Figure 4-25](#) shows their locations.

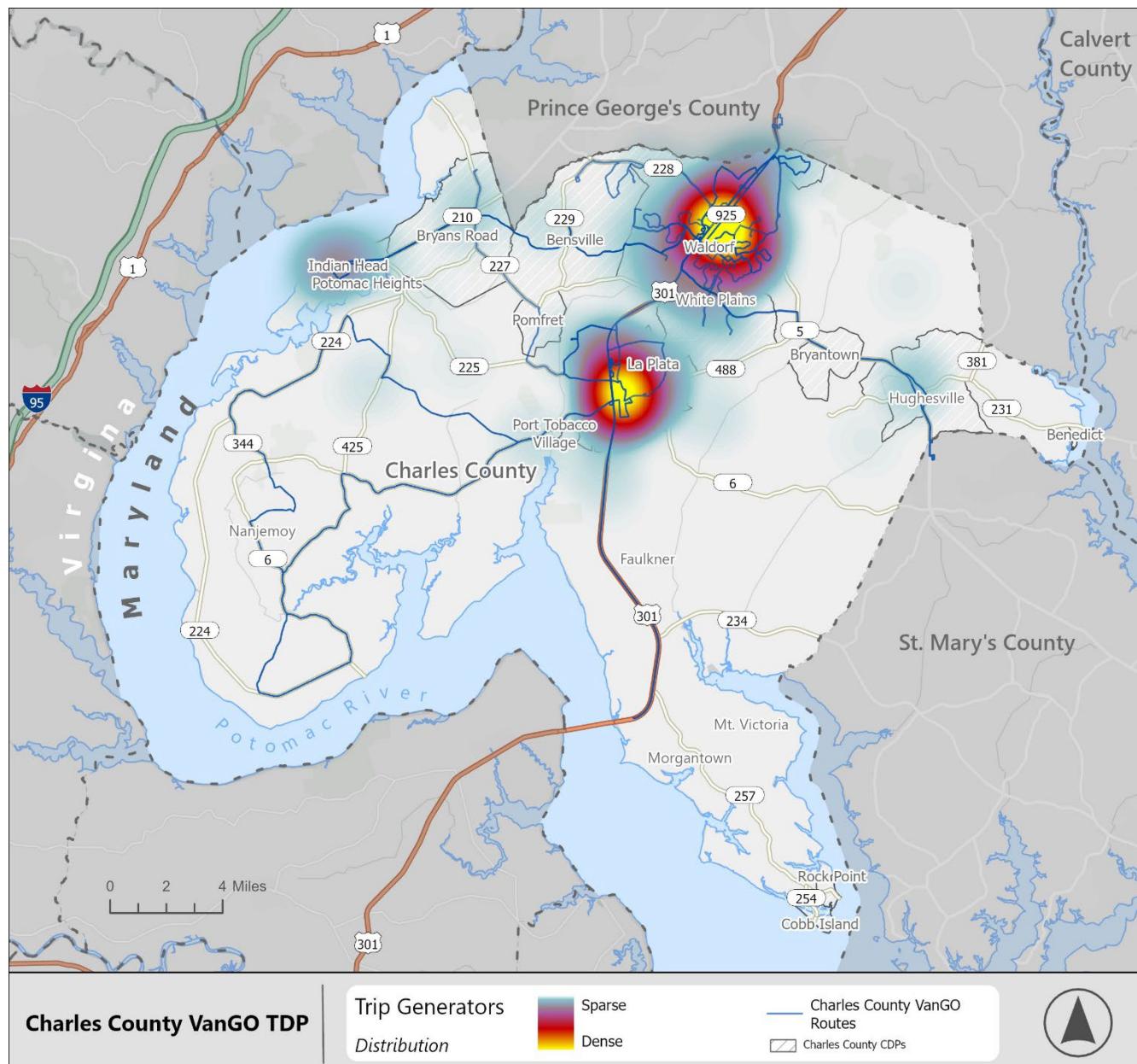
Figure 4-17: All Major Trip Generators, Charles County MD

Figure 4-18: Multifamily Housing, Charles County MD

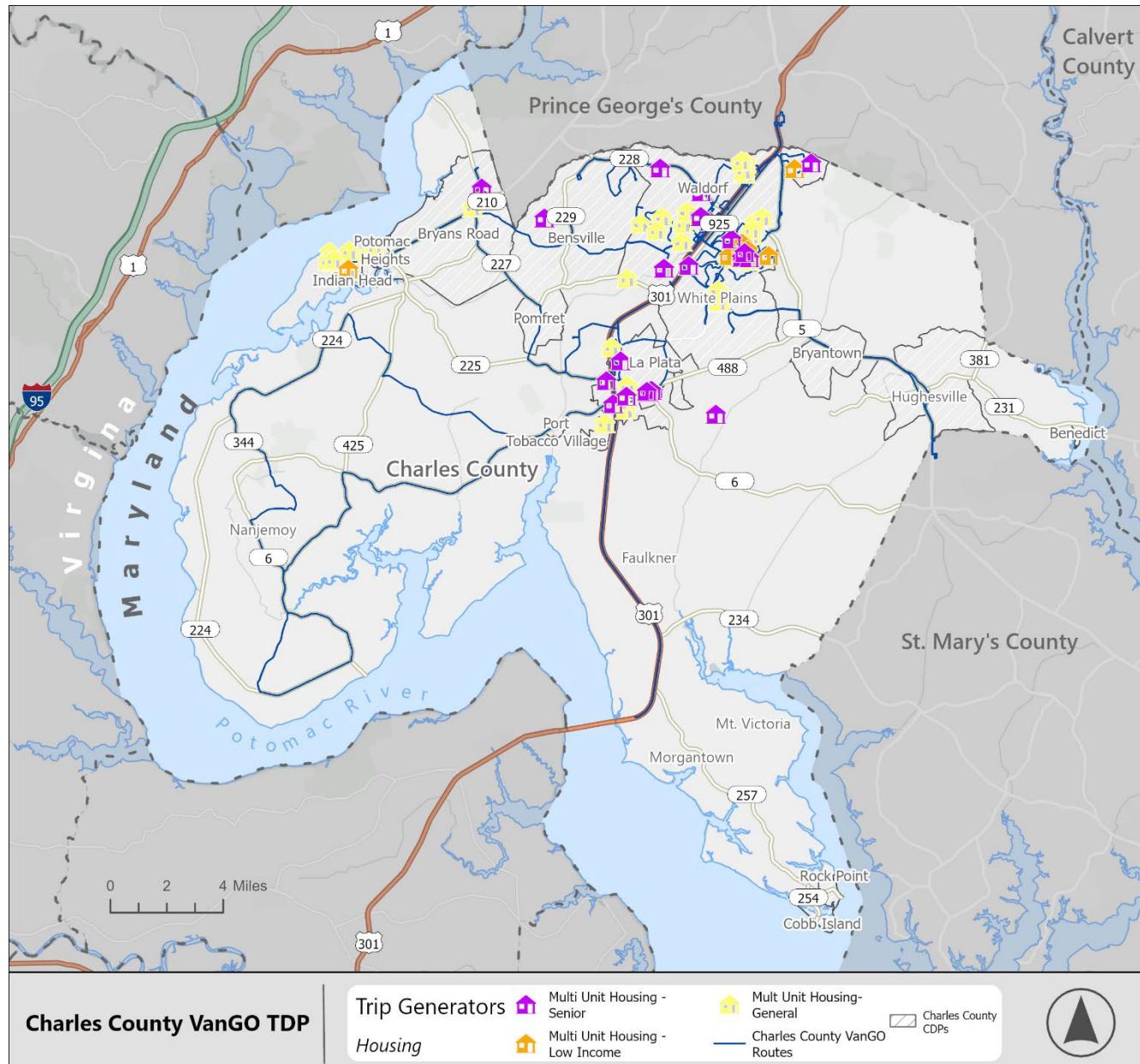


Figure 4-19: Location of Major Employers, Charles County MD

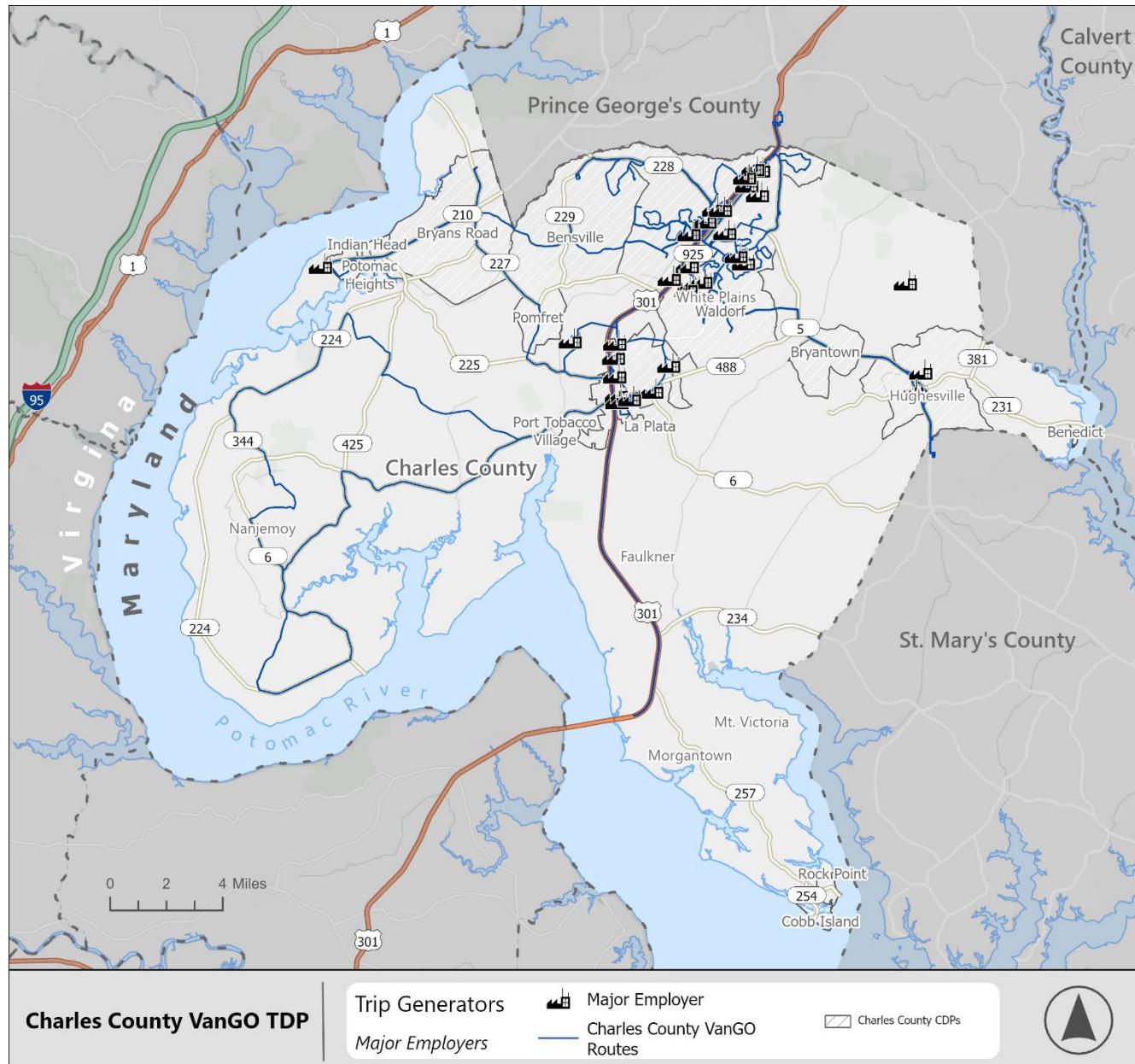


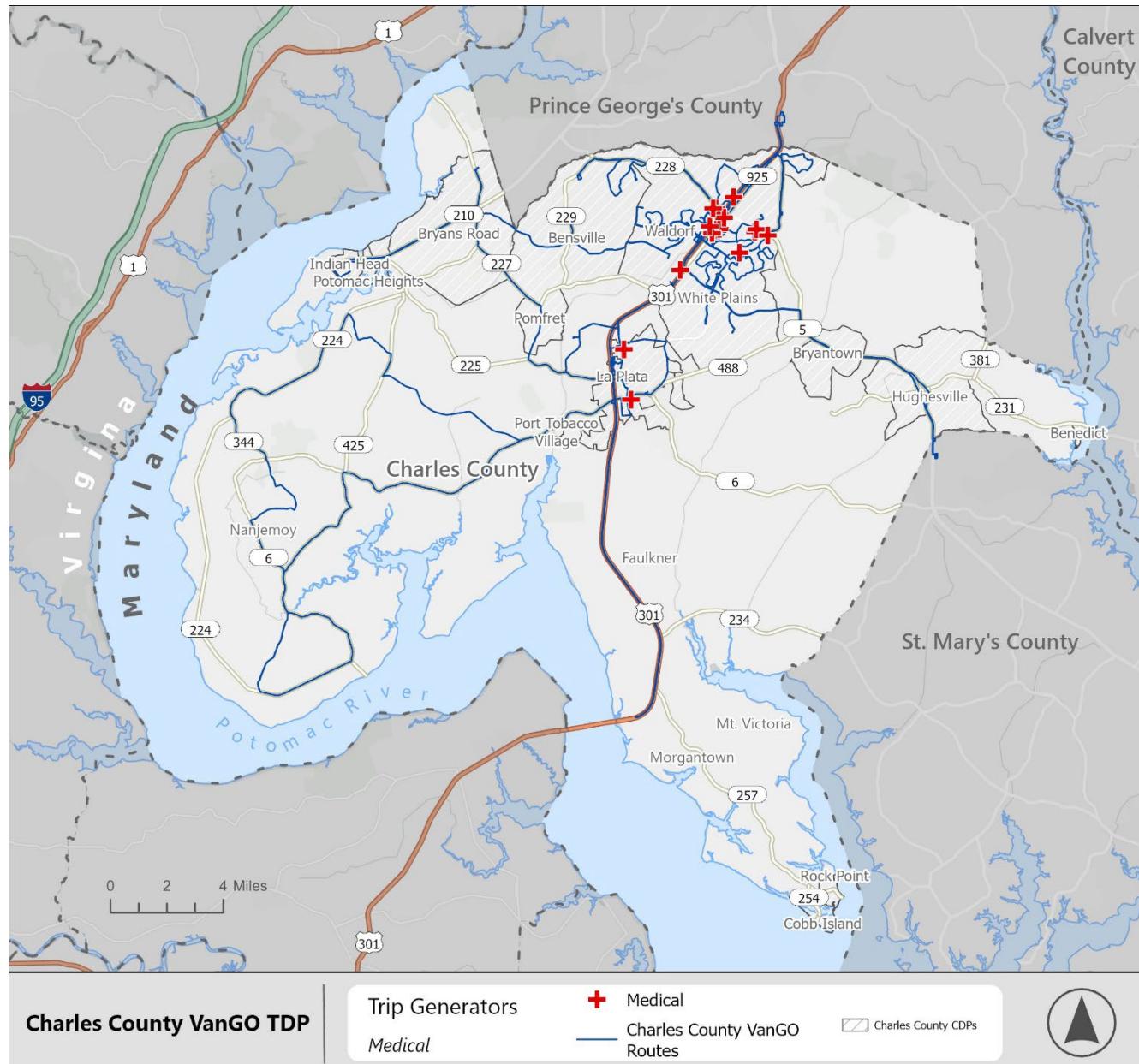
Figure 4-20: Medical Facilities, Charles County MD

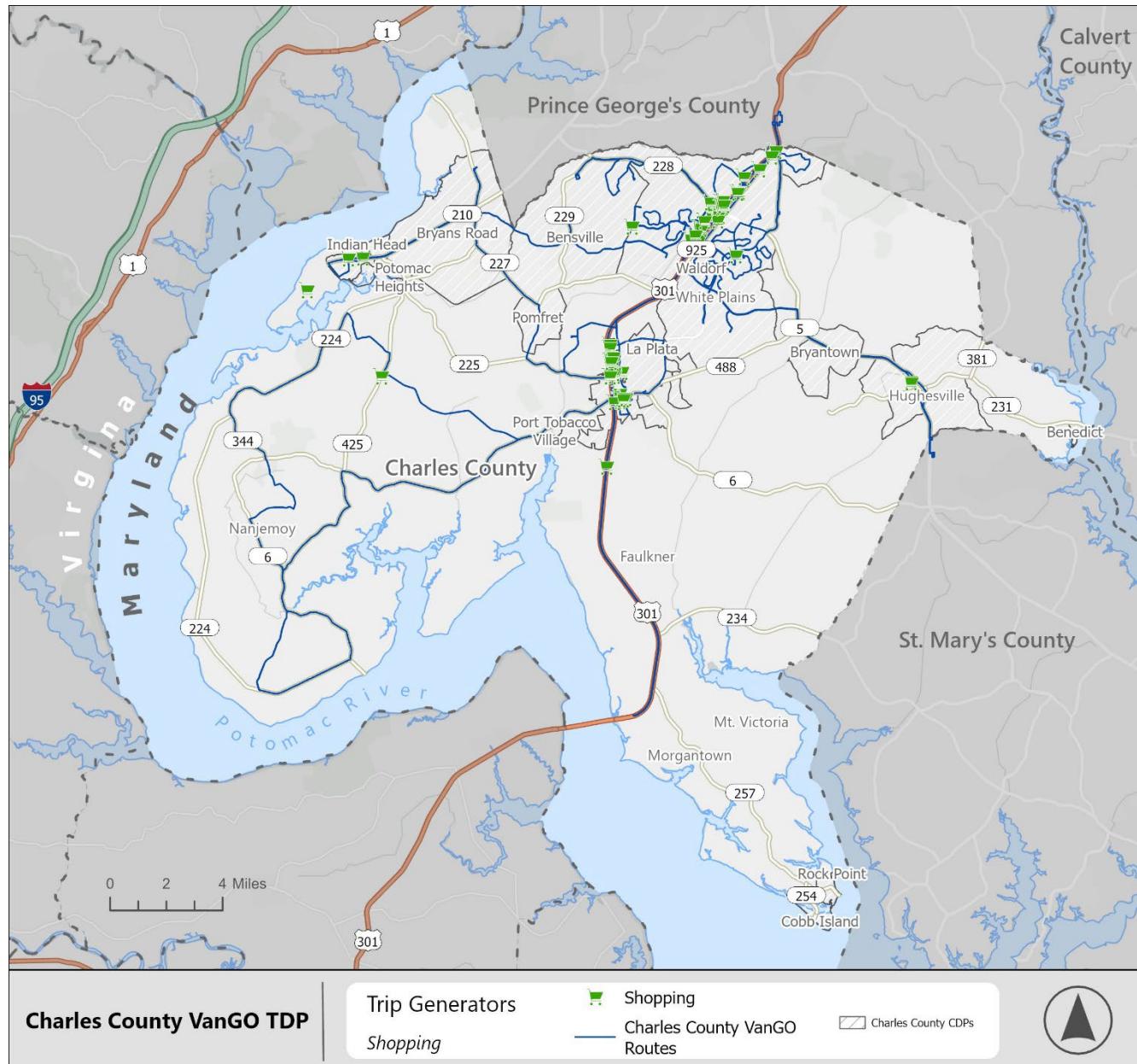
Figure 4-21: Shopping Centers, Charles County MD

Figure 4-22: Educational Facilities, Charles County MD

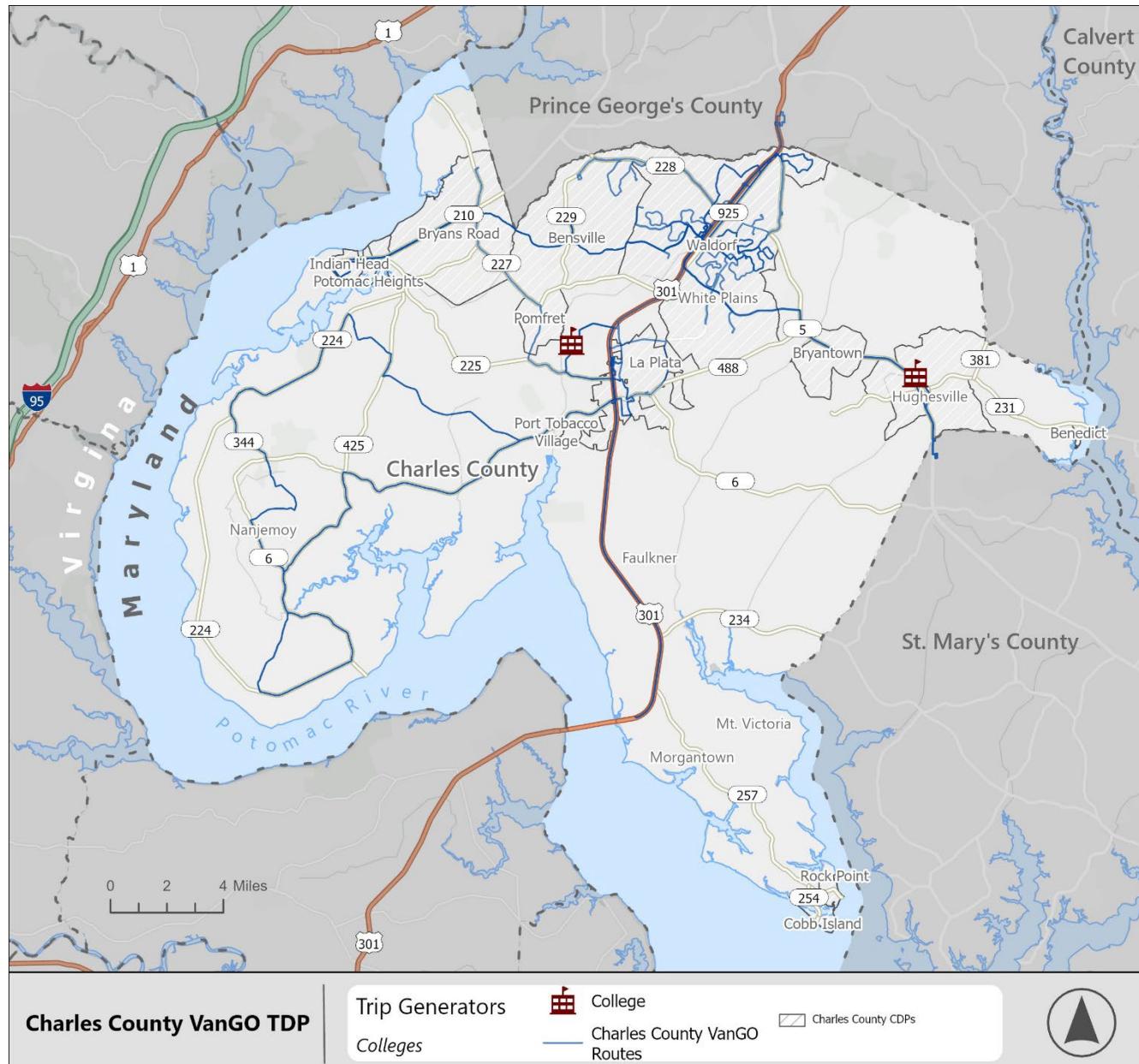


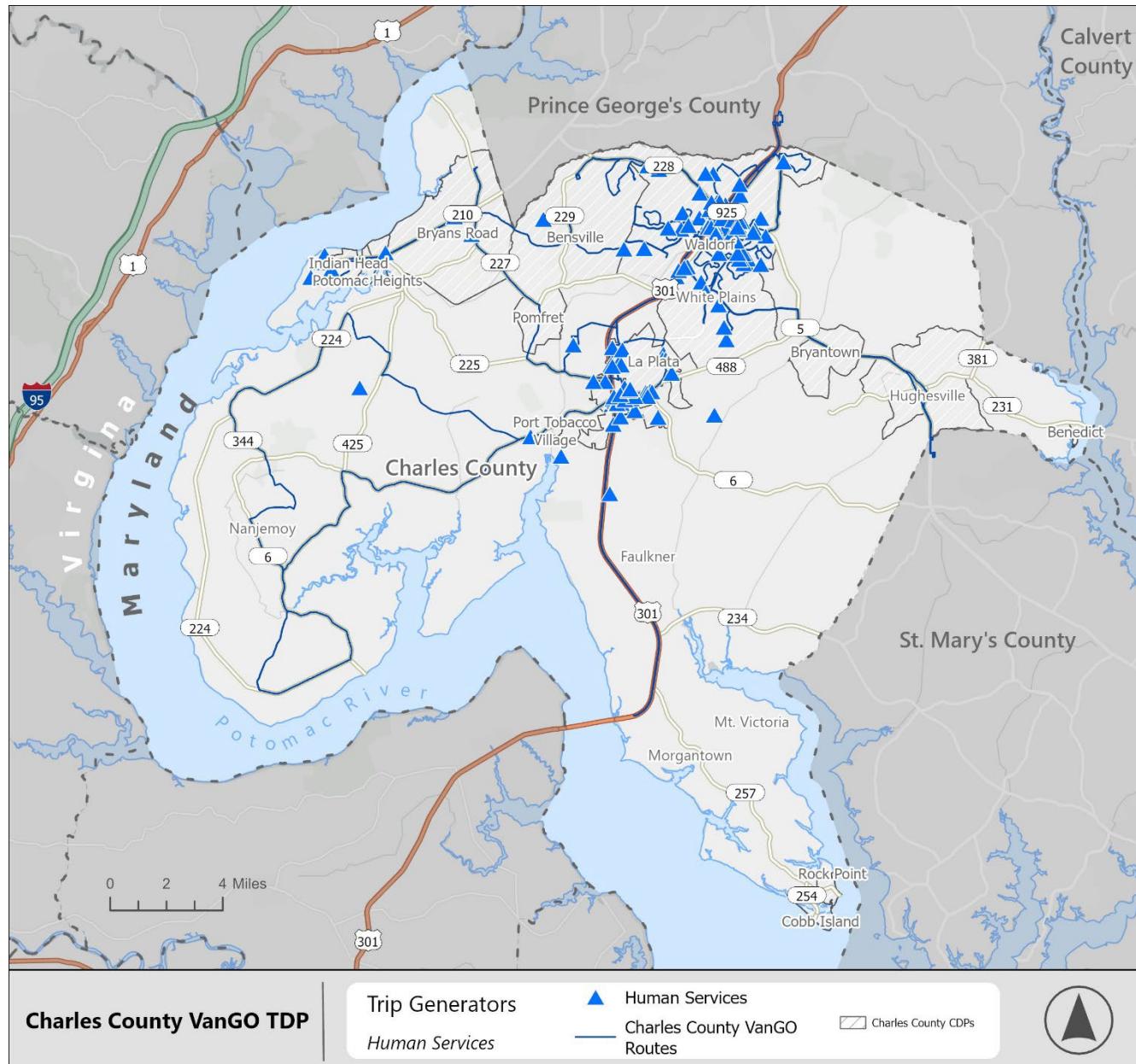
Figure 4-23: Human Services Agencies, Charles County MD

Figure 4-24: Correctional Facilities, Charles County MD

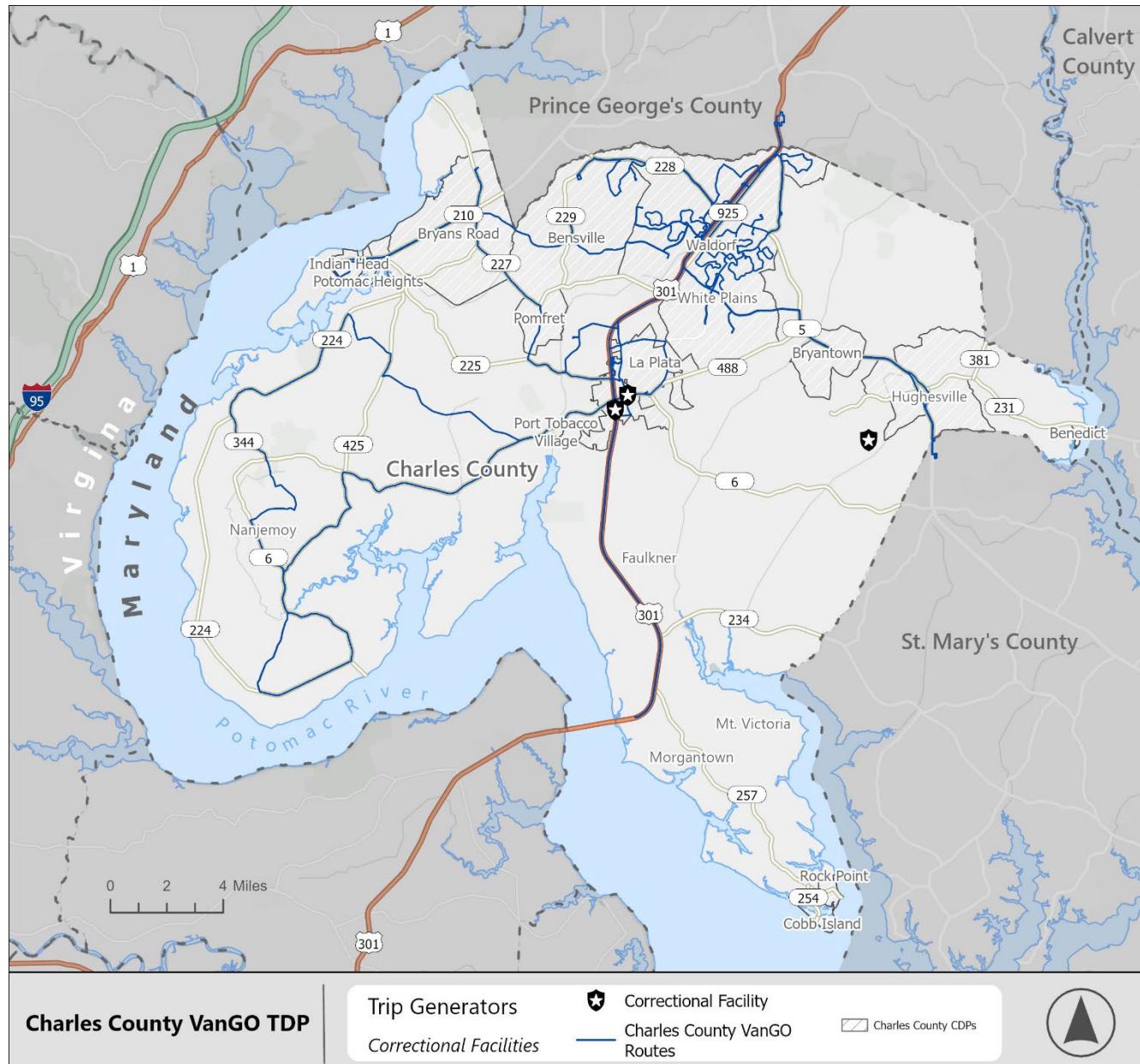
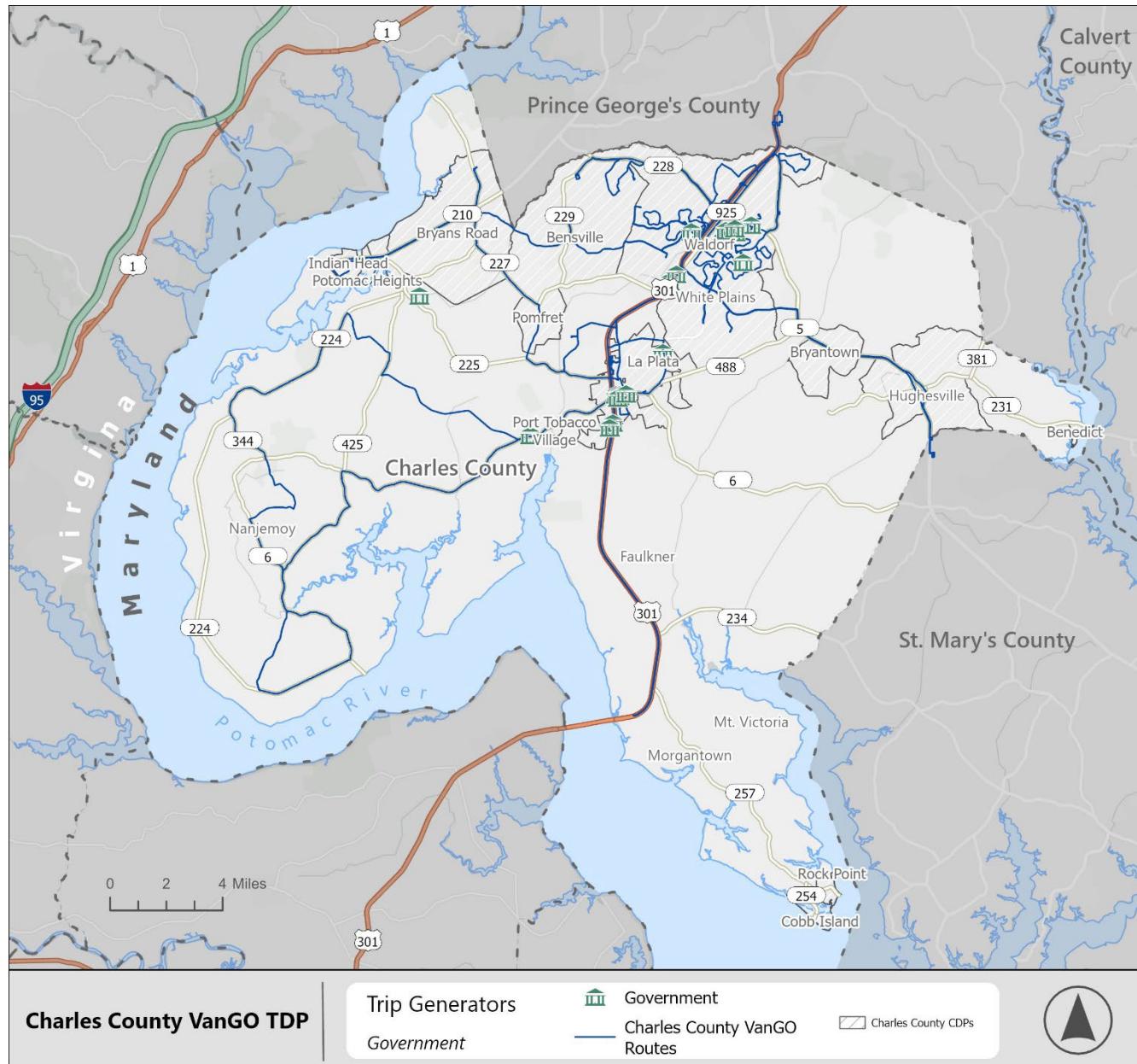


Figure 4-25: Government Offices, Charles County MD



Employment Travel Patterns

To assess transportation needs in Charles County, it is crucial to take into account not only the locations of major employers within the county, but also the commuting patterns of its residents, including both those who work within and outside the county. Charles County employment is centered along US 301 between La Plata and Waldorf, but a significant number of commuters leave the county to work in other employment hubs such as Washington, DC or Arlington, VA. According to the 2021 ACS Five-Year Estimates, 45% of the workers in Charles County that are 16 years of age or older, are employed within the county itself. This proportion of in-county commuting is much lower than the overall average for the state of Maryland, which stands at approximately 61%, as indicated in **Table 4-4**.

Table 4-4: Journey to Work Patterns for Charles County

Place of Residence:	Maryland		Charles County	
Workers 16 Years and Older	3,171,852		89,831	
Location of Employment	#	%	#	%
In State of Residence	2,749,688	86.69%	64,670	71.99%
In County of Residence	1,929,703	60.84%	40,355	44.92%
Outside County of Residence	819,985	25.85%	24,315	27.07%
Outside State of Residence	422,164	13.31%	25,161	28.01%
Means of Transportation to Work	#	%	#	%
Car, Truck, or Van - drove alone	2,081,745	65.63%	64,566	71.87%
Car, Truck, or Van - carpooled	264,572	8.34%	8,489	9.45%
Public Transportation	154,783	4.88%	2,142	2.38%
Walked	69,767	2.20%	962	1.07%
Taxicab, motorcycle, bicycle, other	64,787	2.04%	1,513	1.68%
Worked at Home	536,198	16.90%	12,159	13.54%

Source: ACS, Five-Year Estimates 2021, Table B08130

The Longitudinal Employer-Household Dynamics (LEHD) dataset from the Census Bureau is an additional data source that provides valuable insights into employee travel patterns. According to 2021 data, the top five employment destinations for residents of Charles County were Washington, DC, Waldorf, La Plata, Arlington, VA, and Alexandria, VA. Other notable employment destinations include Baltimore, Clinton, and Upper Marlboro, and Columbia all in Maryland. (**Table 4-5**).⁸ In summary, out of 89,831 workers residing in Charles County, 15.7% worked in Washington, DC, 10.5% worked within Charles County, 1.9% worked in Arlington, VA, and 1.6% worked in Alexandria, VA.

⁸ Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics, 2021.

Table 4-5: Top Ten Destinations of Work for Charles County Residents

Destination	County	Percent
Washington, DC	Washington, DC	15.69%
Waldorf, MD	Charles, MD	7.16%
La Plata, MD	Charles, MD	3.42%
Arlington, VA	Arlington, VA	1.96%
Alexandria, VA	Alexandria, VA	1.57%
Baltimore, MD	Baltimore, MD	1.48%
Clinton, MD	Prince George's, MD	1.11%
Upper Marlboro, MD	Prince George's, MD	0.88%
Columbia, MD	Howard, MD	0.78%
Tysons, VA	Fairfax, VA	0.67%

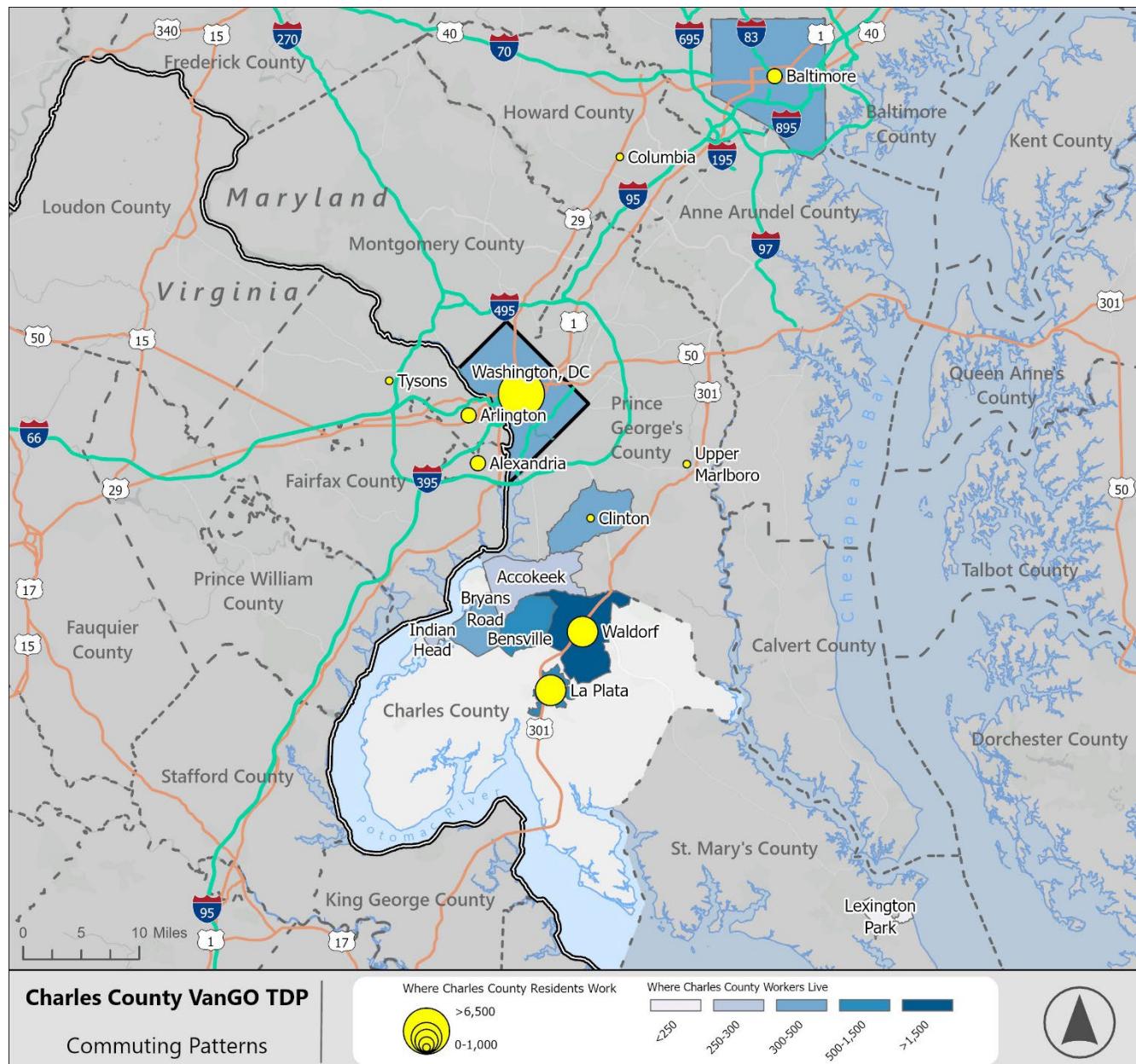
The proportion of Charles County workers residing outside of the county was just two percent. Most Charles County workers reside in the county's primary population centers of Waldorf and La Plata, which when combined account for 7.2%. When combined with the other locations of residence within Charles County, that number rises to nine percent. Other residential locations for Charles County workers include Baltimore, Clinton, Accokeek, Lexington Park, and Washington, DC, though significantly fewer DC residents commute to Charles County compared to Charles County residents who commute into DC.

Table 4-6: Top Ten Places of Residence for Charles County Workers

Destination	County	Percent
Waldorf, MD	Charles	5.85%
La Plata, MD	Charles	1.37%
Bensville, MD	Charles	0.93%
Bryans Road, MD	Charles	0.53%
Washington, DC	Washington, DC	0.53%
Baltimore, MD	Baltimore	0.46%
Clinton, MD	Prince George's	0.43%
Indian Head, MD	Charles	0.33%
Accokeek, MD	Prince George's	0.32%
Lexington Park, MD	St. Mary's	0.30%

The workplace destinations of Charles County residents and residences of Charles County workers by census designated place are illustrated in **Figure 4-26**.

Figure 4-26: Commuting Patterns for Charles County Residents



Summary of Analysis

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

- Charles County's population growth outpaced that of the state of Maryland. Much of the growth was concentrated in the primary population centers, particularly Waldorf and the communities in the northern portion of the county. Projections suggest a steady population increase of 11% per decade over the next 20 years, representing an overall growth rate of approximately 25%, which is in line with that of the previous two decades. It should be noted that Charles County is projected to experience a substantial increase in its aging population over the next two decades.
- The TDI analysis revealed that the vast majority of identified high transit needs areas are located in the vicinity of Waldorf and La Plata where most of the VanGO routes are already found. This initial analysis suggests if VanGo seeks to improve service to meet these high-need communities, then improving service along the current network would be more beneficial than expanding service to new areas.
- With few exceptions, VanGO connects to almost all major trip generators. Some of these exceptions include some senior housing and human services, and a major employer not near any of the current routes.
- Most commuter travel occurs within Charles County. Nevertheless, significant outbound commuting flows exist from Charles County to Washington, DC and northern Virginia, as well as Baltimore. Commuter services to DC exist but do not make a significant impact on the amount of traffic congestion that occurs during peak hours, particularly on US 301. More connections to DC or to WMATA's Branch Avenue Metrorail station on the Green line are needed.

Chapter 5

Service and Organizational Alternatives

Introduction

This chapter presents potential service and organizational alternatives for inclusion in the Charles County Transit Development Plan (TDP). These alternatives were initially developed based on a review of current services, the analysis of current and future demographics, and input from customers, residents, and various stakeholders, and subsequently updated based on input from Charles County.

The service alternatives discussed in this chapter include a summary of each proposal and, as appropriate, the potential advantages, disadvantages, and estimates of costs and ridership. These alternatives focus on:

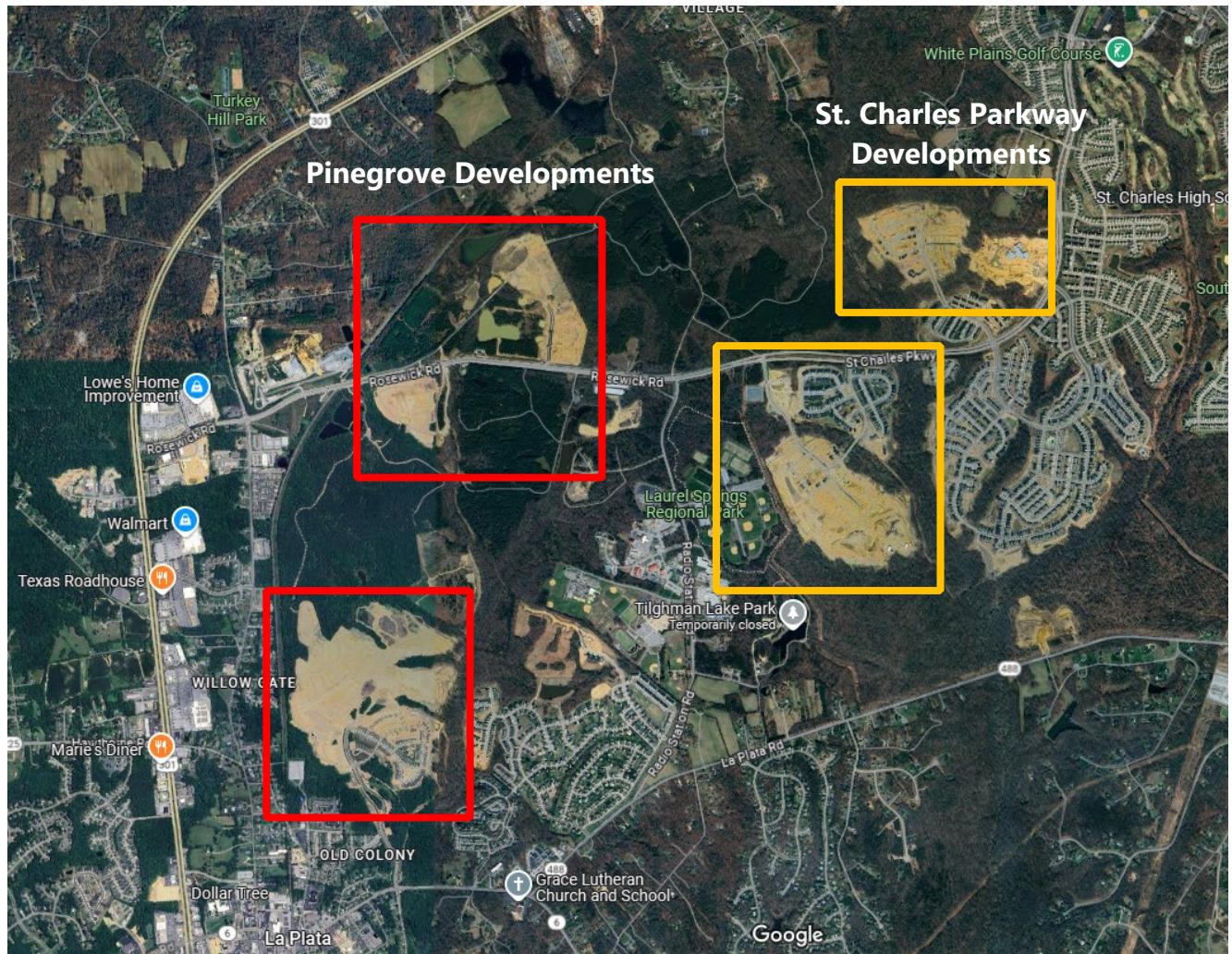
- Modifications to existing services to respond to new residential and commercial developments
- Use of on-demand microtransit services to expand mobility
- Implementing Sunday service
- Increasing frequency on selected routes
- Expanding service hours on selected routes
- Improving bus stop infrastructure

While these alternatives respond to needs identified through the planning process, it should be noted that before implementation they will require further analysis and more detailed service planning in the future to adapt to changing conditions.

Potential Service Alternatives

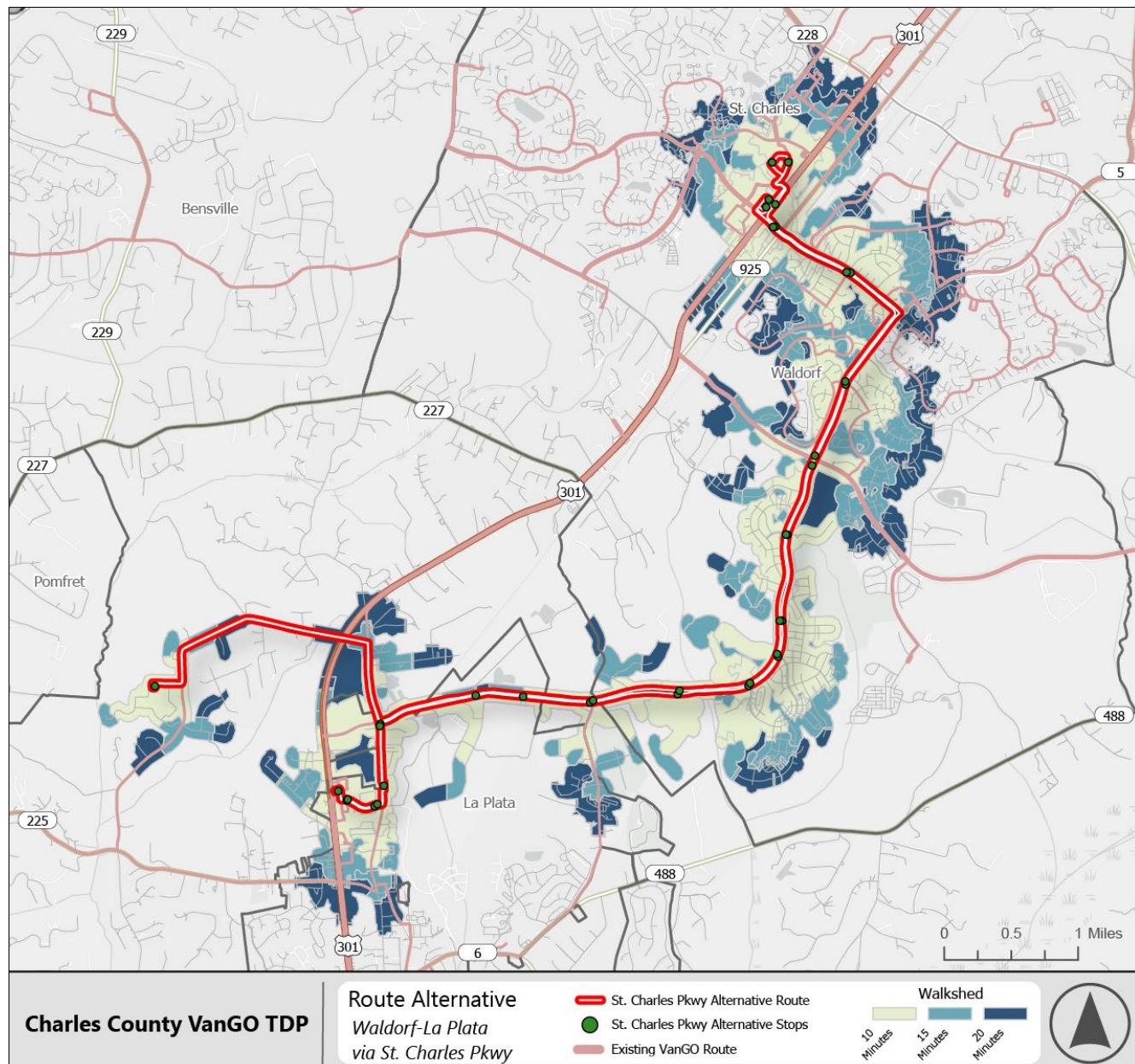
Modifications to Current Fixed-Route Network

At the outset of the TDP process, the Advisory Committee noted several areas of Charles County that were in need of potential service modifications or expansions. One such area, with significant ongoing and projected future growth, is along St. Charles Parkway. As shown in **Figure 5-1**, four large-scale residential developments are currently underway.

Figure 5-1: St. Charles Parkway Residential Development

To better serve this area, three potential service alternatives were developed and presented to Charles County and the TDP Advisory Committee. The preferred option, shown in **Figure 5-2**, is that this alternative would improve services in the area with the new development. This proposed route would shift the 301 Connector route to St. Charles Parkway, providing end-to-end service for two busy commercial nodes while serving more residential areas. The aim of this alternative, which was endorsed by the TDP Advisory Committee, is for this route to be cost-neutral, a goal it can achieve.

Figure 5-2: Proposed St. Charles Parkway Route



The potential impacts of this alternative, including potential advantages and disadvantages, are presented in **Table 5-1**.

Table 5-1: Potential Impacts of Proposed St. Charles Parkway Route

Advantages	Disadvantages
<ul style="list-style-type: none"> Provides an additional, supplemental connection between the county's two main population centers of La Plata and Waldorf. Shifts route to a more populated area with limited current service. New route provides service to large-scale housing developments that are currently under construction. Provides more connections to the College of Southern Maryland main campus. Serves as a cost-neutral option. 	<ul style="list-style-type: none"> The new route does not deviate deep into neighborhoods, potentially losing some riders or creating first-mile/last-mile issues. To remain cost-neutral, the route would still have to operate at 60-minute headways. It was indicated in the customer survey that many riders wish to see more frequent service.
Cost Estimates	Ridership Impacts
<ul style="list-style-type: none"> The goal of this proposed route is to create a cost-neutral alternative for the network. As such, the estimated cost would be similar to the 301 Connector route's FY2024 operating cost of \$837,674. 	<ul style="list-style-type: none"> Ridership could increase due to the route serving residential areas more directly. This includes residential areas that are not currently served, as well as the large-scale residential developments currently under construction that could one day contribute to increased ridership.

Microtransit / On-Demand Services

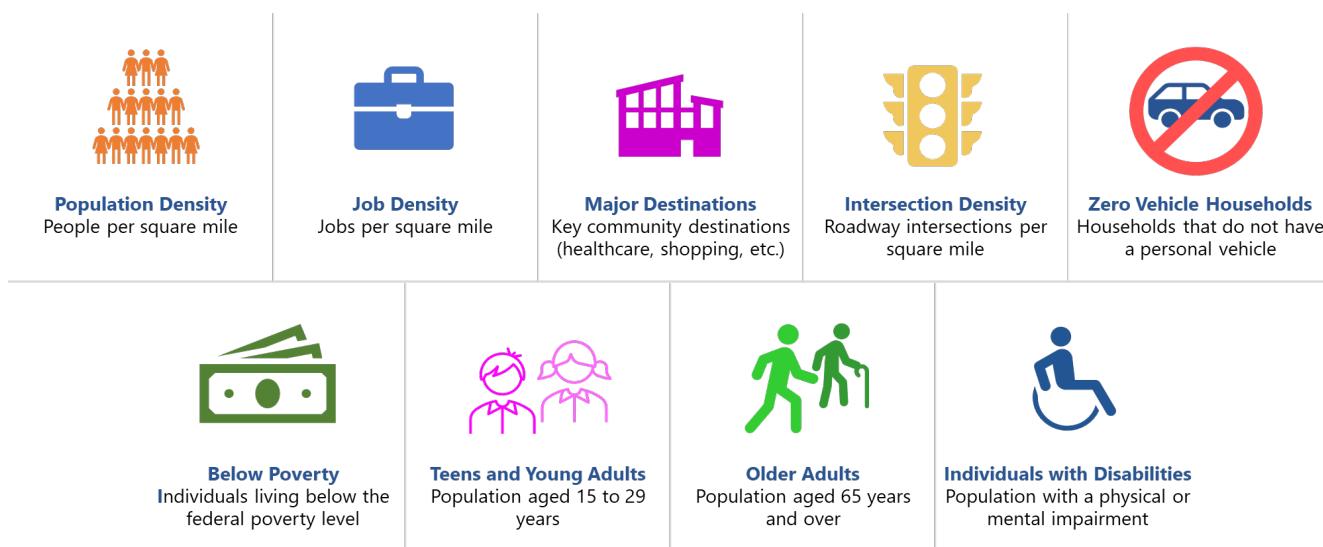
As on-demand ride-hailing apps like Uber and Lyft have become a common mobility option over the past decade, demand has risen for public transit services that utilize mobile technology to provide on-demand transportation services. In the past few years, microtransit services have emerged across the country, and many transit systems have implemented these services or are exploring the potential for mobility on-demand options for the communities they serve.

Microtransit Implementation and Operational Considerations

There are a variety of lessons learned from other communities that can be taken into account when considering the expansion of these services, and include:

- **Right sizing the service zone** – A microtransit service needs a clear, well-reasoned geographic area to operate within. If a service area is too large, on-time performance will suffer and the cost per trip will likely increase. Due to the variety of socioeconomic, infrastructural, and operational factors that influence microtransit service efficiency, there is no ideal size for a geo-fenced zone. Some service areas are less than a square mile, while others are over 25 square miles. Establishing on-time performance standards and operating data from microtransit projects can be used to refine both service area size and vehicle deployment.
- **Assessing propensity index factors** – A Microtransit Propensity Index (MPI) can help transit providers make decisions on where to establish microtransit zones based on demographic, geographic, and infrastructural factors that may impact an area's propensity for service. As seen in **Figure 5-3**, the MPI score is calculated based on several variables including population density, job density, major destinations, intersection density, zero vehicle households, below poverty, teens and young adults, older adults, and individuals with disabilities.

Figure 5-3: Microtransit Propensity Index Factors



These factors are deemed positive indicators of microtransit propensity. Key factors that are not included in this analysis are internet and smartphone access. Microtransit service is typically based around on-demand, real-time trip requests which require broadband connectivity. This is an important consideration if the service mode is to be implemented.

The MPI calculates a relative score—this means that each of the factors are scored based on a block group's relation to the study area's mean. The resulting factor scores were calculated using the MPI formula. Once the MPI calculation was complete, scores were normalized using percentile scores to adhere to a one to 10 scoring schema based on average scores. **Figure 5-4** and **Table 5-2** provide additional information on the MPI calculation and scoring system.

Figure 5-4: Microtransit Propensity Index Calculation

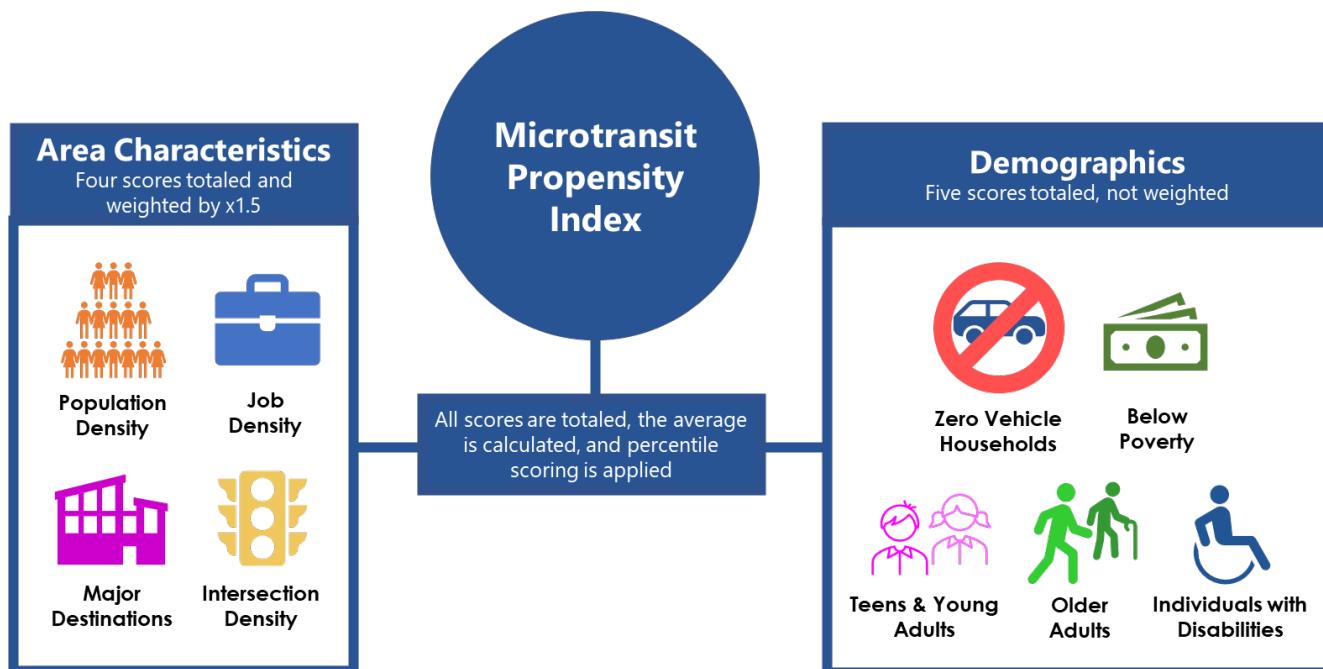
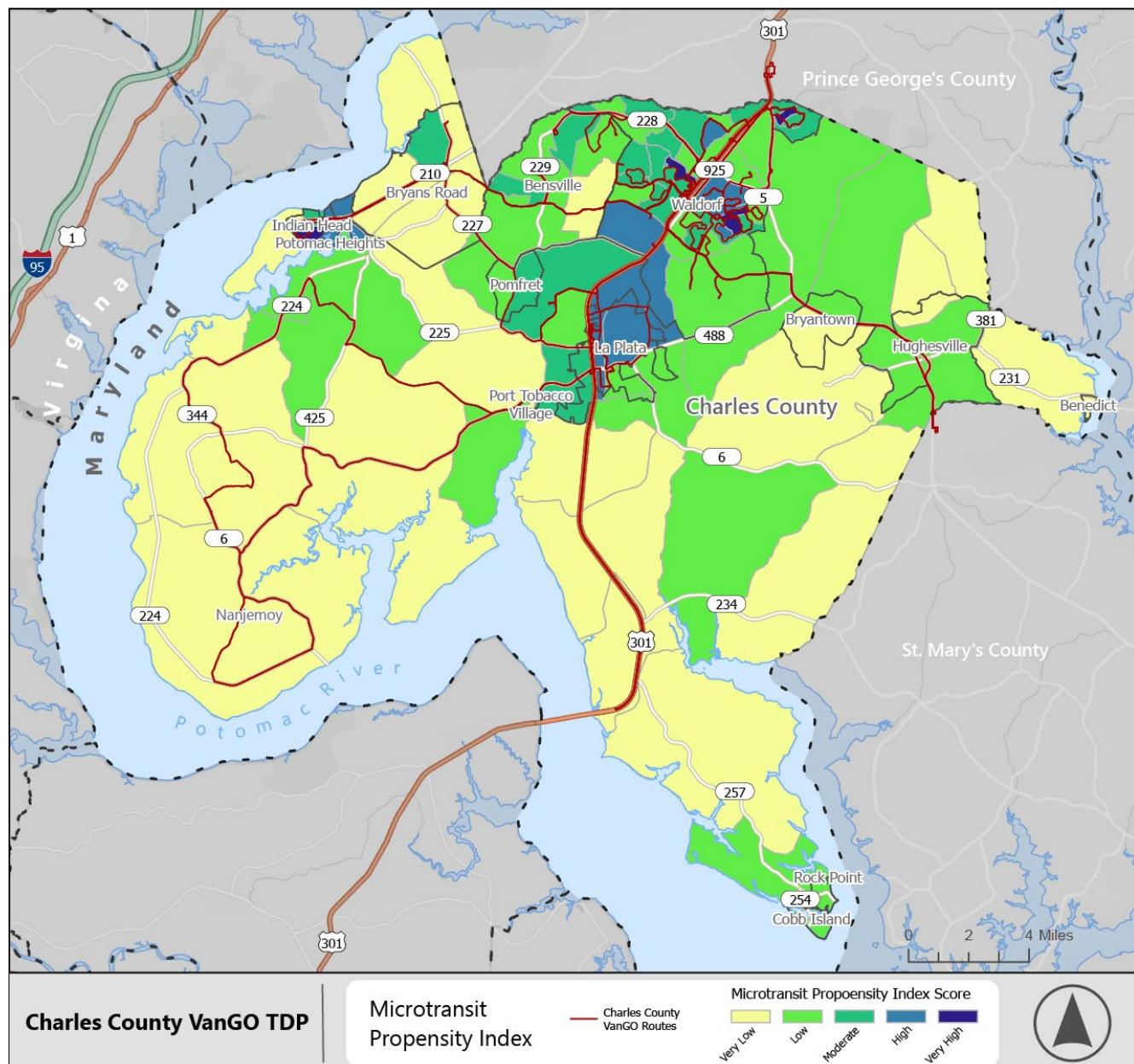


Table 5-2: Microtransit Propensity Index Scoring Table

Microtransit Propensity Scoring System	
1 – Very Low	Metric was in the bottom 10% of the MPI Scores
2	Metric was in the bottom 20% of the MPI Scores
3	Metric was in the bottom 30% of the MPI Scores
4	Metric was in the bottom 40% of the MPI Scores
5 – Below Average ^	Metric was in the bottom 50% of the MPI Scores
6 – Above Average ^	Metric was in the top 50% of the MPI Scores
7	Metric was in the top 40% of the MPI Scores
8	Metric was in the top 30% of the MPI Scores
9 – Very High	Metric was in the top 20% of the MPI Scores

Charles County, MDOT MTA, and the TDP Advisory Committee supported the assessment of possible microtransit services, and a propensity index was completed for Charles County to highlight areas with the highest potential for these on-demand services. This information can be taken into account for future planning and prioritization of these services. This assessment is provided below in **Figure 5-5** and shows that the highest propensity tends to be in the central and northern part of the Charles County, as well as in Indian Head. While there was interest for microtransit expressed for the area along the Berry Road VanGO route, the MPI scores were not high enough to warrant another zone in that location.

Figure 5-5: Microtransit Propensity Assessment



Potential Microtransit Zones

Considering the assessment of areas of Charles County that would be well-suited for possible microtransit services, five conceptual zones were developed:

St. Charles East Zone
Covers the eastern portion of the Waldorf and St. Charles areas. Provides connections to the St. Charles A, B, and C routes, as well as the Business A routes. This will also serve as the first-mile/last-mile connection to the Route 301 transfer center where passengers can connect with several bus routes operating in the northern portion of the county. This zone also provides service to several medial offices, the Waldorf Senior and Recreation Center, the Smallwood Village Shopping Center, and low-income and senior housing. This microtransit zone has the highest population served and also the highest projected ridership and cost.
St. Charles West Zone
Encompasses the areas to the west of US 301 through much of Waldorf and St. Charles where it shares a border with the St. Charles East Zone. This zone serves much of the commercial area of Waldorf including the St. Charles Towne Plaza, the Shops at Waldorf Center, and the Walmart in Waldorf, while also providing excellent transfer opportunities to the many bus routes serving the northern part of Charles County. Additionally, there are several senior living facilities and large multi-family apartment buildings and developments.
La Plata Zone
Comprises the central area in and around La Plata. This zone could be used by passengers for circulation around the La Plata area as well as first-mile/last-mile connections to and from the La Plata transfer station. Within the zone are several government offices including the Charles County government center, several senior housing facilities, two medical offices, several human service resources such as wellness centers, farmers markets, and a branch of the county library system. There are also major shopping destinations in this zone including the La Plata Walmart and the La Plata Plaza which contains Safeway and Target.
Pinefield Zone
This microtransit zone consists of the predominantly residential Pinefield area. While the area itself does not have any commercial activity, the proposal would allow for a one-seat ride from the Pinefield area to the Brandywine Crossing commercial district in neighboring Prince George's County. Currently, a transfer is required for the residents of the Pinefield area to reach Brandywine Crossing via public transit. The Pinefield bus route goes south into Waldorf and accessing the Brandywine Connector route requires crossing the busy multi-lane US 301. This is also a long walk from the interior of the Pinefield area. This area was chosen as a microtransit zone due to these connectivity issues and the area showing a high propensity for microtransit service, as seen in Figure 5-5 above.
Indian Head Zone
Includes Indian Head and Potomac Heights. This zone is somewhat far removed from the rest of the county's population centers and was chosen as a potential microtransit zone, with there being a high propensity for microtransit, as shown in Figure 5-5 above. The Indian Head area also comes up in the Transit Dependence Index from Chapter 2A as high need for transit. While the Indian Head bus route is one of the busiest in the county, there are no other services in this area, and the fixed route only provides 60-minute headways. The proposed microtransit zone would allow for better circulation within these communities and serve as a first-mile/last-mile connection to the Indian Head bus route for passengers traveling to and from Waldorf.

A map showing the five zones is provided in **Figure 5-6**, followed by a detailed map of each zone in **Figures 5-7 through 5-11**.

Figure 5-6: Full Potential Microtransit System

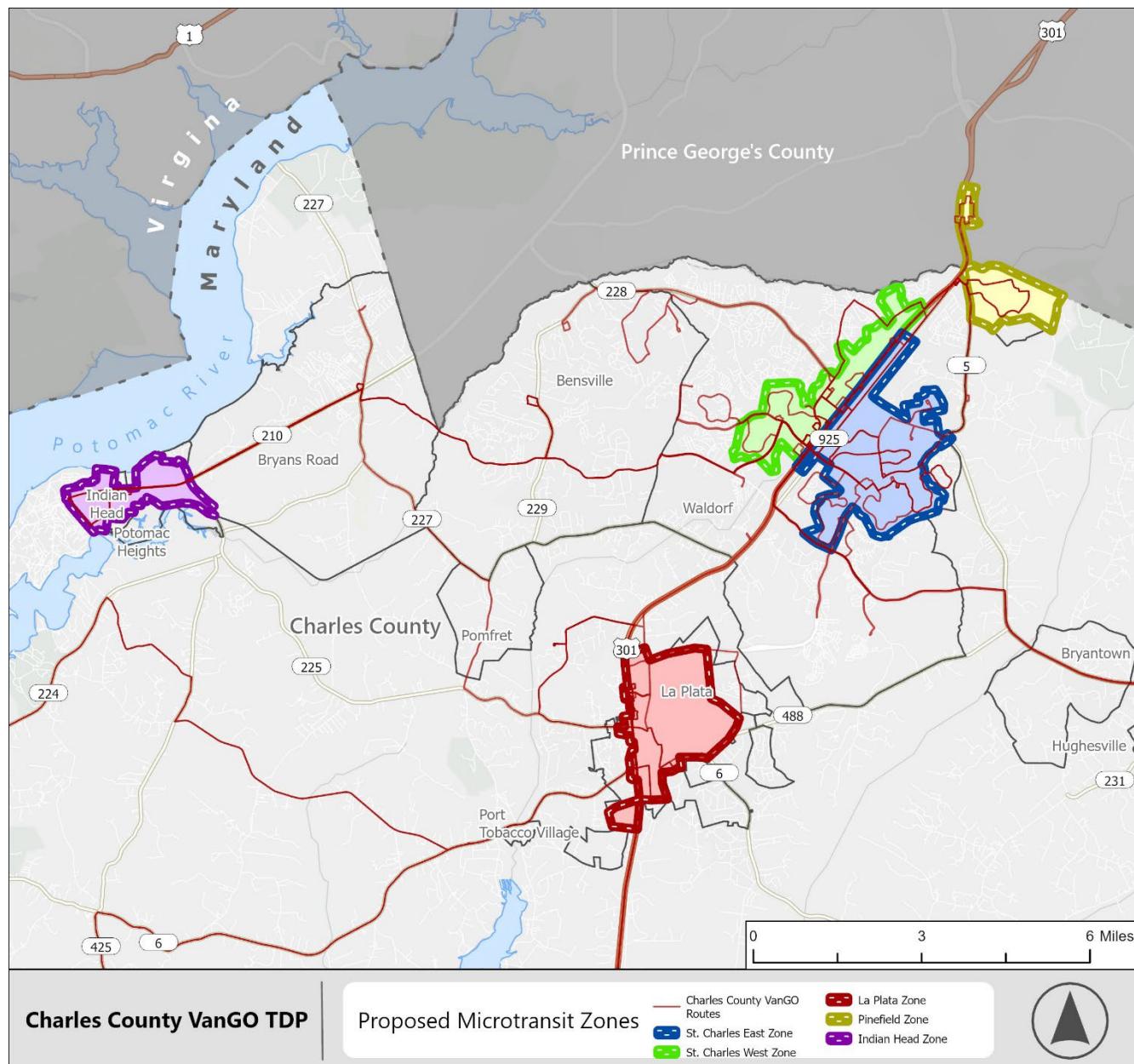


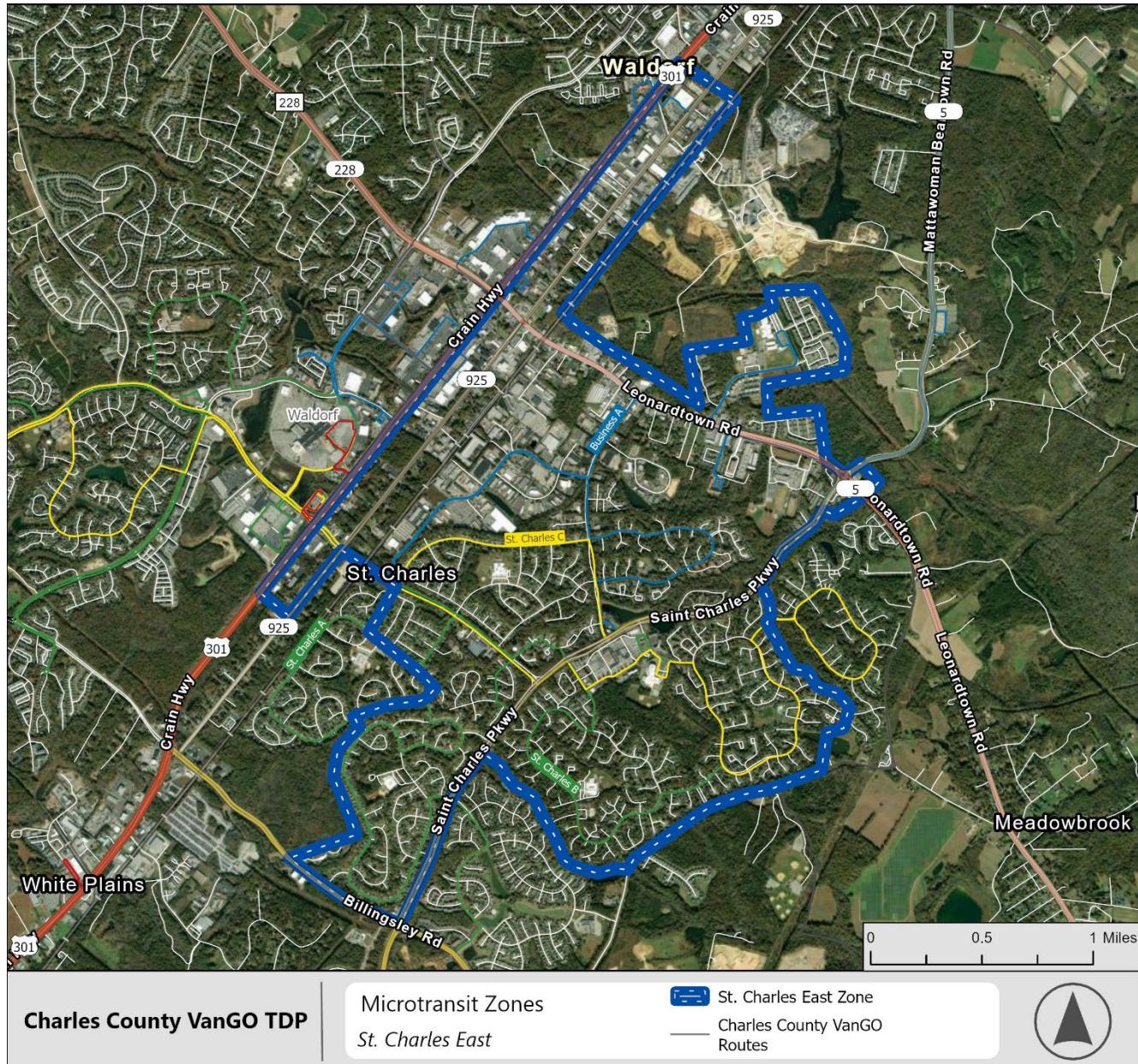
Figure 5-7: Potential St. Charles East Microtransit Zone

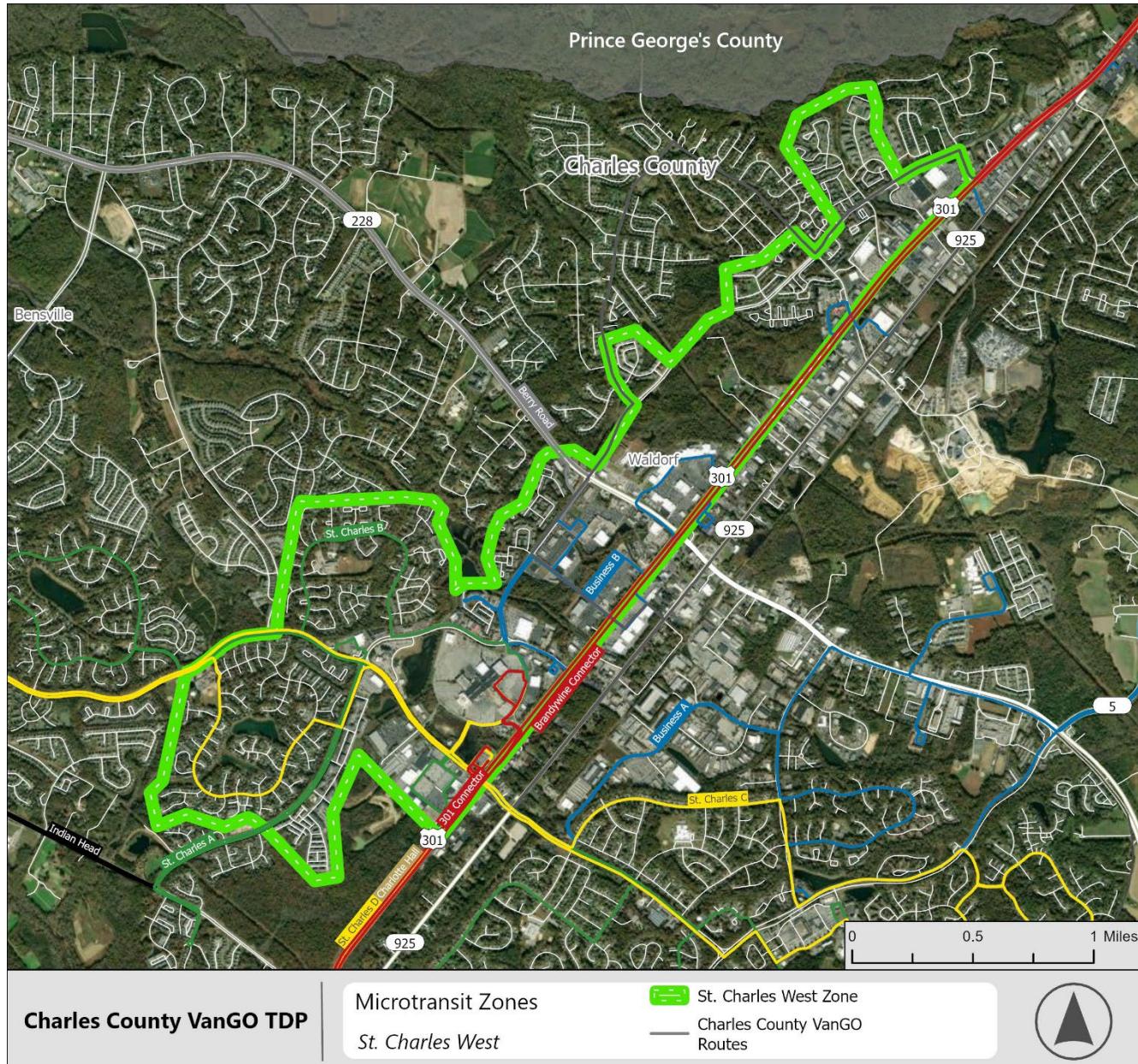
Figure 5-8: Potential St. Charles West Microtransit Zone

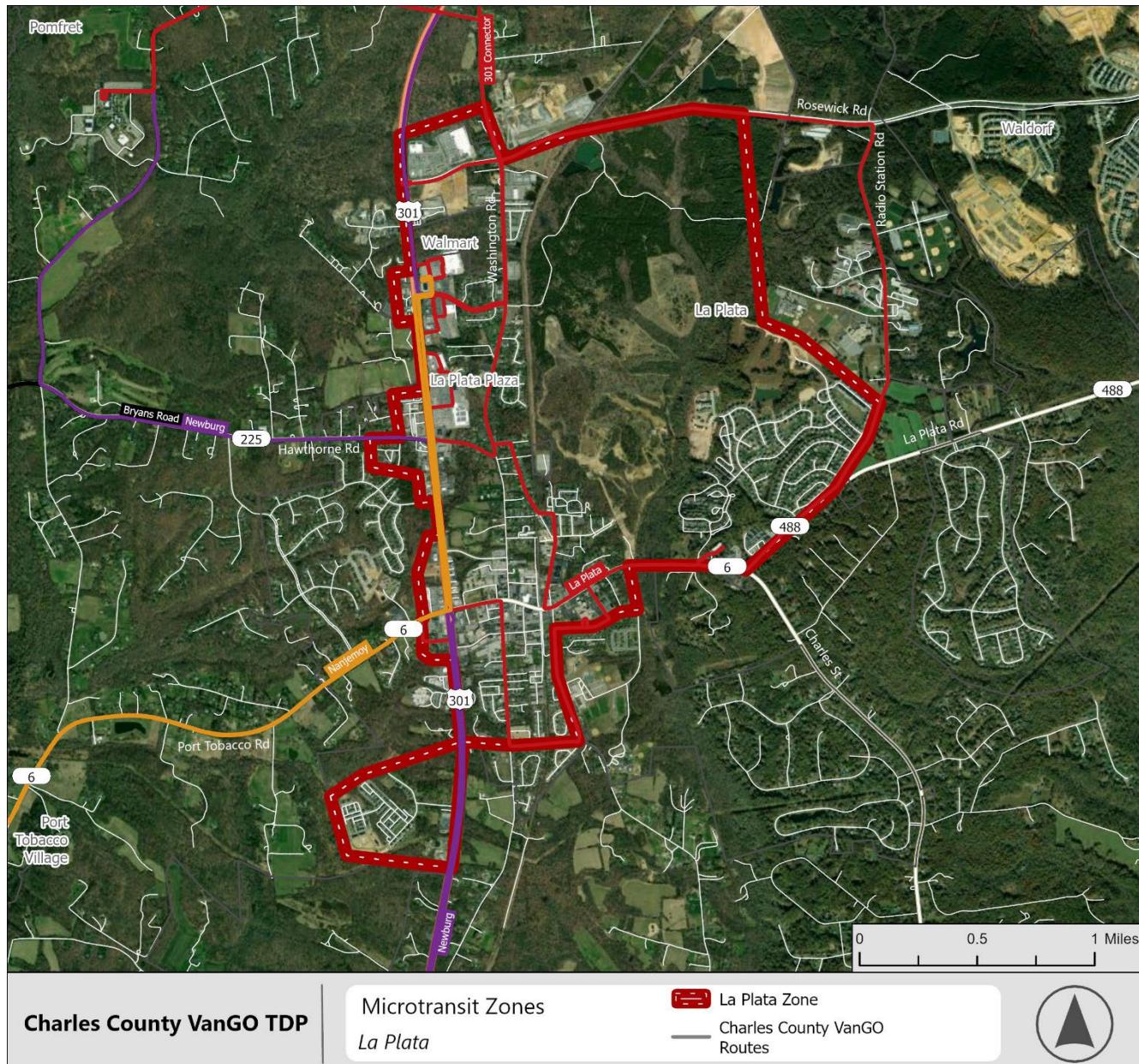
Figure 5-9: Potential La Plata Microtransit Zone

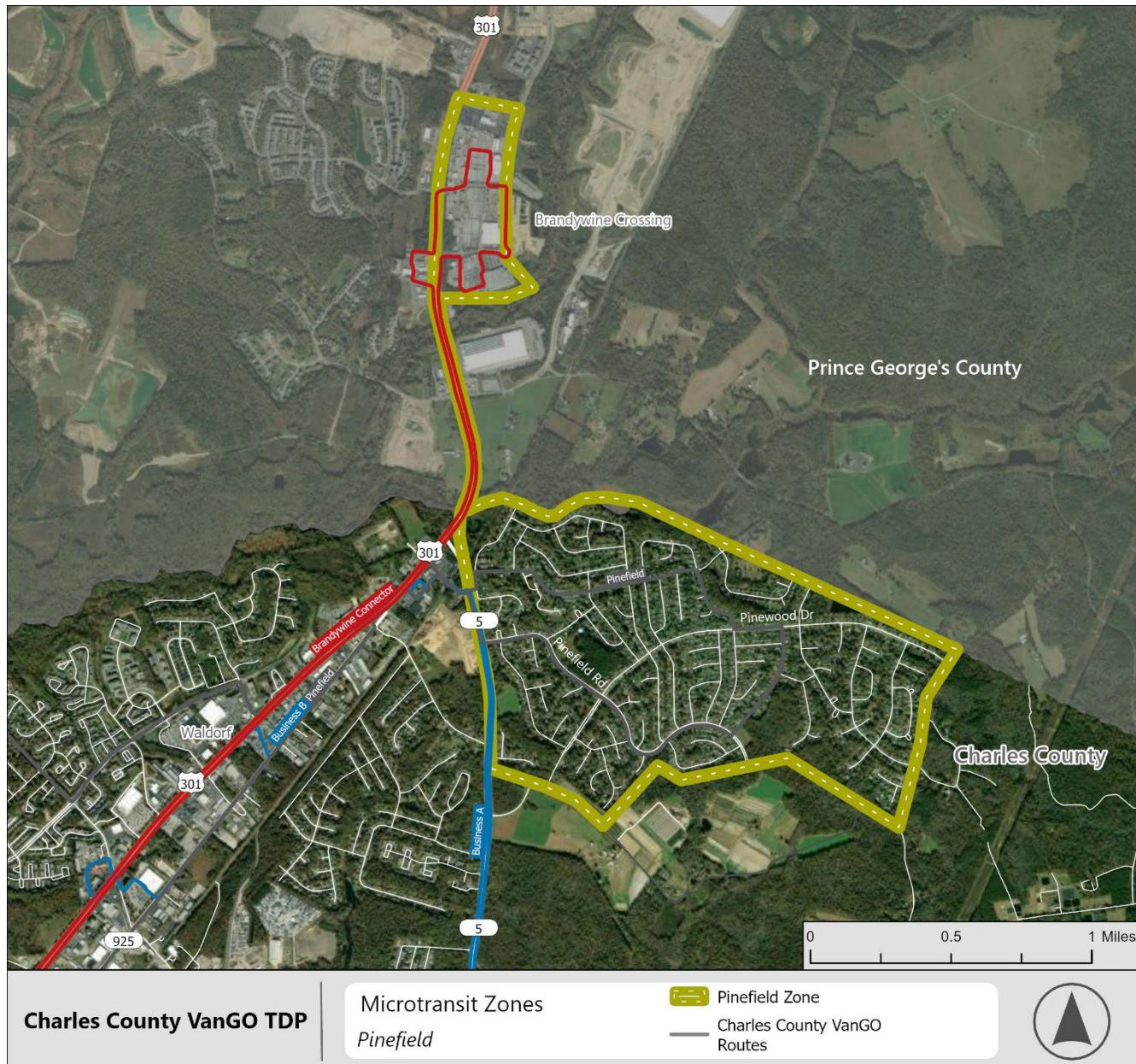
Figure 5-10: Potential Pinefield Microtransit Zone

Figure 5-11: Potential Indian Head Microtransit Zone

The performance metrics below were calculated using different sources. One source utilized was the Microtransit Tool from the National Center for Applied Transit Technology, or NCATT as well as Remix software. NCATT developed this calculator tool to help agencies with decisions and planning efforts involving microtransit. The tool uses demographic factors such as population, workforce numbers, households with no vehicle, the square milage of the microtransit area, as well as estimated costs and fares. With these inputs, the tool estimates the weekday and annual ridership, number of vehicles required during peak service, vehicle service hours, and the overall annual cost. Another approach that was used for the data in the tables below was to work off of Charles County's FY2026 cost per revenue hour of \$121/hour for its subscription service. For this calculation, the service span and number of vehicles were multiplied to get the number of vehicle hours per day. That was then multiplied by the number of days per week to get the vehicle hours per week. The vehicle hours per week were multiplied by number of weeks per year (52), and the number of vehicle hours per year was then multiplied by \$121 to arrive at the annual operating cost for each proposed microtransit zone.

Key demographic characteristics for the potential zones are shown in **Table 5-3**, and projected operating and ridership projections are provided in **Table 5-4**.

Table 5-3: Demographics and Characteristics of Each Proposed Microtransit Zone

	St. Charles East Zone	St. Charles West Zone	La Plata Zone	Pinefield Zone	Indian Head Zone					
Square Miles	5	3	4	2	2					
Total Population	17,239	9,558	3,690	4,235	3,292					
Total Jobs	8,092	6,007	4,512	65	488					
Trip Generators	95	63	105	3	16					
Below Poverty Population	1,967	11%	406	4%	196	5%	167	4%	326	10%
Minority Population	14,189	82%	7,978	83%	2,023	55%	2,548	60%	2,024	61%
Autoless Households	463	3%	150	2%	145	4%	10	0%	112	3%
Older Adult Population	1,887	11%	858	9%	571	15%	711	17%	480	15%

Table 5-4: Projected Microtransit Performance Estimates

Estimate	St. Charles East	St. Charles West	La Plata	Pinefield	Indian Head	Total
Weekday Ridership	51	25	10	13	9	108
Annual Ridership	15,214	7,264	2,977	3,841	2,560	31,856
Peak Vehicles Required	2	1	1	1	1	6
Weekday Vehicle Service Hours	18	9	9	9	9	54
Passengers per Vehicle Service Hour	2.70	2.6	1.10	1.40	0.90	8.70
Annual Operating Cost	\$849,420	\$283,140	\$566,280	\$283,140	\$283,140	\$2,265,120

Implementation Considerations

After factoring in the considerations discussed above as well as input from VanGO staff and the TDP Advisory Committee, it is proposed that the microtransit program begin with a pilot of one or two zones. Ideal candidates for the pilot programs could be the St. Charles East and West Zones. Should the pilot prove successful and viable, the microtransit program could eventually incorporate the other three zones, bringing the total to five zones countywide. These areas would act as first-mile/last-mile connections to the two main transit hubs in the county. They could also be utilized as local circulators for those residing outside of the existing fixed-route service area.

Another optional service pattern is to utilize microtransit within these zones for early morning and late evening service when the fixed routes are not operating. Charles County could also consider cutting back the hours of some underperforming routes and switching over to microtransit to meet the lower demand. This could potentially be used as a cost-saving measure by VanGO. As noted in **Table 5-4**, a microtransit program would most likely necessitate the need to procure transit vehicles. However, the county could utilize the spare vehicles from these routes with reduced hours. Should Charles County need to procure transit vehicles for the microtransit program, they could consider ADA-compliant conversion minivans as opposed to the standard cutaway buses. The minivans are generally less expensive, and can usually be delivered faster, leading to quicker deployment.

VanGO is currently a fare-free system, which has proven to be very popular and valuable to riders. The microtransit program could also be fare-free, should the necessary funding become available. Conversely, Charles County could consider charging a fare for this service, being that it is more of a premium and personalized service since it picks passengers up at their address. Charging a fare would also help to ensure that the on-demand service complements and does not compete with current fixed routes. In addition, microtransit generally has a higher cost per passenger since the passenger per service hour is lower than fixed-route service. This could be another reason why Charles County may want to consider charging a nominal fare for this service.

The overall potential impacts of this alternative, including potential advantages and disadvantages, are presented in **Table 5-5**.

Table 5-5: Potential Impacts of Microtransit/On-Demand Services

Advantages	Disadvantages
<ul style="list-style-type: none"> • Serves as a key component of a hybrid system that provides expanded mobility for Charles County residents. • Helps to expand the efficiency of transit services by providing first-mile/last-mile. Connections to existing fixed routes would help eliminate the need for long service routes. • Provides an opportunity to employ on-demand services for times (i.e., Sunday) when operating fixed-route services is not practical or cost-effective. • Responds to a top improvement, requested through the community survey, for service near the respondents' home. • Can be used as a first-mile/last-mile solution. • Supports feedback from stakeholders who expressed interest in exploring the potential use of on-demand services in Charles County. 	<ul style="list-style-type: none"> • Increases annual operating expenses to implement microtransit services. • Requires reassessment of vehicle fleet and need to add new vehicles. • Would need to procure or contract out the necessary software and hardware for implementation. • Limits riders to destinations within a zone when fixed routes are not operating.
Cost Estimates	Ridership Impacts
<ul style="list-style-type: none"> • It is anticipated that implementing microtransit services at the proposed service level would result in an estimated annual operating expense of \$1,132,560 for the pilot program of just the St. Charles East and West Zones and \$2,265,120 for all zones being implemented. 	<ul style="list-style-type: none"> • It is estimated that the implementation of microtransit services would result in 83,328 annual passenger trips.

Sunday Service

The top service improvement expressed by current VanGO customers and the TDP Advisory Committee was for Sunday service. In addition, the community survey revealed that one of the top responses from non-transit riders on their reasons for not using public transportation was that the hours of operation are too limited and there is no Sunday service. This alternative proposes the implementation of microtransit services on Sundays from 9:00 a.m. to 6:00 p.m. There are two proposed zones for the county, one larger and one more concentrated in the commercial area of Waldorf. The idea behind the different zones is that the smaller Zone 1 can be used as a pilot program and the larger Zone 2 can help to guide expanding the service area should the pilot prove to be successful. Further details for both zones are provided below including maps of the zones as well as a demographic and projected performance table for Zone 1.

Sunday Zone 1: The proposed Zone 1 will be a smaller area concentrated in the Waldorf commercial area. This zone encompasses the same areas as the St. Charles East and West zones as well as some additional areas outside of those zones. Though a more limited area than the larger zone, this proposed service pattern would be able to easily accommodate 15-minute pickups and easy circulation within the business district. This would also require fewer vehicles, most likely only four or five. As mentioned earlier, the Sunday Zone 1 could be used for a pilot program to test Sunday service in Charles County.

Sunday Zone 2: The proposed Zone 2, or the larger zone, for Sunday service was created using an analysis of a 20-minute walkshed around the existing bus stops on the system's busiest routes. This excluded some of the lower-ridership routes that serve the more rural parts of the county, including the Bryans Road, Newburg, Nanjemoy, and Charlotte Hall routes. Despite the St. Charles D route also being a low-ridership route, it was included in the microtransit area since it overlaps with some of the more densely-populated census blocks in the county. Doing so creates a seamless zone between the St. Charles Parkway area and northern La Plata, as it would have otherwise created a gap in this service and resulted in a poorer connectivity. The purpose of this zone is to show what a full microtransit rollout could look like in the future for Charles County.

The Sunday Zone 2 microtransit area covers an area of 52 square miles. One section in Indian Head is detached from the main zone. Since the Indian Head area has a high propensity for both fixed-route service and microtransit, and it is served by one of the system's busiest routes, it was included in the Sunday zone. Additionally, small portions of the area extend into neighboring Prince George's County, particularly around the Brandywine Crossing area. **Figure 5-12 and Figure 5-13** show the Sunday microtransit service area in Charles County.

Table 5-6: Impacts of Sunday Microtransit

Advantages	Disadvantages
<ul style="list-style-type: none"> Provides public transit services on Sunday, as there is currently no Sunday service in Charles County. Meets the needs of those who work on Sundays and those who need shopping trips. Provides opportunity to employ on-demand services for times (i.e., Sunday) when operating fixed-route services is not practical or cost-effective. Responds to a top improvement, requested through the community survey, for service on Sunday. Supports feedback from stakeholders who expressed interest in exploring the potential use of on-demand services in Charles County. 	<ul style="list-style-type: none"> Increases annual operating expenses to implement microtransit services. Requires reassessment of vehicle fleet and need to add new vehicles. Would need to procure or contract out the necessary software and hardware for implementation. Limits riders to destinations within the designated Sunday service zone.
Cost Estimates	Ridership Impacts
<ul style="list-style-type: none"> It is anticipated that implementing microtransit services at the proposed service level would result in an estimated annual operating expense of \$113,256 for the pilot program. 	<ul style="list-style-type: none"> It is estimated that the implementation of microtransit services would result in 1,210 annual passenger trips for the pilot program.

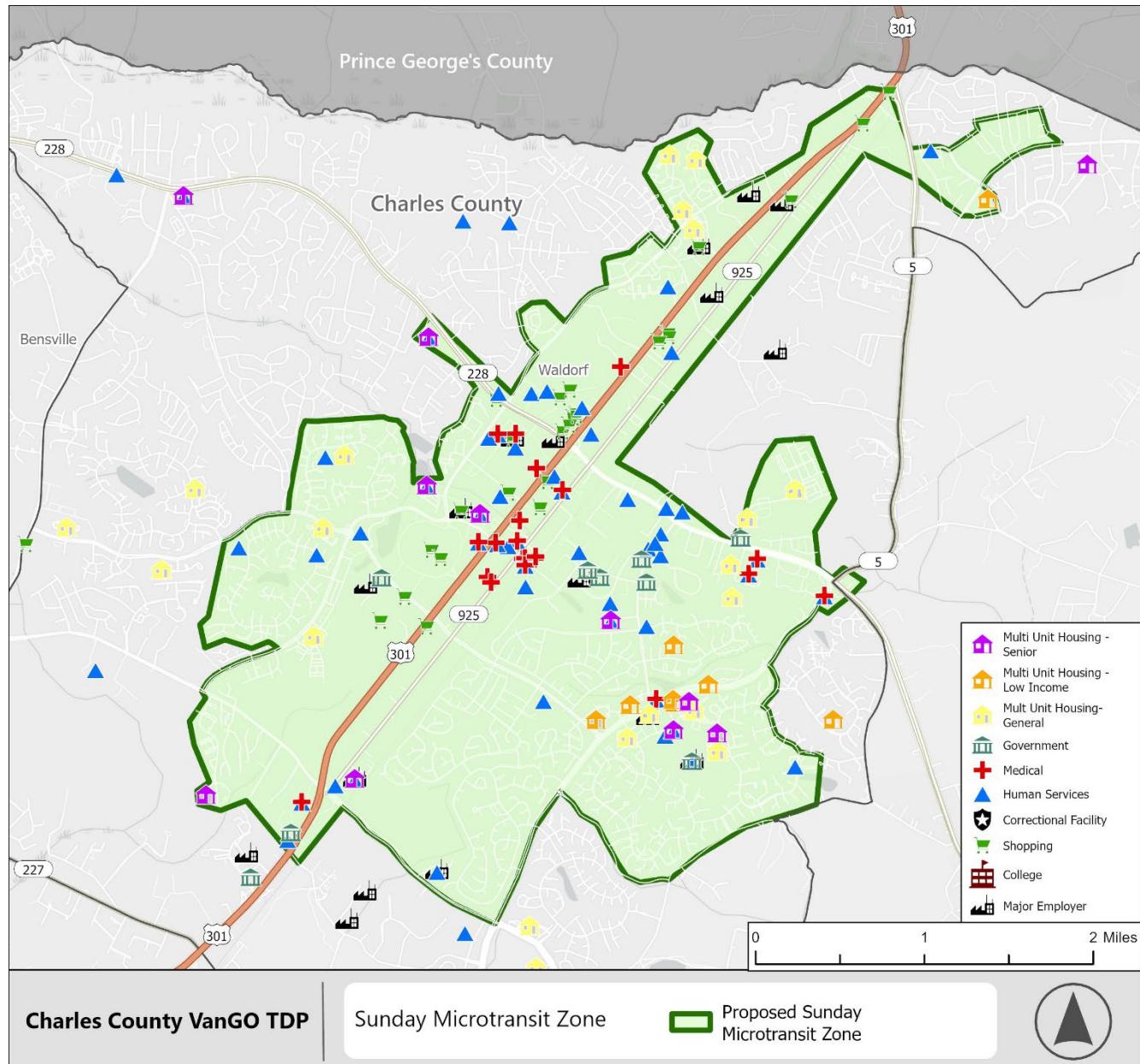
Figure 5-12: Sunday Microtransit Zone 1

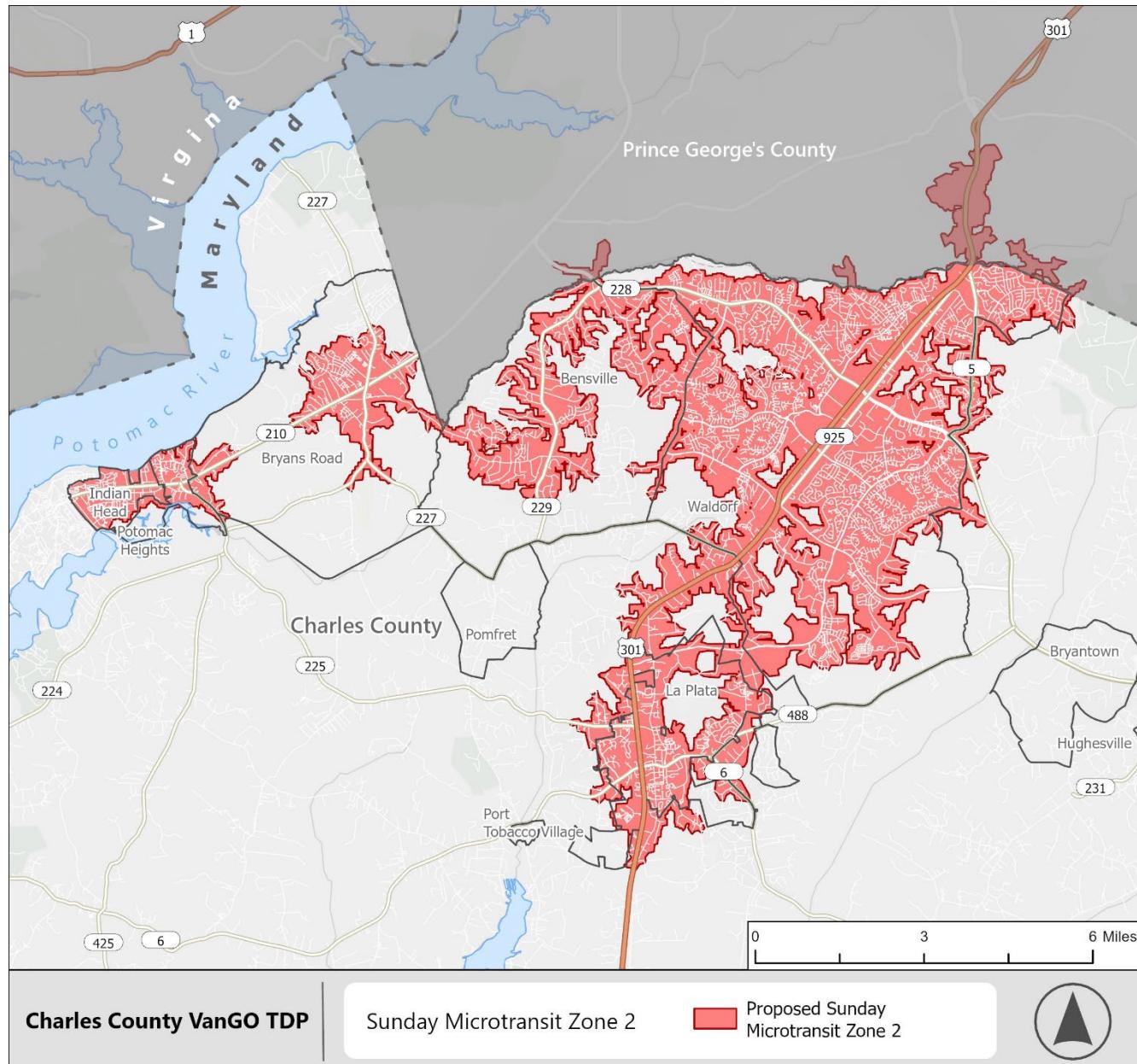
Figure 5-13: Sunday Microtransit Zone 2

Table 5-7: Demographics and Characteristics of Proposed Sunday Microtransit Zone

Sunday Service Zone 1		
Square Miles		10
Total Population		28,631
Total Jobs		16,604
Trip Generators		176
Below Poverty Population	2,506	9%
Minority Population	25,178	81%
Autoless Households	657	2%
Older Adult Population	3,429	11%

Table 5-8: Projected Sunday Microtransit Performance Estimates

Estimate	Sunday Service Zone 1
Sunday Ridership	33
Annual Ridership	3,148
Peak Vehicles Required	3
Sunday Vehicle Service Hours	18
Passengers per Vehicle Service Hour	2.2
Annual Operating Cost	\$113,256

Another consideration for providing Sunday service would be to implement a taxi voucher program, in lieu of Sunday microtransit service. This would allow door-to-door service without the need for additional transit vehicles and related expenditures. Eligible VanGO customers would be provided with subsidies to offset the cost of taxi rides. This would also include ride-hailing apps like Uber and Lyft. Similar programs have been carried out in the state, including in Frederick County.

Increased Service Frequency on Selected Routes

Currently, the majority of VanGO routes operate on sixty-minute headways (the time between buses serving a specific location). This alternative proposes that service be increased on selected routes to reduce headways to 30 minutes during peak service hours. Potential routes for this expansion based on FY2024 ridership would be:

- Indian Head
- Modified 301 Connector (discussed in previous alternative)
- La Plata
- St. Charles B
- Pinefield

Table 5-9: Impacts of Increased Service Frequency

Advantages	Disadvantages
<ul style="list-style-type: none"> • Responds to an ongoing need expressed by current VanGO customers. • Provides customers with more convenient services and expanded access to the VanGO system and to important destinations in the community. • More frequent service may help to attract new customers, particularly those who responded through the community survey that they do not currently use VanGO because the trip takes too long. 	<ul style="list-style-type: none"> • Operating costs for the proposed expansion in service frequency would increase for the selected routes. • Further assessment of locations and coordination of bus stop improvements would be needed. • Requires additional vehicles to operate expanded services.
Cost Estimates	Ridership Impacts
<ul style="list-style-type: none"> • Based on the input from Charles County on this alternative, cost estimates will be included in the draft TDP. 	<ul style="list-style-type: none"> • Based on the input from Charles County on this alternative ridership, projections will be included in the draft TDP.

Expanded Service Hours

One of the top service improvements expressed by current VanGO customers was for later evening hours and earlier morning service. While a critical need for these customers, those timeframes may not generate sufficient ridership to justify operating current routes and may instead provide an opportunity to operate more flexible microtransit services (discussed in an earlier alternative). This option will be further discussed with Charles County, and additional details included in the draft TDP.

Table 5-10: Impacts of Expanded Service Hours

Advantages	Disadvantages
<ul style="list-style-type: none"> • Responds to a top need expressed by current VanGO customers. • Provides customers with greater flexibility in accessing key destinations, particularly employment opportunities that require earlier or later work hours. • Provides opportunity to utilize more flexible on-demand services to meet an ongoing need. 	<ul style="list-style-type: none"> • Increases operating costs to provide expanded service.
Cost Estimates	Ridership Impacts
<ul style="list-style-type: none"> • Based on the input from Charles County on this alternative, cost estimates will be included in the draft TDP. 	<ul style="list-style-type: none"> • Based on the input from Charles County on this alternative, ridership projections will be included in the draft TDP.

Summary of Potential Service Alternatives

Table 5-11 provides a summary of the potential service improvements with projected annual operating costs and ridership data.

Table 5-11:

Project Description	Projected Annual Revenue Service Hours	Projected Annual Operating Expenses ⁽¹⁾	Estimated Annual Ridership ⁽²⁾
St. Charles East Microtransit	7,020	\$849,420	34,167
St. Charles West Microtransit	2,340	\$283,140	15,712
La Plata Microtransit	4,680	\$566,280	20,093
Pinefield Microtransit	2,340	\$283,140	3,352
Indian Head Microtransit	2,340	\$283,140	10,004
Sunday Microtransit - Zone 1	936	\$113,256	1,716
Increased Frequency on Selected Routes	14,300	\$1,566,136	111,397
Expanded Service Hours	2,600	\$284,752	20,254

(1) Assumes operating expense per hour of \$121 for microtransit and \$109.52 for fixed routes based on service contract.

(2) For microtransit based on model; for fixed route based on FY2024 average ridership of 7.79 trips per hour.

Improved Bus Stop Infrastructure

In addition to the possible service improvements, the need for improved bus stop passenger amenities and improved accessibility to bus stops was identified through the TDP's public engagement process. Several stakeholders mentioned the lack of sidewalks, seating, and shelters. Other stakeholders noted that bus stop signage was out-of-date or faded, and signs have not been removed from discontinued stops. To address these needs, VanGO should implement a bus stop improvement program that develops a bus stop inventory, establishes improvement guidelines, and prioritizes improvement efforts.

It is often said that *bus stops are the front door to public transit* – they are the rider's first impression of the transit system. **Well-designed bus stops will improve the transit experience and encourage ridership.** Bus stops are often overlooked as transit assets due to property ownership and the collaboration required to implement such improvements. Installing passenger amenities requires coordination with local jurisdictions and property owners. Sidewalk and curb ramp improvements are under the purview of the local public works department or the State Highway Administration (depending upon roadway ownership). While transit agencies do not have unilateral control at the bus stop, it is best practice to complete a bus stop inventory every few years. VanGO can use this information to update signage, prioritize improvements, and advocate for bus stop accessibility through planned roadway and sidewalk projects.

Passenger amenities should be provided using system-wide guidelines that are specific and transparent for the community. Amenities should be sited based on high average ridership numbers and at key locations that warrant them (e.g., medical facilities, senior centers, etc.). ADA-compliant pathways must be the system-wide standard. However, sidewalk improvements will require a coordinated effort with local and state partners.

Table 5-12: Impacts of Bus Stop Infrastructure Improvements

Advantages	Disadvantages
<ul style="list-style-type: none"> • Responds to a desired improvement expressed by current customers and the TDP Advisory Committee. • Encourages ridership by improving customer amenities at key bus stop locations • Improves visibility of the system and offers marketing and partnership opportunities. 	<ul style="list-style-type: none"> • Staff time is needed to further assess locations and coordinate bus stop improvements. • There are capital costs to purchase and install additional shelters and benches.
Cost Estimates	Ridership Impacts
<ul style="list-style-type: none"> • The cost to move or improve current bus stops with passenger amenities can range from \$200 to \$15,000 depending on the level and type of improvements. 	<ul style="list-style-type: none"> • It is anticipated that bus stop improvements will help to increase ridership on VanGO fixed-route services.

Pedestrian and Bicycle Access

While microtransit can certainly provide excellent first mile/last mile connections, it is important to still remember that many transit trips begin on foot. Safe and accessible pedestrian access to transit stops is essential for a functional network. Additionally, bicycles can extend the reach of the transit network by several degrees, but only if a safe and well-connected network is established. Pedestrian and bicycle access were discussed earlier in the TDP in Chapter 2 where the Charles County Bicycle & Pedestrian Master Plan was summarized. Other plans that address these access issues mentioned in Chapter 2 include the Connect Waldorf plan and the Charles County Comprehensive Plan. Following the guidance in these plans, Charles County presently has several protected bicycle and multi-use paths that can be used to connect to transit stops including the one on St. Charles Parkway, which would integrate well with the proposed realignment of the 301 Connector route to St. Charles Parkway.

Organizational Alternatives

Renewed Marketing Efforts

At the outset of the planning process the TDP Advisory Committee noted the need for greater marketing efforts to ensure Charles County residents were more fully aware of VanGO services, and that services were open to the general public. While there was consensus that a major rebranding campaign was needed, this alternative supports an expanded marketing program to reinforce the fact that transit services are open to everyone in the community, and also to dispel any perception that VanGO is a private service or only available to older adults. This effort could also help to offset the results from the community survey, through which half of the respondents indicated that they had a negative impression of VanGO or were not aware of the public transit services provided by Charles County. To support this expanded marketing program Charles County would need to allocate additional funds through future budgeting processes or identify new funding sources.

Safety Concerns

In addition to the lack of amenities at bus stops, the TDP Advisory Committee also mentioned safety concerns at VanGO's Route 301 Park & Ride transfer point, a location where vandalism and open alcohol and drug use have been reported and were observed when conducting field work for the TDP. The committee highlighted the need to improve safety as a top need for retaining and increasing ridership on the VanGO system. VanGO staff has in the past worked with law enforcement personnel to discuss safety and security issues, and this will need to continue to encourage greater use of current services customers will need to feel secure at bus stops and transfer locations.

Chapter 6

Transit Plan

Introduction

This chapter is the culmination of the TDP process, providing a plan to guide transit services in Charles County over the next five years. This plan was derived through an evaluation of existing services (Chapter 2), a needs assessment that included an analysis of rider and community input (Chapter 3), a comprehensive demographic review (Chapter 4), and input on the variety of alternatives (Chapter 5).

The costs shown in this chapter are based on projected operating and capital costs provided by Charles County. Depending on the timing and implementation choices, costs may differ due to inflation or variable market costs. All proposed services are conceptual and will require additional operational planning and community outreach before implementation. It should also be noted that actual implementation will vary based on the availability of funding and other changing conditions:

The conceptual plan is divided into the following sections:

1. **Service Plan** – Brief narratives on the proposed improvements—separated into possible short-, mid-, and long-term implementation timeframes. Since one of the key improvements is the introduction of on-demand microtransit, the service plan contains key steps that will need to be considered when implementing these services.
2. **Conceptual Financial Plan for Operating** – Estimated operating costs for the five years of the TDP, based on existing operating costs and estimated expenses for proposed service improvements.
3. **Conceptual Financial Plan for Capital** – Estimated capital costs for the five years of the TDP, based on information from Charles County's most recent Annual Transportation Plan, and the estimated capital needs to implement the proposed operating plan.

Service Plan

The proposed projects for the service plan are summarized in an implementation timeline. Each of the improvements proposed in the service plan has been derived from the review of alternatives in the preceding chapter. Brief descriptions of the proposed improvements are provided in this section; however, additional details can be found in Chapter 5.

The proposed service plan will be updated based on input from Charles County on the potential phasing of the service improvements. Proposed operating hours, annual operating costs, and capital implications for each potential service improvement will also be updated based on their input.

Short-Term Improvements (Years 1-2)

Modifications to Current Fixed-Route Network

As discussed in Chapter 5, the preferred option shown to serve the new development along St. Charles Parkway, would be to shift the 301 Connector route to that corridor. One of the advantages of this modification would be that operating hours would remain the same, therefore the change would be cost-neutral while serving more residential areas of Charles County. There may be minor expenses related to marketing when changing the route name to more accurately reflect the new alignment.

Improvement Highlights:

- Provides an additional connection between La Plata and Waldorf.
- Shifts current route to a more populated area with limited current service.
- Provides service to large-scale housing developments that are currently under construction.
- Provides more connections to the College of Southern Maryland main campus.
- Serves as a cost-neutral modification to current network.

Mid-Term Improvements (Years 3-4)

Implement Microtransit / On-Demand Services

Chapter 5 provided a detailed discussion of on-demand microtransit services, and while Charles County may consider an earlier implementation, it is projected that a pilot program serving the proposed St. Charles East and St. Charles West zones would be initiated as a mid-term improvement. Assuming this pilot is successful, the service plan projects that the La Plata, Pinefield, and Indian Head microtransit zones would be implemented the following year.

Improvement Highlights:

- Serves as a key component of a possible hybrid system that provides expanded mobility for Charles County residents.
- Expands the efficiency of the VanGO system by providing first-mile/last-mile connections to existing routes.
- Provides an opportunity to assess the use of on-demand services for times when operating current routes is not practical or cost-effective.
- Supports feedback from stakeholders and the community who expressed interest in exploring the potential use of on-demand services in Charles County.

Launching a microtransit system warrants a unique planning process that involves community outreach, increased marketing, and other considerations. While Chapter 5 provided various considerations with implementing these services, the following section provides additional details on the process.

Identify Key Stakeholders and Conduct Community Outreach

While microtransit has become increasingly known in the transit industry, many members of the public may not be aware of what it is and how it works. As a result, Charles County will need to undertake an extensive public outreach process to introduce the concept to major stakeholders and the public. It is anticipated that the agencies and organizations represented on the TDP Advisory Committee would serve as a forum for finalizing plans for the pilot program, and for helping to educate their community networks on the availability and use of the new transportation option. Efforts should also be made to gather political support—engaging with elected officials could help build momentum for a microtransit service.

As Charles County pursues a microtransit service, focused outreach will be needed to introduce and explain microtransit to the public. This effort can include community meetings that allow for individual input about the service prior to making any final plans and pop-up events at the 301 Park & Ride and other key stops.

Develop a Branding Campaign

A key aspect of the community outreach effort is the branding of microtransit services to help differentiate the new service typology from other modes of transportation. Transit systems are using a variety of marketing and outreach efforts to publicize new flexible services that include:

1. Both Montgomery County (MD) and Alameda-Contra Costa Transit District (AC Transit) in Oakland (CA) have named their microtransit *Flex* services, with vehicles specifically branded with this theme.
2. Dallas Area Regional Transit (DART) dubbed their microtransit services *GoLink*. Other systems, such as the one that serves the San Antonio (TX) area, have branded their microtransit services *Link* to reinforce the connection it provides to existing transit.
3. Some communities, such as Jersey City, West Sacramento (CA), and Arlington (TX), have simply branded their microtransit services as *On-Demand*.



Transit systems that have implemented microtransit employed extensive marketing campaigns to educate potential customers on the availability and use of the services. These efforts have included website pages specific to the service that include specifics on booking a trip, a map of the service area, hours of operation, and fares. Others have used promotional videos, including ones that feature prominent local residents or elected officials using the service.

Determine Service Model

The need for e-hailing capabilities to implement microtransit service requires public transportation systems to obtain appropriate technology to manage and operate the service company. Therefore, Charles County will need to acquire software that provides the customer app and an onboard software system, and allows for on-demand scheduling, dynamic routing, payment, and vehicle tracking. The technology product should be one that is simple to use for customers and operators alike and will also collect trip data to store in a database for future analysis.

In coordination with the technology considerations, there are three broad choices for operating a microtransit service:

- Keeping the service in-house and using agency vehicles and employees.
- Contracting the service to an established transit contractor.
- Contracting with a technology company to both create the mobile app and operate the service.

As discussed in Chapter 2, Charles County contracts the current services to a private firm, and it is anticipated that microtransit services could be added to the current agreement (to be included in future procurements for operation of transit services). As also noted in Chapter 2, VanGo utilizes the TripShot software platform for managing services and tracking ridership. TripShot recently introduced new software for providing flexible transportation services, therefore, Charles County can explore this software when planning for new on-demand services.

Finalize Geo-Fenced Zones

Microtransit service needs a clear, well-reasoned geographic area in which to operate. If a service area is too large, on-time performance will suffer, and the cost per trip will likely increase. Due to the variety of socioeconomic, infrastructural, and operational factors that influence microtransit service efficiency, there is no ideal size for a geo-fenced zone. As discussed in Chapter 5, a demographic analysis helps to determine which areas are more likely to support a microtransit service. The provided potential zones depicted in Chapter 5 serve as the starting point and can be updated based on changing conditions before any implementation of on-demand services.

Determine Zones for Pilot Program

As discussed in Chapter 5, and based on input from VanGO staff and the TDP Advisory Committee, it is anticipated that the microtransit program should begin with a pilot of one or two zones. While ideal candidates for the pilot programs are the St. Charles East and West Zones, Charles County will need to make a final determination on the zone (or zones) for initial implementation.

Determine Budget and Identify Funding Services

Operation costs of a microtransit service are determined by several factors such as the use of a contractor, service zone size, and number of dedicated vehicles. An accurate budget for service cannot

be created until it is decided whether to operate the service in-house or with a transit contractor/technology company. If the service is operated in-house, capital costs to acquire vehicles will need to be included.

Chapter 5 included potential expenses based on projected operating hours and the contracted cost per hour. This information was incorporated into the financial and capital plans provided later in this chapter.

Once a budget is set, decisions must be made on funding. Most transit systems work with funding from local, state, and federal sources. Since microtransit is an emerging service model, there may be federal or state innovation grants to aid agencies in developing a microtransit pilot program. Another key strategy to find funding is to manage an aggressive marketing campaign that helps explain the service to the general public. If there is a large amount of vocal support for microtransit, local decisionmakers may provide additional funding. If a microtransit zone is within a major business development district, there may be funding options available from local businesses.

Develop Fare Structure

Microtransit is a distinct service that usually has a higher cost per trip than a productive fixed route due to its individualized service model. Finding the proper fare structure for the service is important, and there are several options to ensure that farebox recovery is adequate and riders will not be discouraged by high prices. As discussed in Chapter 5 microtransit services could be fare-free, similar to the current VanGO services, though charging a fare for this premium service would help to ensure that microtransit does not compete with current fixed routes. One potential option would be to charge \$2.00 per trip (similar to other transit programs in Maryland), with a discounted \$1.00 fare for older adults and people with disabilities.

If a fare is charged, Charles County could offer special fares to the general public to help introduce the new service and generate ridership, including the first ride free, discounted ride vouchers, and other expenses. It is important to note that any fare discounts offered on a mobile app must be made available to those who do not have access to the app.

Ensure Compliance with Federal Civil Rights

To assure that a microtransit program complies with the federal civil rights requirements in the 1964 Civil Rights Act (Title VI) and the 1990 Americans with Disabilities Act (ADA), demographic analyses and initiatives must be undertaken:

- Title VI compliance requires that any service changes do not have a disparate impact or create a disproportionate burden on minority or below-poverty populations. A full Title VI analysis is only required for fixed-route bus service, but a service equity analysis is warranted for a new microtransit system.
- ADA accessibility requirements for microtransit are the same as those for demand-response—a vehicle, payment system, and information distribution that is accessible to all potential riders.

Some Title VI and ADA considerations related to implementing a microtransit service include:

- Reducing fares (if charged) for disadvantaged socioeconomic groups.
- Ensuring customers with no smartphone or internet access can schedule rides through a phone call.
- Providing unbanked customers with an alternate payment process, such as farebox, for those who cannot pay via the mobile app.
- Offering translations and interpretation services for Limited English proficiency (LEP) populations.
- Ensuring wheelchair accessibility on vehicles used for microtransit service.

Develop Program Evaluation Methods

As pilot microtransit programs begin operation, there must be an effort to collect, analyze, and evaluate data to gauge service performance in productivity, on-time performance, and customer satisfaction. A thorough microtransit evaluation should analyze both traditional performance metrics outlined in the FTA National Transit Database (NTD) and emerging performance measures that evaluate the nuances of microtransit's unique service model.

Traditional Performance Measures

The NTD is a database where transit providers can upload their collected performance measures, providing consistent service evaluation for transit systems nationwide. Though the NTD houses a vast array of data, most performance measures are based on ridership and operating costs. When being evaluated under cost and ridership measures, microtransit is more similar to DRT, which has its own performance standards that differ from normal fixed-route service. A valuable resource is the Transit Cooperative Research Program's (TCRP) *Guidebook for Measuring, Assessing, and Improving Performance of Demand-Response Transit* (TCRP Report 124), which outlines pertinent measures included in the NTD as well as additional performance measures for safety and on-time performance. Table 6-1 outlines the traditional performance measures that can be found within the NTD. The MDOT MTA already requires many of these statistics to be calculated for annual reporting and performance evaluation. These standards can be found in Chapter 2 of this plan.

Table 6-1: Traditional Performance Measures

Performance Indicator	Definitions	Standard/Goal
National Transit Database		
Operating Cost per Vehicle Revenue Miles	Operating cost/revenue miles	Minimize
Operating Cost per Vehicle Revenue Miles	Operating cost/revenue hours	Minimize
Operating Cost per Passenger Trip	Operating cost/passenger trips	Minimize
Trips per Vehicle Revenue Mile	Passenger trips/revenue hours	Maximize
Trips per Vehicle Revenue Hour	Passenger trips/revenue hours	Maximize
Key DRT Performance Measures, TCRP Report 124		
Passenger Trips per Revenue Hour	Passenger trips/revenue hours	Maximize
Operating Cost per Revenue Hour	Operating cost/revenue hours	Minimize
Operating Cost per Passenger Trip	Operating cost/passenger trips	Minimize
Safety Incidents per 100,000 Vehicle Miles	(NTD major + non-major safety incidents) / (vehicle miles) x 100,000	Minimize
On-Time Performance	(On-time trips + no-shows + early trips) / (completed trips + no-shows + missed trips)	Maximize

Emerging Performance Measures

As microtransit services become more commonplace, new performance measures are being developed to evaluate them alongside traditional measures. Currently, there are no set performance standards and thresholds for microtransit. As the amount of microtransit data and research grows, the county can expect more concrete guidelines on how to evaluate microtransit performance in their service area.

The FTA published *Mobility Performance Metrics (MPM) for Integrated Mobility and Beyond* (MPM Report), which provides a comprehensive summary of different performance metrics specifically designed for Mobility on Demand (MOD) Sandbox Projects.

The report underlines the need for a series of performance calculations that:

- Measure how well an integrated public/private mobility system meets the needs of individuals.
- Evaluate the system's performance while meeting overall travel demand.
- Address the service's impact locally, regionally, and nationally.
- Evaluate the service in relation to the agency's overarching goals and objectives.

The FTA has primarily focused on customer sentiment when recommending performance measures for MOD projects. It provides five specific areas of the customer experience, while using microtransit to help gauge service performance. These are listed below:

- Offset time - Difference between preferred departure time and actual departure time.
- Spontaneity time - Earliest departure, how far in advance do passengers have to book their trip?
- Wait time - Amount of time between trip request and boarding the vehicle.
- Travel time – Amount of time spent in vehicle and walking to access point.
- Time prediction accuracy - Reliability, is the real-time prediction accurate?

The MPM and other research provide a useful foundation for developing a precise and nuanced performance evaluation program for microtransit. If a microtransit program is developed, these emerging measures should be incorporated into its performance evaluation to complement traditional measures.

Performance Measures to Consider

Microtransit operators across the country have used an array of performance measures to evaluate their systems. Most measures can be separated into five categories:

- Productivity
- Cost effectiveness
- Shared ride
- Connecting to transit
- Customer satisfaction

These categories and their component performance measures are intended to give Charles County the tools to implement a pilot microtransit program that can be effectively evaluated for continued expansion and modification of the service. Should the pilot prove successful and viable, the microtransit program could eventually incorporate the other three zones, bringing the total to five zones countywide. These areas would act as first-mile/last-mile connections to the two main transit hubs in the county. They could also be utilized as local circulators for those residing outside the existing fixed-route service area.

Implement Sunday Service

As discussed in Chapter 5, the top service improvement expressed by current VanGO customers and the TDP Advisory Committee was for Sunday service. Respondents to the community survey also noted that one of their primary reasons for not using public transportation was that the hours of operation are too limited and there is no Sunday service.

In conjunction with the implementation of microtransit services, the introduction of Sunday services is also projected as a mid-term improvement. The proposed Zone 1 provided in Chapter 5 can serve as the basis for a Sunday pilot program, and if successful the larger Zone 2 can be considered.

Improvement Highlights:

- Responds to a top improvement requested through the outreach process for service on Sunday.
- Helps to meet transportation needs of Charles County residents who either work or need to access shopping and other key destinations on Sunday.
- Provides opportunity to employ on-demand services when operating fixed-route services is not practical or cost-effective.

Long-Term Improvements (Year 5 and Beyond)

Increase Service Frequency on Selected Routes

The majority of VanGO routes currently operate on 60-minute headways (the time between buses serving a specific location). This alternative proposes that service be increased on selected routes to reduce headways to 30 minutes during peak service hours. Potential routes for this expansion based on FY2024 ridership would be:

- Indian Head
- Modified 301 Connector (discussed in previous alternative)
- La Plata
- St. Charles B
- Pinefield

Improvement Highlights:

- Responds to an ongoing need expressed by current VanGO customers.
- Provides customers with more convenient services and expanded access to the VanGO system and other important destinations in the community.
- May attract new customers who do not currently use VanGO because the trip takes too long.

Expand Service Hours

One of the top service improvements expressed by current VanGO customers was for later evening hours and earlier morning service. While a critical need for these customers, these timeframes may not generate sufficient ridership to justify operating current routes, and may instead provide an opportunity to operate more flexible microtransit services. At this point, Charles County could better assess the most efficient method for expanding service hours when more information on the potential use of these on-demand services is available.

Improvement Highlights:

- Responds to a top need expressed by current VanGO customers.
- Provides customers with greater flexibility in accessing key destinations, particularly employment opportunities that require earlier or later work hours.
- Provides an opportunity to employ on-demand services when ridership demand does not warrant operating current routes.

Ongoing Improvements

Improve Bus Stop Infrastructure

As discussed in Chapter 5, the need for increased accessibility to current bus stops, as well as improved passenger amenities, was identified through the planning process. Maintaining and improving bus stop infrastructure is an ongoing effort, and it is proposed that throughout the five-year TDP timeframe Charles County will develop a program that will involve:

- Conducting a comprehensive bus stop inventory to assess existing designated stops to prioritize infrastructure and accessibility improvements. Enhancements will focus on increasing comfort, safety, access, and the overall attractiveness of the stops.
- Collaborating as appropriate with local authorities and major stakeholders to secure necessary approvals for required improvements.
- Completing working on prioritized stops to ensure they meet accessibility standards, including adding pathways, crosswalks, and curb ramps where necessary.
- Continuously evaluating and addressing critical safety issues, and prioritizing improvements to these bus stops.
- Enhancing stops with shelters, benches, and trash receptacles at high-traffic locations or unique stops that warrant such amenities.

- Removing signage at stops no longer in use and installing at current stops with no signage to improve customer and community awareness.

Improvement Highlights:

- Responds to a desired improvement expressed by current customers and the TDP Advisory Committee.
- Encourages ridership by improving customer amenities at key bus stop locations.
- Improves visibility of the system and offers marketing and partnership opportunities.

Improve Pedestrian and Bicycle Access

The previous chapter discusses pedestrian and bicycle access to transit stops and hubs. While more work is needed to improve pedestrian and bicycle access, there is already a growing network in the county. The benefits of multimodal paths and facilities enhance the usability and efficiency of the transit network. Some highlights on pedestrian and bicycle access:

- Safe and convenient pedestrian access to transit stops is essential for an effective and inclusive transit network.
- While microtransit services offer a valuable option for bridging first mile/last mile gaps, most transit users still begin their journeys on foot.
- Bicycles can expand the functional reach of transit, enabling longer trips to and from stops—provided that a secure and connected bike network is in place.
- Charles County has several planning documents that address bicycle and pedestrian access, including the Bicycle & Pedestrian Master Plan, the Connect Waldorf plan, and the Comprehensive Plan.
- Chapter 2 of this TDP provides an overview of these plans and their relevance to transit accessibility.
- The County has already developed protected bike lanes and multi-use paths that support multimodal access to transit stops

Improvement Highlights:

- The multi-use path along St. Charles Parkway supports safe, non-motorized travel and enhances access to nearby transit routes.
- This path is well-suited to integrate with the proposed realignment of the 301 Connector route to St. Charles Parkway, offering a stronger multimodal connection.

Conceptual Financial Plan for Operating

Charles County submits an annual grant application to MDOT MTA that includes operating and capital grant programs. Maryland's transit program combines available federal and state funds to provide local assistance, and the allocation to the different localities is not strictly formula-driven. Therefore, any estimate for the amount of grant funding available to Charles County is somewhat speculative.

However, the TDP serves an important role in MDOT MTA's annual process of reviewing grant applications. Typically, the projects proposed in the County's annual grant application must have been identified in the TDP in order to be considered for funding.

Table 6-2 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 year planned and the current level of service remains unchanged. As noted previously, the actual implementation will be based on several factors—primarily community input, detailed service planning, and funding availability. The projected costs reflected in Table 6-2 are conceptual, and ultimately will be determined by a multitude of factors.

In addition, a variety of assumptions were used to develop the operating cost estimates:

- For the initial year, operating costs are based on Charles County's FY2025 budget submitted to MDOT MTA through the ATP.
- Operating costs to maintain the current level of service and to implement service expansions from year-to-year assume a five percent annual inflation rate.
- Projected costs for the proposed microtransit services are for operating expenses, and do not include potential technology costs related to software upgrades.
- Regarding the potential funding to support the proposed services, there are a variety of unknown factors and issues. The projected funding sources are based on a similar percentage from the FY2025 ATP budget. However, projected funding sources are not guaranteed and will need to be developed through consultation with MDOT MTA and local officials.
- Charles County is encouraged to continue to work with MDOT MTA annually through the ATP process to explore opportunities through current federal and state funding programs, as well as any new ones that become available over the next five years. For instance, the Federal Transit Administration (FTA) has recently developed new funding programs that support innovative mobility projects such as microtransit services. Charles County can take maximum advantage of FTA discretionary funding opportunities to compete for funds to address appropriate elements of this plan.

Table 6-2: Conceptual Financial Plan for Operating

Proposed Operating Requests	Projected Year				
	1	2	3	4	5
Proposed Future Projects					
Baseline Operating Cost with Inflation¹	\$11,340,587	\$11,907,616	\$12,502,997	\$13,128,147	\$13,784,554
Year 1					
Modifications to Current Fixed-Route Network ²	\$0	\$0	\$0	\$0	\$0
Year 3					
St. Charles East Microtransit			\$849,420	\$891,891	\$936,486
St. Charles West Microtransit			\$283,140	\$297,297	\$312,162
Year 4					
La Plata Microtransit				\$566,280	
Pinefield Microtransit				\$283,140	
Indian Head Microtransit				\$283,140	
Year 5					
Sunday Microtransit - Zone 1					\$113,256
Beyond Year 5					
Increased Service Frequency on Selected Routes					
Expanded Service Hours ³					
Total Proposed Operating Expenses	\$11,340,587	\$11,907,616	\$13,635,557	\$15,449,895	\$15,146,458
Anticipated Funding Sources for Operating³					
Federal/State	\$6,010,511	\$6,311,037	\$7,226,845	\$8,188,444	\$8,027,623
Local	\$5,330,076	\$5,596,580	\$6,408,712	\$7,261,451	\$7,118,835
Total Proposed Operating Revenues	\$11,340,587	\$11,907,616	\$13,635,557	\$15,449,895	\$15,146,458

¹ ATP 2025 Operating Budget multiplied by annual inflation rate of 5%.² Cost-neutral modification – current expenses accounted for in the baseline cost.³ Assumes 50% federal and 3% state, remainder would be local.

Title VI Considerations

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin. Public transportation agencies have the ability and responsibility to enhance the social and economic quality of life for people in their communities. As such, public transportation agencies must ensure that changes in services do not have a disproportionately high negative impact on those below-poverty or minority populations. As a result, when implementing potential service improvements, Charles County will need to conduct a Title VI analysis to assess the impact on the distribution of minority and below-poverty populations in the proposed service area.

ADA Paratransit Considerations

The Americans with Disabilities Act (ADA) requires public transit agencies that provide fixed-route service to provide "complementary paratransit" service to people with disabilities who cannot use the fixed-route bus service because of a disability. Annapolis Transit currently provides complementary ADA paratransit service for individuals who are unable to use fixed routes, and several of the proposed new services would also fall into this category and require ADA paratransit services. There may be some geographic overlap with current routes and ADA service areas, and the operating costs for expanded ADA paratransit service to meet the requirement will need to be determined through final service planning and implementation of the proposed route modification.

Conceptual Financial Plan for Capital

The annual capital plan that Charles County submits to MDOT MTA through the ATP serves as the basis for maintaining, replacing, and expanding the capital infrastructure needed to maintain current services and to implement the operating plan of this TDP. For purposes of the TDP, the focus of the capital plan is on the expansion vehicles that would be needed to implement proposed future projects discussed in the previous operating plan section.

Financial Plan for Capital

Table 6-3 provides a conceptual financial plan for capital. The following assumptions were considered in developing the capital plan, and as noted there will be additional future considerations related to the vehicle replacement and expansion plans:

- The capital plan includes additional vehicles to accommodate for the potential implementation of new microtransit services discussed in the conceptual operating plan.
- The projected vehicle costs are based on those for small cutaway vehicles in the Charles County FY2025 ATP, and may be different based on the final type of vehicle procured for any service expansion and also when this procurement takes place.
- The funding sources for vehicle capital are projected to be 80% federal, 10% state, and 10% local.

Table 6-3: Conceptual Financial Plan for Capital

Projected Vehicle Requests	Fiscal Year				
	1	2	3	4	5
Expansion Vehicles					
Vehicles	0	0	4	4	0
Total Projected Costs	\$0	\$0	\$565,592	\$565,592	\$0
Projected Funding Sources					
Federal	\$0	\$0	\$452,474	\$452,474	\$0
State	\$0	\$0	\$56,559	\$56,559	\$0
Local	\$0	\$0	\$56,559	\$56,559	\$0
Total Capital Project Funding	\$0	\$0	\$565,592	\$565,592	\$0

Additional Capital Considerations

Vehicle Replacement

Useful life standards are developed by MDOT MTA based on the 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 more susceptible to breakdowns, which could result in increased operating costs and decreased service reliability. MDOT MTA vehicle useful life policy, shown below in Table 6-4 and is also provided in the Locally Operated Transit System Program Manual.

Table 6-4: MDOT MTA's Vehicle Useful Life Policy

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

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

Summary

This TDP provides recommendations for the expansion of existing and new public transportation services in Charles County. The TDP specifically focuses on addressing community desires and local initiatives, with a particular focus on implementing on-demand microtransit services to expand mobility options and to provide first-mile/last-mile connections with current routes.

While developed to address issues identified during the review of needs, proposed new services and improvements will be 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 and regional economy by providing a way for residents to get to work and school, access necessary medical services, and support local businesses and economic development.

Appendix A

Route Schedules

301 CONNECTOR 2

MONDAY THROUGH FRIDAY	Connector 2	Bus Stops Every	Connector 2
Waldorf -> La Plata			Last Hour
301 Park & Ride Transfer Point	07:30 AM	60 Minutes until	04:30 PM
Route 301 S & Regency Pl	07:35 AM	60 Minutes until	04:35 PM
Route 301 S (Charles County Health Dept)	07:37 AM	60 Minutes until	04:37 PM
Route 301 S & Marshall Corner Rd (Dash Ln)	07:39 AM	60 Minutes until	04:39 PM
Route 301 S (White Plains Livestock Farm)	07:39 AM	60 Minutes until	04:39 PM
Route 301 S & Rhodes Dr	07:40 AM	60 Minutes until	04:40 PM
Route 301 S & Faith Baptist Church Rd	07:41 AM	60 Minutes until	04:41 PM
North Campus Dr (College of Southern MD-CC Bldg)	07:47 AM	60 Minutes until	04:47 PM
Washington Ave & Rosewick Rd	07:54 AM	60 Minutes until	04:54 PM
La Plata Park & Ride Transfer Point (ROUTE ENDS)	07:55 AM	60 Minutes until	04:55 PM
La Plata -> Waldorf			
La Plata Park & Ride Transfer Point	08:00 AM	60 Minutes until	05:00 PM
Washington Ave & Rosewick Rd	08:02 AM	60 Minutes until	05:02 PM
Route 301 N & Hickory Ln	08:04 AM	60 Minutes until	05:04 PM
Route 301 N (Andrew's Auto Parts)	08:05 AM	60 Minutes until	05:05 PM
Route 301 N & Smitty Dr	08:06 AM	60 Minutes until	05:06 PM
Route 301 S (Charles County Health Dept)	08:09 AM	60 Minutes until	05:09 PM
Route 301 N & Demarr Rd	08:11 AM	60 Minutes until	05:11 PM
Route 301 N (JRJ Income Tax Building)	08:12 AM	60 Minutes until	05:12 PM
Route 301 N (Crackel Barrel/Carraba's)	08:13 AM	60 Minutes until	05:13 PM
St. Charles Towne Center Mall	08:17 AM	60 Minutes until	05:17 PM
301 Park & Ride Transfer Point (ROUTE ENDS)	08:20 AM	60 Minutes until	05:20 PM

LAST LOOP DEPARTURE TIMES ON DESIGNATED HOLIDAYS (PG. 3):

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

**The 301 Connector 2
runs on the half hour,
and there is no
weekend service.**

BERRY ROAD

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
Berry Road			
301 Park & Ride Transfer Point	07:00 AM	60 Minutes until	08:00 PM
St. Patrick Dr (Target)	07:02 AM	60 Minutes until	08:02 PM
Waldorf Market Place Dr (Bath and Body Works)	07:06 AM	60 Minutes until	08:06 PM
Berry Rd & Trumpeter Ct	07:09 AM	60 Minutes until	08:09 PM
Berry Rd & Buttonbush Dr	07:10 AM	60 Minutes until	08:10 PM
Berry Rd & Greenwood Rd	07:10 AM	60 Minutes until	08:10 PM
Berry Rd & Westwood Dr	07:11 AM	60 Minutes until	08:11 PM
Berry Rd & Community Dr	07:12 AM	60 Minutes until	08:12 PM
Berry Rd & Greenmont Dr	07:12 AM	60 Minutes until	08:12 PM
Berry Rd & Ironwood Dr	07:13 AM	60 Minutes until	08:13 PM
Berry Rd & Briarwood Dr	07:13 AM	60 Minutes until	08:13 PM
Berry Rd & Cassidy St	07:14 AM	60 Minutes until	08:14 PM
Berry Rd & Sharerville Pl	07:14 AM	60 Minutes until	08:14 PM
Berry Rd & Bensville Rd	07:16 AM	60 Minutes until	08:16 PM
Bennsville Rd & Grey Run Dr	07:18 AM	60 Minutes until	08:18 PM
Grey Run Dr & Pimpernel Dr	07:20 AM	60 Minutes until	08:20 PM
Berry Rd & Mill Hill Rd	07:23 AM	60 Minutes until	08:23 PM
Mill Hill Rd & Homecoming Dr	07:25 AM	60 Minutes until	08:25 PM
Davis Rd (North Point HS)	07:27 AM	60 Minutes until	08:27 PM
Lexington Rd & Montpelier Dr	07:30 AM	60 Minutes until	08:30 PM
Davis Rd & Bunker Hill Rd	07:32 AM	60 Minutes until	08:32 PM
Berry Rd & McDaniel Rd	07:33 AM	60 Minutes until	08:33 PM
Berry Rd (LifePoint Church)	07:34 AM	60 Minutes until	08:34 PM
Berry Rd & Leyton Ct	07:35 AM	60 Minutes until	08:35 PM
Berry Rd & Ashford Dr	07:36 AM	60 Minutes until	08:36 PM
Berry Rd & Streamview Dr	07:36 AM	60 Minutes until	08:36 PM
Berry Rd & Sun Valley Dr	07:37 AM	60 Minutes until	08:37 PM
Berry Rd & Stavors Rd	07:38 AM	60 Minutes until	08:38 PM
Berry Rd & Chestnut Dr	07:39 AM	60 Minutes until	08:39 PM
Berry Rd & Western Pkwy (WaWa)	07:40 AM	60 Minutes until	08:40 PM
Waldorf Market Place Dr (Bath and Body Works)	07:42 AM	60 Minutes until	08:42 PM
Western Pkwy & Millbrook Ct	07:43 AM	60 Minutes until	08:43 PM
301 Park & Ride Transfer Point (ROUTE ENDS)	07:47 AM	60 Minutes until	08:47 PM

LAST LOOP DEPARTURE TIMES ON DESIGNATED HOLIDAYS (PG. 3):

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

BRANDYWINE

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
Western Parkway -> Pinefield -> Brandywine Crossing -> Connection -> The BUS Route 36			
301 Park & Ride Transfer Point	07:00 AM	60 Minutes until	09:00 PM
St.Patricks Dr (Target)	07:05 AM	60 Minutes until	09:05 PM
Western Pkwy (Home Depot)	07:11 AM	60 Minutes until	09:11 PM
Mattawoman Dr (Pinefield North Shopping)	07:13 AM	60 Minutes until	09:13 PM
Brandywine Crossing (Target & The Bus Route 36)	07:17 AM	60 Minutes until	09:17 PM
Brandywine Crossing -> Route 301 S -> Route 5 S			
Clymer Dr & Albert Rd (Greater Baden Medical)	07:21 AM	60 Minutes until	09:21 PM
Route 301 S (JSB Apartments)	07:24 AM	60 Minutes until	09:24 PM
Route 301 S & Business Park Dr	07:27 AM	60 Minutes until	09:27 PM
Route 5 S & Pika Dr	07:33 AM	60 Minutes until	09:33 PM
Route 5 S & Gough Dr	07:34 AM	60 Minutes until	09:34 PM
Post Office Rd (Waldorf Senior and Rec Center)	07:35 AM	60 Minutes until	09:35 PM
October Pl	07:38 AM	60 Minutes until	09:38 PM
Smallwood Dr & Barrington Dr	07:40 AM	60 Minutes until	09:40 PM
301 Park & Ride Transfer Point (ROUTE ENDS)	07:44 AM	60 Minutes until	09:44 PM

LAST LOOP DEPARTURE TIMES ON DESIGNATED HOLIDAYS (PG. 3):

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

BRYANS ROAD

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
La Plata -> Bryans Road			
La Plata Park & Ride Transfer Point	07:30 AM	120 Minutes until	05:30 PM
North Campus Dr (College Of Southern Maryland-CC Bldg)	07:37 AM	120 Minutes until	05:37 PM
Mitchell Rd & Hawthorne Rd	07:42 AM	120 Minutes until	05:42 PM
Hawthorne Rd & Marshall Corner Rd	07:46 AM	120 Minutes until	05:46 PM
Marshall Corner Rd (McDonough HS)	07:48 AM	120 Minutes until	05:48 PM
Marshall Corner Rd (Robert Stethem Educ Center)	07:49 AM	120 Minutes until	05:49 PM
Marshall Corner Rd & Pomfret Rd	07:51 AM	120 Minutes until	05:51 PM
Pomfret Rd & Preston Ln	07:52 AM	120 Minutes until	05:52 PM
Pomfret Rd & Livingston Rd	07:53 AM	120 Minutes until	05:53 PM
Route 210 S & Marshall Hall Rd (McDonalds)	07:58 AM	120 Minutes until	05:58 PM
Marshall Hall Rd & Arbor Ln	08:00 AM	120 Minutes until	06:00 PM
Bryans Rd Shopping Center Transfer Point	08:02 AM	120 Minutes until	06:02 PM
Hampton Ct	08:06 AM	120 Minutes until	06:06 PM
Livingston Rd (Shell Gas Station)	08:06 AM	120 Minutes until	06:06 PM
Livingston Rd (Henson Community Center)	08:08 AM	120 Minutes until	06:08 PM
Livingston Rd & Pomfret Rd	08:10 AM	120 Minutes until	06:10 PM
Pomfret Rd & Preston Ln	08:11 AM	120 Minutes until	06:11 PM
Pomfret Rd & Marshall Corner Rd	08:15 AM	120 Minutes until	06:15 PM
Marshall Corner Rd & Hawthorne Rd	08:16 AM	120 Minutes until	06:16 PM
Drury Dr (Weis Markets)	08:22 AM	120 Minutes until	06:22 PM
Heritage Green Pkwy & Lelia Ct	08:23 AM	120 Minutes until	06:23 PM
La Plata Park & Ride Transfer Point (ROUTE ENDS)	08:24 AM	120 Minutes until	06:24 PM

LAST LOOP DEPARTURE TIMES ON DESIGNATED HOLIDAYS (PG. 3):

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

BUSINESS A

MONDAY THROUGH SATURDAY	1st Hour	2nd Hour	Bus Stops Every	Last Hour
Post Office Road -> Route 5 -> Mattawoman-Beantown Road -> Huntington Circle				
301 Park & Ride Transfer Point	07:30 AM	60 Minutes until	07:30 PM	
Industrial Park Dr & Copley Ave	07:33 AM	60 Minutes until	07:33 PM	
Industrial Park Dr & Irongate Dr	07:34 AM	60 Minutes until	07:34 PM	
Industrial Park Dr (MVA)	07:36 AM	60 Minutes until	07:36 PM	
Post Office Rd & Henry Ford Cir	07:37 AM	60 Minutes until	07:37 PM	
Post Office Rd (Cenna Center)	07:37 AM	60 Minutes until	07:37 PM	
Post Office Rd (New Post Professional Bldg)	07:38 AM	60 Minutes until	07:38 PM	
Vivian Adams Dr & Hurlock Pl	07:40 AM	60 Minutes until	07:40 PM	
Ryon Ct	07:42 AM	60 Minutes until	07:42 PM	
Moses Way (Waldorf Astor)	07:43 AM	60 Minutes until	07:43 PM	
Ell Ln (Jaycees Apartments)	07:43 AM	60 Minutes until	07:43 PM	
Route 5 S (Old Line Center)	07:44 AM	60 Minutes until	07:44 PM	
Route 5 S (Thomas Stone HS)	07:44 AM	60 Minutes until	07:44 PM	
Mattawoman-Beantown Park and Ride	07:46 AM	60 Minutes until	07:46 PM	
Mattawoman-Beantown Rd & Indian Ln	07:48 AM	60 Minutes until	07:48 PM	
Mattawoman Dr (Pinefield South Shopping)	07:51 AM	60 Minutes until	07:51 PM	
Mattawoman-Beantown Rd & Council Oak Dr	07:53 AM	60 Minutes until	07:53 PM	
Mattawoman-Beantown Rd & Idlewood Park Rd	07:54 AM	60 Minutes until	07:54 PM	
Leonardtown Rd & Ell Ln	06:54 AM	XX		XX
St. Charles Pkwy & Northgate Pl	06:56 AM	07:56 AM	60 Minutes until	07:56 PM
St. Charles Pkwy & St. Marks Dr	06:57 AM	07:57 AM	60 Minutes until	07:57 PM
St. Charles Pkwy & Gallery Pl	06:57 AM	07:57 AM	60 Minutes until	07:57 PM
Post Office Rd & October Pl	06:58 AM	07:58 AM	60 Minutes until	07:58 PM
Huntington Cir & Light Arms Pl	06:59 AM	07:59 AM	60 Minutes until	07:59 PM
Huntington Cir & Heathcote Rd	07:00 AM	08:00 AM	60 Minutes until	08:00 PM
Huntington Cir & Post Office Rd	07:01 AM	08:01 AM	60 Minutes until	08:01 PM
Post Office Rd (Waldorf Senior and Rec Center)	07:02 AM	08:02 AM	60 Minutes until	08:02 PM
Industrial Park Dr (MVA)	07:06 AM	08:06 AM	60 Minutes until	08:06 PM
Industrial Park Dr & Rockefeller Ct	07:08 AM	08:08 AM	60 Minutes until	08:08 PM
Industrial Park Dr & Copley Ave	07:09 AM	08:09 AM	60 Minutes until	08:09 PM
301 Park & Ride Transfer Point (ROUTE ENDS)	07:12 AM	08:12 AM	60 Minutes until	08:12 PM

NO SERVICE

LAST LOOP DEPARTURE TIMES ON DESIGNATED HOLIDAYS (PG. 3):

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

BUSINESS B

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
Route 301 (Crain Highway)			
301 Park & Ride Transfer Point	07:30 AM	60 Minutes until	06:30 PM
St. Charles Towne Center Mall	07:33 AM	60 Minutes until	06:33 PM
Western Pkwy (Victoria Park Apts)	07:34 AM	60 Minutes until	06:34 PM
Plaza Dr & Shasho Pl (Waldorf Market Place)	07:38 AM	60 Minutes until	06:38 PM
Plaza Dr (Charles County Plaza)	07:41 AM	60 Minutes until	06:41 PM
Shoppers World (Bed Bath & Beyond)	07:44 AM	60 Minutes until	06:44 PM
Route 301 N (Health Partners)	07:47 AM	60 Minutes until	06:47 PM
Route 301 N (Kenwood Building)	07:49 AM	60 Minutes until	06:49 PM
Route 301 N (Golden Corral)	07:51 AM	60 Minutes until	06:51 PM
Route 301 N (Smallwood Building)	07:52 AM	60 Minutes until	06:52 PM
VFW Rd & Old Washington Rd	07:53 AM	60 Minutes until	06:53 PM
Old Washington Rd (Wal Mart)	07:55 AM	60 Minutes until	06:55 PM
Route 301 S & Business Park Dr	07:59 AM	60 Minutes until	06:59 PM
Festival Way (Pet Smart)	08:02 AM	60 Minutes until	07:02 PM
Plaza Dr (Giant Super Market)	08:05 AM	60 Minutes until	07:05 PM
Market Place Dr (Bath and Body Works)	08:08 AM	60 Minutes until	07:08 PM
Western Pkwy & Millbrook Ct	08:10 AM	60 Minutes until	07:10 PM
Western Pkwy (Victoria Park Apts)	08:13 AM	60 Minutes until	07:13 PM
Professional Building on St. Patricks Dr	08:15 AM	60 Minutes until	07:15 PM
301 Park & Ride Transfer Point (ROUTE ENDS)	08:17 AM	60 Minutes until	07:17 PM

LAST LOOP DEPARTURE TIMES ON DESIGNATED HOLIDAYS (PG. 3):

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

CHARLOTTE HALL

MONDAY THROUGH SATURDAY	1st Hour	2nd Hour	Bus Stops Every	Last Hour
Waldorf -> St. Mary's County (Connection -> STS & Calvert Transit)				
301 Park & Ride Transfer Point	07:30 AM	60 Minutes until	07:30 PM	
Route 301 & Billingsley Rd (WaWa)	07:32 AM	60 Minutes until	07:32 PM	
Billingsley Rd & St. Charles Pkwy	07:34 AM	60 Minutes until	07:34 PM	
Billingsley Rd & St. Francis Dr	07:36 AM	60 Minutes until	07:36 PM	
Billingsley Rd & St. Marie Dr	07:37 AM	60 Minutes until	07:37 PM	
Billingsley Rd & Piney Church Rd	07:38 AM	60 Minutes until	07:38 PM	
Route 5 S & Zachia Manor Ct	07:39 AM	60 Minutes until	07:39 PM	
Route 5 S (Bryantown Mall)	07:41 AM	60 Minutes until	07:41 PM	
Route 5 S & Roosevelt Pl	07:42 AM	60 Minutes until	07:42 PM	
Route 5 S & Wolfe Dr	07:43 AM	60 Minutes until	07:43 PM	
Charlotte Hall Transfer Point (Food Lion)	07:53 AM	60 Minutes until	07:53 PM	
St. Mary's County -> Waldorf				
Charlotte Hall Transfer Point (Food Lion)	07:00 AM	08:00 AM	60 Minutes until	08:00 PM
Route 5 N (Mckays)	07:02 AM	08:02 AM	60 Minutes until	08:02 PM
Route 5 N (Randy's Ribs & BBQ)	07:06 AM	08:06 AM	60 Minutes until	08:06 PM
Route 5 N & Sapp Pl	07:07 AM	08:07 AM	60 Minutes until	08:07 PM
Route 5 N & Ted Bowling Rd	07:08 AM	08:08 AM	60 Minutes until	08:08 PM
Route 5 N & Bryantown Rd	07:09 AM	08:09 AM	60 Minutes until	08:09 PM
Route 5 N & Aubrey James Sr Pl	07:11 AM	08:11 AM	60 Minutes until	08:11 PM
Route 5 N & Billingsley Rd	07:12 AM	08:12 AM	60 Minutes until	08:12 PM
Billingsley Rd & Piney Church Rd	07:15 AM	08:15 AM	60 Minutes until	08:15 PM
Billingsley Rd & St. Martins Dr	07:17 AM	08:17 AM	60 Minutes until	08:17 PM
Billingsley Rd & Old Washington Rd	07:20 AM	08:20 AM	60 Minutes until	08:20 PM
301 Park & Ride Transfer Point (ROUTE ENDS)	07:24 AM	08:24 AM	60 Minutes until	08:24 PM

NO SERVICE

LAST LOOP DEPARTURE TIMES ON DESIGNATED HOLIDAYS (PG. 3):

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



CSM CONNECTOR

PUBLIC TRANSIT ROUTE

MONDAY THROUGH THURSDAY

1st Hour Bus Stops Every Last Hour

Charlotte Hall -> La Plata

Charlotte Hall Transfer Point (Food Lion)	7:00 AM	2 hours	1:00 PM	
CSM - Hughesville Campus	7:10 AM	2 hours	1:10 PM	
Billingsley Road	7:21 AM	2 hours	1:21 PM	
St. Charles Parkway	7:26 AM	2 hours	1:26 PM	
CSM - La Plata Campus	7:33 AM	2 hours	1:33 PM	
La Plata Park & Ride Transfer Point	7:40 AM	2 hours	1:40 PM	
La Plata -> Charlotte Hall				
La Plata Park & Ride Transfer Point	8:00 AM	2 hours	2:00 PM	3:10 PM
CSM - La Plata Campus	8:07 AM	2 hours	2:07 PM	3:17 PM
St. Charles Parkway	8:14 AM	2 hours	2:14 PM	3:24 PM
Billingsley Road	8:19 AM	2 hours	2:19 PM	3:29 PM
CSM - Hughesville Campus	8:30 AM	2 hours	2:30 PM	3:40 PM
Charlotte Hall Transfer Point (Food Lion) Route Ends	8:40 AM	2 hours	2:40 PM	3:50 PM

Bus Operates: September 3, 2024 – May 5, 2025

LAST LOOP DEPARTURE TIMES ON DESIGNATED HOLIDAYS

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

For details, please call: 301-609-7917



COLLEGE of
SOUTHERN
MARYLAND

A partnership between Charles County Government &
College of Southern Maryland

Charles County Government Transit Division
200 Baltimore Street • La Plata, MD
Equal Opportunity Employer

IN ADDITION to VanGO's standard
holiday closures, the CSM Connector
Bus does not operate on the
following days:

November 27-December 1, 2024 (Closed
for Thanksgiving Break)

December 20, 2024-January 1, 2025
(Closed for Winter Break)

January 20, 2025 (Closed for MLK Day)

March 10-16, 2025 (Closed for Spring Break)

Learn more at:

www.Go-VanGO.com



INDIAN HEAD

MONDAY THROUGH SATURDAY	1st Hour	2nd Hour	Bus Stops Every	Last Hour
Waldorf -> Indian Head				
301 Park & Ride Transfer Point	07:00 AM	60 Minutes until	09:00 PM	
Smallwood Dr & St. Patricks Dr	07:01 AM	60 Minutes until	09:01 PM	
St. Patricks Dr & St. Phillips Dr	07:05 AM	60 Minutes until	09:05 PM	
Billingsley Rd & Silent Creek Rd	07:07 AM	60 Minutes until	09:07 PM	
Billingsley Rd & Middletown Rd	07:08 AM	60 Minutes until	09:08 PM	
Billingsley Rd & Brookwood Dr	07:10 AM	60 Minutes until	09:10 PM	
Bennsville Rd & Bancroft Dr	XX	By request	XX	
Bennsville Rd & Eutaw Forest Dr	XX	By request	XX	
Billingsley Rd & Highgrove Dr	07:14 AM	60 Minutes until	09:14 PM	
Billingsley Rd & Prince Edward Dr	07:15 AM	60 Minutes until	09:15 PM	
Billingsley Rd & Livingston Rd	07:18 AM	60 Minutes until	09:18 PM	
Bryans Rd Shopping Center Transfer Point	06:20 AM	07:20 AM	60 Minutes until	09:20 PM
Route 210 S & South Hampton Dr	06:22 AM	07:22 AM	60 Minutes until	09:22 PM
Route 210 S (Smallwood Community Center)	06:27 AM	07:27 AM	60 Minutes until	09:27 PM
Route 210 S & Cedar Ln	06:28 AM	07:28 AM	60 Minutes until	09:28 PM
Route 210 S & McWilliams Dr	06:28 AM	07:28 AM	60 Minutes until	09:28 PM
Route 210 S & Stark Rd	06:29 AM	07:29 AM	60 Minutes until	09:29 PM
Route 210 S (US Post Office)	06:31 AM	07:31 AM	60 Minutes until	09:31 PM
Indian Head -> Waldorf				
Beecher Ave & Jennifer Dr	06:34 AM	07:34 AM	60 Minutes until	09:34 PM
Jennifer Dr & Blair Rd	06:35 AM	07:35 AM	60 Minutes until	09:35 PM
Blair Rd & Strauss Ave	06:36 AM	07:36 AM	60 Minutes until	09:36 PM
Strauss Ave & Woodland Dr	06:37 AM	07:37 AM	60 Minutes until	09:37 PM
Woodland Dr & Route 210 N	06:38 AM	07:38 AM	60 Minutes until	09:38 PM
Route 210 N & Lower Wharf Rd	06:39 AM	07:39 AM	60 Minutes until	09:39 PM
Route 210 N & Metropolitan Church Rd	06:44 AM	07:44 AM	60 Minutes until	09:44 PM
Bryans Rd Shopping Center Transfer Point (Arrival)	06:48 AM	07:48 AM	60 Minutes until	09:48 PM
Bryans Rd Shopping Center Transfer Point (Departure)	07:02 AM	08:02 AM	60 Minutes until	9:02 PM
Billingsley Rd & Maintenance Pl	07:05 AM	08:05 AM	60 Minutes until	9:05 PM
Billingsley Rd & Countryside Ln	07:10 AM	08:10 AM	60 Minutes until	9:10 PM
Billingsley Rd & Bennsville Rd	07:12 AM	08:12 AM	60 Minutes until	9:12 PM
Billingsley Rd & Silent Creek Rd	07:16 AM	08:16 AM	60 Minutes until	9:16 PM
St. Patricks Dr & Quilback St	07:18 AM	08:18 AM	60 Minutes until	9:18 PM
St. Patricks Dr & Highgate Pl	07:20 AM	08:20 AM	60 Minutes until	9:20 PM
301 Park & Ride Transfer Point (ROUTE ENDS)	07:21 AM	08:21 AM	60 Minutes until	9:21 PM

LAST LOOP DEPARTURE TIMES ON DESIGNATED HOLIDAYS (PG. 3):

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

LA PLATA

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
Route 301 S -> Glen Albin Road -> Talbot Street -> Route 301 N			
La Plata Park & Ride Transfer Point	07:00 AM	hour on the hour until	09:00 PM
Heritage Green Pkwy & Morris Dr	07:01 AM	60 Minutes until	09:01 PM
La Plata Wal Mart Garden Center	07:02 AM	60 Minutes until	09:02 PM
Route 301 S (McDonalds)	07:05 AM	60 Minutes until	09:05 PM
Route 301 S (Delux Inn)	07:06 AM	60 Minutes until	09:08 PM
Route 301 S (Maples Apartments)	07:07 AM	60 Minutes until	09:08 PM
Charles St & St. Marys Ave (Courthouse)	07:09 AM	60 Minutes until	09:09 PM
St. Marys Ave & Glen Albin Rd	07:09 AM	60 Minutes until	09:09 PM
Glen Albin Rd & Patuxent Ct	07:10 AM	60 Minutes until	09:10 PM
Oak Ave (Milton Somers MS)	07:11 AM	60 Minutes until	09:11 PM
Charles Regional Hospital (Emergency Room Entrance)	07:12 AM	60 Minutes until	09:12 PM
Garrett Ave (Library)	07:14 AM	60 Minutes until	09:14 PM
Charles St (across from hospital)	07:14 AM	60 Minutes until	09:14 PM
Talbort St (Courthouse & Government Bldg)	07:16 AM	60 Minutes until	09:16 PM
Route 301 N (CVS)	07:19 AM	60 Minutes until	09:19 PM
Safeway	07:20 AM	60 Minutes until	09:20 PM
Drury Dr (Weis Markets)	07:20 AM	60 Minutes until	09:20 PM
Heritage Green Pkwy & Leila Ct	07:21 AM	60 Minutes until	09:21 PM
La Plata Park & Ride Transfer Point (ROUTE ENDS)	07:23 AM	60 Minutes until	09:23 PM
Rosewick Crossing -> Radio Station Road -> Kent Avenue			
La Plata Park & Ride Transfer Point	07:30 AM	60 Minutes until	08:30 PM
Heritage Green Pkwy & Morris Dr	07:31 AM	60 Minutes until	08:32 PM
La Plata Wal Mart Garden Center	07:32 AM	60 Minutes until	08:32 PM
Rosewick Rd (Giant & Lowes)	07:35 AM	60 Minutes until	08:35 PM
Rosewick Rd & Radio Station Rd	07:37 AM	60 Minutes until	08:37 PM
Radio Station Rd (La Plata HS)	07:40 AM	60 Minutes until	08:40 PM
La Plata Rd (Sagepoint Senior Living)	07:41 AM	60 Minutes until	08:41 PM
Route 6 (Richard R. Clark Senior Center)	07:43 AM	60 Minutes until	08:43 PM
La Plata Manor	07:44 AM	60 Minutes until	08:44 PM
Charles St & Kent Ave	07:45 AM	60 Minutes until	08:45 PM
Kent Ave (Department of Social Services)	07:46 AM	60 Minutes until	08:46 PM
Kent Ave & Caroline Dr	07:47 AM	60 Minutes until	08:47 PM
Dorchester Ave & Potomac St	07:48 AM	60 Minutes until	08:48 PM
Kent Ave & Hawthorne Dr	07:49 AM	60 Minutes until	08:49 PM
Harford St & Washington Ave	07:50 AM	60 Minutes until	08:50 PM
Shining Willow Way (Petco)	07:51 AM	60 Minutes until	08:51 PM
Drury Dr (Weis Markets)	07:52 AM	60 Minutes until	08:52 PM
Heritage Green Pkwy & Lelia Ct	07:53 AM	60 Minutes until	08:53 PM
La Plata Park & Ride Transfer Point (ROUTE ENDS)	07:54 AM	60 Minutes until	08:54 PM

LAST LOOP DEPARTURE TIMES ON DESIGNATED HOLIDAYS (PG. 3):

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

NANJEMOY

⌚ VIA IRONSIDES RD

SUBSCRIPTION SERVICE APPOINTMENTS

① Registration is **required** for subscription service.

② You must call 301-609-7917 at least **two hours prior** to the time for pick up.

SUBSCRIPTION SERVICE OPERATION HOURS:	5:30 AM - 7:30 AM	9:30 AM - 11:30 AM	3:30 PM - 5:30 PM
--	--------------------------	---------------------------	--------------------------

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
Port Tobacco -> Nanjemoy -> Mason Springs			
La Plata Park & Ride Transfer Point	07:30 AM	Twice daily	11:30 AM
La Plata Wal Mart Garden Center	07:32 AM	Twice daily	11:32 AM
Route 301 S (McDonalds)	07:35 AM	Twice daily	11:35 AM
Department of Community Services	07:41 AM	Twice daily	11:41 AM
Route 6 (Scott's Store)	07:47 AM	Twice daily	11:47 AM
Route 6 (Ironsides Market)	07:51 AM	Twice daily	11:51 AM
Route 6 & Ironsides Rd	07:51 AM	Twice daily	11:51 AM
Ironside Rd & Baptist Church Rd	07:55 AM	Twice daily	11:55 AM
Liverpool Point Rd & Adams Willett Rd	XX	By request	XX
Hancock Run Rd & Gertrudes Pl	XX	By request	XX
Route 6 & Tayloes Neck Rd	08:03 AM	Twice daily	12:03 PM
Route 6 & Riverside Rd	08:06 AM	Twice daily	12:06 PM
Riverside Rd & Maryland Pt Rd	08:11 AM	Twice daily	12:11 PM
Route 6 & Liverpool Pt Rd	08:19 AM	Twice daily	12:19 PM
Route 6 (Nanjemoy Community Center)	08:20 AM	Twice daily	12:20 PM
Route 6 & Poseytown Rd	08:21 AM	Twice daily	12:21 PM
Poseytown Rd & Bowie Rd	08:24 AM	Twice daily	12:24 PM
Bowie Rd & Gilroy Rd	08:25 AM	Twice daily	12:25 PM
Gilroy Rd & Chicamuxen Rd	08:29 AM	Twice daily	12:29 PM
Chicamuxen Rd & Bicknell Rd	08:41 AM	Twice daily	12:41 PM
Bicknell Rd & Pisgah/Marbury Rd	08:42 AM	Twice daily	12:42 PM
Pisgah/Marbury Rd & Mason Springs Rd	08:44 AM	Twice daily	12:44 PM
Mason Springs Rd & Poorhouse Rd	08:46 AM	Twice daily	12:46 PM
Poorhouse Rd & Route 6	08:55 AM	Twice daily	12:55 PM
Department of Community Services	08:55 AM	Twice daily	12:55 PM
Route 301 N (La Plata Professional Building)	09:00 AM	Twice daily	01:00 PM
Route 301 N (CVS)	09:02 AM	Twice daily	01:02 PM
Drury Dr (Weis Markets)	09:03 AM	Twice daily	01:03 PM
Heritage Green Pkwy & Leila Ct	09:03 AM	Twice daily	01:03 PM
La Plata Park & Ride Transfer Point (ROUTE ENDS)	09:05 AM	Twice daily	01:05 PM

LAST LOOP DEPARTURE TIMES ON DESIGNATED HOLIDAYS (PG. 3):

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

This information is accurate as of

Nanjemoy- via Poorhouse Rd

February 1, 2020

MONDAY THROUGH SATURDAY	1st Hour	Bus Stop Every....	Last Hour
Port Tobacco > Mason Springs -> Nanjemoy			
La Plata Park & Ride Transfer Point	01:30 PM	Twice daily	05:30 PM
La Plata Wal Mart Garden Center	01:32 PM	Twice daily	05:32 PM
Route 301 S (McDonalds)	01:35 PM	Twice daily	05:35 PM
Department of Community Services	01:41 PM	Twice daily	05:41 PM
Route 6 & Poorhouse Rd	01:42 PM	Twice daily	05:42 PM
Poorhouse Rd & Mason Springs Rd	01:50 PM	Twice daily	05:50 PM
Mason Springs Rd & Pisgah/Marbury Rd	01:51 PM	Twice daily	05:51 PM
Pisgah/Marbury Rd & Bicknell Rd	01:54 PM	Twice daily	05:54 PM
Bicknell Rd & Chicamuxen Rd	02:06 PM	Twice daily	06:06 PM
Chicamuxen Rd & Gilroy Rd	02:07 PM	Twice daily	06:07 PM
Gilroy Rd & Bowie Rd	02:11 PM	Twice daily	06:11 PM
Bowie Rd & Poseytown Rd	02:12 PM	Twice daily	06:12 PM
Poseytown Rd & Route 6	02:14 PM	Twice daily	06:14 PM
Route 6 (Nanjemoy Community Center)	02:15 PM	Twice daily	06:15 PM
Route 6 & Liverpool Pt Rd	02:16 PM	Twice daily	06:16 PM
Route 6 & Ironsides Rd	02:18 PM	Twice daily	06:18 PM
Route 6 & Tayloes Neck Rd	02:22 PM	Twice daily	06:22 PM
Route 6 & Riverside Rd	02:25 PM	Twice daily	06:25 PM
Riverside Rd & Holly Springs Rd	02:27 PM	Twice daily	06:27 PM
Riverside Rd & Maryland Pt Rd	02:29 PM	Twice daily	06:29 PM
Maryland Pt Rd & Ironsides Rd	02:35 PM	Twice daily	06:35 PM
Ironsides Rd & Route 6	02:42 PM	Twice daily	06:42 PM
Route 6 & Wedding Dr (Scott's Store)	02:47 PM	Twice daily	06:47 PM
Department of Community Services	02:53 PM	Twice daily	06:53 PM
Route 301 N (La Plata Professional Building)	02:58 PM	Twice daily	06:58 PM
Route 301 N (CVS)	03:00 PM	Twice daily	07:00 PM
Drury Dr (Weiss Markets)	03:01 PM	Twice daily	07:01 PM
Heritage Green Pkwy & Leila Ct	03:01 PM	Twice daily	07:01 PM
La Plata Park & Ride Transfer Point (ROUTE ENDS)	03:03 PM	Twice daily	07:03 PM

NEWBURG

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
La Plata to Newburg			
La Plata Park & Ride Transfer Point	08:30 AM	every 2 hours until	06:30 PM
Route 301 & Rosewick Rd	08:33 AM	every 2 hours until	06:33 PM
College Of Southern Maryland	08:38 AM	every 2 hours until	06:38 PM
Mitchell Rd & Hawthorne Rd	08:40 AM	every 2 hours until	06:40 PM
Hawthorne Rd & Magnolia Dr	08:42 AM	every 2 hours until	06:42 PM
Rt 301 S & Oriole Ln	08:43 AM	every 2 hours until	06:43 PM
Route 301 S (The Maples Apts)	08:46 AM	every 2 hours until	06:46 PM
Route 301 S (Sheriff's Department)	08:47 AM	every 2 hours until	06:47 PM
Rt 301 S & Catalpa Dr	08:48 AM	every 2 hours until	06:48 PM
Route 301 S (Randys Ribs)	08:50 AM	every 2 hours until	06:50 PM
Rt 301 S & Old Stagecoach Rd	08:51 AM	every 2 hours until	06:51 PM
Rt 301 S & Cherry Ln	08:52 AM	every 2 hours until	06:52 PM
Rt 301 S & Preference Rd	08:52 AM	every 2 hours until	06:52 PM
Rt 301 S & Sadie Ln	08:53 AM	every 2 hours until	06:53 PM
Rt 301 S & Balsam Run	08:54 AM	every 2 hours until	06:54 PM
Bel Alton Motel	08:55 AM	every 2 hours until	06:55 PM
Jude House	08:56 AM	every 2 hours until	06:56 PM
Rt 301 S & Popes Creek Rd	08:57 AM	every 2 hours until	06:57 PM
Rt 301 S & S Faulkner Rd	08:58 AM	every 2 hours until	06:58 PM
Rt 301 S & Crossover Rd	08:59 AM	every 2 hours until	06:59 PM
Rt 301 S & Edge Hill Rd	09:01 AM	every 2 hours until	07:01 PM
Rt 301 S & Clifton Dr	09:03 AM	every 2 hours until	07:03 PM
Aqualand	07:04 AM	every 2 hours until	07:04 PM
Newburg to La Plata			
Rt 301 N & Rt 257 (Hardesty's Store)	07:07 AM	every 2 hours until	07:07 PM
Shine Inn	07:09 AM	every 2 hours until	07:09 PM
Thunderbird Motel	07:10 AM	every 2 hours until	07:10 PM
Town & Country Motel	07:10 AM	every 2 hours until	07:10 PM
Rt 301 N & Faulkner Rd	07:12 AM	every 2 hours until	07:12 PM
Red Top Store	07:13 AM	every 2 hours until	07:13 PM
Relax Inn	07:15 AM	every 2 hours until	07:15 PM
Rt 301 N & Fairgrounds Rd	07:17 AM	every 2 hours until	07:17 PM
Rt 301 N & St Mary's Ave	07:19 AM	every 2 hours until	07:19 PM
Rt 301 N & Cenntennial St	07:21 AM	every 2 hours until	07:21 PM
La Plata Professional Building	07:22 AM	every 2 hours until	07:22 PM
Rt 301 N & Ridley Dr	07:23 AM	every 2 hours until	07:23 PM
Rt 301 N & Hawthorne Rd (CVS)	07:24 AM	every 2 hours until	07:24 PM
Heritage green Pkwy (Weis Market)	07:25 AM	every 2 hours until	07:25 PM
Heritage Green Pkwy & Leila Court	07:26 AM	every 2 hours until	07:26 PM
La Plata Park & Ride Transfer Point (ROUTE ENDS)	07:27 AM	every 2 hours until	07:27 PM

LAST LOOP DEPARTURE TIMES ON DESIGNATED HOLIDAYS (PG. 3):

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

PINEFIELD

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

LAST LOOP DEPARTURE TIMES ON DESIGNATED HOLIDAYS (PG. 3):

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

ST. CHARLES A

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
University Drive -> University Circle -> Sheffield Circle			
301 Park & Ride Transfer Point	06:30 AM	60 Minutes until	09:30 PM
Stone Ave & Smallwood Dr	06:34 AM	60 Minutes until	09:34 PM
Stone Ave & Garner Ave	06:35 AM	60 Minutes until	09:35 PM
Garner Ave & Copley Ave	06:36 AM	60 Minutes until	09:36 PM
Garner Ave	06:37 AM	60 Minutes until	09:37 PM
Garner Ave & Wilson Rd	06:38 AM	60 Minutes until	09:38 PM
Garner Ave & Fillmore Rd	06:39 AM	60 Minutes until	09:39 PM
Garner Ave & Van Buren Rd	06:40 AM	60 Minutes until	09:40 PM
Van Buren Rd & Harvard Rd	06:41 AM	60 Minutes until	09:41 PM
Harvard Rd & University Dr	06:42 AM	60 Minutes until	09:42 PM
University Dr & Fillmore Rd	06:44 AM	60 Minutes until	09:44 PM
University Dr & Ravenglass Rd	06:47 AM	60 Minutes until	09:47 PM
University Dr & Duncannon Rd	06:48 AM	60 Minutes until	09:48 PM
Billingsley Rd & St. Martins Dr	06:49 AM	60 Minutes until	09:49 PM
St. Martins & Sheffield Cir	06:50 AM	60 Minutes until	09:50 PM
Sheffield Cir & St. Andrews Dr	06:51 AM	60 Minutes until	09:51 PM
Dartmouth Rd & Kipling Dr	06:54 AM	60 Minutes until	09:54 PM
Smallwood Dr & Stone Ave	06:56 AM	60 Minutes until	09:56 PM
Smallwood Dr & Chandler Ct	06:57 AM	60 Minutes until	09:57 PM
301 Park & Ride Transfer Point (ROUTE ENDS)	06:58 AM	60 Minutes until	09:58 PM
St. Patricks Drive -> Billingsley Road			
301 Park & Ride Transfer Point	07:00 AM	60 Minutes until	10:00 PM
St. Patricks Dr (Waldorf West Library)	07:01 AM	60 Minutes until	10:01 PM
St. Patricks Dr & St. Phillips Dr	07:02 AM	60 Minutes until	10:02 PM
St. Patricks Dr & Redhorse Ct	07:03 AM	60 Minutes until	10:03 PM
Billingsley Rd & Southwinds Dr	07:04 AM	60 Minutes until	10:04 PM
Southwinds Community	XX	By request	XX
Sundance Dr & Telluride Dr	07:05 AM	60 Minutes until	10:05 PM
St. Patricks Dr & Quillback St	07:08 AM	60 Minutes until	10:08 PM
St. Patricks Dr & Highgate Pl (LIDL Market)	07:09 AM	60 Minutes until	10:09 PM
St. Charles Towne Plaza	07:12 AM	60 Minutes until	10:12 PM
St. Charles Towne Plaza (Dollar Tree)	07:13 AM	60 Minutes until	10:13 PM
301 Park & Ride Transfer Point (ROUTE ENDS)	07:15 AM	60 Minutes until	10:15 PM

LAST LOOP DEPARTURE TIMES ON DESIGNATED HOLIDAYS (PG. 3):

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

ST. CHARLES B

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
Wakefield Circle -> Bannister Circle			
301 Park & Ride Transfer Point	06:30 AM	60 Minutes until	09:30 PM
St. Ignatius Dr & Heritage Pl	06:36 AM	60 Minutes until	09:36 PM
St. Ignatius Dr & Husk Pl	06:36 AM	60 Minutes until	09:36 PM
Bannister Cir & Hunt Pl	06:37 AM	60 Minutes until	09:37 PM
Bannister Cir & Cooper Ct	06:38 AM	60 Minutes until	09:38 PM
Bannister Cir & Vaughn Ct	06:39 AM	60 Minutes until	09:39 PM
Bannister Cir & Oakley Dr	06:40 AM	60 Minutes until	09:40 PM
Oakley Dr & Wakefield Cir	06:41 AM	60 Minutes until	09:41 PM
Wakefield Cir & Windsor Park Ct	06:42 AM	60 Minutes until	09:42 PM
St. Thomas Dr & Aldermans Pl	06:43 AM	60 Minutes until	09:43 PM
Village St (Safeway)	06:44 AM	60 Minutes until	09:44 PM
St. Ignatius Pl & October Pl	06:45 AM	60 Minutes until	09:45 PM
October Pl & Smallwood Dr	06:48 AM	60 Minutes until	09:48 PM
Smallwood Dr & Chandler Ct	06:50 AM	60 Minutes until	09:50 PM
301 Park & Ride Transfer Point (ROUTE ENDS)	06:51 AM	60 Minutes until	09:51 PM
Lancaster Circle -> Hampshire Circle			
301 Park & Ride Transfer Point	06:59 AM	60 Minutes until	09:59 PM
St. Charles Towne Center Mall	07:02 AM	60 Minutes until	10:02 PM
Lancaster Cir & Bluebird Dr	07:04 AM	60 Minutes until	10:04 PM
Lancaster Cir & Gamebird Ct	07:05 AM	60 Minutes until	10:05 PM
Lancaster Cir & Smallwood Dr	07:07 AM	60 Minutes until	10:07 PM
Hampshire Cir & Red Fox Ln	07:11 AM	60 Minutes until	10:11 PM
Hampshire Cir & Impala Ct	07:13 AM	60 Minutes until	10:13 PM
Hampshire Cir & St. Anthonys Dr	07:15 AM	60 Minutes until	10:15 PM
St. Stevens Dr & Smallwood Dr	07:18 AM	60 Minutes until	10:18 PM
301 Park & Ride Transfer Point (ROUTE ENDS)	07:22 AM	60 Minutes until	10:22 PM

LAST LOOP DEPARTURE TIMES ON DESIGNATED HOLIDAYS (PG. 3):

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

ST. CHARLES C

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
Wakefield -> Pinecone Circle -> Copley Avenue			
301 Park & Ride Transfer Point	06:30 AM	60 Minutes until	07:30 PM
Heritage Pl & St. Ignatius Dr	06:34 AM	60 Minutes until	07:34 PM
Village St (PD Brown Library)	06:35 AM	60 Minutes until	07:35 PM
St. Thomas Dr (Stoddert MS)	06:36 AM	60 Minutes until	07:36 PM
St. Thomas Dr & Wakefield Cir	06:36 AM	60 Minutes until	07:36 PM
Wakefield Cir & Wingate Ct	06:37 AM	60 Minutes until	07:37 PM
Wakefield Cir & Wedgewood Pl	06:37 AM	60 Minutes until	07:37 PM
Wakefield Cir & Lambeth Hill Dr	06:38 AM	60 Minutes until	07:38 PM
Pinecone Cir & Primrose Dr	06:39 AM	60 Minutes until	07:39 PM
Pinecone Cir & White Fir Ct	06:39 AM	60 Minutes until	07:39 PM
Pinecone Cir & Huntington Woods Dr	06:43 AM	60 Minutes until	07:43 PM
St. Marks Dr & St.Charles Pkwy	06:44 AM	60 Minutes until	07:44 PM
St.Charles Pkwy & Gallery Pl	06:45 AM	60 Minutes until	07:45 PM
Post Office Rd & Huntington Cir	06:47 AM	60 Minutes until	07:47 PM
Post Office Rd & Copley Ave	06:47 AM	60 Minutes until	07:47 PM
Copley Ave & Belfast Rd	06:48 AM	60 Minutes until	07:48 PM
Copley Ave & Acadia Rd	06:49 AM	60 Minutes until	07:49 PM
Copley Ave & Industrial Park Dr	06:49 AM	60 Minutes until	07:49 PM
Smallwood Dr & Chandler Ct	06:50 AM	60 Minutes until	07:50 PM
301 Park & Ride Transfer Point (ROUTE ENDS)	06:53 AM	60 Minutes until	07:53 PM
Middletown Road -> Dorchester Circle			
301 Park & Ride Transfer Point	07:00 AM	60 Minutes until	07:00 PM
St. Charles Towne Center Mall	07:03 AM	60 Minutes until	07:03 PM
St. Patricks Dr (Food Lion)	07:04 AM	60 Minutes until	07:04 PM
Smallwood Dr & St. Stevens Dr	07:07 AM	60 Minutes until	07:07 PM
Smallwood Dr & St. Anthonys Dr	07:09 AM	60 Minutes until	07:09 PM
Smallwood Dr (Westlake HS)	07:09 AM	60 Minutes until	07:09 PM
Smallwood Dr & Middletown Rd	07:10 AM	60 Minutes until	07:10 PM
Middletown Rd (Westlake HS)	07:11 AM	60 Minutes until	07:11 PM
Middletown Rd & Ethridge Dr	07:13 AM	60 Minutes until	07:13 PM
Middletown Rd & Bittmore St	07:14 AM	60 Minutes until	07:14 PM
Smallwood Dr & St. Florian Dr	07:14 AM	60 Minutes until	07:14 PM
Smallwood Dr & Deerwood Pl	07:15 AM	60 Minutes until	07:15 PM
Smallwood Dr & New Forest Ct	07:16 AM	60 Minutes until	07:16 PM
St. James Dr & Dorchester Cir	07:17 AM	60 Minutes until	07:17 PM
Dorchester Cir & Tarpon Ct	07:18 AM	60 Minutes until	07:18 PM
Dorchester Cir & Parrotfish Ct	07:19 AM	60 Minutes until	07:19 PM
Dorchester Cir & St. Phillips Dr	07:20 AM	60 Minutes until	07:20 PM
St. Patricks Dr & Highgate Pl	07:21 AM	60 Minutes until	07:21 PM
301 Park & Ride Transfer Point (ROUTE ENDS)	07:23 AM	60 Minutes until	07:23 PM

LAST LOOP DEPARTURE TIMES ON DESIGNATED HOLIDAYS (PG. 3):

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

ST. CHARLES D

MONDAY THROUGH SATURDAY	1st Hour	Bus Stops Every	Last Hour
Demarr -> Gleneagles South -> Regency Furniture Stadium			
301 Park & Ride Transfer Point	06:30 AM	60 Minutes until	09:30 PM
Demarr Rd & St. Bridges St	06:37 AM	60 Minutes until	09:37 PM
St. Charles Pkwy & St. Edwins Dr	06:38 AM	60 Minutes until	09:38 PM
St. Charles Pkwy & St. Christopher Dr	06:38 AM	60 Minutes until	09:38 PM
St. Charles Pkwy & Alameda Ave	06:39 AM	60 Minutes until	09:39 PM
St. Charles Pkwy (White Plains Regional Park)	06:40 AM	60 Minutes until	09:40 PM
Billingsley Rd & St. Francis Dr	06:41 AM	60 Minutes until	09:41 PM
Billingsley Rd & St. Marie Dr	06:41 AM	60 Minutes until	09:41 PM
Piney Church Rd & St. Matthews Dr	06:42 AM	60 Minutes until	09:42 PM
Piney Church Rd (St. Charles HS)	06:42 AM	60 Minutes until	09:42 PM
St. Linus Dr (Regency Furniture Stadium)	06:43 AM	60 Minutes until	09:43 PM
Piney Church Rd & Tipperary Ave	06:45 AM	60 Minutes until	09:45 PM
Piney Church Rd & St. Matthews Dr	06:46 AM	60 Minutes until	09:46 PM
Billingsley Rd & St. Owens Ct	06:47 AM	60 Minutes until	09:47 PM
Billingsley Rd & St. Martins Dr	06:48 AM	60 Minutes until	09:48 PM
Billingsley Rd & Prestanica Pl	06:49 AM	60 Minutes until	09:49 PM
301 Park & Ride Transfer Point (ROUTE ENDS)	06:50 AM	60 Minutes until	09:50 PM

LAST LOOP DEPARTURE TIMES ON DESIGNATED HOLIDAYS (PG. 3):

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

Appendix B

Customer & Community Surveys



CUSTOMER SURVEY

Help us to serve you better! Charles County VanGO is conducting a transit plan, and we need your input on our services so that we can better understand travel patterns and transportation needs in our community. Please take a few minutes to provide your thoughts, and complete only one survey. Thank you!

How to submit your survey:

- Onboard: Give the completed survey to the driver.
- Online: Use the QR code or go to https://www.surveymonkey.com/r/charles_tdp_customer_survey
- E-mail: Scan or take a picture of completed survey and send to admin@kfhgroup.com.



*Take this survey
online!*

<p>1. Which VanGO route did you board?</p> <p><input type="checkbox"/> 301 Connector <input type="checkbox"/> La Plata <input type="checkbox"/> Berry Road <input type="checkbox"/> Nanjemoy <input type="checkbox"/> Brandywine Connector <input type="checkbox"/> Newburg <input type="checkbox"/> Bryans Road <input type="checkbox"/> Pinefield <input type="checkbox"/> Business A <input type="checkbox"/> St. Charles A <input type="checkbox"/> Business B <input type="checkbox"/> St. Charles B <input type="checkbox"/> Charlotte Hall <input type="checkbox"/> St. Charles C <input type="checkbox"/> CSM Connector <input type="checkbox"/> St. Charles D <input type="checkbox"/> Indian Head</p>	<p>2. How many VanGO buses will it take to complete this one-way trip today?</p> <p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4+</p> <p>3. What is the purpose of your trip today? <i>You may check more than one.</i></p> <p><input type="checkbox"/> Work <input type="checkbox"/> School <input type="checkbox"/> Social/Recreation <input type="checkbox"/> Medical/Dental <input type="checkbox"/> Shopping/Errands <input type="checkbox"/> Tourism <input type="checkbox"/> Child Care <input type="checkbox"/> Other</p> <p>4. Is your trip part of a round-trip on the bus?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know</p>
<hr/>	
<p>Please let us know where you are COMING FROM:</p> <p>5. Where did this one-way trip start? <i>Please select only one.</i></p> <p><input type="checkbox"/> Home <input type="checkbox"/> Shopping/Errands <input type="checkbox"/> School <input type="checkbox"/> Medical/Dental Office <input type="checkbox"/> Work <input type="checkbox"/> Social or Recreational Activity <input type="checkbox"/> Child Care <input type="checkbox"/> Other _____</p>	<p>Please let us know where you are GOING TO:</p> <p>7. Where will this one-way trip end? <i>Please select only one.</i></p> <p><input type="checkbox"/> Home <input type="checkbox"/> Shopping/Errands <input type="checkbox"/> School <input type="checkbox"/> Medical/Dental Office <input type="checkbox"/> Work <input type="checkbox"/> Social or Recreational Activity <input type="checkbox"/> Child Care <input type="checkbox"/> Other _____</p>
<p>6. How did you get to the bus stop for this bus? <i>You may check more than one.</i></p> <p><input type="checkbox"/> Walked – About how many blocks? _____ <input type="checkbox"/> Another bus – Which route? _____ <input type="checkbox"/> Car – Drove Alone <input type="checkbox"/> Car - Carpoled <input type="checkbox"/> Bicycle <input type="checkbox"/> Taxi <input type="checkbox"/> Uber/Lyft <input type="checkbox"/> Other: _____</p>	<p>8. How will you get to your final destination once off the bus? <i>You may check more than one.</i></p> <p><input type="checkbox"/> Walk – About how many blocks? _____ <input type="checkbox"/> Another bus – Which route? _____ <input type="checkbox"/> Car – Drive Alone <input type="checkbox"/> Car - Carpool <input type="checkbox"/> Bicycle <input type="checkbox"/> Taxi <input type="checkbox"/> Uber/Lyft <input type="checkbox"/> Other: _____</p>

10. What do you like the MOST about VanGO?

11. What do you like the LEAST about VanGO?

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

Yes No

If, yes, where?

15. How often do you typically ride VanGO?

<input type="checkbox"/> Once a week	<input type="checkbox"/> More than 10 times a week
<input type="checkbox"/> 2-5 times a week	<input type="checkbox"/> Once a month
<input type="checkbox"/> 6-10 times a week	<input type="checkbox"/> 2-3 times a month

16. Do you use the VanGO TripShot Mobile app?

Yes No

17. What is your home ZIP Code? _____

18. What is your gender?

Male Female Prefer Not to Answer

19. How many people live in your household? _____

20. What is your age?

<input type="checkbox"/> Under 16	<input type="checkbox"/> 16 – 18	<input type="checkbox"/> 19-24
<input type="checkbox"/> 25 – 49	<input type="checkbox"/> 50 – 64	<input type="checkbox"/> 65 – 74
<input type="checkbox"/> 75 and older		

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

Yes No

22. How many cars are in your household?

0 1 2 3 or more

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

Yes No

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

<input type="checkbox"/> More frequent service	<input type="checkbox"/> Sunday service
<input type="checkbox"/> Shorter travel times	<input type="checkbox"/> Safer buses/stops
<input type="checkbox"/> Earlier morning service	<input type="checkbox"/> Later evening service
<input type="checkbox"/> Additional bus stop shelters/benches	
<input type="checkbox"/> Greater availability of schedule information	
<input type="checkbox"/> Other: _____	

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

24. Which best describes your current employment status?

You may check more than one.

<input type="checkbox"/> Employed Full-Time	<input type="checkbox"/> Employed Part-Time
<input type="checkbox"/> Student	<input type="checkbox"/> Homemaker
<input type="checkbox"/> Not Employed	<input type="checkbox"/> Retired

25. Have you ever served in the military?

Yes No

26. What is your total annual household income?

<input type="checkbox"/> Under \$20,000	<input type="checkbox"/> \$60,000 - \$79,999
<input type="checkbox"/> \$20,000-\$39,999	<input type="checkbox"/> Over \$80,000
<input type="checkbox"/> \$40,000 - \$59,999	<input type="checkbox"/> Don't Know

27. How would you classify yourself?

African American/Black
 Asian or Pacific Islander
 Caucasian/White
 Hispanic or Latino
 Native American
 Other: _____
 Prefer Not to Answer

28. Do you speak a language other than English at home?

Yes No

If yes, what language? For example, Spanish, Korean, Chinese? _____

Please provide any comments regarding your ride today or public transportation in Charles County or the region:

Community Survey

Charles County VanGO is currently conducting a transit plan to assess current services and identify opportunities to improve mobility in the future. This is your opportunity to provide your thoughts on the future of community transportation in our county. Please take a few minutes to complete the following short survey by November 15, 2024 so we can better understand travel patterns and transit needs and receive input on potential transit improvements. Individual survey responses will be kept confidential.

If you have any questions please contact VanGO at 301-934-0102 or barnettj@charlescountymd.gov, or the KFH Group (the firm conducting the transit plan) at ddalton@kfhgroup.com. Thank you!

First, please tell us about your typical travel patterns.

1. What is your **primary** mode of daily transportation? Please check only one.

Car Public Transportation Walk Bicycle Uber/Lyft Taxi
 A friend or family member drives Vanpools or carpools
 Other: _____

2. Are you aware of the services provided by VanGO? What is your impression of these services?

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

3. Do you currently use VanGO? Yes No (will skip to question 6)

4. If you use public transportation, what are the main reasons for your trips? Please check all that apply.

Medical/Dental Work Shopping/Errands School
 Social/Recreation Child Care Government Service Agency
 Other: _____

5. How often do you use VanGO services?

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

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

I prefer to drive
 Need my car before/after work/school
 Need my car for emergencies/overtime
 No service is available near my home/work/school
 Don't know if service is available and/or location of transit stops
 I have limited mobility, and it is hard for me to use transit
 There is not adequate pedestrian infrastructure for me to access public transportation
 I don't feel safe using public transit
 Using public transportation is confusing
 Trips via public transit take too much time

- Public transit services are unreliable
- I have to wait too long for the bus
- The hours of operation are too limited
- Other: _____

7. What improvements would be needed for you to consider using public transportation? (check all that apply)

- Service near my home
- Service between _____ to _____
(Please be as specific as possible)
- Shorter wait/pickup time
- More reliable service
- More frequent service
- Longer hours of service
- Shorter travel time
- Fewer transfers
- Safer vehicles
- Less crowded vehicles
- Better sidewalk infrastructure to access transit stops
- Improved information on available services
- On-demand service similar to Uber/Lyft in my neighborhood
- Guaranteed ride home for emergencies/overtime
- Additional park and ride facilities
- Other: _____
- Additional bus stop shelters/benches Greater availability of schedule information
- Other: _____

8. How would you prefer to receive information about public transportation? (Please check all that apply.)

<input type="checkbox"/> Website	<input type="checkbox"/> Bus Stops	<input type="checkbox"/> Brochure
<input type="checkbox"/> Email	<input type="checkbox"/> Direct Mail	<input type="checkbox"/> County Office
<input type="checkbox"/> TV	<input type="checkbox"/> Social Media	<input type="checkbox"/> Smartphone
<input type="checkbox"/> Radio	<input type="checkbox"/> Newspaper	<input type="checkbox"/> Friends/Family
<input type="checkbox"/> Outdoor Ads	<input type="checkbox"/> Other _____	
<input type="checkbox"/> Prefer Not to Receive		

Now, please provide your thoughts on unmet transportation needs and possible transit service improvements.

9. Do you think there is a need for additional or improved public transportation in Charles County?

- Yes
- No (will skip to question 12)

10. Please indicate the locations that need additional or improved service.

11. Which of the following improvements are needed in Charles County? Please check all that apply.

- New service that would connect communities or key destinations.
If so, which communities or destinations?

- Expanded service on current routes. If so, which route(s)?
- Local service within my community (such as local circulator shuttle or on-demand service)
If so, which community?
- New or expanded service that would provide access to an MDOT MTA Park & Ride lot
If so, which Park and Ride lot and from where?
- New or expanded service that would provide connections to other public transit systems.
If so, which route and from where?
- Expanded transportation services designed for older adults and people with disabilities
- Other Improvements (please be as specific as possible)

Please tell us a little about yourself.

12. What is your zip code? _____

13. What is your gender? Male Female Prefer Not To Answer

14. Please indicate your age:

- Under 18 18-25 26-35 36-45
- 46-55 56-65 66-75 76 or older

15. Do you have a driver's license? Yes No

16. Do you have a car available to drive on a regular basis? Yes No

17. How many working cars/trucks/SUVs/motorcycles are in your household?

- 0 1 2 3 4 or more

18. Which of the following best describes your current employment status? (You may check more than one.)

- Employed, full-time Employed, part-time Student
- Retired Homemaker Not Employed

19. What is your annual household income?

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

20. How would you classify yourself? (Please check all that apply.)

- African American/Black
- Asian or Pacific Islander
- Caucasian/White
- Hispanic or Latino
- Native American
- Other _____
- Prefer Not to Answer

21. Do you speak a language other than English at home? Yes No

If yes, what language(s) do you speak at home? (e.g. Spanish, Korean, Chinese)

If yes, how well do you speak English?

Very Well Well Not Well Not at All

Lastly, please provide any additional comments concerning public transportation in Charles County or the region.

If you would like to receive updates about the Charles County VanGO Transit Development Plan, please provide your contact information:

Name: _____

Email: _____

Thank you!

Appendix C

Trip Generators

Appendix C:

Trip Generators

Educational Facilities

Name	Address	Type of Business
College of Southern Maryland	8730 Mitchell Rd, La Plata, MD 20646	College
College of Southern Maryland - Hughesville	6105 Foster Ln, Hughesville, MD 20637	College

Human Service Agencies

Name	Address	Type of Business
Waldorf Senior Center and Recreational Center	90 Post Office Rd, Waldorf, MD 20602	Senior Center
Fresenius Kidney Care Waldorf	3510 Old Washington Rd Ste 300, Waldorf, MD 20602	Dialysis Center
Fresenius Kidney Care Waldorf West	3015 Technology Pl Ste 120 Ste 120, Waldorf, MD 20601	Dialysis Center
DaVita Charles County Dialysis	4475 Regency Pl Ste 102 & 103, White Plains, MD 20695	Dialysis Center
Kidney Medical Associates	6 Post Office Rd STE 101, Waldorf, MD 20602	Dialysis Center
Right at Home	3200 Robert S. Crain Hwy Ste 101, Waldorf, MD 20603	Adult Day Care
Hanson Community Center	12350 Vivian Adams Dr, Waldorf, MD 20601	Community Center
Mattawoman Community Center	10145 Berry Rd, Waldorf, MD 20603	Community Center
William B Wade Community Center	2300 Smallwood Dr W, Waldorf, MD 20603	Community Center
Jaycees Community Center	3090 Robert S. Crain Hwy, Waldorf, MD 20601	Community Center
Dorchester Community Center	5005 Dorchester Cir, Waldorf, MD 20603	Community Center
Capital Clubhouse	3033 Waldorf Market Pl, Waldorf, MD 20603	Community Center
Benjamin Stoddert Community Center	2040 St Thomas Dr, Waldorf, MD 20602	Community Center
Lancaster Community Center	4150 Lancaster Cir, Waldorf, MD 20603	Community Center

Name	Address	Type of Business
Gleneagles Community Center	4900 Kirkcaldy Ct, Waldorf, MD 20602	Community Center
Wakefield Neighborhood Association	2002 Nantucket Dr, Waldorf, MD 20602	Community Center
Donald M. Wade Aquatic Center	5305 Piney Church Rd, Waldorf, MD 20602	Community Center
Fieldside Community Center	11850 St Linus Dr, St Charles, MD 20602	Community Center
Elite Gymnastics & Recreation Center	2745 Old Washington Rd, Waldorf, MD 20601	Community Center
Billingsley Community Center	10069 Billingsley Rd, White Plains, MD 20695	Community Center
Family Place To Play Indoor Playground	3443 Rockefeller Ct, Waldorf, MD 20602	Rec Center
Waldorf Roller Skating Center	3410 Leonardtown Rd, Waldorf, MD 20601	Rec Center
KIDS FIRST Swim School - Waldorf	3307 Robert S. Crain Hwy, Waldorf, MD 20603	Rec Center
LA Fitness	2916 Festival Way, Waldorf, MD 20601	Rec Center
Charles County Public Library - Waldorf West	10405 O'Donnell Pl, Waldorf, MD 20603	Public Library
P D Brown Waldorf Library	50 Village St, Waldorf, MD 20602	Public Library
Waldorf St Charles Medical	10 St Patricks Dr #203, Waldorf, MD 20603	Medical
Planned Parenthood - Waldorf Health Center	3975 St Charles Pkwy E-3 & E-4, Waldorf, MD 20602	Medical
The Waldorf Medical Clinic	601 Post Office Rd STE 2C, Waldorf, MD 20602	Medical
Waldorf Primary Care	12101 Old Line Ctr, Waldorf, MD 20602	Medical
MedStar Shah Medical Group at Waldorf	10 St Patricks Dr, Waldorf, MD 20603	Medical
Clearway Pain Solutions - Waldorf	3261 Old Washington Rd STE 3010, Waldorf, MD 20602	Medical
Waldorf Pediatrics	4255 Altamont Pl STE 301, White Plains, MD 20695	Medical
MedStar Health: Urgent Care in Waldorf at Festival Way	3064 Waldorf Market Pl, Waldorf, MD 20603	Medical
Recovery Centers of America Capital Region	11100 Billingsley Rd, Waldorf, MD 20602	Rehabilitation Center
NovaCare Rehabilitation - Waldorf	12070 Old Line Ctr Suite 107, Waldorf, MD 20602	Rehabilitation Center
Melwood Rehabilitation Center	7 Post Office Rd, Waldorf, MD 20602	Rehabilitation Center

Name	Address	Type of Business
REHAB AT WORK	2960 Technology Pl #110, Waldorf, MD 20601	Rehabilitation Center
FYZICAL Therapy & Balance Center - Waldorf	3200 Robert S. Crain Hwy, Waldorf, MD 20603	Rehabilitation Center
Outreach Suboxone and MAT Addiction Clinics- Waldorf	11340 Pemberoke Square suite 214, Waldorf, MD 20603	Rehabilitation Center
Open ARMMS Inc - Methadone Clinic & Suboxone Clinic	2590 Business Park Dr, Waldorf, MD 20601	Rehabilitation Center
University of Maryland Charles Regional Rehabilitation	5 N La Plata Ct Suite 102, La Plata, MD 20646	Rehabilitation Center
Ideal Option	11355 Pemberoke Square Suite 108, Waldorf, MD 20603	Rehabilitation Center
Excelsia Injury Care Waldorf	3261 Old Washington Rd STE 2011, Waldorf, MD 20602	Rehabilitation Center
MedStar Health: Physical Therapy at Waldorf - Pemberoke Square	11325 Pemberoke Square 2nd Floor, Waldorf, MD 20603	Rehabilitation Center
CAO Sports Performance & Physical Therapy	3084 Waldorf Market Pl, Waldorf, MD 20603	Rehabilitation Center
Southern Maryland Food Bank	22 Irongate Dr, Waldorf, MD 20602	Food Bank
Calvary United Methodist Church - Food Distribution Center	3235 Leonardtown Rd, Waldorf, MD 20602	Food Bank
Waldorf Free Will baptist Pantry - Food Distribution Center	4028 Middletown Rd, Waldorf, MD 20603	Food Bank
Zion Wesley United Methodist - Food Distribution Center	11500 Berry Rd, Waldorf, MD 20601	Food Bank
Children's Aid Society	3000 Huntington Cir, Waldorf, MD 20602	Food Bank
New Hope Community Outreach Services	4196 Old Washington Rd, Waldorf, MD 20602	Food Bank
Israel Total Life Ministries	64 Industrial Park Dr, Waldorf, MD 20602	Food Bank
Our Place Waldorf Soup Kitchen	305 Smallwood Dr, Waldorf, MD 20602	Food Bank
The Church At Southern Maryland	3370 Leonardtown Rd #102, Waldorf, MD 20601	Food Bank
Lifestyles,inc. - Food Distribution Center	612 E Charles St, La Plata, MD 20646	Food Bank

Name	Address	Type of Business
Clark Senior Center	1210 Charles St, La Plata, MD 20646	Senior Center
Fresenius Kidney Care LaPlata	10210 La Plata Rd, La Plata, MD 20646	Dialysis Center
DaVita LA Plata Dialysis	6700 Robert S. Crain Hwy Ste 103, La Plata, MD 20646	Dialysis Center
Fresenius Medical Care at Civista Medical Center	5 Garrett Ave, La Plata, MD 20646	Dialysis Center
BMA Dialysis	101 Catalpa Dr # 103, La Plata, MD 20646	Dialysis Center
Bio-Medical Applications	10210 La Plata Rd, La Plata, MD 20646	Dialysis Center
Department of Social Services Charles County	200 Kent Ave, La Plata, MD 20646	Adult Day Care
Visiting Angels	50 Post Office Rd #201, Waldorf, MD 20602	Adult Day Care
Milton Somers Community Center	300 Willow Ln, La Plata, MD 20646	Rec Center
Charles County Parks Department	1001 Radio Station Rd, La Plata, MD 20646	Rec Center
La Plata Village Center	105 Drury Dr, La Plata, MD 20646	Rec Center
Meridian Fitness Club	105 Centennial St, La Plata, MD 20646	Rec Center
Planet Fitness	6655 Robert S. Crain Hwy, La Plata, MD 20646	Rec Center
CSM Fitness Center	S Campus Dr, La Plata, MD 20646	Rec Center
Southern Maryland Martial Arts & Fitness	140 Drury Dr, La Plata, MD 20646	Rec Center
Charles County Parks and Grounds	10425 Audie Ln, La Plata, MD 20646	Rec Center
Port Tobacco Recreation Center	8190 Port Tobacco Rd, Port Tobacco, MD 20677	Rec Center
La Plata Park	9115 Hawthorne Rd, La Plata, MD 20646	Rec Center
Charles County Fairgrounds and Event Center	8440 Fairground Rd, La Plata, MD 20646	Rec Center
Wills Memorial Park	505 St Mary's Ave, La Plata, MD 20646	Rec Center
eQuilibrium Fitness	105 Centennial St Suite K, La Plata, MD 20646	Rec Center
Laurel Springs Regional Park	5940 Radio Station Rd, La Plata, MD 20646	Rec Center
Charles County Public Library	2 Garrett Ave, La Plata, MD 20646	Public Library
Alpas Wellness Maryland Recovery Center	1014 Washington Ave, La Plata, MD 20646	Rehabilitation Center

Name	Address	Type of Business
Potomac Pain & Rehab Associates	203 Centennial St # 104, La Plata, MD 20646	Rehabilitation Center
La Plata Physical Therapy	101 Centennial St # C, La Plata, MD 20646	Rehabilitation Center
Charles County Freedom Landing	400 Potomac St, La Plata, MD 20646	Rehabilitation Center
Restore Nursing and Rehabilitation Center	4615 Einstein Pl, White Plains, MD 20695	Rehabilitation Center
FYZICAL Therapy & Balance Centers La Plata	6620 Robert S. Crain Hwy # 101, La Plata, MD 20646	Rehabilitation Center
UM Charles Regional Medical Pavilion	5 N La Plata Ct, La Plata, MD 20646	medical
ATI Physical Therapy	212 Rosewick Rd, La Plata, MD 20646	Rehabilitation Center
Peterson Physical Therapy	144 Drury Dr, La Plata, MD 20646	Rehabilitation Center
La Plata Wellness Center	103 Centennial St A, La Plata, MD 20646	Rehabilitation Center
MedStar Health: Urgent Care at La Plata	500 Charles St, La Plata, MD 20646	Rehabilitation Center
Jane Cunningham, PT	101 Centennial St, La Plata, MD 20646	Rehabilitation Center
Grace Lutheran/FISH - Food Distribution Center	1200 Charles St, La Plata, MD 20646	Food Bank
Assoc. Catholic Charities - Food Distribution Center	513 E Charles St, La Plata, MD 20646	Food Bank
Indian Head Senior Center	100 Cornwallis Square, Indian Head, MD 20640	Senior Center
Indian Head Community Recreation	4163 Jackson Rd, Indian Head, MD 20640	Community Center
Potomac Heights Community Center	822 Glymont Rd, Indian Head, MD 20640	Community Center
Matthew Henson Community Center	3535 Livingston Rd, Indian Head, MD 20640	Community Center
Indian Head Weight House Fitness Center	Farnum Rd, Indian Head, MD 20640	Rec Center
Charles County Public Library - Potomac Branch	3225 Ruth B Swann Dr, Indian Head, MD 20640	Public Library
Branch Health Clinic Indian Head	4141 W Wilson Rd Bldg. 1600, Indian Head, MD 20640	Rehabilitation Center
Saint Mary Star of The Sea Parish - Food Distribution Center	30 Mattingly Ave, Indian Head, MD 20640	Food Bank
Pinefield Community Park	Pinefield Rd, Waldorf, MD 20601 38.6508654	Recreation

Name	Address	Type of Business
Accokeek East Community Park	3606 Accokeek Rd, Waldorf, MD 20601 38.6760138	Recreation
Wexford Village Park	2445 Ellsworth Pl, Waldorf, MD 20601 38.6447075	Recreation
Waldorf Wildlife Autonomy Zone	11225 Raby Rd, Waldorf, MD 20601 38.645644	Recreation
Pisgah Park	6645 Mason Springs Rd, La Plata, MD 20646 38.5322226	Recreation
Clark Run Nature Area	7 Willow Ln, La Plata, MD 20646 38.5307193	Recreation
La Plata Tornado Memorial Garden	3 Firehouse Alley, La Plata, MD 20646 38.5290034	Recreation
Myrtle Grove WMA	5625 Myrtle Grove Rd, La Plata, MD 20646 38.5494592	Recreation
Silver Linden Park	508 Dogwood Ct, La Plata, MD 20646 38.5200794	Recreation
Port Tobacco River Park	7740 Chapel Point Rd, Port Tobacco, MD 20677 38.4999791	Recreation
La Plata Farmers Market	209 Washington Ave, La Plata, MD 20646 38.532228	Recreation
Caroline R Jones Park	720 Caroline Dr, La Plata, MD 20646 38.5334265	Recreation
Miss Jennie Dean Park	842 Holly Dr, La Plata, MD 20646 38.5346306	Recreation
Tilghman Lake Park	10598 Box Elder Rd, La Plata, MD 20646 38.5456549	Recreation

Medical Facilities

Name	Address	Type of Business
MedStar Shah Medical Group at Waldorf	10 St Patricks Dr, Waldorf, MD 20603, United States	Medical
MedStar Health: Urgent Care in Waldorf at Festival Way	3064 Waldorf Market Pl, Waldorf, MD 20603, United States	Medical
MedStar Health: Urgent Care in Waldorf at Shoppers World	3350 Robert S. Crain Hwy, Waldorf, MD 20603, United States	Medical
Patient First Primary and Urgent Care - Waldorf	2855 Robert S. Crain Hwy, Waldorf, MD 20601, United States	Medical
Waldorf St Charles Medical	10 St Patricks Dr #203, Waldorf, MD 20603, United States	Medical
MedExpress Urgent Care	3225 Robert S. Crain Hwy, Waldorf, MD 20603, United States	Medical
Jackson Family Medicine	11315 Pembrooke Square Suite 112, Waldorf, MD 20603, United States	Medical
MedStar Health: Women's Health at Waldorf	3500 Old Washington Rd #302, Waldorf, MD 20602, United States	Medical
MedStar Health: Ear, Nose, and Throat at Waldorf	3062 Waldorf Market Pl, Waldorf, MD 20603, United States	Medical

Name	Address	Type of Business
HB Medical & Wellness Care	11315 Pembrooke Square Suite 111, Waldorf, MD 20603, United States	Medical
Southern Maryland Primary Care	3460 Old Washington Rd # 203A, Waldorf, MD 20602, United States	Medical
U-First Health and Wellness	3500 Old Washington Rd STE 102, Waldorf, MD 20602, United States	Medical
Waldorf Primary Care	12101 Old Line Ctr, Waldorf, MD 20602, United States	Medical
MedStar Shaw Medical Group. Moenil Patel, CRNP	10 St Patricks Dr, Waldorf, MD 20603, United States	Medical
Dr. Pace & Associates	12070 Old Line Ctr # 302, Waldorf, MD 20602, United States	Medical
Waldorf Endoscopy Center	3510 Old Washington Rd STE 200, Waldorf, MD 20602, United States	Medical
Clinton Medical & Urgent Care, MD USA	11340 Pembrooke Square Ste 203, Waldorf, MD 20603, United States	Medical
MedStar Health	3581 Old Washington Rd, Waldorf, MD 20602, United States	Medical
The Health Center LLC	3460 Old Washington Rd Suite 101A, Waldorf, MD 20602, United States	Medical
Patel Ramanan & Associates	3575 Old Washington Rd STE A, Waldorf, MD 20602, United States	Medical
The Waldorf Medical Clinic	601 Post Office Rd STE 2C, Waldorf, MD 20602, United States	Medical
Dr. Zafar A. Ansari, MD	601 Post Office Rd STE 2C, Waldorf, MD 20602, United States	Medical
Shah Associates LLC	12070 Old Line Ctr Suite 100, Waldorf, MD 20602, United States	Medical
Ross Karlene Dr	12101 Old Line Ctr, Waldorf, MD 20602, United States	Medical
Monil Shah, MD	10 St Patricks Dr, Waldorf, MD 20603, United States	Medical
Waldorf St Charles Medical	10 St Patricks Dr #203, Waldorf, MD 20603, United States	Medical
Planned Parenthood - Waldorf Health Center	3975 St Charles Pkwy E-3 & E-4, Waldorf, MD 20602, United States	Medical
The Waldorf Medical Clinic	601 Post Office Rd STE 2C, Waldorf, MD 20602, United States	Medical
Waldorf Primary Care	12101 Old Line Ctr, Waldorf, MD 20602, United States	Medical
MedStar Shah Medical Group at Waldorf	10 St Patricks Dr, Waldorf, MD 20603, United States	Medical
Clearway Pain Solutions - Waldorf	3261 Old Washington Rd STE 3010, Waldorf, MD 20602, United States	Medical
Waldorf Pediatrics	4255 Altamont Pl STE 301, White Plains, MD 20695, United States	Medical

Name	Address	Type of Business
MedStar Health: Urgent Care in Waldorf at Festival Way	3064 Waldorf Market Pl, Waldorf, MD 20603, United States	Medical
UM Charles Regional Medical Pavilion	5 N La Plata Ct, La Plata, MD 20646, United States	Medical
UM Charles Regional	5 Garrett Ave, La Plata, MD 20646	Medical

Multi-Unit Housing

Name	Address	Type of Housing
Southwinds Active Adult Community	4225 Southwinds Pl, White Plains, MD 20695 United States	Senior
Clark Senior Center	1210 Charles St, La Plata, MD 20646 United States	Senior
Angels Heart Assisted Living Home	2866 Marshall Hall Rd, Bryans Road, MD 20616 United States	Senior
Safe Haven Assisted Living	6310 Josephine Rd, Waldorf, MD 20601 United States	Senior
Lilly's Place	2708 Marshall Hall Rd, Bryans Road, MD 20616 United States	Senior
Waldorf Center	4140 Old Washington Rd, Waldorf, MD 20602 United States	Senior
Morningside House of St. Charles	70 Village St, Waldorf, MD 20602 United States	Senior
The Charleston Senior Community	45 St Patricks Dr, Waldorf, MD 20603 United States	Senior
Fenwick Landing Senior Care Community	11665 Doolittle Dr, Waldorf, MD 20602 United States	Senior
Harmony at Waldorf	11239 Berry Rd, Waldorf, MD 20603 United States	Senior
Cedar Tree Assisted Living Facility LLC	10335 Berry Rd, Waldorf, MD 20603 United States	Senior
Victory Lakeside (Seniors 55+)	2005 St Thomas Dr, Waldorf, MD 20602 United States	Senior
Victory Brookside (Seniors 55+)	2008 Wingate Ct, Waldorf, MD 20602 United States	Senior
Victoria Park Apartments (Seniors 55+)	11080 Weymouth Ct, Waldorf, MD 20603 United States	Senior
Complete Care at La Plata	1 Magnolia Dr, La Plata, MD 20646 United States	Senior
Sagepoint Senior Living Services	10210 La Plata Rd, La Plata, MD 20646 United States	Senior
Chapman Rehabilitation & Healthcare Center	10200 La Plata Rd, La Plata, MD 20646 United States	Senior
Sagepoint Gardens Assisted Living	123 Morris Dr, La Plata, MD 20646 United States	Senior

Name	Address	Type of Housing
Assisted Living at Hawkins Gate LLC	6890 Hawkins Gate Rd, La Plata, MD 20646 United States	Senior
Mandeville House	2950 Fern Hill Pl, Waldorf, MD 20603 United States	Senior
The Maples Apartments	101 Wesley Dr, La Plata, MD 20646 United States	Senior
Options For Senior America	1 Oak Ave, La Plata, MD 20646 United States	Senior
La Plata Manor Apartments (Seniors 62+)	1 Hickory Ln, La Plata, MD 20646 United States	Senior
CHARLES LANDING SOUTH	40 Jameson Ct, Indian Head, MD 20640	Low Income
HEADEN HOUSE APTS.	3034 October Pl, Waldorf, MD 20602	Low Income
PALMER APTS	3008 Pilgrims Sq, Saint Charles, MD 20602	Low Income
H.O.P.E. Mudd Housing, Inc.	4008 Brewster Ln, Waldorf, MD 20601	Low Income
Vesta Charles	3299 Jesmond Ct, Waldorf, MD 20602	Low Income
LA PLATA MANOR APTS	1 Hickory Ln, La Plata, MD 20646	Low Income
H.O.P.E. Gagnon Housing, Inc.	3614 Mountain Ash Ct, Waldorf, MD 20602	Low Income
WAKEFIELD TERRACE	85 High St, Waldorf, MD 20602	Low Income
HUNTINGTON APARTMENTS	3000 Gallery Pl, Waldorf, MD 20602	Low Income
Smallwood Gardens	222 Smallwood Village Ctr, Waldorf, MD 20602	Low Income
Westchester at the Pavilions	3560 Malvern St, Waldorf, MD 20603, United States	General
Brookestone Townhomes	12111 Fielding Pl, Waldorf, MD 20601, United States	General
Abberly Square Apartment Homes by HH Hunt	2350 Edenwoods Dr, Waldorf, MD 20601, United States	General
Gleneagles Apartments	11604 Lewisham Pl, St Charles, MD 20602, United States	General
The Apartments of St. Charles	4817 Elmley Pl, St Charles, MD 20602, United States	General
Center Pointe (formerly Holly Tree)	2482 Lake Dr, Waldorf, MD 20601, United States	General
The Links at Gleneagles	4817 Elmley Pl, Waldorf, MD 20602, United States	General
Village of St. Charles	85 Smallwood Village Center Suite 2, Waldorf, MD 20602, United States	General
Sunstone Grove	2451 Avesta Pl, Waldorf, MD 20603, United States	General

Name	Address	Type of Housing
Victory Lakeside (Seniors 55+)	2005 St Thomas Dr, Waldorf, MD 20602, United States	General
Spark Waldorf	3001 Hollins Ln, Waldorf, MD 20601, United States	General
Coachman's Landing Apartments	6061 Thoroughbred Ct, Waldorf, MD 20603, United States	General
New Forest Apartments	6017 New Forest Ct, Waldorf, MD 20603, United States	General
Birchwood at Waldorf	3605 Moses Way, Waldorf, MD 20602, United States	General
Hopewell Cottages	Hope Cir, Waldorf, MD 20601, United States	General
The Nines at Gleneagles Apartments	4872 Lichfield Pl, Waldorf, MD 20602, United States	General
Victory Brookside (Seniors 55+)	2008 Wingate Ct, Waldorf, MD 20602, United States	General
Fox Chase Apartments	4001 Night Heron Ct, Waldorf, MD 20602, United States	General
Crossland Apartments	1101 Heritage Pl, Waldorf, MD 20602, United States	General
The Maples Apartments	101 Wesley Dr, La Plata, MD 20646, United States	General
Rosewick Apartments	134 Rosewick Cor Pl Ste 103, La Plata, MD 20646, United States	General
Carroll LaPlata Village	656 Piscataway Ct, La Plata, MD 20646, United States	General
EVOLV Residential at Stonehaven	4079 Enid Blyton Pl, White Plains, MD 20695, United States	General
La Plata Grande Gardens	610 Zekiah Run Rd, La Plata, MD 20646, United States	General
La Plata Manor Apartments (Seniors 62+)	1 Hickory Ln, La Plata, MD 20646, United States	General
The Villages of SteepleChase	Mustang Dr, La Plata, MD 20646, United States	General
Heritage Place I Apartments	605 Zekiah Run Rd, La Plata, MD 20646, United States	General
Edelen Station Condominium	800 Edelen Station Pl, La Plata, MD 20646, United States	General
Village Lake Apartments	2009 St Thomas Dr, Waldorf, MD 20602, United States	General
Southwinds Active Adult Community	4225 Southwinds Pl 4210, 4250 Southwinds Pl, White Plains, MD 20695, United States	General
Mote Management Company	109 St Mary's Ave, La Plata, MD 20646, United States	General
Brookmont Apartments	2001 Wedgewood Pl, Waldorf, MD 20602, United States	General
Palmer Apartments at The Village of St. Charles	3008 Pilgrims Square, St Charles, MD 20602, United States	General
Sheffield Greens Apartments	4670 Prestancia Pl, Waldorf, MD 20602, United States	General
Adams Crossing	12330 Vivian Adams Dr, Waldorf, MD 20601, United States	General
Hunter's Run Apartments	4136 Falcon Pl, Waldorf, MD 20603, United States	General

Name	Address	Type of Housing
Village Green & Pine View Apartments	12151 Ell Ln, Waldorf, MD 20602, United States	General
Charles Landing South	41 Jameson Ct, Indian Head, MD 20640, United States	General
Indian Head Village Apartments	7 Hampton Ct, Bryans Road, MD 20616, United States	General
Liberty Military Housing - Indian Head	3946 Welsh St Bldg. 1659, Indian Head, MD 20640, United States	General
Coppersmith Place	38°38'06. 77°04'36., 2 6th St, Indian Head, MD 20640, United States	General
Anchor Point	195 Seldovia Dr, Indian Head, MD 20640, United States	General
rivers edge	26 Rivers Edge Terrace, Indian Head, MD 20640, United States	General
Villages of Potomac At Indian	Kinosew Wy, Indian Head, MD 20640, United States	General
Pentagon Suites	4085 Indian Head Hwy, Indian Head, MD 20640, United States	General
Potomac Heights Mutual Homeowners Association	200 Cedar Ln, Indian Head, MD 20640, United States	General
Indian Head Senior Center	100 Cornwallis Square, Indian Head, MD 20640, United States	General
Indian Head Elementary School	4200 Indian Head Hwy, Indian Head, MD 20640, United States	General

Shopping Centers

Name	Address	Type of Business
Shops at Waldorf Center	2952 Festival Way, Waldorf, MD 20601, United States	Shopping
St. Charles Towne Center	11110 Mall Cir, Waldorf, MD 20603, United States	Shopping
Waldorf Marketplace I	3051 Waldorf Market Pl, Waldorf, MD 20603, United States	Shopping
Waldorf Shoppers World	3220 Robert S. Crain Hwy, Waldorf, MD 20603, United States	Shopping
Charles County Plaza Shopping Center	3273 Plaza Dr, Waldorf, MD 20603, United States	Shopping
St. Charles Towne Plaza	1234 Smallwood Dr W, Waldorf, MD 20603, United States	Shopping
Acton Square Shopping Center	2728 Robert S. Crain Hwy, Waldorf, MD 20601, United States	Shopping
Pinefield center	2010 Robert S. Crain Hwy, Waldorf, MD 20601, United States	Shopping

Name	Address	Type of Business
Westlake Square Shopping Center	3550 Middletown Rd, Waldorf, MD 20603, United States	Shopping
Smallwood Village Center	11 King St, Waldorf, MD 20603, United States	Shopping
The Square St Charles Towne Center	11110 Mall Cir Level 2, Waldorf, MD 20603, United States	Shopping
Waldorf Park	3716 Robert S. Crain Hwy, Waldorf, MD 20603, United States	Shopping
Burlington	3326 Robert S. Crain Hwy, Waldorf, MD 20603, United States	Shopping
Clothes Mentor	11487 Berry Rd, Waldorf, MD 20603, United States	Shopping
HomeGoods	3019 Festival Way, Waldorf, MD 20601, United States	Shopping
The Box Waldorf	Acton Square Shopping Center, 2754 Robert S. Crain Hwy, Waldorf, MD 20601, United States	Shopping
T.J. Maxx	2969 Festival Way, Waldorf, MD 20601, United States	Shopping
Prime Thrift Waldorf	2100 Robert S. Crain Hwy, Waldorf, MD 20601, United States	Shopping
SHOPPERS Waldorf	1170 Smallwood Dr W, Waldorf, MD 20603, United States	Shopping
Macy's	11200 Mall Cir #6190, Waldorf, MD 20603, United States	Shopping
Waldorf Dodge RAM	2294 Robert S. Crain Hwy, Waldorf, MD 20601, United States	Shopping
Men's Wearhouse	2970 Festival Way, Waldorf, MD 20601, United States	Shopping
Ross Dress for Less	3050 Festival Way, Waldorf, MD 20601, United States	Shopping
Target	3300 Western Pkwy, Waldorf, MD 20603, United States	Shopping
Carter's	3066 Festival Way Space 309, Waldorf, MD 20601, United States	Shopping
Lowe's Home Improvement	2525 Robert S. Crain Hwy, Waldorf, MD 20601, United States	Shopping
Staples	2957 Festival Way Space123 Suite 123, Waldorf, MD 20601, United States	Shopping
Blk & Lit Candle Bar	11815 Park Waldorf Ln Suite 523, Waldorf, MD 20601, United States	Shopping
Old Navy	3003 Festival Way, Waldorf, MD 20601, United States	Shopping
La Plata Plaza	301 Shining Willow Way, La Plata, MD 20646, United States	Shopping
La Plata Shopping Center	Robert S. Crain Hwy, La Plata, MD 20646, United States	Shopping
Rosewick Crossing	200 Rosewick Rd, La Plata, MD 20646, United States	Shopping
Centerpiece Boutique	406 Charles St, La Plata, MD 20646, United States	Shopping
La Plata Village Center	105 Drury Dr, La Plata, MD 20646, United States	Shopping
Sublime Soul	78 Drury Dr, La Plata, MD 20646, United States	Shopping
Serendipity Bridal And Events	304 Charles St, La Plata, MD 20646, United States	Shopping
Dream BIG Boutique	106 St Marys Ave, La Plata, MD 20646, United States	Shopping

Name	Address	Type of Business
& Business Center		
Famous Footwear	50 Shining Willow Way, La Plata, MD 20646, United States	Shopping
Hawthorne Shopping Center	Robert S. Crain Hwy, La Plata, MD 20646, United States	Shopping
Market at The Charles	417 Charles St, La Plata, MD 20646, United States	Shopping
Target	60 Shining Willow Way, La Plata, MD 20646, United States	Shopping
Hooks & Hangers	Second Location: Hawthorne Shopping Center, 6241 Crain Highway LaPlata, 29940 Three Notch Road, La Plata, MD 20646, United States	Shopping
BIRD CITY RECORDS	6 St Mary's Ave #102, La Plata, MD 20646, United States	Shopping
Hancock Family Farms	6 St Mary's Ave Ste 100C, La Plata, MD 20646, United States	Shopping
Safeway	40 Shining Willow Way, La Plata, MD 20646, United States	Shopping
La Plata Farmers Market	209 Washington Ave, La Plata, MD 20646, United States	Shopping
Material Girls Quilt Boutique	6750 Robert S. Crain Hwy Suite B, La Plata, MD 20646, United States	Shopping
Charles Street C-Store	606 Charles St, La Plata, MD 20646, United States	Shopping
Cold Stone Creamery	105 Drury Dr Suite D, La Plata, MD 20646, United States	Shopping
Walmart	40 Drury Dr, La Plata, MD 20646, United States	Shopping
Weis Markets	100 Drury Dr, La Plata, MD 20646, United States	Shopping
The Charles Restaurant & Bar	417 Charles St, La Plata, MD 20646, United States	Shopping
ALDI	155 Rosewick Cor Pl, La Plata, MD 20646, United States	Shopping
K&G Fashion Superstore	1240 Smallwood Dr W, Waldorf, MD 20603, United States	Shopping
Walmart Photo Center	40 Drury Dr, La Plata, MD 20646, United States	Shopping
Navy Exchange Main	101 Strauss Ave Building No. 323, Indian Head, MD 20640, United States	Shopping
Family Dollar	Center, 104 Drury Dr, La Plata, MD 20646, United States	Shopping
Pisgah General Store	7015 Poorhouse Rd, Indian Head, MD 20640, United States	Shopping
DG Market	4380 Indian Head Hwy, Indian Head, MD 20640, United States	Shopping
Dollar Tree	20 Poplar Ln, Indian Head, MD 20640, United States	Shopping
Hughesville Village Market	8143 Old Leonardtown Rd, Hughesville, MD 20637, United States	Shopping
Hughesville Bargain Barn	8275 Old Leonardtown Rd, Hughesville, MD 20637, United States	Shopping

Major Employers

Employer	Address	Employees	Industry
Naval Support Facility (NSF) Indian Head	3838 Strauss Ave, Indian Head, MD 20640	3,834	Military Installation
Charles County Board of Education	2040 St Thomas Dr, Waldorf, MD 20602	3,701	Public Education
Charles County Government	200 Baltimore St, La Plata, MD 20646	1,814	Local Government
University of MD Charles Regional Medical Center	University of MD Charles Regional Medical Center	775	Medical Services
Walmart	11930 Acton Ln, Waldorf, MD 20601	637	Retail
Walmart	40 Drury Dr, La Plata, MD 20646	637	Retail
Sam's Club	2365 Robert S. Crain Hwy, Waldorf, MD 20601	637	Retail
College of Southern Maryland - Hughesville	6105 Foster Ln, Hughesville, MD 20637	602	Higher Education
College of Southern Maryland	8730 Mitchell Rd, La Plata, MD 20646	602	Higher Education
Waldorf Chevy/Cadillac, Honda, Ford, Toyota/Scion, Dodge	2298 Crain Highway, Waldorf, MD 20601	583	Retail
Southern Maryland Electric Coop. (SMECO)	15065 Burnt Store Rd, Hughesville, MD 20637	471	Energy Products and Services
Safeway	3051 Waldorf Market Pl, Waldorf, MD 20603	465	Retail
Safeway	10 King St, Waldorf, MD 20602	465	Retail
Target	3300 Western Pkwy, Waldorf, MD 20603	400	Retail
Target	60 Shining Willow Way, La Plata, MD 20646	400	Retail
The Wills Group	102 Centennial St, La Plata, MD 20646	344	HQ/Fuel Distribution & Marketing
Lowe's	2525 Robert S. Crain Hwy, Waldorf, MD 20601	332	Retail
Lowe's	300 Rosewick Rd, La Plata, MD 20646	332	Retail
ADJ Sheet Metal	4510 Graphics Dr, White Plains, MD 20695	280	Metals/Manufacturing
Genesis Health Care La Plata Center	4140 Old Washington Rd, Waldorf, MD 20602	260	Nursing Care
Sagepoint Senior Living Services	10210 La Plata Rd, La Plata, MD 20646	250	Nursing Care
Keller Transportation	4472 Gallant Green Rd, Waldorf, MD 20601	175	Bus Transportation
Maryland Center for Addiction	11100 Billingsley Rd, Waldorf,	167	Medical Services

Employer	Address	Employees	Industry
Treatment (Recovery Centers of America)	MD 20602		
Spring Dell Center	6040 Radio Station Rd, La Plata, MD 20646	160	Services-Dev. Disabled Individuals
BJ's Wholesale Club	1000 St Nicholas Dr, Waldorf, MD 20603	111	Retail
Best Buy	11725 Berry Rd, Waldorf, MD 20603	100	Retail
CHUTES International	33 Industrial Park Dr, Waldorf, MD 20602	95	Construction Services
Automated Graphic Systems	4590 Graphics Dr, White Plains, MD 20695	85	Print/Marketing Communications
Modern Door	4301 Charles Crossing Rd, White Plains, MD 20695	78	Manufacturing
Reliable Contracting	12250 Acton Ln, Waldorf, MD 20601	65	Construction Services

Correctional Facilities

Name	Address	Type of Business
Charles County Detention	6905 Robert S. Crain Hwy, La Plata, MD 20646, United States	Correctional Facility
Southern Maryland Correction Facility	14320 Oaks Rd, Charlotte Hall, MD 20622, United States	Correctional Facility
Maryland Department of Juvenile	200 Kent Ave, La Plata, MD 20646, United States	Correctional Facility

Government Offices

Name	Address	Type of Business
Charles County Government	200 Baltimore St, La Plata, MD 20646, United States	County office
Department of Social Services Charles County	200 Kent Ave, La Plata, MD 20646, United States	County office
Charles County Public Facility	1001 Radio Station Rd, La Plata, MD 20646, United States	County office
Charles County Office	200 Charles St, La Plata, MD 20646, United States	County office
Charles County Administrator	200 Baltimore St, La Plata, MD 20646, United States	County office
District Court Commissioners	11 Washington Ave, La Plata, MD 20646, United States	County office

Name	Address	Type of Business
Charles County Planning Department	200 Baltimore St, La Plata, MD 20646, United States	County Office
Charles County Attorney	200 Baltimore St, La Plata, MD 20646, United States	County Office
District Court Office	200 Charles St, La Plata, MD 20646, United States	County Office
Charles County District Court	11 Washington Ave, La Plata, MD 20646, United States	County Office
Town of La Plata Public Works	7225 Robert S. Crain Hwy, La Plata, MD 20646, United States	County Office
Charles County Circuit Court	200 Charles St, La Plata, MD 20646, United States	County Office
Charles County Public Defender's Office	200 Kent Ave #102, La Plata, MD 20646, United States	County Office
Charles County Roads Department	1001 Radio Station Rd, La Plata, MD 20646, United States	County Office
Charles County Utilities Department	5310 Hawthorne Rd, La Plata, MD 20646, United States	County Office
Charles County Board of Elections	201 Charles St, La Plata, MD 20646, United States	County Office
Maryland Department of Assessments and Taxation (Charles County)	101 Catalpa Dr # 101A, La Plata, MD 20646, United States	County Office
Office of Child Support Enforcement	200 Kent Ave, La Plata, MD 20646, United States	County Office
Charles County Department of Health	4545 Robert S. Crain Hwy, White Plains, MD 20695, United States	County Office
MVA - Waldorf	11 Industrial Park Dr, Waldorf, MD 20602, United States	County Office
Comptroller of Maryland	1036 St Nicholas Dr #202, Waldorf, MD 20603, United States	County Office
Charles County Department of Community Services	8190 Port Tobacco Rd, Port Tobacco, MD 20677, United States	County Office
Southern MD Workforce Services	175 Post Office Rd, Waldorf, MD 20602, United States	County Office
Parole & Probation Division	25 Industrial Park Dr, Waldorf, MD 20602, United States	County Office
Charles County Sheriff	3670 Leonardtown Rd, Waldorf, MD 20601, United States	County Office
Charles County Department of Economic Development	10665 Stanhaven Pl, White Plains, MD 20695, United States	County Office
Charles County Board-Education	2040 St Thomas Dr, Waldorf, MD 20602, United States	County Office
United States Postal Service	150 Post Office Rd, Waldorf, MD 20602, United States	County Office